

Project Center User Guide

*This guide is intended to help customers / contractors operate the
Con Edison's Energy Service Project Center web application.*

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About this guide

This document is divided into the following chapters:

- Chapter 1, “Introduction”.
- Chapter 2, “Key Features & Functions,” gives an overview of the system key features & functions.
- Chapter 3, “Getting Started”, details preliminary user requirements to get started.
- Chapter 4, “Step by Step Instructions”, explains detail steps on how to perform system specific functions.
- Appendix A, “Milestone Definition”, list all the milestones and description available in the project center.
- Appendix B, “Technical Support”, provides technical support & system troubleshooting related information.
- Notes, this section provides a blank page for your notes or comments.

Note: For more information concerning the Project Center web application or project related questions, go to [Section 4.3](#).

1 Introduction

This guide is intended for customers, contractors or any other interested party who wish to initiate a service request, view case status and receive email notifications on service request milestones upon key milestone completion from Con Edison's Energy Service – Project Center application. The objective of the Energy Services **Project Center** application is to provide an interactive, self service tool. Jobs successfully initiated through the **Project Center** will automatically start a case with Con Edison and proactively notify the applicant via e-mail when key milestones have been completed.

Questions about the website can be sent to the following email addresses:

- Manhattan: MNCWR@coned.com
- Brooklyn: BQCWR@coned.com
- Queens: BQCWR@coned.com
- Staten Island: SICWR@coned.com
- Bronx: BWCWR@coned.com
- Westchester: BWCWR@coned.com

2 Key Features & Functions

There are three main functions in the application:

- **Registration** –
 - A user can register and create a profile that allows him/her access to the portal through email (user id) and password. The profile also collects contact information including phone numbers, e-mail and addresses that allows Con Edison to communicate with the user over multiple channels.
 - Users can edit information provided in their profiles and request a forgotten password.
- **Case Status** –
 - Users who file online will see their active cases displayed when they log into the system.
 - Users can search all Projects using Service Area and Case ID, or Service Address.
 - Users can view the status of key milestones.
 - Users will also be able to see additional items received on a case such as application and deposit payments etc.
- **Case Initiation** –
 - Create new Service and Non Service requests. These cases will automatically start a process at Con Edison and return a case number to the initiator. Any additional contacts whose e-mail has been provided will also receive notifications.

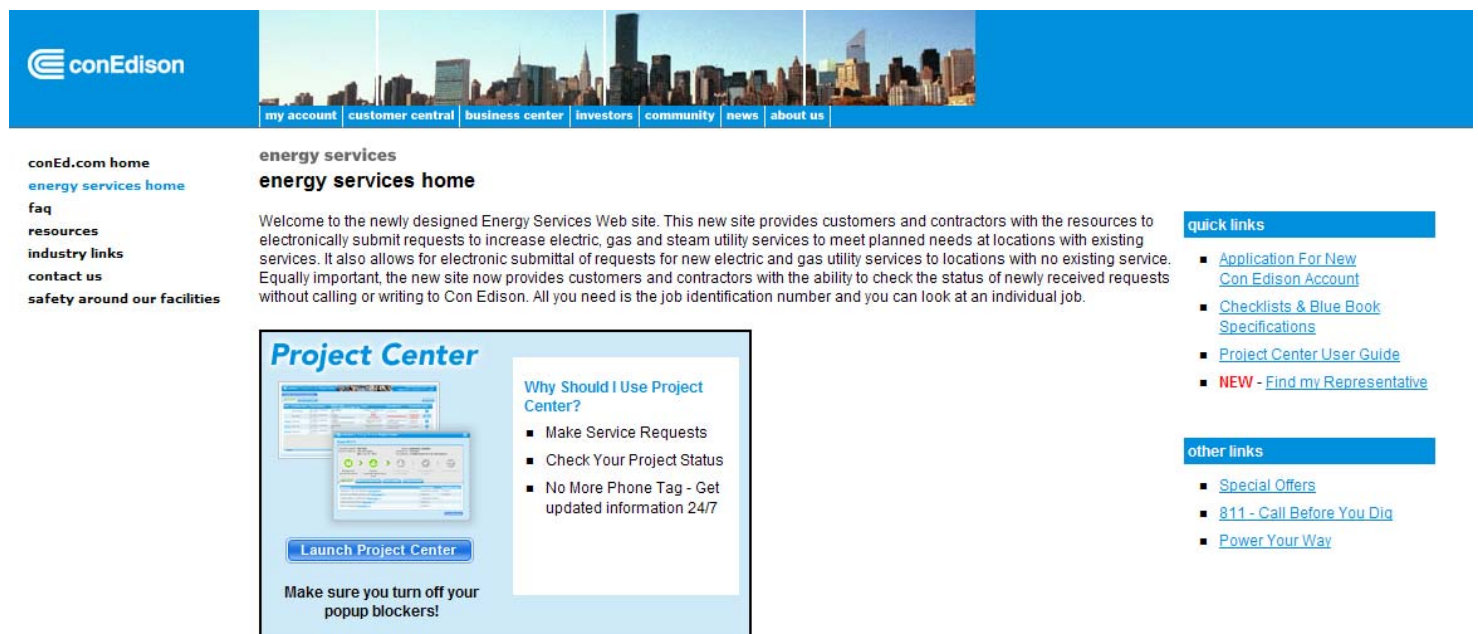
Note: Users are considered external users such as customers / contractors within the context of this guide.

3 Getting Started

Note: To provide a stable and user-friendly environment check computer requirements in [Appendix B](#).

The Con Edison's Energy Services Project Center system can be accessed by navigating to the following web link:
<http://www.coned.com/es>.

Once the page is rendered on the browser, click the **energy services home** menu item and the **Launch Project Center** button as depicted below:



conEdison

my account | customer central | business center | investors | community | news | about us

conEd.com home
energy services home
faq
resources
industry links
contact us
safety around our facilities

energy services
energy services home

Welcome to the newly designed Energy Services Web site. This new site provides customers and contractors with the resources to electronically submit requests to increase electric, gas and steam utility services to meet planned needs at locations with existing services. It also allows for electronic submittal of requests for new electric and gas utility services to locations with no existing service. Equally important, the new site now provides customers and contractors with the ability to check the status of newly received requests without calling or writing to Con Edison. All you need is the job identification number and you can look at an individual job.

Project Center

Why Should I Use Project Center?

- Make Service Requests
- Check Your Project Status
- No More Phone Tag - Get updated information 24/7

Launch Project Center

Make sure you turn off your popup blockers!

quick links

- Application For New Con Edison Account
- Checklists & Blue Book Specifications
- Project Center User Guide
- NEW** - Find my Representative

other links

- Special Offers
- 811 - Call Before You Dig
- Power Your Way

The following screen appears. This is the Energy Services Project Center portal page.



The screenshot shows the top navigation bar with the conEdison logo, the text "Energy Services Project Center", and a row of small images of people. On the right side of the bar are links for "Back to Energy Services site" and "Help". Below the bar is a "Login" section with a form for "Con Edison Employees: Enter your username". The form includes fields for "Email Address:" and "Password:", a "Login" button, and a link for "Forgot your password?". To the right of the login form is a section titled "Why Should I Register?" with a list of benefits for registered users: "1. e-file all work requests", "2. quickly review status of current cases", and "3. receive email alerts when key milestones are reached". Below this list is a "New User?" label and a "Register Now!" button.

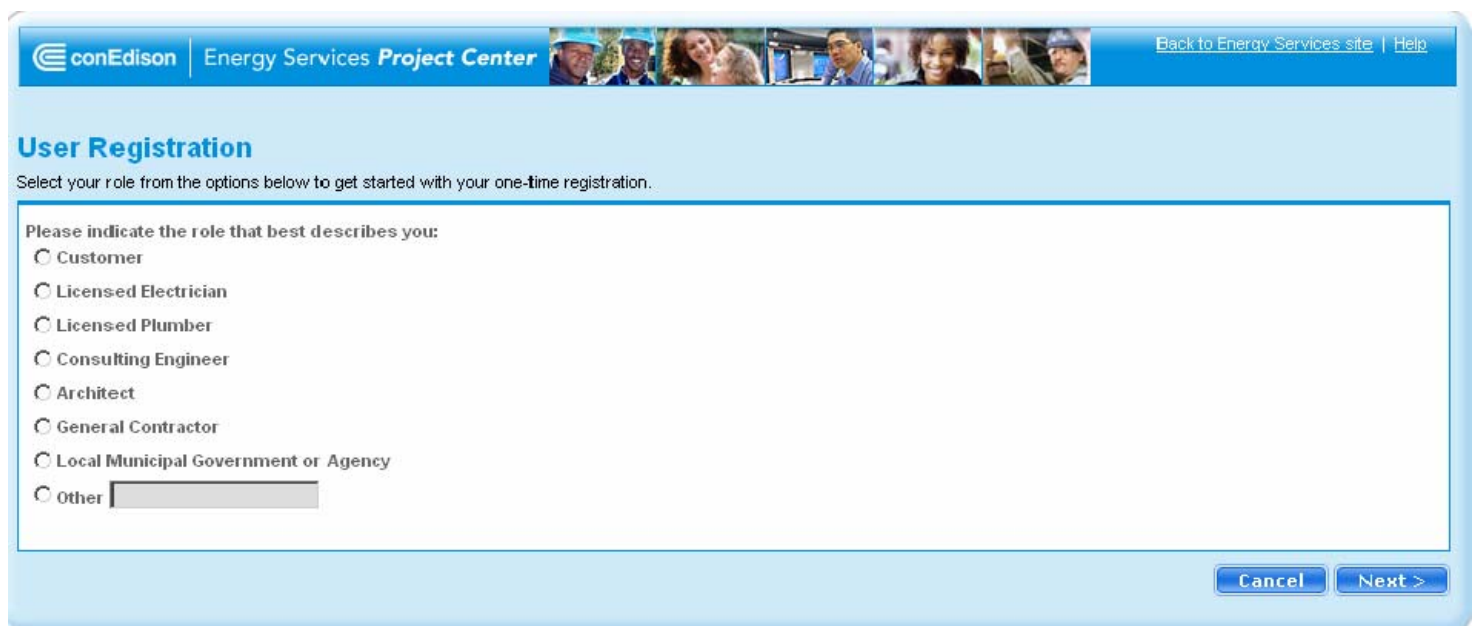
Before you begin exploring Energy Service Project Center, you must have at least completed the registration and login process. To do so, you must complete [Section 3.1](#) and [Section 3.2](#).

