

CUSTOMER NEWS



HIGHLIGHTS:

- Save Energy, Earn Incentives
- Learn About HEAP
- Power Problems? Let us Know!



NOVEMBER/DECEMBER 2009

Lower Natural Gas Prices Expected

Natural gas prices have been falling, and that's good news for customers who use gas for heating. If winter temperatures are normal, we expect home heating bills will be about 12% lower than last year.

We still want you to conserve energy, so here are some suggestions:

- Set the thermostat at 68 degrees during the day and 60 degrees when you go to bed.
- Dirty filters make furnaces work harder and use more energy, so replace them every month.
- Open shades and drapes during the day, and close them at night.
- Caulk and weather-strip spaces around doors and windows.
- Keep drapes/furniture away from radiators and baseboard heaters.

For more energy-saving ideas, visit conEd.com/thepowerofgreen.

Three Ways to Better Manage Your Energy Bill

You deserve to get the most for your energy dollar, so consider the following:

- 1** Spread energy costs evenly over a 12-month period with our Level Payment Plan. For more information, visit conEd.com/levelpayment.
- 2** Purchase energy from independent suppliers with PowerYourWay and find out if you qualify for a seven-percent PowerMove discount. For details, visit poweryourway.com.
- 3** Ask about our special payment agreements and extensions if you are having financial difficulties. Call 1-800-75-CONED or visit conEd.com/managementbill.

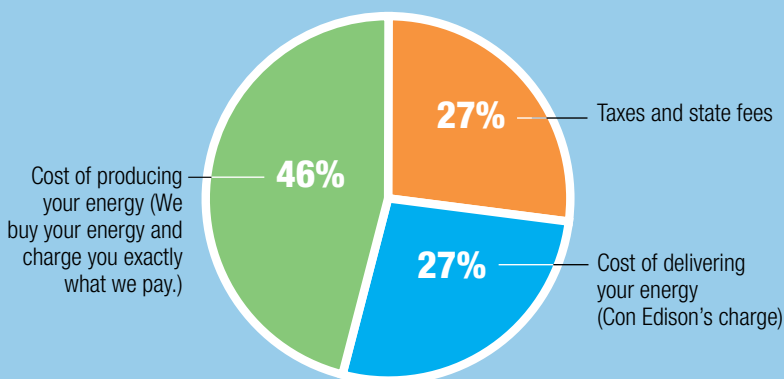


Pay It Green!

Make receiving and paying your Con Edison bill totally paperless. Sign up for our e-bill program and receive your bill via e-mail — a clean, green option that saves trees and reduces greenhouse gas emissions. Then pay electronically at conEd.com, or through on-line banking. Or, use our Direct Payment Plan to have your payment deducted automatically from your bank account. To find out more about our billing and payment options, visit conEd.com/paymentoptions.

You Pay Con Edison, but Where Does the Money Go?

Your Con Edison bill is made up of three charges: the cost of producing the energy you use; the price we charge to deliver it; and taxes and fees. The money we collect for your energy goes to the energy supplier, the cost of delivering your energy goes to Con Edison, and taxes and fees go to the city, state, and federal government. The tax piece of the pie chart includes some taxes and fees that are not itemized on your bill, but are included in supply and delivery charges. On a typical bill, a customer pays as much in taxes as they pay Con Edison to deliver their energy.



Note: Percentages are approximate

More Incentives to Save Energy

We're offering eligible homeowners and small businesses financial incentives for installing energy-efficient, and money-saving, heating, cooling, and hot-water systems.



Homeowners (one-to-four family homes)

- Install energy-efficient heating and air-conditioning equipment
- Qualify for \$200 to \$600 rebate

Small Businesses*

- Free surveys to show you how to spend less and save more
- Free upgrades, including installation of compact fluorescent lights

- Financial incentives up to 70 percent on survey recommendations for additional energy savings

*average peak demand less than 100 kW

Visit conEd.com/energyefficiency for more information and to learn about other energy-efficiency incentives that will be introduced soon.

If you invest in energy-efficient products, you may also be eligible for tax incentives under The American Recovery and Reinvestment Act. For more information, go to www.irs.gov.

Help for Those in Need

The Home Energy Assistance Program (HEAP) offers income-eligible people grants to help pay their energy bills. In New York City, call the HRA HEAP Hotline, 1-800-692-0557, or the HRA Infoline, 1-877-472-8411. New York City residents age 60 or older who received a HEAP grant last year are automatically eligible again this year. If you are age 60 or older and did not receive a HEAP grant last year, call 1-800-692-0557 for an application, or call 311. Westchester County residents should call the Department of Social Services, 1-914-995-5619.

If you are a Con Edison customer and receive a HEAP grant for another utility or oil company, you may be eligible for a reduced electric charge. To qualify, fax a copy of your HEAP grant award letter to 1-212-844-0110.



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.

