

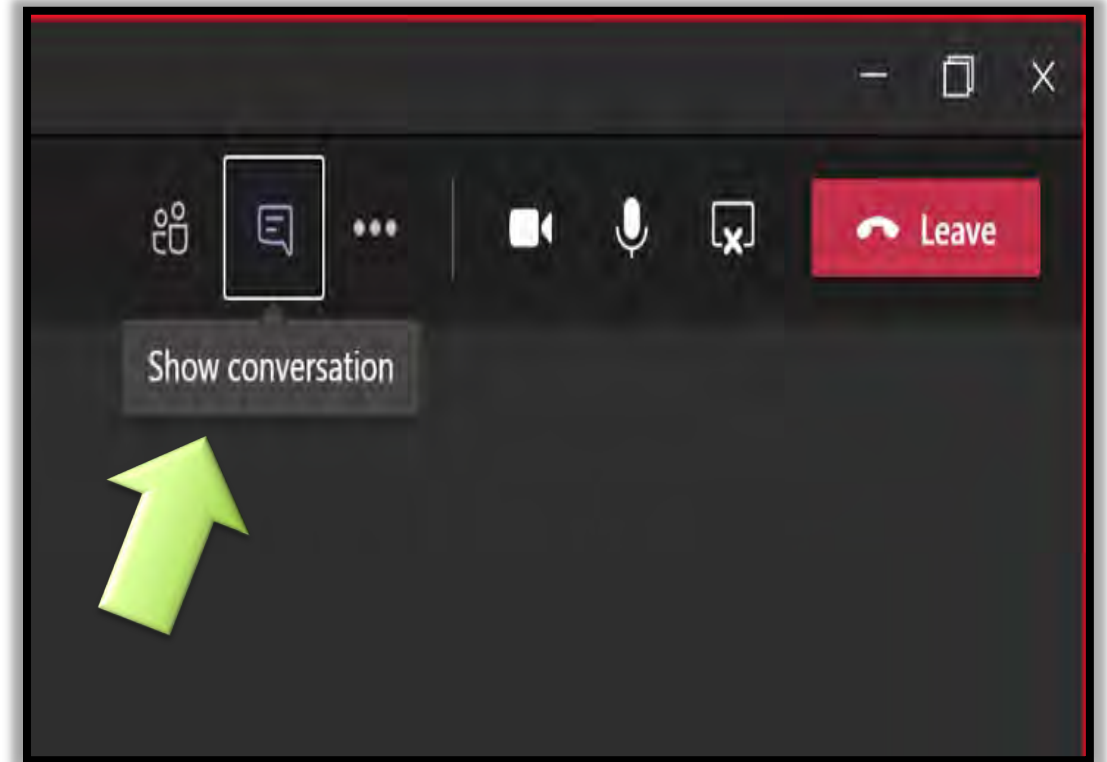


**conEdison**

# 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



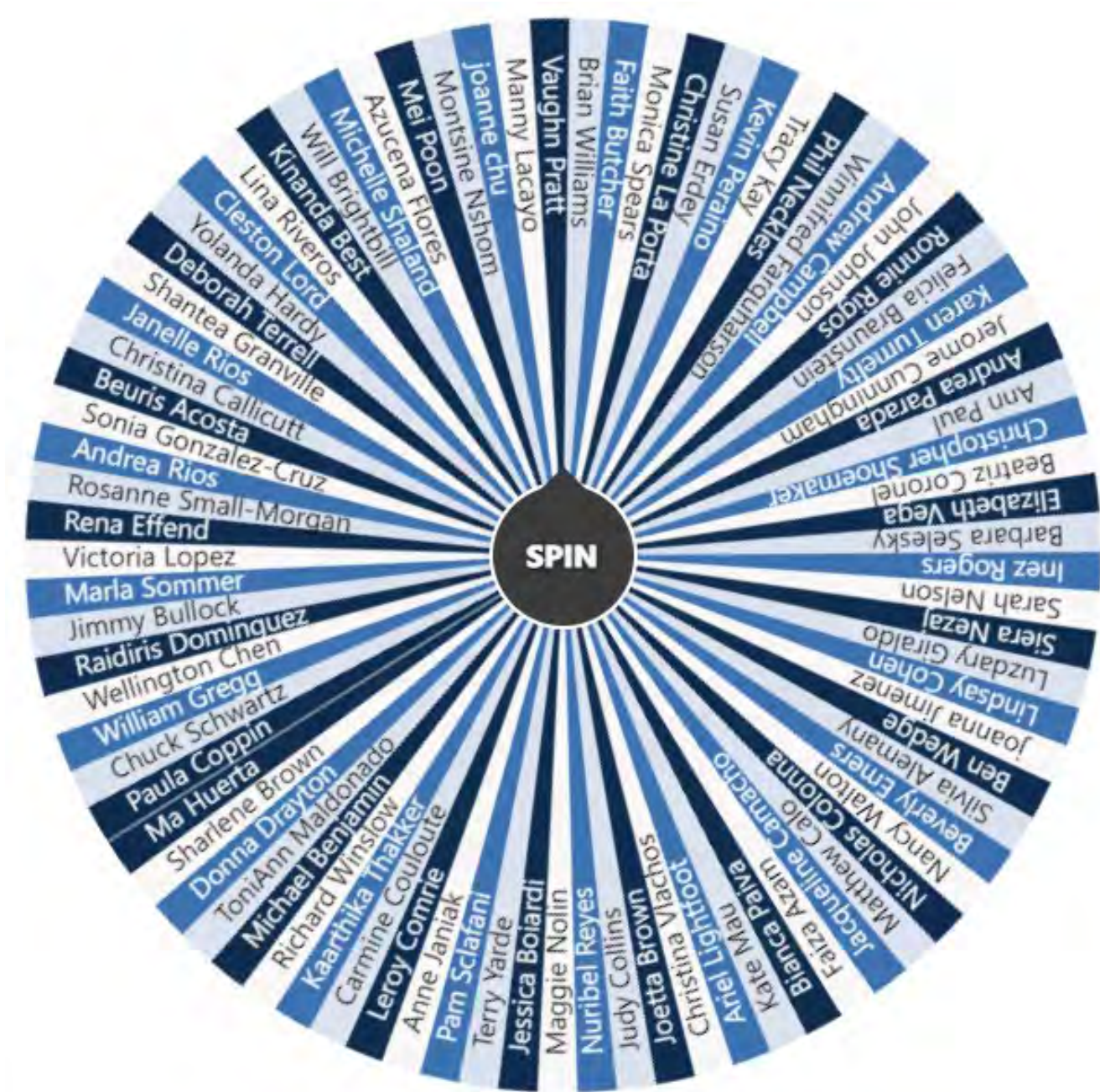
# Agenda

- **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-CONED (1-800-752-6633). Find more resources at [conEd.com/PaymentPlans](https://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](https://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.

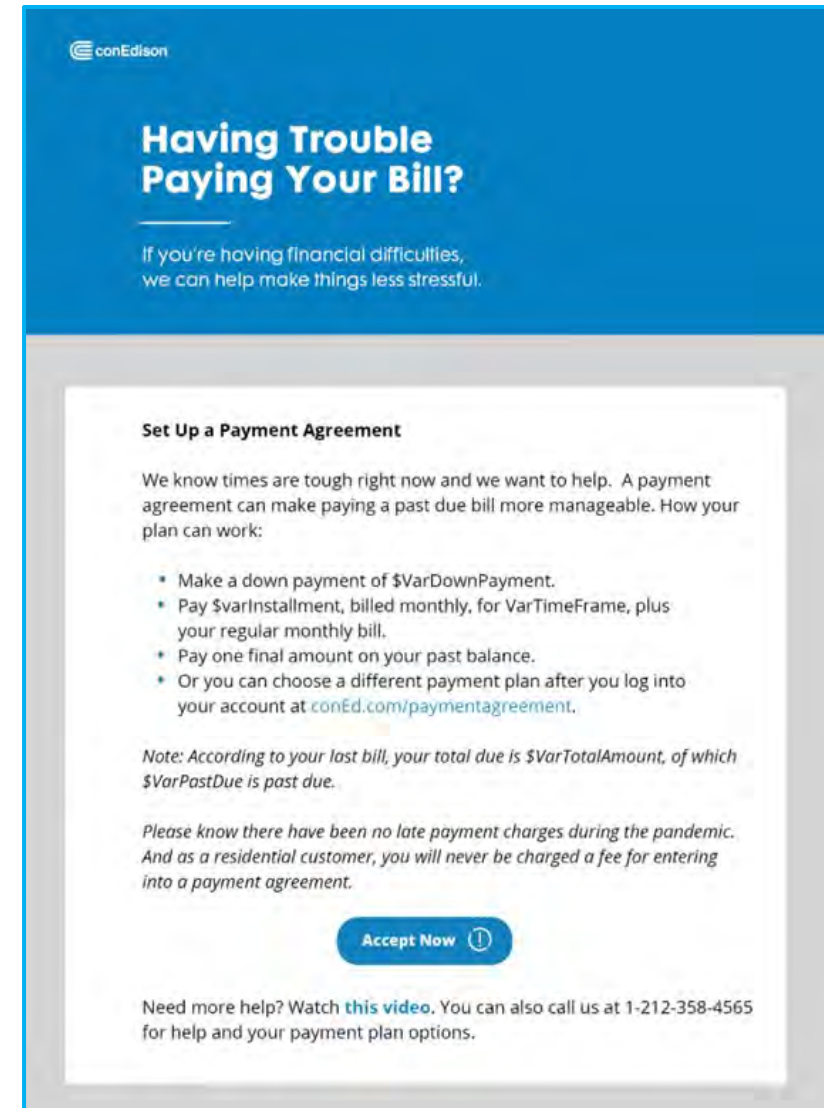
We encourage all residential customers to contact us to make payment arrangements so that when these protections expire, you will be able to manage your balance.

