conEdison

ENERGY SERVICES

Project Center

User Guide

This guide is intended to help customers/contractors operate the

Con Edison's Energy Service Project Center web application

Date: 2/15/2022

Rev. 6

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1. About this Guide

This document is divided into the following sections:

- Key Features and Functions
- *Project Center* Case Basics
- Do something else
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This guide is intended for Con Edison customers, contractors, or any other interested parties who wish to initiate a service request or to check the progress of an existing case using the *Project Center* web application.

Questions about *Project Center* can be sent to the following email address:

dl-ESWebTechnicalSupport@coned.com.

2. Key Features and Functions

There are three primary functions in ***Project Center:***

1) *Accessing **Project Center***
   - *You will register and create a profile that allows you access to the **Project Center** through email and password. Your profile also collects contact information including phone numbers, email, and addressed that allows Con Edison to communicate with you over multiple channels.*
   - *You can edit information provided in your profile and request a forgotten password*

2) *Creating a Case*
   - *You can create new Service and Non Service requests. Once a service request has been submitted, a new case will be created by Con Edison, and the initiator, as well as additional contacts whose e- mail has been provided, will receive an email with a case number (Case ID) which can be used to check the status of the service request.*

3) *Scheduling an Appointment*

4) *Case Status*
   - *You are able to see your active cases displayed when you log into the system.*
   - *You can search all Projects using Service Area and Case ID, or Service Address.*
   - *You can view the status of your Projects by checking the current milestones or tasks required.*
   - *You will be able to see attached documents received on a case such as an application for service and deposit payments, etc.*
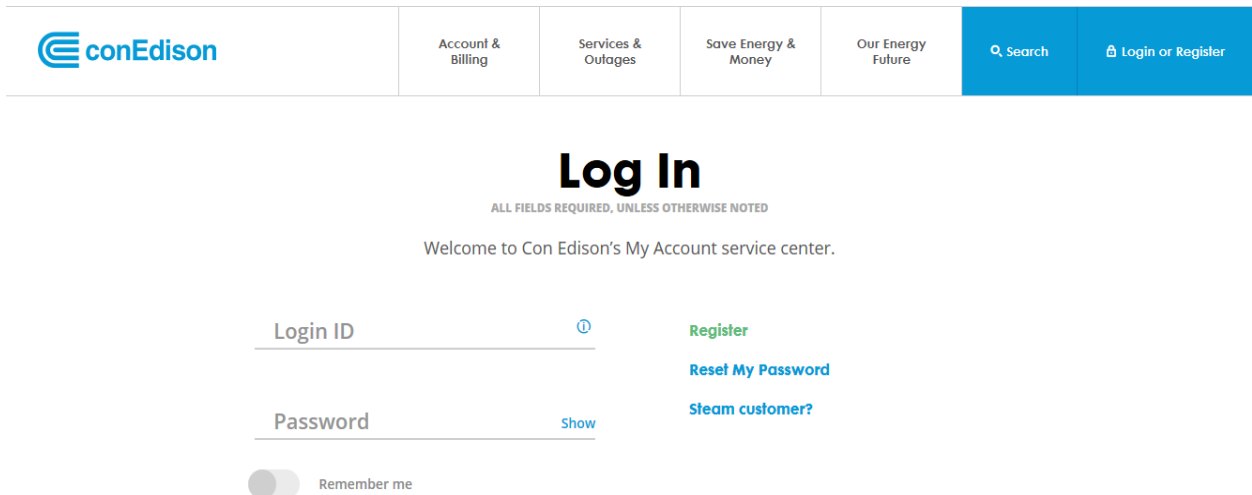
3. Accessing Project Center

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

Once the page is rendered on the browser, click the Login button circled below to get started.
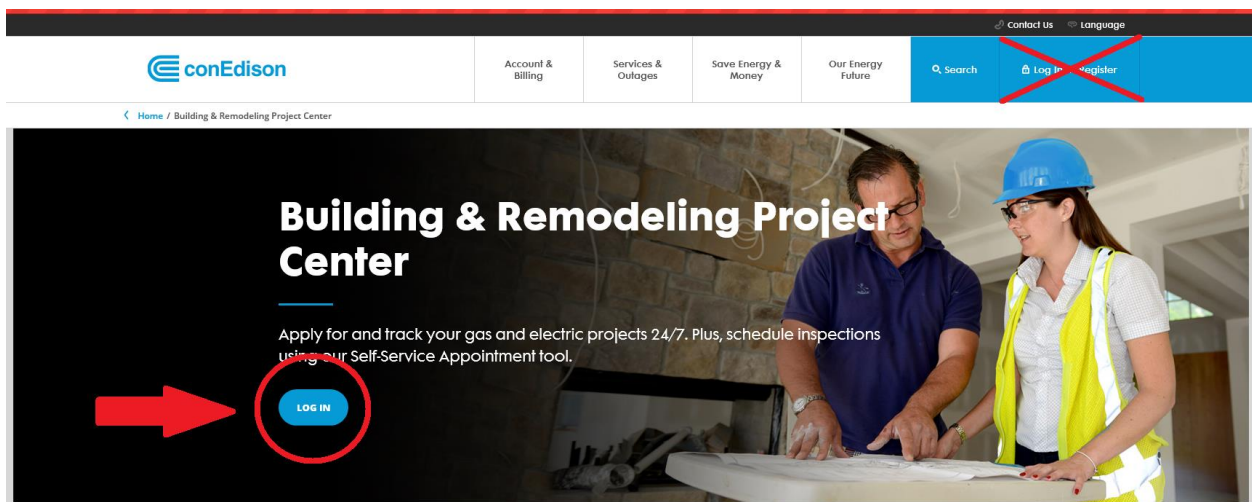
This is the Energy Services Customer & Project Center Login Page. Click on **Register.**

3.1.   Single Sign on Registration

Please enter your First Name, Last Name, and Email Address you wish to be used for your account.
Note: If you are an existing Project Center user, use the email address previously registered to your Con Edison account

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Note: Upon clicking submit, you will receive an email with instructions to continue the registration process.

By clicking the link in the email, you will return to the Create Your Profile page. Continue by setting your new password.

Note: All the password criteria's must be checked and green in order to continue.

Choose a Second Verification where you can enter your mobile phone number and select text verification, voice verification, Google authenticator, or Okta verification to authenticate your mobile phone number.

If you do not have a mobile phone number, select the box labeled "I don't have a mobile number" in which a new field will appear for you to choose a security question and security password.
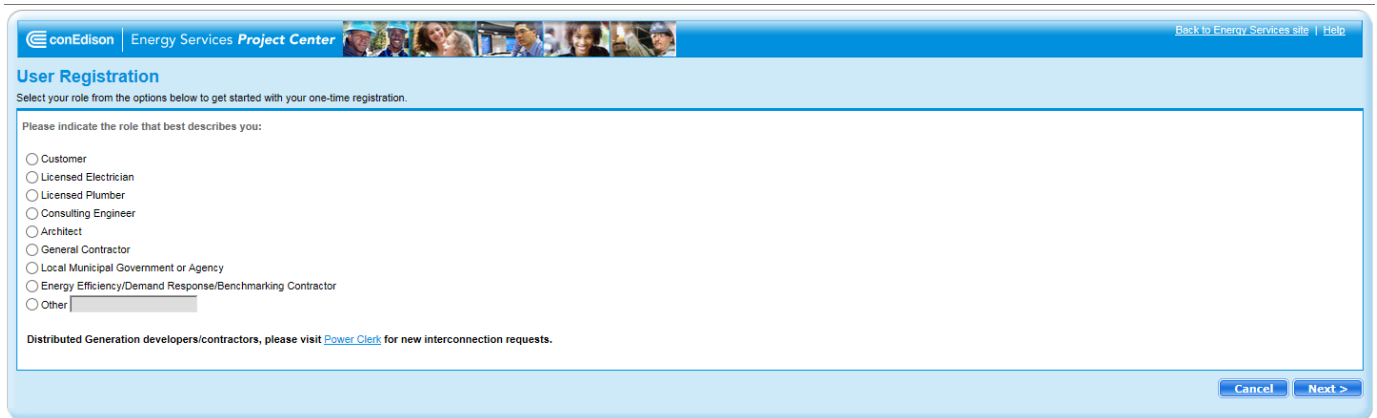

For *Existing Customers*, by clicking the **Submit** button, your registration process will be completed.

For **New Customers,** you will be redirected to the **Project Center** website to continue with the registration.

New Customers:

Please choose the type of user: Customer, Contractor, Architect, Engineer, etc.

Note: Different screens will appear depending on your selection for this screen (see Examples below).

Example: If your selection is Customer, it is optional to enter the Con Edison account number in the menu below.

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

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.

3.2. Log In

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 website (**http://www.coned.com/es**) and provide the email address and password you entered during registration.
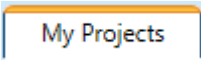
Click the Login button.
Note: If you forgot your password go to Section 3.3 for instructions.

The screen displayed below is the first screen after login, called the main page.
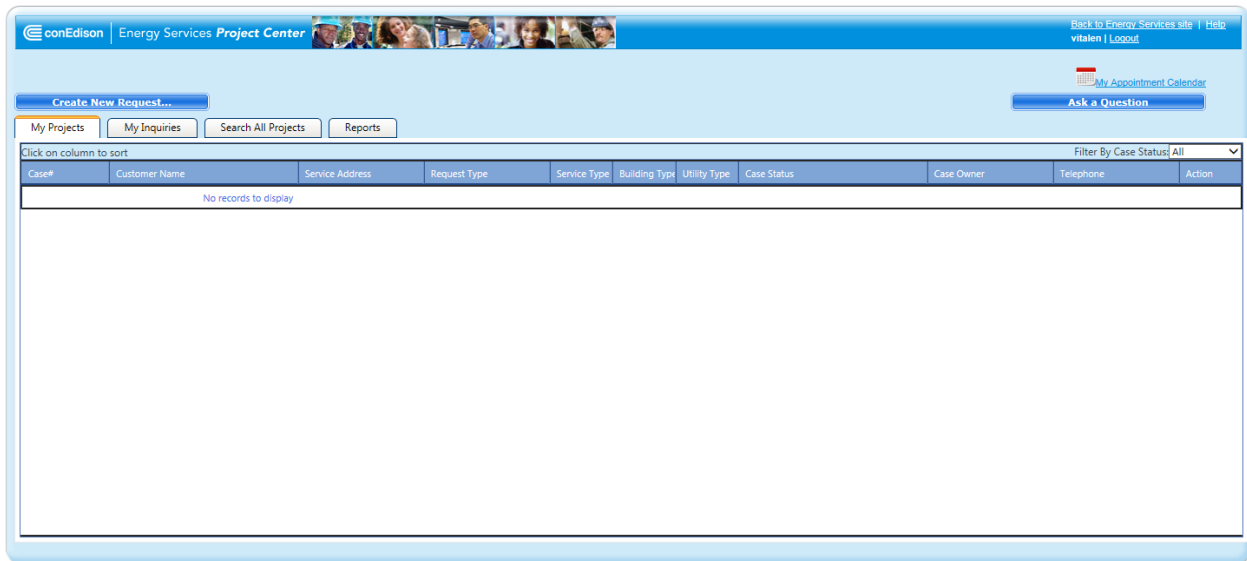
At this point you should have successfully logged in and now you are ready to submit or view a service request (case). If you are unable to view this screen or have difficulties, go to for more information.

