




**conEdison**

Submitting an Inquiry

# Submitting an Inquiry

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Click on column to sort Filter By Case Status:

Case#	Customer Name	Service Address	Request Type	Service Type	Building Type	Utility Type	Case Status	Case Owner	Telephone	Action
<a href="#">MC-159285</a>	test test		Add Load to Existing Se...	Existing	Residential	Electric	Construction	Richard Celentano	(718) 390-6381	
<a href="#">MC-113322</a>	Test McTester		Performing Work on Cust...	Existing	Commercial	Electric	Construction	Joseph Delalla	(212) 460-4951	

Locate and click on the new "Ask a Question" button to begin your inquiry

# Submitting an Inquiry

The screenshot shows the 'Energy Services Inquiry System' interface. At the top left is the conEdison logo and 'Energy Services Project Center'. At the top right are links for 'Back to Energy Services site', 'Help', 'vitalen', and 'Logout'. The main heading is 'Energy Services Inquiry System'. Below it is the section 'Please Enter Your Information' with a note '\* indicates required field'. The form contains the following fields and elements:


- A radio button question: '\* Is your question case related?:' with 'Yes' selected and 'No' as an option.
- A text input field for '\* Case #' with a 'Case Look Up' button to its right.
- A link: 'Don't have case number? [Click Here](#)'.
- A dropdown menu for '\* Inquiry Type:' with 'Select One' as the current selection.
- A large text area for '\* Description:'.
- At the bottom, 'Cancel' and 'Send' buttons.

Four red callout boxes provide instructions:

- 'Select an inquiry type' points to the 'Inquiry Type' dropdown.
- 'Type your question here' points to the 'Description' text area.
- 'Click on send when ready' points to the 'Send' button.
- 'If you don't know your case number, you can click on "Click here" to search by address or alternate methods' points to the 'Click Here' link.

A red text note in the center of the form reads: 'Most questions can be answered by looking up case. If you know your case number, click on "Case Look Up" after entering it.'

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Click on column to sort Filter By Case Status: All

Case#	Customer Name	Service Address	Request Type	Service Type	Building Type	Utility Type	Case Status	Case Owner	Telephone	Action
<a href="#">MC-159285</a>	test test		Add Load to Existing Se...	Existing	Residential	Electric	Construction	Richard Celentano	(718) 390-6381	
<a href="#">MC-113322</a>	Test McTester		Performing Work on Cust...	Existing	Commercial	Electric	Construction	Joseph Delalla	(212) 460-4951	

**You can also submit an inquiry by clicking on the Case # hyperlink**

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conEdison | Energy Services *Project Center*

**Case #MC-113322**  
[Show related cases](#)  
Date submitted: 12/1/2014

Customer Name: Test McTester  
Service Address: 123 W Test ST  
New York, NY 10010  
Customer Equipment - No Ad...  
Customer Rep: Joseph Delala (212) 460-4951

Request for Service Received → Service Determination Complete → Design Complete → Construction Pending → Service Complete

Customer To-Do List | Case Documents | Case Contacts | Updated Request | Appointments

Required Document	Status	Owner	Status updated on	Con Edison Comments
<a href="#">Final Checklist</a>	Pending-Submission	Customer/Contractor	8/1/2017	none
Electric Certificate	Resolved-Approved	Energy Services	8/1/2017	none

[Provide Information](#)

[Ask a Question](#)

Locate and click on the new "Ask a Question" button to begin your inquiry

# Submitting an Inquiry

The screenshot shows the 'Energy Services Inquiry System' interface. At the top, there is a navigation bar with the conEdison logo, 'Energy Services Project Center', and links for 'Back to Energy Services site', 'Help', 'vitalen', and 'Logout'. Below this is the title 'Energy Services Inquiry System' and a sub-header 'Please Enter Your Information'. A small asterisk with the text '\* indicates required field' is located in the top right corner of the form area.

The form contains the following fields and controls:

- A radio button group for 'question case related?' with 'Yes' selected and 'No' as an option.
- A text input field for '\* Case #' containing the value 'MC-159285'. A red callout box points to this field with the text 'Your Case # will autofill'.
- A dropdown menu for '\* Inquiry Type:' with 'Select One' as the current selection. A red callout box points to this dropdown with the text 'Select an inquiry type'.
- A large text area for '\* Description:'. A red callout box points to this area with the text 'Type your question here'.
- At the bottom of the form, there are two buttons: 'Cancel' and 'Send'. A red callout box points to the 'Send' button with the text 'Click on send when ready'.

# Managing Inquiries

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Show 10 entries

Search:

Inquiry ID	Case Number	Create Date	Service Address	Inquiry Status	Inquiry By	Inquiry Description	Inquiry Type
<a href="#">CI-107</a>	MC-158285	Aug 10 2017		Resolved-Completed	Vitale, Nicholas R	Test ...	Case Status
	285446	Aug 8 2017		Pending-ES	Vitale, Nicholas R	test...	Case Status

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You can manage your inquiries in the "My Inquiries" tab

You can view the status of your inquiry

You can then click on the Inquiry ID hyperlink to edit or check the status of your inquiry