

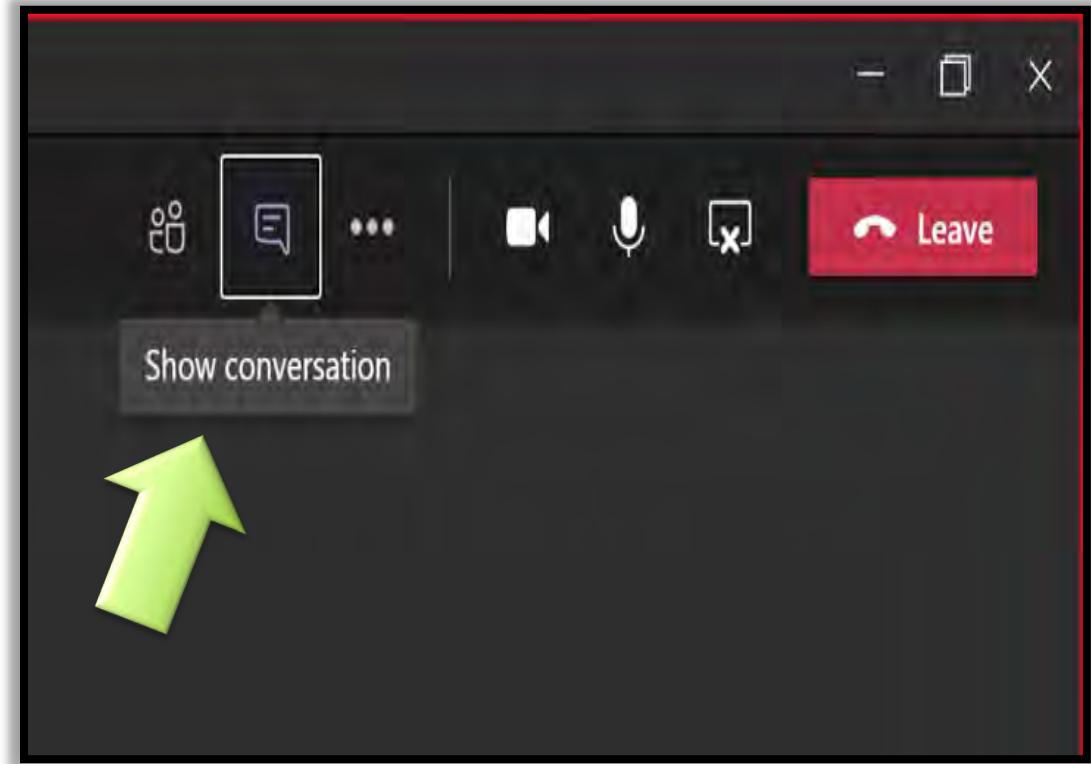


conEdison

Protocols for Today

Microsoft Teams Platform

- *Live Chat* feature
- Microphone and camera capabilities are disabled
- To ask a question or make a comment, click on the *message icon* at the top right of your screen
 - Questions can be asked at any time during the presentation
 - We will do our best to answer all questions



Agenda

- **Help for Customers** Kristina Le-Gallo, *Senior Specialist in Customer Outreach & Education*
- **Smart Meter Update** Jon Minners, *Department Manager in Customer Outreach & Education*
- **Gas Safety & Gas Line Inspection** Christine Cummings, *General Manager in Gas Operations*
- **Bill Redesign** Jennifer Rodriguez, *Senior Specialist in Customer Outreach & Education*
- **Update Contact Information** Jon Minners, *Department Manager in Customer Outreach & Education*
- **Clean Energy Commitment** Tamara Bryan, *Program Manager in Customer Energy Solutions*

Guest Speakers

- **Solar One-** *Juan Parra, Director of Community Solar*
- **What is Home Share?** *Lisa Armogan, Vice President of New York Foundation for Senior Citizens, Inc.*
- **Feeding Westchester-** *Christopher McGregor, Programs Services Associate at Feeding Westchester*
- **Energy Share-** *Tanya Jones, Director, Energy Assistance & Community Development*

Raffle



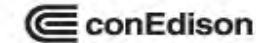
We're here to help.

COVID-19 Customer Protections

Customer Protections

Residential Customers

- No Turn-Off
- Zero Down Payment Agreement
- Customer Self-Certification online, phone or with a representative
- Multi-Channel Educational Campaign



Help During Coronavirus

We're here to help if you need it. You can arrange a flexible payment agreement online or by calling us at 1-800-75-CONE (1-800-752-6633). Find more resources at conEd.com/PaymentPlans.

If you have experienced a change in your financial circumstances as a result of the COVID-19 pandemic, you may be eligible for special protections to avoid terminations in the future. Find out more about the new law that provides these protections at conEd.com/BillHelp.

Under the law, if you contact us and affirm that you experienced a change in financial circumstances as a result of COVID-19 starting on or after March 7, 2020, you will be entitled to the following protections:

- We will not disconnect your service for non-payment before March 7, 2021. That's 180 days after the end of Governor Cuomo's State of Emergency, which is set to expire September 7, 2020.
- You will be eligible for a payment agreement or to request a new agreement that requires no down payment, late fees, or penalties.

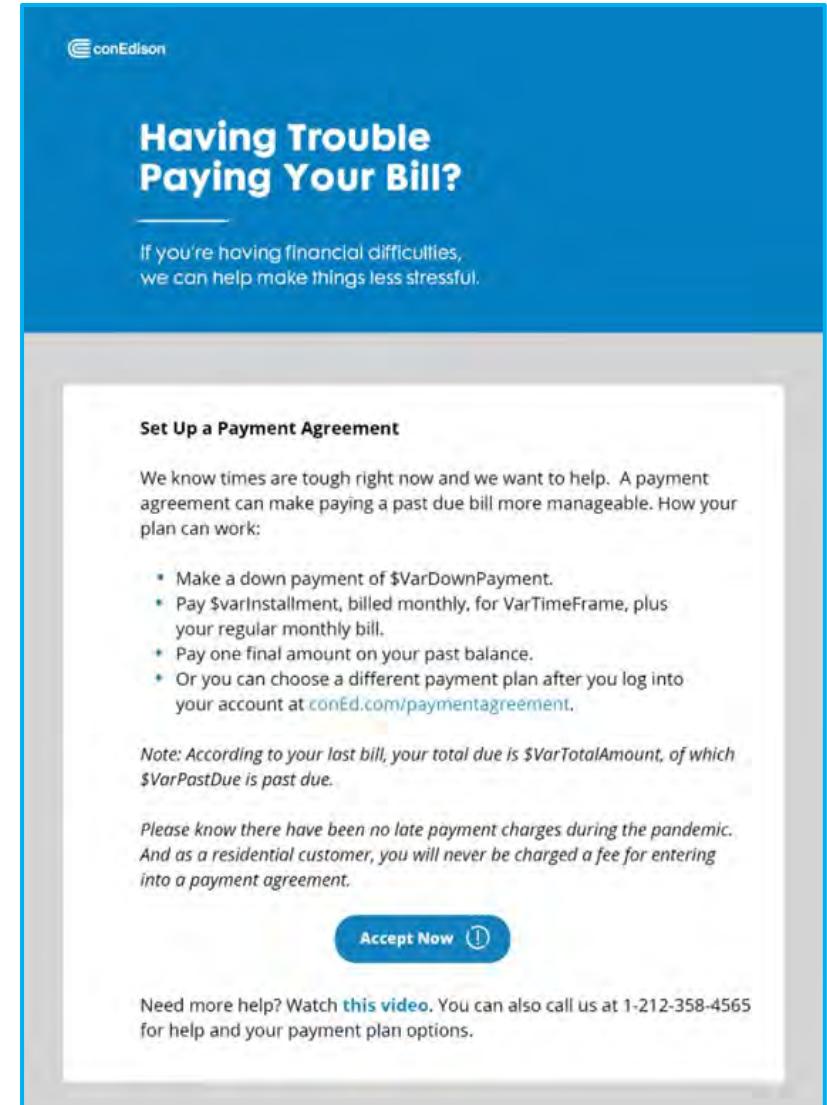
We encourage all residential customers to contact us to make payment arrangements so that when these protections expire, you will be able to manage your balance.

To receive these protections, you must contact us. Call us at 1-800-752-6633 assistance.

Please note: We have not been turning off residential customers for non-payment during the pandemic and will not for as long as there is a Covid-19 State of Emergency.

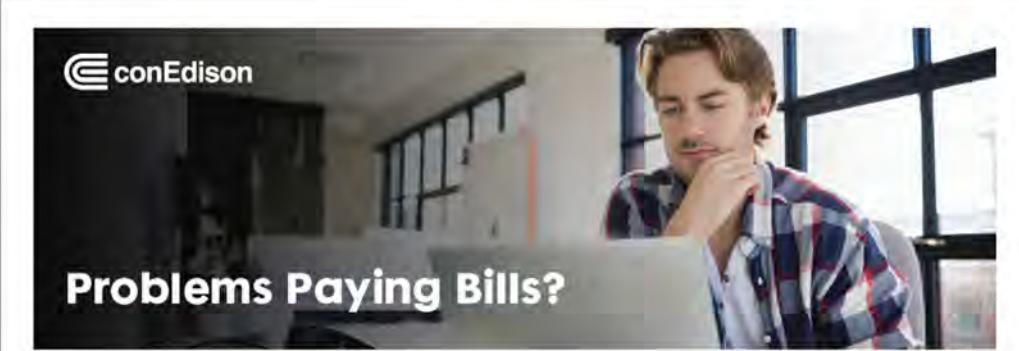
Email Payment Agreement Campaign

- Self-Service
- Flexible Online Payment Agreement
- Payment Agreement Video
- No Fees or Interest



Payment Agreement Mailer

- Self-Service
- Flexible Online Payment Agreement
- Customer Protections



If your Con Edison bill is more than you can pay right now, you can set up a payment agreement online.

- First, use your smart phone camera to scan this code to set up your online account.
- Then, click Manage My Account.
- Scroll down to the Bill Settings section and choose Payment Agreements.



Need more help?
Call us at 1-212-358-4565.

Use your smartphone camera
to scan this code to log into
your online account.

New Customer Protections

If your financial situation has changed because of New York's COVID State of Emergency, you may be eligible for special protections, including a no-money down payment agreement.

- To receive these protections, you must confirm that you experienced a change in financial circumstances. You can do so online or by calling us at 800-75-CONED (1-800-752-6633).
- To do so online, follow the instructions above and choose the "Yes" button when asked if you've experienced a change in your financial circumstances due to Covid-19. *You do not have to set up a payment agreement to receive these new customer protections.*

Learn more at conEd.com/BillHelp.

Please note: Due to the pandemic, we are not turning off residential customers for non-payment now regardless of their financial situation.

Tanpi fē yo tradwi mesaj enpōtan sa.
Proszę o przetłumaczenie tej ważnej wiadomości.
Попросите перевести это важное сообщение.
이 중요 메시지를 번역해주시기 바랍니다.

請完成此重要訊息的翻譯。
Por favor, este mensaje debe traducirse.
رجاء ترجمة هذه الرسالة الهمة.
בבשוו את תרגום מכתב זה במלואו.

Customer Bill Commercial

Message Center

 **We're here to help.** Due to the financial impact of COVID-19, we're offering payment agreements for all commercial customers regardless of payment-agreement history. If your bill is more than you can pay right now, we are offering payment arrangements you can set up online at conEd.com/PaymentAgreement or by calling us at 1-800-752-6633. **Your down payment can be as low as 15% and your past due balance can be paid off over 12 months.** We'll also waive late payment fees as long as your payment agreement is active.



Problems Paying Bills?

If your Con Edison bill is more than you can pay right now, you can set up a payment agreement online.

Due to the financial impact of COVID-19, all commercial customers are eligible for payment agreements, regardless of payment-agreement history.

To stay on track:

- First, set up your online account if you don't already have one. Use your smart phone camera to scan the code below or go to conEd.com/Register. If you have an account, log in at conEd.com/MyAccount.
- Click Manage My Account.
- Scroll down to the Bill Settings section and choose Payment Agreements & Covid-19 Protections.
- You can make an agreement with as low as 15% down and pay down your balance over 12 months.
- We'll also waive late payment fees as long as your payment agreement is active.



Need more help? Call 1-800-75-CONED (1-800-752-6633).

Ready to make a payment now?

- Visit conEd.com/GuestPay, or
- Call Payment Express at 1-888-925-5016, or
- Log into your account on conEd.com, or
- Pay in person. Visit conEd.com/PaymentAgents for locations

Contact us now to get the help you need with your bill.

