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Residential Data Access Frequently Asked Questions

Updated September 25, 2025

Suppliers may now receive hourly residential customer interval data, without a Letter of Authorization, for their customers with bill-certified smart meters in Ohio deployment areas. View the FAQs below for more information on what's changing and how to submit a request for residential hourly interval data.

What is changing?

- Suppliers may now request hourly residential customer interval data from bill-certified smart meters in Ohio deployment areas. This change is pursuant to the December 18, 2024, PUCO Order in Case No. 22-0704-EL-UNC. [View the order on the PUCO website.](#)
- Residential hourly interval data requests in EDI will only be fulfilled if the supplier is the customer's current Competitive Retail Electric Service (CRES) provider of record when the request is made. Requests from past, pending or rescinded suppliers will be rejected with code "A84-Invalid Relationship."

How do I request residential hourly interval data via EDI?

- To request residential hourly interval data in EDI, the supplier must be the CRES provider of record when the request is made.
 - **867HIU** (Historical Interval): The process to request residential data is the same as non-residential. If the supplier is not the CRES provider of record, rejection code "A84-Invalid Relationship" will be provided in HIU Response. An 867HU (monthly historical summary data) will still be provided.
 - **867IU** (Monthly Interval): The process to request residential data is the same as non-residential. Please refer to the [EDI Implementation Guidelines](#) for details.

How do I request residential hourly interval data via the Supplier Portal (SU-MR and StS Rolling 10-Day)?

- Interval data will continue to be available for suppliers with a valid "Letter of Authorization" and access to the SU-MR tool in the Supplier Portal.
- Residential data will automatically be uploaded to the rolling 10-day files and available to the CRES provider of record during the period they were the CRES provider of record.
 - For example, if the CRES is only the provider of record for six days in the period for which they're requesting, only those six days-worth of data will be provided.
- Suppliers may request access to the SU-MR tool, rolling 10-day and StS HIU by completing a "[Request new User ID and Password Form.](#)"
- StS HIU is system to system functionality and requires set up and testing.

When can residential hourly interval data requests be submitted in EDI?

- Requests for residential hourly interval data within EDI can be submitted now.

How can I get help with receiving residential hourly interval data?

- If you have questions or need assistance receiving residential hourly interval data, please contact FirstEnergy's Supplier Services team:
 - [Complete our online form](#)
 - Phone: (330) 761-4348
- For additional supplier resources, visit our [Supplier Services website.](#)