

### **How do I file a case?**

Click on the “Create a New Case” icon. You will then be prompted to answer a series of questions to create the case.

### **What address information do you need?**

For address, this should be the address where the project is taking place. All projects in NYC require a Building Identification Number (BIN), that can be found on the NYC DOB website at [DOB Building Information Search \(nyc.gov\)](#). the BIN number is displayed at the upper right hand blue bar next to the address info. Westchester cases are not required to file a BIN.

### **How do I create a case?**

To create a case, a series of questions need to be answered. These questions help Con Edison Energy Service personnel understand what type of work you are performing and how best to route the case internally. A scope of work is also required for any additional information that was not captured in the questions.

### **How do I file a Westchester gas case?**

In certain areas of Westchester County, a gas moratorium is in place. In these areas the only gas cases that can be filed are:

Gas Generator

Interruptible Heating

New Service to an address with a previously filed Gas Demo case and no load increase

Please see [Westchester Natural Gas Moratorium | Con Edison](#) for more information.

### **How do I file a streetlight request?**

Municipal contractors can file streetlight requests for Westchester County only. The service request type dropdown will include street light, which can be selected. Continue the question flow after that question to open a streetlight request.

### **How do I file an EV Case?**

Click on the “Create a New Case” icon. You will then be prompted to answer a series of questions to create the case.

For developers, who are eligible for EV Power Ready program, more information and application requirements can be found at [POWERREADY Electric Vehicle Program | Con Edison](#). Already registered, use this link to log in to the EV Participant Portal. [Register \(force.com\)](#)

### **How do I add and/ or change my case contacts?**

Cases are required to have a primary customer and primary contractor information. These two contacts have administrator access to all case information and can add contacts and schedule appointments. Additional contacts can be added, and can have either contributor or viewer level permission, which can be set by the primary customer or primary contractor. Contributor role can add documents but cannot schedule appointments. Viewer permission can only view case information. To have your access changed, please reach out to the primary contractor or primary customer on the case. Please note, the email address for the additional contacts should match the email address they will use to log into Project Center.

### **What if I am not a case contact?**

If you are not a case contact and need access to the case details, reach out to the primary customer or primary contractor to have you added to the case. Please note, the email address added should match the email address you will use to log into Project Center.

### **How do I receive a case number?**

Once a case has been submitted through Project Center, you will be assigned a case number. The case number will be how you track the progress of your project. If you have submitted a project, and a case number has not been generated, reach out to [dl-eswebtechnicalsupport@coned.com](mailto:dl-eswebtechnicalsupport@coned.com).

### **How do I upload a document to my case?**

On the case dashboard link, select the correct MC case ID number, and 'View Case Details'. On the case details page, click on "Documents" tab or the specific required item to upload the eligible documents.

### **How do I schedule an appointment:**

On the case dashboard link, select the correct MC case ID number, and 'View Case Details'. If your case is eligible for an inspection appointment, click on the "My Appointments" Tab to schedule the appointment. The appointments tab will direct you to the scheduling tool, to view all available appointments for the next few weeks. If your case is not yet eligible for an appointment, you cannot make an appointment until the case becomes eligible. See the "Progress & To Do" tab for any outstanding items needed.

New Business Electric Services Installation appointments are scheduled by Con Edison. The appointment will be listed on the "My Appointments" tab with the option to confirm or request a reschedule. If you request a reschedule you will be contacted by a Con Edison representative to reschedule the appointment. You cannot schedule a new business electric installation appointment on Project Center at this time.

### **How do I accept and pay a Cost Estimate?**

To accept a cost estimate, log on to Project Center using your appropriate credentials. Once on the case dashboard link, select the correct MC case ID number, and 'View Case Details'. If a cost estimate is available, there will be a link to "Accept Cost Estimate". Once the cost is accepted, the primary customer and contractor will receive a follow up email with the final invoice and directions to pay the invoice. Only the primary customer and contractor have the ability to pay a cost estimate. The link to pay the cost estimate is [Oracle Applications \(coned.com\)](https://coned.com).

## **How do I open an account or complete a New Service Application?**

Complete the "Application for Service" and upload to the Project Center documents tab. Once the application has been reviewed and approved, an account will be opened in the Con Ed billing system. This can take a few days to upload to the Project Center system. If required, a deposit will need to be paid prior to the account being

## **How do I pay a deposit:**

When new customer accounts are created, it takes 1-2 business days for the account to be fully established, before the deposit payment can be made. Once the account is created, log on to Project Center using your appropriate credentials. View your deposit in the "Case Details Screen". The options to pay the deposit are as follows:

### Pay as Guest Link:

<https://www.coned.com/en/accounts-billing/pay-my-bill-guest>

You will need to enter the new 15 digit customer account number that you were given. Please verify and confirm that you have the correct account number(s). If it's a new account and payment by credit card is not working, you will have to make the payment by either checking or savings banking account information. You can also try calling 888-747-1532 to pay by credit card.