Make Payment Arrangements Online

coned.com/MyAccount

- Manage account online
- Payment Arrangement Options

Bill Settings

Paperless e*Bill ⓘ [ENROLL](#) ▾

Auto Pay ⓘ [ENROLL](#) ▾

Level Payment Plan ⓘ [ENROLL](#) ▾

Payment Agreements & Covid-19 Protections ⓘ [ENROLL](#) ▾

Set up your Agreement Online

ConEd.com/PaymentAgreement

conEdison

Account & Billing Services & Outages Save Energy & Money Our Energy Future

ENROLL

Auto Pay

Level Payment Plan

Payment Agreement (Options available)

We want to help you pay your energy bills worry-free. In just a few simple steps, you can set up a payment agreement to help you pay off your outstanding balance.

[LEARN MORE](#)

Have you experienced a change in your financial circumstances due to Covid-19?

No

Yes

By answering yes, I attest that due to the COVID-19 state of emergency, which began on March 7, 2020, I have experienced a change in financial circumstances.

You're qualified for two payment agreement options. Please review the terms and make a selection.

COVID-19 Terms

Standard Terms

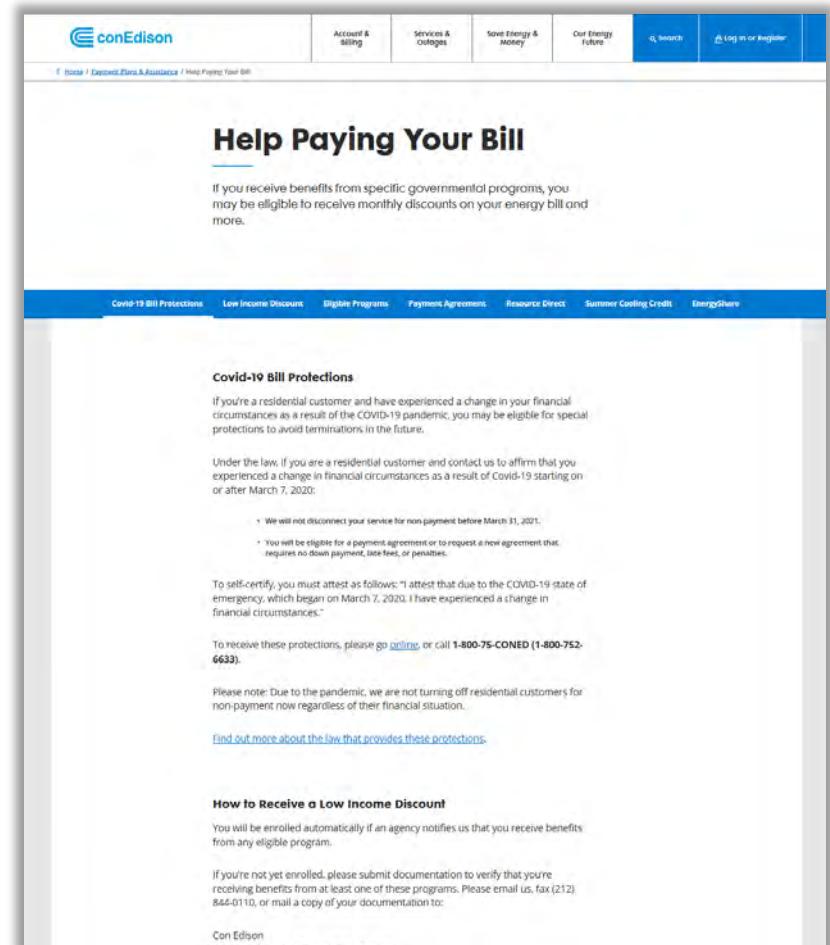
1) No downpayment is due.	\$0
2) 25 installment(s) of \$9.00 must be paid by the 5th of each month (Nov '2020 - Nov '2022)	\$9 x 25 \$225
3) A final payment of \$9.14 must be paid by Dec 5th, 2022.	\$9.14
Total Outstanding	\$234.14
4) Current bills issued after Sep 14th, 2020 are due upon receipt.	

If you are ready to accept this payment agreement, please do so by selecting the button below. Otherwise you can select an alternate payment agreement, which may better fit your needs.

Resource Direct Website

[Coned.com/BillHelp](https://coned.com/BillHelp)

- Educate customers about government benefits and Con Edison's Low Income Discount Program
- Web page includes:
 - Relevant material on COVID-19 protections
 - Payment Assistance Programs
 - Energy Share
 - NYSERDA Programs
 - Con Edison Marketplace

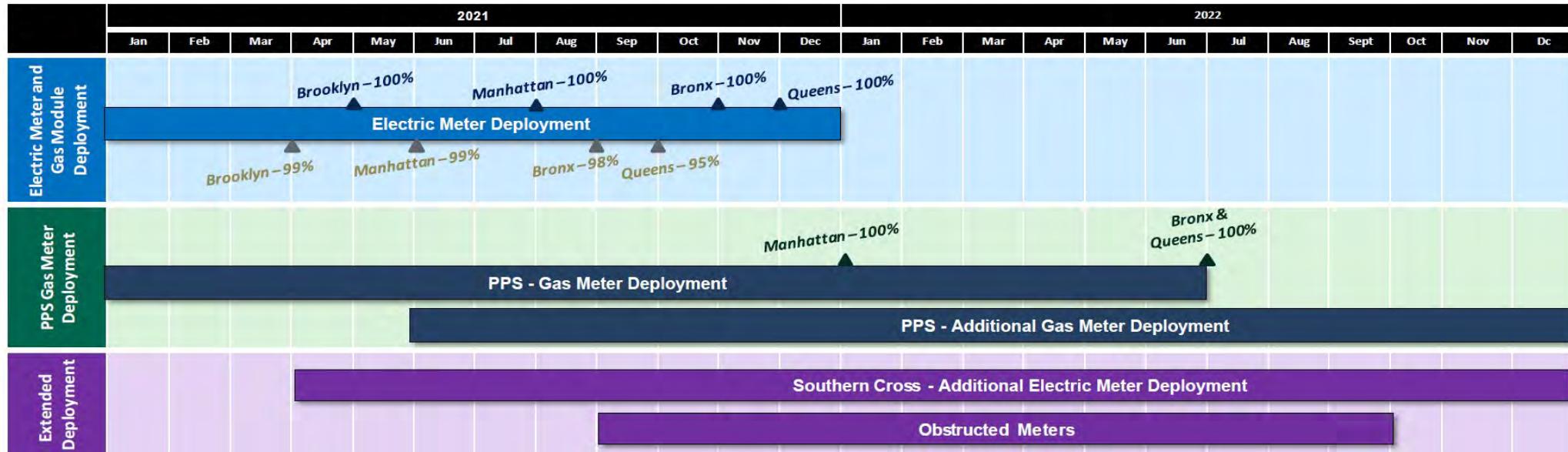


The screenshot shows the conEdison.com/BillHelp website. The top navigation bar includes links for 'Home', 'Customer Plans & Assistance', 'Help Paying Your Bill', 'Account & Billing', 'Services & Outages', 'Save Energy & Money', 'Our Energy Future', a search bar, and a 'Log in or Register' button. The main content area is titled 'Help Paying Your Bill'. It features a sub-section titled 'Covid-19 Bill Protections' which explains that residential customers experiencing financial hardship due to COVID-19 can apply for special protections. It lists two requirements: not disconnecting service before March 31, 2021, and being eligible for a payment agreement. It also states that customers must self-certify their financial circumstances. Below this, there is a note about not turning off residential customers for non-payment due to the pandemic. The 'How to Receive a Low Income Discount' section is also visible, explaining that benefits are automatic if an agency notifies Con Edison. The footer contains the Con Edison logo and a copyright notice.



Smart Meter Updates

Smart Meter Deployment Update

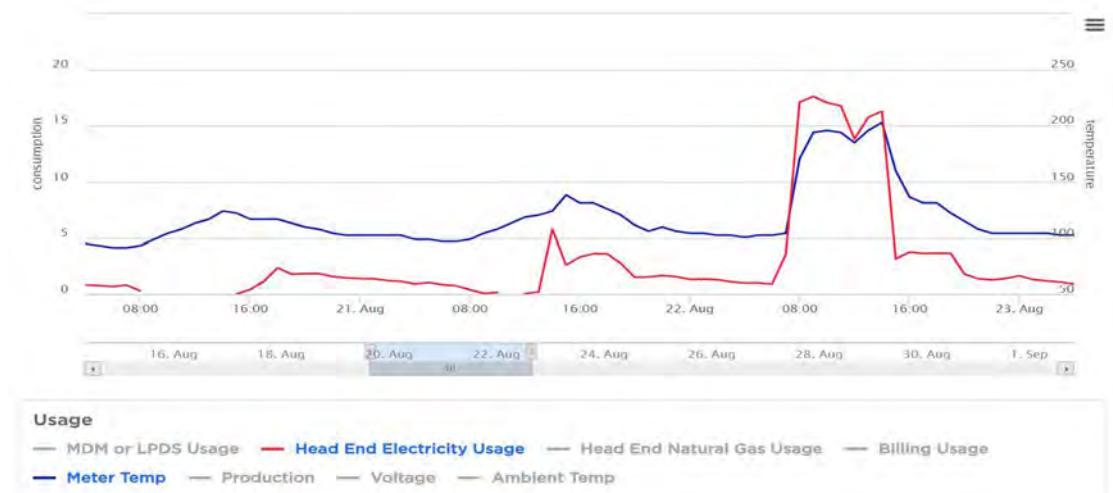


- 4.2M meters installed project to date: 3.35M electric, 0.85M gas
- Estimated 5.1M AMI meters to be deployed by end of 2021 (96% complete)
- Aclara / SGS to complete mass deployment of electric meters and gas meter upgrades
- PPS to complete mass deployment of gas meters by mid 2022
- Southern Cross fieldwork will begin in May 2021 and will work through end of 2022

AMI-Enabled Hot Socket Detection

- Meter sensor detects elevated socket temperature
- Real-time analysis and dispatch performed by AMI Operations Control Center
- Condition is typically a poor connection in the meter pan or potential service overload
- Proactive threshold adjustment to improve Company response
 - 165 deg F - watch list
 - 185 deg F - scheduled field visit
 - 203 deg F - emergency response

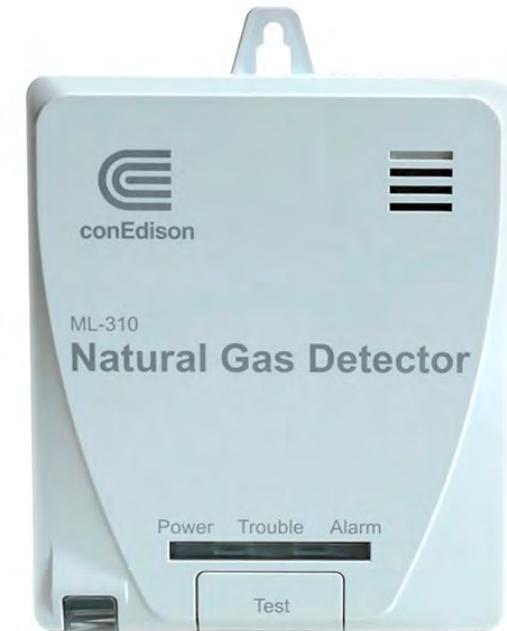
Hot Socket Response	2019	2020
Con Edison	146	129



AMI Natural Gas Detector

Remote gas detector leverages the AMI network to improve public safety.