**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



The screenshot shows an email from conEdison with a blue header. The header contains the conEdison logo and the text "Having Trouble Paying Your Bill?". Below this, a sub-header reads "Set Up a Payment Agreement". The main body of the email explains that a payment agreement can help with past due bills and lists four options: a down payment, monthly installments, a final payment, or a different plan. It includes a note about the total due and a disclaimer about late payment charges during the pandemic. At the bottom, there is a blue "Accept Now" button with an information icon and a link to a video for more help.

conEdison

## Having Trouble Paying Your Bill?

If you're having financial difficulties, we can help make things less stressful.

### Set Up a Payment Agreement

We know times are tough right now and we want to help. A payment agreement can make paying a past due bill more manageable. How your plan can work:

- Make a down payment of \$VarDownPayment.
- Pay \$varInstallment, billed monthly, for VarTimeFrame, plus your regular monthly bill.
- Pay one final amount on your past balance.
- Or you can choose a different payment plan after you log into your account at [conEd.com/paymentagreement](https://conEd.com/paymentagreement).

*Note: According to your last bill, your total due is \$VarTotalAmount, of which \$VarPastDue is past due.*

*Please know there have been no late payment charges during the pandemic. And as a residential customer, you will never be charged a fee for entering into a payment agreement.*

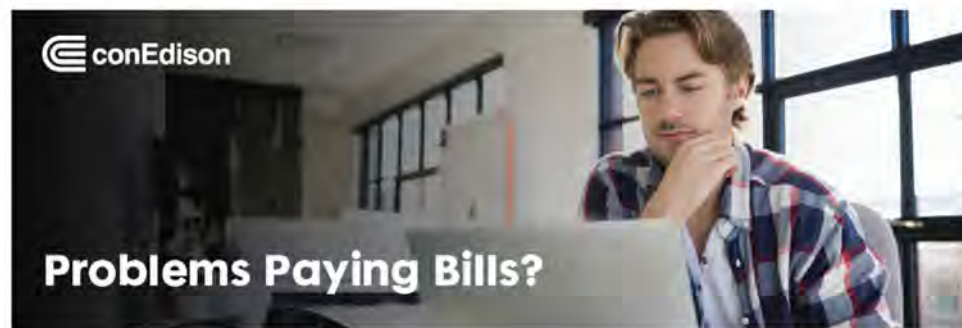
**Accept Now** ⓘ

Need more help? Watch [this video](#). You can also call us at 1-212-358-4565 for help and your payment plan options.



# Payment Agreement Mailer

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



## Problems Paying Bills?

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](https://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.*

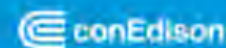
Tanpin fè yǒu trādīwǔ mēnsāi enpótān sà a.  
Proszę o przetłumaczenie tej ważnej wiadomości.  
Попросите перевести это важное сообщение.  
이 중요 메시지를 번역해주시기 바랍니다.

請完成此重要訊息的翻譯。  
Por favor, este mensaje debe traducirse.  
يرجى ترجمة هذه الرسالة الهامة.  
ביתנו זקוק לאיברור רעיון ממשקלול.

# 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](https://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](https://conEd.com/Register). If you have an account, log in at [conEd.com/MyAccount](https://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](https://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](https://conEd.com/PaymentAgents) for locations

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

# Make Payment Arrangements Online

[coned.com/MyAccount](https://coned.com/MyAccount)


- Manage account online
- Payment Arrangement Options

## Bill Settings

<input type="checkbox"/> Paperless e*Bill ⓘ	<a href="#">ENROLL</a> ▼
<input type="checkbox"/> Auto Pay ⓘ	<a href="#">ENROLL</a> ▼
<input type="checkbox"/> Level Payment Plan ⓘ	<a href="#">ENROLL</a> ▼
<input type="checkbox"/> Payment Agreements & Covid-19 Protections ⓘ	<a href="#">ENROLL</a> ▼

# Set up your Agreement Online

## ConEd.com/PaymentAgreement



Account & BillingServices & OutagesSave Energy & MoneyOur Energy Future

Search

✕ Auto Pay ⓘ

ENROLL

① Level Payment Plan ⓘ

ENROLL

① Payment Agreement (Options available) ⓘ

CLOSE

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.

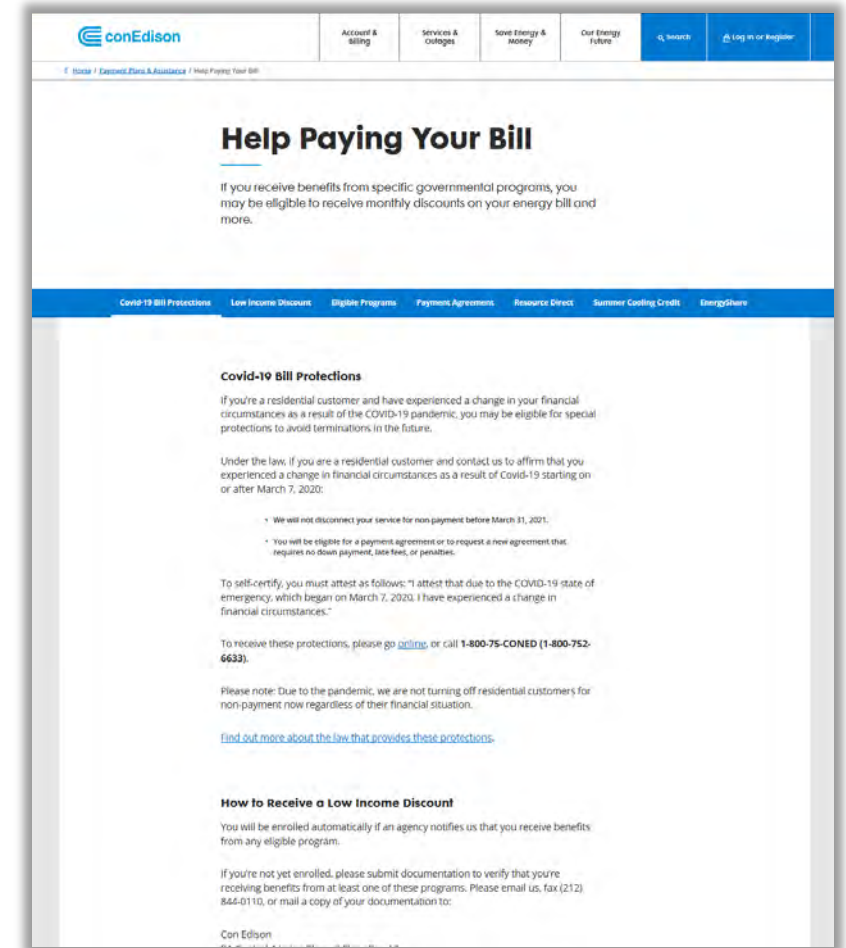
If you are ready to accept this payment agreement, please do so by selecting the button below. Otherwise you can select an alternate payment agreement, which may better fit your needs.



