ELDS – CPP - Distribution Automation
Organizational Structure, Marketing and Sales Contact Information
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  - Microprocessor based relays – Florence, South Carolina
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- Market coverage
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- Training sources
ELDS – CPP – Distribution Automation

On May 2018, the ABB Electrification Products Distribution Solutions (EPDS) business unit announced the intention to improve its competitive position and support of its overall growth objectives by consolidating the EPDS United States manufacturing footprint. The consolidation will optimize factory and supply resources while improving delivery and quality to our customers. As a result of this strategic plan, ABB relocated all its product lines from Coral Springs, Florida to Finland, Pinetops, NC, and Florence, SC.
Relion® – protection and control relays
Factory location: Finland
Relion® Protection and Control
Finland factory/ Order management: Lake Mary, FL

<table>
<thead>
<tr>
<th>Product</th>
<th>Lead time</th>
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<tbody>
<tr>
<td>Relion 610 series</td>
<td>6-8 weeks</td>
</tr>
<tr>
<td>Relion 615/620/630</td>
<td>6-8 weeks</td>
</tr>
<tr>
<td>SSC600</td>
<td>6-8 weeks</td>
</tr>
<tr>
<td>COM600</td>
<td>6-8 weeks</td>
</tr>
<tr>
<td>REA</td>
<td>6-8 weeks</td>
</tr>
<tr>
<td>RIO600</td>
<td>6-8 weeks</td>
</tr>
<tr>
<td>Arctic</td>
<td>6-8 weeks</td>
</tr>
<tr>
<td>SMU615</td>
<td>6-8 weeks</td>
</tr>
<tr>
<td>cPMS</td>
<td>6-8 weeks</td>
</tr>
<tr>
<td>500 series</td>
<td>6-8 weeks</td>
</tr>
<tr>
<td>SPACOM</td>
<td>6-8 weeks</td>
</tr>
</tbody>
</table>

Location: 9AAE325953
Factory code: 2210
Product group - SalesForce: 3401
Product name: Relion® 610/615/620/630 series, REX640, SSC600, COM600, REA, RIO600, Arctic, SMU615, CPMS, 500 series
Manufacturing location: Finland
Order management: Lake Mary, FL
Order entry support: us-lakemaryOM@abb.com
Technical support: customer.service.group@us.abb.com
Factory phone number: +1 800 929 7947
Service location: Lake Mary, FL
Address: 655 Century Point
Lake Mary, FL 32746
# Relion® Protection and Control

RoW factories/ Order management: Lake Mary, FL

<table>
<thead>
<tr>
<th>Product</th>
<th>Lead time</th>
<th>Location</th>
<th>Factory code</th>
<th>Product group – SalesForce</th>
<th>Product name</th>
<th>Manufacturing location</th>
<th>Order management</th>
<th>Order entry support</th>
<th>Technical support</th>
<th>Factory phone number</th>
<th>Service location</th>
<th>Address</th>
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</thead>
<tbody>
<tr>
<td>Relion 605 series</td>
<td>6-8 weeks</td>
<td>9AAE325953</td>
<td>2210</td>
<td>3401</td>
<td>Relion 605 series, TCC300, Visivolt, UPS (RER620), PCMU (MSOC 245, 445, 2000), SUE 3000, SPACOM</td>
<td>Germany, India, Poland, US</td>
<td>Lake Mary, FL</td>
<td><a href="mailto:us-lakemaryOM@abb.com">us-lakemaryOM@abb.com</a></td>
<td><a href="mailto:customer.service.group@us.abb.com">customer.service.group@us.abb.com</a></td>
<td>+1 800 929 7947</td>
<td>Lake Mary, FL</td>
<td>655 Century Point, Lake Mary, FL 32746</td>
</tr>
</tbody>
</table>
Microprocessor-based relays
Electromechanical (EM)
Solid State (SS) relay

Florence, South Carolina
2300 Mechanicsville Road Florence, SC 29501
# Microprocessor-based relays, EM relays, SS relays

Florence, South Carolina

<table>
<thead>
<tr>
<th>Product</th>
<th>Lead times (temporary)</th>
<th>Location</th>
<th>Factory code</th>
<th>Product Group – SalesForce</th>
<th>Product name</th>
<th>Manufacturing location</th>
<th>Order management</th>
<th>Order entry support</th>
<th>Quotation support</th>
<th>Technical support</th>
<th>Factory phone number</th>
<th>Service location</th>
<th>Address</th>
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<tr>
<td>EM Relays</td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td>+1 800 634 7643</td>
<td></td>
<td>2300 Mechanicsville Road</td>
</tr>
<tr>
<td>Solid State Relays</td>
<td></td>
<td></td>
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<td></td>
<td>Florence, SC</td>
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<tr>
<td>Micro 51</td>
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<td>PCD Relays</td>
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<td>ISF/ICD</td>
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</tbody>
</table>