- Developed a methane sensor that communicates through AMI network
- First of its kind device worldwide
- Enables remote monitoring
- 6 year life span (battery powered)
- Designed for easy installation
- Mass deployment started in mid September 2020 and scheduled to complete in 2026
 - Over 28,000 NGD's installed, including 2,700 in Manhattan
 - 300 leaks detected

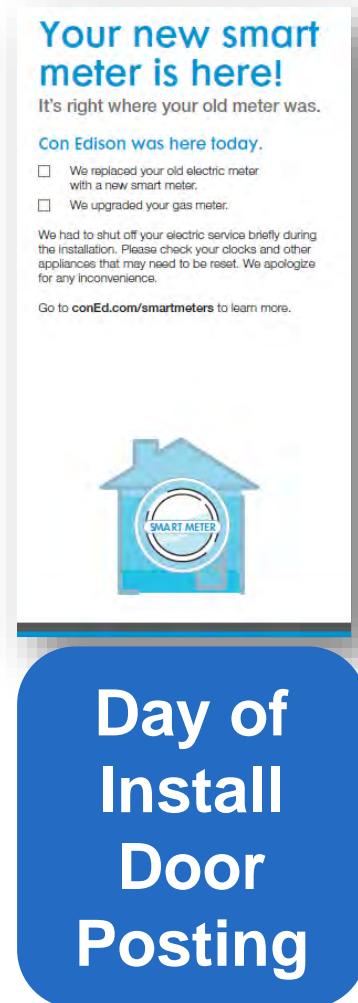
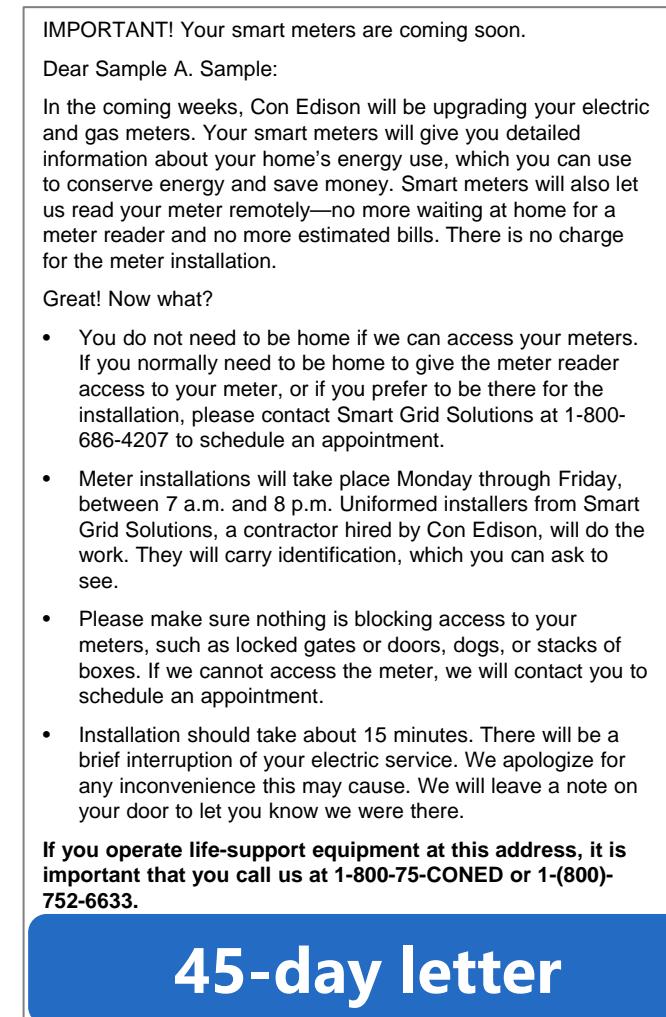
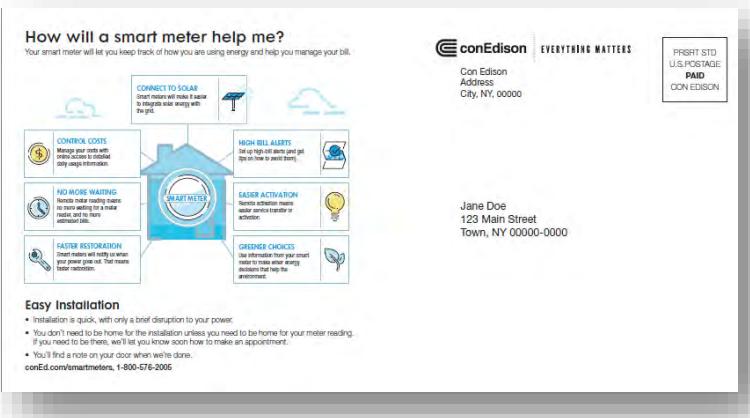


Smart Meter Scam Awareness

- Meter installations take place Mon. – Sat., between 7 a.m. and 8 p.m.
- We have contracted with three meter installation vendors for installations.
- **Aclara SGS** perform electric meter replacements and gas meter upgrades.
- **Precision Pipeline Solutions (PPS)** perform gas meter replacements.
- **Southern Cross** will install meters we couldn't reach during normal deployment
- Company employees may also do smart meter installations.
- There is no charge for the installation of smart meters.



Smart Meter Communications (Pre-Deployment, Deployment)



Multi-Unit Building Access Issue (During Deployment)

Frequently Asked Questions About Smart Meters for Property Owners and Managers

How do I make an appointment for the installation of smart meters?

What if I don't want smart meters installed in my building?

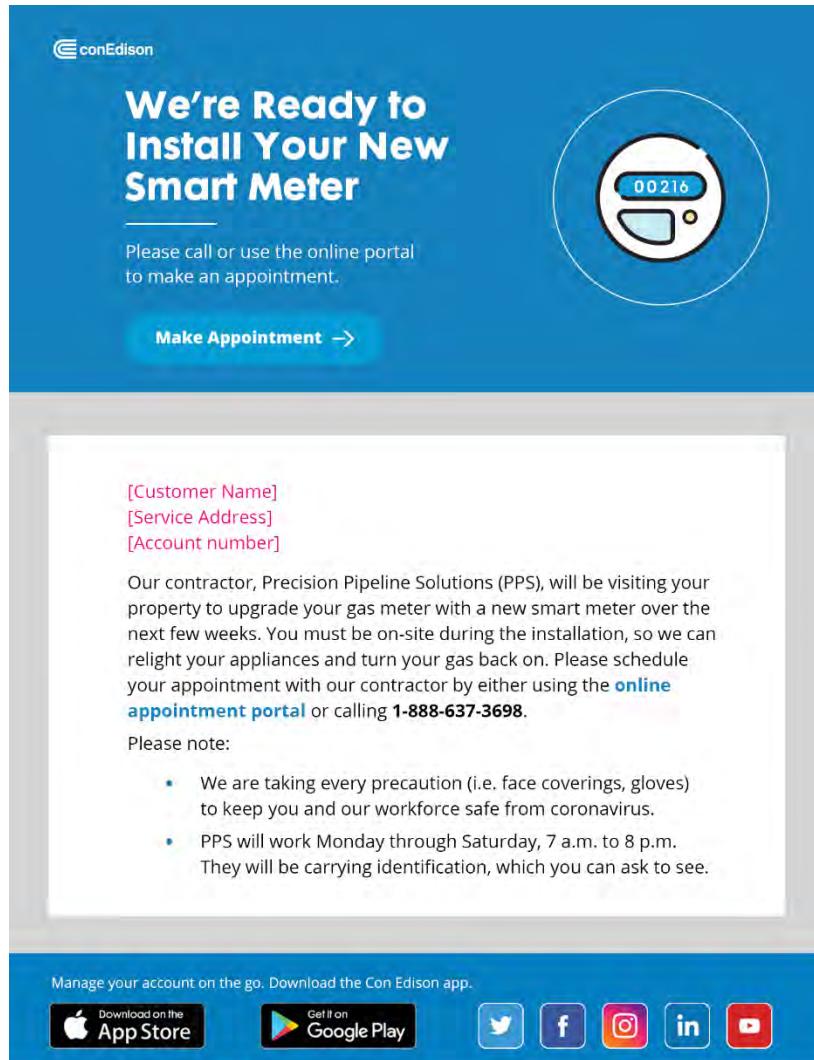
What if I don't want to allow Con Edison into my building to install smart meters?

Who are your authorized contractors?

Will I be fined if I don't allow an installer into the building?

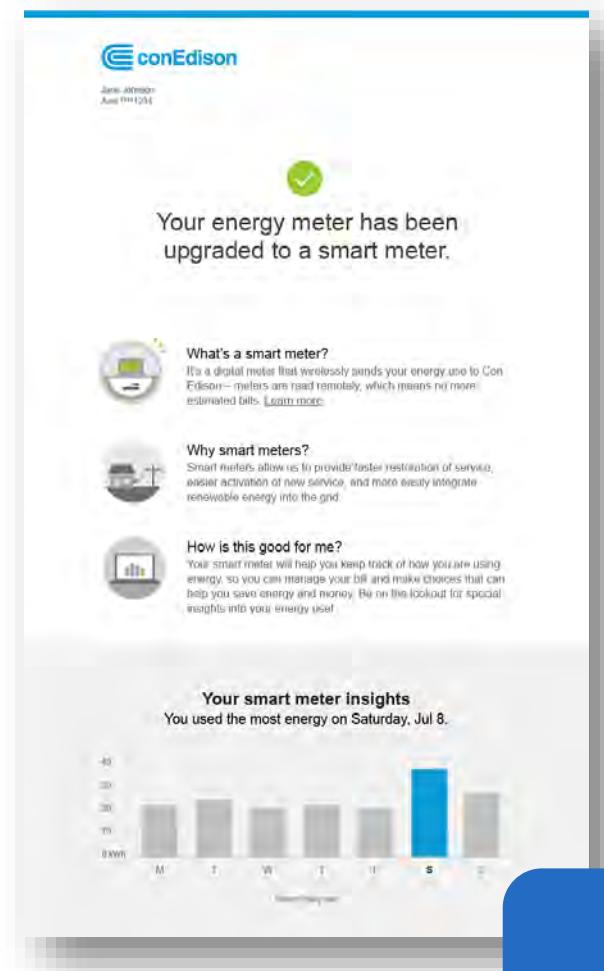
- Letters Sent to Property Owners and Landlords
- Website Content Launched
 - Installation Information for Property Owners
 - FAQ for property owners and building managers
 - Updated main smart meter FAQ
- Building Access Forums
 - Held two meetings and answered questions on access issues from building representatives
- Tenant Letter
 - Let customers know of the benefits they are missing

New Pre-Deployment Smart Meter Communications



- New Online Appointment Tool
- Electric Meter Email campaign
 - Online appointments up to 6,000/week
- Direct mail campaign
 - Using QR Code to drive customers to online appointment tool.
- Gas Meter email and direct mail campaign will rollout using the same online appointment tool

Smart Meter Communications (Post-Deployment)



Your energy meter has been upgraded to a smart meter.

What's a smart meter?
It's a digital meter that wirelessly sends your energy use to Con Edison—meters are read remotely, which means no more estimated bills. [Learn more](#).

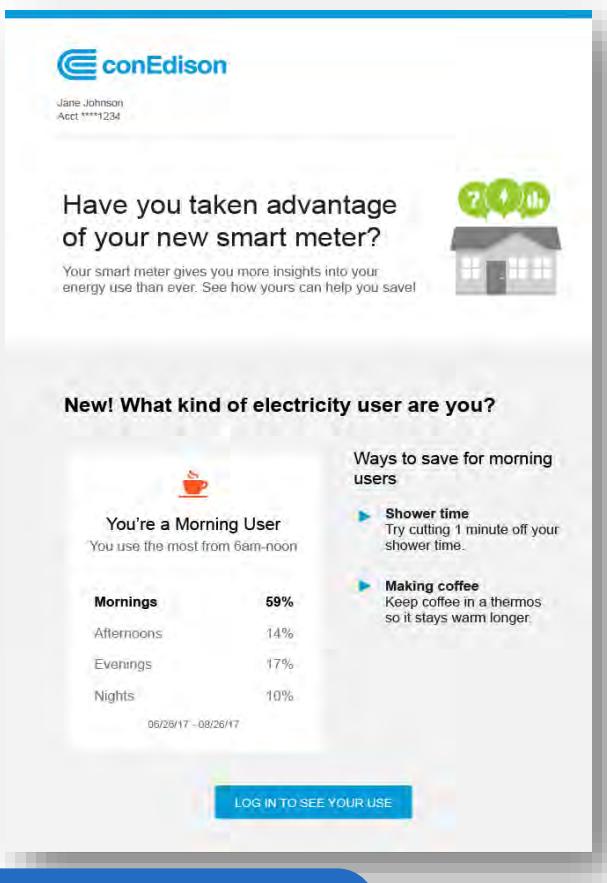
Why smart meters?
Smart meters allow us to provide faster restoration of service, easier activation of new service, and more easily integrate renewable energy into the grid.

How is this good for me?
Your smart meter will help you keep track of how you are using energy, so you can manage your bill and make choices that can help you save energy and money. Be on the lookout for special insights into your energy use!

Your smart meter insights
You used the most energy on Saturday, Jul 8.



Day	Energy Use (approx.)
M	20
T	22
W	20
T	20
F	20
S	35
S	22



Have you taken advantage of your new smart meter?

Your smart meter gives you more insights into your energy use than ever. See how yours can help you save!

New! What kind of electricity user are you?

