

LIFE-SUPPORT EQUIPMENT IS IN USE:

Please fill out if a resident in your building is using life-support equipment.

Your Name _____

Address _____ Apt. _____

Town/City _____ ZIP code _____

Telephone (daytime) _____ (evening) _____

Email address _____

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Account number (as shown on bill)

Life-support equipment is in use by resident below:

Name and Address of occupant or tenant

First name _____ Last name _____

Address _____ Apartment # _____

Town/city _____ ZIP code _____

Mail to:

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

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-Interruptible 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. For more, visit conEd.com/Rates.

Gas Transportation Service is available under GS9. To learn more, visit conEd.com/Rates.

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.

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% 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.

We offer services that make it easier for you to do business with us. Enroll in our paperless billing program, Auto Pay, or pay online at conEd.com/MyAccount, or use our automated pay-by-phone system: 1-888-925-5016. You can also pay in person at our walk-in centers or at authorized payment agents at no additional charge. Visit conEd.com/accounts-billing/PaymentOptions.

To 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.

If you are having difficulty paying your Con Edison bills, you may be eligible for a payment agreement. With our level payment plan, you can spread your energy payments more evenly throughout the year. To enroll, please visit conEd.com/MyAccount or you may call us at 1-800-75-CONED.



May 2020

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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 New York State Public Service Commission (PSC) rules. More detailed information can be obtained at conEd.com. 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 at 1-800-75-CONED. Customer service representatives are available 24 hours a day, seven days a week. You can also apply for service and pay your bill online or in person.

If you'd prefer to contact us by mail, you can reach us at Con Edison, Cooper Station, P.O. Box 138, New York, NY 10276-0138. If you prefer to communicate in 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, ask to speak with a supervisor. If you still disagree with our solution, you may contact the PSC at dps.ny.gov/complaints, or 1-800-342-3377, weekdays between 8:30 a.m. and 4 p.m., or by mail at 90 Church Street, 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.

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, go to poweryourway.com. 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.

If you have questions about your ESCO supply service, contact your ESCO. If you are not satisfied with your ESCO's response and would like to file a complaint, please call the NYS Department of Public Service Competitive Energy Hotline at 1-888-697-7728 weekdays from 8:30 a.m. to 4 p.m., except holidays.

Our Deposit Policy

If you are a new customer, we require a deposit as a condition of service. If you are an existing customer, we may require a deposit if you have made two or more late payments within a 12-month period, or 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.

You have the option to pay half the deposit initially and the balance in two subsequent monthly installments. The deposit will be held for three years or more, depending on your payment history.

Deposit Amount: The deposit may not be more than two times your average monthly bill for the previous calendar year, unless your usage varies widely. In this instance, the deposit may not exceed the cost of twice your average monthly usage for the peak season. You also have the right to request that Con Edison review the account to assure that the deposit is not excessive. 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 three years, we will review your payment record. If you qualify for a refund, your deposit may then be credited to your account or refunded, with interest. If your account is closed with no outstanding balance, the deposit will be refunded.

Meter Access

Customers who do not control meter access must notify Con Edison of the responsible party. You may be subject to penalties if Con Edison cannot obtain meter access.

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.

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 in Con Edison's tariffs and can be viewed at conEd.com/Rates or at any walk-in center. Please ensure that the rate classification shown on your bill is consistent with your use of service. A change in your usage may affect the rate applicable to your service. Please advise Con Edison immediately of any change. You will be notified at the time of a change to your service classification and reason for the 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 or supervised living facilities can choose to be 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 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.

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 provided with meters that measure electric demand in addition to kWh use. You may be required to make physical changes to the electric installation at the premises in order to accommodate the new meter.

If the demand then exceeds 10 kW for two consecutive months, the service classification will be changed, typically to EL9, and the account will be billed for demand. Con Edison reserves the right to revise demand charges that result from estimated meter readings and may result in an increase. Such revisions can be avoided by ensuring access to your meter on your reading date. If access is not provided, a penalty may be assessed.

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/Rates.

If you open a new business, expand your existing business or relocate a business in New York City or Westchester County and receive economic development incentives from your city, state or county, you may qualify for reduced energy rates. For more information, visit conEd.com/ecodev.

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 owner.

GS3 applies to residential gas space heating used in multi-unit buildings. Incidental nonresidential gas use conducted by occupants of the residence is permitted if certain conditions are met.

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

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