# 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

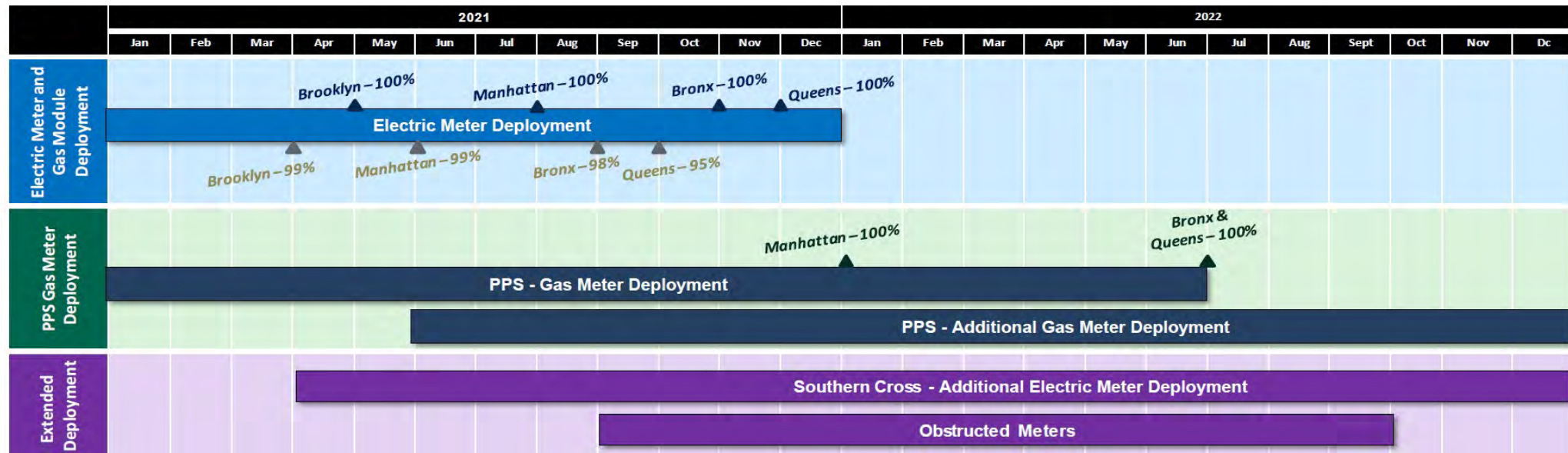




# Smart Meter Updates



# 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

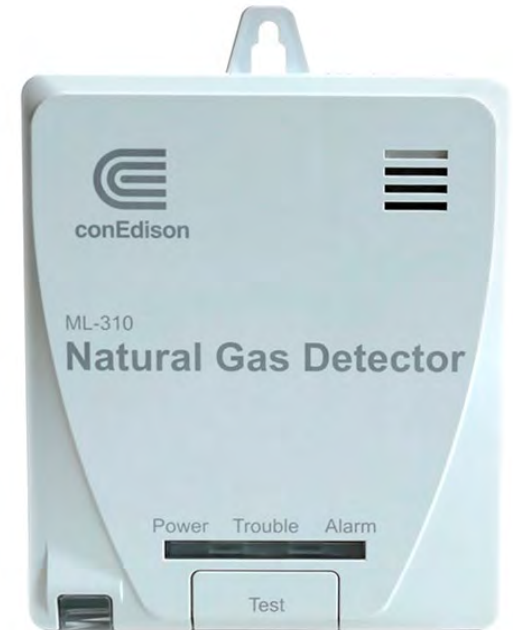
Hot Socket Response	2019	2020
Con Edison	146	129



# AMI Natural Gas Detector

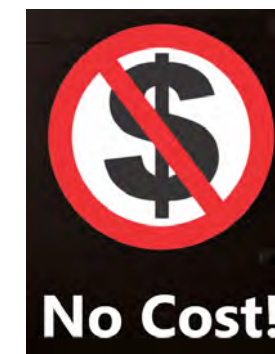
Remote gas detector leverages the AMI network to improve public safety.

- 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



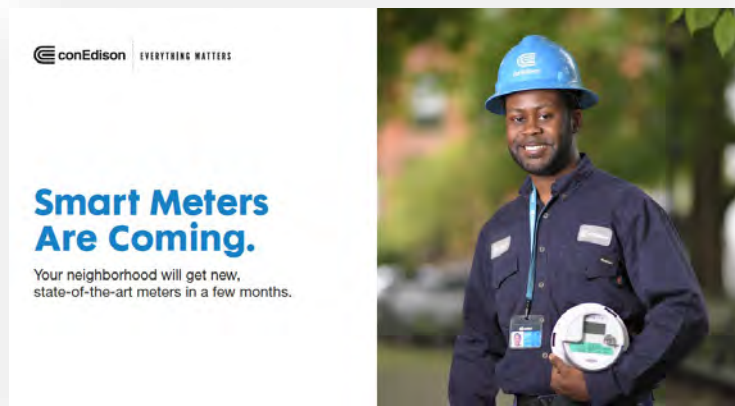
# Smart Meter Scam Awareness

- 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.

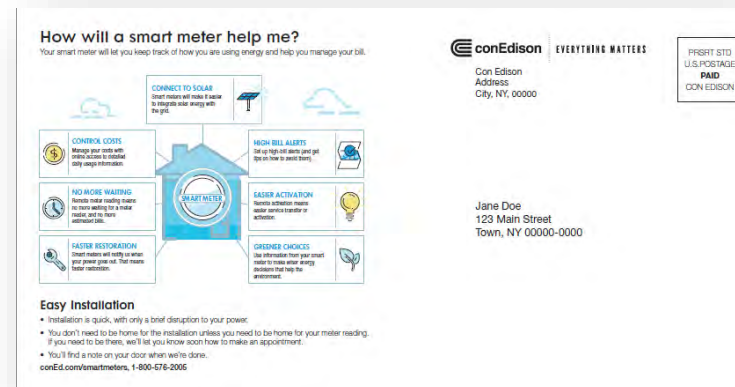




# Smart Meter Communications (Pre-Deployment, Deployment)



## 90-day postcard



IMPORTANT! Your smart meters are coming soon.

Dear Sample A. Sample:

In the coming weeks, Con Edison will be upgrading your electric and gas meters. Your smart meters will give you detailed information about your home's energy use, which you can use to conserve energy and save money. Smart meters will also let us read your meter remotely—no more waiting at home for a meter reader and no more estimated bills. There is no charge for the meter installation.

Great! Now what?

- You do not need to be home if we can access your meters. If you normally need to be home to give the meter reader access to your meter, or if you prefer to be there for the installation, please contact Smart Grid Solutions at 1-800-686-4207 to schedule an appointment.
- Meter installations will take place Monday through Friday, between 7 a.m. and 8 p.m. Uniformed installers from Smart Grid Solutions, a contractor hired by Con Edison, will do the work. They will carry identification, which you can ask to see.
- Please make sure nothing is blocking access to your meters, such as locked gates or doors, dogs, or stacks of boxes. If we cannot access the meter, we will contact you to schedule an appointment.
- Installation should take about 15 minutes. There will be a brief interruption of your electric service. We apologize for any inconvenience this may cause. We will leave a note on your door to let you know we were there.

If you operate life-support equipment at this address, it is important that you call us at 1-800-75-CONED or 1-(800)-752-6633.

## 45-day letter

### Your new smart meter is here!

It's right where your old meter was.

Con Edison was here today.

- ☐ We replaced your old electric meter with a new smart meter.
- ☐ We upgraded your gas meter.

We had to shut off your electric service briefly during the installation. Please check your clocks and other appliances that may need to be reset. We apologize for any inconvenience.

Go to [conEd.com/smartmeters](http://conEd.com/smartmeters) to learn more.



## Day of Install Door Posting

# 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?



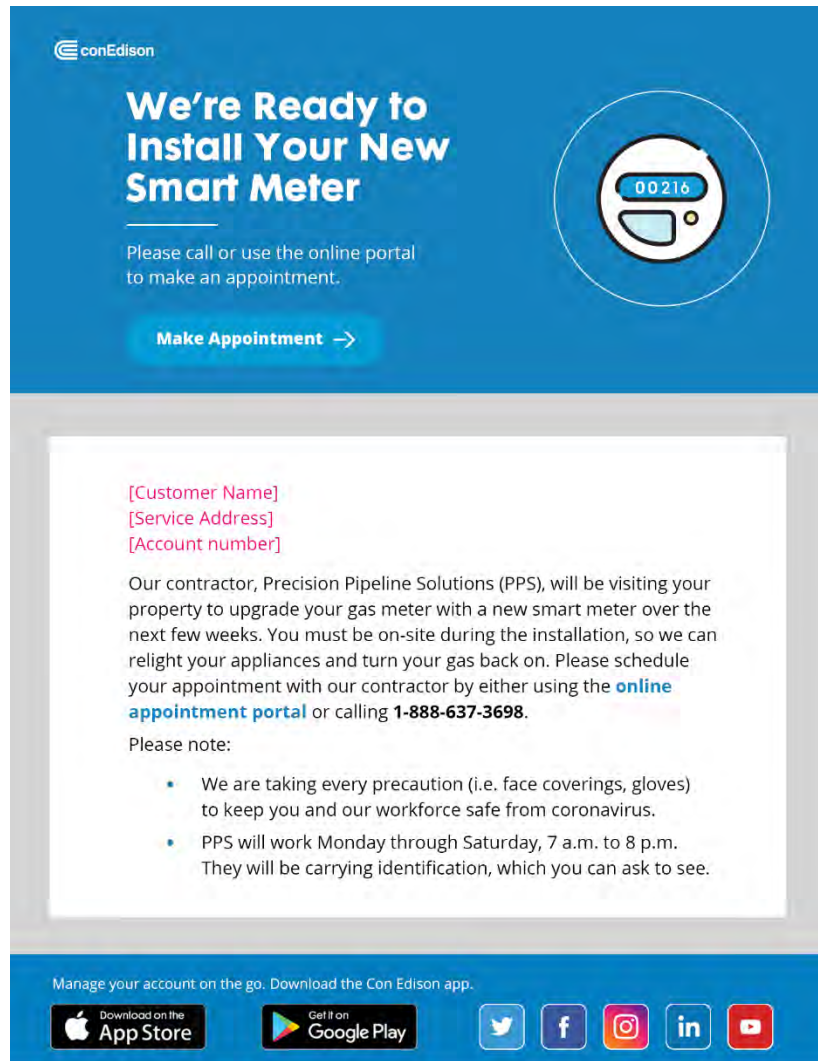
Will I be fined if I don't allow an installer into the building?



