New York State Public Service Commission (PSC) rules, the Home Energy Fair Practices Act (HEFPA), and the Energy Consumer Protection Act provide comprehensive protection for residential customers of electric, gas, and steam utilities. This brochure outlines Con Edison’s policies and procedures and your rights as a customer. More detailed information about your rights and responsibilities can be obtained by visiting conEd.com or by calling 1-800-75-CONED (1-800-752-6633). To access the Con Edison tariff, visit conEd.com/rates.

To apply for service, ask about your bill or report an emergency, call 1-800-75-CONED. Customer service representatives are available 24 hours a day, seven days a week. You can pay your bill by phone, Internet, mail (do not send cash), or in person. Contact us at CustomerService@conEd.com or visit conEd.com. Our mailing address is Con Edison, Cooper Station, P.O. Box 138, New York, NY 10276-0138. Hearing-impaired customers may use our toll-free TDD service at 1-800-642-2308. Visually-challenged customers can receive Braille or enlarged bills by filling out the attached application. 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.

If you have a question about your account and are not satisfied with our answer, ask to speak with a supervisor. If you still disagree with our findings, you may contact the PSC by phone at 1-800-342-3377, business days between 8:30 a.m. and 4 p.m., or dps.ny.gov, by mail at 90 Church Street - 4th Floor, New York, NY 10007-2919.

Special Protections
Con Edison provides special protections for elderly, blind, and disabled persons; persons with medical emergencies or who rely on electrically operated life-support equipment and demonstrate an inability to pay for service; and for customers receiving public assistance, Supplemental Security Income benefits, or additional state payments. We will work with customers to arrange a satisfactory payment agreement and will notify local social services, if appropriate. We will not disconnect service during a health or safety emergency. We also notify persons in two-family dwellings, where service is not metered separately, when termination of service may affect them.

Con Edison’s CONCERN program provides services for elderly, blind, or disabled customers. We also offer a Quarterly Billing Plan, our Third-Party Notification Program, and enlarged and Braille bills. Customers who qualify for any of these services or special protections can call us to enroll or submit the form included in this brochure. We do not disconnect heat-related service between November 1 and April 15 without first trying to contact an adult member of the household. If loss of service poses a serious health or safety problem, we will continue service for at least 15 days and try to arrange a payment plan. You are still responsible for bills and should make reasonable efforts to pay.

Rates for Income-Eligible Customers
If you receive Supplemental Security Income, Temporary Assistance to Needy Persons, Safety Net Assistance, Medicaid, or SNAP (Food Stamps), or have received a Home Energy Assistance Program (HEAP) grant payable to any utility or heating provider in the preceding 12 months, you may be eligible for a reduced customer charge on your electric service or a reduced rate on your gas service. Call 1-212-780-8899 for more information or to verify your eligibility.
Shop for Energy Suppliers
You can buy the electricity and/or gas that you use 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 find out more, call 1-877-668-3234 or go to poweryourway.com.

HEFPA requires that consumer protections be provided by both Con Edison and ESCOs. Con Edison and all ESCOs must follow HEFPA procedures before terminating the supply of electricity and/or gas purchased and delivered by an ESCO. If you buy your electricity and/or gas from an ESCO, you will receive bills from Con Edison with supply and delivery charges. If you do not pay all of the charges on your bill, Con Edison may terminate its delivery service and the ESCO supply service. If you receive a separate bill from your ESCO for supply, your ESCO must notify you if your energy supply will be terminated for nonpayment and provide the same protections under HEFPA that Con Edison provides in connection with termination of delivery service.

Shared Metering
Shared metering exists when a tenant’s meter registers electric, gas or steam service used in the tenant’s dwelling as well as service used outside the tenant’s dwelling, or service to building equipment that provides heat, hot water, air conditioning, or other similar services to other tenants. If you rent an apartment and have a separate meter, you should be billed only for electricity or gas used inside your apartment. If you believe that you are being charged for service that others are using, notify Con Edison. Or, contact the PSC at the telephone number or address given previously.

Voluntary Time-of-Use Delivery Rates
With voluntary time-of-use rates (TOU), you will be charged varying rates for electricity depending on when you use it. Customers who enroll in TOU after March 1, 2014, will be billed certain rates for peak periods of 8 a.m. to midnight and off-peak periods of midnight to 8 a.m. From June 1 to Sept. 30, a super-peak rate applies from 2 to 6 p.m., superseding the peak period for those hours. Customers who were enrolled in TOU prior to March 1, 2014, may choose to be billed using these time periods, or the following time periods: peak, 10 a.m. to 10 p.m.; and off-peak, 10 p.m. to 10 a.m. For more information, call 1-877-806-2830 or visit conEd.com/tou.

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 (residential to non-residential). Changes such as these may affect your service classification and the amount you pay. If your account is eligible under two different service rates, you will be able to choose the more beneficial rate.

Payment
Con Edison offers free bill-payment options and other services. Customers with bank accounts can use our Direct Payment Plan, the automated Pay-by-Phone system (1-888-925-5016) or pay online at conEd.com/myaccount. In addition, many authorized payment agents throughout our service area accept Con Edison bill payments free of charge. You can also pay by mail. Use our return envelope, making sure that the return address shows through the window, and affix a first-class stamp. Mail payments to: Consolidated Edison, JAF Station, P.O. Box 1702, New York, NY 10116-1702. Please do not send cash, and do not mail correspondence to this address. We offer a Level Payment Plan to spread your payments evenly over 12 months. We prefer to resolve payment problems before it becomes necessary to terminate service. If you need help, please call us. You may be eligible for emergency benefits or other assistance programs. 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; or if you make the down payment on a payment agreement; or if your health or safety is threatened; or if a payment is guaranteed by a social services agency. Con Edison will negotiate in good faith with any customer to set up a payment agreement. If you are required to provide financial information for this purpose, we will treat all information confidentially. 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. A security deposit may be required from a customer who is late in payment of his or her utility bills which will earn interest at a rate set by the PSC and will be returned after one year, if their payment record is satisfactory.

New Applications for Service
Applicants for gas or electric service must have paid in full all bills on their past account or agree to a deferred-payment plan before a new account will 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.

APPLICATION FOR SPECIAL SERVICES

Name
Address Apt.
Town/City ZIP code
Telephone (daytime) (evening)
Email address

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

☐ Level Payment 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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