



## Legacy RAIS (Electric) Portal Outage

Effective 7:00 PM EST Wednesday, September 30<sup>th</sup> 2020 the legacy RAIS portal ([conEd.com/RetailAccess](http://conEd.com/RetailAccess)) was temporarily made unavailable for emergency maintenance.

Please note that the new RAIS portal ([www.conEd.com/RetailChoice](http://www.conEd.com/RetailChoice)) for active ESCOs, is still up and running.

If ESCO users do not currently have access to the new RAIS portal, please first register a new login [here](#) and Follow the prompts to register in OKTA. This is NOT registering in RAIS but OKTA first. You will need to register with your corporate/company email address. Once done, email [RetailAccess@conEd.com](mailto:RetailAccess@conEd.com) with the name and email address that was registered.

*Note: Please be mindful of sharing login information with any outside parties that may not satisfy New York State's Cyber Security requirements found in the DSA.*

## Contact Us

If you have any questions or comments, please visit our [ESCO website](#) or email [RetailAccess@coned.com](mailto:RetailAccess@coned.com).