- 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

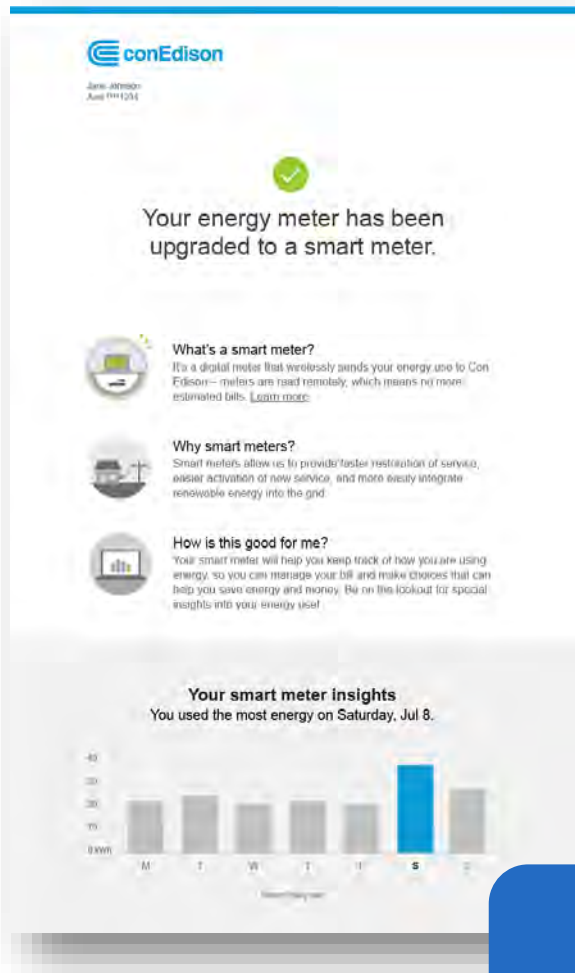


# New Pre-Deployment Smart Meter Communications

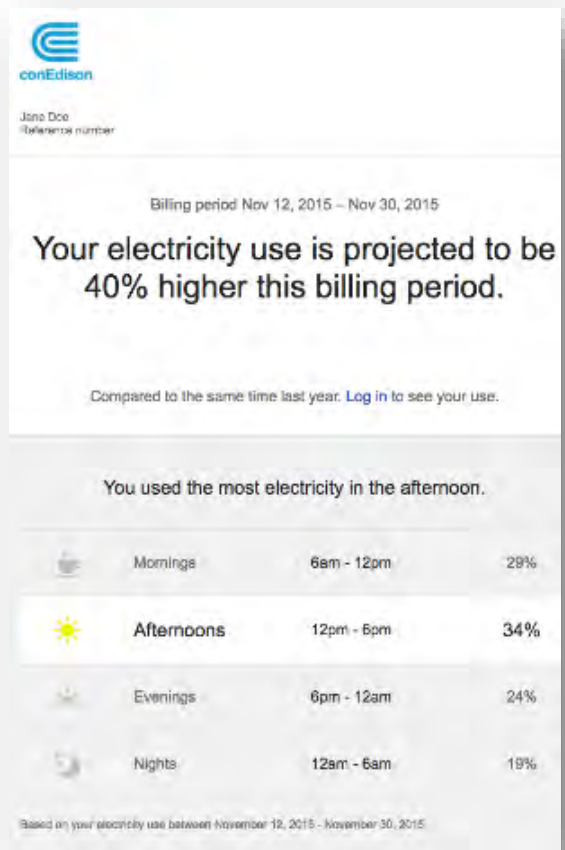
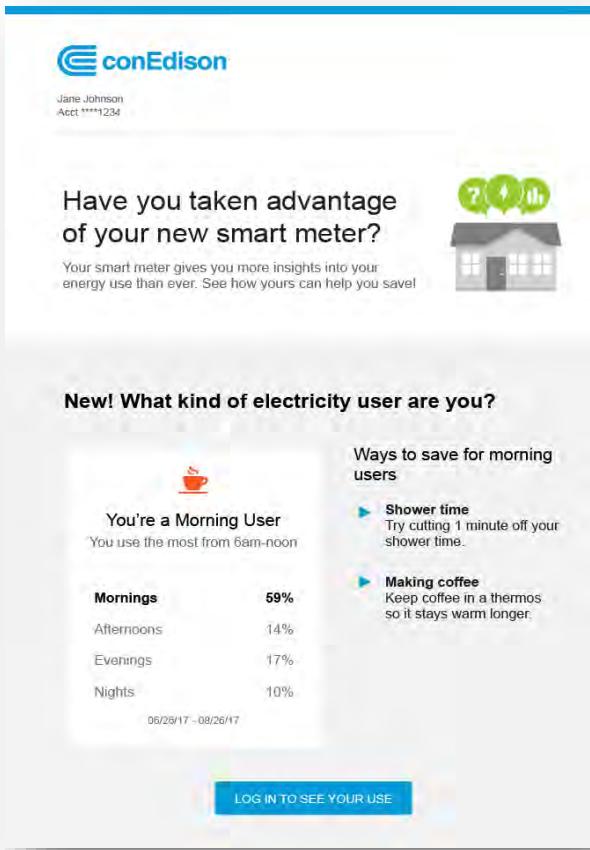


- New Online Appointment Tool
- Electric Meter Email campaign
  - Online appointments up to 6,000/week
- Direct mail campaign
  - Using QR Code to drive customers to online appointment tool.
- Gas Meter email and direct mail campaign will rollout using the same online appointment tool

# Smart Meter Communications (Post-Deployment)



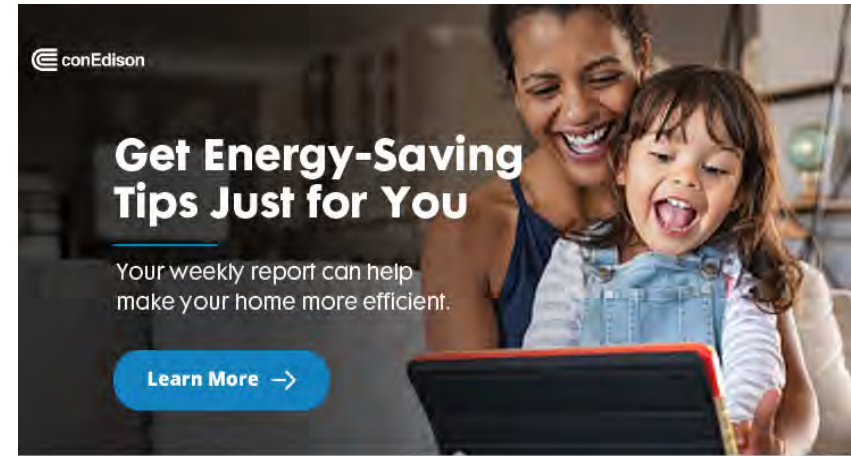
Individualized  
Energy Reports!



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

conEdison

Account & Billing

Services & Outages

Save Energy & Money

Our Energy Future

Search

Hello, James

OVERVIEW

BILLING & USAGE

MANAGE MY ACCOUNT

148 Main Street #5

Address: 148 Main Street #5, New York, NY 10001

\$130.43

Your payment is due in 9 days, on Sept 15

Pay Now

View Level Payment Plan

Congratulations! You are about to celebrate 2 years in your home.

Are you planning to move this summer? Transfer your service online.

ENROLL NOW

Enrolled in Level Payment Plan

ACTUAL USAGE \$151.76

LEVEL PAYMENT AMOUNT \$130.43

Bill Analysis

Compare August Bill with: PREVIOUS BILL | THIS MONTH LAST YEAR

Last month bill comparison

ELECTRICITY 843 kWh

Your electricity use went up by 12.15%, costing you an additional \$44.56.

GAS 179 therms

Your gas use went down 2.01%, saving you \$2.09.

Changes in your bill explained

You likely used more cooling due to hot weather

+ \$40.00

This bill cycle was 1 day shorter

- \$1.50

You likely cooked less at home

- \$3.00

Other reasons

+ \$6.00

VIEW BILLING AND PAYMENT HISTORY

Energy Costs

Energy Use

Similar Homes

Aug 2015 - Aug 2016

Electricity

Gas

Month	Costs	Weather (°F)
Aug 7	\$240	74°
Sep 8	\$280	74°
Oct 6	\$240	64°
Nov 5	\$200	52°
Dec 8	\$260	45°
Jan 8	\$240	42°
Feb 9	\$260	33°
Mar 10	\$240	38°
Apr 8	\$220	44°
May 9	\$210	50°
Jun 8	\$240	64°
Jul 8	\$260	70°
Aug 8	\$280	75°

Apr 9, 2016 - May 9, 2016  
887 kWh \$213.20 50°F

Weather (°F) Costs

Unplug!

Reduce your energy use by unplugging appliances  
lorem dolor sit amet, consectetur adipiscing elit.  
Donec pellenteque, est a accumsan.

IMPROVE TIPS

IMPROVE TIPS

Stay cool on a schedule

Program your A/C and close your shades to avoid  
using energy while you're away from home lorem  
ipsum dolor sit amet, consectetur adipiscing elit.