3.3. Reset My Password

If you are unable to log in 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 a new password to the email address you provided earlier.
Start by clicking **Reset My Password**
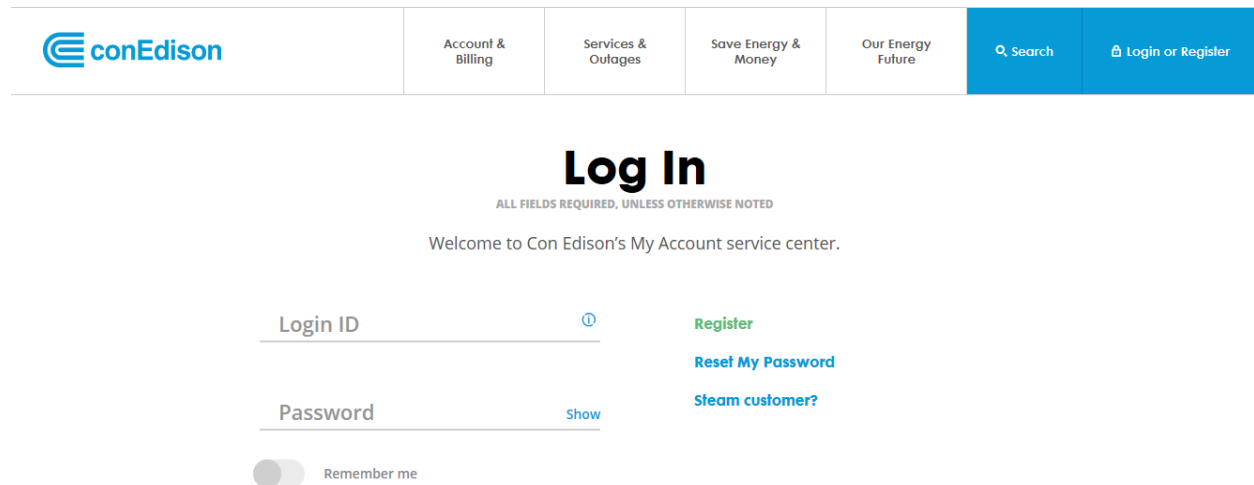
Type in the email address you provided during registration and click Submit button. An email will be sent to your email address. You can choose to reset your password via Email or via Text Message (if mobile number was provided in registration).

Check your email from Con Edison *Project Center* and verify that the new temporary password was sent to you. Repeat Section 3.2 to log into the system with the new temporary password that was emailed to you and follow the Update Password screen as shown below. Click on Save when finished.

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

Your password has been saved. You can now log in using your email and new password.

Return to Login

Click **Return to Login** to be redirected to the login page.

3.4.   Edit My Profile

Once you have logged in successfully, you may edit your profile information, including your email and password at any time.

To edit your profile, click the **Edit Profile** button located in the top right corner of the screen on the banner.
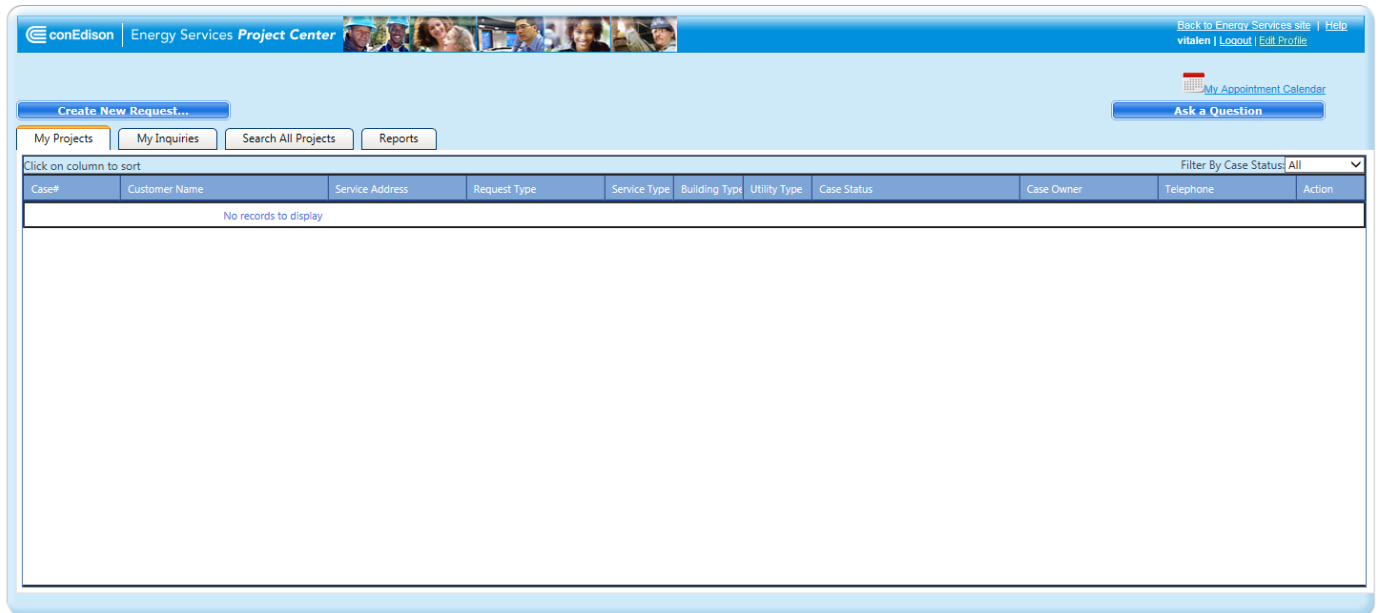
The following screen appears:

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

Also, the following buttons [Cancel] [Save Changes] 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 emails to be sent to the previous and new email addresses.

4. Ask a Question

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 reach us by email at:

dl-ESWebTechnicalSupport@coned.com

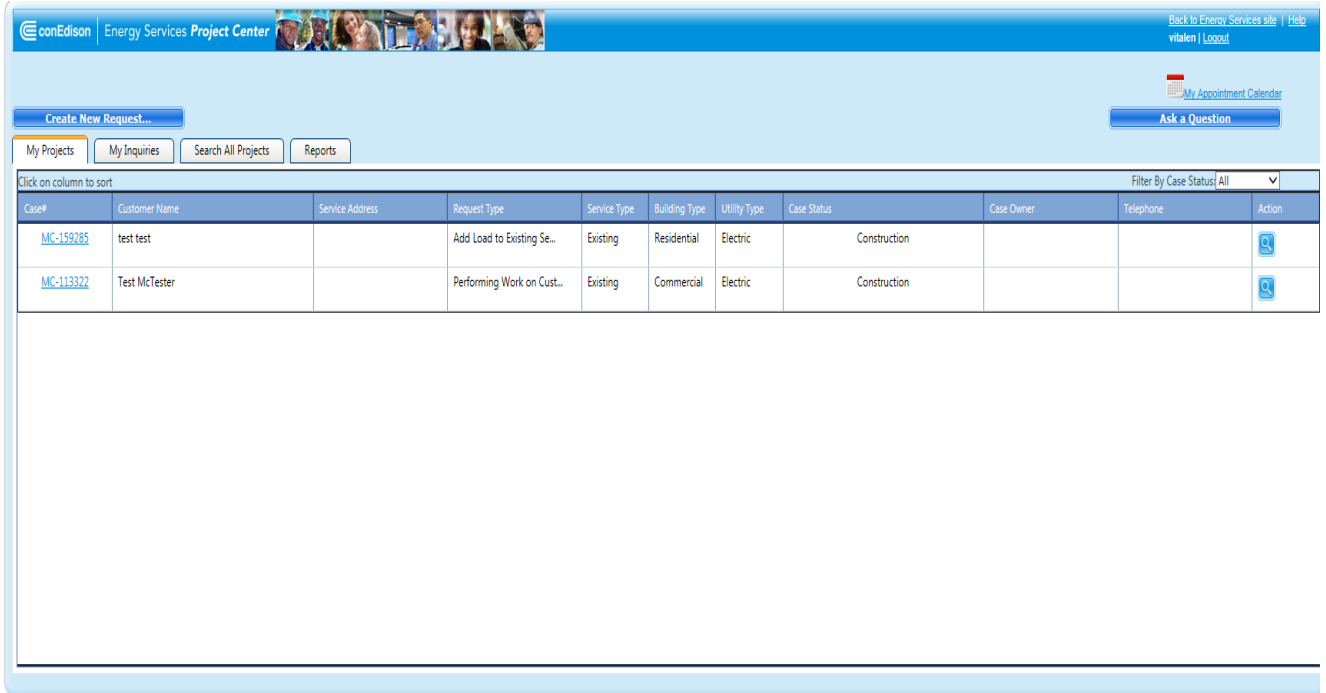- You can also visit our Contact Us page on the Con Edison Energy Services website to find the specific Con Edison employee associated with the zip code of your service request at the following URL: http://www.coned.com/es/contact_us.asp.

Once you login to **_Project Center,_** use the ![Ask a Question] button located on the top right side of the screen or you can locate the same button on each case dashboard.

The following window appears. Enter your case # (if applicable), Inquiry Type, and description. If you do not know your case number, you can click on the Case Look Up button to search for your case with an alternate method. You can also attach a document to the case that is related to your question

Provide as much information as possible for your request in the Description text box. Click the **Send** button to process your request. Your information will be reviewed and processed by the appropriate service area.

Otherwise click the **Cancel** button to return to the **My Projects** page.