**Standard lead times will be available after August 19th, 2019.**

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July 23, 2019

Slide 8

For customer service and technical support, please press 1 | For order management or order status, please press 2 | For pricing lead time or marketing, please press 3 | For mailing address and directions, please press 4.
## GPU2000R / TPU2000R

Raleigh, North Carolina

<table>
<thead>
<tr>
<th>Product Group – SalesForce</th>
<th>3401</th>
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</thead>
</table>

**Standard lead times will be available after August 19th, 2019.**

**Lead times**

<table>
<thead>
<tr>
<th>Product</th>
<th>Lead times (temporary)</th>
</tr>
</thead>
<tbody>
<tr>
<td>EMAUX: AR, ARS, MG6</td>
<td>6-8 weeks</td>
</tr>
<tr>
<td>SX</td>
<td>10-12 weeks</td>
</tr>
<tr>
<td>EMREL</td>
<td>8-10 weeks</td>
</tr>
</tbody>
</table>

**Location**

N/A

**Factory code**

N/A

**Product Group – SalesForce**

3401

**Product name**


**Manufacturing location**

N/A

**Order management**

N/A

**Order entry support**

N/A

**Technical support**

[tony.g.chen@us.abb.com](mailto:tony.g.chen@us.abb.com)
[galina.s.antonova@us.abb.com](mailto:galina.s.antonova@us.abb.com)

**Factory phone number**

+1 800 435 7365 Option 8

**Service location**

Raleigh, North Carolina

**Address**

1021 Main Campus Dr.
Raleigh, NC 27606

---

GPU2000R AND TPU2000R are obsolete. Consider ordering Relion 650/670. Contact your ABB local representative for more info.
Microprocessor-based relays, EM relays, SS relays
Customer Care and Customer Service Manager - Florence

Escalation
- Typically a response should be received within 24 hours.
- When a response is not received within 48 working hours, please follow-up including Alvaro Anderson (alvaro.a.anderson@us.abb.com).
- When a response is not received within 72 hours, please follow up including Mark Heiny (mark.heiny@us.abb.com) and the respective marketing account manager.

Customer Care and Customer Service Manager
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Customer Service
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charlotte.a.reaves@us.abb.com

Customer Service
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+1 843 413 4792
us-florence-customersupport@abb.com
karen.smith@us.abb.com

Customer Service
Christine B. Brown
+1 843 413 4753
us-florence-customersupport@abb.com
christine.b.brown@us.abb.com

• Spine
  • Accounts
    – Duke
    – PFL
    – SC
    – SBG
    – Dominion
    – ABB Mexico
    – Mepl
    – NextEra
    – S&C

• Spine
  • Exediting requests
    – Customer updates / reports
    – Track and provide expediting status
    – Solid States and EM relays

• Spine
  • Accounts
    – Oncor
    – PGE
    – Xcel Energy
    – Jagg Electric
    – AEP
    – Eaton
    – PPL
    – Exelon
    – Powercon
    – Anixter
    – Siemens
    – G&W

• Spine (Support)
  – CCRP
  – RMRs
  – Disputes
  – Provide order acknowledgements
  – Provide customer notifications (using the dashboard)
  – Shipping notifications
  – Packing slips/PODs/Invoices
FT Flexitest™ switch
Pinetops, North Carolina
3022 NC 43 North Pinetops, NC 27864
## FT Flexitest™ switch

Pinetops, North Carolina

### Lead times

<table>
<thead>
<tr>
<th>Product</th>
<th>Lead times (temporary)</th>
<th>Location</th>
<th>Factory code</th>
</tr>
</thead>
<tbody>
<tr>
<td>FT-1</td>
<td>3 weeks</td>
<td>9AAE300865</td>
<td></td>
</tr>
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<td>FT-14</td>
<td>3 weeks</td>
<td>2010</td>
<td></td>
</tr>
<tr>
<td>FT-19</td>
<td>4-5 weeks</td>
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</table>

