

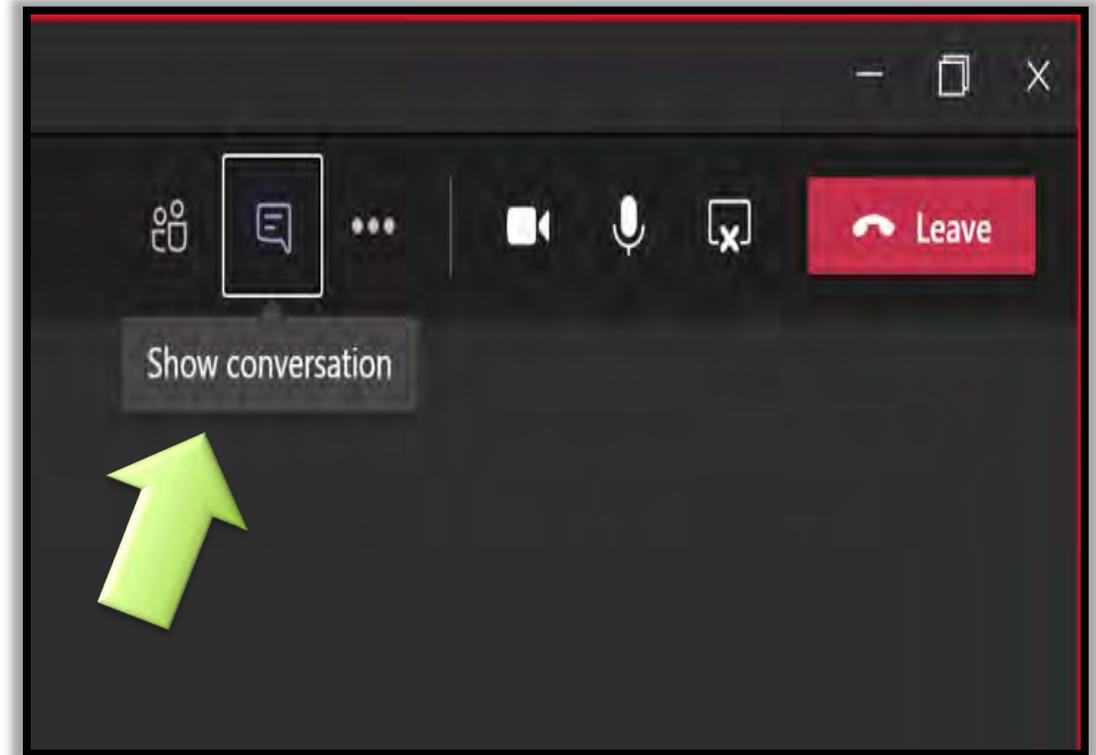


**conEdison**

# 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

- **Customer Protections & Financial Assistance** Kristina Le-Gallo, *Senior Planning Analyst in Customer Outreach & Education*
- **Preparation Tips Event of Outages** Vinny Lou, *Senior Specialist in Customer Experience Excellence*
- **LSE Update** Jennifer Rodriguez, *Senior Specialist in Customer Outreach & Education*
- **Outreach Emergency Response** Richard Cordero, *Customer Outreach Advocate in Customer Outreach & Education*
- **Overview on Restoration Efforts (video)**
- **Vegetation Management Program** Scott Marotta, *Planner Field Tech Specialist, Bronx & Westchester Electric Construction*
- **Virtual Assistant “Watt” and Alexa/Google Assistance for Utilities Payment**  
Greg DeBellis, *Project Specialist in Customer Experience Excellence*  
Mohammad Sheikh, *Product Owner in Digital Services*
- **Energy Efficiency** Helen Lee, *Program Manager in Customer Energy Solutions*

# Guest Speakers

- **Notify NYC- Hurricane Preparedness** Allison Pennisi, *Director of Communications, NYC OEM*
- **NYC Cooling Centers** Christopher Pagnotta, *Director of Human Services, NYC OEM*
- **FCC for Broadband** Rebecca Lockhart, *Education & Outreach Specialist, FCC Consumer Affairs & Outreach Division*



**We're here to help.**

**Customer Protections & Financial Assistance**

# Customer Protections

## Residential Customers

- Customer Self-Certification online, phone or with a representative
- No Turn-Off through December 21<sup>st</sup>
- Zero Down Payment Agreement
- Customers MUST contact us



## Help During COVID-19

**We're here to help.** If your bill is more than you can pay right now, we are offering payment arrangements you can set up online at [conEd.com/PaymentPlans](https://conEd.com/PaymentPlans).

**You may be eligible for special protections to avoid termination in the future if your financial circumstances have changed because of the COVID-19 pandemic.** 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 the COVID-19 pandemic starting on or after March 7, 2020, you will be entitled to the following protections:

- We will not disconnect your service for non-payment for a period of 180 days after either the New York State COVID-19 state of emergency has expired or December 31, 2021, whichever is earlier.
- You will be eligible for a payment agreement or to request a new agreement that requires no down payment, late fees, or penalties.

**To receive these protections, you must contact us. Visit [conEd.com/PaymentAgreement](https://conEd.com/PaymentAgreement) or call us at 1-800-752-6633 for assistance.**

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

# Customer Protections

## Small Business Customers

- To qualify, you must be a small-business customer with 25 or fewer employees and not:
  - a publicly held company, or a subsidiary thereof
  - a seasonal, short-term, or temporary customer
- No Turn-Off through December 21<sup>st</sup>
- Customer Self-Certification online, phone or with a representative
- Zero Down Payment Agreement



## Help During COVID-19

**We're here to help.** If your bill is more than you can pay right now, you can set up a payment arrangement at [conEd.com/PaymentPlans](https://conEd.com/PaymentPlans).

**Under a new law, your service will not be disconnected for non-payment through December 21, 2021 if you confirm you have experienced a change in financial circumstances starting on or after March 7, 2020 because of the COVID-19 pandemic, and:**

- You are a small-business customer with 25 or fewer employees, and
- You are not a publicly held company, or a subsidiary thereof, and
- You are not a seasonal, short-term, or temporary Con Edison customer, and
- You are not a high-energy use customer as defined by the New York Public Service Commission

If you meet these conditions, then you are also eligible for a no-money down payment agreement with no late fees or penalties, regardless of whether you have an existing payment agreement, or a prior agreement that was broken.

**To receive any of these protections, you must contact us. Please visit [conEd.com/PaymentAgreement](https://conEd.com/PaymentAgreement) or call us at 1-800-752-6633.**

Learn more about the new law that provides these protections at [conEd.com/CovidHelp](https://conEd.com/CovidHelp).

# Payment Agreement Campaign

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

**conEdison**

## 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.

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Prwey a jwizunawezze by wayay waktanwa  
Parpawans inspektor ayo sarakon COVID-19.  
의 금리 해산금 신청을 하거나 1-800-752-6633

請注意此處資訊的日期  
For fact, visit webpage date tradukon  
بررسی ترجمه هذه الرسالة الهامة  
...arrows please don't touch your eyes

**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.

# 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](https://ConEd.com/PaymentAgreement)

conEdison

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

X 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

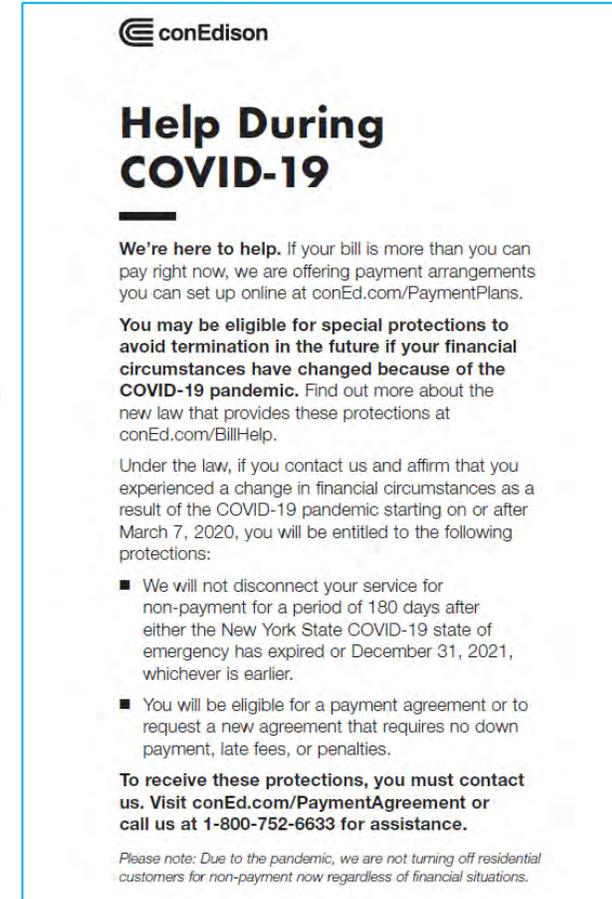
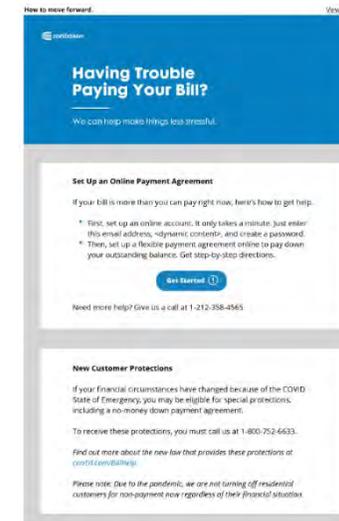
1) No downpayment is due.	\$0
2) 25 installment(s) of \$9.00 must be paid by the 5th of each month (Nov '2020 - Nov '2022)	\$9 x 25 = \$225
3) A final payment of \$9.14 must be paid by Dec 5th, 2022.	\$9.14
<b>Total Outstanding</b>	<b>\$234.14</b>

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.

# Multi-Channel Educational Campaigns

- Payment Assistance Campaigns
- Bill Inserts/Messages
- Outbound Calls
- Drop Card
- Outreach Efforts



**Help During COVID-19**

**We're here to help.** If your bill is more than you can pay right now, we are offering payment arrangements you can set up online at [conEd.com/PaymentPlans](https://conEd.com/PaymentPlans).