You're a Morning User
You use the most from 6am-noon

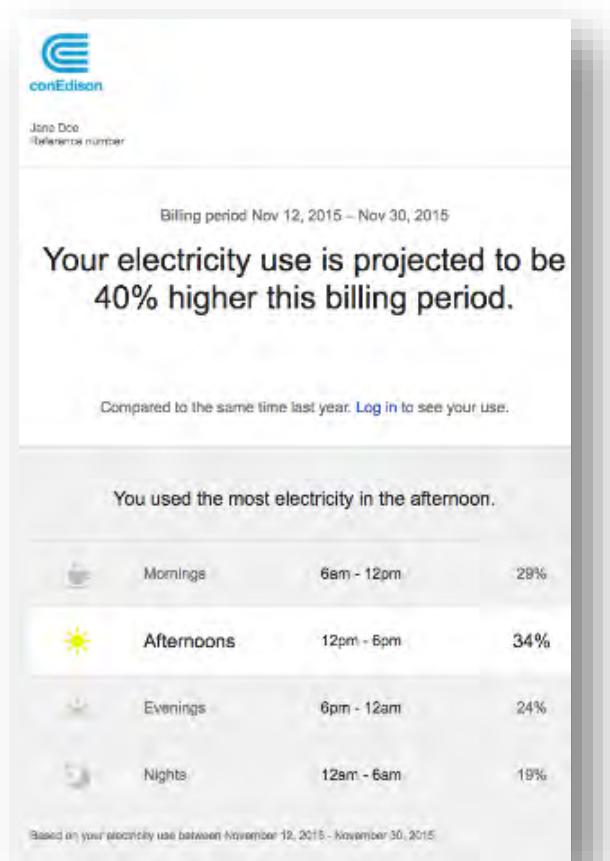
Time Period	Percentage
Mornings	59%
Afternoons	14%
Evenings	17%
Nights	10%

06/29/17 - 08/26/17

Ways to save for morning users

- Shower time**
Try cutting 1 minute off your shower time.
- Making coffee**
Keep coffee in a thermos so it stays warm longer.

[LOG IN TO SEE YOUR USE](#)



Billing period Nov 12, 2015 – Nov 30, 2015

Your electricity use is projected to be 40% higher this billing period.

Compared to the same time last year. [Log in](#) to see your use.

You used the most electricity in the afternoon.

Time Period	Start Time	End Time	Percentage
Mornings	6am - 12pm		29%
Afternoons	12pm - 6pm		34%
Evenings	6pm - 12am		24%
Nights	12am - 6am		19%

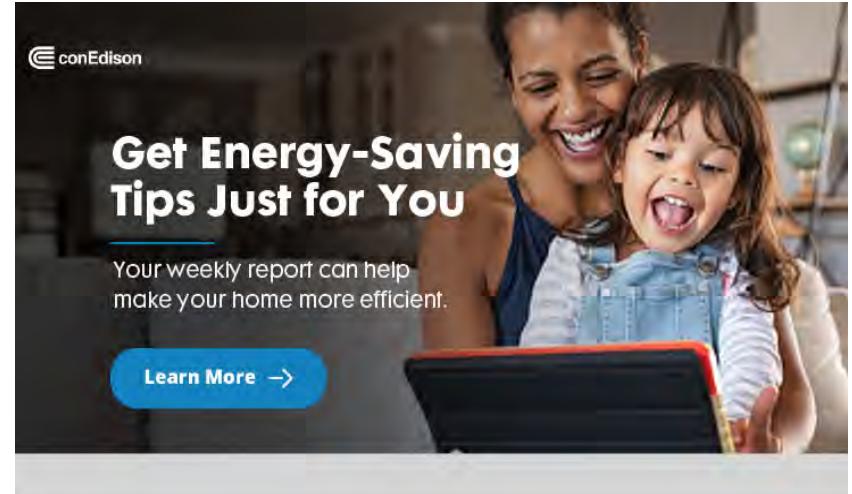
Based on your electricity use between November 12, 2015 - November 30, 2015

Individualized
Energy Reports!

High Bill
Alerts!

New Post Deployment Smart Meter Communication

- WAMI Low-Income Pilot Program
 - Target Audience: Low-Income and Concern Customers
 - Goal: Help customers save energy and participate in low-income programs
 - Benchmarking studies
 - First phase: Auto-enrolling customers that have been receiving Home Energy Reports
 - Second phase: auto-enrolling customers that have not been receiving any other energy report



Hi!

Look out for a new complimentary Weekly Energy Report in your email beginning this month.

The insights will be specifically targeted to you and your actual energy use, based on your smart meter data. You can find tips in the report that can help you better manage the electricity you use at home and potentially reduce your energy costs.

You will get:

- **Energy usage data**, including weekly and daily comparisons of your energy usage
- **Energy use projection**, to estimate your use for the month
- **Personalized tips** for reducing your energy use, based on the way you're currently using energy, seasonal recommendations, and the type of home you have.

Don't forget you can get near real-time data any time by logging in to [My Account](#).

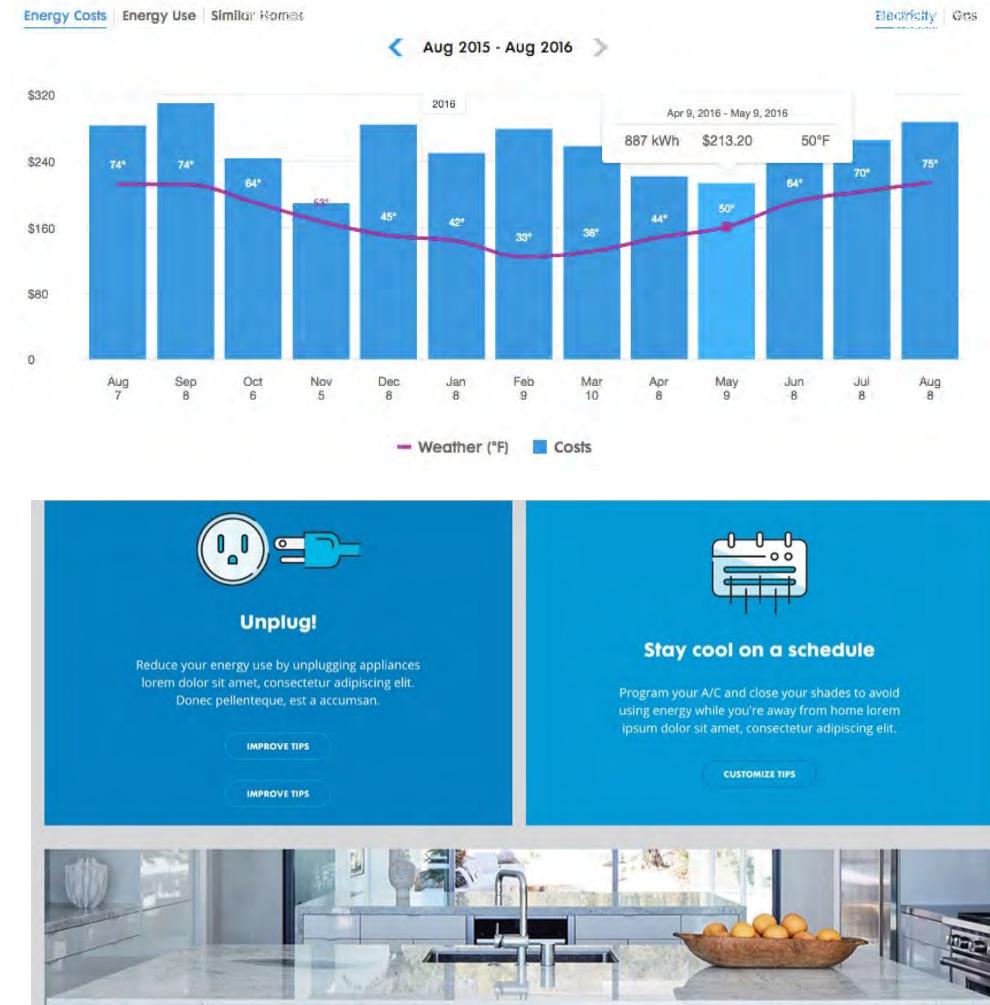
We hope you'll like your new Weekly Energy Report!

[Learn More →](#)

View Your Energy Use and More In My Account

The dashboard features a large blue header with the conEdison logo and navigation links for Account & Billing, Services & Outages, Save Energy & Money, and Our Energy Future. A search bar and a 'Hello, Jamie' greeting are also present. The main content area includes:

- OVERVIEW:** Displays a large blue box with the bill amount **\$130.43** and a message: "Your payment is due in 9 days, on Sept 15". Below this is a "Pay Now" button and a "View Level Payment Plan" link.
- BILLING & USAGE:** Shows "Enrolled in Level Payment Plan" with "ACTUAL USAGE \$151.76" and "LEVEL PAYMENT AMOUNT \$130.43".
- MANAGE MY ACCOUNT:** Includes a "Transfer your service online" section with an "ENROLL NOW" button.
- Bill Analysis:** Compares August's bill with the previous bill and last year. It highlights changes in electricity and gas usage, such as a 12.15% increase in electricity use due to hot weather.



More Information on Smart Meters

Information about smart meters benefits and what to do is available at:

- Visit us @ conEd.com/smartmeters and @ conEd.com/yoursmartmeter
- Follow us on social media
 - Instagram
 - Facebook
 - Twitter
 - LinkedIn
 - YouTube

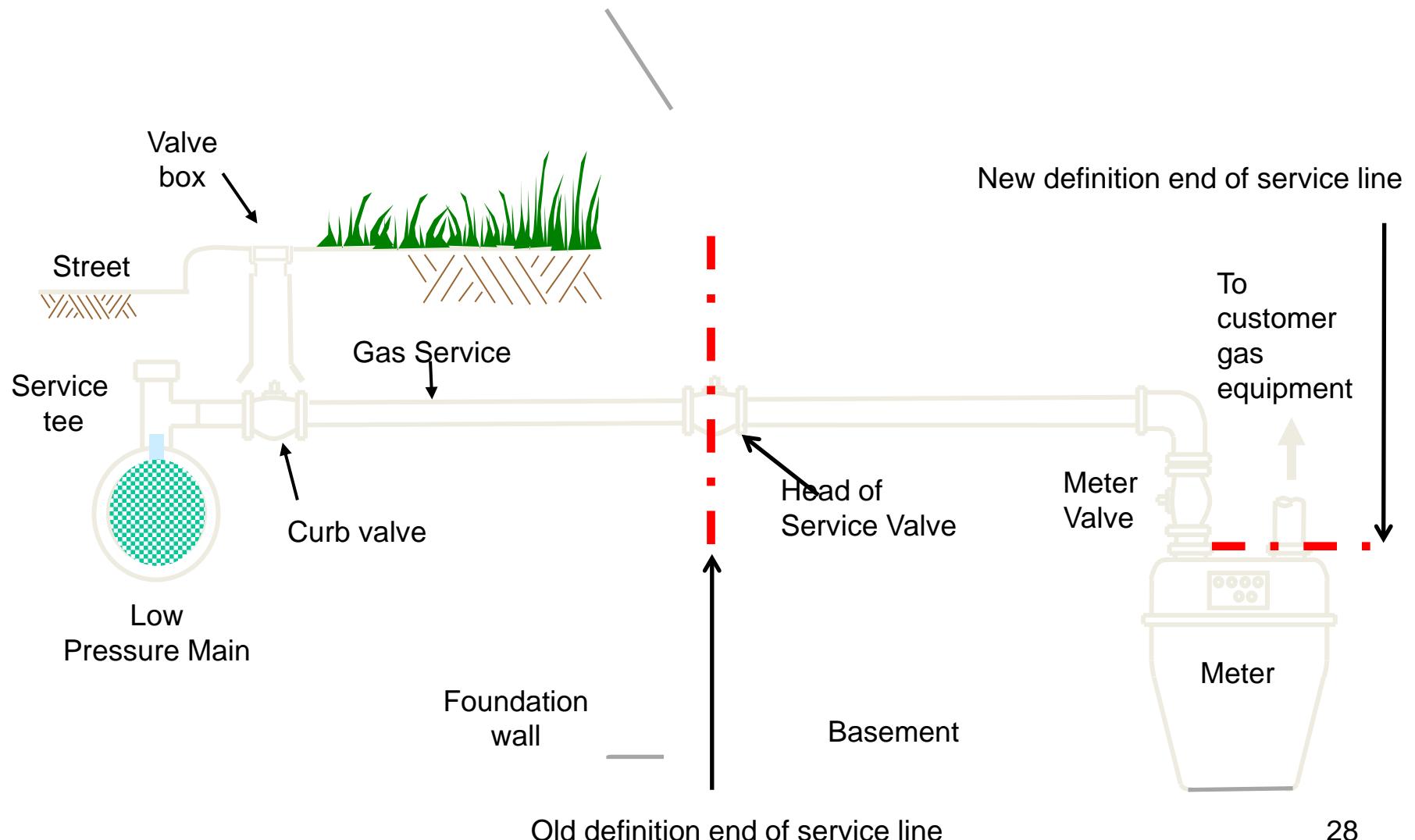


Service Line Inspections and Natural Gas Detectors

Service Line Inspections

- New York State aligns with federal code – 2017
- Inspection frequency depends on customer class
 - “Business District”
 - “Non-business District”
- Two parts to inspection
 - Check for corrosion
 - Check for leaks

What Changed?



