

## ConEdison and Orange & Rockland's Customer Information System Replacement Project Update

### Preparing for the CORE project Go-Live

Date	EST	Activity
Thur, 9/7	12:00am	New ESCO onboarding/set-up will stop***
Thur, 10/5	4:30pm	Inbound transactions from ESCOs to the Utility will stop
Sat, 10/7	5:00pm	Outbound transactions from the Utility to ESCOs will stop
Sun, 10/8	2:00pm	Outbound transactions (814C-Account Change) from the Utility to ESCOs will resume
Sun, 10/8	5:00pm	Shell account number (REFAJ) will be sent by email
Mon, 10/9	12:00am	Holiday
Tue, 10/10	5:00am	Inbound transactions from ESCOs to the Utility will resume
Tue, 10/10	5:00am	New ESCO onboarding/set-up will resume
Tue, 10/10	2:00pm	Outbound transactions (814C – Meter and other CC&B changes) from the Utility to ESCOs resume
Wed, 10/11	2:00pm	Outbound transactions (responses) from the Utility to ESCOs resume

Please note: Times are approximate and are subject to change based on the execution of the overall go-live plan.

### Support after Go-Live

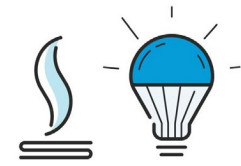
Effective 10/6 at 5:00pm

- All questions and support request should be sent to:
  - For Con Ed: [RETAILACCESS@CONED.COM](mailto:RETAILACCESS@CONED.COM)
  - For ORU: [RETAILCHOICE@CONED.COM](mailto:RETAILCHOICE@CONED.COM)
- [Current Project Support email boxes will be deactivated and the Production Support teams be used](#)
- Please refer to past Retail Choice Newsletters for CORE project information

### Update ESCO Contact Information

**ESCO/DERS:** Please ensure that the Con Ed and ORU Retail Choice Teams have the correct contact names, email addresses, and phone numbers to ensure that you receive your shell account number (REFAJ) during the cutover activities.

Please send your contact names, email addresses, and phone numbers of all personnel. In the subject line of the email, please indicate "ESCO/DERS CONTACT INFORMATION".



**EDI Service Provider:** The intent is to send the shell accounts to the respective ESCOs. If you are an EDI Service Provider and would like to receive the shell account number(s), please make sure to provide the list of ESCOs that you are actively serving with their respective legacy shell account number(s) (REFAJ).

In the subject line of the email, please indicate "EDI SERVICE PROVIDER SHELL ACCOUNT NUMBER ".

**Send your information to:**

For Con Ed: [RETAILACCESS@CONED.COM](mailto:RETAILACCESS@CONED.COM)

For ORU: [RETAILCHOICE@CONED.COM](mailto:RETAILCHOICE@CONED.COM)

**Contact Us**

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