3.1 Registration

To register you must click the **Register Now!** button found on the Energy Services Project Center portal page.

During the **Registration** process, the user will choose the type of user: Customer, Contractor, Architect, Engineer, etc. he or she wishes to be.

Note: Different screens will appear depending on your selection.



The screenshot shows the "User Registration" section of the portal. It features the same navigation bar as the previous screen. Below the bar is the heading "User Registration" and the instruction "Select your role from the options below to get started with your one-time registration." The main content area contains the text "Please indicate the role that best describes you:" followed by a list of radio button options: "Customer", "Licensed Electrician", "Licensed Plumber", "Consulting Engineer", "Architect", "General Contractor", "Local Municipal Government or Agency", and "Other" with a text input field. At the bottom right of the form are "Cancel" and "Next >" buttons.

If your selection is Customer, it is optional to enter the ConEd account number in the menu below.

conEdison | Energy Services *Project Center* [Back to Energy Services site](#) | [Help](#)

User Registration

Enter your 15 digit account number below so we can look up your information to assist you with your registration.

Registrant Type: Customer

Account Number:

< Previous Next >

If your selection is Licensed Electrician or Licensed Plumber, you must enter the license number(s) in the menu below.

conEdison | Energy Services *Project Center* [Back to Energy Services site](#) | [Help](#)

User Registration

Enter your license information below.

Registrant Type: Licensed Electrician

NYC License Number:

Westchester License Number:

< Previous Next >

Upon completing the above steps, the final and last step will require you to submit your registration information such as your name, address, phone numbers, email address, etc...

Note: Keep a note on the email address and password you entered in this step. This information will later be required in order for you to login into the system.

User Registration

Fill in the information below and click "Submit" to complete your registration.

* indicates required field

Contact Information

Registrant Type: Customer

Name: * First Middle * Last Suffix

Company:

* EITHER a primary phone or cell phone number is required

Primary Phone: () - ext.

Cell Phone: () -

Fax Number: () -

(Ex: 240 E 14th St OR 240 Central Park W)

House #	Pre-Dir	Street Name	Artery	Post-Dir
<input type="text"/>	<input type="text"/>	<input type="text"/>	Select <input type="text"/>	<input type="text"/>

* Mailing Address Line 1:

Mailing Address Line 2:

* City:

* State:

* Zip:

Email

* Email Address:

Note: Your email address is your username and method of notification.

* Confirm Email Address:

Password

A password must be at least 7 characters and no more than 16 characters. It must contain at least one upper case letter, one lower case letter, and one numeric.

For example: 'Password1' is valid

* Password:

* Confirm Password:

 >

Right after clicking the **Submit** button, an email will be sent to the designated e-mail address which will then begin the second step of the registration process: "ACTIVATION".

3.1.1 Activation Process

The second step in the registration process is called activation. You must click the link in the email that was sent during the registration process; the email subject is 'Con Edison Project Center: Registration and Email Verification'. Simply click on the link provided in the email to access the Energy Service application and login for the first time using the email address and the password previously input during the first step of registration. Once you log in for the first time, you will never have to register again.

Note: Be aware your email provider may place the registration email from Con Edison in a Spam or Junk folder. Once the email is physically moved to the Inbox or another folder, any future emails from ConEd should be correctly recognized by your email provider.

Note: Add Con Edison to your address book: ESWebProjectCenter.noreply@coned.com to prevent having correspondence treated as junk or spam mail.

3.2 Login

If you have not yet activated your account do not continue. Go back to [Section 3.1](#) and complete the activation process. Otherwise, an error will stop you from logging into the system. Once you have activated your account, go to the Energy Services Project Center portal page and provide the email address and password you entered during registration.

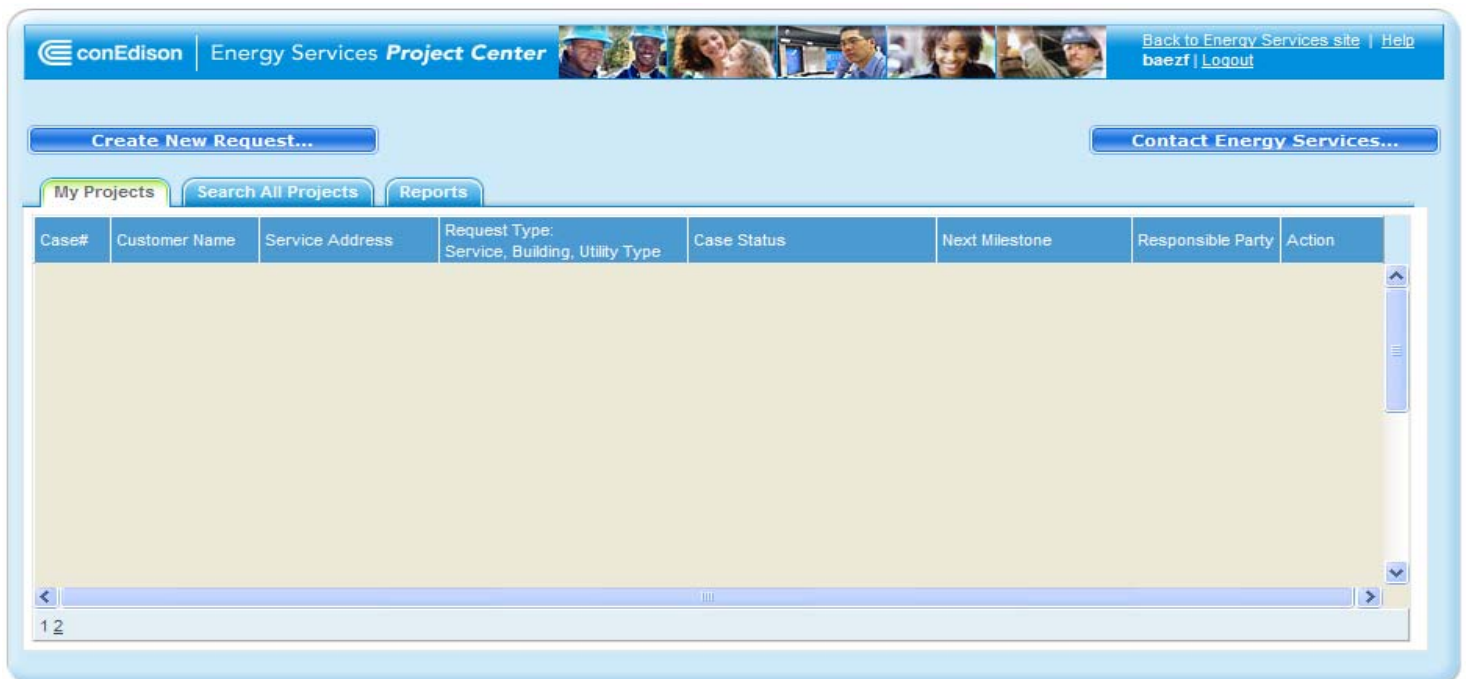


The screenshot shows the login page for the conEdison Energy Services Project Center. The header includes the conEdison logo, the text "Energy Services Project Center", and navigation links for "Back to Energy Services site" and "Help". The main content area is titled "Login" and contains a form with fields for "Email Address" and "Password". A "Login" button is positioned below the password field, with a link for "Forgot your password?". To the right of the form, there is a section titled "Why Should I Register?" which lists benefits for registered users: "1. e-file all work requests", "2. quickly review status of current cases", and "3. receive email alerts when key milestones are reached". Below this list is a "New User?" label and a "Register Now!" button.

Click the **Login** button.

Note: If you forgot your password go to [Section 4.1](#) for instructions.

The screen displayed below is the first screen after login; this is the **"My Projects"** main page.



The screenshot shows the "My Projects" main page after a successful login. The header is identical to the login page, but includes a "Logout" link. Below the header, there are two buttons: "Create New Request..." and "Contact Energy Services...". The main content area features a navigation bar with "My Projects" (highlighted), "Search All Projects", and "Reports". Below this is a table with the following columns: "Case#", "Customer Name", "Service Address", "Request Type: Service, Building, Utility Type", "Case Status", "Next Milestone", "Responsible Party", and "Action". The table body is currently empty. At the bottom left of the table, there is a page number "12".

At this point you should have successfully logged in and now you are ready to submit or view a service request (case). If you are unable to view this screen or have difficulties, go to [Section 4.3](#) for more information.

4 Step by Step Instructions

The following sequence of steps gives specific instructions broken down by application feature.

4.1 Forgot your password?

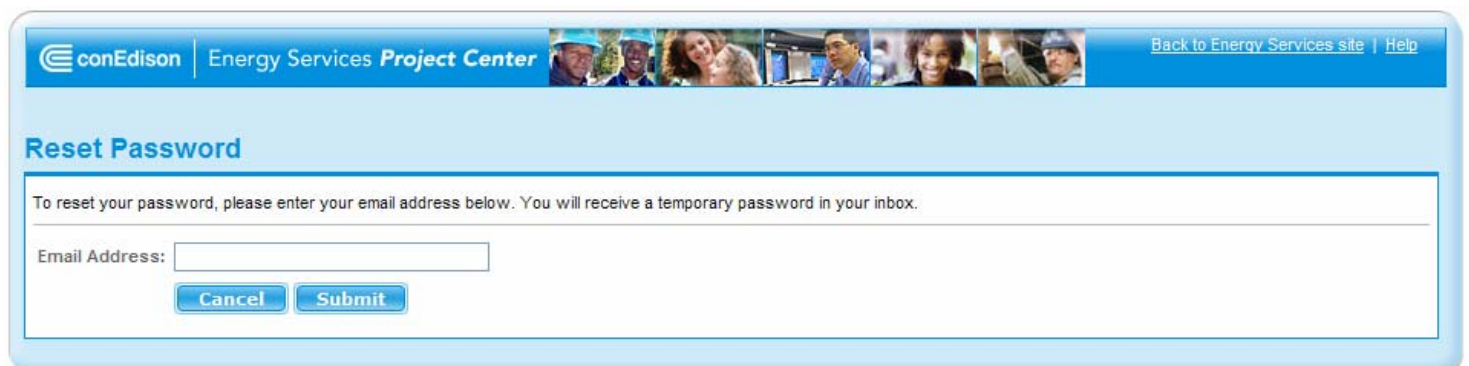
If you are unable to login due to a wrong password or you simply forgot the password you entered during registration, the following step will help you regain access by sending you a new password to the email address you provided earlier.