28

Communications Efforts

- All customers received an initial letter
- Made two physical attempts to gain access
- Postcards, door hangers, emails, letters and calls followed
- Warning letters for state-mandated fines
- Assessment letters (Up to \$500) for state-mandated fines
- Termination warning
- Termination actions

How Can I Avoid This Inspection?

- If your gas meters are inside the home/garage, we will need to inspect your service line. Meters that are relocated outdoors do not require inspection
- Installation of an NGD (natural gas detector) may extend the inspection frequency – meaning we will have to visit less often
- Make an appointment for a time convenient for you to avoid us making “cold calls.”
- Reminder: Inspections are **MANDATORY** for all customers except those with meters outside

Safety

- Con Edison and its contractors follow CDC Covid-19 protocols, including rules on social distancing, exposure, and quarantining as well as the New York Forward/Reopening New York requirements which include health assessments
- Reasonable accommodations can be made
- Avoid imposters!
 - Employees and our contractors carry ID cards
 - Always verify the identity of someone coming into your home (Call us at 1-800-75-CONED)
 - There are several contractors working for us in addition to our employees. They may knock on your door/ring your bell in an effort to complete the inspection/installation

Natural Gas Detector Installations

- Free, 24/7 monitoring
- Wide-scale deployment began in late 2020; coming soon to your neighborhood
- First in the world to use this technology
- Public safety and emissions reduction
- Complements commercially available detectors that are easily installed closer to appliances



Debunking the Myths

- Myth: You waited all this time; it can't be that important to inspect
- Myth: You are just making money off us during a crisis
- Myth: You are turning off all your customers
- Myth: The process takes months if the service is turned off
- Myth: The detectors are spying on us
- Myth: Detectors won't do anything for my safety

Con Edison Bill Redesign

Bill Redesign Goals & Benefits

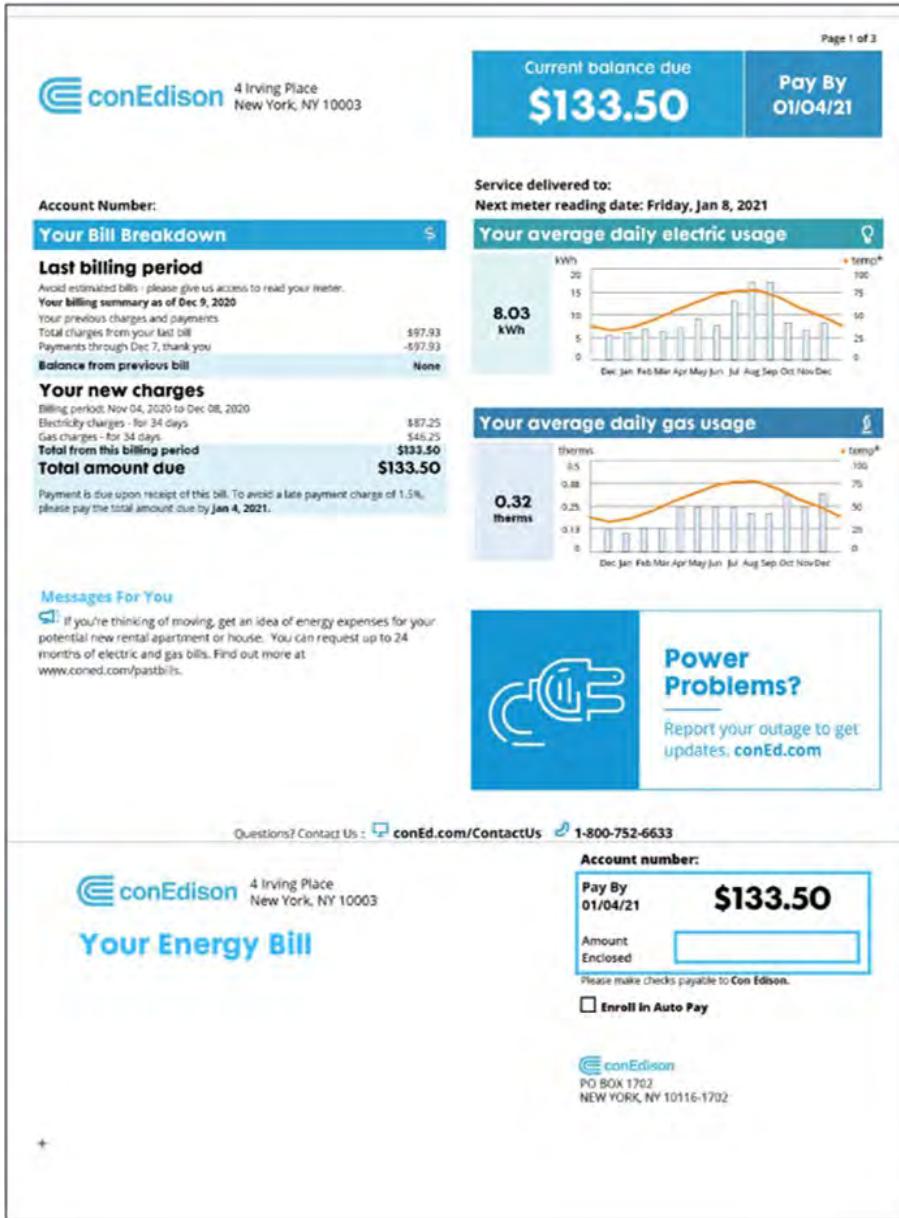
Goals

- A more customer-centric design
- Create a modern, customer-friendly bill format
- Potential to incorporate future customer preferences

Benefits

- Enhance the customer experience
- Supports self-service options

Redesigned Bill



Page 1 Enhancements

Enlarged font size and color used to highlight key information ("Total amount due", "Current balance due", "Pay by date")

Improved color data graphs for a quick understanding of detailed energy usage over the last 12 months & how temperature affected your usage

Important messages and special offers



Redesigned Bill

Name: _____ Account number: _____ Page 2 of 3

Your electricity breakdown (Residential or Nonresidential)

Electric Meter Detail - billing period from Nov 04, 2020 to Dec 08, 2020 (34 days)

Meter #	New Reading	Reading Type	Date	Prior Reading	Reading Type	Date	Reading Diff	Total Usage
008142589	54641	Actual	Dec 08, 20	53848	Actual	Nov 04, 20	273	215 kWh

Your Supply Charges

Supply 273 kWh (@0.030/c/kWh)	\$24.66
Merchant function charge	\$1.03
GRT & other tax surcharges	\$0.82
Total supply charges	\$26.31

Your total electricity supply cost for this bill is 3.6¢ per kWh. You can compare this price with those offered by energy services companies (ESCOs). For a list of ESCOs, visit PowerYourFutureNY.com or call 1-800-780-2884.

Your Delivery Charges

Basic service charge	\$16.77
Delivery 273 kWh (@1.564/c/kWh)	\$34.28
System Benefit Charge (@0.501/c/kWh)	\$1.37
GRT & other tax surcharges	\$2.75
Total delivery charges	\$57.18
Sales tax (@4.5000%)	\$3.76
Total sales tax	\$3.76

Your electricity total **\$87.25**

Your gas breakdown (Residential or Nonresidential)

Gas Meter Detail - billing period from Nov 04, 2020 to Dec 08, 2020 (34 days)

Meter #	New Reading	Reading Type	Date	Prior Reading	Reading Type	Date	Reading Diff	Usage in cfd
0751667	54641	Actual	Dec 08, 20	54531	Actual	Nov 04, 20	11	11 mcf

Therms conversion factor

Total Gas Use	1.000
	11 therms

Your Supply Charges

Supply 11 therms (@3.7273/ctherm)	\$3.66
Merchant function charge	\$0.17
GRT & other tax surcharges	\$0.09
Total supply charges	\$3.84

Your total gas supply cost for this bill is 35.0¢ per therm. You can compare this price with those offered by energy services companies (ESCOs). For a list of ESCOs, visit PowerYourFutureNY.com or call 1-800-780-2884.

Your Delivery Charges

Basic service charge (includes 1st 3.4 therms)	\$27.84
Remaining 7.6 therms (@37.368/c/therm)	\$10.44
Monthly rate adjustment (@2.0000/c/therm)	\$0.23
System Benefit Charge (@0.0060/therm)	\$0.00
GRT & other tax surcharges	\$1.89
Total delivery charges	\$40.40

Your sales tax

Sales tax (@4.5000%)	\$1.99
Total sales tax	\$1.99

Your gas total **\$46.25**

Understanding your bill

Basic service charge (Electric): Charge for basic system infrastructure and customer-related services, including customer accounting and metering services. A billing and payment processing charge of \$3.66 which may be avoided by switching to an energy services company (ESCO) is also included.

Basic service charge (Gas): Charge for basic system infrastructure and customer-related services, including customer accounting and metering services. A billing and payment processing charge of \$3.66 which may be avoided by switching to an energy services company (ESCO) is also included.

Billing charges: These charges are for the electricity and gas you need (supply) and getting the electricity and gas to you (delivery). Rates are based on a 30-day period. When your billing period is more or less than 30 days, we prorate your bill accordingly.

Delivery: The charge for delivery of the electricity and gas which Con Edison delivers electricity to you.

Electric Supply Charge: Charge for the electricity supplied to you by Con Edison.

Gas Supply Charge: Charge for the gas supplied to you by Con Edison.

GRT & other tax surcharges: Taxes on Con Edison gross receipts from sales of utility services and other tax surcharges.

Merchant Function Charge (Electric and Gas): Charge associated with providing electricity and storing natural gas, credit and collection related services and uncollectible accounts.

Monthly rate adjustment: Adjustment for miscellaneous costs and credits, and from October through May for the effect of variation from normal weather.

How to get in touch with us Email or chat: conEd.com/ContactUs | Phone: 1-800-752-6633 | Mail: Con Edison, Cooper Station, P.O. Box 1-38, New York, NY 10276-0138

Ways to pay your bill

1. **Autopay:** Pay from your checking or savings account, at no charge. Visit conEd.com/MyAccount or call 1-212-243-1900.
2. **Online:** Register at conEd.com/MyAccount. It's free for payments from your checking or savings account. If you'd prefer to pay by credit or debit card, our payment agent charges a small fee.
3. **App:** Download the Con Edison app from the App Store or Google Play Store.
4. **Phone:** Call 1-800-725-1622. It's free for payments from your checking or savings account. If you'd prefer to pay by credit or debit card, our payment agent charges a small fee.
5. **In Person:** Customer service walk-in centers are open Monday through Friday from 8:30 a.m. to 5 p.m. Please submit exact payments only.
6. **Mail:** Send a check or money order using the envelope provided to authorize us to make a one-time electronic fund transfer from your account. You will not get the check back. Do not send cash.
7. **Check processing notice:** By mailing a check, you authorize us to make a one-time electronic fund transfer from your account, or to process the payment as a check. You will not receive the check back from your financial institution.

Questions? Call 1-800-752-6633 | conEd.com/MyAccount

Save a stamp. Pay your bill online at conEd.com/MyAccount

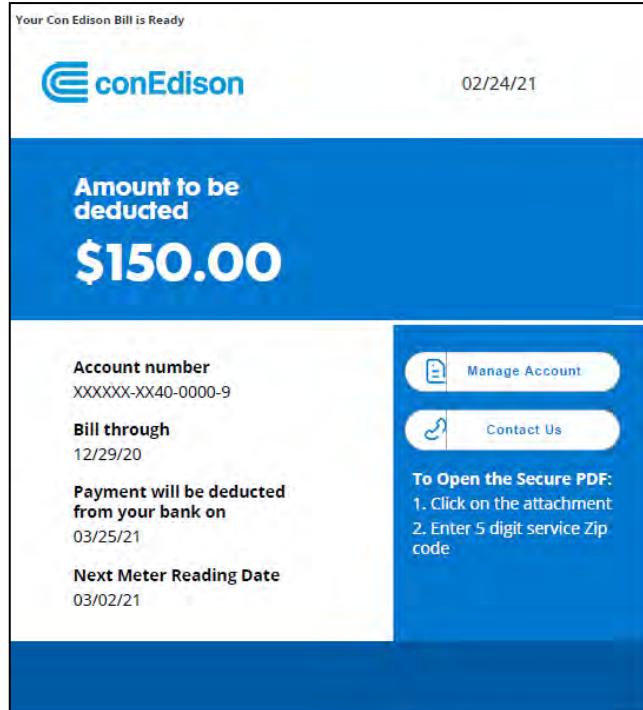
Page 2 Enhancements

Energy Usage Breakdown:
Organized to easily view bill data and clearly identify energy meter usage detail as it relates to individual charges for each billing period.