CUSTOMIZE TIPS

conEdison

24



## More Information on Smart Meters

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

- Visit us @ [conEd.com/smartmeters](http://conEd.com/smartmeters) and @ [conEd.com/yoursmartmeter](http://conEd.com/yoursmartmeter)
- Follow us on social media
  - Instagram
  - Facebook
  - Twitter
  - LinkedIn
  - YouTube



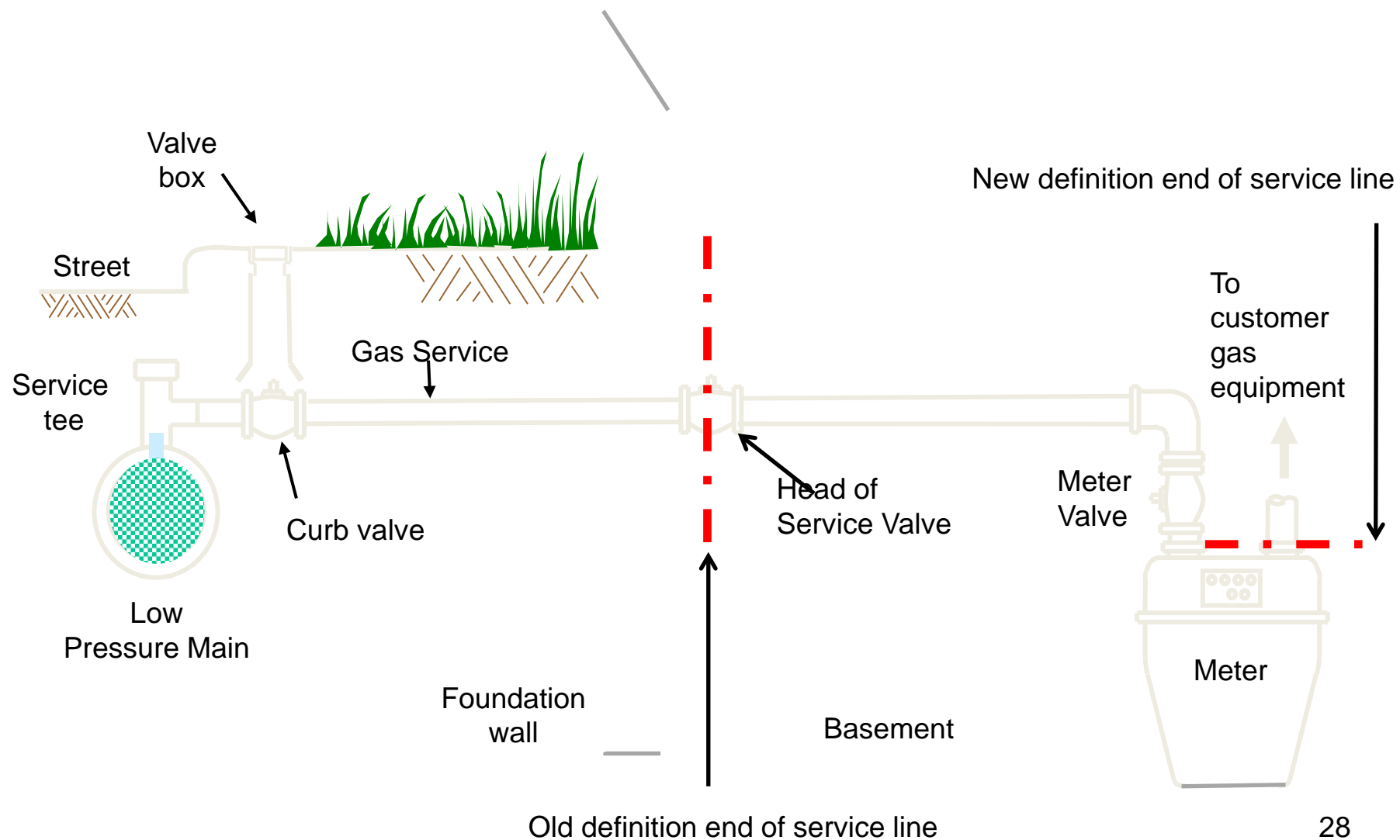
# **Service Line Inspections and Natural Gas Detectors**



# 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?



# 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?

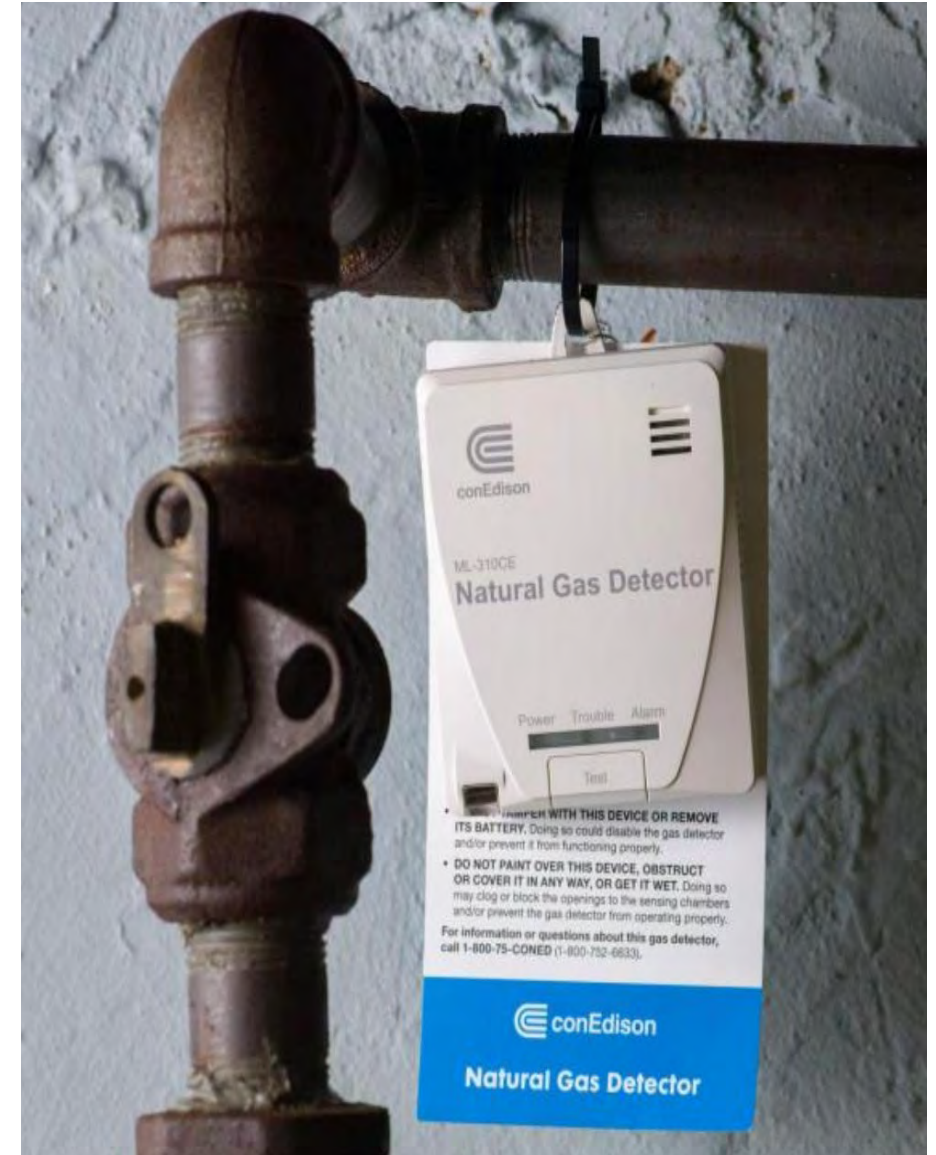
- If your gas meters are inside the home/garage, we will need to inspect your service line. Meters that are relocated outdoors do not require inspection
- Installation of an NGD (natural gas detector) may extend the inspection frequency – meaning we will have to visit less often
- Make an appointment 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

conEdison

4 Irving Place  
New York, NY 10003

Page 1 of 3

Current balance due

\$133.50

Pay By

01/04/21

Account Number:

Your Bill Breakdown

Last billing period

Avoid estimated bills - please give us access to read your meter.

Your billing summary as of Dec 9, 2020

Your previous charges and payments

Total charges from your last bill

Payments through Dec 7, thank you

Balance from previous bill

None

Your new charges

Billing period: Nov 04, 2020 to Dec 08, 2020

Electricity charges - for 34 days

Gas charges - for 34 days

Total from this billing period

Total amount due

\$133.50

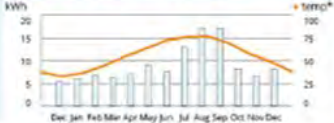
Payment is due upon receipt of this bill. To avoid a late payment charge of 1.5%, please pay the total amount due by Jan 4, 2021.

Service delivered to:

Next meter reading date: Friday, Jan 8, 2021

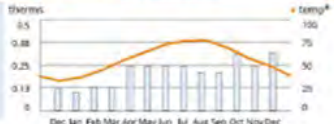
Your average daily electric usage

8.03 kWh



Your average daily gas usage

0.32 therms



Messages For You

If you're thinking of moving, get an idea of energy expenses for your potential new rental apartment or house. You can request up to 24 months of electric and gas bills. Find out more at [www.coned.com/pastbills](http://www.coned.com/pastbills).

Power Problems?

Report your outage to get updates. [conEd.com](http://conEd.com)

Questions? Contact Us : [conEd.com/ContactUs](http://conEd.com/ContactUs) 1-800-752-6633

conEdison

4 Irving Place  
New York, NY 10003

Your Energy Bill

Account number:

Pay By

01/04/21

\$133.50

Amount Enclosed

Please make checks payable to Con Edison.

☐ Enroll in Auto Pay

conEdison

PO BOX 1702  
NEW YORK, NY 10116-1702

## 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

conEdison

4 Irving Place  
New York, NY 10003

Presorted  
First-Class Mail  
US Postage Paid  
CON EDISON

Your Energy Bill

  
1010000000

BROOKLYN NY 11211-1533



# Redesigned Bill

Name:

Account number:

Page 2 of 3

Your electricity breakdown

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
08942589	10641	Actual	Dec 08, 20	10368	Actual	Nov 04, 20	273	273 kWh

Your Supply Charges

Supply 273 kWh @9.0300¢/kWh \$24.66  
Merchant function charge \$1.03  
GRT & other tax surcharges \$0.52  
**Total supply charges \$26.31**

Your Delivery Charges

Basic service charge \$18.77  
Delivery 273 kWh @12.5604¢/kWh \$34.28  
System Benefit Charge @0.5018¢/kWh \$1.37  
GRT & other tax surcharges \$2.75  
**Total delivery charges \$57.18**

Your electricity total

**\$87.25**

Your total electricity supply cost for this bill is 9.9¢ per kWh. You can compare this price with those offered by energy services companies (ESCOs). For a list of ESCOs, visit [PowerSourceNY.com](#) or call 1-800-780-2884.