<table>
<thead>
<tr>
<th>Product</th>
<th>Lead times (standard)</th>
<th>Product group – SalesForce</th>
<th>Order management</th>
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</thead>
<tbody>
<tr>
<td>FT-1</td>
<td>2 weeks</td>
<td>3401</td>
<td>Pinetops, NC</td>
</tr>
<tr>
<td>FT-14</td>
<td>2 weeks</td>
<td></td>
<td><a href="mailto:joe.occhipinti@us.abb.com">joe.occhipinti@us.abb.com</a></td>
</tr>
<tr>
<td>FT-19</td>
<td>3-4 weeks</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Technical Support

- Quotation support: sebastian.albarracin@us.abb.com, andrew.staple@us.abb.com
- Technical support: us-pinetops.customersupport@abb.com
- Factory phone number: +1 888 222 3417
- Factory phone number: angela.slavin@us.abb.com
- Service location: Pinetops, NC
- Address: ABB Pinetops North Carolina 3022 NC43 North Pinetops, NC 27864

### Standard lead times

Standard lead times will be available after July 30, 2019.
ELDS Distribution Automation
Organizational Chart
ELDS Distribution Automation
Organizational Chart
- Business Development resources would also be the Systems Architects, defining Solutions structure, providing input to proposals.
- Based on pipeline, an additional 4 Automation Engineers will be requested, 2 reqs. are in process.
- A requisition will be generated for the Operations Manager’s position.
ELDS Distribution Automation
Business Management Organization

Munish Maggon
Product Marketing Manager

Sebastian Albarracin
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Phone: +1 407 732 2053
Mobile: +1 407 257 6224
sebastian.albarracin@us.abb.com

Andrew Staple
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Andrew Wall
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Control and Protection Products Customer Support Resources

Alvaro Anderson
Customer Service and Care Manager

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Dean Ressler
Relion®
Protection and Control
dean.ressler@us.abb.com
EPDS-CPP- Distribution Automation

Market coverage
ELDS – Distribution Automation

Product Market Specialists

<table>
<thead>
<tr>
<th>Region</th>
<th>Contact</th>
</tr>
</thead>
<tbody>
<tr>
<td>West</td>
<td>Omar Yosef&lt;br&gt;Mobile: TBD&lt;br&gt;<a href="mailto:omar.yosef@us.abb.com">omar.yosef@us.abb.com</a></td>
</tr>
<tr>
<td></td>
<td>Joe Xavier&lt;br&gt;Mobile: +1 972 567 2378&lt;br&gt;<a href="mailto:joemoan.i.xavier@us.abb.com">joemoan.i.xavier@us.abb.com</a></td>
</tr>
<tr>
<td>Midwest and Great Lakes</td>
<td>Paul D. Stack&lt;br&gt;Mobile: +1 612 965 8161&lt;br&gt;<a href="mailto:paul.d.stack@us.abb.com">paul.d.stack@us.abb.com</a></td>
</tr>
<tr>
<td>Northeast</td>
<td>Angel Carreras Jr.&lt;br&gt;Mobile: +1 484 695 2739&lt;br&gt;<a href="mailto:angel.carreras_jr@us.abb.com">angel.carreras_jr@us.abb.com</a></td>
</tr>
<tr>
<td>Southeast</td>
<td>Leslie Holloway&lt;br&gt;Mobile: +1 804 229 6628&lt;br&gt;<a href="mailto:leslie.holloway@us.abb.com">leslie.holloway@us.abb.com</a></td>
</tr>
<tr>
<td>Oil and Gas South Central</td>
<td>Venkatram Kumar&lt;br&gt;Mobile: +1 +1 (346) 217 4272&lt;br&gt;<a href="mailto:venkatram.kumar@us.abb.com">venkatram.kumar@us.abb.com</a></td>
</tr>
<tr>
<td>US switchgear, OEMs</td>
<td>Leslie Holloway&lt;br&gt;Mobile: +1 804 229 6628&lt;br&gt;<a href="mailto:leslie.holloway@us.abb.com">leslie.holloway@us.abb.com</a></td>
</tr>
<tr>
<td>RoW and FT Switches</td>
<td>Bharat Chopra&lt;br&gt;Mobile: +1 954 415 7615&lt;br&gt;<a href="mailto:bharat.chopra@us.abb.com">bharat.chopra@us.abb.com</a></td>
</tr>
<tr>
<td>MX and LatAm</td>
<td>David Gonzalez&lt;br&gt;Mobile: +1 786 271 5587&lt;br&gt;<a href="mailto:david.gonzalez@us.abb.com">david.gonzalez@us.abb.com</a></td>
</tr>
</tbody>
</table>
ELDS – Distribution Automation