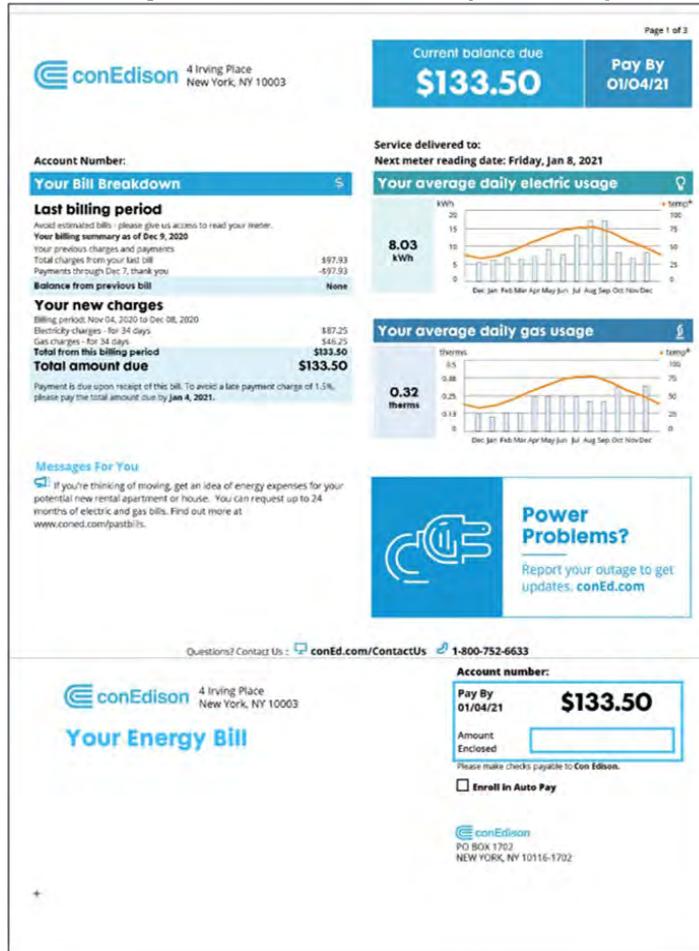
Glossary section offers easy & quick reference to all terms used within the bill

Customer Visuals

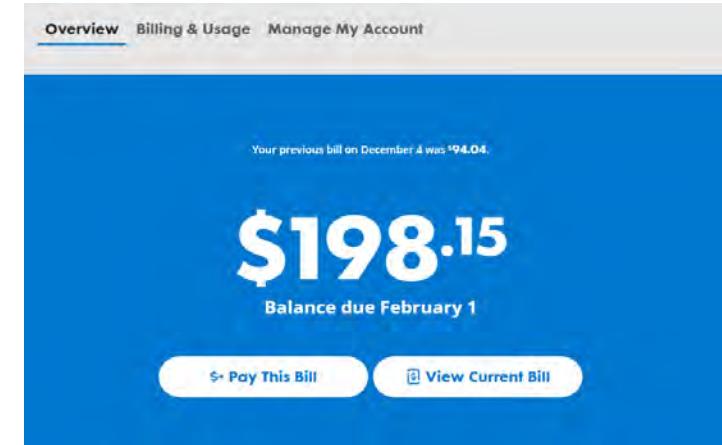
Updated E-bill Notification



Paper & eBill (PDF)



My Account



Special Offers

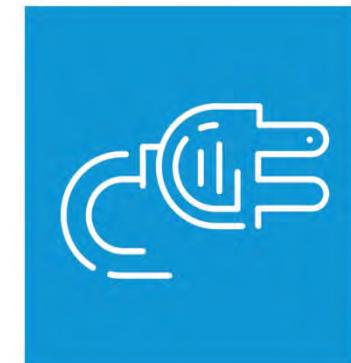
Programs and Services

- ✓ Electric & Gas Safety
- ✓ Save Energy & Money
- ✓ Payment Assistance
- ✓ New Products & Promotions



Appliance Shopping?

Compare models and prices.
Marketplace.conEd.com



Power Problems?

Report your outage to get updates. conEd.com



Our Energy Future. ConEd.com

Updating Contact Information

Don't Miss Out on Important Information

- Why is it important to update your contact information (emails and phone numbers)?
 - Receive important notifications about storms that may result in outages
 - Report outages via text and receive updates on your phone
 - Get updates on when you can expect your power back during an outage
 - Receive details about emergency repairs in your area
 - Learn about work being done in your community and what to expect during important construction

The screenshot shows the Con Edison website with a blue header. The header features the conEdison logo and the text "Update Your Contact Information". Below the header, a message states: "If your phone numbers and email address are out of date, you may miss notifications about power outages and emergencies". A blue button labeled "Update Now →" is present. The main content area is divided into three sections: 1) "Update your contact details and preferences, so you don't miss important information, such as:" with a list: "When you can expect your power back during outages.", "Details about emergency repairs in your area.", "Upcoming and pending projects in your neighborhood.", and another "Update Now →" button. 2) "Get Emergency Information, Fast" with the text: "Register now for text alerts. It's the easiest way to know about power problems." and a list: "Receive a text message about emergency issues affecting you.", "Report your problem by text.", "Get a text telling you when your power will be back.". 3) "Use your cell phone to text REG to OUTAGE (688243) and follow the prompts.* You'll need your account number, which you can find by logging into [My Account](#) or checking your bill." At the bottom, there is a note: "*Text message frequency depends on the user. If you no longer wish to receive text notifications, text STOP to OUTAGE (688243). Message and data rates may apply." The footer of the website includes links to the App Store and Google Play, and social media icons for Twitter, Facebook, Instagram, LinkedIn, and YouTube.

Community Power

Project Features At A Glance



A new, self-sustaining model for supporting LMI community DG

- 1.2 MW of solar on New York City Housing Authority (NYCHA) rooftops
- 400 direct-metered low- and moderate-income Con Edison customers recruited from anywhere in Harlem and Brooklyn
- After 10 years participants share indirect ownership benefits through cooperative membership
- Participants pay a fixed subscription price, receive a 20% discount on solar credits and see an average net monthly energy bill savings of ~\$10
- No credit worthiness or capital outlay by participating customers is required
- 12 under-employed NYCHA residents performed Installation work

Locations

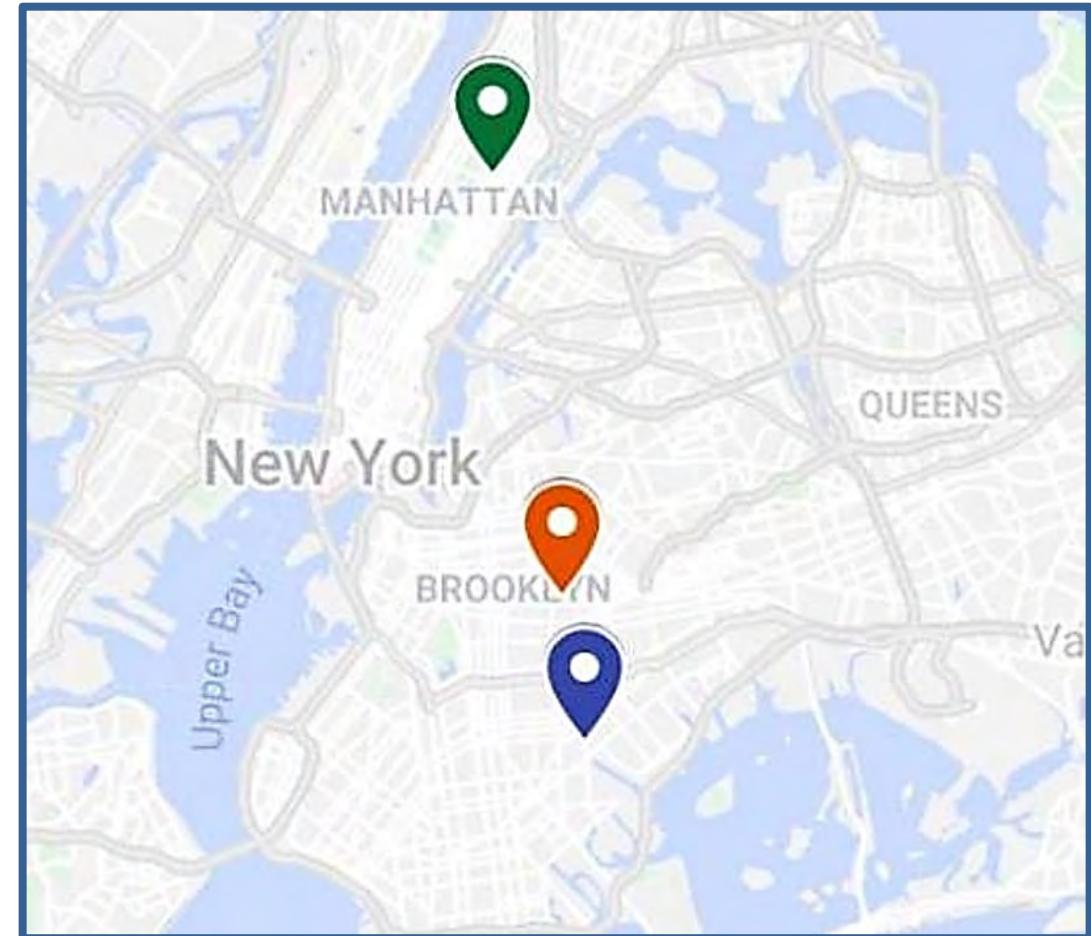
Carver Housing Development
(East Harlem)



Glenwood Housing Development
(Brooklyn)



Kingsborough Housing Development
(Brooklyn)



Goals & Target Outcomes for LMI Participants

Access

- 1,416,000 KWh generated and shared
- 400 participants share indirect ownership, with 50 others waitlisted
- 12 apprentices receive hands-on training and possibly long-term employment

Affordability

- \$120 per year in bill savings, per customer
- 10-15% in energy cost reduction, per customer
- 20% discount on solar energy produced, at no upfront cost

Impact

- Living wages of \$18-\$20 per hour
- Employment performing high demand skills
- Reduced GHG emissions (The GHG equivalent of ~1,727,520 lbs. of CO2 per year)

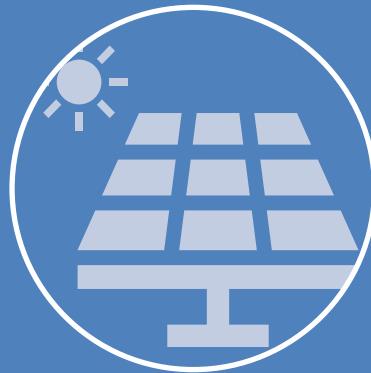
What are we trying to learn?



