



ConEdison and Orange & Rockland's Customer Information System Replacement Reminder

Friendly reminder –

- The retail choice systems are currently unavailable and will resume as per the schedule previously shared.
- Please do not submit any transactions during this time.
- During the cutover, both CECONY and ORU will send 814 Account Change transactions, scheduled for Sunday, October 8, 2023. We strongly recommend that you ensure readiness to receive and process these transactions, including the sending of the 997 Acknowledgments.

Please visit [ESCO Issue 35-2023](#) for the detailed schedule.

Contact Us

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