**You may be eligible for special protections to avoid termination in the future if your financial circumstances have changed because of the COVID-19 pandemic.** 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 the COVID-19 pandemic starting on or after March 7, 2020, you will be entitled to the following protections:

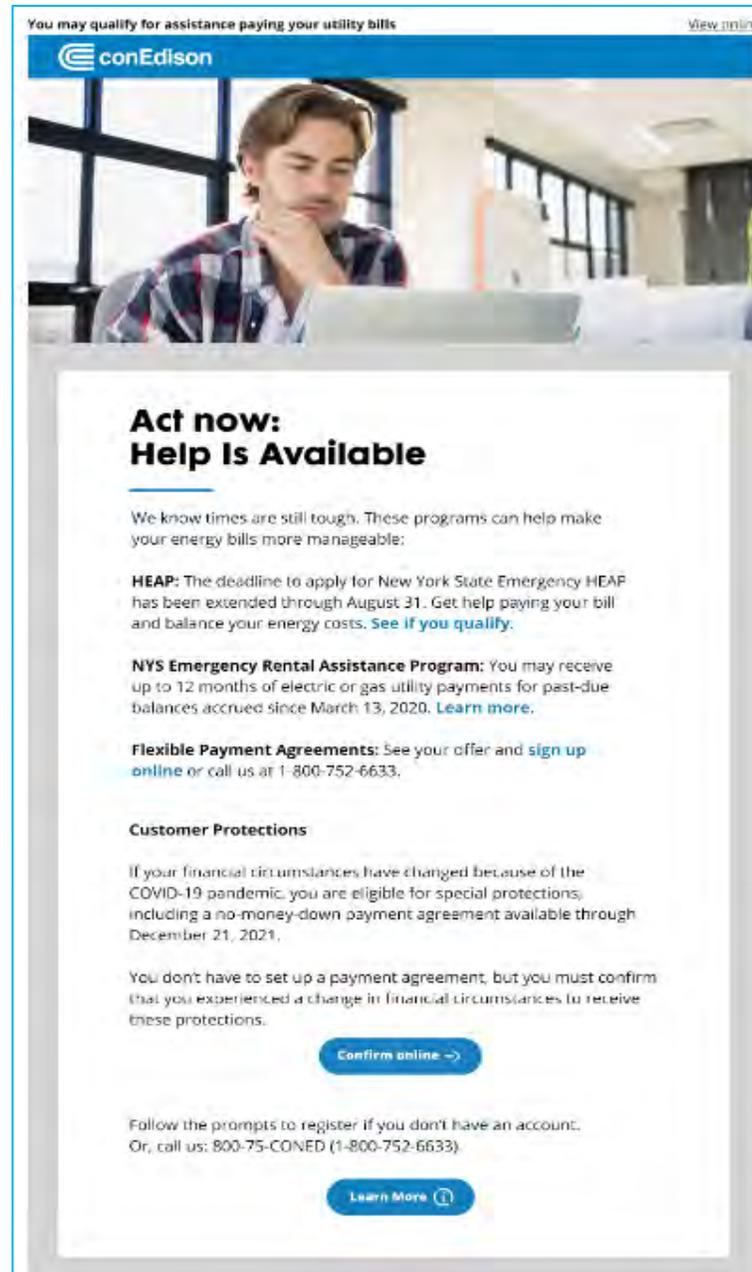
- We will not disconnect your service for non-payment for a period of 180 days after either the New York State COVID-19 state of emergency has expired or December 31, 2021, whichever is earlier.
- You will be eligible for a payment agreement or to request a new agreement that requires no down payment, late fees, or penalties.

**To receive these protections, you must contact us. Visit [conEd.com/PaymentAgreement](https://conEd.com/PaymentAgreement) or call us at 1-800-752-6633 for assistance.**

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

# Financial Assistance Email

- HEAP Benefits
  - Emergency HEAP expires August 31, 2021
- NYS Emergency Rental Assistance
- Flexible Payment Agreement
- Customer Protections



The image shows a screenshot of an email from ConEdison. At the top, it says "You may qualify for assistance paying your utility bills" and "View online". The ConEdison logo is in the top left. Below the logo is a photo of a young man sitting at a desk with a laptop, looking thoughtful. The main content of the email is titled "Act now: Help Is Available". It includes the following text: "We know times are still tough. These programs can help make your energy bills more manageable:". There are three bullet points: "HEAP: The deadline to apply for New York State Emergency HEAP has been extended through August 31. Get help paying your bill and balance your energy costs. See if you qualify.", "NYS Emergency Rental Assistance Program: You may receive up to 12 months of electric or gas utility payments for past-due balances accrued since March 13, 2020. Learn more.", and "Flexible Payment Agreements: See your offer and sign up online or call us at 1-800-752-6633." There is a section titled "Customer Protections" which states: "If your financial circumstances have changed because of the COVID-19 pandemic, you are eligible for special protections, including a no-money-down payment agreement available through December 31, 2021." and "You don't have to set up a payment agreement, but you must confirm that you experienced a change in financial circumstances to receive these protections." At the bottom, there are two buttons: "Confirm online ->" and "Learn More".

# Online Resources

[conEd.com/BillHelp](https://conEd.com/BillHelp) or [conEd.com/CovidHelp](https://conEd.com/CovidHelp)

- Educate customers about special protections & governmental assistance
- Low Income Discount Program
- Relevant material on COVID-19 protections
- Payment Assistance Programs
- Energy Share
- NYSERDA Programs
- Con Edison Marketplace

## Help During the Covid-19 Pandemic

CON EDISON | New York – June 29, 2021 -- 12:00 PM

We're here to keep New York safe and your energy reliable. Get important service updates, safety information, and help paying your bills.

## Help Paying Your Bill

If you receive benefits from specific governmental programs, you may be eligible to receive monthly discounts on your energy bill and more.



# Tips for Preparing in the Event of Outages

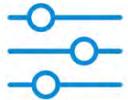
- Power Outage Communication Strategy
- Power Outage Messages
- Communication Preference Programs
- Report a Power Outage
- Check your Power Outage Status
- Life Support Equipment Text Analytics

# Con Edison Communication Strategy

## Text Messages & Email



Increase the frequency of Communications



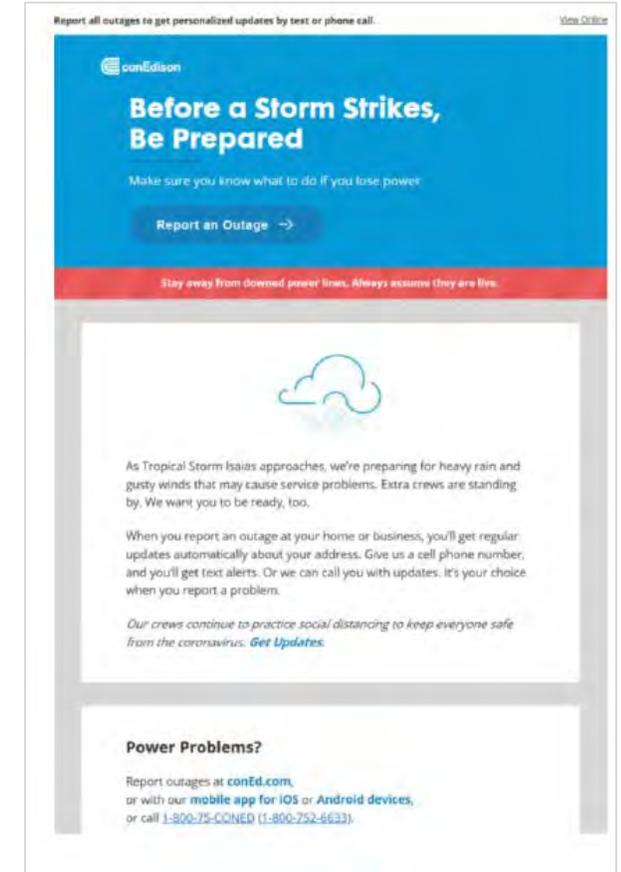
Communicate with customers via the channels of their choice



Simplify the process for customers to report their outage and communicate with us

# Outage Communications

- Pre-Storm Message
- Public Safety Message
- Estimated Time of Restoration Message
- Daily ETR Reminder Message
- Restoration Message
- Planned Outage Message



# Outage Messages



**ConEd Alert:** We're prepared for [the strong winds] [the snow storm] [the heatwave] [the heavy rain] [the storm] [the heavy rain and strong winds] [the heavy rain and flooding] in your area [today] [tomorrow] [tonight] [this weekend] [this week]. If your power goes out, reply OUT to let us know, and we'll send you updates as restorations progress. Please stay away from downed wires. Reply STOP to opt out of all future outage msgs. Reply HELP for help

**ConEd Alert:** Thanks for reporting your outage at <address>. We're evaluating damage & working to restore power ASAP. We'll send updates as info becomes available. Stay away from downed wires. Always assume they are live. Learn more at coned.com/out. Reply HELP for help. Reply STOP to opt out of all future outage msgs

**ConEd Alert** about the outage at <address>. Power in your area should be back by <timeanddate>. We will contact you if anything changes. Thanks for your patience. Learn more at coned.com/out. Reply STATUS at any time for updates. Reply HELP for help. Reply STOP to opt out of all future outage msgs

**ConEd Alert:** Our crews continue to work on the outage at <address>. We expect that power in your area will be restored by <lastprovidedETR>. We apologize for the inconvenience and appreciate your patience. Reply HELP for help. Reply STOP to opt out of all future outage msgs

**ConEd Alert:** Your smart meter at <address> tells us your power may still be out. Reply OFF to confirm your power is still out and get more updates. Reply STOP to opt out of ALL future outage msgs.

Pre-Storm

Damage Assessment

Estimate Time of Restoration

Daily ETR Reminder

Smart Meter - Power Still Out

# Communication Preferences

## Preference Programs:

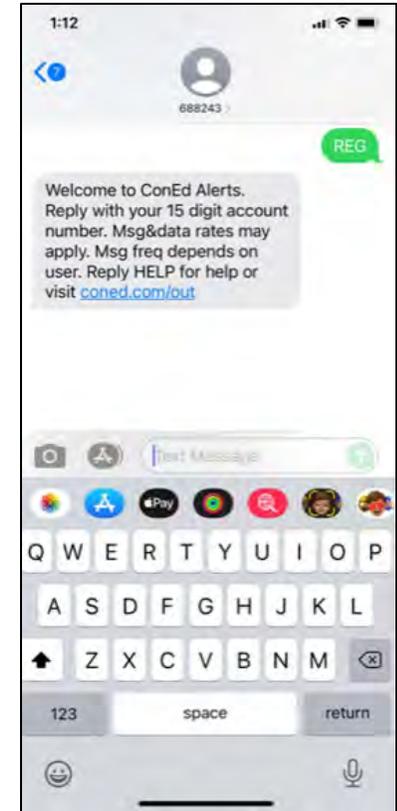
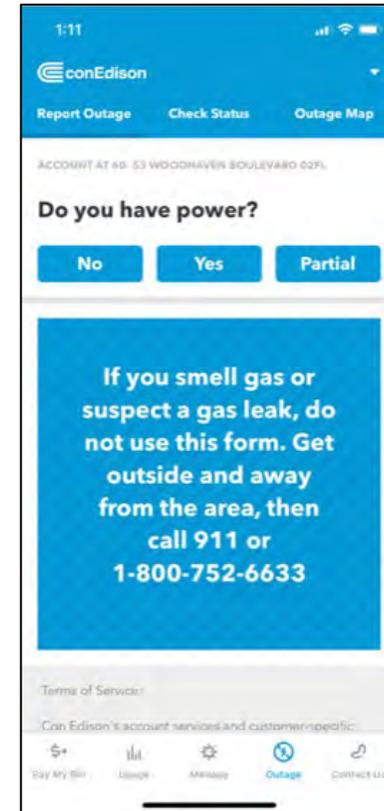
- Text First Preference:
  - Interactive Voice Response
  - Customer Service Representative
- Self-Service Preference Selection:
  - Coned.com
  - Mobile App

A web form titled "How should we contact you?" with the ConEdison logo in the top left. The form includes a navigation bar with links for "Account & Billing", "Services & Outages", "Save Energy & Money", "Our Energy Future", "Search", and "Log In or Register". The main content area contains the following text: "We can call or text to let you know the status of your report. We'll only use this phone number to send updates about your current outage." Below this are two input fields: "Full Name" and "Contact Number". A question follows: "How would you like to get updates about your service problem?" with two radio button options: "Phone Call" and "Text Message". A note at the bottom states: "If your account is registered for life-support equipment, medical emergency, or the CONCERN programs, you may receive phone calls in addition to a text message, if selected." A "Submit" button is at the bottom right. A vertical "Feedback" link is on the left side of the form.