Start by clicking the **Forgot your password?** link underneath the **Login** button.



The screenshot shows the top navigation bar with the Con Edison logo, "Energy Services Project Center", and a "Back to Energy Services site | Help" link. Below the navigation bar is a "Login" section. On the left, there are input fields for "Email Address:" and "Password:", a "Login" button, and a "Forgot your password?" link. On the right, there is a "Why Should I Register?" section with a list of benefits for registered users and a "Register Now!" button.

Type in the email address you provided during registration and click the **Submit** button.



The screenshot shows the top navigation bar with the Con Edison logo, "Energy Services Project Center", and a "Back to Energy Services site | Help" link. Below the navigation bar is a "Reset Password" section. It contains a message: "To reset your password, please enter your email address below. You will receive a temporary password in your inbox." Below this message is an "Email Address:" input field and "Cancel" and "Submit" buttons.

At this time an email has been submitted to your email address; you should check your email from Con Edison Project Center and verify that the new temporary password was sent to you.

Repeat [Section 3.2](#) to login the system providing the new temporary password that was emailed to you and follow the updated password feature as shown below:

conEdison | Energy Services **Project Center** [Back to Energy Services site](#) | [Help](#)

Update Password

Please update your password.

Temporary Password:

New Password:

Confirm Password:

A password must be at least 7 characters and no more than 16 characters. It must contain at least one upper case letter, one lower case letter, and one numeric.

For example: 'Password1' is valid

The following screen will appear after completing the updated password request successfully.

conEdison | Energy Services **Project Center** [Back to Energy Services site](#) | [Help](#)
Username | [Logout](#) | [Edit Profile](#)

Reset Password

Your password has been successfully changed. Please click the button below to continue.

Click the **Continue** button to be redirected to “My Projects” main page.

4.2 Edit My Profile

Once you have logged in successfully you may edit your profile information including email address and password at anytime.



To edit your profile, you must click the **Edit Profile** hyperlink at the right side of the banner, next to Logout

conEdison | Energy Services **Project Center** [Back to Energy Services site](#) | [Help](#)
Username | [Logout](#) | [Edit Profile](#)

The following form appears.

The screenshot shows a 'User Profile' form with two main sections: 'Contact Information' and 'Email'. The 'Contact Information' section includes fields for Name (First, Middle, Last, Suffix), Company, Primary Phone, Cell Phone, Fax Number, and Mailing Address (House #, Pre-Dir, Street Name, Artery, Post-Dir, City, State, Zip). The 'Email' section includes an Email Address field and a Password field. Both sections have an 'Edit' button. A 'Close' button is located at the bottom right of the form. A note indicates that an asterisk (*) denotes a required field.

By clicking the **Edit** button, the current disabled controls will be enabled for the section you chose to edit.

Also, the following buttons   will appear on the bottom of the section. Make sure you click the **Save Changes** button if you wish to save your changes, otherwise click the **Cancel** button.

Note: Any and all edits will generate an email to confirm that the edit was completed and saved. Email address edits will trigger an email to be sent to the previous and new email address.

4.3 Contact Energy Services

If you have questions regarding a project, case number or the Energy Services Project Center, you can reach Con Edison – Energy Services in the following ways:

If you are NOT a registered user, you can always reach us by emailing us at:

- Manhattan: MNCWR@coned.com
- Brooklyn: BQCWR@coned.com
- Queens: BQCWR@coned.com
- Staten Island: SICWR@coned.com
- Bronx: BWCWR@coned.com
- Westchester: BWCWR@coned.com

Otherwise, feel free to use the **Contact Energy Services...** functionality found on the main page after successfully logging in. This functionality will help you submit an email to the service area selected for review. To begin, click the **Contact Energy Services...** button located on the top right side of the screen.

conEdison | Energy Services Project Center

Back to Energy Services site | Help
Username | Logout

Create New Request... Contact Energy Services...

My Projects Search All Projects

Case	Customer Name	Service Address	Request Type: Service, Building and Utility Type	Status	Next Milestone	Responsible	Action
------	---------------	-----------------	---	--------	----------------	-------------	--------

Ready. Loaded 2 of 2

The following window appears. At this point you should select a service area and provide as much information as possible for your request. This information will be reviewed and processed by the service area.

The screenshot shows a web browser window titled "conEdison Energy Services Project Center". The main heading is "Energy Services Request". Below this is a section titled "Please Enter Your Information" with a note that an asterisk indicates a required field. The form contains three fields: "Service Area" with a dropdown menu showing "Select", "Subject/Case #" with a text input field, and "Description" with a large text area. At the bottom of the form are two buttons: "Cancel" and "Send".

Click the **Send** button to process your request, otherwise click the **Cancel** button to return to "My Projects" page.

4.4 My Projects




The screen displayed below is the first screen after login; this is the “My Projects” main page.

Case#	Customer Name	Service Address	Request Type: Service, Building, Utility Type	Case Status	Next Milestone	Responsible Party	Action
0000	Customer name	Service Address	Permanent Service New, Commercial, Electric	Request for Service Received ● ● ● ● ● ● ● ●	Service Layout/Requirements Sent	ConEdison	
0001	Customer name	Service Address	Permanent Service New, Commercial, Electric	Request for Service Received ● ● ● ● ● ● ● ●	Service Layout/Requirements Sent	ConEdison	

My Projects menu tab lists project which have been saved as a drafts or projects that have been submitted by you. Also, you will be able to view those cases which have been submitted by another person, where your login email was listed as the project’s customer, contractor or additional contact.

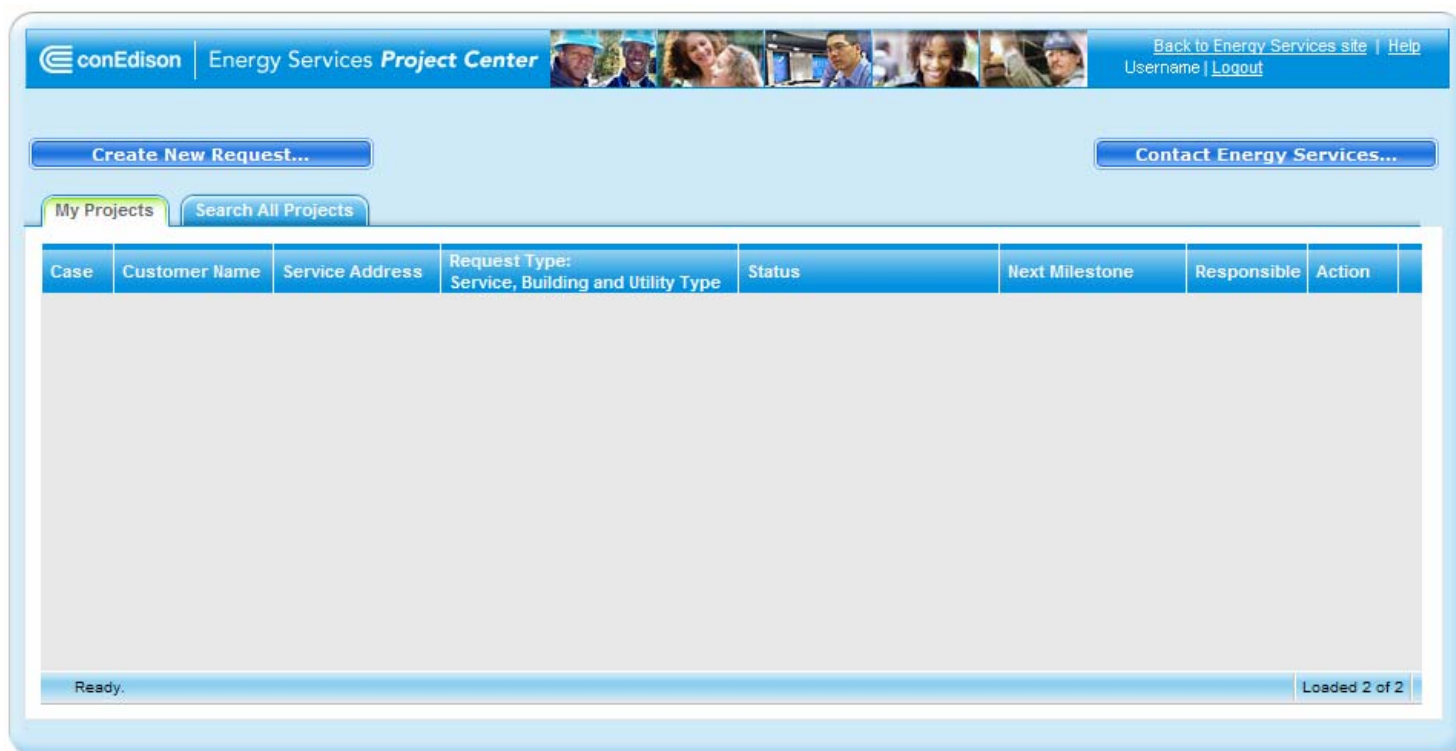
The following list defines the fields displayed in “My Projects” tab:

- **Case:** If service request has a case #, then this field will be populated with the case # which also serves as a hyperlink to the case details screen. See [section 4.7](#).
- **Customer Name:** The name of the customer where service has been requested.
- **Service Address:** The address where service has been requested.
- **Request Type:** The type of work requested.
- **Status:** Draft (Not submitted), Submitted (Awaiting case number), Awaiting Information or any other milestones definition once the case has been started. See [Appendix A](#) for a list of milestone definition.
- **Next Milestone:** A description indicating the next major milestone required for the case to proceed.
- **Responsible:** Indicates who is responsible for the next milestone, customer / contractor or Con Edison.

- **Action:** If Draft, click icon  to Edit or  to Delete the service request. If the request has been submitted, click on the icon  to view case details. You can also click on the case number located on the left of the screen.

4.5 Case Initiation




To initiate a new service request (Case) you must click on the **Create New Request...** button located on the top left side of the **“My Projects”** main page.





The screenshot shows the 'conEdison Energy Services Project Center' interface. At the top, there is a navigation bar with the conEdison logo and links for 'Back to Energy Services site', 'Help', 'Username', and 'Logout'. Below this, there are two main buttons: 'Create New Request...' on the left and 'Contact Energy Services...' on the right. Underneath, there are two tabs: 'My Projects' (which is selected) and 'Search All Projects'. The main content area is a table with the following columns: Case, Customer Name, Service Address, Request Type: Service, Building and Utility Type, Status, Next Milestone, Responsible, and Action. The table is currently empty. At the bottom left of the table area, it says 'Ready.' and at the bottom right, it says 'Loaded 2 of 2'.

