



September 25, 2024

ABB Storm Order Process

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
- If urgent or critical request, send email to address listed above and call 1 800-431-7867 during business hours. Please reference case number from email acknowledgement.
- For new order entry use **empower**, [empower | Home \(abb.com\)](http://empower.Home(abb.com)) or email PO for manual order entry to us.elgmusorders@abb.com. Include “**Urgent Helene Storm Order**” in subject.

After hours Contact:

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

Name	Numbers	Escalation Step
Valerie Carter Sue Biala Jose Caballero	(804) 357-8281 (630) 536-4635 +52 81 1821 0365	1
Brian Pitts Hector Lechuga	(215) 953-2581 +52 81 1660 9195	2

- 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 & Account Number
- Contact Name & Cell Phone # of person that’s available for after hour questions.