Your gas breakdown

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 ccf
2759487	5484	Actual	Dec 08, 20	5453	Actual	Nov 04, 20	31	11 therms

Your Supply Charges

Supply 11 therms @33.7273¢/therm \$3.40  
Merchant function charge \$0.17  
GRT & other tax surcharges \$0.09  
**Total supply charges \$3.66**

Your Delivery Charges

Basic service charge (includes first 3.4 therms) \$27.84  
Remaining 7.6 therms @137.3684¢/therm \$10.44  
Monthly rate adjustment @2.0900¢/therm \$0.23  
System Benefit Charge @0.0000¢/therm \$0.00  
GRT & other tax surcharges \$1.89  
**Total delivery charges \$40.40**

Your gas total

**\$46.25**

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 [PowerSourceNY.com](#) or call 1-800-780-2884.

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 \$0.64, 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 \$0.64, 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: Charge for maintaining the system through which Con Edison delivers electricity to you.

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

Gas Supply: 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 processing electricity and storing natural gas, credit and collection-related activities 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, Customer Service, P.O. Box 138, 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 1-888-923-5016. 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.  
Manhattan: 122 East 124th Street  
Brooklyn: 345 Jay Street  
Queens: 39-67 162nd Street  
Bronx: 1775 Grand Concourse  
Staten Island: 1140 Richmond Terrace  
Westchester: 1 Bogenpa Plaza

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.  
Con Edison  
PO Box 1702  
New York, NY 10116-1702

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 1-800-75-CONED (1-800-752-6633).

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

 conEdison

37



# Customer Visuals

## Updated E-bill Notification

Your Con Edison Bill is Ready

**conEdison** 02/24/21

**Amount to be deducted**  
**\$150.00**

Account number  
XXXXXX-XX40-0000-9

Bill through  
12/29/20

Payment will be deducted from your bank on  
03/25/21

Next Meter Reading Date  
03/02/21

[Manage Account](#)

[Contact Us](#)

**To Open the Secure PDF:**  
1. Click on the attachment  
2. Enter 5 digit service Zip code

## Paper & eBill (PDF)

conEdison 4 Irving Place  
New York, NY 10003

Current balance due  
**\$133.50**

Pay By  
01/04/21

Page 1 of 3

Account Number:

**Your Bill Breakdown**

**Last billing period**  
Avoid estimated bills: please give us access to read your meter.  
Your billing summary as of Dec 9, 2020  
Your previous charges and payments  
Total charges from your last bill \$87.93  
Payments through Dec 7, thank you -\$97.59  
Balance from previous bill None

**Your new charges**  
Billing period: Nov 04, 2020 to Dec 08, 2020  
Electricity charges - for 34 days \$87.25  
Gas charges - for 34 days \$46.25  
Total from this billing period \$133.50  
Total amount due **\$133.50**  
Payment is due upon receipt of this bill. To avoid a late payment charge of 1.5%, please pay the total amount due by Jan 4, 2021.

**Service delivered to:**  
Next meter reading date: Friday, Jan 8, 2021

**Your average daily electric usage**  
8.03 kWh

**Your average daily gas usage**  
0.32 therms

**Messages For You**  
If you're thinking of moving, get an idea of energy expenses for your potential new rental apartment or house. You can request up to 24 months of electric and gas bills. Find out more at [www.coned.com/pastbills](http://www.coned.com/pastbills).

Questions? Contact Us : [coned.com/ContactUs](http://coned.com/ContactUs) 1-800-752-6633

conEdison 4 Irving Place  
New York, NY 10003

**Your Energy Bill**

Account number:  
Pay By 01/04/21 **\$133.50**  
Amount Enclosed  
Please make checks payable to Con Edison.  
☐ Enroll in Auto Pay

conEdison  
PO BOX 1702  
NEW YORK, NY 10116-1702

## My Account

[Overview](#) [Billing & Usage](#) [Manage My Account](#)

Your previous bill on December 4 was \$94.04.

**\$198.15**  
Balance due February 1

[Pay This Bill](#) [View Current Bill](#)

# 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](https://Marketplace.conEd.com)



**Power Problems?**

Report your outage to get updates. [conEd.com](https://conEd.com)



Our Energy Future. [ConEd.com](https://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 displays the conEdison website interface. At the top, a blue banner features the conEdison logo and the heading "Update Your Contact Information". Below this, a message states: "If your phone numbers and email address are out of date, you may miss notifications about power outages and emergencies". A prominent blue button labeled "Update Now" with a right-pointing arrow is positioned below the text. The main content area is divided into two white boxes. The first box, titled "Update your contact details and preferences, so you don't miss important information, such as:", lists three bullet points: "When you can expect your power back during outages.", "Details about emergency repairs in your area.", and "Upcoming and pending projects in your neighborhood." A blue "Update Now" button with an arrow is located at the bottom of this box. The second box, titled "Get Emergency Information, Fast", encourages users to "Register now for text alerts. It's the easiest way to know about power problems." and lists three benefits: "Receive a text message about emergency issues affecting you.", "Report your problem by text.", and "Get a text telling you when your power will be back." Below these points, instructions are provided: "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." A small disclaimer at the bottom of this box reads: "\*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 page is blue and contains the text "Manage your account on the go. Download the Con Edison app." followed by "Download on the App Store" and "Get it on Google Play" buttons. To the right of these are 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

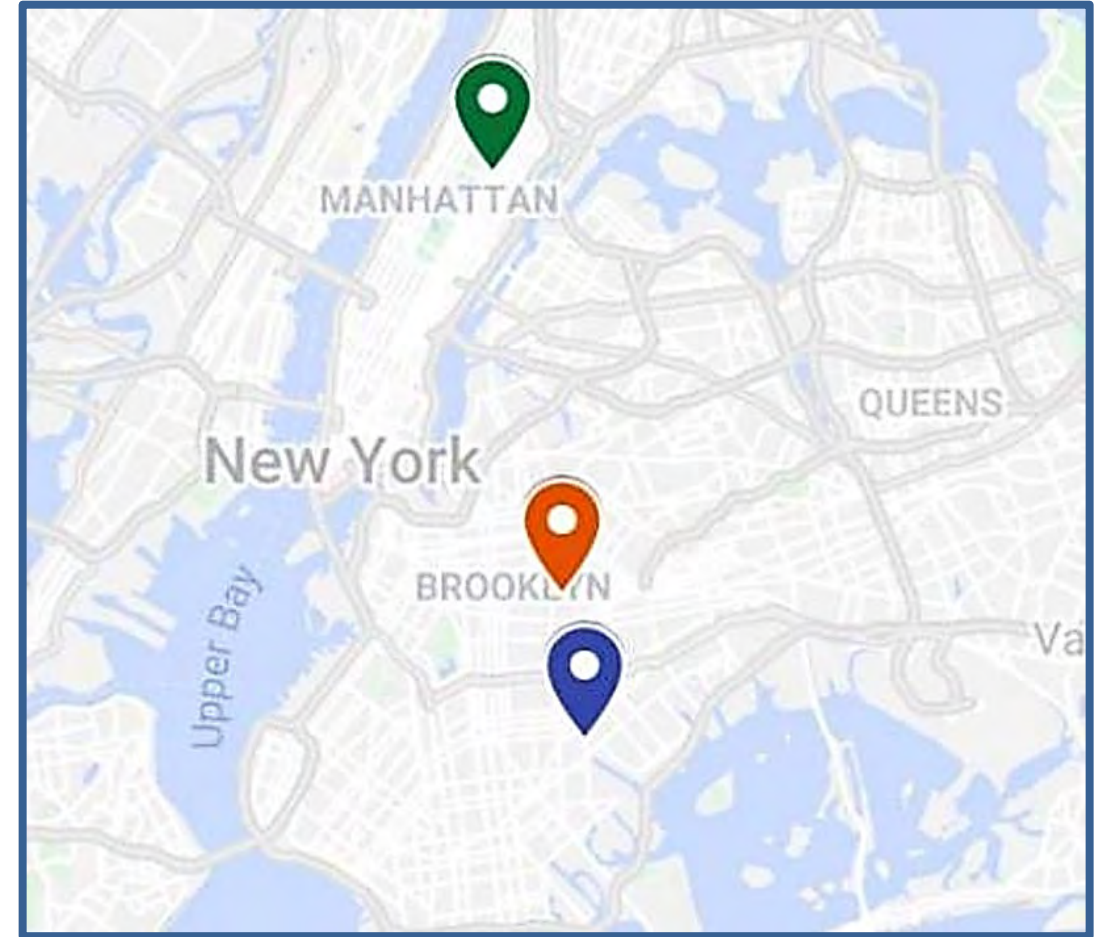
Carver Housing Development  
(East Harlem)