<mark>If your question is non-case related, select the **No** option and proceed to fill out the description and inquiry type. Your inquiry will also be visible within the **"My Inquiries"** tab.</mark>
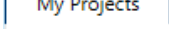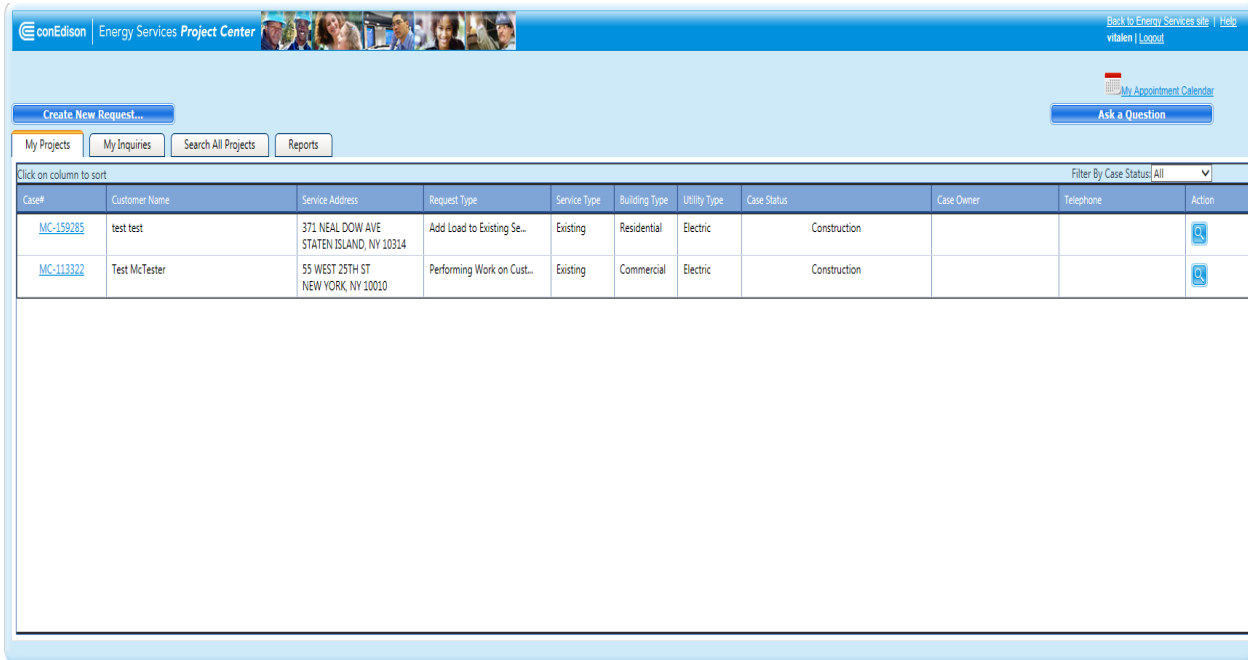
You can now use the **My Inquiries** tab to view all of your current inquiries.

5. My Projects

The screen displayed below is the first screen after login; this is the **My Projects** main page.
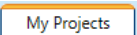
My Projects tab lists your projects that have been saved as drafts or projects that you have previously submitted. Also, you will be able to view those cases which have been submitted by another person, ***only if your email was listed as the project's customer, contractor, or additional contact.***
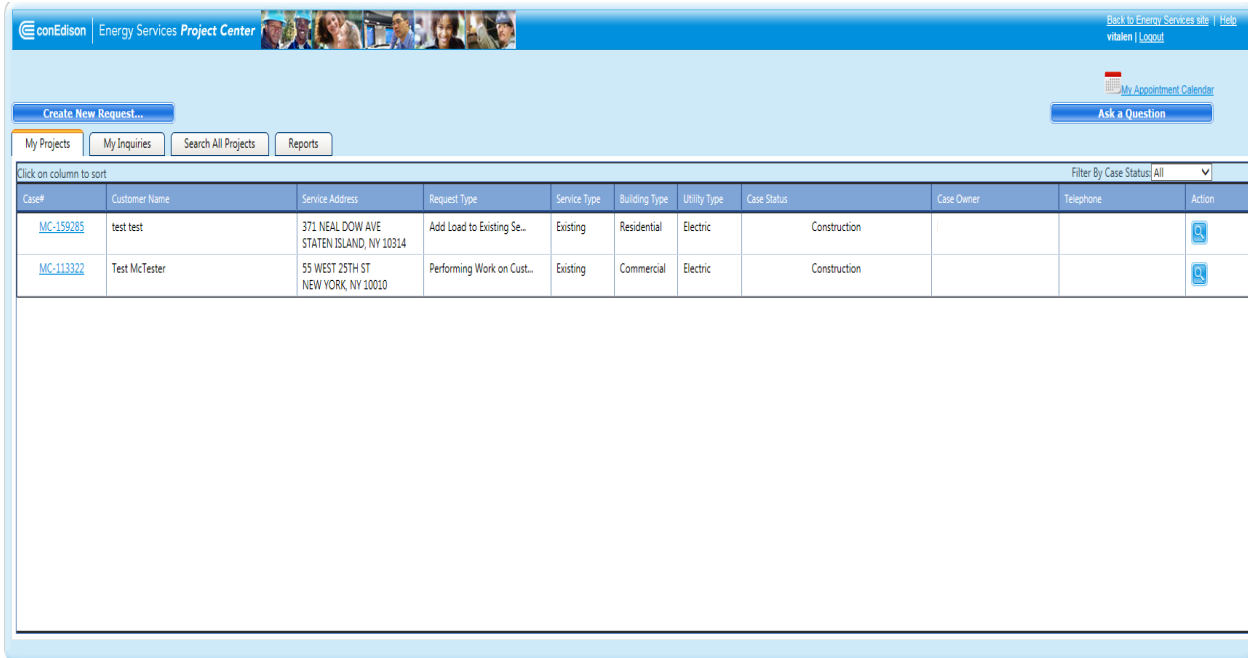
The follow list defines the fields displayed in the **My Projects** tab.

- **Case #**: If a service request has a case number, this field will populate with the case number which also serves as a hyperlink to the case details screen
- **Customer Name**: the name of the customer requesting service from Con Edison
- **Service Address**: the address where the service has been requested
- **Request Type**: the type of work requested
- **Service**: describes whether it is *new* or *existing* service
- **Building**: Commercial, Residential, or Mixed Use
- **Utility Type**: Gas or Electric
- **Case Status**: Draft (Not Submitted), Submitted (Awaiting case #), Awaiting Information, or any other milestones once the case has started (see *Appendix A)*
- **Case Owner**: Con Edison case contact
- **Telephone**: Con Edison case contact telephone number
- **Action**: If draft, click icon to edit or click to delete the service request. If the request has been submitted, click on the icon to view the case details. You can also click on the case number located on the left of the screen to view the case details.

6. Creating a Case with Con Edison Energy Services

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

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 an interactive questionnaire, customized to your service request needs.
On the next series of windows, the following buttons may appear.

- Clicking **Cancel** button will cancel your service request.

- Clicking **Next >** button will move you to the next step.

- Clicking **Save** 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 are required.

- Clicking **Save & Close** button will save your service request answers and close the new request window.

- Clicking **< Previous** button will return you to the previous step.

6.1.   Basic Information

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 and Utility section.

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.

Note: M&S plates are only available for public improvement projects sponsored by municipal agencies, and are requested through the Public Improvement UMR website.

Questions	Description
Service Area	It is the borough where the service is/will be installed. Your choices are Bronx, Brooklyn, Manhattan, Queens, Staten Island, and Westchester.
Request Type	This question refers to whether your type of request is for service or non- service. Service Requests are add additional service, add load to an existing service, add a
Utility	Either a gas or electric utility is provided by Con Edison and supported by this application. Note: Con Edison does not provide Gas to Brooklyn and Staten Island, and this application does not support Steam service requests.
Building Type	Commercial, Residential or Mixed-use buildings. 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. Note: If you want temporary electric service, select New.

6.2. 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 by clicking the link **Show Summary Header [+]** or **Hide Summary Header [-]** below the "New Service Request" title.

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:

- Permanent/Temporary Electric Service
- Converting to Natural Gas (includes space heating)
- Permanent Gas Service
- Gut Rehab
- Add additional Con Ed Service from Street(usually requires additional cost)
- Add load to existing service
- Performing Work on Customer Equipment –No additional Load
- Performing Work on Customer Equipment Due to Storm Damage (Flooded Equipment)
- Performing Work on Customer Equipment Due to Storm Damage (Non-Flooded Equipment)
- Meter Unlock Only
- Emergency Backup Generator Only
- Distributed Generator Only (including Solar PV)
- Customer Requested Outage
- Electric Vehicle Supply Equipment (charging station/equipment)

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
- Other

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

6.3.   Service Address

Enter the service address information where service will be performed. Westchester addresses will require you to

select the municipality from the dropdown 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 for all service requests **EXCEPT FOR** distributed generation only, 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.

6.4. Contractor Information

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.

6.5. Customer Information

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 on the

Set same as service address button located on the top right to autofill the address fields.

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

6.6. Additional Contacts to Associate with This Request

Next   user   will   see   the   contractor   information   screen

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

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.

Note: You may remove your contacts by clicking the 🗑 icon located on the right side of the window. You may edit your contacts by clicking the 🖉 icon.

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.

6.7. Up Front Questions

Select and/or entre the required items that meet your needs. A question definition table is provided on the following page to guide you in your selection. *NOTE:* **Not all questions may be displayed.**

Click the [Next >] button to go to the next step.

Questions	Descriptions
Total # of buildings	Enter the total # of buildings where the service is to be performed.
Total # of units	Enter the total # of units for the total # of building you entered.
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.
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.
Total KW required?	Enter total # of kilowatts required for the service.
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.
Existing Panel Size (amps)	Enter the existing size of your service panel in amps.
New Panel Size (amps)	Enter the new size of your service panel 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.
Will there be welding equipment being used?	Select Yes or No.
(If you selected yes to welding equipment being used) Welding type, Average time of weld (in seconds), Type of metal welded, Average thickness of metal, Number of welds per minute	Answer these welding questions to the best of your ability. **Note: Please make sure to include welding equipment in the load item page otherwise the welding info questions do not apply.**
Short circuit information requested?	Select Yes or No.
Replacing Defective or Damaged Metering Equipment?	Select Yes or No.
Replace or Upgrade Other Equipment? If yes, provide the Name of the Equipment.	Select Yes or No. Enter the name of the equipment in the box provided if you select Yes.
Type of Fuel Currently Used	Select from the drop down the type of fuel you currently use. The choices are #2 Oil, #4 Oil, #6 Oil, Steam, Electric, Coal, Wood and Propane.
Type(s) of gas service that you would like to receive pricing for	Select from the drop down. The choices are Firm, Dual Fuel Firm (For customers burning >= 100,000 therms), Interruptible, or all applicable options. **Note: There is a link to an information screen describing these.**
Service Entry Location	Select from the drop down. The choices are use existing service location/point of entry (POE), add new 2nd service (additional charges will apply), relocate existing service/POE, and no service currently exists.
Annual Oil Consumption (based on most recent 2-year period) in gallons	Enter your annual oil consumption in gallons in the box. **Note: Please attach invoiced oil bills for the last 24 months or 2 most recent calendar**
Are you installing more than one space heating units/boilers?	Select Yes or No.
Do you consent to the sharing of the case information?	Select Yes or No.

