

Billing & Payment Options

Fast, Easy, Convenient, Secure



Con Edison offers billing and payment options that are fast, easy, convenient, and secure. You choose the options that are right for you.

Make the Switch to Paperless Billing

- Less paper to pile up and fewer bills to shred.
- Receive an email with a secure PDF of your bill and all inserts. Print or save a copy for your files.
- Pay online through My Account on **conEd.com**, which you can link to your bank account or credit/debit card. You can also sign up for Auto Pay.

Visit **conEd.com/eBill** to enroll.

6 Convenient Payment Options

Set It and Forget It with Auto Pay

With Auto Pay, payments are automatically deducted from your bank account each billing cycle. Once you enroll, an online transfer of funds takes place 15 days after each bill is issued.

To enroll, log into My Account on **conEd.com** and click Manage Preferences under Manage My Account. You can also enroll by calling 1-888-925-5016. You will need to have your account number handy.

Pay Online

Visit My Account on **conEd.com** to log in and pay your bill with your credit or debit card, or from your checking or savings account. You can also pay as a guest at **conEd.com/eBill** (a quick option if your phone auto populates).

Pay by Phone with Payment Express

Payment Express is a toll-free, fully automated service for paying your bill with your credit or debit card, or from your checking or savings account. Simply call 1-888-925-5016 and follow the prompts. The service is offered in English, Spanish, Chinese, Russian, and Korean. You will need to have your account number handy.



Pay by Mail

If paying your bill by mail, return your payment slip along with a check or money order (please do not mail cash!) made out to *Consolidated Edison Company of New York, Inc.* Mail your payment to:

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

Pay in Person

2 Convenient Ways:

Customer Service Walk-In Centers

Customer Service Walk-In Centers are open for payments and other customer service issues Monday through Friday from 8:30 a.m. to 5 p.m.

Authorized Payment Agents

We also maintain a network of Authorized Payment Agents across New York City and Westchester, where bills can be paid without a fee. These agents are limited to those listed on **conEd.com**, and each displays a sign that reads, "Con Edison has authorized us to accept payment of your bill."

To locate the Customer Service Walk-In Center or Authorized Payment Agent nearest you, go to **conEd.com/PaymentOptions**. Or call 1-800-75-CONED (1-800-752-6633). Walk-In Center locations can also be found on your bill.

Pay Online from Your Bank

Most banks offer online bill payment services, which can be used to pay your Con Edison bill. Visit your bank's website to learn more.

Sign Up for Billing and Payment Alerts

- New bill notices
- Payment and missed payment reminders
- Payment confirmations

Choose to receive email or text alerts by logging into My Account on **conEd.com** and clicking Manage Notifications under Notifications.

The Same Bill, Month After Month with a Budget Billing Plan (Level Payment Plan)

Budget Billing Plan (Level Payment Plan) spreads your payments evenly across the year. Budgeting becomes easier. You can avoid surprise bills due to seasonal spikes, rises in energy rates, or your own usage increases.

We project your annual cost and then divide it equally into 12 monthly payments. After a year, if your usage is less than our projection, we issue you a credit. If it's more than our projection, we bill you the difference.

The Budget Billing Plan will continue unless your actual energy use significantly exceeds or falls short of our projection. If it does, the payment will be adjusted.

For more information about a Budget Billing Plan (Level Payment Plan) or other payment assistance, visit **conEd.com/BudgetBilling** or call 1-800-75-CONED (1-800-752-6633).

Beware: Payment Scams are On the Rise

Con Edison will NEVER:

- Demand immediate payment with a gift card, a pre-paid debit card such as Money Pak, a cash app such as Zelle, or cryptocurrency such as bitcoin.
- Direct you to pay bills on any website other than **conEd.com/GuestPayment** or **webpayments.billmatrix.com/ConedResidential**.

If you suspect a scam, verify your bill status by logging into My Account on **conEd.com** or calling 1-800-75-CONED (1-800-752-6633).

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