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

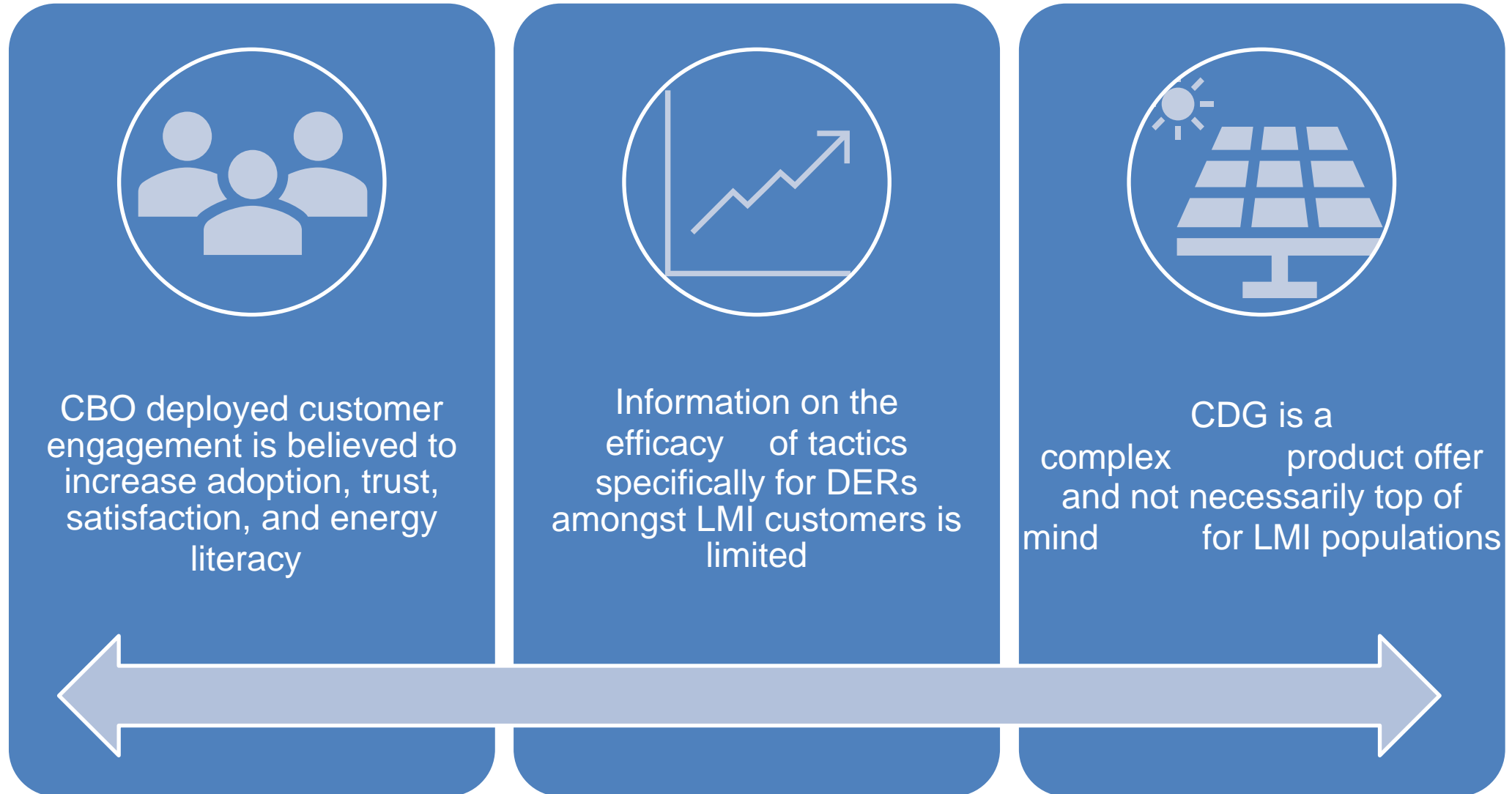
## Affordability

- \$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?





# 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)



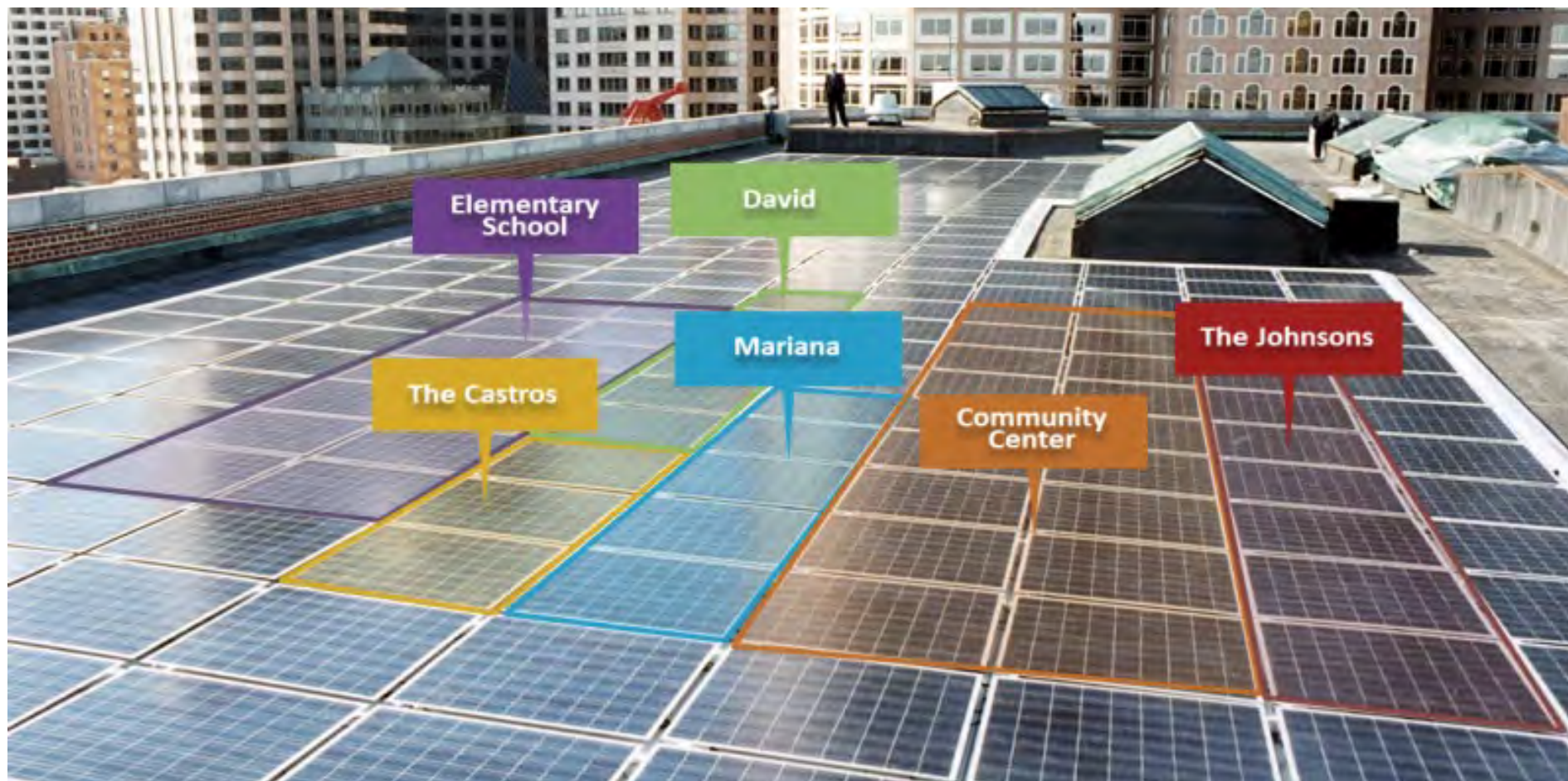
Secures financing, manages subscribers and the community solar system