CBO deployed customer engagement is believed to increase adoption, trust, satisfaction, and energy literacy



Information on the efficacy of tactics specifically for DERs amongst LMI customers is limited



CDG is a complex product offer and not necessarily top of mind for LMI populations



Partners

PROJECT SPONSOR



Project oversight,
guidance, and support

EXTERNAL PROJECT LEAD



Assists with customer enrollment;
convenes and oversees all project
partners

SOLAR ENERGY SYSTEM OWNER (AFTER YEAR TEN)

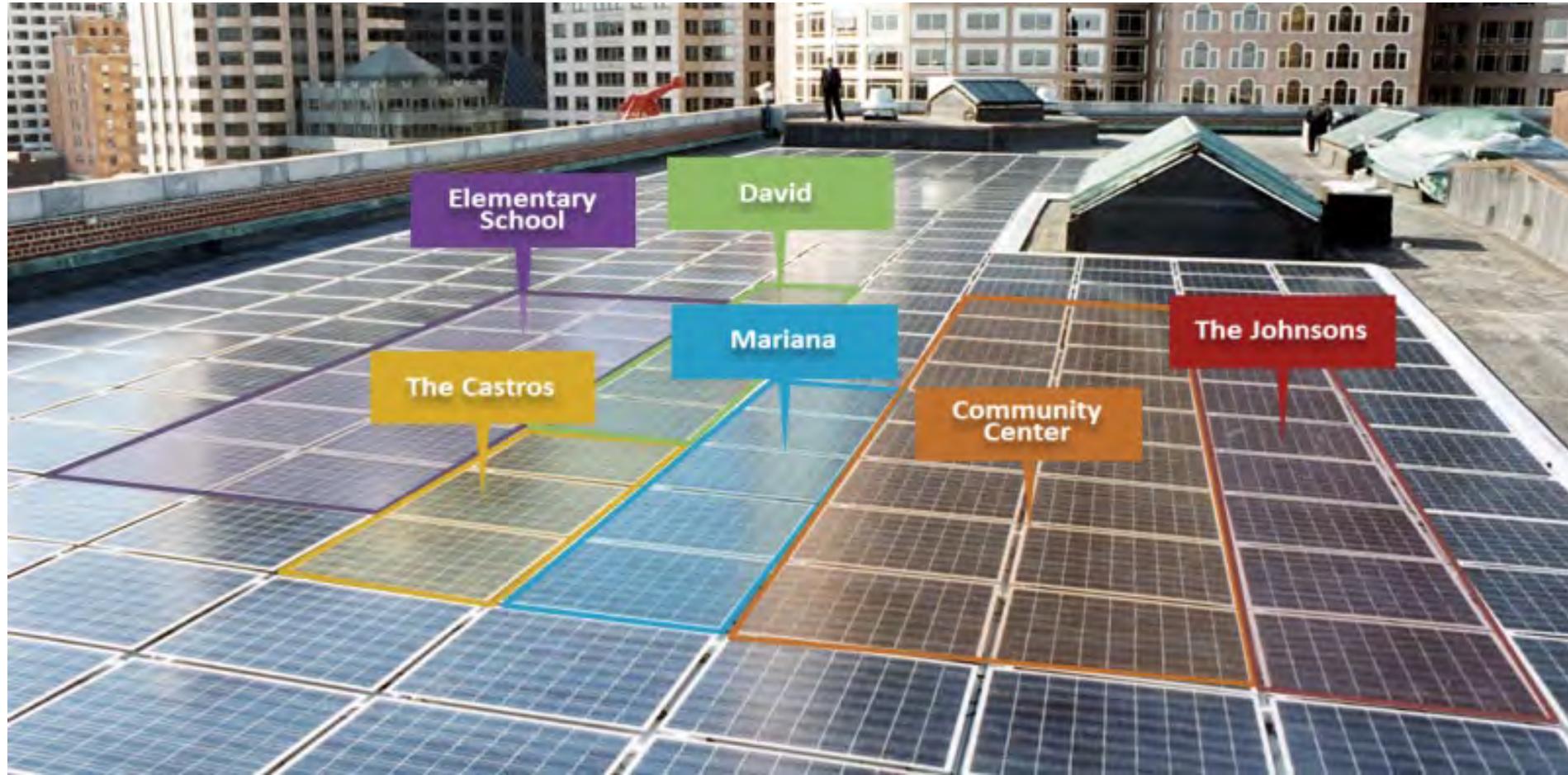


Secures financing, manages
subscribers and the community
solar system



Community Solar: What Is It And Why Is It Important?

Households share one large solar energy system and earn a monthly Credit on energy bills. The solar energy system is installed in the surrounding area, not on the participant's roof.



How Benefits Flow To LMI Participants And Communities

COMMUNITY BENEFITS



Support of local solar energy projects



Workforce development opportunities

PARTICIPANT BENEFITS

Lower monthly energy costs



NYC Community Energy Co-op Membership



Customer-friendly terms



How To Join And Save With Community Power

1



Sign the Participation
Agreement to join the project &
managing co-op.

2



Receive a portion of the solar
energy system which will
produce energy every month.

3



Your portion will be converted into
dollars and appear as a Credit on
your Con Edison bill.

How Community Power Works

- 1 A SOLAR ENERGY SYSTEM IS INSTALLED IN YOUR COMMUNITY**
- 2 YOU JOIN THE PROJECT & RECEIVE A PORTION OF THE SOLAR ENERGY SYSTEM**
- 3 THE SOLAR PANELS PRODUCE ENERGY AND CON EDISON CONVERTS YOUR PORTION OF THAT ENERGY TO A CREDIT ON YOUR BILL**
- 4 YOU PAY A REDUCED CON EDISON BILL THANKS TO THE SOLAR CREDIT**
- 5 YOU PAY A MONTHLY SOLAR SUBSCRIPTION EQUAL TO 80% OF THE CREDIT.**
- 6 YOU SAVE MONEY ON YOUR ELECTRIC BILL. YOU ALWAYS KEEP 20% OF THE CREDIT, FOR AN AVERAGE SAVINGS OF \$10/MONTH.**

* Savings depend on how much energy your panels generate.

ELIGIBILITY REQUIREMENTS

- ✓ Con Edison customer
- ✓ Low-to Moderate Income Household living in Northern Manhattan or Central Brooklyn
- ✓ Not overdue on Con Edison utility bill
- ✓ Checking account or similar method of online payment

Only 400 people can participate! We urge households to reach out if they are unsure of their eligibility.

NEXT STEPS

1. Fill out intake form (or call) & send Con Edison bill
2. Community Power team will confirm eligibility
3. Sign Participation Agreement to join project and Co-op!

Your first Credit will show up on bill 30-60 days after enrollment.

OUTREACH OPPORTUNITIES

We're seeking community partners to spread the word:

Low-income Housing Providers/Property Managers

Social Services Organizations

Social Benefit Providers

Local Civic or Government Groups

INCENTIVES FOR SIGN UPS AVAILABLE

- ✓ **Email/Newsletters**
- ✓ **Posting Flyers**
- ✓ **Coordinating Tabling Event**
- ✓ **Social Media Post**
- ✓ **Mailers**
- ✓ **Calls**
- ✓ **Texts**
- ✓ **Co-host workshop**



The image is a promotional flyer for the Community Power program. At the top, it features the "Community Power" logo with a stylized sun icon and the text "A Project of the New York City Community Energy Co-op". Below the logo, a large image of a solar panel array is shown against a cloudy sky. The main headline reads "Lower your Con Edison bill with solar energy from your community." A sub-headline below it says "Sign up for Community Power, a new program where low- and moderate-income households can lower electricity costs by \$125/year with solar energy." A red banner across the middle contains the text "How does it work? Save with local solar power." Below this, four boxes explain the process: 1. "You are assigned a portion of a solar energy system in your community." (illustrated with a solar panel array icon). 2. "The solar panels produce electricity that goes to the Con Ed grid." (illustrated with a power line icon). 3. "Con Ed will apply a Credit on your bill as a 'thank you' for the solar energy." (illustrated with a document icon labeled "\$\$ CREDIT \$\$"). 4. "You keep a portion of the credits and the rest goes to the project. Save up to 20% every month." (illustrated with a piggy bank icon). At the bottom, there is a call to action: "TO GET STARTED, VISIT OUR WEBSITE: www.COMMUNITYPOWER.nyc". Below the website, three numbered steps are listed: 1. Fill out the form on our website, call, or email us. 2. We'll confirm your eligibility with a recent Con Ed bill. 3. Sign up and start saving with Community Power. The footer contains the contact information: "communitypower.nyc | 718-395-5587 | info@communitypower.nyc". It also includes the tagline "No Sign Up Fees. Spots Are Limited. Reach Out Today!"

Contact Us!

Outreach partner incentive program

Email: juan@solar1.org

Phone: (551) 482-9736

For question or to participate

Email: info@communitypower.nyc

Phone: 646-975-2479 (Solar One's Office)

Website: communitypower.nyc

New York Foundation for Senior Citizens

Home Sharing Program



New York Foundation for Senior Citizens (NYFSC's) Home Sharing Program – *Program Background*

- New York Foundation for Senior Citizens is the only non-profit, non-sectarian organization serving New York's seniors in all five boroughs
- For decades, affordable housing has been a top priority need of older New Yorkers
- To address that need, in 1981 we initiated our Home Sharing Program
- Totally free of charge, this program matches “hosts” with an extra bedroom or space in their homes with compatible, responsible “guests”
- Either the host or the guest must be 60 or above; the other participant has to be 18 or above
- Our Home Sharing Program offers the only service of its type in New York City and serves as a model for similar programs throughout the country and the world

New York Foundation for Senior Citizens (NYFSC's) Home Sharing Program – *Safe Matching*

- We've had 40 years of safely matching older adults
- Our professional social workers screen and carefully find the right match
- All our screenings are confidential
- We interview potential hosts and guests
- They're required to supply documentation
 - 3 professional character references (or we do a background check)
 - **For guest:** proof of income
 - **For host:** copy of current lease or proof of ownership of their residence; appropriate space to accommodate a guest
 - We also can refer people to how to get tested for COVID

New York Foundation for Senior Citizens (NYFSC's) Home Sharing Program – *Compatibility*

- To ensure compatibility between host and guest, we have developed something called **Quick-Match**, a proprietary database with 31 lifestyle preference questions to determine potentially compatible sharemate
- The first question is how much of a “contribution towards household expenses” (*we don’t call it “rent”*) you want if you’re applying to be a host; or if instead of money you would like all or a portion of the contribution to be a “service exchange”
 - A “service exchange” includes things like running errands or remaining in the home at night in case of emergency
- The guest is asked how much they can afford and if they are open to having a service exchange
- Quick-Match also includes questions like the preferred age range of your guest or host, if you have pets, are a smoker, have visitors, etc.

New York Foundation for Senior Citizens (NYFSC's) Home Sharing Program – *Social Work at Work*

- After we run the answers through the Quick-Match database, that is when our social workers really prove that “social work works”
- They ensure that even if the people match up perfectly, that they are the right ones to share a living space. Someone else might be better
- Our social workers work tirelessly to contact the potential hosts and guests to determine if they might be a match
- If all goes well, the social worker arranges “match meetings” between the potential host and guests
- With COVID, we have had to do a lot of this virtually, and our staff has become very skilled at FaceTime and Zoom, so we can assist older adults with these technologies, as well as others

New York Foundation for Senior Citizens (NYFSC's) Home Sharing Program – *Ironclad License Agreement*

- If all goes well with the meeting between host and guest, the social worker develops a “License Agreement” – a written agreement agreeing to the terms, including:
 - Amount of “contribution to household expenses”
 - Any lifestyle preferences, kitchen use, etc.
 - Termination clause, if either the host or the guest is dissatisfied, the guest can move out with 30 days’ notice
- Document is signed by both the host and guest
- It’s an ironclad legal document. We can count on one hand the number of times there’s been a problem in the past 40 years
- **Why?** Because our screening and matching process is so comprehensive and thorough

New York Foundation for Senior Citizens (NYFSC's) Home Sharing Program – *Follow-Up; Common Questions*

- Once the guest has moved in with the host, our social workers check in to ensure all is going well
 - They can also refer people to other social service programs
- All of this is totally **free of charge!**

QUESTIONS:

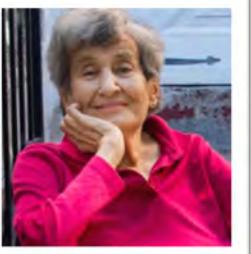
- Why the Home Sharing Program?**
 - Offers affordable housing, enhances financial well-being
 - Promotes companionship
 - Relieves feelings of loneliness and isolation
 - Helps provide security
- How is the program funded?**
 - NYS Office for the Aging, NYC Department for the Aging and state and city agencies as well as elected officials provide funding for this program because it's safe and it works

New York Foundation for Senior Citizens (NYFSC's) Home Sharing Program – *Follow-Up; Common Questions*

QUESTIONS, cont.:

- **Where are the guests sourced from?**
 - ConEd newsletter, subway ads, news coverage, agency referrals, word of mouth, Internet searches, social media, etc.
 - As you have seen, they're all carefully vetted
- **How will this effect my income-based benefits (Section 8, food stamps, taxes, etc.)**
 - You will need to check with the appropriate government office. There is a Department for the Aging-funded Case Management Program in your zip code that can help investigate and answer any questions
 - Regulations change all the time, and we don't want to mislead you

New York Foundation for Senior Citizens (NYFSC's) Home Sharing Program – *What Our Participants Say*



“The Home Sharing Program has been helpful to me. They screen for people that are nice and reliable. They managed to get me a very compatible sharemate. I don’t feel alone anymore and it helps financially.”

Freida Schaeffer, Home Sharing Host, Brooklyn



“Last April, I sought your help with what, at the time, was my pressing need for suitable housing. Upon submitting references and proof of income, I was promptly and professionally interviewed by New York Foundation for Senior Citizens’ social workers.

To my surprise, they alerted me to an opportunity to address my needs in the borough of Manhattan, a compelling need of mine. Indeed, within another 48 hours, I was able to visit the subject apartment and the hostess, finding the situation suitable and the hostess most amiable”

Carlos B. Rosas, Home Sharing Guest, Manhattan

IT'S A HOME RUN

Having a roommate means more income, less loneliness

By ELIZABETH KIEFER

PAUL Covington purchased the cheery apartment on the second floor of a regal brownstone in Harlem in 1998. Six years after that, he got married, got a tenant for the apartment and moved out. Two years ago, after separating from his wife, he moved back in again.