6.8. Building 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.**

Building Information Question Definition Table

Questions	Description
Number of buildings	Enter the number of buildings involved.
Number of floors	Enter the number of floors. Limit is: 120
Number of basements (sub-surface levels)	Enter the number of basements.
Use existing structure?	Select Yes or No, will place a trailer.

Click button to go to the next step.

6.9.   Service 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: The questions will depend on the type of service request.**

Questions	Description
Planned Construction Start Date	Enter date when you request the construction to start. Use the calendar tool next to the box to easily select a date.
Phase on customer side	Select phase type. User can select Single or Three Phase.
What facility is this area served by?	Select Overhead, Underground or Unknown.
Underground service requested	Select Yes or No. **Note: If Yes is selected, the cost may be incurred.**
Change the point of entry?	Select Yes or No. **Note: If you select Yes, cost may be incurred.**
Requested pressure	If Gas, enter gas pressure in (psi/water column).
Purpose of Outage	Select from the drop down the purpose for your requested outage. The choices include modify customer equipment, repair equipment on line side of main disconnect, building renovations not affecting electric service, local 3 electrician, maintenance – high
Date Start (Outage)	Enter date when you request the outage to start. Use the calendar tool next to the box to easily select a date.
Date End (Outage)	Enter date when you request the outage to end. Use the calendar tool next to the box to easily select a date.
Preferred Time (Outage)	Select either Normal Business Hours or Off Hours (includes Saturdays and Sundays, Cost Required).
Hours of Outage	Enter the number of hours you request the outage to be.
Is Con Edison person required?	Select Yes (Cost Required) or No.

Click button to go to the next step.

6.10. Residential Load Information

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

Electric Residential Load Window

In this window you can choose whether you will work on **Residential Units** or **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

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 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 - Gross sq. ft.	Enter the gross square footage of your residential units.
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.
Residential Units - Electric Load Items	Define the electric load items that are being installed in the residential units. ⬚ Enter the *quantity* and *each amount* of the selected load item. Then select from the drop downs the unit of measurement (KW, KVA or HP), and the Phase. The *total amount* will be calculated automatically in the box to the right. For example, if you are installing 4 Small Motors that each will consume 5 HP in single phase, then enter 4 as the quantity, 5 as the amount, HP as the unit of measurement, and Single as the phase. ⬚ **Note: Fields in the row that you are editing will be enabled or dis- abled 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.
Common Area – Gross sq. ft.	Enter the gross square footage of your common area.
Common Area – Electric Load Items	Define the electric load items that are being installed in the residential units.

	⏺ Enter the *quantity* and *each amount* of the selected load item. Then select from the drop downs the unit of measurement (KW, KVA or HP), and the Phase. The *total amount* will be calculated automatically in the box to the right. For example, if you are installing 4 Small Motors that each will consume 5 HP in single phase, then enter 4 as the quantity, 5 as the amount, HP as the unit of measurement, and Single as the phase.
	⏺ **Note: Fields in the row that you are editing will be enabled or dis- abled 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.**
Common Area – Electric Load Items	⏺ If you need to delete a row, select "Please select" (the first item) from the Load Items drop down 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** or **Common Areas** or **Both**. Both will be chose 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 number of meters you wish to install.
Residential Units – Gross sq. ft.	Enter the gross square footage of your residential units.
Residential Units - Gas Appliances	Define the gas appliances that are being installed.
	⮚ Enter the quantity and amount of CFH for each type of appliance being installed (or already installed if requested). 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).

Residential Units - Gas Appliances	⬚ 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 in- formation that you entered in that row will be deleted.
Common Area - Number of new meters	Enter the number of meters required.
Common Area – Gross sq. ft.	Enter the gross square footage of your common area.
Common Area - Gas Appliances	Define the gas appliances that are being installed. ⬚ Enter the quantity and amount of CFH for each type of appliance being installed (or already installed if requested). 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.

6.11. Commercial Load Information

Note: Note that the commercial load differs between electric and gas

Electric Commercial Load Window

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

Questions	Description
Building Usage(s)	Select how the building is being used (i.e. Hotel, gym, restaurant) and enter the number of gross square footage in the box to the right.
Number of new meters	Enter the number of meters required. Limit is: 999.
Electric Load Items	Define the electric load items that are being installed in the commercial ⬛ Enter the *quantity* and *each amount* of the selected load item. Then select from the drop downs the unit of measurement (KW, KVA or HP), and the Phase. The *total amount* will be calculated automatically in the box to the right. For example, if you are installing 4 Small Motors that each will consume 5 HP in single phase, then enter 4 as the quantity, 5 as the amount, HP as the unit of measurement, and Single as the phase.
Electric Load Items	⬛ **Note: 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.

6.12. 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 Definition Table

Questions	Description
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.
Increase meter capacity	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.
Meter number(s)	(Optional) Enter your meter numbers that you currently have. You can only enter up to 5 meter numbers.

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

6.13. Generator 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.**

Generator Information Definition Table

Question	D
What type will be installed?	Select Emergency or Distribution.
How will it be powered?	Select Natural Gas, Diesel or Propane.
Generator size	Enter the generator size in Kilowatts.

Questions	Description
Distributed Generation Type	Select from the dropdown the type of distributed generation you wish to request. The types of distributed generation that we offer are photovoltaic, microturbine, fuel cell, internal combustion engine, gas turbine, steam turbine, hydro turbine, wind turbine, anaerobic digester and other. If other is selected, a box will appear where you can enter the distributed generation type you are requesting.

Existing Electrical Service – Capacity	Enter the capacity in amperes of your existing electrical service.
Existing Electrical Service – Voltage	Select from the dropdown the voltage of your existing electrical service. The choices are 120/208, 120/240, 265/460, 277/480, 4k, 13k, 27k, and 33k.
Existing Electrical Service – Service	Select from the dropdown the phase of your existing electrical service. The choices are single phase, two phase, or three phases.
Location of Protective Interface Equipment on Property – Equipment Location	Optional. Enter the location of your protective interface equipment in the text box. **Note: Include the address of the equipment if it is different from the customer's address.**
Energy Producing Equipment/Inverter Information – Generator(s) of this type?	Enter the number of generators of the type you are about to fill out the information for in the text box.
Energy Producing Equipment/Inverter Information – Generator (Inverter) Nameplate Rating	Enter the nameplate rating of the requested generator(s) in both KW and KVA. **Note: For generators 26 KW and higher hidden questions will appear.**
Energy Producing Equipment/Inverter Information – Manufacturer	Enter the manufacturer of the requested generator(s) in the text box.
Energy Producing Equipment/Inverter Information – Model No.	Enter the model number of the requested generator(s) in the text box.
Energy Producing Equipment/Inverter Information – Firmware No.	Optional. Enter the firmware number in the text box.
Energy Producing Equipment/Inverter Information – Interconnecting Technology	Select from the dropdown the interconnecting technology of your requested generator(s). The choices include synchronous, induction, inverter or other. **Note: Not all of these choices will be displayed. The choices displayed depend on the type of distributed generation you are requesting. The answer to this question may or may not unhide hidden questions.**
Energy Producing Equipment/Inverter Information – Generator Connection	Optional. Select from the dropdown the connection of your requested generator(s). The choices include delta, wye, wye grounded and N/A.
Energy Producing Equipment/Inverter Information – Interconnection Voltage	Optional. Enter the interconnection voltage.

Energy Producing Equipment/Inverter Information – System Type Tested (Total System)	Optional. Select Yes or No.
Energy Producing Equipment/Inverter Information – Equipment Type Tested (Certification to UL 1741)	Select Yes or No. **Note: Attach the product literature.**
Energy Producing Equipment/Inverter Information – Secondary Three Phase Transformer Connection	Optional.
Energy Producing Equipment/Inverter Information – Rated Voltage	Enter the rated voltage of your requested generator(s).
Energy Producing Equipment/Inverter Information – Rate Frequency	Optional. Enter the rate frequency of your requested generator(s).
Energy Producing Equipment/Inverter Information – Rated Speed	Optional. Enter the rated speed of your requested generator(s).
Energy Producing Equipment/Inverter Information – Efficiency	Optional. Enter the efficiency of your requested generator(s).
Energy Producing Equipment/Inverter Information – Power Factor	Optional. Enter the power factor of your requested generator(s).
Energy Producing Equipment/Inverter Information – Rated Current	Optional. Enter the rated current of your requested generator(s).
Energy Producing Equipment/Inverter Information – Locked Rotor Current	Optional. Enter the locked rotor current of your requested generator(s).
Energy Producing Equipment/Inverter Information – Synchronous Speed	Optional. Enter the synchronous speed of your requested generator(s).
Energy Producing Equipment/Inverter Information – Winding Connection	Optional. Enter the winding connection of your requested generator(s).
Energy Producing Equipment/Inverter Information – Min. Operating Freq./Time	Enter the minimum operating frequency/time of your requested generator(s).
Energy Producing Equipment/Inverter	Select your type. The choices are force commutated and line
Information – Type	Commutated.
Energy Producing Equipment/Inverter Information – Type (Synchronous Only)	Select your type. The choices are salient and non-salient.
Energy Producing Equipment/Inverter Information – Torque (Synchronous Only)	Optional. Enter the torque of your requested generator(s).