# Report Your Outage to Get Updates

## Report Electric Service Problems:

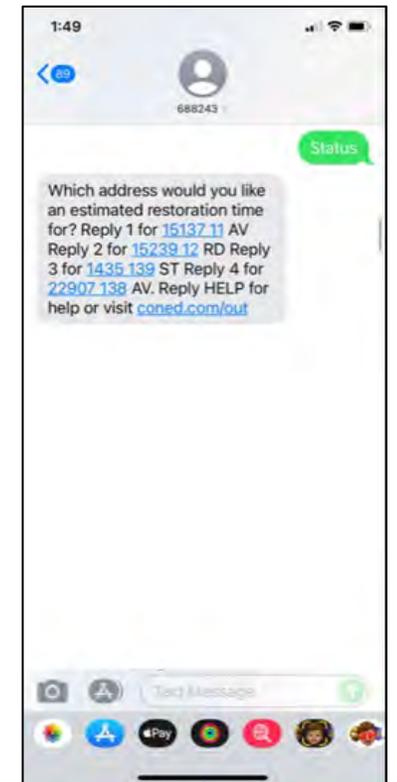
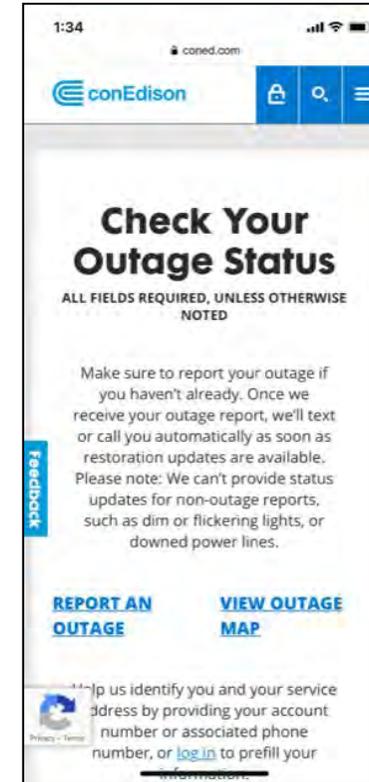
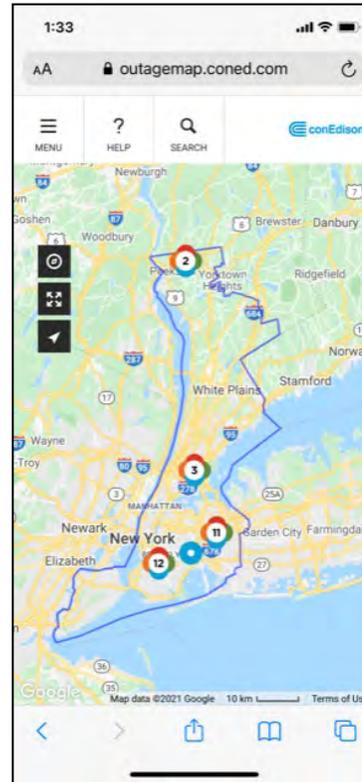
- conEd.com
- conEd Mobile App
- Text REG to 688243 (Outage)
- Call 1-800-752-6633



# Check Outage Status Channels

## Check Outage Status Channels:

- [conEd.com/OutageMap](https://conEd.com/OutageMap)
- [conEd.com](https://conEd.com)
- conEd Mobile App
- Text STATUS to 688243 (Outage)
- Call 1-800-752-6633



# Free Form Text – Using the hidden data to support customers



Email Alert

**ATTENTION!**

A critical customer response was detected that may require immediate attention.

Please login into Customer & Outage BI to investigate.

- URL: <http://suaagpr@d1.conedison.net/9502/analytics>
- Dashboards: Message Analysis & Trends & Exceptions
- Number of Alerts :10

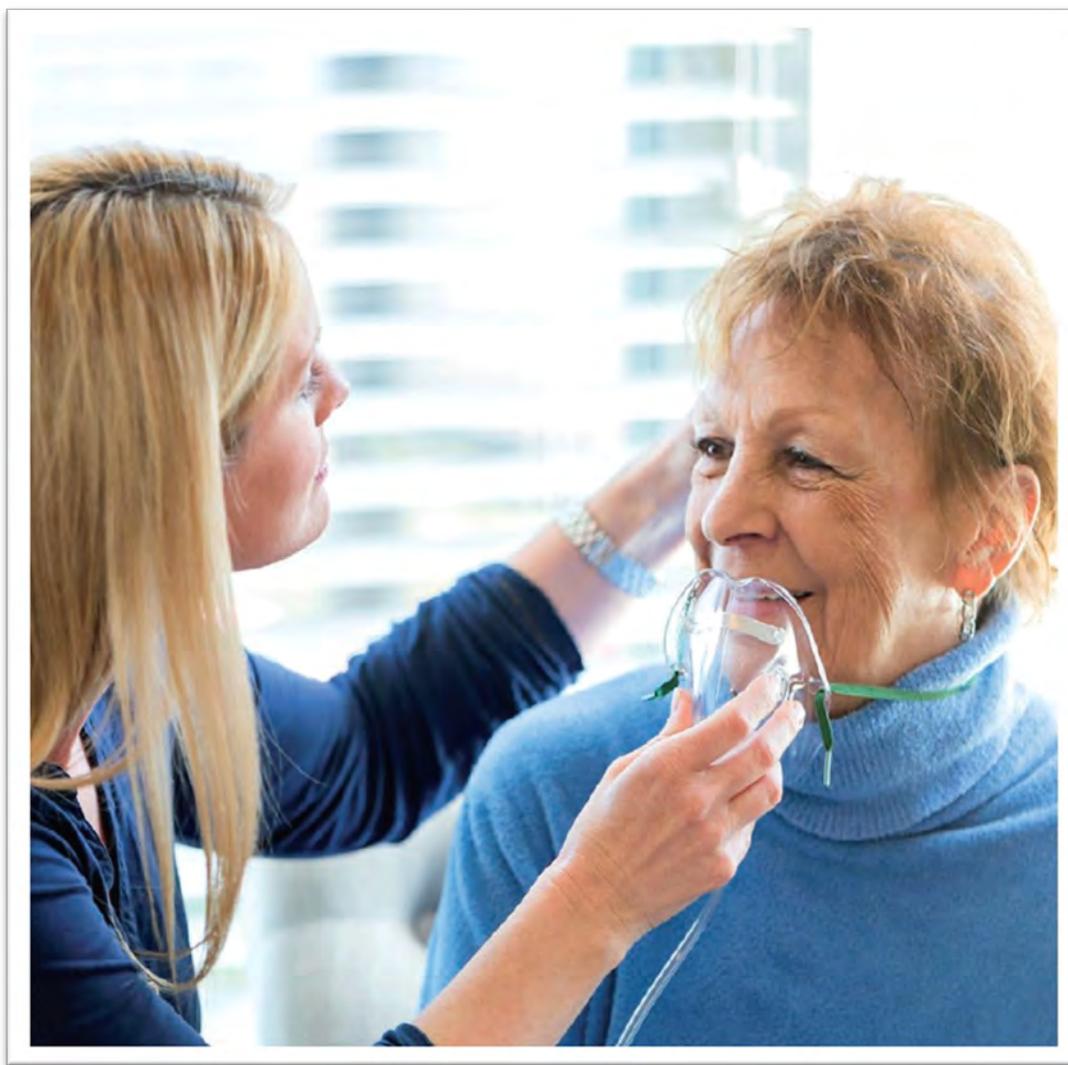
Regards,  
Customer & Outage BI Team

Date	Ph Num.	Customer SMS
4/13/2020 11:27:26		FYI I have an oxygen tank.
4/13/2020 12:13:20		My mother survives on oxygen since she was discharged from the hospital on friday
4/13/2020 13:41:11		HELP NO POWER LIFE SUPPORT EQUIPMENT
4/13/2020 14:04:48		Life support equipment Oxygen old machine w 1small oxygen tank
4/13/2020 14:27:34		My name is ms Wilson I'm on oxygen what do I do please contact.
4/13/2020 15:08:16		Thank you to the Con Edison company for serving our Electricity breakdown needs with speed and ability. The Elder citizens on West 260th Street in the Bronx!!
4/13/2020 16:08:39		OUT at My elderly dad lives there alone
4/13/2020 16:19:21		I'm on oxygen 24hrs a day my machine is out
4/13/2020 17:13:43		Life Saving Device
4/13/2020 17:54:21		<a href="https://www.youtube.com/results?search_query=new+lifetime+movies+2020">https://www.youtube.com/results?search_query=new+lifetime+movies+2020</a>

- A surprising number of customers tend to text replies to automated messages
- Applying text analytics, the team has been able to leverage this rich information to respond to customers emergencies in almost real time
- A keyword filtering system for texts from customers using Life-Support Equipment sends email alerts directly to agents specialized in assisting our vulnerable communities

# Thank You!

Questions?



# Life Support Equipment

**Life Support Equipment (LSE):** a customer who relies on electrically operated life-support equipment (iron lung, respirator, feeding tubes, infant apnea, etc.).

