

Secure E-mail

Please be advised that as of last week, we have been encrypting outbound emails from our RetailAccess@coned.com email address. We are securing all of our outbound retail access emails to make sure that any emails containing customer name, account number and/or usage information are handled appropriately.

To open the encrypted emails, you will be receiving an email from securemail@coned.com advising that you have a secure message. Please follow the instructions, which will ask you to set up a password in order to access our email/response. If you have any trouble, please let us know the specifics of the issues and we will work to resolve them.

Note: To ensure a timely response, please use the retailaccess@coned.com as the main email address for inquiries. Also, please be sure to visit our dedicated website for ESCO as self-service, by clicking on the following link: <https://www.coned.com/en/business-partners/become-a-supply-partner>

If you have any responses, comments or questions, please forward them to RetailAccess@coned.com, unless otherwise noted.