Energy Producing Equipment/Inverter Information – Rated RPM (Synchronous Only)	Optional. Enter the rated RPM of your requested generator(s).
Energy Producing Equipment/Inverter Information – Field Amperes (Synchronous Only)	Optional. Fill in the following sentence by entering your answers in the text boxes:_(Amps) at generator voltage and current and % PF over-excited.
Energy Producing Equipment/Inverter Information – Type of Exciter (Synchronous Only)	Optional. Enter the type of exciter of your requested generator(s).
Energy Producing Equipment/Inverter Information – Output Power of Exciter (Synchronous Only)	Optional. Enter the power of exciter of your requested generator(s).
Energy Producing Equipment/Inverter Information – Type of Voltage Regulator (Synchronous Only)	Optional. Enter the type of voltage regulator of your requested generator(s).
Energy Producing Equipment/Inverter Information – Direct-axis Synchronous Reactance (Xd) (Synchronous Only)	Enter the direct-axis synchronous reactance of your requested generator(s).
Energy Producing Equipment/Inverter Information – Direct-axis Transient Reactance (Xd) (Synchronous Only)	Enter the direct-axis transient reactance of your requested generator(s).
Energy Producing Equipment/Inverter Information – Direct-axis Sub-transient Reactance (X"d) (Synchronous Only)	Enter the direct-axis sub-transient reactance of your requested generator(s).
Energy Producing Equipment/Inverter Information – Rotor Resistance (Rr) (Induction Only)	Optional. Enter the rotor resistance of your requested generator(s).
Energy Producing Equipment/Inverter Information – Exciting Current (Induction Only)	Optional. Enter the exciting current of your requested generator(s).
Energy Producing Equipment/Inverter Information – Rotor Reactance (Xr) (Induction Only)	Optional. Enter the rotor reactance of your requested generator(s).
Energy Producing Equipment/Inverter Information – Reactive Power (Induction Only)	Enter the reactive power of your requested generator(s).

Energy Producing Equipment/Inverter Information – Magnetizing Reactance (Xm) (Induction Only)	Optional. Enter the magnetizing reactance of your requested generator(s) in ohms and/or VARs (No Load).
Energy Producing Equipment/Inverter Information – Stator Resistance (Rs) (Induction Only)	Optional. Enter the stator resistance of your requested generator(s) in ohms and/or VARs (Full Load).
Energy Producing Equipment/Inverter Information – Stator Reactance (Xs) (Induction Only)	Optional. Enter the stator reactance of your requested generator(s).
Energy Producing Equipment/Inverter Information – Short Circuit Reactance (Xd) (Induction Only)	Enter the short circuit reactance of your generator(s).
Energy Producing Equipment/Inverter Information – Phases (Induction Only)	Select either Single Phase or Three Phase.
Energy Producing Equipment/Inverter Information – Frame Size (Induction Only)	Enter the frame size of your requested generator(s).
Energy Producing Equipment/Inverter Information – Design Letter (Induction Only)	Enter the design letter for your requested generator(s).
Energy Producing Equipment/Inverter Information – Temp. Rise (Induction Only)	Enter the temperature rise for your requested generator(s).

Click the **Add Generators** button to add a different type of energy producing equipment/inverter for the

same distributed generation type and fill out the information. Click the **Remove Generators** button to remove a type of generator for the selected distributed generation.

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

6.14. Scope of Work

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

 to view the request summary (this will bring you to the last page).

6.15. Summary Review

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 use the scroll bar to

review this section carefully and correct any errors by clicking the **Edit** button before submitting your service request.

At this point, you can:

Click the **Save as Draft** button to save your service request questions and answer for

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

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

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

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

7. Cost and Deposit Payments

7.1. Cost Jobs

In many cases, Con Edison will perform the requested work at no charge to the customer. However, in certain instances, the customer may incur additional costs. Excess distributed facilities (EDF), temporary services for construction, rubber up services (line guards), and relocation of customer services are all examples of cases that require an additional cost.

Once Con Edison has reviewed the case, the user will receive an email notifying them of Con Edison's service determination. If a cost is incurred, an email will direct the customer to Project Center where they may open up the **Customer To-Do List** to view their cost estimate. For additional information on this tab, refer to section 10.1.

Here, the customer will have to opportunity to review the estimate and either approve or decline. The estimate will remain valid for 180 days, with email reminders every 30 days. The cost estimate document will slightly differ based on job type, but the general format stays the same.

COST ESTIMATE

Date: 06/27/2019

Case Number:	MC-283354
Payee:	BRENNER VICTOR
Service Address:	70 GOUVERNEUR ST
Estimate Number:	S-5426869
Type of Cost:	Temp Service
Description of Work:	test

This cost estimate expires on 12/24/2019 . The cost includes vehicle charge.

Total Cost $10689.66

Note: This estimate does not include tax, please expect tax to be added on the Invoice you will be receiving after accepting the estimate

◉ I Accept, and will make the payment upon receiving the Invoice

◯ I Decline, I do not wish to proceed with this estimate

Reason to decline: ◯ Proceed with ConEd standard work   ◯ Customer Scope of work changed   ◯ Cancel Job

Please note that declining this estimate does not ensure any price reduction and may even increase the new estimate as the material prices vary. ConEd does not negotiate on the cost.

Comments

Are you exempt from state tax?   ◯ Yes   ◯ No

Please upload your tax exempt identification form below

Once the estimate is accepted, the customer will receive an invoice and has 30 days to begin payment. To make a payment, please follow the instructions provided on emailed invoice.

7.2. Deposits

All deposits can be paid online using the following link:

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

8. Scheduling an Appointment

After logging into **Project Center,** this screen will appear. The green icon will indicate that there is an appointment available to be scheduled for your case.

Click on the Case Number to open your case.
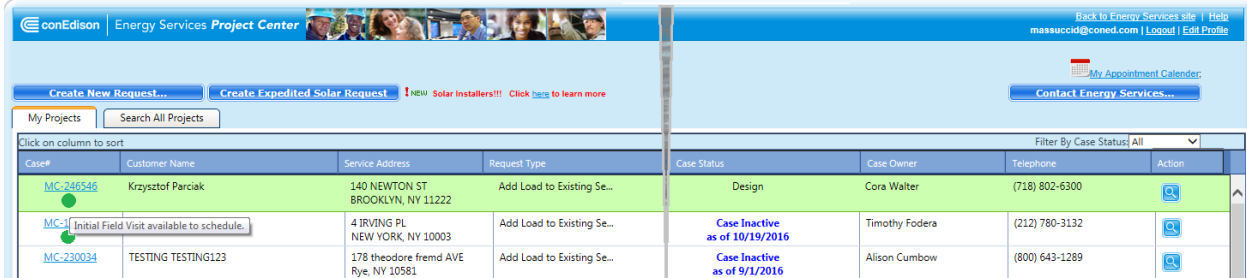
Click on the Appointments tab, and then click on Schedule New Appointment to begin scheduling your appointment.
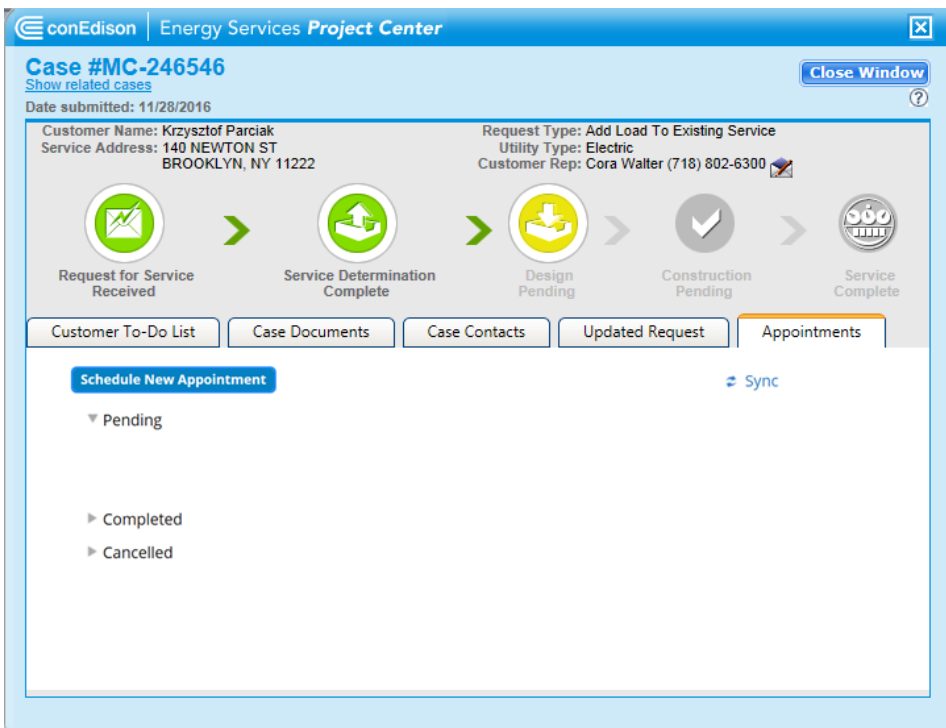
Appointments appearing in green are available, while the grey tabs are still pending until the case is progressed.

New Appointment

Please select an available appointment type. Status will be available when green. Hover over each button for more information.

| Initial Field Visit / Determine POE | Interim Inspection | Final Inspection |

The earliest possible appointments will appear in blue after selecting the type of appointment.

Note: Slots with Orange Time Slots will display a warning "Adjacent Appointments may cause delays". A 5

minute timer will appear for the user to finish creating the appointment. Click **Book Appointment** when finished.

Initial Inspection MC-246546   ⏱ 3:03

Field Visit to discuss scope of work (Determine POE, Loop verification, Overhead Clearance, possible cost for relocation of Meters/ Preferred POE)

Upon hitting submit, a confirmation screen will appear. Click on **Close** when completed.

Thank You! Your Appointment is scheduled on February 3, 2017 at 09:00 AM

The appointment reference number is: Appt-280

Appointment reference number	Appt-280
Appointment status	● Appt-Scheduled
Will a licensed contractor be available on site	Yes
Purpose of appointment	Other
Who will meet representative on location	
Name	TESTER
Phone number	2125551212
Notes	TESTING DISREGARD

Close

After clicking on cancel, you must click on the **⇄ Sync** button to refresh your screen. The page will

refresh, and the new appointment will appear.

Next, you must click on [Actions] to confirm your appointment. You also have the ability to reschedule or cancel your appointment in this step, as well.

The "My Appointments Calendar" allows you to view all appointments made on the case.