- Education and Awareness
  - New Accounts
  - Mailings
  - Email Blasts
  - Community Events
- LSE Accounts during weather events
- How to enroll
  - Online at My Account or downloadable form:  
[conEd.com/LifeSupportEquipment](http://conEd.com/LifeSupportEquipment)
  - Call 1-877-582-6633



# Outreach Emergency Response

# Outreach Response



- Pre-storm emails
- Incident Command System (ICS)
- Customer Information Center (CIC)
- Dry Ice Coordination
- Dry Ice Drive-through and Walk-through



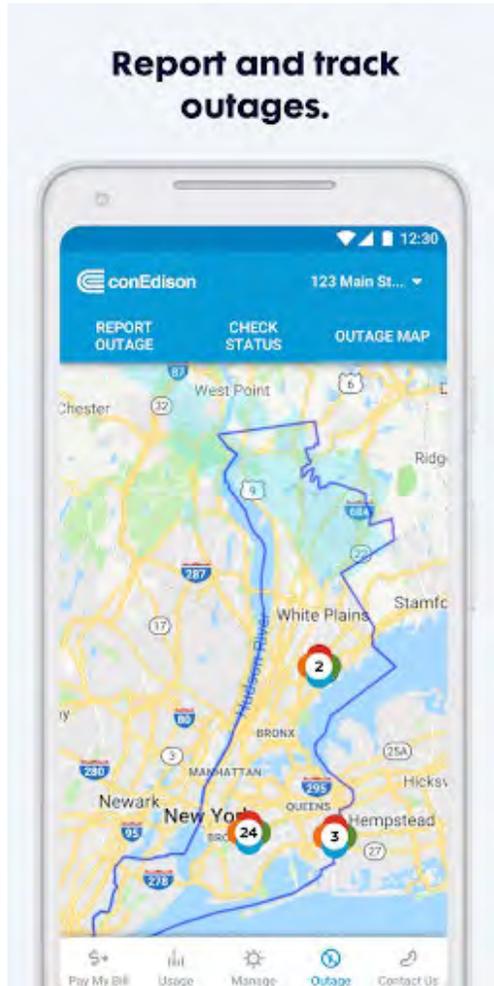
# Customer Information Center (CIC)



- Address customer concerns throughout the event
- Provide information about the outage and restoration effort
- Provide real time information
- Portable cell phone chargers



# Additional Outage Information



**ConEd Alert:** Thanks for reporting your outage at **<address>**. We're evaluating damage & working to restore power ASAP. We'll send updates as info becomes available. Stay away from downed wires. Always assume they are live. Learn more at [coned.com/out](http://coned.com/out). Reply HELP for help. Reply STOP to opt out of all future outage msgs

**ConEd Alert:** Our crews continue to work on the outage at **<address>**. We expect that power in your area will be restored by **<lastprovidedETR>**. We apologize for the inconvenience and appreciate your patience. Reply HELP for help. Reply STOP to opt out of all future outage msgs

- [conEd.com/ReportMyOutage](http://conEd.com/ReportMyOutage)
- [conEd.com/OutageMap](http://conEd.com/OutageMap)
- Text Notification
- Con Edison App
- 1(800)752-6633



# Restoration Efforts



# Vegetation Management Program

# Agenda

- Cycle Trimming
- Tree Topping Support
- Customer Inquiry Investigations
- Hazardous Tree Removal Program
- Data Analytics
- Storm Response

***Staten Island Trimming***

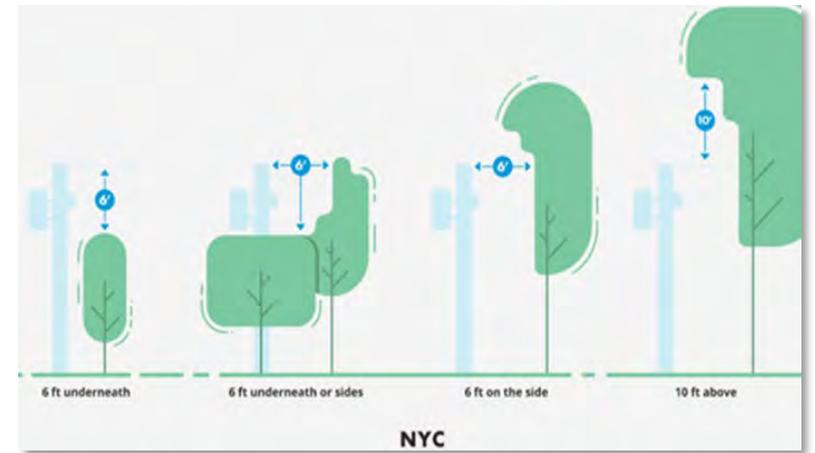
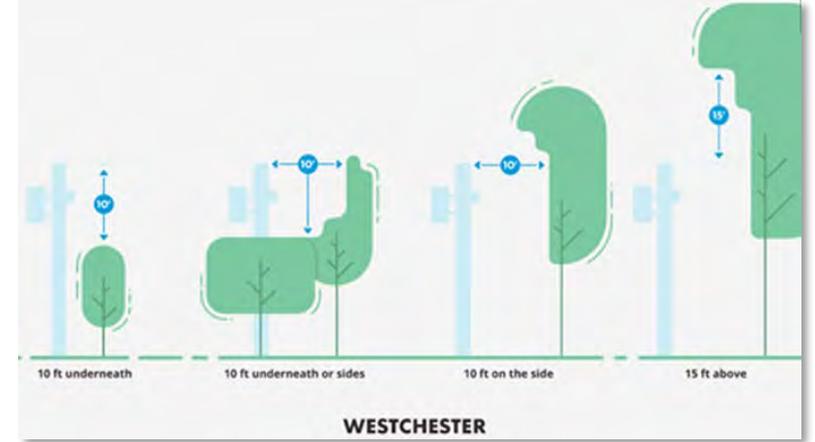


***Westchester Trimming***



# Cycle Trimming

- Trimmed to create safe distances
  - Three-year cycle (13kV and 4kV)
  - Two-year cycle (33kV and 27kV)
- Three-year cycle, 4,300+ miles trimmed
  - 1,601 miles scheduled for 2021
- Contractors:
  - Asplundh = 53 Field Technical Equivalents (FTEs)
  - Lewis = 35 FTEs
- On-Right of Way Removals
  - Dead, dying, and diseased trees
- House services are not trimmed



Tree Trimming Mileage Summary	
Year	Miles Trimmed
2019	1,448
2020	1,287
YTD 2021	723
Remaining 2021	878
<b>TOTAL</b>	<b>4,336</b>

# Tree Topping Support

- NYC Parks & Westchester Municipalities jurisdiction over trees
- Partnership to top high-risk trees
- Requests via NYC Parks App & email
- Topped 2,435 trees since 2019
- Additional requests:
  - Hanging limbs
  - Canopy reduction

**Staten Island - Topping**



**Westchester - Topping**



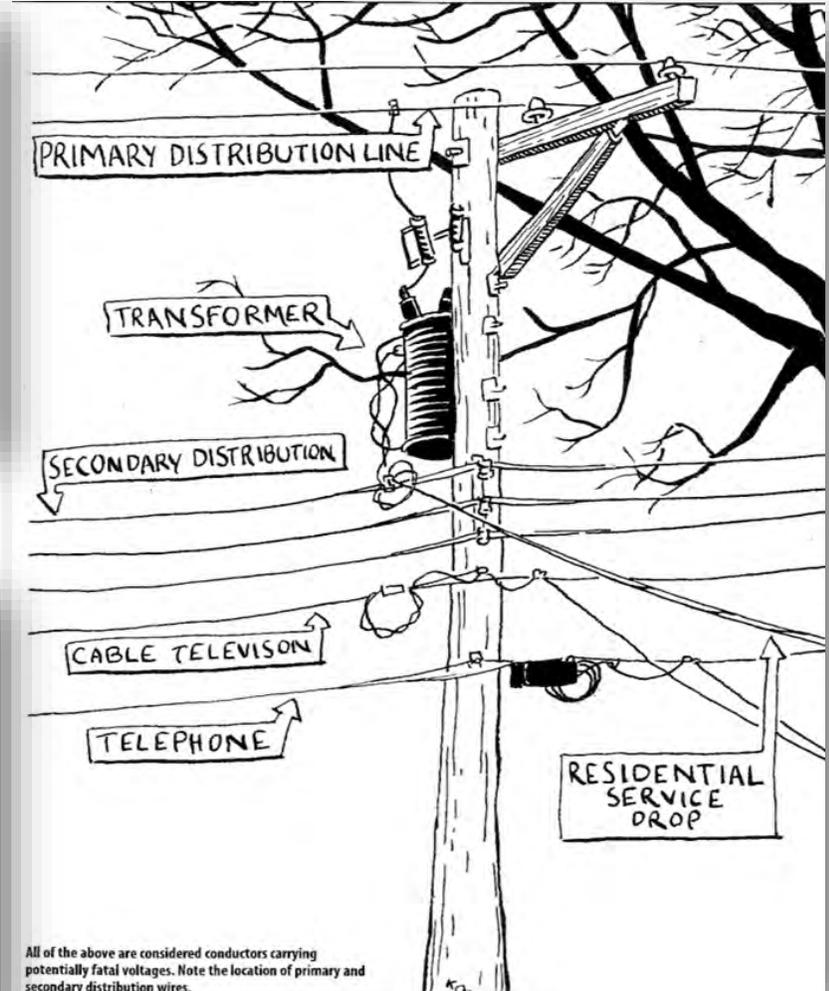
# Customer Inquiry Investigations

- Approximately 65% inquiries have no company involvement
- Customer's electrical service wire
  - Customer can request service interruption
- Cable television and telecommunications wire
- Receive customer inquiries via a multitude of sources:
  - External agencies/municipalities
  - (800) 752-6633
  - [BWlineclearance@coned.com](mailto:BWlineclearance@coned.com)

*Limb on Communication  
Wire Splice Box*



*Branches on Customer's  
Electrical Service Wire*



# Hazardous Tree Removal Program

- Focuses on dead, dying, and diseased trees
- Elicit written permission from homeowner, municipality or agency required
- Mitigates risk to Con Edison facilities
- Enhances service reliability to Con Edison and its customers
- Removed 2,678 hazardous trees since 2019



# Data Analytics

- Vegetation Management Program Work Manager
- Track cycle trimming and ensure compliance
- Track hazardous tree removals and document written permissions

**Feeder 2R91  
Trimmed 2020  
Next Trim Year 2023**

The screenshot displays the MYROWKEEPER web application interface. At the top, there is a search bar containing '800 Victory Boulevard State'. The main area is a satellite map showing a residential neighborhood with a yellow line representing a feeder line. A yellow callout box with a red border points to this line, containing the text: **Feeder 2R91 Trimmed 2020 Next Trim Year 2023**. On the left, there is a sidebar with 'Overlays' and a 'Select All' button. The 'Overlays' list includes: Off ROW Hazardous Trees, Distribution Tree Trimming (checked), Overhead Primary Wires, Poles, Primary Engineering Miles, Parcels, Westchester Municipalities, and Westchester County. On the right, there is a 'Site Information' panel for 'Staten Island, 2R91'. The panel contains the following data:

Site ID	267521
Voltage kV	13
Primary Miles	8.54
Secondary Miles	1.58
Total Combined Miles	10.12
Year Trimmed Allocated	2020
Actual Year Trimming Completed	2020
Next Trim Year	2023
Trim Comments	
Municipality/Borough	Staten Island
CCI	Staten Island
Primary Engineering Miles	8.64
Parcel to Trimming Site ID	91394

Below the table is a 'Select a Rule' dropdown menu and an 'Apply Rule' button. The top right corner of the interface shows 'Welcome, Scott Marotta' and navigation icons.