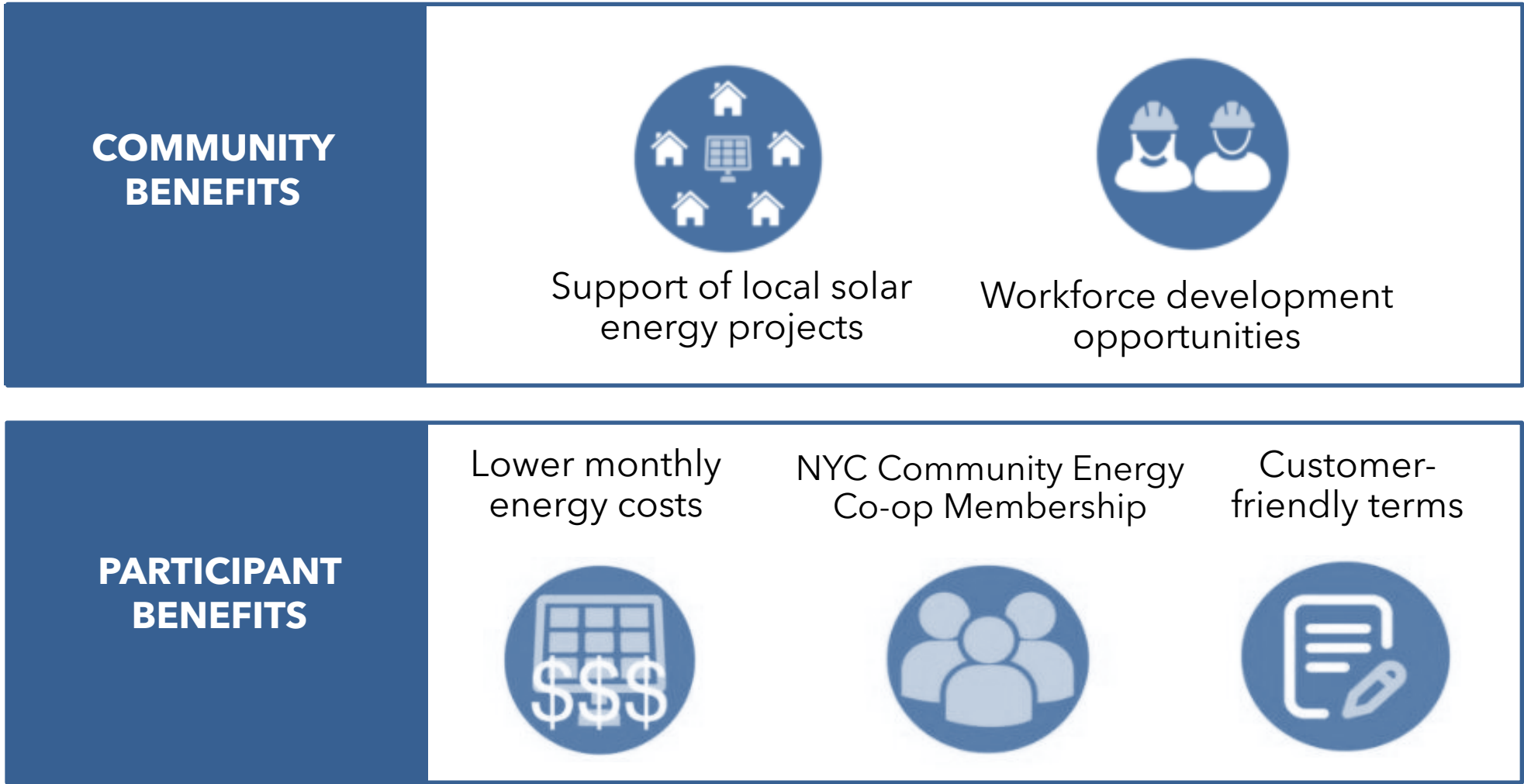


# Community Solar: What Is It And Why Is It Important?

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



# 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          | ✓ Mailers          |
| ✓ Posting Flyers             | ✓ Calls            |
| ✓ Coordinating Tabling Event | ✓ Texts            |
| ✓ Social Media Post          | ✓ Co-host workshop |




**Lower your Con Edison bill with solar energy from your community.**

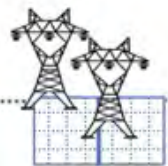
Sign up for Community Power, a new program where low- and moderate-income households can lower electricity costs by \$125/year with solar energy.

**How does it work? Save with local solar power.**


You are assigned a portion of a solar energy system in your community.



The solar panels produce electricity that goes to the Con Ed grid.




Con Ed will apply a Credit on your bill as a "thank you" for the solar energy.





**\$\$ CREDIT \$\$**

You keep a portion of the credits and the rest goes to the project. **Save up to 20% every month.**



**TO GET STARTED, VISIT OUR WEBSITE:**

**[www.COMMUNITYPOWER.nyc](http://www.COMMUNITYPOWER.nyc)**

-  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.

# Contact Us!

## **Outreach partner incentive program**

Email: [juan@solar1.org](mailto:juan@solar1.org)

Phone: (551) 482-9736

## **For question or to participate**

Email: [info@communitypower.nyc](mailto:info@communitypower.nyc)

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

Website: [communitypower.nyc](http://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:

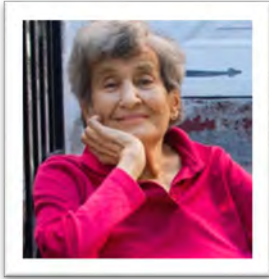
- **Why the Home Sharing Program?**
  - Offers affordable housing, enhances financial well-being
  - Promotes companionship
  - Relieves feelings of loneliness and isolation
  - Helps provide security
- **How is the program funded?**
  - NYS Office for the Aging, NYC Department for the Aging and state 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.”*

Freda 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

**P**AUL 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 solidify 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-



James English (left) and Paul Covington share an apartment and good times thanks to a roommate program.

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



## 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:

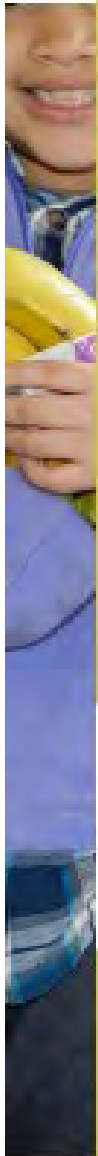
*Visit: [www.nyfsc.org](http://www.nyfsc.org)*

*Call: 212-962-7559*

*Email: [nyfsc@aol.com](mailto:nyfsc@aol.com)*



# Feeding Westchester



TOGETHER  
**WE ARE**  
FEEDING  
WESTCHESTER

  
**FEEDING**  
WESTCHESTER

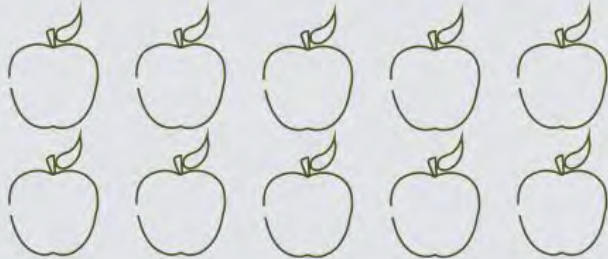




## Throughout 2020 and the height of the pandemic, we have:

— 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](https://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](https://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](https://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](https://FeedingWestchester.org/Education)



FEEDING WESTCHESTER / 6 /



FEEDING WESTCHESTER / 6 /



FEEDING WESTCHESTER / 4 /





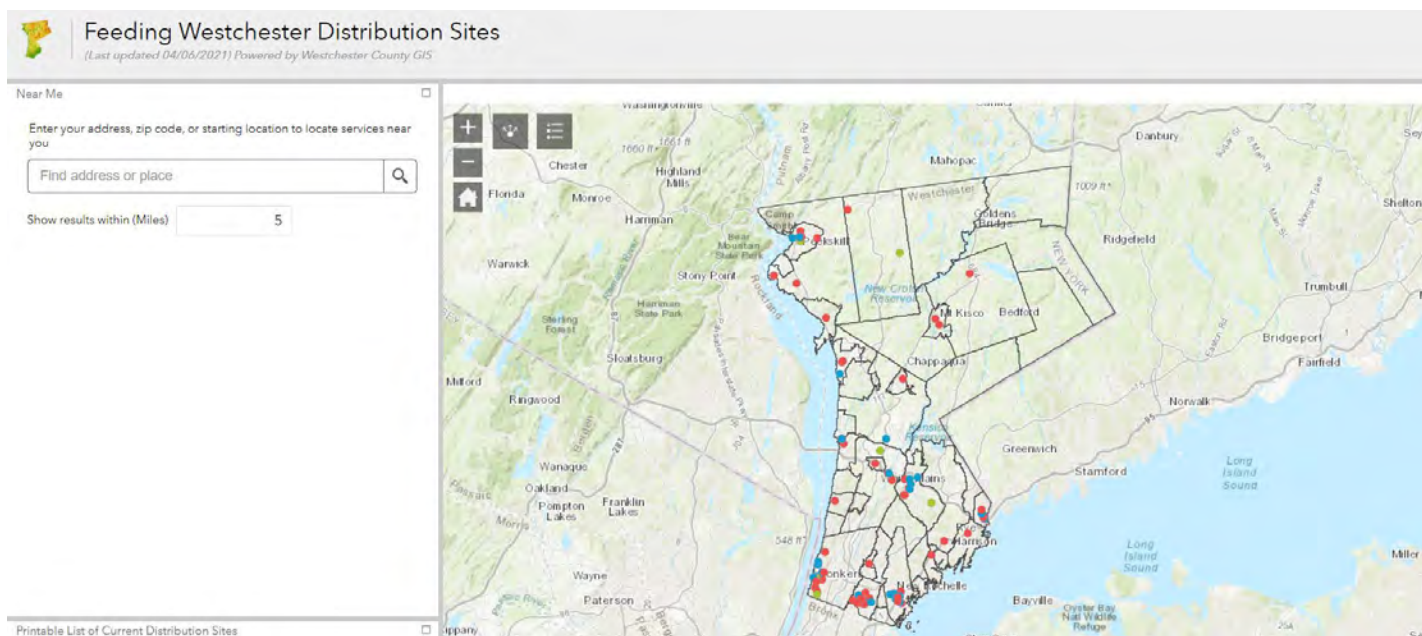
# MOBILE FOOD PANTRY PROGRAM

**FEEDING**  
WESTCHESTER



# Helpful Resources

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



The screenshot shows the 'Mobile Food Distribution Calendar' interface. It includes a date range selector set to 'Next 14 Days' for '4/20/2021 - 5/3/2021' and a 'Choose City' dropdown menu. Below this is a table listing the distribution schedule.

Date	Cancelled?	Start Time	End Time	Agency Name	Addr1	City	Public Comments/Info	Program Type
<b>2021</b>								
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 Arnie Zion Church	21 Runyon Ave.	Yonkers		MP

# 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](mailto:heartshareenergy1@heartshare.org)**





**conEdison**