Product Specialists

<table>
<thead>
<tr>
<th>Region</th>
<th>Contact</th>
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<tbody>
<tr>
<td>West</td>
<td>Joe Xavier</td>
</tr>
<tr>
<td></td>
<td>Mobile: +1 972 567 2378</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:joemoan.i.Xavier@us.abb.com">joemoan.i.Xavier@us.abb.com</a></td>
</tr>
<tr>
<td>Northeast, Midwest and Great Lakes</td>
<td>Francis Seifein</td>
</tr>
<tr>
<td></td>
<td>Mobile: +1 513 614 8987</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:francis.seifein@us.abb.com">francis.seifein@us.abb.com</a></td>
</tr>
<tr>
<td>Southwest and Midwest</td>
<td>Dinesh Baradi</td>
</tr>
<tr>
<td></td>
<td>Mobile: +1 954 415 8840</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:dinesh.baradi@us.abb.com">dinesh.baradi@us.abb.com</a></td>
</tr>
<tr>
<td>Florida, LatAm, switchgear, packaging projects</td>
<td>Rolando Solis</td>
</tr>
<tr>
<td></td>
<td>Mobile: +1 305 934 8958</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:rolando.solis@us.abb.com">rolando.solis@us.abb.com</a></td>
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<tr>
<td>International</td>
<td>Rolando Solis</td>
</tr>
<tr>
<td></td>
<td>Mobile: +1 305 934 8958</td>
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<tr>
<td></td>
<td><a href="mailto:rolando.solis@us.abb.com">rolando.solis@us.abb.com</a></td>
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ELDS – Distribution Automation

Business Management Organization

<table>
<thead>
<tr>
<th>Region</th>
<th>Contact</th>
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<tbody>
<tr>
<td>International, Southeast, Gulf Coast, and Great Lakes Territories</td>
<td>Sebastian Albarracin Phone: +1 407 732 2053 <a href="mailto:sebastian.albarracin@us.abb.com">sebastian.albarracin@us.abb.com</a></td>
</tr>
<tr>
<td>West, Midwest, South Central, Canada and the Northeast Territories</td>
<td>Andrew Staple Phone: +1 407 732 2049 <a href="mailto:andrew.staple@us.abb.com">andrew.staple@us.abb.com</a></td>
</tr>
</tbody>
</table>

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July 23, 2019 | Slide 24
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Mobile: +1 786 271 5587
david.gonzalez@us.abb.com
ELDS – Distribution Automation

Distribution Automation Solutions Center

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email: nathan.emanuel@us.abb.com

Rodolfo Rojas
Technical Support Specialist
Lake Mary, FL
Phone: 407-732-2067
Mobile: 954-702-0374
Email: rodolfo.rojas@us.abb.com

Dean Ressler
Engineering Technician
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dean.ressler@us.abb.com
ELDS – Distribution Automation

Contact us

ABB Oy.
Medium Voltage Products
Distribution Automation
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FI-65101 VAASA, Finland
Phone: +358 10 22 11

ABB Inc.
Medium Voltage Switchgear
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Lake Mary, FL 32746
Phone: +1 407 732 2000 ext. 2510
Customer service: +1 800 929 7947 ext. 5
customer.service.group@us.abb.com

ABB Inc.
Medium Voltage Apparatus
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www.abb.com/mediumvoltage
www.abb.com/substationautomation
www.abb.us/mvservice
EPDS-CPP - Distribution Automation
Training resources
ELDS - Distribution Automation

Training Program

For more information, email us: us-dasolutions@abb.com

System Integrator Program
- System Integrator Level I
- System Integrator Level II
- TBC

Not available publicly
Agreement is required
Contact management for more information

DATC
- Symmetrical Components and fault analysis
- Fundamentals of protection relaying of substation
- Power Systems protection and coordination
- Electromechanical relays and Flexitest switches
- Smart Grid communication applications
- Fundamentals of protection
- IEC 61850 for protection and control
- Relion Protection and Control

E-learning
- Relion® series 605
- Relion® series 615
- Relion® series 620
- Relion® REX640

Webinars
- Enhancing safety and efficiency of testing through the use of FT switches
- Implementation of distribution protection & automation solution—A real world experience
- Core components of IEC 61850 concept and applications
- Providing reliable service to protection & control traffic in redundant configurations
- Setting translation wizard tool

Lunch and learn
- Highly-customized training
- Only available On-Demand
- Contact your local ABB representative or send an email to us-dasolutions@abb.com

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