# Storm Response

- Ensure adequate crewing levels
  - Mutual Assistance: Ramp up to potential overhead impact forecast
  - Securing 100 tree trimmers on retainer contract; response within 24 hours
  - Tropical Storm Isaias: 360 tree trimmers
- Make safe crews
  - Unsafe conditions; road closures
  - Critical customer outages
  - Largest customer counts



# Questions?

## **Electric Emergency**

If you see a downed power line, keep your distance and **call 911**, or call

[1-800-752-6633](tel:1-800-752-6633)

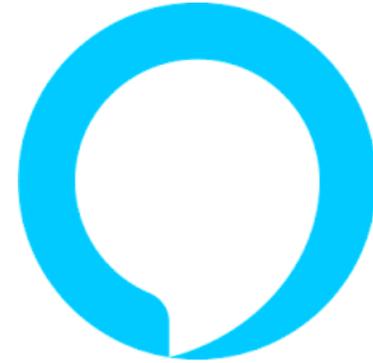
## **Tree Concerns**

Call: (800) 75-CONED

Email: [bwlineclearance@coned.com](mailto:bwlineclearance@coned.com)



Hi, how can I help?



## Virtual Assistant “Watt” and Alexa/Google Assistance for Utilities Payment

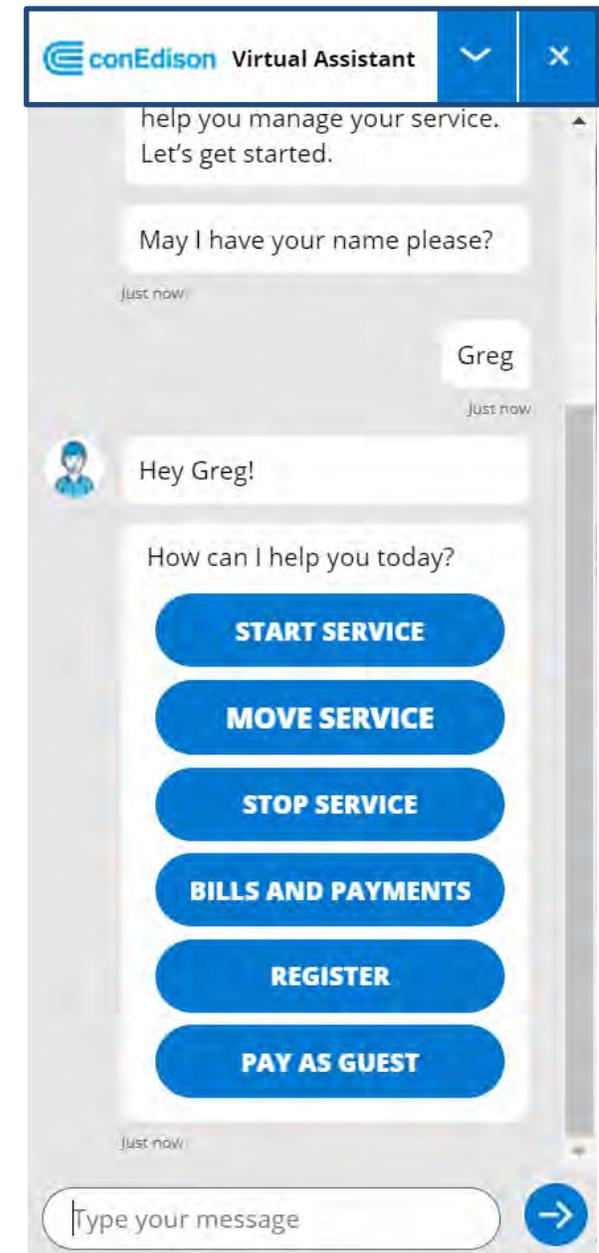
# VA Benefits

- Watt - Con Edison's new virtual assistant launched in February 2021 and is available to guide customers on the company website
- Available 24/7 with no wait time
- Walks you through the full transaction
- Able to talk to a live agent if a customer has an issue
- Accessible across numerous Con Edison webpages

The screenshot displays the Con Edison website interface. At the top, there are navigation links for 'Contact Us' and 'Language', and a menu with categories: 'Services & Outages', 'Save Energy & Money', and 'Our Energy Future'. A search bar and a 'Log in or register' button are also visible. The main content area features a large image of a woman and a man working in a garden, with the text 'Spring Savings Here' and 'Dig into energy-saving home improvement'. Below this, there are two buttons: 'TAKE A HOME ENERGY QUIZ' and 'CALL 811 BEFORE YOU DIG'. Overlaid on the right side is a chat window titled 'conEdison Virtual Assistant'. The chat window shows a profile picture of a virtual assistant and a message: 'Hi! I'm Watt, Con Edison's virtual assistant! I'm here to help you manage your service. Let's get started.' Below the message is a text input field with the placeholder 'May I have your name please?' and a 'Just now' timestamp. At the bottom of the chat window is a text input field with the placeholder 'Type your message' and a send button.

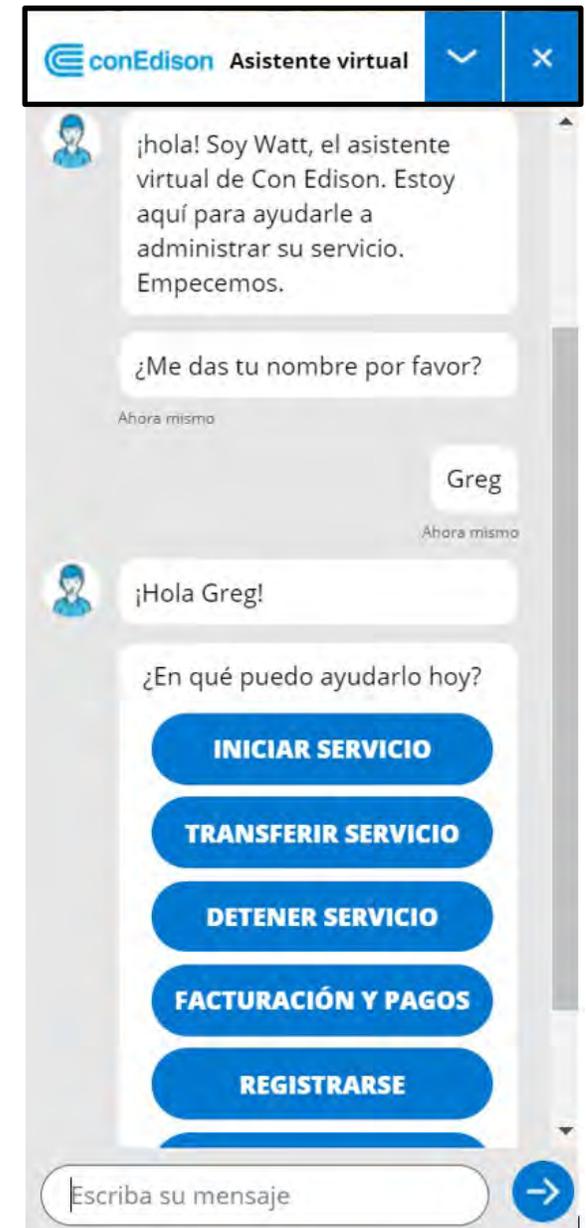
# VA Features

- Variety of self-service use cases available
- Quickest payment – no login required
- Option for \$0 down payment agreements for customers who have been financially impacted by Covid
- Opportunity to provide feedback and help make Watt better
- Easily set up a web profile for quick solutions on coned.com



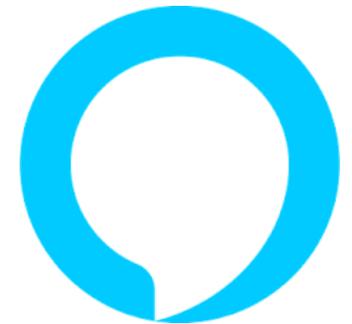
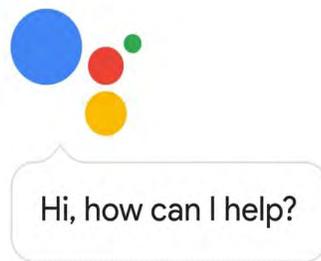
# Coming Soon

- Option to seamlessly switch from call wait line to Watt so customers are not on hold
- Watt available to customers in Spanish
- Additional self-service transactions
  - Report and track your outage
  - Sign up for E\*bill
  - Enroll in level payment plan
  - Submit a meter reading



# Con Edison's Voice Assistant

Google Assistant & Alexa



# Agenda

- Brief history
- How to set up Alexa/Google Assistant
- Types of Transactions Which can be performed

# How to set up your MyAccount to your Alexa/ Google Assistant

It's Simple!



## 1. Enable the Skill/Action

Open the Alexa or Google Assistant app on your phone and search for Con Edison.



## 2. Link Your Account

Enter your My Account username and password. Don't have an account? [Register now.](#)



## 3. Manage Your Account

You're all set! Ask Alexa or Google Assistant to read your balance, pay your bills, and more.

# Types of Transactions

- Customers can preform the below transactions
  - Connect there Con Edison Account
  - Check your balance
    - Shows current balance
    - Shows enrolled in programs
  - Pay your bill
    - Schedule a payment
  - Set payment reminders
  - Manage multiple accounts

# Questions?

- For more information visit:

<https://www.coned.com/en/accounts-billing/manage-your-account-with-your-voice>



# Energy Efficiency Overview

# What is Energy Efficiency?

**Energy efficiency is when less energy is used to accomplish the same task**

- Examples
  - LED lightbulbs
  - Appliances (e.g., refrigerators, washing machines)
  - Heating and cooling (e.g., boilers, heat pumps, ACs)
  - Insulation
- Why is this important?
  - Lowers energy bills
  - Increases comfort in the home
  - Reduces pollution

# Momentum for Energy Efficiency from the State and City

The State and City have recently created ambitious climate goals where energy efficiency will play an important role

- **Climate Leadership and Community Protection Act (2019)**
  - Reduce greenhouse gas emissions by 40% by 2030 and by at least 85% below 1990 levels by 2050. Requires that at least 35% of overall benefits of spending on clean energy programs to be directed towards disadvantaged communities
- **New Efficiency: New York (2020)**
  - Outlines energy efficiency-specific targets for the state. Requires utilities to spend 20% of incremental energy efficiency funding on low- and moderate-income customers, with 40% of that allocated to affordable multifamily buildings
- **NYC local laws to reduce carbon emissions**
  - Examples: LL87: energy audit requirements for large buildings, LL97: emission limits on large buildings

# Con Edison's Energy Efficiency Initiatives

- Company-wide goal to **triple energy efficiency programs by 2030** and plan to invest **over \$1.5B by 2025**
- Income Eligible Customers:
  - Dedicated energy efficiency program team for low- and moderate-income (LMI) customers
  - Collaboration with NYSERDA (New York State Energy Research & Development Agency) and other New York State utilities to create a statewide LMI energy efficiency portfolio, as required by New Efficiency: New York legislation