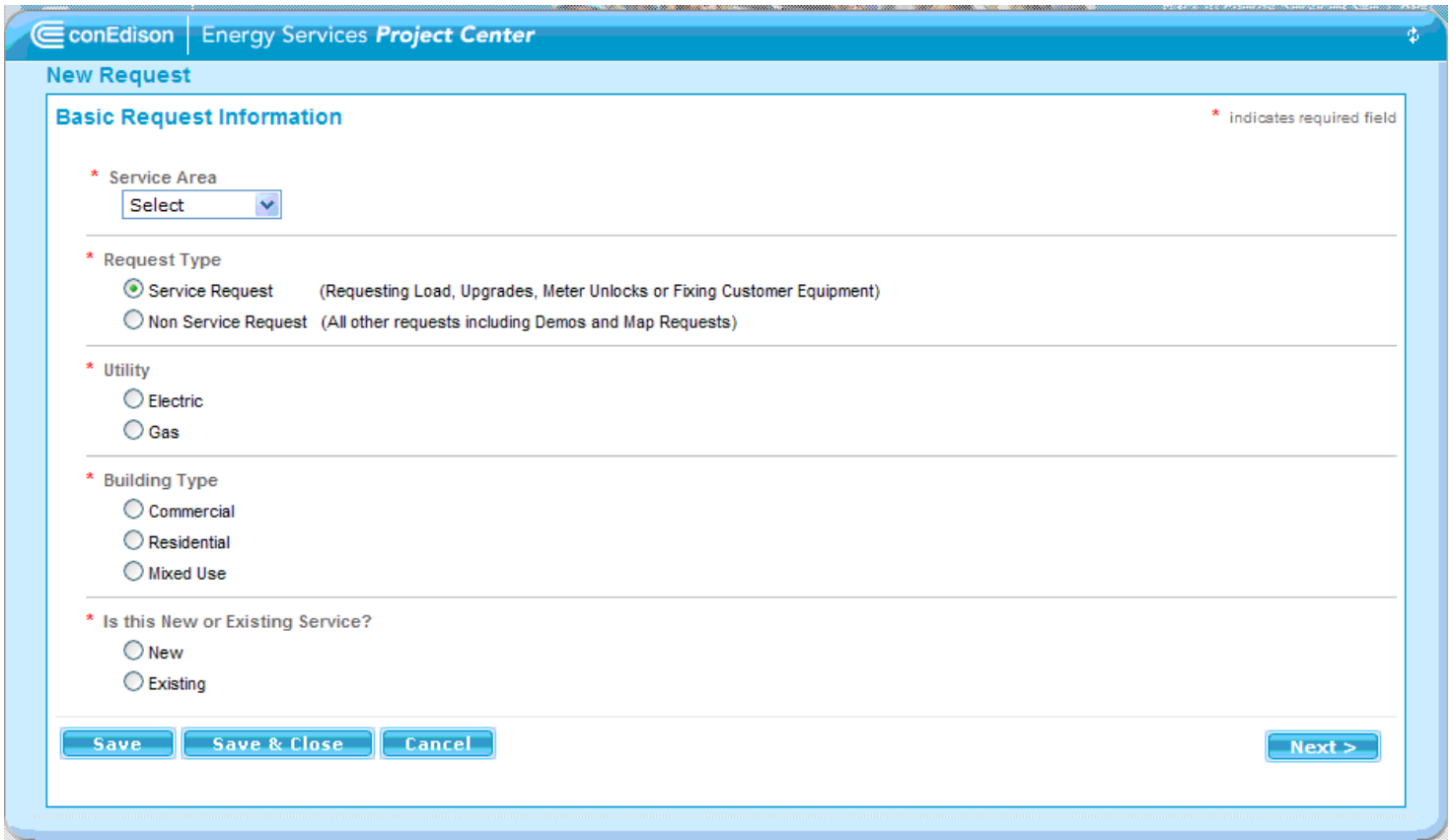
The first dialog window that appears after clicking the button provides a set of basic questions required to start the process of gathering and building a dynamic questionnaire form, this is custom to your service request needs.

On the next series of windows the following buttons may appear, clicking a specific button will adhere to the following actions:

- Clicking  button will cancel the service request.
- Clicking  button will move you to the next step.
- Clicking  button will save your service request answers for later reviewing, editing and submitting. The saved draft will be displayed in “My Projects” as **“DRAFT – (Not Submitted)”**. Please note: You will only have to fill in the answers for questions which were left unanswered and that is required.

- Clicking  button will save your service request answers and close new request window.
- Clicking  button will return you to the previous step.

4.5.1 Basic Information



conEdison | Energy Services *Project Center*

New Request

Basic Request Information * indicates required field

* Service Area

* Request Type
 Service Request (Requesting Load, Upgrades, Meter Unlocks or Fixing Customer Equipment)
 Non Service Request (All other requests including Demos and Map Requests)

* Utility
 Electric
 Gas

* Building Type
 Commercial
 Residential
 Mixed Use

* Is this New or Existing Service?
 New
 Existing

Select the information that meets your needs. A question definition table is provided below to guide you in your selection.

Note: Choosing Non Service Request for Request Type will disable the entire question on the window except for Service Area.

Note: Choosing Brooklyn or Staten Island as Service Area will disable the Gas option under Utility. Con Edison does not provide gas to Brooklyn and Staten Island.

Basic Information Question Definition Table

<u>Question</u>	<u>Description</u>
Service Area	It is the area where the service will be performed. Choices are Bronx, Brooklyn, Manhattan, Queens, Staten Island, and Westchester.
Request Type	This question refers to whether the type of request is for service or non service. Service Request are add another service, add load to existing service, generator only, gut rehab, meter unlock only, permanent service, and tempo-

	rary service. Non-service request are demolition, map request, and other.
Utility	Utilities provided by ConEdison and supported by application. Note: Con Edison does not provide Gas to Brooklyn and Staten Island, and this application does not support Steam.
Building Type	Mixed use: refers to buildings that are residential and commercial.
Is this New or Existing service?	This question refers to whether a new service needs to be installed or whether the service is already installed but needs modification.

Click **Next >** button to go to the next page. The “**Request Type**” page will be displayed.

4.5.2 Request Type

Note: Summary header control will be incorporated into this page and on. The summary header displays the information that has been initially entered.

Note: You can show or hide the summary header by clicking the link **Show Summary Header [+]** or **Hide Summary Header [-]** below the “New Service Request” title.

conEdison | Energy Services *Project Center*

New Service Request

Hide Summary Header [-]

Request Summary Service Address Contractor Info. Customer Info. Additional Contacts

Service Area: Manhattan
 Building Type: Commercial
 Service Type: New
 Utility: Electric
 Request Type:

*** Request Types** * indicates required field

Permanent Service
 Temporary Service

Note: The choices listed here might look different than the ones you'll see. These choices will be different depending on the Request Type selected in previous screen.

Save Save & Close Cancel < Previous Next >

Select your choice from the list of types of services (or non-services) provided.

If **Service Request** was selected in the previous page “Basic Request Information”, then some of the following types of services will be displayed in the window above inside the red box:

- Gut Rehab
- Add Another Service
- Add Load to Existing Service
- Performing Work on Customer Equipment - No Additional Load
- Meter Unlock Only
- Generator Only
- Permanent Service
- Temporary Service

If **Non Service Request** was selected in the previous page “Basic Request Information”, then all of the following types of services will be displayed in the window above inside the red box:

- Demolition
- Map Request
- Other

Click **Next >** button to go to the next page. The “**Service Address**” page will be displayed.

4.5.3 Service Address

conEdison Energy Services Project Center

New Service Request

Display Summary Header [+]

Service Address

* indicates required field

* Does this street exist? Yes No (Note: Input an existing address for demolition and existing service request.)

* Building Number:

* Street Name: Enter street name or select from list based on your input.

Apartment/Suite:

* City:

* State:

* Zip:

Nearest cross street:

* NY State Road? Yes No Unknown (Note: If there are mile markers, it is generally a state road.)

Block: Lot:

Parking Restrictions:

If there is a Con Edison account number associated with this address, enter it here:

Save Save & Close Cancel < Previous Next >

Enter the service address information where service will be performed. Westchester addresses will require you to select the municipality from the dropdown *** City:** provided next to the **City** field.

Note: If the street is new, you should select “**No**” to the question: **Does this street exists?** At this time the “**Nearest cross street**” input field will be required. If the street already exists, you should select “**Yes**” which then makes “**Nearest Cross Street**” input field optional.

Note: If you wish to provide customer’s account number, you can enter it next to the question “**If there is a Con Edison account number associated with this address, enter it here:**” This field is optional and it only accepts an account number of 15 digits in length.

Click **Next >** button to go to the next page. The “**Contractor Information**” page will be displayed.

4.5.4 Contractor Information

conEdison | Energy Services Project Center

New Service Request

Display Summary Header [+]

Contractor Information * indicates required field

* First Name:

* Last Name:

* Company:

* EITHER a primary phone or cell phone number is required

Primary Phone: () - ext.

Cell Phone: () -

Fax Number: () -

* Email:

* License Location:

License Number:

* Street Address:

* City:

* State:

* Zip:

Save Save & Close Cancel < Previous Next >

Enter the contractor's contact, address and license information.

Note: Depending on the service area you selected in the previous windows, the **License Location** field will be pre-filled for you.

Click **Next >** button to go to the next page. The "**Customer Information**" page will be displayed.

4.5.5 Customer Information

conEdison | Energy Services **Project Center**

New Service Request
Display Summary Header [+]

Customer Information * indicates required field

* First Name:

* Last Name:

Company:

* Is this a government organization? Yes No

* EITHER a primary phone or cell phone number is required

Primary Phone: () - ext.

Cell Phone: () -

Fax Number: () -

Email:

* Street Address: Set same as service address

* City:

* State: NY

* Zip:

Save Save & Close Cancel < Previous Next >

Select and/or enter the customer's contact and address information.

Note: If the customer's address is the same as the "Service Address", you can click the **Set same as service address** button located on the top right to pre-fill the address fields automatically.

Click **Next >** button to go to the next page. The "**Additional Contacts to Associate with This Request**" page will be displayed.

