



ABB storm order process | External communication

Business hours: 7:00 am – 7:00pm EST Monday thru Friday

Contact ABB Customer Support:

- To request customer service support for OEM/Direct customers, send email to us-el.oemsales@abb.com
- To request customer service support for Distribution customers, send email to us-el.distributorsales@abb.com
- For new order entry use empower, [empower | Home \(abb.com\)](https://empower.abb.com) or email PO for manual order entry to us.elgmusorders@abb.com. Include "Storm name - Urgent Storm Order" in subject.
- If urgent or critical request, send email to address listed above and call 800-431-7867 during business hours. Please reference case number from email acknowledgement.

After hours contact:

- Orders can be placed after hours by using empower, [empower | Home \(abb.com\)](https://empower.abb.com).
- After hours emergency order contacts:

Name	Numbers	Escalation Step
Valerie Carter/ Sue Biala	804-357-8281 / 630-536-4635	1
Brian Pitts	215-953-2581	2
Max Tracey	661-332-4377	3

- If a voice message is left, please allow 30 minutes for someone to return your call.

Please include the following in your email or phone message:

- Purchase Order
- Sales Order number
- Customer name and account number
- Contact name and cell phone # of person that's available for after hour questions