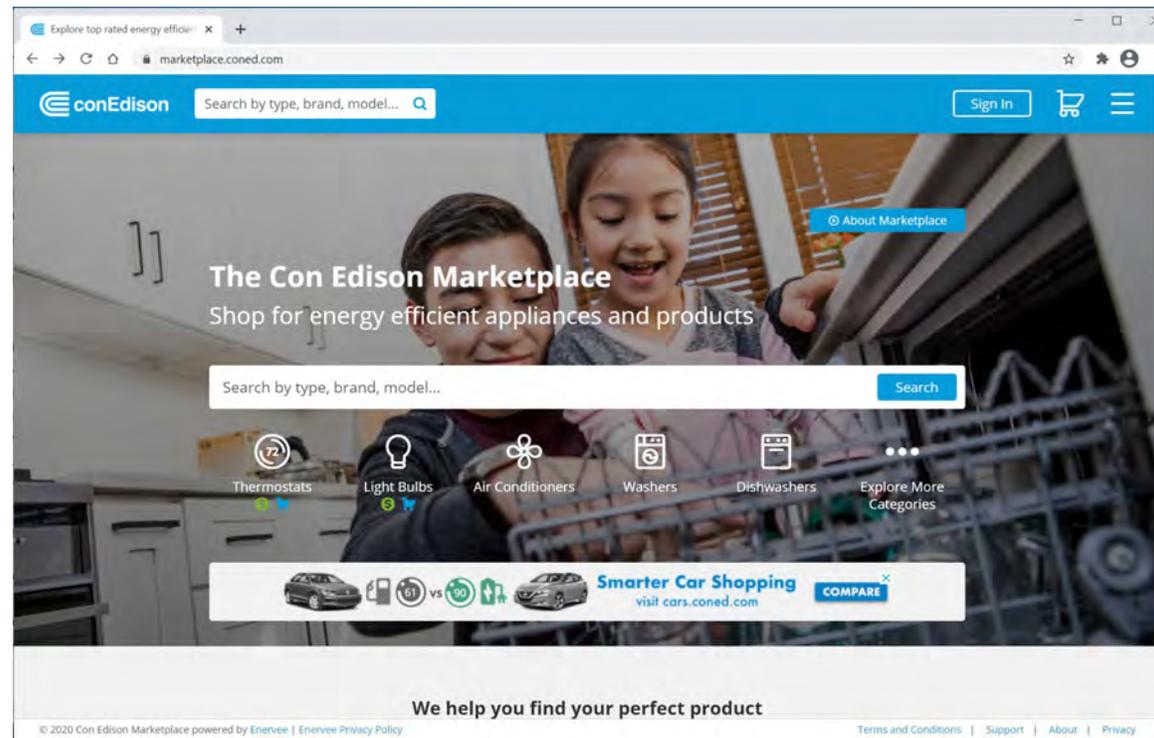
# Con Ed Programs for Income Eligible Customers

- Higher incentives for energy efficiency upgrades
  - 1-4 family homes (buildings with 1-4 units) – through NYSERDA's EmPower program
  - Multifamily buildings (buildings with 5+ units) – designed and managed by Con Ed
  - Visit [www.coned.com/incomeeligible](http://www.coned.com/incomeeligible) for more info
- Energy efficiency kits
  - Efficiency Starter Program – kits containing LEDs, showerheads, and faucet aerators are distributed to customers enrolled in Con Ed's bill assistance program on a rolling basis. New opt-in format will be released late summer/early fall 2021
  - Smart Kids – educational kit program targeted at 5<sup>th</sup> graders and high school students
- LEDs at food banks
  - Free lightbulbs distributed at food banks to SNAP recipients

# Marketplace

**Con Ed's Marketplace offers energy efficient products and appliances for purchase. Efficiency ratings, product reviews, and rebates are available.**

**Visit [marketplace.coned.com](https://marketplace.coned.com) to learn more.**



**Contact:  
Helen Lee (leeh@coned.com)**

**For more information, visit  
[www.coned.com/incomeeligible](http://www.coned.com/incomeeligible)**



# Emergency Preparedness in NYC

# EMERGENCY PREPAREDNESS IN NYC

Allison Pennisi  
Director of Communications

**NYC** Emergency  
Management



# Who We Are & What We Do

## NYC Emergency Management's Mission



NYC Emergency Management helps New Yorkers before, during, and after emergencies through preparedness, education, and response.

# Educate the Public



# Personal Emergency Preparedness

It just takes three simple steps...

## Make a Plan



## Gather Supplies

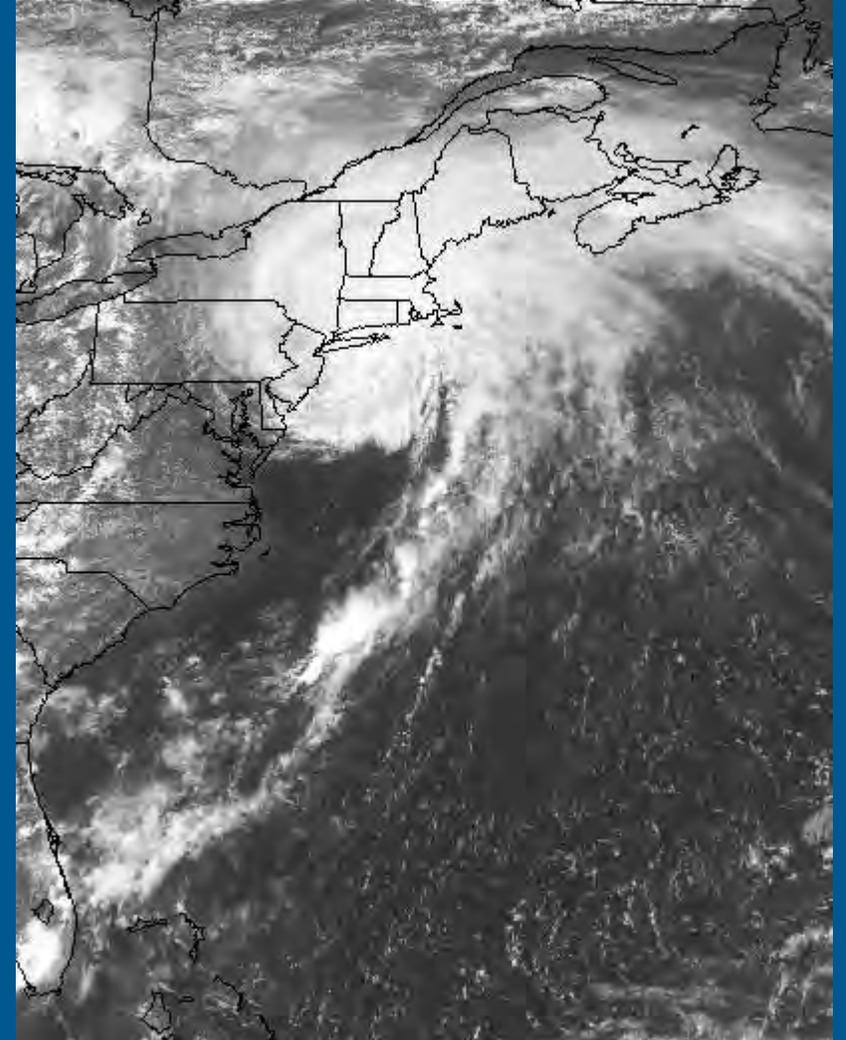


## Stay Informed



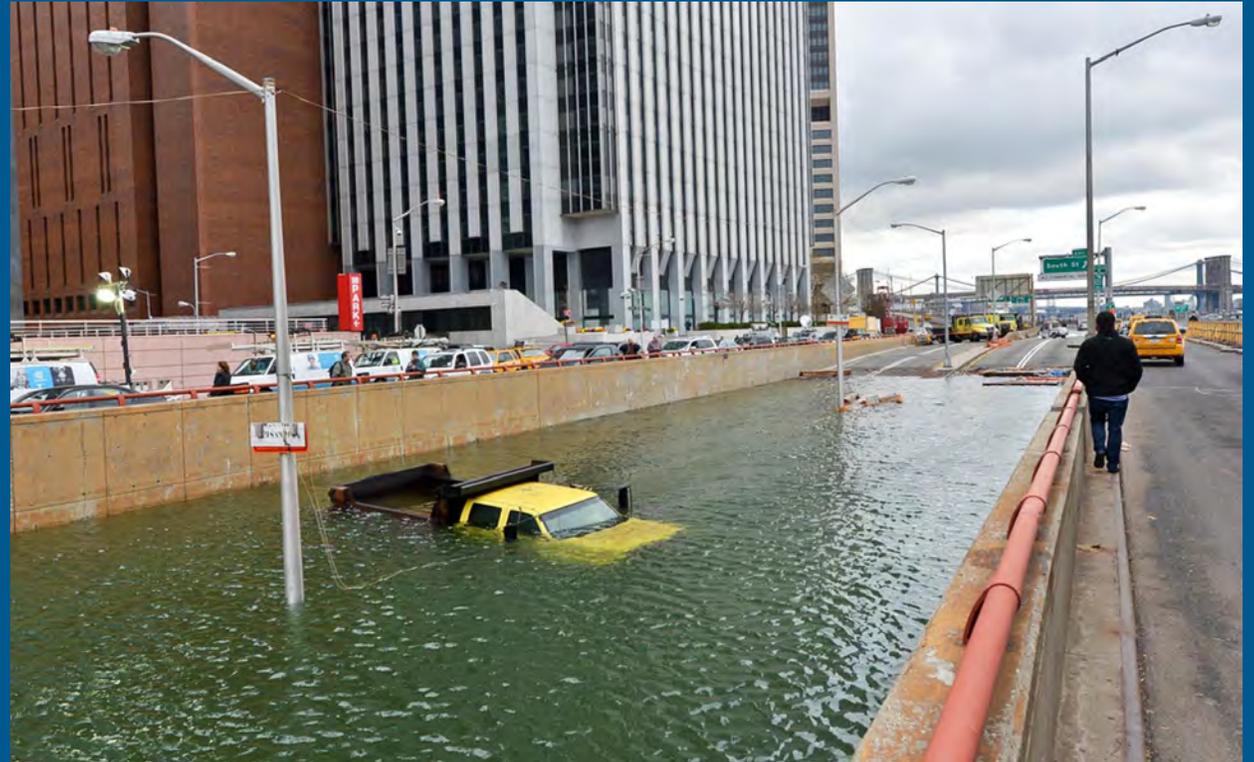
# HURRICANES IN NYC

- Hurricane season in NYC is from June 1 to November 30.
- The National Oceanic and Atmospheric Administration (NOAA) has predicted an above-normal season this year.