4.5.6 Additional Contacts to Associate with This Request

conEdison | Energy Services *Project Center*


New Service Request
Display Summary Header [+]

Additional Contacts to Associate With This Request

First Name	Last Name	Email	Phone	Role		

Add Contact

Save Save & Close Cancel < Previous Next >

Optional. Click on the  button in order to add additional contact(s) to your request. The Service Request Additional Contact window will be displayed.

conEdison | Energy Services *Project Center*

Service Request Additional Contact

Create New Contact Select Previously Used Contact

* First Name: John

* Last Name: Geecee

* Email: emailaddr@emailprovider.com

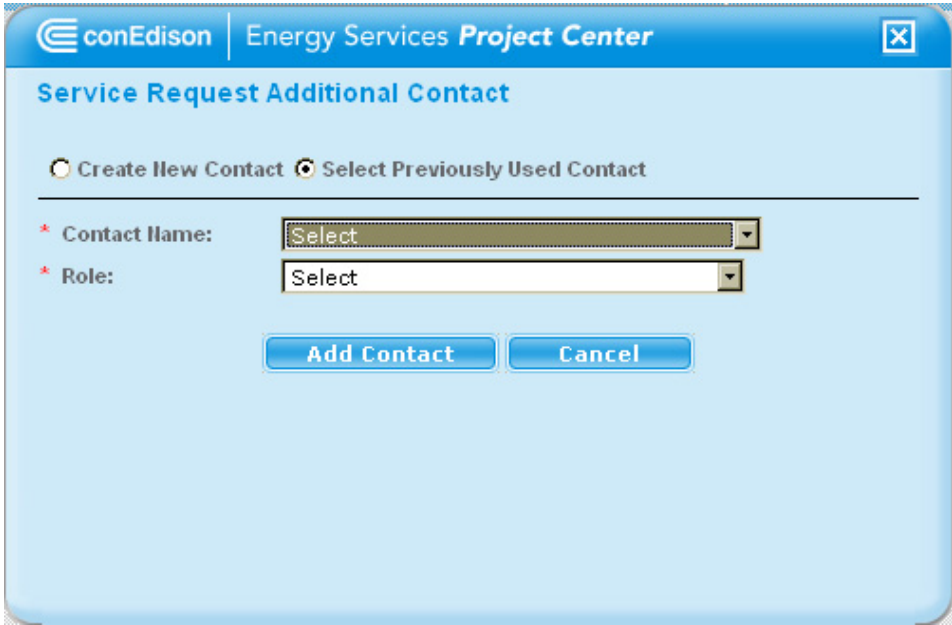
Phone Number: (212) 555-1212


* Role: General Contractor

Add Contact Cancel



The Create New Contact radio button is selected by default. Enter your contact's First Name, Last Name, Email address, and Phone Number. Select the contact role by clicking the drop down and selecting from the list (Customer, Licensed Electrician, Licensed Plumber, Consulting Engineer, Architect, General Contractor, Local Municipal Government or Agency, Other).


You can also select from contacts created in previously entered requests by clicking on the Select Previously Used Contact radio button.




Click on the  button to add the contact to list of additional contacts

Additional Contacts to Associate With This Request

First Name	Last Name	Email	Phone	Role		
John	Geecee	emailaddr@emailprovider.com	(212) 555-1212	General Contractor		



Note: You may remove your contacts by clicking the remove button  located on the right side of the window.

Note: The contacts added in this section will be notified by email when project milestones have changed.

Click **Next >** button to go to the next step.

Note: The next sections might appear depending on the answers you provided for the questions in Basic Information and Request Type sections.

4.5.7 UpFront Questions

conEdison | Energy Services **Project Center**

New Service Request
Display Summary Header [+]

Up Front Questions * indicates required field

* Which part of the building are you working on? Residential Commercial Both residential and commercial

* Are you installing a generator? Yes No

Sample Questions

Save Save & Close Cancel < Previous Next >

Select and/or enter the required items that meet your needs. A question definition table is provided below to guide you in your selection. Note: All questions may not be displayed.

Upfront Question Definition Table

<u>Question</u>	<u>Description</u>
Total # of buildings	Enter the total # of buildings where the service is to be performed. Limit is: 999
Total # of units	Enter the total # of units for the total # of building you entered. Limit is: 999
Does the Building have Electric Heat?	Select Yes or No.
KW of Electric Heat	Enter total Kilowatts of electric heat, if building(s) have electric heat. Limit is: 999.
Does the building have an elevator?	Select Yes or No.
Is the elevator Hydraulic?	Select Yes or No.
HP supplied to the elevator	Enter horsepower supplied to the elevator. Limit is: 499.

Total KW required?	Enter total # of kilowatts required for the service. Limit is: 99999
Enter Gross Square Feet	Enter gross square feet of the area. Limit is: 99999
Which part of the building are you working on?	Select Residential, Commercial or Mixed Use.
Service Panel Size (amps)	Enter the size of the service panel required for service in amps.
Is this property/area serviced by rear yard or loop service?	Select Rear Line Service or Loop Service.
Single or Three Phase	Select phase type for the electric service. You can select Single or Three Phase.
Use Existing Service?	Select Yes or No.
Are you installing a generator?	Select Yes or No.

Click **Next >** button to go to the next step.

4.5.8 Building Information

The screenshot shows the 'conEdison Energy Services Project Center' interface. The main heading is 'New Service Request' with a sub-link 'Display Summary Header [+]'.

There are five tabs: 'Building Info' (active), 'Service Info', 'Generator Info', 'Residential Load', and 'Additional Comments'.

Under the 'Building Info' tab, the following fields are present, each with an asterisk indicating it is required:

- * Number of buildings:
- * Gross square feet: sq. ft.
- * Number of floors:
- * Number of basements (sub-surface levels):

A legend indicates that an asterisk (*) indicates a required field.

At the bottom of the form, there are buttons for 'Save', 'Save & Close', 'Cancel', '< Previous', and 'Next >'.

Select and/or enter the required items that meet your needs. A question definition table is provided below to guide you in your selection. Note: All questions may not be displayed.

Building Information Question Definition Table

<u>Question</u>	<u>Description</u>
Number of buildings	Enter the number of buildings involved. Limit is: 999
Gross square feet	Enter the gross square feet. Limit is: 99999
Number of floors	Enter the number of floors. Limit is: 120
Number of basements (sub-surface levels)	Enter the number of basements. Limit is 10
Use existing structure?	Select Yes or No.

Click **Next >** button to go to the next step.

4.5.9 Service Information

The screenshot shows the 'New Service Request' form in the conEdison Energy Services Project Center. The 'Service Info' tab is selected, and the 'Service Information' section contains the following fields:

- * Requested Service Date: [Text input field]
- * Planned Construction Start Date: [Text input field]
- * Phase on customer side: Single Three
- * What facility is this area served by?: Overhead Underground Unknown
- * Underground service requested: Yes (cost may be incurred) No

At the bottom of the form, there are buttons for 'Save', 'Save & Close', 'Cancel', '< Previous', and 'Next >'.

Select and/or enter the required items that meet your needs. A question definition table is provided below to guide you in your selection. Note: All questions may not be displayed.

Service Information Question Definition Table

<u>Question</u>	<u>Description</u>
Requested Service Date	Enter date when you like to start service.
Planned Construction Start Date	Enter date when construction starts. Must be prior to service date.
Phase on customer side	Select phase type. User can select Single or Three Phase.

What is the existing connection?	Select Overhead, Underground or Unknown.
Underground service requested	Select Yes or No.
Use Existing Service?	Select Yes or No.
Is the existing service in the rear of the building?	Select Yes or No.
Change the point of entry?	Select Yes or No. If you select Yes, cost will be incurred.
Requested pressure	If Gas, enter gas pressure in (psi/water column).

Click **Next >** button to go to the next step.

4.5.10 Residential Load Information

Note: Note that the Residential Load differs between Electric and Gas.

Electric Residential Load Window

conEdison | Energy Services Project Center

New Service Request
Display Summary Header [+]

Building Info
 Service Info
 Generator Info
 Residential Load
 Additional Comments

Residential Units

Number of new meters:

Please enter the number of units for each type of apartment listed below.

Studio
 1 Bedroom
 2 Bedroom
 3 Bedroom
 Lofts or Luxury Apts

Electric Load Items

Load Item	Total Amount	Phase	Quantity	Item Usage Description
Please select		Please select	Single	

Common Areas (e.g. lobby, hallways, elevators, laundry room)

Number of new meters:

Electric Load Items

Load Item	Total Amount	Phase	Quantity	Item Usage Description
Please select		Please select	Single	

In this window you can choose whether you will work on **Residential Units** and **Common Areas** or **Both**. Both will be chosen by default. Select and/or enter the required items that meet your needs. A question definition table is provided below to guide you in your selection. Note: All questions may not be displayed.

Note: Electric Load Items must be calculated as total amount.

(Electric) Residential Load Information Question Definition Table

<u>Questions</u>	<u>Description</u>
I'm working on	Select Residential, Common areas or Both. Selecting Residential will hide the Common Area controls. Selecting Common Areas will hide the Residential controls. Selecting Both will display Residential and Common Area controls.
Residential Units - Number of new meters	Enter the number of new meters required for the residential units only. This may be zero (0) if the service exists and no new meters are being added. Limit is: 999.
Residential Units - Please enter the number of units for each type of apartment listed below.	Enter the number of units for each apartment type. Apartment type can be Studio, 1 Bedroom, 2 Bedroom, 3 Bedroom, and Lofts or Luxury Apts. Limit is: 999
Residential Units - Electric Load Items	<p>Define the electric load items that are being installed in the residential units.</p> <ul style="list-style-type: none"> • Enter the <i>total amount</i> of new load for each load item being installed, regardless of the quantity. For example, if you are installing 4 Small Motors that each will consume 5 HP, then enter 20 (4 x 5) in the Total Amount field and 4 in the Quantity field. • Fields in the row that you are editing will be enabled or disabled depending on the load item that you selected. For example, if you selected Lighting, Phase defaults to Single and both Quantity and Item Usage Description will be disabled. • If you need to delete a row, select "Please select" (the first item) from the Load Items dropdown list. All of the information that you entered in that row will be deleted.
Common Area – Number of new meters	Enter the number of new meters required for the residential units only. This may be zero (0) if the service exists and no new meters are being added. Limit is: 999.
Common Area – Electric Load Items	<p>Define the electric load items that are being installed in the residential units.</p> <ul style="list-style-type: none"> • Enter the <i>total amount</i> of new load for each load item being installed, regardless of the quantity. For example, if you are installing 4 Small Motors that each will consume 5 HP, then enter 20 (4 x 5) in the Total Amount field and 4 in the Quantity field. • Fields in the row that you are editing will be enabled or disabled depending on the load item that you selected. For example, if you selected Lighting, Phase defaults to Single and both Quantity and Item Usage Description will be disabled. • If you need to delete a row, select "Please select" (the first item) from the Load Items dropdown list. All of the information that you entered in that row will be deleted.

