

# CUSTOMER NEWS



## HIGHLIGHTS:

- Help Others with *EnergyShare*
- New Power of Green Videos
- Gas Safety Tips



## Winter's on the Way

Sunny, warm days are still with us, but winter is on the way. We've already prepared for the cold weather, and are ready to help customers, especially those who use natural gas for heating, to manage winter energy bills.

Our preparations include buying a supply of natural gas in the summer when prices are lower and entering into short- and long-term contracts that ensure an adequate supply at competitive prices. Remember, we do not mark up the price of the natural gas or electricity we deliver. You pay what we pay. And, we continue to invest in our gas delivery system so that it remains reliable and efficient.

We've also included in this month's bill a brochure filled with ideas on how to conserve natural gas and save money.

What can you do to better manage your winter energy bills? Consider enrolling in our Level Payment plan so payments are spread evenly over the year. For more information, visit [conEd.com/levelpayment](http://conEd.com/levelpayment). You can also use the *PowerYourWay* program ([poweryourway.com](http://poweryourway.com)) to buy energy from an energy service company. You may also qualify for a seven percent *PowerMove* discount.

If you can shift when you use such appliances as electric dishwashers and clothes dryers to off-peak hours, our Time-of-Use rates can also help you save. To learn more, visit [conEd.com/customercentral/energyresvoluntary.asp](http://conEd.com/customercentral/energyresvoluntary.asp).



## Prepare Now to Lower Winter Energy Bills

Start taking charge of your winter energy bills now with the following steps:

- Have your furnace inspected and do any recommended maintenance.



- Check the insulation in your home. If it is damaged or missing, install insulating material with a high "R value." How much do you need? Find out at the Department of Energy's Web site, [www1.eere.energy.gov/consumer/tips/insulation.html](http://www1.eere.energy.gov/consumer/tips/insulation.html).

- Caulk and weather-strip the spaces around doors and windows.

- Rearrange furniture so it isn't blocking radiators, baseboard heaters, and hot-air vents.

You'll find more energy-conservation ideas at [conEd.com/thepowerofgreen](http://conEd.com/thepowerofgreen).

## We Need Access To Our Equipment

Con Edison has equipment — sometimes only a meter, sometimes more — at every customer location. We need to have access to this equipment at all times and ask property owners to keep the area free of trees, structures, and other obstacles. If you think Con Edison equipment at your premises may be blocked, call 1-212-460-2821 or e-mail [zranchevr@coned.com](mailto:zranchevr@coned.com).

## If You Need Financial Assistance

Resources are available for customers who experience hardships due to higher energy costs. The Home Energy Assistance Program will begin accepting applications from New Yorkers in November 2009. Look for details in the next issue of *Customer News*. And, to find out how Con Edison's *EnergyShare* program can help, read the accompanying story.

SEPTEMBER/OCTOBER 2009

## Incentives, Incentives, Incentives!

Con Edison is now offering eligible small businesses and homeowners new energy-efficiency incentive programs. Small business customers can receive free energy surveys and residential customers can receive rebates for upgrading their cooling, heating and hot-water systems. For details, visit [conEd.com/energyefficiency](http://conEd.com/energyefficiency).

The New York State Energy Research and Development Authority, in coordination with Con Edison, is also expanding its programs to include gas-efficiency initiatives. The programs help eligible customers manage costs by identifying potential efficiency measures and providing incentives for implementing them. To find out more, visit [getenergysmart.org](http://getenergysmart.org).

## Smell Gas? Know What to Do!

Natural gas has a strong odor, similar to rotten eggs. If you smell gas, see mist, or hear a hiss, leave your home immediately and take others with you. If outside, get well away from where you suspect there might be a gas leak. Once you are a safe distance away, call 1-800-75-CONED (1-800-752-6633). National Grid gas customers should call 1-718-643-4050.

### More Gas Safety Rules

- If you are indoors and the odor is faint, open windows before leaving.
- Don't do anything to create a spark that could cause an explosion, such as use a phone, turn on or off lights, start a car, or switch a flashlight on or off.



- Follow directions from emergency responders who are on site.

For more gas safety information, visit [conEd.com/gassafety](http://conEd.com/gassafety).

## Let Vito and Hilary Help You Go Green!

Our new Power of Green Web videos feature Con Edison employees sharing what they do to save energy and protect the environment. The first two videos feature Vito Valallo giving practical advice on how to cut home energy use and Hilary Goldman explaining how you can save time, money, and trees with e\*bill. To hear what Vito, Hilary, and other

Con Edison employees have to say about going green, visit [conEd.com](http://conEd.com), or go to Facebook and search for the Power of Green.