9. Search All Cases

The Energy Services *Project Center* application provides two search options to facilitate quick ways of locating a particular case or a list of cases.
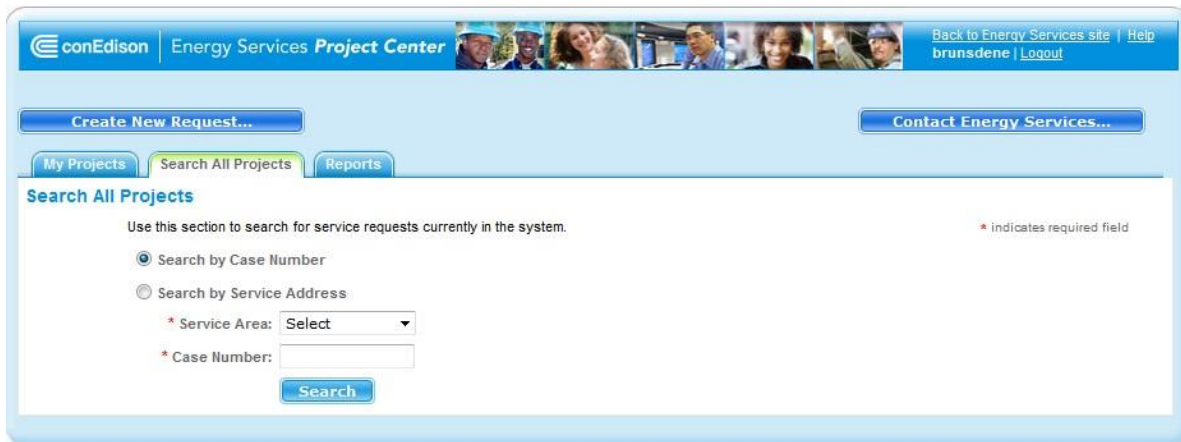
These two search options are the following:

- **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.

9.1. Search by Case

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

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

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 – View Case Details.

9.2. Search by Address

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.
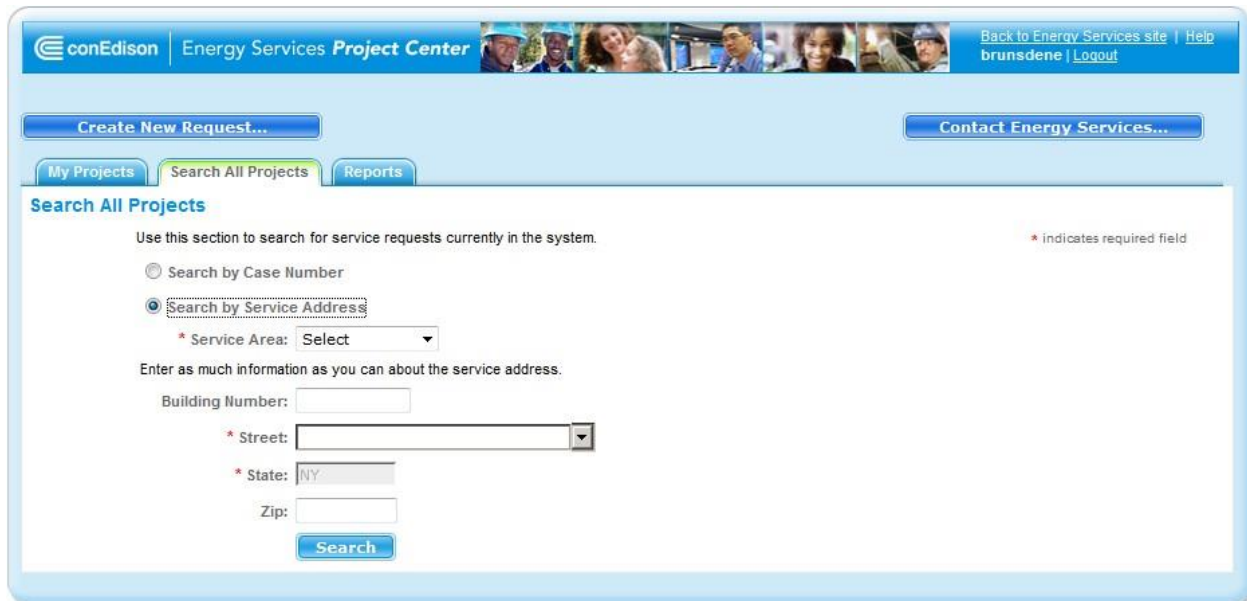
Select the correct service area where the case was filed and enter the service address. The minimum you can enter is the street name. Click the **Search** button and the following window is displayed.
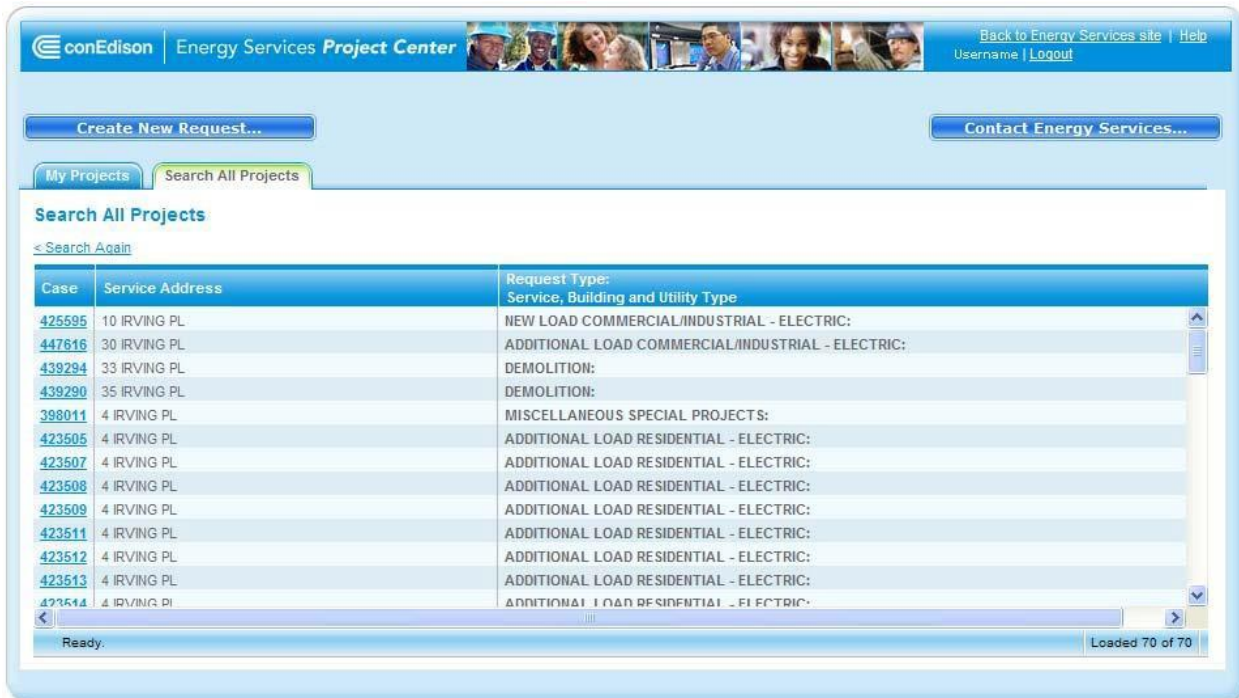
Note: If address was found, a list of all cases under that address will appear.

The following list describes the table field present in the **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. (replace section label here)
- **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.

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

10. 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 the 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 service requested, the milestone shown in this window will change. Sometimes only two milestones will appear. See Appendix A for rules.
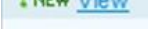
10.1. Customer to-do List

The **Customer To-Do List** tab displays all Documents and eForms required to complete a request for service. Under the Customer To-Do List tab, the top row displays the name of the required document or eForm, the status of the submission, the owner of the task (ConEd or Customer/Contractor), the last date the status was updated, and any comments sent by the Con Edison representative.

If Con Edison adds a comment to your items, you will see the **! NEW View** icon under the **Con Ed Comments** column. Click on "View" to read the Comment.

Required Document	Status	Owner	Status updated on	Con Ed Comments
Sleeve Installation Affidavit	Pending-Submission	Customer/Contractor	3/14/2016	none
New York City Gas Meter Piping Pressure Test Affidavit	Pending-Submission	Customer/Contractor	3/14/2016	none
Gas Certificate(Blue card)	Pending-Submission	Customer/Contractor	3/14/2016	none
Original Work Request	Pending-Review	Energy Services	3/14/2016	none
Application for Service	Resolved-Waived	Energy Services	3/14/2016	! NEW View
Interim Checklist	Resolved-Rejected	Energy Services	3/14/2016	! NEW View
Plot Plan	Resolved-Approved	Energy Services	3/14/2016	none

Provide Information

The column changes to reflect the status of your submission.

Status	Definition
Pending-Submission	Con Edison is awaiting your submission
Pending-Review	Con Edison is reviewing your submission
Resolved-Approved	Con Edison has approved your submission
Resolved-Waived	Con Edison no longer requires the submission
Resolved-Rejected	Con Edison did not approve the submission and requests re-submission

Note: For every status change that occurs, an email will be sent to the customer and/or contractor including those listed under Additional Contacts.

