

ESCALATION PROCESS FOR ENERGY SERVICES

First step –

- Contact Energy Services as listed on http://www.coned.com/es/contact_us.asp
- Contact information is located at www.coned.com/es via Project Center as listed on your case
- Information included on the acknowledgement letter

Second step –

If no contact or acknowledgment received within two business days, send email to management distribution lists below:

Manhattan

- Retail Jobs - dl-manhretailquestions@coned.com
- Major Jobs - dl-manhmajorservicesquestions@coned.com

Westchester/Bronx

- Retail Jobs - dl-bronxwestretailquestions@coned.com
- Major Jobs - dl-bronxwestmajorservicesquestions@coned.com

Brooklyn/Queens

- Retail Jobs - dl-brooklynqueensretailquestions@coned.com
- Major Jobs - dl-brooklynqueensmajorservicesquestions@coned.com

Staten Island

- Retail Jobs - dl-siretailquestions@coned.com
- Major Jobs - dl-simajorservicesquestions@coned.com

Note: The following information should be provided on emails sent to these dl's.

Subject Field

- Job Number (MC-####), Address, Name of the signing person on the acknowledgment letter (District Manager or Customer Project Manager)

Body of email

- Contact Name and phone number
- Question

*** Please also check Project Center (www.coned.com/es) for updated information related to your case, as it may have the information you are looking for.

Third Step – After allowing an additional two business days, contact Department Manager directly

Manhattan – Matthew Glasser
glasserm@coned.com
212-460-3086

Westchester/Bronx – Bayly Tyler
tylerb@coned.com
914-925-6036

Brooklyn/Queens – Peter L. Mladinich
mladinichp@coned.com
718-802-6393

Staten Island – Robert Vroom
vroomr@coned.com
718-390-6452