

I receive government assistance. I understand I will not be asked to pay a deposit.

I receive public assistance (PA). My case number, which appears on my PA identification card, is:

I receive Supplemental Security Income (SSI). (Note: SSI benefits are not the same as Social Security retirement benefits.) You will be required to provide documentation, such as your SSI award letter.

I have heat-related service.

My primary heating service is started by electricity.
 I use an electric heater to supplement the heat provided by my landlord.

The following special hardships exist in my household:

Medical condition (identify):

Life-Support equipment (identify):

Please send:

Enlarged bills Braille bills

Your signature

Date

Mail to:

Con Edison, Customer Special Services, 30 Flatbush Avenue, 5th Floor, Brooklyn, NY 11217



To learn more about the charges on your bill and view current market rates and standards, visit conEd.com/UnderstandYourRate.

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so between 8 a.m. and 4 p.m., Monday through Thursday. We will reconnect service within 24 hours, if possible, when the amount due is paid; or if you make the down payment on a payment agreement; or if your health or safety is threatened; or if a payment is guaranteed by a social services agency. Con Edison will negotiate in good faith with any customer to set up a payment agreement. If you are required to provide financial information for this purpose, we will treat all information confidentially. No action will be taken to collect amounts in dispute while your inquiry is investigated. Any amount not in dispute must be paid when due. A security deposit may be required from a customer who is late in payment of his or her utility bills which will earn interest at a rate set by the PSC and will be returned after one year, if their payment record is satisfactory.

Safety Turn-off Procedure

We can turn off service any time we discover a serious safety or technical problem. After the problem has been resolved, we'll restore service as soon as possible.

Shared Metering

Shared metering exists when a tenant's meter registers electric, gas or steam service used in the tenant's dwelling and also service used in any part of the building which is not within the tenant's dwelling, such as hallway and stairway lights. This is against the law. If your tenant is being billed for service outside of their dwelling, then you, as the landlord, can be liable for shared metering charges and can be placed on record for the service.

Special Protections

Con Edison provides special protections for elderly, blind, and disabled persons, persons with medical emergencies, and persons who rely on electrically operated life-support equipment. We offer a Quarterly Billing Plan, Third-Party Notification Program, and enlarged and braille bills. Call us to enroll or submit the form included in this brochure.

We will not disconnect service during a health or safety emergency. We do not disconnect heat-related service between Nov. 1 and April 15 without trying to contact an adult member of the household. If loss of service poses a serious health or safety problem, we will continue service for at least 15 days and try to arrange a payment plan. You are still responsible for bills and should make reasonable efforts to pay. We also notify persons in two-family dwellings, where service is not metered separately, when termination of service may affect them.



Your Rights and Responsibilities as a Customer Billed Under Residential or Religious Rates

Con Edison added language to our tariff, effective December 1, 2021, which states, by accepting service from Con Edison, you consent to us contacting you by phone, automated voice call, email, or text message regarding your utility service. You may opt-out by contacting us at 1-800-752-6633 or reply STOP in response to a text message. In cases of emergency, Con Edison may contact you regardless of opt-out status.

New York State Public Service Commission (PSC) rules, the Home Energy Fair Practices Act (HEFPA), and the Energy Consumer Protection Act provide comprehensive protection for residential customers of electric, gas, and steam utilities. This brochure outlines Con Edison's policies and procedures and your rights as a customer. More detailed information about your rights and responsibilities can be obtained by visiting conEd.com or by calling 1-800-75-CONED. To access the Con Edison tariff, visit conEd.com/Rates.

We're Here to Help

If you have a question or concern about your bill or need to report an emergency, call us. We are available 24 hours a day, 7 days a week. You can also apply for service, pay your bill, or set up a payment agreement online at conEd.com, or in person at a Con Edison Walk-in Center. For locations, visit us at conEd.com/en/accounts-billing/payment-options.

You can also contact us by mail at Con Edison, Cooper Station, P.O. Box 138, New York, NY 10276-0138. Hearing-impaired customers may use our toll-free TDD service at 1-800-642-2308. Visually-challenged customers can receive braille or enlarged

bills by filling out the attached application. If you prefer Spanish, call 1-800-752-6633. Si usted prefiere recibir mensajes de factura y otros avisos en español, llámenos al 1-800-752-6633.

We promise prompt, courteous and friendly service. If, after talking with our representative, you feel your concern has not been resolved, you should ask to speak with a supervisor who will review the situation with you. If you still disagree with our findings, you can contact the PSC at dps.ny.gov/complaints, or by phone at 1-800-342-3377, business days between 8:30 a.m. and 4 p.m., or by mail at 90 Church Street, 4th Floor, New York, NY 10007-2919.