Pay by check: (Please include your invoice number, if any, service address, borough, and MC case id number with the transaction)

Consolidated Edison Company of New York, Inc.

PO Box 1003

Spring Valley, NY 10977

### Security Deposit Payment Limit Information:

Residential \$1,500 (No more than three times in a 24 hour period)

Commercial \$10,000 (No more than three times in a 24 hour period)

## **Have you received my payment?**

Case contacts will receive email confirmation once payment has been made. The Progress & To-Dos tab for that specific case will be updated once payment is received.

## **Why do I need to provide my account number?**

In creating a case, some case types request the customer account number found on the Con Edison bill. This will help match your specific case type to your account for billing and location purposes.

## **How do I view my case?**

On the case dashboard link, select the correct MC case ID number, and “View Case Details”. The case appointments, Progress & To Do’s, required documents and inquiries will be shown on the screen.

#### **How do I view and confirm my appointments:**

The case dashboard page will display any upcoming appointments. You can also click on the “My Appointments” tab to see a list of energy service and new business appointments. Once you see your scheduled appointment, you can click on the expand button, which will show the appointment details including date, time, purpose of the appointment and contact information.

Energy Services appointments can be confirmed by selecting the appointment, then clicking the “Confirm” button if required. Not all Energy Services appointments require a confirmation. Energy Services appointments can also be cancelled or rescheduled, if needed.

New Business Electric Services Installation appointments can be confirmed by selecting the appointment, then clicking the “Confirm” button. These appointments cannot be canceled or rescheduled via Project Center. Click the “Request to Reschedule” button to receive a phone call to reschedule your New Business Appointment.

#### **How do I receive email notifications?**

Once a case is created, all contacts listed on the case will receive email notifications related to the case.

#### **How do I ask a question?**

Any pending or updated questions are shown in the “Message Center”. Clicking on the “Message Center” or on the Case Details page the “Ask a Question” or “View Case Inquiries” link, will take you to the Message Center page. On this page you can ask a question related to your case by clicking on the “Ask a Question” link. You can also view prior inquiries and search for inquiries on the same page.

#### **How do I review my case status?**

Click on the case details for the specific case. The Progress & To Dos Tab will show all completed and upcoming steps in your project lifecycle. The tab shows items that require customer or contractor action, and Con Edison action.

#### **What Documents do I need to submit?**

Each document required will be shown on the Case Details page under the “Progress & To Do’s” tab.

#### **How do I request a Demo Letter from Con Edison?**

Customer needs to ensure all accounts to property address are closed. Then a case must be filed through Project Center to process the demolition of the services. Once the services have been removed a demo letter can be issued.

#### **What is a service layout/determination?**

A service layout is a determination of the electric or gas service the customer will be receiving.

### **How do I get a Service Layout / Determination?**

Once a case is filed, Energy Services will review the request, route it internally if required and the customer will receive a letter outlining the service requirements. For residential customers this part of the process should take approximately approx. 11 – 16 days, for commercial this will take approx. 30 days.

### **How do I obtain benchmarking data?**

Request for benchmarking for NYC boroughs can be found at [Account Log In | Con Edison](#). For Westchester County, log on to Project Center using your appropriate credentials. Registered users must be registered as an energy efficiency contractor to access this function. You will then be prompted to provide address and Letter of Authorization from customer before requesting the data.

### **What if I have a billing issue?**

For any billing issues not related to deposits or cost estimates, please see [Con Edison - Powering New York City and Westchester](#), and utilize the “Chat with Us” feature.

### **How do I close or cancel a case?**

Select “Ask a Question” on the specific case and submit this request to close or cancel the case.

### **My case was closed, how do I get it reopened?**

In the event a case is closed, the customer/contractor must log into Project Center and create a new case for this address.

### **How do I request to keep my case open?**

Select “Ask a Question” on the specific case and submit a request to keep the case open. (This must be done every 75 days to keep the case open)

### **How do I contact Con Edison?**

The best way to contact a Con Edison representative related to your case, utilize the “Ask a Question” feature.

For a list of Con Edison contacts by region, please see [Contact Building & Remodeling Energy Services | Con Edison](#) or send an inquiry to your designated case representative via Project Center.

### **How do I ask a technical question?**

For technical questions related to your case, utilize the “Ask a Question” feature.

For electric related specifications, please see the Blue Book at [Specifications for Electric Installations \(azureedge.net\)](#)

For gas related specifications, please see the Yellow Book at [A Customer Guide to Natural Gas Service Installation \(azureedge.net\)](#)

**How do I provide feedback?**

Complete the surveys provided at the end of an inquiry or case closure to provide feedback on your case.

**How do I get Project Center Technical Assistance?**

For issues related to the function of Project Center please reach out to [dl-eswebtechnicalsupport@coned.com](mailto:dl-eswebtechnicalsupport@coned.com)

**What is the timeline of my case?**

High level timelines based on case types are below.