To submit a required document or eform, click on the hyperlinked item under the column, a pop-up screen will allow you to select a file to upload. Click **Select** to open the Attachment Gadget. Click "**Eligible file types**" for a full list of supported document types.
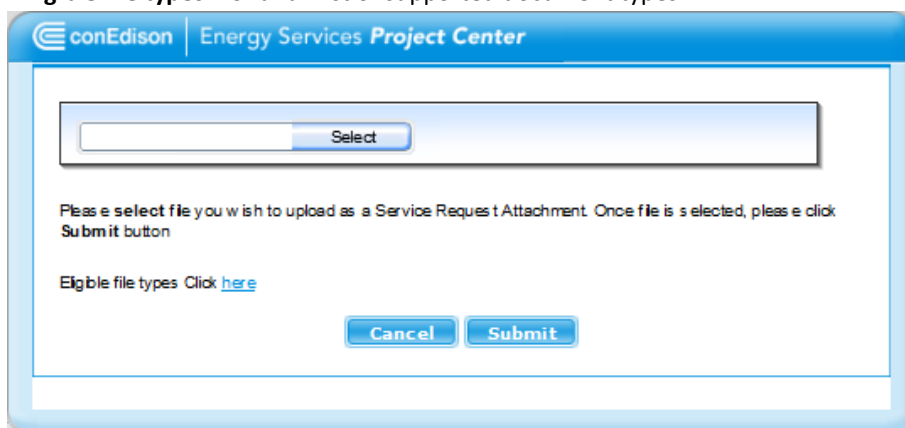
If the document can be submitted via an online document (eForm), you will see a screen like the one below. Click on the link provided to complete the eForm. You can also chose to upload your own copy of the document via the Attachment Gadget by clicking on the Select button.
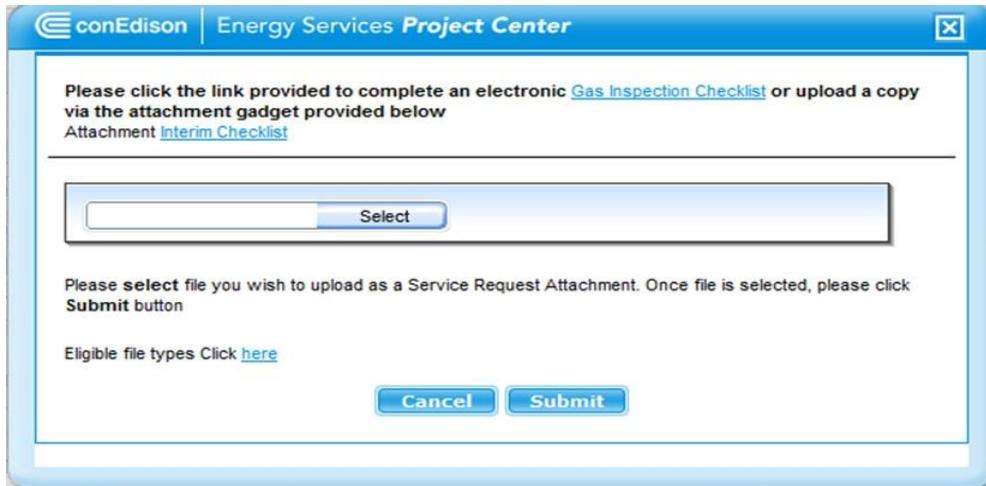
When the upload is successful, you will receive an acknowledgement message.
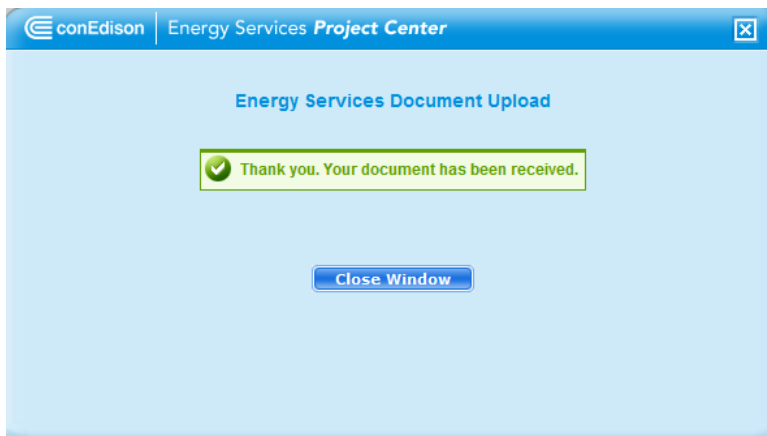
If you would like to submit a document before a Con Edison representative requests it, please click on the

 button. A pop-up screen will allow you to choose a document to upload. Click on the radio button and then click **Add Documents**.

10.2. Case Documents

Case Documents will display documents and eForms that you have submitted. You can open any document or eForm by clicking on the hyperlink.

10.3. Case Contacts

This tab lists all the contacts who will receive project email notifications.

10.4. Adding Case Contacts

1. Click on the 'My Projects' tab.

2. Click on the MC-ID, where you want to add the case contacts.

3. Click the 'Case Contacts' tab.
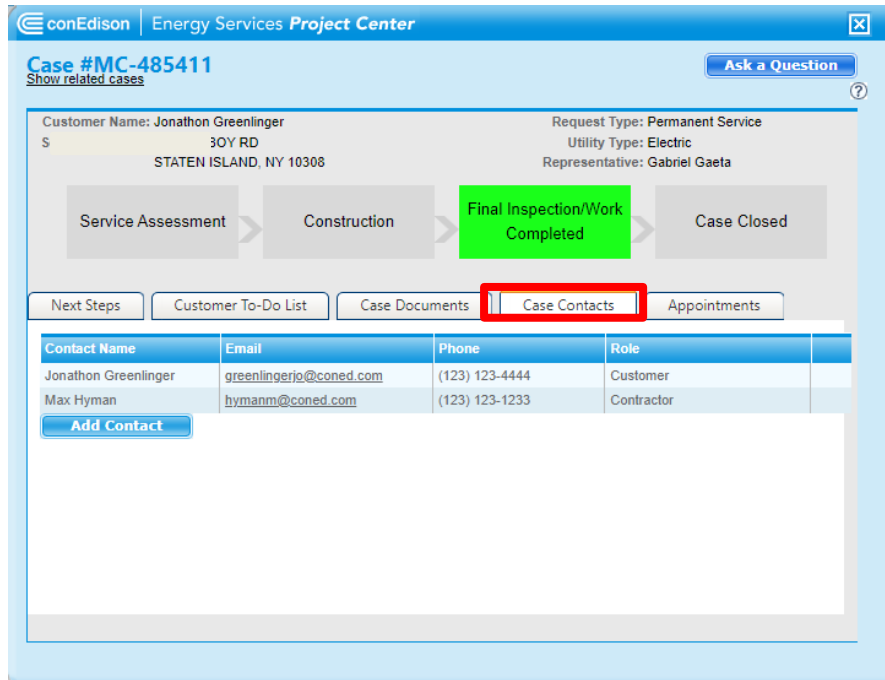
4. Then click 'Add Contact'.

NOTE: You will see this only if you are a customer or a contractor.
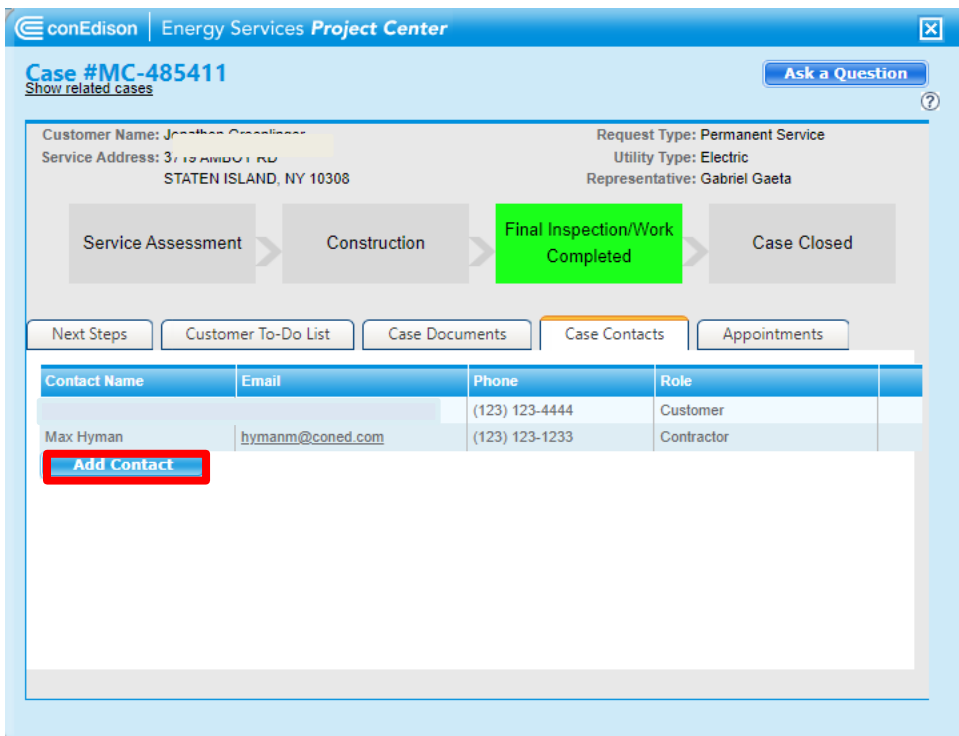
5. Enter the contacts information and then click 'Add Contact'.

10.5. Updated Request

The Updated Request tab will display the Basic Information, Service Address, Contractor Information, Customer Information, Upfront Questions, Service Information, Meter Information, and Scope of Work.

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

11. Filing for 3ʳᵈ Party Jobs
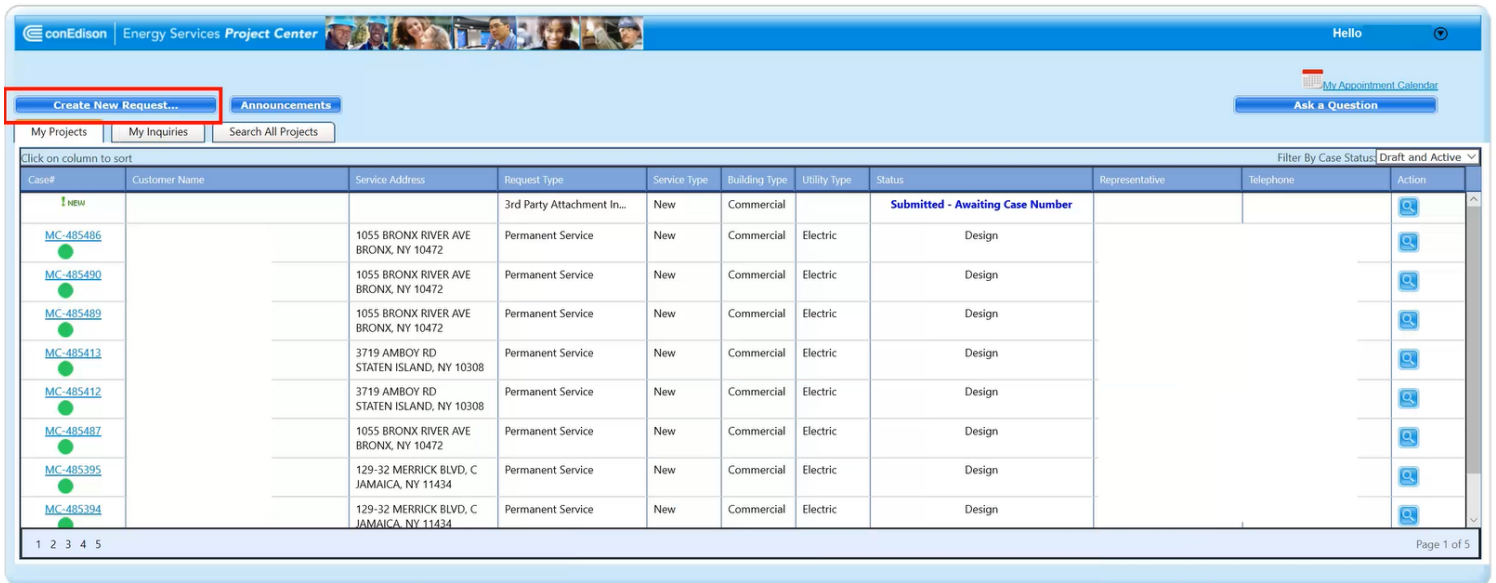
11.1 Fiber Only Jobs

This job aid will guide you through the process of filing a Fiber Only Installation job through Project Center

