

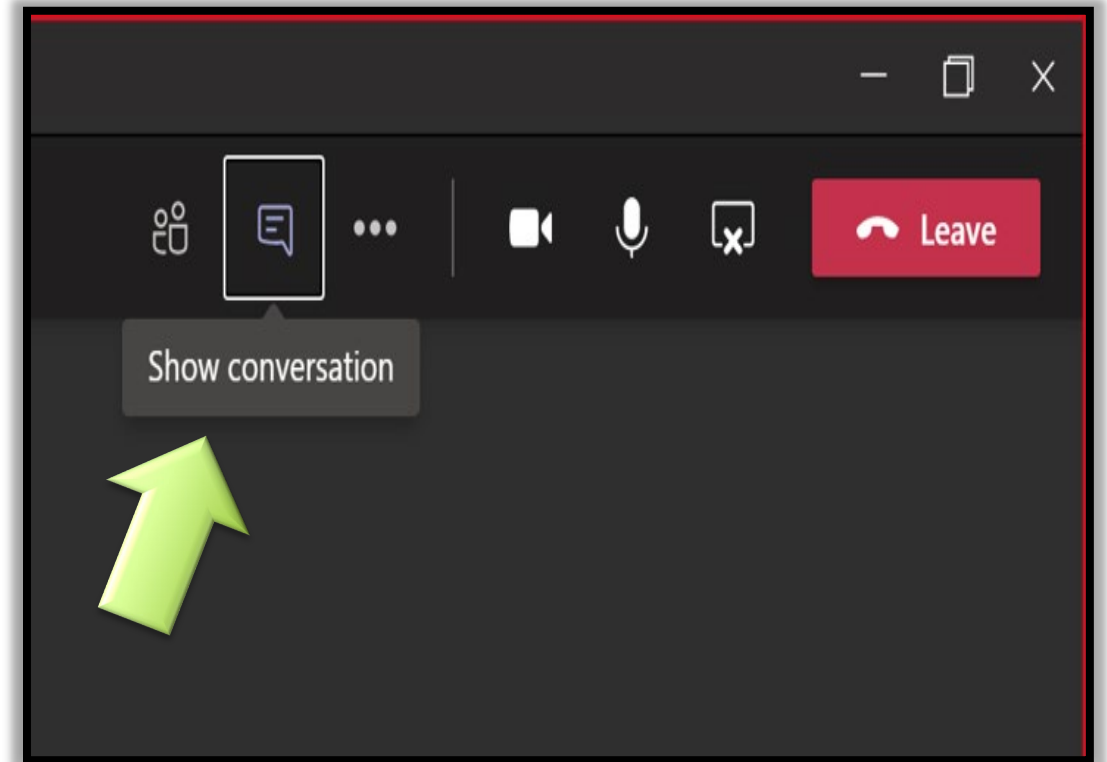


**conEdison**

# 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

- Energy Affordability Program (EAP) and NYS Electric and Gas Bill Relief  
Sara Margaret Geissler, *Section Manager, Strategic Applications*
- Summer High Bills  
Jon Minners, *Department Manager, Customer Outreach and Education*
- Home Energy Assistance Program (HEAP)  
Gary Wrobel, *NYS Office of Temporary and Disability Assistance (OTDA)*
- Summer Weather Outlook  
Matthew Leszak, *Project Specialist, Support Services & Preparedness*
- Outage Reporting and Map  
Vinny Lou, *Sr. Specialist, Strategic Applications*
- Hurricane Preparedness  
Donato Jimenez, *Sr. Specialist, EHS Operations Support*



## Con Edison's Energy Affordability Program

# Energy Affordability Program (EAP)

- Monthly bill discounts for eligible customers
  - Set annually based on statewide formula that uses income and utility cost assumptions with broad goal of a 6% monthly energy burden
  - Customers assigned to one of four discount tiers based on qualifying public assistance
  - 2022 Budget: \$119M electric, \$35M gas
  - Total Customers: approximately 447,000
- Qualifying public assistance programs

Standard HEAP grant recipient	Supplemental Nutrition Assistance Program	Supplemental Security Income
Temporary Assistance for Needy Families	Medicaid	Safety Net Assistance
Federal Public Housing Assistance	Veterans Pension and Survivors Benefit	Lifeline Program
Utility Guarantee	Direct Vendor Programs	Tribal Programs (4)



# 2022 EAP Discounts

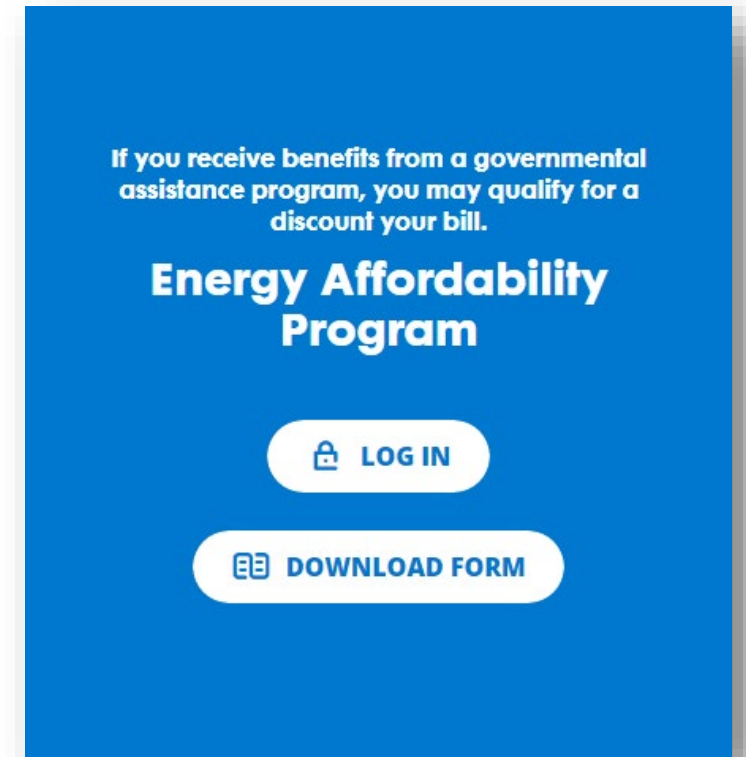
Discount Amount	Electric Heat	Electric Non-Heat	Gas Heat	Gas Non-Heat
Tier 1	\$21.73	\$21.73	\$92.62	\$7
Tier 2	\$30.82	\$30.82	\$114.42	\$7
Tier 3	\$59.80	\$47.50	\$131.10	\$7
Tier 4	\$41.91	\$38.56	\$122.16	\$7