**NOTE:** By submitting an application for utility service through this portal, you hereby acknowledge that the overall timing of Con Edison’s provision of service is, among other things, subject to the availability of personnel, volume of other active customer service requests, receipt of all necessary and/or requested items, issuance of all necessary permits and approvals, site conditions and safe access to the premises, weather, and other situations or events beyond Con Edison’s reasonable control. Circumstances specific to your case may also impact the duration of any phase of this process lifecycle.

**Retail Electric Cases**  
(244-day lifecycle, approx.)

<b>Electric Timeline</b>	(1) Initial Inspection**	(2) Sleeve Installation & Photos*	(3) Engineering Layout	(4) Electric Construction Work***	(5) Customer Final Docs*	(6) Final Inspection**	(7) Cable and Meter Work
<b>Estimated timeframe</b>	Approx. 10 Days	Customer*	Approx 30-45 Days	Approx 45-90 Days	Customer*	Approx 10 Days	Approx 30- 45 Days
Service Adequate (Con Ed connection required)	Y		Y		Y	Y	Y
Service Adequate (only meters required)	Y				Y	Y	Y
Not Adequate – replace cable in existing conduit	Y		Y		Y	Y	Y
Not Adequate – new conduit(s) to new POE	Y	Y	Y	Y	Y	Y	Y
Demolition of electric service		Y	Y				Y

\* This part of the job is dependent on the timely submittal of customer documents/pictures and progress of construction work

\*\* It is the responsibility of the customer and contractor to communicate progress (to keep jobs active) & contact us for inspections

\*\*\* If required due to specific case type. May not be applicable for all cases.

**Retail Gas Cases**  
(315-day lifecycle, approx.)

<b>Gas Timeline</b>	(1) Initial Inspection**	(2) Sleeve Installation & Photos*	(3) Engineering Layout	(4) Gas Construction Work	(5) Customer Final Docs*	(6) Final Inspection **	(7) Meter Work and Swing-overs
<b>Estimated Timeframe</b>	Approx. 10 Days	<b>Customer*</b>	Approx. 30 Days	Approx. 60-120 Days	<b>Customer*</b>	Approx. 10 Days	Approx. 14 Days
Service Adequate (only meters required)	Y				Y	Y	Y
Not Adequate – replace service	Y	Y	Y	Y	Y	Y	Y
Demolition of gas service		Y		Y	Y		

\* This part of the job is dependent on the timely submittal of customer documents/pictures and progress of construction work

\*\* It is the responsibility of the customer and contractor to communicate progress (to keep jobs active) & contact us for inspections

\*\*\* If required due to specific case type. May not be applicable for all cases.

### Major Electric Cases

(905-day lifecycle, approx.)

<b>Electric Timeline</b>	(1) Initial Meeting**	(2) Customer Work*	(3) Engineering Layout	(4) Electric Construction Work***	(5) Customer Final Docs*	(6) Final Inspection**	(7) Cable and Meter Work
<b>Estimated timeframe</b>	Approx. 45 Days	<b>Customer*</b>	Approx. 90-180 Days	Approx 90-120 Days	<b>Customer*</b>	Approx 15 Days	Approx 45-90 Days
Service Adequate (Con Ed connection required)	Y		Y		Y	Y	Y
Service Adequate (only meters required)	Y				Y	Y	Y
New Service (new installation to new POE)	Y	Y	Y	Y	Y	Y	Y
Additional Service (increased service to existing POE)	Y	Y	Y	Y	Y	Y	Y
Demolition of electric service		Y	Y				Y

\* This part of the job is dependent on the timely submittal of customer documents/pictures and progress of construction work

\*\* It is the responsibility of the customer and contractor to communicate progress (to keep jobs active) & contact us for inspections

\*\*\* If required due to specific case type. May not be applicable for all cases.

### Major Gas Cases

(815 days lifecycle, approx.)

<b>Gas Timeline</b>	(1) Initial Meeting**	(2) Customer Work*	(3) Engineering Layout	(4) Gas Construction Work	(5) Customer Final Docs*	(6) Final Inspection **	(7) Meter Work and Swing-overs
<b>Estimated Timeframe</b>	Approx. 45 Days	<b>Customer*</b>	Approx. 30 Days	Approx. 60-120 Days	<b>Customer*</b>	Approx. 10 Days	Approx. 14 Days

Service Adequate (only meters required)	Y				Y	Y	Y
Not Adequate – Install or replace service	Y	Y	Y	Y	Y	Y	Y
Demolition of gas service		Y		Y	Y		

*\* This part of the job is dependent on the timely submittal of customer documents/pictures and progress of construction work*

*\*\* It is the responsibility of the customer and contractor to communicate progress (to keep jobs active) & contact us for inspections*

*\*\*\* If required due to specific case type. May not be applicable for all cases.*