

## APPLICATION FOR SPECIAL SERVICES

### Mail to:

Con Edison Customer Outreach, Special Services,  
4 Irving Place, 9th Floor SW, New York, NY 10003

Name \_\_\_\_\_

Address \_\_\_\_\_ Apt. \_\_\_\_\_

Town/City \_\_\_\_\_ ZIP code \_\_\_\_\_

Telephone (daytime) \_\_\_\_\_ (evening) \_\_\_\_\_

Email address \_\_\_\_\_

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Account number (as shown on bill)

- Please enroll me in the Level Payment Plan.
- My heating service supplies a residential premises.
- Life-support equipment is in use at my premises.

### Name of occupant or tenant

First name \_\_\_\_\_ Last name \_\_\_\_\_

### Address of occupant or tenant

Address \_\_\_\_\_

Town/city \_\_\_\_\_ ZIP code \_\_\_\_\_

- Please send me a copy of the life-support equipment survey.

### Please send:

- Enlarged bills
- Braille bills
- Bill messages in Spanish

Your signature \_\_\_\_\_

Date \_\_\_\_\_



## Our Payment Policy

Your payment is considered late if it is not received by the due date shown on the bill.

We may assess a late-payment charge of 1.5 percent per month on all delinquent balances. If we make a billing mistake that results in an overpayment, we may be required to refund the overpayment with interest. Con Edison offers free services that make it easier for you to do business with us. Enroll in our e\*bill program or Direct Payment Plan, use our automated Payment Express line at 1-888-925-5016, or pay online at [conEd.com](http://conEd.com). You can also pay in person for no additional charge at authorized payment agents and at our walk-in centers.

**Pay by Mail:** Use our return envelope or send to:

Consolidated Edison  
JAF Station  
P.O. Box 1702  
New York, NY 10116-1702.

Make your check payable to Consolidated Edison. Do not send cash, and do not mail correspondence to this address.

**Payment Agreements:** If you are having difficulty paying your Con Edison bills, you may be eligible for a payment agreement.

**Level Payment Plan:** You may be able to spread your energy payments more evenly throughout the year with our Level Payment Plan. To enroll, please call us or fill out the Application for Special Services at the back of this booklet.



## Your Rights and Responsibilities as a Nonresidential Customer

This brochure provides information about our policies and procedures, and your rights and responsibilities as a nonresidential customer. Your rights are guaranteed under the New York State Public Service Commission (PSC) rules. To access the Con Edison tariff, visit [conEd.com/rates](http://conEd.com/rates).

### How to Reach Us

For billing inquires, or to report a service emergency, call 1-800-75-CONED (1-800-752-6633) 24 hours a day, seven days a week. If you use TTD/TTY equipment for a hearing or speech impediment, call 1-800-642-2308 or 1-877-423-4372. You can also manage your account, report power outages and email us at [conEd.com](http://conEd.com). Mail inquiries should be sent to Con Edison, Cooper Station, P.O. Box 138, New York, NY 10276-0138, and should include your account number, phone number and any necessary documentation. Do not send payments to this address.

If you are not satisfied with our response to your inquiry, please call us and speak with a supervisor. If the issue remains unresolved, you may then contact the PSC Mon through Fri between 8:30 a.m. and 4 p.m. by calling 1-800-342-3377. Or, write the PSC at 90 Church St., 4th Floor, New York, NY 10007-2919. No credit action will be taken against disputed charges while your inquiry is being investigated, but charges not in dispute must be paid when due.

### PowerYourWay

Customers can buy their electric and/or gas supply from an energy service company (ESCO) instead of from Con Edison. Con Edison will continue to deliver your energy safely and reliably and will respond to emergencies. For more, visit [poweryourway.com](http://poweryourway.com).

## Our Deposit Policy

New nonresidential customers may be required to pay a deposit when applying for service. The deposit will be held for three years and may be held longer, depending on your payment history. If you are an existing Con Edison customer, you will not be asked to pay a new or additional deposit unless you have made two or more late payments within a 12-month period. You may have to pay a deposit if your financial condition indicates that you are likely to default in the future or if you have filed for reorganization or bankruptcy. A deposit may be required if meter tampering is found.

**Deposit Amount:** The amount of your deposit will not exceed the cost of twice your average monthly usage. If your usage varies widely, the deposit will not exceed the cost of twice your average monthly usage during the peak period. Deposits may be adjusted based on subsequent billing. If our review shows that a deposit reduction is appropriate, we will refund that portion of your deposit that exceeds the appropriate deposit amount. If you are currently a Con Edison customer and you are unable to pay the required deposit amount, you may arrange a payment agreement with us. In lieu of a cash deposit, we may accept an alternative that provides equivalent security, such as a bank letter of credit or surety bond.

