

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 who will review the situation with you. If you still disagree with our findings, you can contact the PSC at dps.ny.gov/complaints, or by phone at 1-800-342-3377 on business days between 8:30 a.m. and 4 p.m., or by mail at 90 Church Street, 4th Floor, New York, NY 10007-2919.

No action will be taken to collect amounts in dispute while your inquiry is investigated. Any amount not in dispute must be paid when due.

Rate Options

Religious institutions, veterans' organizations, and some community residences have the choice of being billed under either residential or non-residential rates. While residential rates are more economical for most customers, non-residential rates can be more favorable for certain customers.

Income-Eligible Customers

If you receive SSI, TANF, Medicaid, SNA, SNAP (food stamps), Federal Public Housing Assistance, Direct Vendor, Veterans Disability or Survivors Pension, Lifeline, or U/G grants, or have received a HEAP grant payable to any utility or heating provider in the preceding 12 months, you may be eligible for monthly discounts on your energy bill. For a complete list and to enroll, please visit conEd.com/EAP or call 1-212-780-8899.

Voluntary Time-Variant Delivery Rates

If you choose one of our time variant rates, you'll pay less during off-peak periods than you would under our standard residential rates, and more during peak and summer super-peak times. Time of Use off-peak is midnight to 8 a.m.; peak is 8 a.m. to midnight; and summer super-peak is June 1 to September 30, 2 to 6 p.m. If you were billed under a time-of-use rate prior to March 1, 2014, you can choose to be billed using those time periods, or peak: 10 a.m. to 10 p.m. and off-peak: 10 p.m. to 10 a.m. For more information, visit conEd.com/TOU or call 1-877-806-2830.

The Select Pricing Plan is another billing option that may lower your energy costs if you avoid large spikes in energy use and reduce energy use during peak hours. Visit conEd.com/SelectPricingPlan for details.

Standby service and net-metering rates are also available, as are several demand-management programs and other programs.

Changes in Your Use of Energy

Please let us know if you make changes to your premises, add equipment, or change your type of usage (e.g., gas to electric heating or residential to non-residential). Changes such as these may affect your service classification and the amount you pay. If you are eligible under two different service rates, you may choose the more beneficial rate.

New Applications for Service

Applicants for service must have paid in full all bills on their past account or agree to a deferred-payment plan before a new account can be opened. Exceptions will be made only if the past-due balance is subject to a pending complaint or Con Edison is notified that it will receive payment from a government benefit program. We will notify you by letter within three business days of receiving your application if it has been denied. The letter will state the reason(s) for denial and what you must do to be approved, and will inform you of your right to have the matter investigated by the PSC.

Our Deposit Policy

New accounts may be required to pay a deposit, which will earn interest at a rate set by the PSC and will be returned after one year if your payment record is satisfactory. You may also be required to pay a deposit if:

- You did not pay two or more bills consecutively without making a partial payment of at least half of the amount owed; or
- Your service has been shut off for non-payment of bills within the past six months.

Customers who receive governmental assistance may not be required to pay a deposit.

Shop for Energy Suppliers

You can buy your electricity and/or gas supply from an Energy Service 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. If you have questions about your ESCO supply service, contact your ESCO. To learn more, call 1-877-668-3234 or visit conEd.com/ESCO.

HEFPA requires that Con Edison and ESCOs provide consumer protections and follow HEFPA procedures before disconnecting your electric or gas service. If you buy your electricity and/or gas from an ESCO, you will receive a bill from Con Edison for delivery charges that may also include your ESCO supply charges. Con Edison may disconnect delivery service and the ESCO supply service if you do not pay all of the charges on your bill. 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.

Payment Options

You may pay your bill online or sign up for Auto Pay at conEd.com/MyAccount. Also, you can call Payment Express at 1-888-925-5016. In addition, authorized payment agents throughout the area accept Con Edison bill payments without additional charges. Or you can use our return envelope to pay by mail. Mail payments to Consolidated Edison, JAF Station, P.O. Box 1702, New York, NY 10116-1702, and make your check payable to Consolidated Edison. (Do not send cash and do not mail correspondence to this address). If you don't have an account, you can create one or pay online at conEd.com/GuestPay.

You can spread your energy payments more evenly throughout the year with our Budget Billing Plan. To enroll, please visit conEd.com/MyAccount.

You may be eligible for emergency benefits or other assistance programs. We will make every effort to work with you before disconnecting your service. If we terminate your service for nonpayment, we will do so between 8 a.m. and 4 p.m., Monday through Thursday. We will reconnect service within 24 hours, if possible, when the amount due is paid; if you make the down payment on a payment agreement; if your health or safety is threatened; or if a payment is guaranteed by a social services

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APPLICATION FOR SPECIAL SERVICES

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:

- CONCERN Program. To be eligible, all members of the household must meet at least one of the criteria below (select all that apply):
- are age 62 or older have a permanent disability
 are blind are under the age of 18
- Budget Billing Plan
 Quarterly Billing Plan (I am age 62 or older)
 Third-Party Program
Your third party must read, fill out, and sign the section below:

Please let me know if this customer's bill is overdue or if the service might be turned off. I understand that I am not responsible for paying the bill.

Third-party name _____		
Address _____	Apt. _____	
Town/City _____	State _____	ZIP code _____
Telephone (daytime) _____	(evening) _____	
Third-party signature _____	Date _____	

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