Gas Residential Load Window

In this window you can choose whether you will work on **Residential Units** and **Common Areas** or **Both**. Both will be chosen by default. Select and/or enter the required items that meet your needs. A question definition table is provided below to guide you in your selection. Note: All questions may not be displayed.

(Gas) Residential Load Information Question Definition Table

Questions	Description
I'm working on	Select Residential, Common areas or Both. Selecting Residential will hide the Common Area controls. Selecting Common Areas will hide the Residential controls. Selecting Both will display Residential and Common Area controls.
Residential Units - Number of new meters	Enter the amount of meters required. Limit is: 999.
Residential Units - Gas Appliances	Define the gas appliances that are being installed. <ul style="list-style-type: none"> Enter the quantity and amount of CFH for each type of appliance being installed (or already installed). For example if you are installing 2 gas barbecues each of which will consume 3 CFM, enter 2 in the Quantity field and 3 in the Amount field. The system will calculate and display the total (6.00). If the service exists, you must also enter the gas appliances that are already installed in the columns under the "Existing" heading.

	<ul style="list-style-type: none"> If you need to delete a row, select "Please select" (the first item) from the Gas Appliances dropdown list. All of the information that you entered in that row will be deleted.
Common Area - Number of new meters	Enter the amount of meters required. Limit is: 999.
Common Area - Gas Appliances	<p>Define the gas appliances that are being installed.</p> <ul style="list-style-type: none"> Enter the quantity and amount of CFH for each type of appliance being installed (or already installed). For example if you are installing 2 gas barbecues each of which will consume 3 CFM, enter 2 in the Quantity field and 3 in the Amount field. The system will calculate and display the total (6.00). If the service exists, you must also enter the gas appliances that are already installed in the columns under the "Existing" heading. If you need to delete a row, select "Please select" (the first item) from the Gas Appliances dropdown list. All of the information that you entered in that row will be deleted.

Click **Next >** button to go to the next step.

4.5.11 Commercial Load Information

Note: Note that the Commercial Load differs between Electric and Gas.

Electric Commercial Load Window

The screenshot shows the 'New Service Request' window in the conEdison Energy Services Project Center. The 'Commercial Load' tab is active. The 'Building Usage(s)' section has a dropdown menu set to 'Please select' and radio buttons for 'gross' and 'net square feet'. The 'Number of new meters' field contains the value '0'. Below this is a table titled 'Electric Load Items' with columns for 'Load Item', 'Total Amount', 'Phase', 'Quantity', and 'Item Usage Description'. The first row in the table has 'Please select' in the 'Load Item' column. At the bottom of the window are buttons for 'Save', 'Save & Close', 'Cancel', '< Previous', and 'Next >'.

Select and/or enter the required items that meet your needs. A question definition table is provided below to guide you in your selection. Note: All questions may not be displayed.

Note: Electric Load Items must be calculated as total amount.

(Electric) Commercial Load Information Question Definition Table

Question	Description
Building Usage(s)	Select how the building is being used (i.e. Hotel, gym, restaurant) and enter the number of gross or net square feet
Number of new meters	Enter the amount of meters required. Limit is: 999.
Electric Load Items	Enter a list of electric load items which will consume energy. Load items must be calculated as total amount.

Gas Commercial Load Window

The screenshot shows the 'New Service Request' window in the conEdison Energy Services Project Center. The 'Commercial Load' tab is selected. The 'Building Usage(s)' dropdown menu is set to 'Please select'. The 'Number of new meters' input field contains the value '0'. Below this is the 'Gas Appliances' section, which contains a table with the following structure:

Appliance	New			Existing		
	Quantity	CFH	Total	Quantity	CFH	Total
Please select						

At the bottom of the window, there are buttons for 'Save', 'Save & Close', 'Cancel', '< Previous', and 'Next >'.

Select and/or enter the required items that meet your needs. A question definition table is provided below to guide you in your selection. Note: All questions may not be displayed.

(Gas) Commercial Load Information Question Definition Table

<u>Question</u>	<u>Description</u>
Building Usage(s)	Select how the building is being used (i.e. Hotel, gym, restaurant)
Number of new meters	Enter the amount of meters required. Limit is: 999.
Gas Appliances	Define a list of gas load items which will consume energy.

Click **Next >** button to go to the next step.

4.5.12 Meter Information

Select and/or enter the required items that meet your needs. A question definition table is provided below to guide you in your selection. Note: All questions may not be displayed.

Meter Information Question Definition Table

<u>Question</u>	<u>Description</u>
Unlock meter(s)	Select Yes or No. If you previously select “Meters Unlock Only” under Request Type, the No button will be disabled.
Relocate meter outdoors	Select Yes or No. If you select Yes, cost will be incurred.
Number of meters to unlock	Enter the number of meters to unlock. Limit is: 999.

Master to direct metering conversion	Select Yes or No. This option identifies that you would like to convert to a direct meter.
Increase meter Amperage	Select Yes or No if you like to increase the meter amperage.
Number of new meters required	Enter number of new meters. Limit is: 999.

Click **Next >** button to go to the next page.

4.5.13 Generator Information

The screenshot shows the 'New Service Request' form in the conEdison Energy Services Project Center. The 'Generator Information' tab is active. The form contains the following fields and options:

- How will it be used? ***: Radio buttons for Emergency and Distribution.
- How will it be powered? ***: Radio buttons for Natural gas (plumber will need to file a separate work request), Diesel (forms and instructions will be sent to you with your case number), and Propane.
- Generator size: ***: A text input field followed by 'KW'.

At the bottom of the form, there are buttons for 'Save', 'Save & Close', 'Cancel', '< Previous', and 'Next >'. A legend indicates that an asterisk (*) denotes a required field.

Select and/or enter the required items that meet your needs. A question definition table is provided below to guide you in your selection. Note: All questions may not be displayed.

Generator Information Question Definition Table

<u>Question</u>	<u>Description</u>
How will it be used?	Select Emergency or Distribution.
How will it be powered?	Select Natural Gas, Diesel or Propane.
Generator size	Enter the generator size in Kilowatts. Limit is: 99999

Click **Next** button to go to the next step.

4.5.14 Comments

The screenshot shows a web application window titled "New Service Request" from the "conEdison Energy Services Project Center". At the top, there are four tabs: "Building Info", "Service Info", "Commercial Load", and "Scope of Work". The "Scope of Work" tab is selected and highlighted in green. Below the tabs, the "Scope of Work" section is visible, with a red asterisk indicating a required field. The text reads: "* Please specify the scope of work for this request (400 characters or less):". Below this text is a large, empty text area for input. At the bottom of the window, there are five buttons: "Save", "Save & Close", "Cancel", "< Previous", and "Review Summary >".

Optional. This window will allow you to enter instructions or comments specific to the service request.

Click **Review Summary >** to view the request summary (this will bring you to the last page).

4.5.15 Summary Review

The screenshot shows the 'Service Request Summary' window in the conEdison Energy Services Project Center. The window is divided into several sections:

- Request Summary:** Service Area: Manhattan, Building Type: Commercial, Service Type: New, Utility: Electric, Request Type: Permanent Service.
- Service Address:** 550 W 113th St, New York, NY 10026.
- Contractor Info:** Franki Basso, 550 W 113th St 27 apt 2a, New York, NY 10026, 212-486-2500, franki@coned.com.
- Customer Info:** Franki Basso, 550 W 113th St, New York, NY 10026, 212-486-2500.
- Additional Contacts:** (Empty)
- Review Information:**
 - Upfront Questions:** Are you installing a generator: No. (Edit button)
 - Building Information:** Number of buildings: 3, Gross square feet: 4 sq. ft., Number of floors: 3, Number of basements (sub-surface levels): 2. (Edit button)
 - Service Information:** (Edit button)

At the bottom of the window, there are buttons for 'Save', 'Save & Close', 'Cancel', 'View/Print', and 'Submit'.

The Service Request Summary window contains all the questions that have been answered from all the previous windows. This is the final step before submitting your request. Please review this section carefully and correct any errors by clicking the **Edit** button before submitting your service request.

At this point, you can:

Click **Save** button to save your service request questions and answer for later viewing.

Click **Save & Close** button to save your service request questions and answer for later viewing and close the window.

Click **Cancel** button to cancel the service request.

Click **View/Print** button to view and print current view of the Service Request Summary from Acrobat Reader.

Click **Submit** button to submit your request to Con Edison.

Click **Edit** button to edit your answers from the section selected.

4.6 Search All Projects

The Energy Services Project Center application provides two search options to facilitate quick ways of locating a particular case or a list of cases.

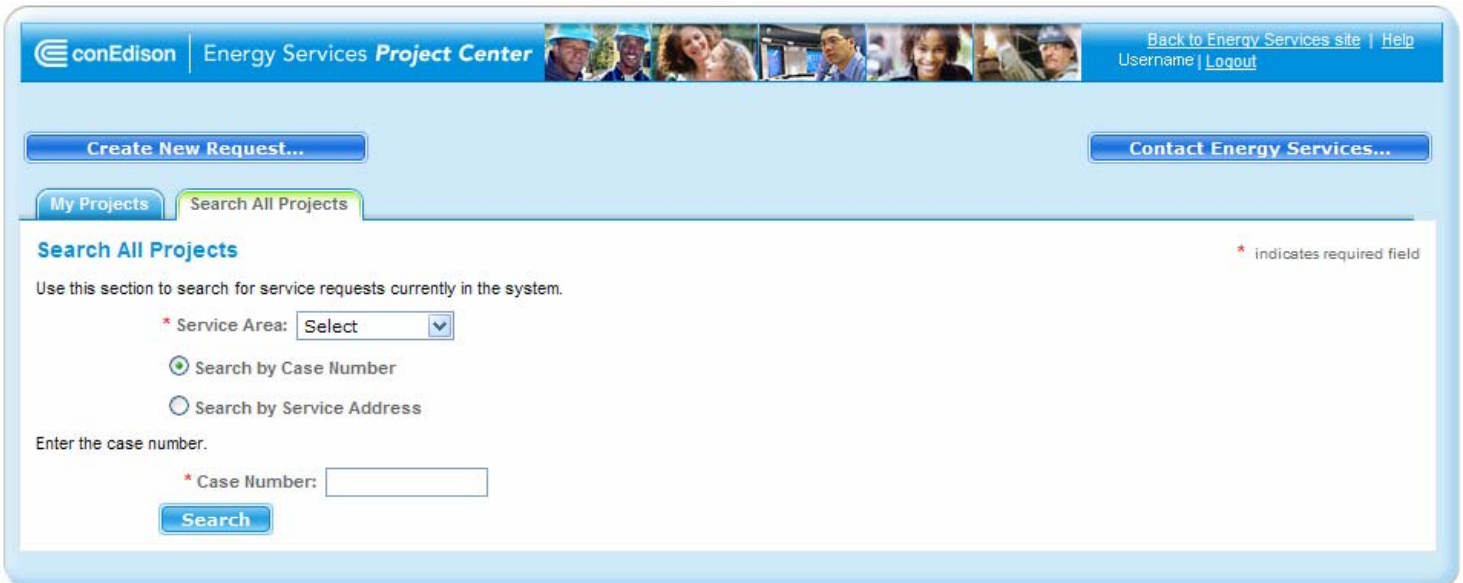
These two search options are the following:

- **Search by Case:** Use this search method, if you want to search for a particular case.
- **Search by Address:** Use this search method, if you do not know the case number or wish to see a list of cases by a known address.