# IMPACTS OF HURRICANES

- Wind
- Rain
- Flooding
- Utility disruptions



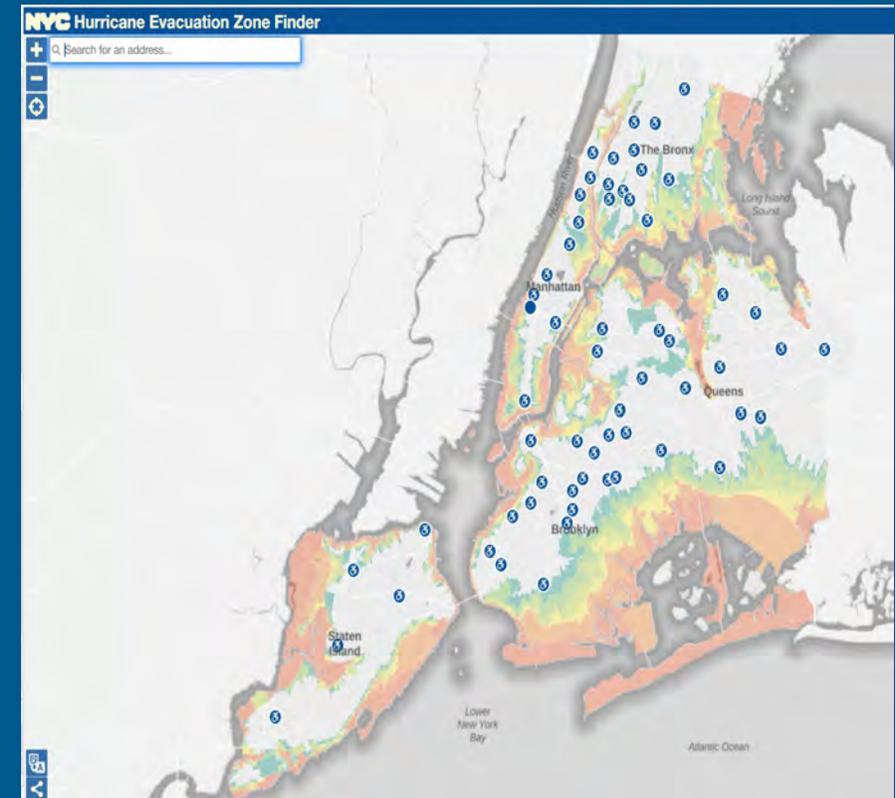
# KNOW YOUR ZONE

- NYC's hurricane evacuation zones have changed.
- Annual campaign focuses on how to be prepared for hurricanes as well as the changes to the hurricane evacuation zones.
- [NYC.gov/knowyourzone](https://www.nyc.gov/knowyourzone) or call 311



# HURRICANE EVACUATION

- Hurricane evacuation zones
- Hurricane evacuation centers



# MAKE A PLAN

- Create an emergency support network
- Write down important health and life-saving information
- Include communication in your plan

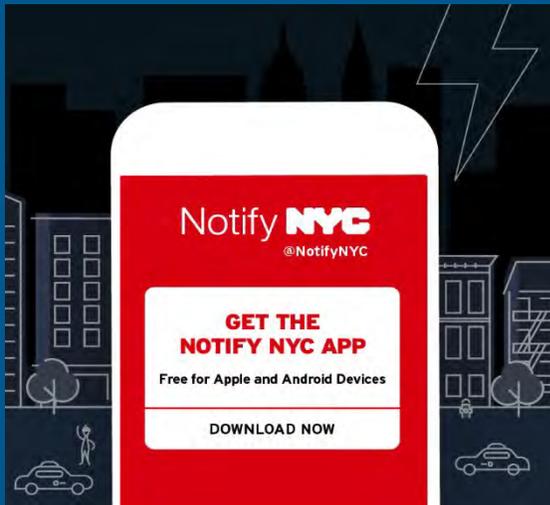


# GATHER SUPPLIES

- Pack a Go Bag
- Put together an emergency supply kit
- Special considerations



# STAY INFORMED



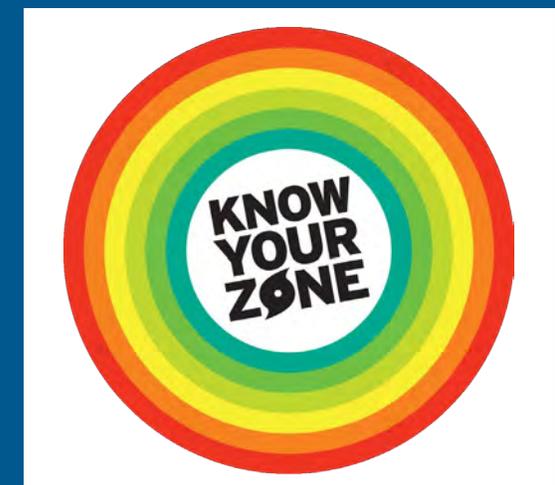
## Notify NYC

- NYC's official emergency communications program
- Free app for Apple & Android devices



## Ready NYC

- Make an emergency plan on your Apple or Android device



## Know Your Zone

- Know Your Zone campaign
- Zone Finder

# STAY INFORMED

- “*Prep Talk*” NYC Emergency Management’s podcast
- *¡Prepárate!* – Un podcast en español cuyo objetivo es educar a los Neoyorquinos a prepararse para emergencias
- Available on SoundCloud & more



# QUESTIONS?

# THANK YOU!

[apennisi@oem.nyc.gov](mailto:apennisi@oem.nyc.gov)

**NYC** Emergency  
Management

A detailed white line-art map of New York City is overlaid on a solid blue background. The map shows the city's grid, major roads, and the outlines of the five boroughs: Manhattan, Bronx, Queens, Richmond, and Brooklyn. The map is positioned on the right side of the slide, extending from the top right towards the bottom right.

# STAY COOL!

Visit A Cooling Center To Beat The Heat



## Cooling Centers



# NYC EXTREME HEAT

# Danger of Hot Weather and Heat Waves

## Who is Most Vulnerable?

Those who do not have or use air conditioning AND have one or more of the following risk factors:

- Chronic health conditions
  - Cardiovascular, respiratory, or renal disease
  - Obesity (BMI > 30)
  - Diabetes
  - Psychiatric illness such as schizophrenia or bipolar disorder
- Cognitive or developmental disorder that impairs judgment or self-care
- Have trouble responding to heat or use medicines that impair that ability
- Illicit drug or heavy alcohol use
- Socially isolated or with limited mobility

# Heat Emergency Plan (HEP) Triggers

## Thresholds for Plan Activation

Definition	
Trigger 1	Heat index $\geq$ 95 degrees for 2+ consecutive days or more
Trigger 2	Heat index $\geq$ 100 degrees for one day or more
Additional Excessive Heat Considerations	<ul style="list-style-type: none"> <li>• Predicted heat index of 105°F for any duration</li> <li><i>or</i></li> <li>• Predicted heat index of 95°F for four days or more</li> </ul>

## National Weather Service Product Definitions

NWS Product	Definition
Heat Advisory	Issued when maximum daytime heat index values are forecast to reach 95°F or greater for at least two consecutive days or 100°F-104°F for any length of time
Excessive Heat Watch	Issued within 48 hours when NWS expects a heat index of 105°F for at least two consecutive hours
Excessive Heat Warning	Issued when heat index values are forecast to reach or exceed 105°F for at least two consecutive hours

# Heat Emergency Plan

## Objectives and Operational Strategies

Objective	Operational Strategy
1. Provide Hazard Awareness and Disseminate Public Messaging	Disseminate Public Information
2. Minimize Impacts to Public Health	Activate the Advance Warning System
	Activate Cooling Centers
	Conduct Homeless Outreach
3. Minimize Impacts to Infrastructure	Relieve Stress on Electric Systems
	Issue Excavation Safety Alert
	Distribute Spray Caps

# Heat Emergency Plan

## Operational Strategy 2.1: Activate the Advance Warning System (AWS)

- Activate the Advance Warning System
  - Email, text, and mobile app alerts are delivered to over 7,900 individuals representing over 1,900 organizations
    - Hazard messaging created by DOHMH, NYCEM - individual organizations tailor to their population
  - Conference call: 30 umbrella organizations
    - Non-profits, private sector partners, and City Agencies including City Hall, ARC, MOPD, ACS, DFTA, DOC, DOE, DOHMH, DPR, DSS, DYCD, H+H, NYCHA,

# Heat Emergency Plan

## Operational Strategy 2.2: Activate Cooling Centers

- In a Typical Year 500 air-conditioned locations (e.g., libraries, senior centers)
- NYCEM maintains the online Cooling Center Finder (info also available by calling 3-1-1)
- Available in all boroughs
- Considerations:
  - Extended Hours for Centers

Agency	# Centers
DFTA	249
NYCHA	8
Libraries	205
Salvation Army	19
DPR	5
DYCD	93
<b>Total</b>	<b>579</b>

*Numbers above reflect total available universe – actual numbers open will vary throughout the summer.*

# Covid Curveballs for Cooling Centers

- The Covid Pandemic disrupted the Service Model for our Partners Agencies
  - Initially all partners shut down completely
  - As they pursued re-opening new operating models strained the program (e.g. grab and go services)
- New Requirements
  - Social Distancing
  - Masks
- New Program Adaptations
  - Vaccine Sites do double duty
  - DOE sites in a pinch
  - Pet Friendly Cooling Centers



# Emergency Broadband Benefit



Helping Households Connect During the Pandemic

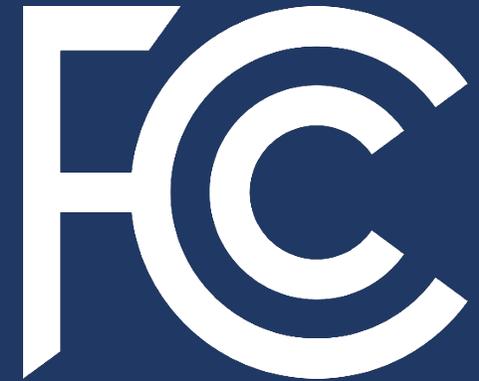
# Emergency Broadband Benefit

What is the Benefit?

Who Is Eligible?

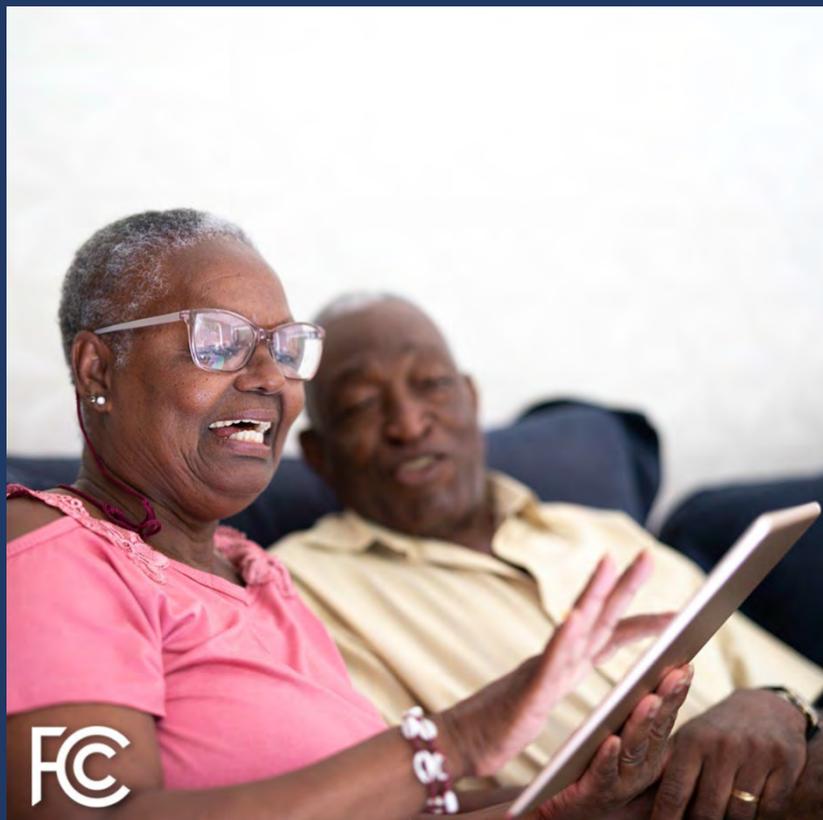
How Can Households Apply?

