

 ***EXTRA! EXTRA! Read all about it!!!*** 

Management Change Announcement

We welcome Zoryana Gavrilova as the new section manager of Retail Choice Operations. Zoryana joined Con Edison in 2003 and has held several positions of increasing responsibility, including senior specialist of Process Excellence and section manager of Unmetered & Metered Services.

Consolidated Utility Billing Service (CUBS) Reminder

We have been receiving an increased amount of inquiries from customers who are seeing exorbitant customer charges on their CUBS bills.

When submitting CUBS Customer Charge rates, keep in mind that these are daily rates and not monthly rates.

For more information on the Customer Charge, please refer to the EDI and [CUBS](#) training manuals, and [Appendix A](#) of the Billing Services Agreement.