Instructions on how to use the search methods are provided in the sections that follow.

4.6.1 Search by Case

Click on the **Search All Projects** tab and select the radio button **Search by Case Number** as depicted below:



The screenshot shows the top navigation bar with the conEdison logo and 'Energy Services Project Center' text. On the right, there are links for 'Back to Energy Services site', 'Help', 'Username', and 'Logout'. Below the navigation bar, there are two buttons: 'Create New Request...' and 'Contact Energy Services...'. The main content area has two tabs: 'My Projects' and 'Search All Projects'. The 'Search All Projects' tab is active. Below the tabs, there is a heading 'Search All Projects' and a note '* indicates required field'. The instructions state: 'Use this section to search for service requests currently in the system.' The search form includes a dropdown menu for 'Service Area' with 'Select' as the current value. There are two radio buttons: 'Search by Case Number' (which is selected) and 'Search by Service Address'. Below the radio buttons, there is a text input field for 'Case Number' with a '*' indicating it is required. A 'Search' button is located at the bottom of the form.

Select the correct service area where the case was filed and enter the case number. Click the **Search** button.

A popup window (**View Case Details**) will appear. It may display a different message depending on your search results. For a detailed explanation on this window please go to [Section 4.7](#) – View Case Details.

Case #000000 Close Window

Date submitted: 7/15/2008

Customer Name: Joseph Customer
 Service Address: 1 MAIN ST
 NEW YORK, NY 10044

Request Type: Add Load to Existing Service
 Status: Service Layout/Requirements Sent
 Customer Rep: Edward Representative (212) 555-5555

Request for Service Received → Service Layout/Requirements Sent → Certificate/Blue Card and/or Affidavit Received → Final Inspection Passed → Service Completed


Milestones | What Con Edison Has | Case Contacts | Original Request

Milestone	Responsible	Completion Date
Request for Service Received Description (+)	Contractor/Customer	7/15/2008
Service Layout/Requirements Sent Description (+)	ConEdison	8/1/2008
Certificate/Blue Card and/or Affidavit Received Description (+)	Contractor/Customer	Pending
Final Inspection Passed Description (+)	ConEdison	
Service Completed Description (+)	ConEdison	

4.6.2 Search by Address

Note: Due to system maintenance that occurs overnight, the search by address feature will only display those cases which have been submitted on or before the previous business day.

Click on the **Search All Projects** tab and select the radio button **Search by Service Address** as depicted below:
 Note that additional input fields are displayed.

conEdison | Energy Services Project Center  [Back to Energy Services site](#) | [Help](#)
 Username | [Logout](#)

[Create New Request...](#) [Contact Energy Services...](#)

[My Projects](#) [Search All Projects](#)

Search All Projects

* Indicates required field

Use this section to search for service requests currently in the system.

* Service Area: ▼

Search by Case Number

Search by Service Address

Enter as much information as you can about the service address.

Building Number:


* Street:

* State:

Zip:

[Search](#)

Select the correct service area where the case was filed and enter the service address. The minimum you can enter is the street name. Click the **Search** button and the following window is displayed.

conEdison | Energy Services Project Center  [Back to Energy Services site](#) | [Help](#)
 Username | [Logout](#)

[Create New Request...](#) [Contact Energy Services...](#)

[My Projects](#) [Search All Projects](#)

Search All Projects

[< Search Again](#)

Case	Service Address	Request Type: Service, Building and Utility Type
425595	10 IRVING PL	NEW LOAD COMMERCIAL/INDUSTRIAL - ELECTRIC:
447616	30 IRVING PL	ADDITIONAL LOAD COMMERCIAL/INDUSTRIAL - ELECTRIC:
439294	33 IRVING PL	DEMOLITION:
439290	35 IRVING PL	DEMOLITION:
398011	4 IRVING PL	MISCELLANEOUS SPECIAL PROJECTS:
423505	4 IRVING PL	ADDITIONAL LOAD RESIDENTIAL - ELECTRIC:
423507	4 IRVING PL	ADDITIONAL LOAD RESIDENTIAL - ELECTRIC:
423508	4 IRVING PL	ADDITIONAL LOAD RESIDENTIAL - ELECTRIC:
423509	4 IRVING PL	ADDITIONAL LOAD RESIDENTIAL - ELECTRIC:
423511	4 IRVING PL	ADDITIONAL LOAD RESIDENTIAL - ELECTRIC:
423512	4 IRVING PL	ADDITIONAL LOAD RESIDENTIAL - ELECTRIC:
423513	4 IRVING PL	ADDITIONAL LOAD RESIDENTIAL - ELECTRIC:
423514	4 IRVING PL	ADDITIONAL LOAD RESIDENTIAL - ELECTRIC:

Ready. Loaded 70 of 70

Note: If address was found, you will be able to see a list of all cases.

The following list describes the table field present in “**Search All Projects**” tab when searching for case by address:

- **Case:** This field will be populated with the case # which also serves as a hyperlink to the case details screen. See [section 4.7](#).
- **Service Address:** This field represents the address where the service will take place.
- **Request Type:** This field indicates the type of service that will be performed.

Clicking the case number on the left side displays a similar **View Case Details** window depicted below.

Case #000000 Close Window

Date submitted: 7/15/2008

Customer Name: Joseph Customer
 Service Address: 1 MAIN ST
 NEW YORK, NY 10044

Request Type: Add Load to Existing Service
 Status: Service Layout/Requirements Sent
 Customer Rep: Edward Representative (212) 555-5555

Request for Service Received → Service Layout Requirements Sent → Certificate Blue Card and/or Affidavit Received → Final Inspection Passed → Service Completed

Milestones | What Con Edison Has | Case Contacts | Forms | Attachments | Original Request

Milestone	Responsible	Completion Date
Request for Service Received Description [+]	Contractor/Customer	7/15/2008
Service Layout/Requirements Sent Description [+]	ConEdison	8/1/2008
Certificate/Blue Card and/or Affidavit Received Description [+]	Contractor/Customer	Pending
Final Inspection Passed Description [+]	ConEdison	
Service Completed Description [+]	ConEdison	

For a detail explanation on the **View Case Details** window please go to [Section 4.7](#) – View Case Details.

4.7 View Case Details

The View Case Detail window displays useful information for a specific case number. It represents the current status for the case in a graphical format including icons and arrows which are defined in [Appendix A](#). Also, the title will indicate a message when a case has not been found or when it has been cancelled.

Note: If case has been cancelled and under 30 days, the word “Cancelled” and cancellation date is shown in red to the right side of the case #.

Note: If case was completed or cancelled over 30 days past current date, the message “cannot be displayed” is shown next to the case #.

Note: Depending on the project service requested, the milestone shown in this window will change. Sometimes only two milestones will appear. See [Appendix A](#) for rules.

Case #000000 Close Window

Date submitted: 7/15/2008

Customer Name: Joseph Customer
Service Address: 1 MAIN ST
NEW YORK, NY 10044

Request Type: Add Load to Existing Service
Status: Service Layout/Requirements Sent
Customer Rep: Edward Representative (212) 555-5555

Request for Service Received → Service Layout/Requirements Sent → Certificate/Blue Card and/or Affidavit Received → Final Inspection Passed → Service Completed

Milestones | What Con Edison Has | Case Contacts | Forms | Attachments | Original Request

Milestone	Responsible	Completion Date
Request for Service Received Description [+]	Contractor/Customer	7/15/2008
Service Layout/Requirements Sent Description [+]	ConEdison	8/1/2008
Certificate/Blue Card and/or Affidavit Received Description [+]	Contractor/Customer	Pending
Final Inspection Passed Description [+]	ConEdison	
Service Completed Description [+]	ConEdison	

The following menu tabs are available to help in locating case service request specific details.

Milestones

Displays milestone description including milestone completion date and who currently is responsible for the milestone.

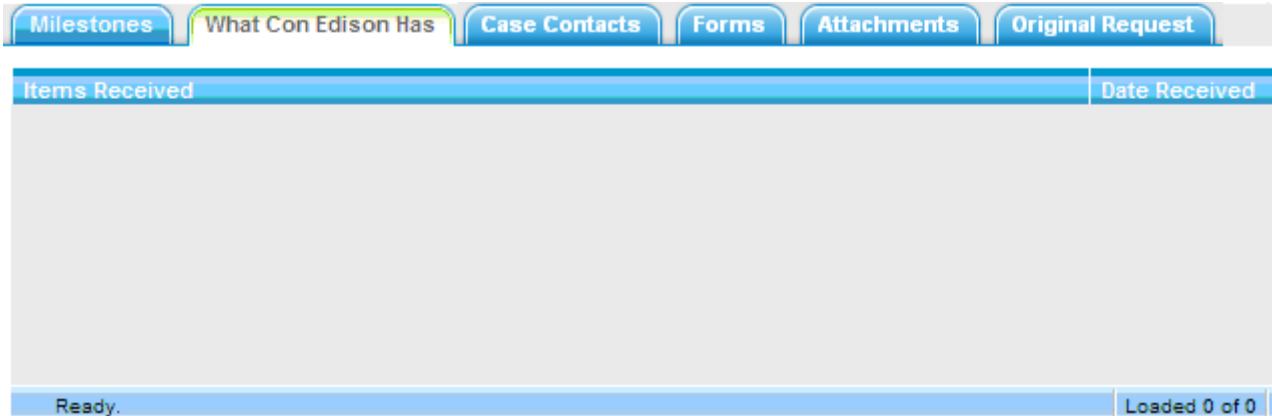


The screenshot shows a web interface with a navigation bar containing tabs: Milestones (highlighted), What Con Edison Has, Case Contacts, Forms, Attachments, and Original Request. Below the tabs is a table with three columns: Milestone, Responsible, and Completion Date.