FCC Partner Toolkit





# What Is the Benefit?



The Emergency Broadband Benefit Program is a Federal Communications Commission (FCC) Program that provides a temporary discount on monthly broadband bills for qualifying low-income households. Eligible households can receive:

- Up to \$50/month discount for broadband service and associated equipment rentals;
- Up to \$75/month discount for households on Tribal lands, and;
- A one-time discount for \$100 for a laptop, desktop, or computer purchased through a participating provider.



# Who Qualifies for the Benefit?



## A Household is Eligible If Any Member

- Received a Pell Grant in the current award year.
- Is approved to receive benefits under the free and reduced school lunch program or school breakfast program in the 2019-2020 or 2020-2012 school year.
- Experienced a substantial loss of income, due to job loss or furlough since 2/29/20 and the household had a total income in 2020 below \$99,000 (single filers) or \$198,000 (joint filers); or
- Meets the eligibility of a participating providers' COVID-19 or low-income program





# Who Qualifies for the Benefit?



## Households That Qualify for Lifeline Also Qualify

### What is Lifeline?

Lifeline is a federal program that lowers the monthly cost of phone and internet. Eligible customers will get up to \$9.25 (up to \$34.25 on Tribal lands) toward their bill.

### How Do I Qualify for Lifeline?

Household income is less than 135% of the Federal poverty guidelines  
or

A member of the household participates in one of these programs:

- Supplemental Nutrition Assistance Program (SNAP), formerly known as Food Stamps
- Medicaid
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (FPHA)
- Veterans Pension and Survivors Benefit
- Tribal programs (and you live on qualifying Tribal lands)



# What Is a Household?



A household is a group of people who live together and share money (even if they are not related to each other.) If you live together and share money, you are one household. If you either don't live together or you don't share money, you are two or more households.

- A household can qualify because of eligible dependent children that meet the eligibility criteria
- You may have to answer questions about your household when you apply for the Emergency Broadband Benefit Program.
- A household worksheet will be available to assist in determining household eligibility.



# Multi-Unit Dwellings



Eligible households within multi-unit dwellings such as apartment buildings, nursing homes, and group homes can also take advantage of the benefit.

- Households within multi-unit dwellings, where the landlord or the property manager is the internet account holder, may be able to apply the benefit to that broadband service if they otherwise qualify.
- If the household has a bill or other liability for their broadband access that someone else, such as the property owner, is helping to pay, the household could switch temporarily to using EBB support to pay for broadband service instead of relying on that third party's support.





# Additional Details



- ✓ The Emergency Broadband Benefit opened its enrollment on May 12, 2021
- ✓ The Emergency Broadband Benefit is a temporary program developed in response to the COVID-19 pandemic. The program will end once the program funds are exhausted, or six months after the Department of Health and Human Services declares an end to the pandemic, whichever comes first.
- ✓ The program is administered by the Universal Service Administrative Company (USAC). They also administer the Lifeline program. USAC hosts the application portal and the [GetEmergencyBroadband.org](https://www.getemergencybroadband.org) consumer website.



# Consumer Protections



- Participating providers must give households notice about the last date or billing cycle that the full benefit will apply to their bill and the date or billing cycle that a partial benefit will apply to their bill, in addition to information about the cost of broadband service after the program ends.
- Households will need to opt-in or request to continue broadband services with their provider. If they don't opt-in or select a new service plan with the provider, their broadband service will end once the program ends. Even if they had service with the same provider before enrolling in the Emergency Broadband Benefit, they will need to opt-in to continue broadband services after the program ends.



# Participating Providers



The program is open to all broadband providers, not just those currently offering Lifeline services.

- Fixed broadband services are provided to your home, or a single location. These include cable, fiber optic, DSL, satellite, and fixed wireless services.
- Mobile broadband services are device-based and available throughout the service provider's cellular coverage area, similar to cell phone services.

Check with the broadband providers in your area to learn about their plans for program participation and eligible service offerings. You can find a list of participating providers by state and territory linked on [www.fcc.gov/broadbandbenefit](http://www.fcc.gov/broadbandbenefit).

Not all providers plan to offer connected devices through the program.



# How Do I Enroll?



There are three ways to apply for the Emergency Broadband Benefit

**Option 1:** Contact a participating broadband provider directly to learn about their application process.

**Option 2:** Go to [GetEmergencyBroadband.org](https://www.getemergencybroadband.org) to apply online and to find participating providers near you.

**Option 3:** Send a mail-in application, along with proof of eligibility to:

Emergency Broadband  
Support Center  
P.O. Box 7081  
London, KY 40742





# Enroll Via a Provider



- Contact a service provider. Find a list of participating service providers by state at: [www.fcc.gov/broadbandbenefit](http://www.fcc.gov/broadbandbenefit)
- The service provider assists the consumer (**in-person**) with applying through the National Verifier Service provider portal; or
- The service provider helps the consumer apply using their FCC approved alternate verification process.



# Apply Directly Online



Visit

Visit [GetEmergencyBroadband.org](https://www.getemergencybroadband.org)



Submit

Click "How to Apply" and complete the electronic application



Contact

After receiving an eligibility determination from the National Verifier, the consumer can contact a service provider to enroll in the EBB program.



# Apply by Mail



- Download and print a paper application from [GetEmergencyBroadband.org](https://www.getemergencybroadband.org)  
(Participating providers may also supply consumers with paper applications)
- Mail the completed application to:  
Emergency Broadband Support Center  
P.O. Box 7081  
London, KY 40742
- To help with application processing include supporting documents to prove eligibility and the household worksheet.



# What Is the Outreach Toolkit?



The outreach toolkit is a collection of social media, printables, and other tools to assist communities, partners, grassroots organizers, and navigators in raising awareness around the Emergency Broadband Benefit.

These tools are for public access, downloadable, and free to use. They can also be co-branded and/or adjusted to your voice.



# FCC Outreach Toolkit



## Social

Logos  
Social Media Images  
Draft Social Media Posts  
Newsletter Insert  
Draft Press Release

## Printables

Fact Sheet  
Flyer  
9"x 5" Info Card  
1/4 Page Handout  
Poster/Infographic

## Videos and PSAs

ASL Video  
Overview Video  
How to Apply Video  
Audio PSAs  
PowerPoint Slide Deck



# Social Media Support



Logos

Social Media Images

Draft social Media Posts

Newsletter Inserts

Draft Press Release





# Printables



## EMERGENCY BROADBAND BENEFIT

### WHAT IS IT?

The Emergency Broadband Benefit is a temporary FCC program to help households struggling to afford internet service during the pandemic.

### The benefit provides:

- Up to \$50/month discount for broadband service;
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.

### WHO IS ELIGIBLE?

#### A household is eligible if one member of the household:

- Has an income that is at or below 135% of the Federal Poverty Guide lines or participates in certain government assistance programs;
- Receives benefits under the free and reduced-price school lunch or breakfast program;
- Received a Federal Pell Grant during the current award year;
- Experienced a substantial loss of income due to job loss or furlough since February 29, 2020; or
- Meets the eligibility criteria for a participating provider's existing low-income or COVID-19 program.

### THREE WAYS TO APPLY

# 1

Contact your preferred participating provider directly to learn about their application process.

# 2

Go to [GetEmergencyBroadband.org](https://www.getemergencybroadband.org) to submit an application and to find participating providers near you.

# 3

Complete a mail-in application and send it along with proof of eligibility to:

Emergency Broadband Support Center  
P.O. Box 7081  
London, KY 40742

### LEARN MORE

- 📞 Call 833-511-0311, or
- 🌐 Visit [fcc.gov/broadbandbenefit](https://www.fcc.gov/broadbandbenefit)



## WHAT YOU SHOULD KNOW ABOUT THE EMERGENCY BROADBAND BENEFIT



### What is it?

A temporary FCC program to help households struggling to afford internet service during the pandemic.

#### The benefit provides:

- Up to \$50/month discount for broadband services;
- Up to \$75/month discount for households on qualifying Tribal lands; and
- A one-time discount of up to \$100 for a laptop, desktop computer, or tablet purchased through a participating provider.

### Who is eligible?

#### A household is eligible if one member of the household:

- Has an income that is at or below 135% of the Federal Poverty Guidelines or participates in certain government assistance programs;
- Receives benefits under the free and reduced-price school lunch or breakfast program;
- Received a Federal Pell Grant during the current award year;
- Experienced a substantial loss of income due to job loss or furlough since February 29, 2020; or
- Meets the eligibility criteria for a participating provider's existing low-income or COVID-19 program.



### How do I apply?

There are three ways to apply for the Emergency Broadband Benefit.

#### 1 Contact your Preferred Participating Provider Directly

Ask your provider if they participate in the EBB, or use our online tool to find a participating company near you.



#### 2 Online

Use the online application at [GetEmergencyBroadband.org](https://www.getemergencybroadband.org)



#### 3 By Mail

Print an application in English or Spanish. Complete the application and send with proof of eligibility to:

Emergency Broadband Support Center  
P.O. Box 7081  
London, KY 40742

For additional information, Call 833-511-0311, or visit [fcc.gov/broadbandbenefit](https://www.fcc.gov/broadbandbenefit)

Fact Sheet

Flyers

Poster

9" x 5" Info Card

1/4 Page Handout

Infographic



# Videos and PSAs



**ASL Video**

Overview Video

How to Apply Video

Radio PSAs

Powerpoint Slide Deck





# Toolkit Accessibility



## Translated Languages

Arabic  
Amharic  
Burmese  
Chinese (Traditional)  
French  
Haitian Creole  
Korean  
Portuguese  
Russian  
Somali  
Spanish  
Tagalog  
Vietnamese

## Translated Material

Fact Sheet  
9" x 5" Info Cards  
1/4 Page Handout

## Alternate Formats

To request materials in accessible formats for people with disabilities (Braille, large print, electronic files, audio format), send an e-mail to: [FCC504@fcc.gov](mailto:FCC504@fcc.gov).



# Questions?



The FCC's EBB Consumer Page:  
<https://www.fcc.gov/broadbandbenefit>

The FCC's list, by state, of EBB providers  
<https://www.fcc.gov/emergency-broadband-benefit-providers>

A comprehensive FAQ on the EBB program  
<https://www.fcc.gov/consumer-faq-emergency-broadband-benefit>

Toll free number for questions: 833-511-0311  
To apply: [GetEmergencyBroadband.org](https://www.getemergencybroadband.org)



**conEdison**