Now 81, he had begun thinking about ways to supplement his income. Then his son saw a subway ad for a New York Foundation for Senior Citizens (NYFSC) Home Sharing Program, which matches seniors with roommates. Covington was curious and filed an online application with NYFSC.

Meanwhile, James English, 63, had been living on his own in Morris Park but was looking for a change. "People get older and they need a little more companionship," he says.

English met Covington in person for the first time on a Wednesday morning in early July, chatting outside before ascending the stairs to see the apartment. The men became roommates almost five months ago, an arrangement they agree has been working out well.

Linda Hoffman, founder of NYFSC, pioneered the sharing program in the early 1980s, taking inspiration from similar initiatives elsewhere. In the years since, it has successfully paired upwards of 2,500 roommates, some of whom remain together for decades and who are referred to as "hosts" and "guests."

Matching a guest with a host is handled by licensed social workers every step of the way. Applicants fill out a comprehensive set of questions covering lifestyle, habits and more; they also provide references or undergo a background check.

Prior to meeting in person, NYFSC arranges a pre-match meeting via video conference, so they can decide whether to move forward. If they do, they'll finalize the expectations and arrangement with a signed document.

At the start, the Home Sharing Program was confined to people 60 and up and limited in geo-



graphic scope. Today it's intergenerational and citywide, the only nonprofit, non-sectarian agency that serves NYC's elderly across all five boroughs and every neighborhood, according to Hoffman.

NYFSC is adopting a more data-driven approach and is about to launch a new campaign. The city- and state-funded nonprofit will be sending letters to approximately 36,000 seniors in the city who live in areas that the Department for the Aging has identified as vulnerable to increased foreclosures.

These will target people who live alone or in single-family homes, age 60 and up, down the line, Hoffman plans to send people on a

door-to-door campaign.

At a time when the affordable housing landscape is becoming increasingly dire, creative approaches like this can enable older people to remain in their homes longer as well as help renters find economical solutions.

"It used to be that social security, pension, and your assets were expected to get you through the older years and retirement," says Katelyn Andrews, the director of public policy at LiveOn NY, an advocacy organization for the city's seniors. "But now, especially in NYC, not a lot of people have equity in their house, so that leg of the three-legged stool is gone."

Increasingly, savings — whether because of the 2008 financial crisis or lack of opportunities to have grown wealth over a lifetime — aren't there.

"If all you're left with is social security, it's simply not going to be enough," says Andrews. "So while you may never have lived in poverty previously, the cumulative disadvantages you might have experienced are going to add up into hardship eventually."

But the setup is about so much more than the money. A cure for loneliness and isolation figures into the equation, as does the potential for connection.

"People need to feel secure," she says, pointing to the example of a 93-year-old host who lives in a doorman building on the Upper East Side and currently rents a room to an NYU student. The student pays very little but, in exchange, is on-site to watch over the host, make sure he's eaten breakfast and sometimes accompany him to medical appointments.

"Similar interests and values are key, and that's where the social work component comes in," says Hoffman. "When a match occurs, we keep following up, and fortunately they seem to go well. But it's all totally voluntary. They can call us anytime and we'll be there to help."

As the baby-boomer population continues to age in New York City and elsewhere, innovative solutions will be key for caregivers and seniors alike. Caroline Cicero, Ph.D., is the director of the University of Southern California's Age Friendly University Initiative, and says that reaching elderly people to inform them is part of the challenge.

"We expect people to walk into a senior center and say, 'I'm old. Please help me,'" Cicero says. "We need to find places that older people gather anyway and reach out to them. Cities and local communities need to really step up and help older people age in place."

For Covington, the supplementary income of a renter helps him stay on top of his mortgage, but the main benefit he sees is big picture. "The notion of sharing for senior citizens, or anyone who is alone, is fantastic," he says. "The way it was done was really smooth and comfortable, and it also helps you meet people you wouldn't normally encounter."

English agrees. "I'm so pleased to have Paul as a friend."

NEW YORK POST



EYE ON MONEY

CBS THIS MORNING

GOLDEN GUYS

SENIOR CITIZENS TURN TO ROOMMATES FOR COMPANIONSHIP, COST-CUTTING



New York Foundation for Senior Citizens (NYFSC) – *Other Programs*

- **Home Attendant**
- **Home Repair**
- **Case Management**
- **Enriched Housing**
- **Guardian Program**
- **Project CART**



We look forward to hearing from you!

CONTACT US:

Visit: www.nyfsc.org

Call: 212-962-7559

Email: nyfsc@aol.com



Feeding Westchester

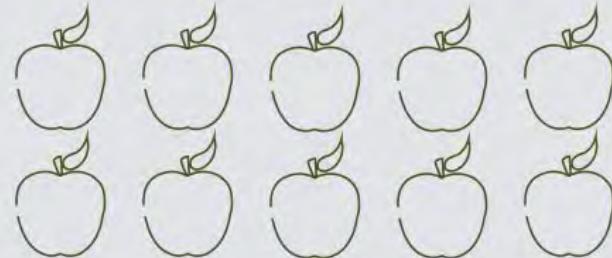


FEEDING WESTCHESTER / 1 /

Throughout 2020 and the height of the pandemic, we have:

DISTRIBUTED
22 MILLION
POUNDS OF
FOOD

6 MILLION MORE
POUNDS THAN IN 2019

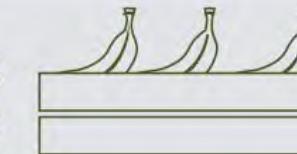


PROVIDED **18.4** MILLION MEALS

SERVED **250,000+** PEOPLE
IN NEED EACH MONTH ON AVERAGE

PARTNERED WITH NEARLY **300**
COMMUNITY PARTNERS AND PROGRAMS

RESCUED **1.7** MILLION MEALS
FROM GOING INTO LANDFILLS



JANUARY 2020 - DECEMBER 2020

Programs

Mobile Food Pantry



The Mobile Pantry is a farmers' market style distribution that brings fresh protein, dairy, produce, and grains directly to clients in need.

For dates and locations visit FeedingWestchester.org/MFP



Fresh Market Program

Delivering fresh seasonal produce directly to people in a farmers' market style distribution.

For dates and locations visit FeedingWestchester.org/MFP



Grocery & Meal Programs

Offering nutritious, shelf-stable food, fresh produce and hot meals.

Visit the agency page to find locations:
FeedingWestchester.org/find-help/agency-locator



SNAP Education Program

Our full-time SNAP coordinator makes home visits to seniors and the disabled to assist them in the screening and application process for food stamps.

For more info please contact us at 914.923.1100 x204



Nutrition Education Program

We provide hands-on cooking classes and practical, cost-effective tips for increasing fruit and vegetable consumption!

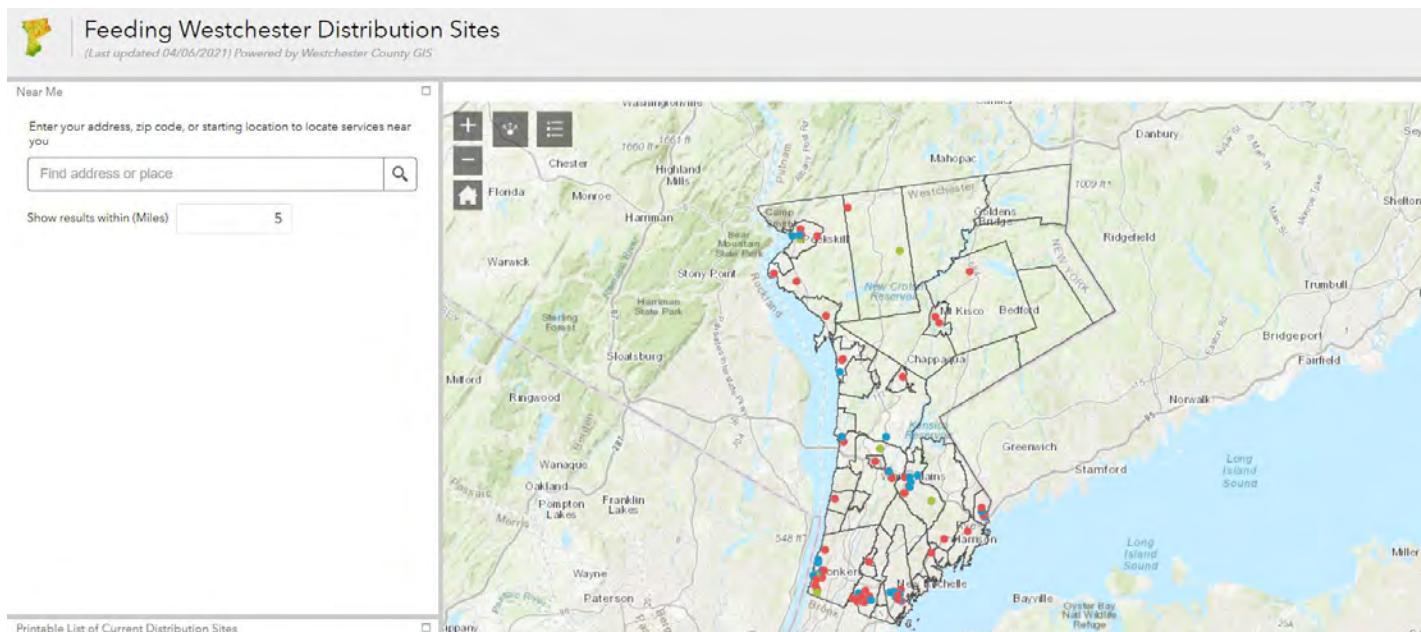
For more information on nutrition, recipes and cooking videos please visit FeedingWestchester.org/Education





Helpful Resources

- <https://feedingwestchester.org/>
- [Find A Feeding Program](#)
- [Mobile Food Pantry & Fresh Market Schedule](#)



Mobile Food Distribution Calendar

Choose City: All

From: Next 14 Days: 4/20/2021 - 5/3/2021

Mobile Food Distribution Calendar

Please use this Distribution schedule to find the most convenient location for you

These sites will be distributing outside and aim to give each household fresh produce & other items when available

We ask that you bring your own reusable bags

Please follow most recent safety guidelines to keep all safe

Date	Cancelled?	Start Time	End Time	Agency Name	Addr1	City	Public Comments/Info	Program type
Thursday, April 22, 2021		12:30 PM	2:30 PM	Macedonia	141 South 9th Avenue	Mount Vernon		MP
Thursday, April 22, 2021		4:00 PM	6:00 PM	Mt. Kisco Boys & Girls Club	351 Main Street	Mount Kisco		MP
Thursday, April 22, 2021		3:30 PM	5:30 PM	Peekskill Cortlandt 7th Day Adventist Church	123 Oregon Road	Cortlandt		MP
Thursday, April 22, 2021		12:30 PM	2:30 PM	Westhab	192 Nepperhan Avenue	Yonkers		MP
Friday, April 23, 2021		9:30 AM	11:30 AM	Beulah	410 South 9th Avenue	Mount Vernon		MP
Friday, April 23, 2021		12:30 PM	2:30 PM	Yonkers Christian Assembly	229 North Broadway	Yonkers		MP
Saturday, April 24, 2021		9:30 AM	11:30 AM	Bible Way Church @ Trinity Saint Paul's	311 Huguenot St.	New Rochelle	TEMP LOCATION CHANGE please view address	MP
Saturday, April 24, 2021		9:30 AM	11:30 AM	Metro Ame Zion Church	21 Runyon Ave.	Yonkers		MP

FEEDING WESTCHESTER

WELCOME TO THE ENERGYSHARE PROGRAM



HELPING THOSE IN NEED

- EnergyShare is a program sponsored by Con Edison and administered by HeartShare Human Services. Established in 1999, EnergyShare has helped tens of thousands of individuals who are most vulnerable keep their electric accounts active.

To be eligible for an EnergyShare grant you must have the following qualifications:

- * Applicant must be the Con Edison customer of record
- * Account must be in disconnect status
- * Applicant must have made one self made payment on the account in the last 12 months
- * Applicant's income must fall within the HEAP guidelines
- * Due to the pandemic in 2021 Con Edison changed the guidelines of the program to allow applicants to once per season. Previous guidelines were once every three (3) seasons.

**TO APPLY FOR AN ENERGYSHARE GRANT PLEASE CONTACT
HEARTSHARE'S
ENERGY ASSISTANCE & COMMUNITY DEVELOPMENT DEPARTMENT**

Call us at 718-422-4207

Email us at: heartshareenergy1@heartshare.org





conEdison