Rate Options

Religious institutions, veterans' organizations, and some community residences have the choice of being billed under either residential or non-residential rates. While residential rates are more economical for most customers, non-residential rates can be more favorable for certain customers.

Income-Eligible Customers

If you receive SSI, TANF, Medicaid, SNA, SNAP (food stamps), Federal Public Housing Assistance, Direct Vendor or U/G grants, or have received a HEAP grant payable to any utility or heating provider in the preceding 12 months, you may be eligible for monthly discounts on your energy bill. For more information, please visit conEd.com/BillHelp or call 1-212-780-8899.

Voluntary Time-of-Use Delivery Rates

If you choose our time-of-use rate, you'll pay less during off-peak periods than you would under our standard small commercial or residential rates, and more during peak and summer super-peak times. TOU off-peak is midnight to 8 a.m.; peak 8 a.m. to midnight; and summer super-peak is June 1 to September 30, 2 to 6 p.m.

If you were billed under a time-of-use rate prior to March 1, 2014, you can choose to be billed using those time periods, or peak: 10 a.m. to 10 p.m. and off-peak: 10 p.m. to 10 a.m. For more information, visit conEd.com/TOU or call 1-877-806-2830.

Changes in Your Use of Energy

Please let us know if you make changes to your premises, add equipment, or change your type of usage (residential to non-residential). Changes such as these may affect your service classification and the amount you pay. If eligible, under two different service rates, you will be able to choose the more beneficial rate.

New Applications for Service

Applicants for service must have paid in full all bills on their past account or agree to a deferred-payment plan before a new account can be opened. Exceptions will be made only if the past-due balance is subject to a pending complaint or Con Edison is notified that it will receive payment from a government benefit program. We will notify you by letter within three business days of receiving your application if it has been denied. The letter will state the reason(s) for denial, exactly what you must do to be approved, and will inform you of your right to have the matter investigated by the PSC. New accounts may require a deposit, which will earn interest at a rate set by the PSC and will be returned after one year if your payment record is satisfactory.

Shop for Energy Suppliers

You can buy your electricity and/or gas supply from an energy services company (ESCO) instead of from Con Edison. If you choose to buy from an ESCO, Con Edison will continue to deliver your energy safely and reliably, and will respond to emergencies. To learn more, call 1-877-668-3234 or go to PowerYourWay.com.

HEFPA requires that Con Edison and ESCOs provide consumer protections and follow HEFPA procedures before disconnecting your electric or gas service. If you buy your electricity and/or gas from an ESCO, you will receive bills from Con Edison for supply and delivery charges. Con Edison may disconnect delivery service and the ESCO supply service if you do not pay all of the charges on your bill. If you receive a separate bill from your ESCO for supply, your ESCO must notify you if your energy supply will be disconnected for nonpayment.

Payment Options

You may pay your bill online or sign up for Auto Pay at conEd.com/MyAccount. If you don't have an account, you can create one or pay online at conEd.com/GuestPay. You can also pay by phone at 1-888-925-5016. In addition, authorized payment agents throughout the area accept Con Edison bill payments without additional charges. Or, you can use our return envelope to pay by mail. Mail payments to Consolidated Edison, JAF Station, P.O. Box 1702, New York, NY 10116-1702. Do not send cash and do not mail correspondence to this address.

We offer a Level Payment Plan to spread your payments evenly over 12 months. If you are having payment problems, we'll make every effort to work with you before disconnecting your service.

You may be eligible for emergency benefits or other assistance programs. If we terminate your service for nonpayment, we will do

(continued on back)

APPLICATION FOR SPECIAL SERVICES

Name _____

Address _____ Apt. _____

Town/City _____ ZIP code _____

Telephone (daytime) _____ (evening) _____

Email address _____

□□-□□□□-□□□□-□□□□-□□
Account number (as shown on bill)

Please enroll me in the:

- CONCERN Program. To be eligible, all members of the household must meet at least one of the criteria below (select all that apply):
- are age 62 or older have a permanent disability
 are blind are under the age of 18
- Level Payment Plan
 Quarterly Billing Plan (I am age 62 or older)
 Third-Party Program
Your third party must read, fill out, and sign the section below:

Please let me know if this customer's bill is overdue or if the service might be turned off. I understand that I am not responsible for paying the bill.

Third-party name _____

Address _____ Apt. _____

Town/City _____ State _____ ZIP code _____

Telephone (daytime) _____ (evening) _____

Third-party signature _____ Date _____



(over)