**Deposit Interest:** We pay interest on your cash deposit at a rate determined by the PSC. The interest is applied to your account annually on the anniversary of the deposit.

**Deposit Refund:** After your deposit is held for three years, we will review your payment record to determine if you qualify for a deposit refund. Your deposit may then be credited to your account or refunded, with interest. If your account is closed with no amount outstanding, the deposit will be refunded.

## Rate Information

The costs and benefits of service vary under different rate classifications, so it is important for your account to be properly classified. Detailed information about eligibility for service under various classifications is included with the Application for Service and in Con Edison's tariffs and can be viewed at any walk-in center or at [conEd.com/rates](https://www.coned.com/rates). Please check your bill to ensure that the rate classification shown is consistent with your use of service. A change in your usage may affect the rate applicable to your service. To ensure that you are properly billed, please advise Con Edison immediately of any change.

*If your account is eligible under two different rates, let us know which you prefer. Some optional rates require written application and additional information to be provided.*

**Rate Options for Certain Customers:** Religious institutions, nonprofit veterans' organizations, operating posts or halls, and community residences that are supportive or supervised living facilities have the choice of being billed under a residential rate or a nonresidential rate for gas and electric service. This choice may be made separately for each service. Typically, residential electric rates are more economical, but nonresidential rates may benefit some customers. For more information, email [ratechange@conEd.com](mailto:ratechange@conEd.com) or call 1-877-239-1999.

**Residential Rates or Benefits:** If a property is used as a residence by you or an employee, you may be eligible for a residential electric rate, which could result in lower costs. Residential use of electricity, gas or steam may also qualify you for certain residential benefits provided under The Home Energy Fair Practices Act (HEFPA). For more, call 1-800-75-CONED (1-800-752-6633) or visit [conEd.com/rates](https://www.conEd.com/rates).

**Economic Development Rates:** If you open a new business, expand your existing business or relocate to an economic zone, you may qualify for our Economic Development Rate or government benefits. For more information, visit [conEd.com/ecodev](https://www.conEd.com/ecodev).

## Electric Rates

Most nonresidential electric accounts are classified as EL2 or EL9, although there are other rates for less common usage situations.

The typical EL2 customer (e.g. a small store) uses less than 3,000 kilowatt-hours (kWh) a month. EL2 premises where the monthly usage exceeds 3,000 kWh for two consecutive months will be outfitted with meters that measure electric demand in addition to kWh use. This may require the customer to make physical changes to the electric installation at the premises in order to accommodate the new meter.

If your demand then exceeds 10 kW for two consecutive months, your service classification will be changed, typically to EL9, and you will be billed for demand. Con Edison reserves the right to revise demand charges that result from estimated meter readings. Such revisions may be to your disadvantage and can be avoided by ensuring adequate access on your reading date. If access is not provided, a penalty may be assessed. Customers who do not control meter access must notify Con Edison of the responsible party.

Other classifications include rates for redistribution to residential tenants (EL8 or EL12 for space heating).

EL8, EL12, and EL9 customers will be reclassified to EL2 if their demand falls to 5 kW or less for 12 consecutive months.

Standby-service, time-of-use, hourly-pricing and net-metering rates are also available, as are several demand-management programs. For more information, visit [conEd.com](https://www.conEd.com).

## Gas Rates

**GS2** is a service classification that applies to service used by most nonresidential gas customers for heating, cooking, and other purposes. GS2 also applies to most residential premises that are not the primary residence of the premises owner.

**GS3** applies to service for heating in a two or three-family home where the landlord is an occupant and the customer of record.

A reduced rate for gas supplied to air-conditioning equipment is available to GS2 and GS3 customers.

**GS13-Seasonal Off-Peak Firm Sales Service** applies to customers who use gas only between April 1 and October 31. Gas can be used for any purpose during this period. The gas service must be metered separately from other gas used at the premises, and there is a penalty for using gas outside of the April to October period.

**GS12-Dual-Fuel Service** applies to those with a dual-fuel (gas and oil) burner or an alternate energy source, who agree to interrupt their gas use at certain times. GS12 customers can be served under either of two rates – an interruptible rate or an off-peak firm rate. For more, visit [conEd.com/rates/gas.asp](https://www.conEd.com/rates/gas.asp).

**GS9-Gas Transportation Service** is composed of several categories. To review these, visit [conEd.com/rates/gas.asp](https://www.conEd.com/rates/gas.asp).

## Steam Rates

Most nonresidential steam customers are classified as SC-1 or SC-2. SC-1 service applies to small commercial and residential properties, such as dry cleaners and residential brownstones. SC-2 service applies to high-usage customers.

For more, visit [conEd.com/rates/steam.asp](https://www.conEd.com/rates/steam.asp).