Staying Safe Around Natural-Gas Pipelines

- We have more than 4,300 miles gas pipelines in New York City and Westchester County.
- Signs of a gas leak include an unpleasant, rotten egg odor, a white cloud, mist, fog, or bubbles in standing water, and a roaring, hissing, or whistling.
- If you think there is a gas leak, leave your home immediately and take others with you. If the odor is faint, open the windows before you leave. If outside, get well away from the area.
- 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.
- DO NOT strike a match, smoke, use the phone, turn lights or appliances on or off, or start a car. This could produce sparks that might cause the gas to explode.

The greatest risk to underground pipelines is accidental damage during excavation. The slightest scratch, scrape, dent, or gauge can result in a gas leak, resulting in a fire or explosion. Before you dig, the law requires you to call 811 2 to 10 days in advance. Utility companies will mark the approximate location of the lines at no charge to you.

Markers with the name and phone number of the pipeline operator are used sometimes to show where a pipeline is located.

Con Edison continuously monitors and inspects its gas system. For information about our Integrity Management Plan, visit conEd.com/customercentral/gassafety. For information on pipelines, visit www.npms.phmsa.dot.gov.

You and Your Meter Reader



We don't mind if the path to your meter is long and winding. We do mind if it is blocked by tools, trash, leaves, and other obstacles. If your meter

is in a garage or basement, make sure the doors and stairways, and their hardware, are in good repair and that there is adequate lighting. Giving us safe, clear access means you get an accurate meter reading and avoid an estimated bill.

Sincerely,

Your meter reader

A Living Landscape

Discover the beauty of the Hudson Hills and Highlands at the Teatown Lake Reservation, Westchester County's largest nonprofit nature preserve, made possible in part with Con Edison's support. In addition to an education center, Teatown offers 15 miles of hiking trails and a two-acre Wildlife Island. Learn more by visiting teatown.org.



Seeds of Education

Increasing environmental awareness and literacy in the city's underserved communities is the goal of the New York Horticultural Society's Apple Seed program. Con Edison helps Apple Seed provide students with activities in a garden setting that integrate science with reading, mathematics, and writing. To learn more or support this program, visit hsny.org.



Enjoy, Explore Latino Culture

El Museo del Barrio is pleased to present *Nexus New York: Latin/American Artists in the Modern Metropolis*, the inaugural exhibition in its newly renovated facility. The exhibition coincides with El Museo's public reopening as well as the launch of El Museo's 40th Anniversary festivities, which will continue all year. For more information, visit elmuseo.org.

Lincoln and New York

The New-York Historical Society, with the support of Con Edison, is sponsoring *Lincoln and New York*, a unique exhibit that traces the crucial relationship between America's greatest president and its greatest city. The exhibition runs through March 25, 2010. For more information, visit nyhistory.org.

Power Problems? We Need to Know!

We need you to tell us when you lose electricity, or have partial, dim, or flickering lights. You can call **1-800-75-CONED (1-800-752-6633)** or log on to conEd.com and click the "Report an electric service problem" link. If you use the Web you'll need the account number or the telephone number associated with your account.



Won't You Help?

Our *EnergyShare* fund, which is administered by **HeartShare** Human Services of New York, helps income-eligible customers pay outstanding Con Edison bills. We match every dollar contributed to *EnergyShare* by caring customers, friends of Con Edison, and Con Edison employees. Please mail your tax-deductible contribution to *EnergyShare*, P.O. Box 713, Buffalo, NY, 14240-0713. Customers can also add exactly \$1 to their monthly bill for an automatic donation.

Q: What is an appropriate, but energy-saving temperature, for your refrigerator?



Con Edison Seeks Gas-Rate Increase

On November 6, 2009, Con Edison filed a request for new gas rates with the New York State Public Service Commission (PSC) to begin October 1, 2010.

Con Edison offered two proposals to the PSC. The first is a three-year rate plan that would increase delivery rates approximately \$115.5 million each year of the plan. Under the proposal, a typical residential heating customer paying \$242 per month would see an increase of \$16 (6.6%). A typical business paying \$390 per month would see an increase of \$17 (4.4%).

If the PSC does not adopt the three-year plan, the company proposes a one-year plan that would increase gas delivery revenues by \$160.8 million in October 2010. Under this proposal, a typical residential heating customer paying \$242 per month would see an increase of about \$22, or a 9.1% rise. A typical business paying \$390 per month would see an increase of about \$26, or a 6.7% rise.

Con Edison's three-year plan will provide our 1.1 million natural-gas customers with more stable and predictable base rates. The proposals support the company's commitment to reliability and safety.

The PSC may approve, modify or reject any or all of the proposed tariff changes. Among other things, the commission's determinations may require revisions of the proposed amount of the increases applicable to particular classifications of service, or changes in rates applicable to those classifications for which no increase is proposed by the Company. For more information, visit conEd.com/publicissues/.