

# ESCALATION PROCESS FOR ENERGY SERVICES

## First step –

- Contact Energy Services as listed on [http://www.coned.com/es/contact\\_us.asp](http://www.coned.com/es/contact_us.asp)
- Contact information is located at [www.coned.com/es](http://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](mailto:dl-manhretailquestions@coned.com)
- Major Jobs - [dl-manhmajorservicesquestions@coned.com](mailto:dl-manhmajorservicesquestions@coned.com)

### Westchester/Bronx

- Retail Jobs - [dl-bronxwestretailquestions@coned.com](mailto:dl-bronxwestretailquestions@coned.com)
- Major Jobs - [dl-bronxwestmajorservicesquestions@coned.com](mailto:dl-bronxwestmajorservicesquestions@coned.com)

### Brooklyn/Queens

- Retail Jobs - [dl-brooklynqueensretailquestions@coned.com](mailto:dl-brooklynqueensretailquestions@coned.com)
- Major Jobs - [dl-brooklynqueensmajorservicesquestions@coned.com](mailto:dl-brooklynqueensmajorservicesquestions@coned.com)

### Staten Island

- Retail Jobs - [dl-siretailquestions@coned.com](mailto:dl-siretailquestions@coned.com)
- Major Jobs - [dl-simajorservicesquestions@coned.com](mailto: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](http://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](mailto:glasserm@coned.com)  
[212-460-3086](tel:212-460-3086)

**Westchester/Bronx** – Bayly Tyler  
[tylerb@coned.com](mailto:tylerb@coned.com)  
[914-925-6036](tel:914-925-6036)

**Brooklyn/Queens** – Peter L. Mladinich  
[mladinichp@coned.com](mailto:mladinichp@coned.com)  
[718-802-6393](tel:718-802-6393)

**Staten Island** – Robert Vroom  
[vroomr@coned.com](mailto:vroomr@coned.com)  
[718-390-6452](tel:718-390-6452)