Related Job Aids:

- o Antenna Installation
- o Power Supply Installation
- o Power Only (Pole license received, and Make Ready Work completed)

1. Click on **Create New Request…** to create a 3ʳᵈ Party Attachments case after logging in to Project Center.

(Continued on next page)

2. Choose the following fields for 3ʳᵈ Party information
   a. **Service Area:** Staten Island was chosen for this example
   b. **Request Type:** Must be Service Request
   c. **Utility:** Must be Electric
   d. **Building Type:** Must be Commercial
   e. **New or Existing Service:** Must be New

3. Select **New Request** since this is a Fiber Installation

4. Fill out the necessary info for the **Service Address**
    a. The service address is the address in which the pole will be located in front of
    b. Make sure to include the pole number and longitude & latitude

5. Fill out the necessary info for the **Contractor Information**

6. Fill out the necessary info for the **Customer Information**

7. To add Additional Contacts, click **Add Contact**

8. For the Up Front Questions:
    a. Select **Fiber Installation**
    b. Work Type: **Fiber Only**

9. For Building & Pole Info:
    a. Select **Yes** for use of existing structure

10. For Service Information:
    a. Input **Planned Construction Start Date**
    b. Select **Phase on Customer Side**

11. On the Commercial Load tab:
    a. **Building Usage:** Other
    b. **Number of new meters:** 0 (since this is Fiber only)

12. Make sure to include a DETAILED Scope of Work

13. Review the Case Summary
    a. Click the check boxes to submit the case
    b. You MUST open the *Call Before You Dig* link to check that box
    c. **Submit**

14. Once you receive your MC-ID, you will need to submit the following completed documents via Project Center
    a. These are housed in coned.com/es under the **Contractor Resources** section

Initial Documents Needed for Fiber Installations

- Pole Attachment request Cover Letter (Word document)

- Pole Attachment Request (Excel file listing poles and locations)

- Appendix II Form A-2A (Pole Attachment detail Stick Sheet)

- Area Map

END

11.2 Antenna Installation Jobs

This job aid will guide you through the process of filing an Antenna Installation job through Project Center

Related Job Aids:

- o Fiber Installation
- o Power Supply Installation
- o Power Only (Pole license received, and Make Ready Work completed)

1. Click on **Create New Request…** to create a 3rd Party Attachments case after logging in to Project Center.

(Continued on next page)

2. Choose the following fields for 3rd Party information
   a. **Service Area:** Staten Island was chosen for this example
   b. **Request Type:** Must be Service Request
   c. **Utility:** Must be Electric
   d. **Building Type:** Must be Commercial
   e. **New or Existing Service:** Must be New

3. Select **New Request** since this is an Antenna Installation

4. Fill out the necessary info for the **Service Address**
   a. The service address is the address in which the pole will be located in front of
   b. Make sure to include the pole number and longitude & latitude

5. Fill out the necessary info for the **Contractor Information**

6. Fill out the necessary info for the **Customer Information**

7. To add Additional Contacts, click **Add Contact**

8. For the Up-Front Questions:
   a. Select **Antenna Installation**
   b. If power is required select **Yes**
   c. Choose the appropriate power work types
   d. If power is NOT required select **No,** Work type will be **Upgrade Equipment Only**

9. For Building & Pole Info:
   a. Select **Yes** for use of existing structure

10. For Service Information:
    a. Input **Planned Construction Start Date**
    b. Select **Phase on Customer Side**

11. On the Commercial Load tab:
    a. Building Usage is **Other**
    b. Gross Square Footage is **0**
    c. Number of new meters: **1**
    d. Electric Load Items: **Antenna**
        i. Quantity: **1**
        ii. Load: **(may vary)**
        iii. Amount: **kW**
        iv. Phase: **Single or Three**
        v. Optional to include load description

(Continued on next page)

12. Make sure to include a DETAILED Scope of Work

13. Review the Case Summary
    a. Click the check boxes to submit the case
    b. You MUST open the *Call Before You Dig* link to check that box
    c. **Submit**

14. Once you receive your MC-ID, you will need to submit the following completed documents via Project Center
    a. These are housed in coned.com/es under the **Contractor Resources** section

Initial Documents Needed for Antenna Installations

- Pole Attachment request Cover Letter (Word document)

- Pole Attachment Request (Excel file listing poles and locations)

- Structural Analysis

- Appendix II Form A-2A (Pole Attachment detail Stick Sheet)

- Area Map

- Vetting Approval (New antenna attachments only-Cust to attach the email)

- RF Approval (New antenna attachments only-Cust to attach the email)

END

11.3 Power Supply Jobs

This job aid will guide you through the process of filing a Power Supply Installation job through Project Center

Related Job Aids:

- o Fiber Installation
- o Antenna Installation
- o Power Only (Pole license received, and Make Ready Work completed)

IMPORTANT: You will use the Power Only for existing equipment

1. Click on **Create New Request…** to create a 3rd Party Attachments case after logging in to Project Center.

(Continued on next page)

2. Choose the following fields for 3rd Party information
   a. **Service Area:** Staten Island was chosen for this example
   b. **Request Type:** Must be Service Request
   c. **Utility:** Must be Electric
   d. **Building Type:** Must be Commercial
   e. **New or Existing Service:** Must be New

3. Select **New Request** since this is a Power Supply Installation

4. Fill out the necessary info for the **Service Address**
   a. The service address is the address in which the pole will be located in front of
   b. Make sure to include the pole number and longitude & latitude

5. Fill out the necessary info for the **Contractor Information**

6. Fill out the necessary info for the **Customer Information**

7. To add Additional Contacts, click **Add Contact**

8. For the Up Front Questions:
   a. Select **Power Supply Installation**
   b. If power is required select **Yes**
   c. Choose the appropriate power work types
   d. If power is NOT required select **No,** Work type will be **Upgrade Equipment Only**

9. For Building & Pole Info:
   a. Select **Yes** for use of existing structure

10. For Service Information:
    a. Input **Planned Construction Start Date**
    b. Select **Phase on Customer Side**

11. On the Commercial Load tab:
    a. Building Usage is **Other**

b. Gross Square Footage is **0**
c. Number of new meters: **1**
d. Electric Load Items: **Power Supply**
      i. Quantity: **1**
      ii. Load: **(may vary)**
      iii. Amount: **kW**
      iv. Phase: **Single or Three**
      v. Optional to include load description

(Continued on next page)

12. Make sure to include a DETAILED Scope of Work

13. Review the Case Summary
    a. Click the check boxes to submit the case
    b. You MUST open the *Call Before You Dig* link to check that box
    c. **Submit**

14. Once you receive your MC-ID, you will need to submit the following completed documents via Project Center
    a. These are housed in coned.com/es under the **Contractor Resources** section

Initial Documents Needed for Power Supply Installations

- Pole Attachment request Cover Letter (Word document)

- Pole Attachment Request (Excel file listing poles and locations)

- Appendix II Form A-2A (Pole Attachment detail Stick Sheet)

- Area Map

END

11.4 Power Only Jobs

This job aid will guide you through the process of filing a Power Only Installation job through Project Center

Related Job Aids:

- o Fiber Installation
- o Antenna Installation
- o Power Supply Installation

1. Click on **Create New Request…** to create a 3rd Party Attachments case after logging in to Project Center.

(Continued on next page)

2. Choose the following fields for 3rd Party information
   a. **Service Area:** Staten Island was chosen for this example
   b. **Request Type:** Must be Service Request
   c. **Utility:** Must be Electric
   d. **Building Type:** Must be Commercial
   e. **New or Existing Service:** Must be New

3. Select **Power Only** since this is a Power Only Installation

4. Fill out the necessary info for the **Service Address**
   a. The service address is the address in which the pole will be located in front of
   b. Make sure to include the pole number and longitude & latitude

5. Fill out the necessary info for the **Contractor Information**

6. Fill out the necessary info for the **Customer Information**

7. To add Additional Contacts, click **Add Contact**

8. For Service Information:
    a. Input **Planned Construction Start Date**
    b. Select **Phase on Customer Side**

9. On the Commercial Load tab:
    a. Building Usage is **Other**
    b. Gross Square Footage is **0**
    c. Number of new meters: **1**
    d. Electric Load Items: **Power Supply** and **Antenna**
        i. Quantity: **1**
        ii. Load: **(may vary)**
        iii. Amount: **kW**
        iv. Phase: **Single or Three**
        v. Optional to include load description

(Continued on next page)

10. Make sure to include a DETAILED Scope of Work

11. Review the Case Summary
    a. Click the check boxes to submit the case
    b. You MUST open the *Call Before You Dig* link to check that box
    c. **Submit**

12. Once you receive your MC-ID, you will need to submit the following completed documents via Project Center
    a. These are housed in coned.com/es under the **Contractor Resources** section

Initial Documents Needed for Power Only Installations

- Copy of a signed walk sheet
- Copy of the pole attachment license

END

Appendix A (Milestone Definitions)

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, Demolitions 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 con- tractor including those listed under project additional contact.

Milestone: Request for Service Received		
Not completed	Completed	Description
		Con Edison has received a request for your service address.

Milestone: Service Determination		
Not completed	Completed	Description
		Con Edison has assessed your request for the above address and responded to you and the customer with the requirements necessary to fulfill the request.

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

Milestone: Construction		
Not completed	Completed	Description
		The Final Inspection was 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

Milestone: Service Complete		
Not completed	Completed	Description
		Indicates that Con Edison, if necessary, has completed the installation of new facilities and your 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			
Not completed	Completed	Additional Info Required	Description
			The arrows indicate mid step event process required to continue with the next milestone. If the arrow is red, Con Edison is awaiting additional information from you (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. (REPLACE THIS)

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, Safari, or Firefox.

- 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, **_Project Center_** will deactivate your session when no interaction is detected for a10-minute duration.