

ESCALATION PROCESS FOR ENERGY SERVICES

First step – Contact assigned CSR/CPM (Commercial Service Representative/Customer Project Manager) by phone or by email

- Contact information is located at www.coned.com via Project Center
 - o Quicklinks – Building/Remodeling or Energy Services
 - o Resources – Energy Services Contacts for grid map of territory
 - o Information is also included on the acknowledgement letter

Second step – Send email to management distribution list (dl)

- Manhattan
 - o dl-manhretailquestions@coned.com
 - o dl-manhmajorservicesquestions@coned.com
- Westchester/Bronx
 - o dl-bronxwestretailquestions@coned.com
 - o dl-bronxwestmajorservicesquestions@coned.com
- Brooklyn/Queens
 - o dl-brooklynqueensretailquestions@coned.com
 - o dl-brooklynqueensmajorservicesquestions@coned.com
- Staten Island
 - o dl-siretailquestions@coned.com
 - o dl-simajorservicesquestions@coned.com

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

- Subject Field
 - o WR #, Address, CSR/CPM Name
- Body of email
 - o Contact Name -
 - o Contact Phone Number -
 - o Question -

***** Please check project center (www.coned.com) for updated information related to your case since it may have the information you are looking for.**

Third Step – Contact Department Manager

- Manhattan/Staten Island – Joseph Somma
 - o sommaj@coned.com
 - o (c) 646-739-8095 (w) 212-460-3086
- Westchester/Bronx – Pat Reilly
 - o reillyp@coned.com
 - o (c) 917-337-6775 (w) 914-925-6036
- Brooklyn/Queens – Steven Lewandowski
 - o lewandowskis@coned.com
 - o (c) 347-203-2184 (w) 718-802-5470