## Stormy Weather — Stay Safe and Secure

No storm lasts forever, but you still need to know how to protect yourself and your family when the weather turns bad:

- Listen to weather forecasts regularly.
- Prepare a home emergency kit. Include water and nonperishable food; a battery-operated radio; and flashlights and extra batteries.
- Have a working telephone. Cordless phones may not work, so have one landline phone available.
- Fill the car's gas tank in case you need to evacuate.
- Never use charcoal or gas grills indoors. They cause deadly carbon monoxide to build up.
- Turn the refrigerator/freezer to a colder setting. If you lose power they will stay cooler longer.
- Don't drive over downed power lines. If a power line falls on your car while you're inside, stay in the car until professional emergency help arrives.
- Call 1-800-75-CONED (1-800-752-6633) if you see a downed power line. Don't go near or touch a fallen power line or other damaged electrical equipment.

For more storm safety information, visit Storm Central at [conEd.com](http://conEd.com).

## e\*bill Trees Green Queens



Students from four schools in Queens planted 26 trees on their school grounds recently, thanks to funds raised by Con Edison's

green online-payment program, e\*bill. The company donates \$1 to a tree planting fund for each customer who signs up for e\*bill.

## You and Your Meter Reader



We can't say it often enough: please keep the walkways and stairs leading to the meter free of objects and leaves, place lights at

the top and bottom of stairways, and make sure banisters and stairs are in good shape. We ask this because slips, trips, and falls are the leading cause of injuries among us. These precautions also protect you and your family, and giving us safe, clear access to the meter means you avoid receiving an estimated bill.

Sincerely,

*Your meter reader*

## Education and Technology Empower Children

Con Edison is proud to sponsor Per Scholas' Comp2Kids program, which provides students and teachers in selected low-income middle schools with a personal home computer along with technology training. The goal is to provide children with a more successful educational experience. To learn more about this all-volunteer effort, visit [perscholas.org](http://perscholas.org).

## Celebrate the Farm

It's a fun-filled fall at the Queens County Farm Museum as the organization celebrates its agricultural past and sustainable future. The highlight will be their 27<sup>th</sup> Annual Queens County Agricultural Fair scheduled for Saturday, September 19, and Sunday, September 20, 2009. Con Edison is a co-sponsor of the fair, which will feature blue ribbon competitions, the Amazing Maize Maze, a Bavarian Garden, pig races, carnival rides, and Irish music. To learn more, visit [queensfarm.org](http://queensfarm.org).



## Show Your Care With EnergyShare

You can help keep the lights and heat on for a fellow New Yorker. Con Edison's *EnergyShare* program, a fund administered by HeartShare Human Services of New York, helps residential income-eligible customers pay their energy bill with a one-time grant of up to \$200. *EnergyShare* is funded by tax-deductible contributions from caring customers, Con Edison employees, friends of Con Edison, and the public, and each dollar is matched by Con Edison. Donations can be mailed to *EnergyShare*, P.O. Box 713, Buffalo, New York 14240-0713. Or, add exactly \$1 to the amount on your bill each month and it will be donated automatically.

## Steam Safety

If you see steam on Manhattan streets, immediately call us at **1-800-75-CONED (1-800-752-6633)**. Steam is caused by water falling on a steam pipe, a manhole cover, or a steam leak, and we need to check it out.

## Green Scene

An Energy Star-qualified compact-fluorescent light bulb saves about \$30 over its lifetime and pays for itself in about six months.



## Are We in the Country?

That's the question children and adults often ask the staff at the Alley Pond Environmental Center (APEC) in Queens. Con Edison is proud to be a partner of APEC and to support their educational programs, which include using the more than 150 acres of woodlands, trails, streams, and ponds as a classroom. Learn more about the center and its programs by visiting [alleypond.com](http://alleypond.com).

## Smart Voting for Westchester

The League of Women Voters® of Westchester now offers county voters an interactive source for nonpartisan voting information for the September primary election and the November general election. Visit [SmartVoter.org](http://SmartVoter.org) to find locations and hours of polling places, sample ballots, and information on the candidates' experience and credentials. If you don't have a personal computer, most local libraries provide public computers that you can use to access the Web site.

## Let Us Know About Power Problems!

If there is a problem with your electric service, such as an outage or partial, flickering, or dim lights, we need to know. You can report the problem at [conEd.com](http://conEd.com) or by calling **1-800-75-CONED (1-800-752-6633)**. If you use the Web, please have the account number or the telephone number associated with your account available.

## Attention: American Express Members

You now have the option of paying your Con Edison bill with an American Express card. You can use this card (or a MasterCard, Diners Club, or Discover card) to make a payment online or by calling toll-free, 24 hours a day at 1-888-925-5016. Please have your Con Edison bill, your 15-digit account number, and credit card information handy. There is a service fee when you pay using a credit card, but Con Edison does not receive any portion of that fee. For more information, visit [conEd.com/paymentoptions](http://conEd.com/paymentoptions).

**Q:** How does insulation help reduce winter energy costs?

**A:** Insulation keeps the cold air out and the hot air in.

30% post-consumer waste