

Smart improvements for a rapid response.

New York is a city “on the go” – growing and getting better all the time. It needs energy to keep it moving and a fast response to any power problem. That’s Con Edison’s job, and we have made major improvements in our customer service and response system so it’s easier and quicker to contact us if there’s a problem. Our substantial investment in communications will help bring us closer to our customers and make the service we provide better and better every day.

Recent improvements include:

- 250 new phone lines added, so your calls are answered faster
- A new online service to help you report problems and check the status of service restoration
- A quicker, simpler outage reporting process
- An improved online customer information center
- Mobile survey teams standing by to assess any problem areas that arise

The men and women of Con Edison work hard to keep your power flowing smoothly. If there is a problem, we will respond immediately to restore service as quickly as possible. You can help by reporting any service problems to us at **1-800-75-CONED**, or online at **www.conEd.com**.