Milestone	Responsible	Completion Date
Request for Service Received Description [+]	Contractor/Customer	7/15/2008
Service Layout/Requirements Sent Description [+]	ConEdison	8/1/2008
Certificate/Blue Card and/or Affidavit Received Description [+]	Contractor/Customer	Pending
Final Inspection Passed Description [+]	ConEdison	
Service Completed Description [+]	ConEdison	

What Con Edison Has

Lists all items (i.e. documents) received by Con Edison. Items received are sorted in descending date received order.



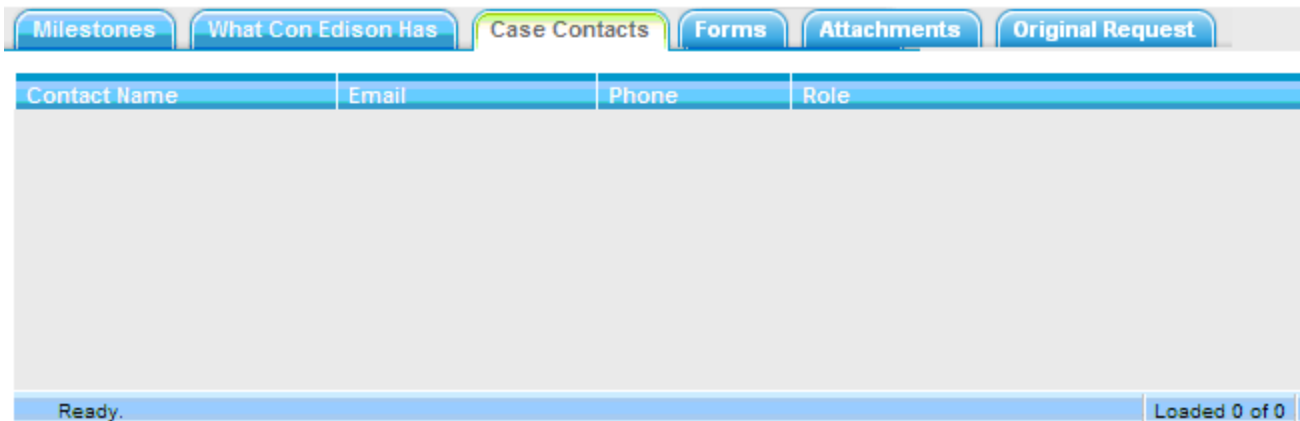
The screenshot shows a web interface with a navigation bar containing tabs: Milestones, What Con Edison Has (highlighted), Case Contacts, Forms, Attachments, and Original Request. Below the tabs is a table with two columns: Items Received and Date Received. The table is currently empty.

Items Received	Date Received
----------------	---------------

Ready. Loaded 0 of 0

Case Contacts

Lists all the contacts who will receive project email notifications.





The screenshot shows a web interface with a navigation bar containing tabs: Milestones, What Con Edison Has, Case Contacts (highlighted), Forms, Attachments, and Original Request. Below the tabs is a table with four columns: Contact Name, Email, Phone, and Role. The table is currently empty.

Contact Name	Email	Phone	Role
--------------	-------	-------	------

Ready. Loaded 0 of 0

Forms

Lists all the forms were submitted to the case. Click Submit New Form button to add new form.

Form Name	Submitted Date
 Electric Checklist	 NEW 01/21/2009 03:34 PM

Submit New Form

Attachments

Lists all the documents were submitted to the case. Click 'Submit New Attachment' button to add new document.

Attachment File	Attachment Type	Extension	Uploaded Date
-----------------	-----------------	-----------	---------------

Submit New Attachment

Original Request

This is the case summary of questions and answers that were provided when requesting service.

Original Request

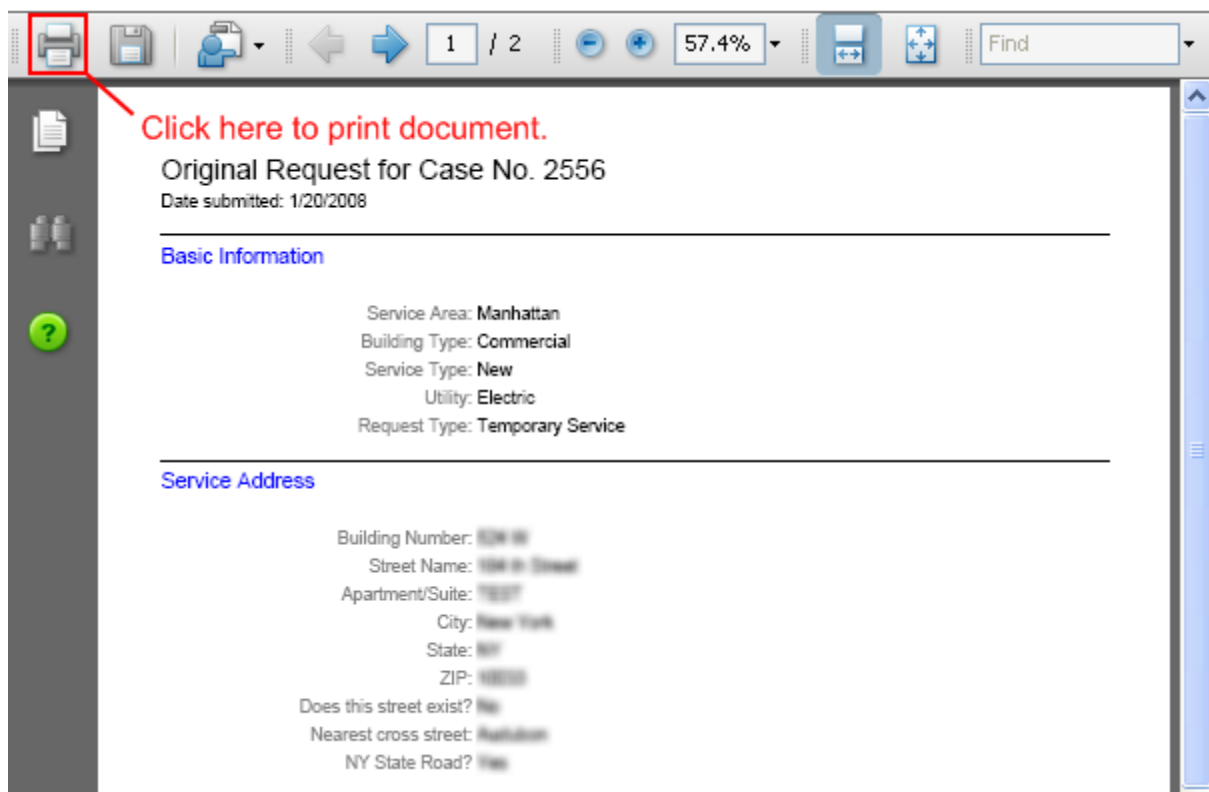
View/Print

Basic Information

Service Area: Manhattan
Building Type: Commercial
Service Type: New
Utility: Electric
Request Type: Temporary Service

Service Address

You can click on the View/Print button to allow printing a hard copy of the original request from Acrobat Reader window as shown below.







Appendix A, (Milestone Definition)



This is the Project Center's milestone definition map. The milestones can be viewed as the project progresses with descriptions on what has been completed or not completed. Depending on the project, the following icons might appear on top of the **View Case Details** window.



Note: For service requests, 5 milestones will be displayed; for B-tickets, Demolition and all other types of requests, 2 milestones will be displayed by default.



Note: For every milestone change that occurs in the system, an email will be sent to the customer and/or contractor including those listed under project additional contact.




Milestone: Request for Service Received		
<u>Not completed</u>	<u>Completed</u>	<u>Description</u>
		Con Edison has received a request for the above service address.

Milestone: Service Layout/Requirement Sent		
<u>Not completed</u>	<u>Completed</u>	<u>Description</u>
		Con Edison has assessed the request for the above address and responded to the applicant and customer with the requirements necessary to fulfill the request.

Milestone: Certificate/Blue Card and/or Affidavit Received		
<u>Not completed</u>	<u>Completed</u>	<u>Description</u>
		Con Edison has received Certificate, Blue Card and/or Affidavit required prior to the installation of metering equipment and/or introduction of gas or electric to a home or business.

Milestone: Final Inspection Passed		
<u>Not completed</u>	<u>Completed</u>	<u>Description</u>
		Performed by Con Edison or an agent to determine if all the requirements and specifications have been met prior to the installation of necessary facilities and/or metering equipment.

Milestone: Service Completed		
<u>Not completed</u>	<u>Completed</u>	<u>Description</u>
		Indicates that Con Edison, if necessary, has completed the installation of new facilities and metering equipment. NOTE: Additional metering equipment may be installed at any time after the service has been completed. This may require additional certificates and inspections.


Milestone: Service Completed			
<u>Not completed</u>	<u>Completed</u>	<u>Additional Info Required</u>	<u>Description</u>
			The arrows indicate mid step event process required to continue with the next milestone. If arrow is red, Con Edison is awaiting additional information from the customer or contractor.

Appendix B, (Technical Support)

Note: For more information related to the Project Center web application or project related questions; go to [Section 4.3](#).

Computer Requirements

To operate the Energy Services – Project Center you must already have access to the following:

- A computer with internet services.
- An **internet browser**. Microsoft IE 6.0 and higher.
- A valid email address:
- **Junk E-mail?** Verify that your email-provider is not blocking our emails by placing them on the junk or spam folder. Add Con Edison to your address book: ESWebProjectCenter.noreply@coned.com
-  **Adobe Acrobat Reader**. A plug-in installed in your browser to allow viewing and printing downloadable documents provided in PDF. If you do not have Acrobat Reader plug-in, navigate to the following link for a free downloadable copy <http://www.adobe.com/products/acrobat/readstep.html>.
- For your security, the application will invalidate your login session when no interaction is detected by the Project Center application within 20 minutes after login in.

Notes