



Con Edison  
Energy Efficiency and Demand  
Management Programs  
4 Irving Place, 10th Floor  
New York, NY 10003  
conEd.com/greenteam

### **Consultant FAQs**

1. *Why is a username and password now required to access account information on [www.coned.com](http://www.coned.com)?*

Con Edison has enhanced our customer security by updating the “My Account” feature on [www.coned.com](http://www.coned.com). Account information can no longer be accessed with only the 15 digit Con Edison account number. The site now requires a username and password to view all Con Edison account information. This feature has been added to ensure that only authorized users are able to access and initiate changes on customers’ accounts.

2. *Can multiple accounts be linked to the same username and password?*

Yes, multiple accounts can be associated with one set of login credentials.

3. *How can consultants continue to access electric and gas information with just the Con Edison account number?*

The Retail Access Information System and the Transportation Customer Information System both have a “View Only” feature which allows access to customer usage data with an account number. Please note, the electric usage provided via the Retail Access Information System website is historical usage while the gas usage provided via the Transportation Customer Information System website provides projected usage based on weather normalized estimates.

To access this information please follow the steps below. The websites can be accessed via the Con Edison website at:

**ELECTRIC-Retail Access Information System - [www.coned.com/retailaccess](http://www.coned.com/retailaccess)**

Click on:

- ✓ View Only
- ✓ Account Info & Billing History
- ✓ Enter the account number

**GAS-Transportation Customer Information System - [www.coned.com/tcis](http://www.coned.com/tcis)**

Click on:

- ✓ View
- ✓ Enter the account number

4. *Why does TCIS provide projected gas data?*

Both RAIS and TCIS were designed for Energy Supply Companies (ESCOs) to utilize when pricing out customers to offer rates and rate packages. Due to the nature of gas usage it is more accurate to price out gas customers based on projected weather normalized usage than historical usage.

5. *What if building owners have already set up their My Account login credentials with multiple accounts, but the consultant does not have authorization to access the entire portfolio?*

Consultants will have to work directly with their clients to create a solution for accessing their accounts in these situations.

6. *Can a consultant create their own login credentials for multiple customers' accounts?*

Yes, as long as the consultant obtains the proper authorization from the customer and the accounts are not already associated with a set of login credentials. If a building owner has already added a particular account to their portfolio then a consultant will not be able to add it to a separate one. An account can only be associated with one set of login credentials.

7. *What additional avenues are available to obtain usage data?*

Up to 24 months of usage data for individual accounts can be obtained through Customer Assistance free of charge by all Con Edison customer(s). All requests for company records by a customer or its authorized agent pertaining to the customer billing may be made by calling the 1 800 75 CONED.

Whole building aggregated data can be obtained through Energy Efficiency at a cost of \$102.50 per buildings provided the consultant(s) have received the necessary authorization from the customer(s). The only change to this step, is that we are requiring the customer/consultant fill out an benchmarking request form.

8. *Can building owners/consultants request aggregated data for part of the year?*

Not at this time, we understand that additional data beyond what is necessary for Local Law 84 may be needed in some cases to comply with Energy Star or LEED certification. Our reports were designed to assist customers in complying with Local Law 84. Due to this reports for both electric and gas currently do not provide rolling data. The reports can only return up to 24 months of data. The reports are canned to include all data

from December of 2009 to February 1st of 2012 where available. This allows customers to comply with both the 2011 and 2012 benchmarking requirements.

The 2nd Annual Corporate Customer Forum will be October 22 at 9am in the 19th floor auditorium at Con Edison 4 Irving Place. We will have presentations from numerous Con Edison departments on a variety of topics including MHP and Reactive Power, Energy Efficiency, Oil to Gas Conversions, Steam as well as a presentation by NYPA on Recharge NY. Please click on the link below to register online for the event.

Registration is free and breakfast will be provided.

<<http://customerforum.eventbrite.com>>