



Missing 814HU responses

Our IT Department has resent all 814HU and correlating 867HHs. Please advise if you are still missing any files.

Please note that we are experiencing a delay on 814HU responses for requests made between 6/17 and 6/18. The Company is close to resolving the problem and anticipates that responses will be sent out shortly for all requests that have been submitted from 6/17 to present. Please note that 814HU requests take 2 business days for us to respond to, so please be mindful of this when sending inquiries regarding missing 814HU responses. As a reminder, any file sent after 4:30 PM EST will be considered to be received on the next business day.

We will continue to review requests sent prior to 6/17 and will reprocess files that are missing responses. We will provide an update on any progress made.

Contact Us

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