## Tier Definitions:

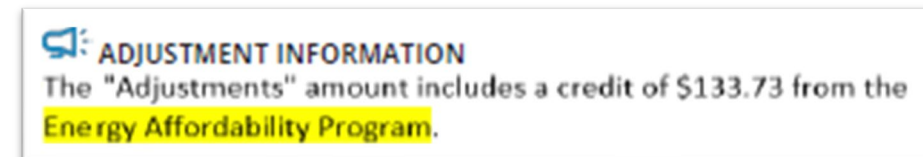
1. Standard HEAP grant recipient, Supplemental Nutrition Assistance Program, Supplemental Security Income, Temporary Assistance for Needy Families, Medicaid, Safety Net Assistance, Federal Public Housing Assistance, Veterans Pension and Survivors Benefit, Lifeline Program
2. Standard HEAP grant and below 130% of federal poverty level (FPL) or vulnerable individual in household
3. Standard HEAP grant, below 130% of FPL and vulnerable individual in household
4. Utility Guarantee/Direct Vendor program (i.e., agency paying bills)

# EAP Enrollment

- EAP Enrollment:
  - Automatically through data sharing with NYC Human Resources Administration and Westchester Department of Social Services
  - Provide documentation directly to Con Edison
    - My Account
    - Email
    - Mail/Fax
    - Walk-in Center
- Customers can verify EAP participation in My Account and/or check their bill
- [conEd.com/EAP](https://conEd.com/EAP) for more information



## Bill Message



# NEW Electric and Gas Bill Relief Program

- Approved by the NYS Public Service Commission on June 16, 2022
- Residential customers who receive qualifying government assistance will receive a bill credit for any past-due balance for service through May 1, 2022
  - *Note: All customers are responsible for bills for service after May 1*
- To qualify for a bill credit, you must:
  - Be enrolled in Con Edison's EAP by December 31, 2022, or
  - Have received benefits under the NYS Emergency Rental Assistance Program (ERAP) or the HEAP Regular Arrears Supplement Program (RAS)
- If a customer meets these criteria, their bill credit will be processed automatically, they do not need to take any action. In addition, their service will not be suspended for non-payment while the bill credit is being processed.



# Payment Assistance Websites

- [conEd.com/BillHelp](https://conEd.com/BillHelp)
- [conEd.com/EAP](https://conEd.com/EAP)
- [conEd.com/BillRelief](https://conEd.com/BillRelief)
- [conEd.com/CovidHelp](https://conEd.com/CovidHelp)

## Electric and Gas Bill Relief Program Frequently Asked Questions

In response to the COVID-19 pandemic, the New York State Public Service Commission has approved the Electric and Gas Bill Relief Program for income-eligible New Yorkers.

## Help Paying Your Bill

A payment agreement can help you pay down your outstanding balance in manageable, monthly installments. Receive benefits from a governmental assistance program? You may be eligible to receive discounts on your energy bill and more.

### Electric and Gas Bill Relief Program

#### New York State Electric and Gas Bill Relief Program

Residential customers who receive qualifying government assistance will receive a bill credit on their past-due balance for service through **May 1, 2022**.

Note: All customers are responsible for bills after May 1.

To qualify for a bill credit, you must:

1. Be enrolled in Con Edison's Energy Affordability Program by December 31, 2022, or;
2. Have received benefits under New York state's Emergency Rental Assistance Program (ERAP) or the Home Energy Assistance Program-Regular Arrears Supplement (RAS).

If you are enrolled in Con Edison's Energy Affordability program or received ERAP or RAS benefits, your bill credit will be processed automatically, and you do not need to take any action. In addition, your service will not be suspended for non-payment while your bill credit is being processed.



## Summer High Bills – How To Manage

# Summer High Bills - Background

## Residential Impact

- Compared to last summer, Gas & Electric bills are expected to go up 12% for NYC residents; 16% for Westchester customers
- Disruptions in the global supply chain have driven up the already high cost of natural gas, which is burned to produce electricity
- Weather and individual usage also affect customer bills



# Summer High Bills – Tips to Manage Billing

## What To Do

- **Check your benefits** - Receive government assistance? Check your EAP eligibility and enrollment status: [conEd.com/EAP](https://conEd.com/EAP)
- **Explore Level Billing** - Spread payments out evenly across the year, avoid large month-to-month changes in energy costs.  
*\*Automatic for newly enrolled EAP customers*
- **Consider a payment agreement**- Pay down an outstanding balance in manageable, monthly installments.
- **Go energy efficient** - Upgrade your lighting, thermostats, and other appliances through our Marketplace rebates and savings, exclusive to our customers.
- **Free Energy Savings Kit** available for EAP customers (Limit 1 per account)
  - [SavingsKit.conEd.com](https://SavingsKit.conEd.com)

# Summer High Bills – Tips to Manage Usage

## What To Do

- **Manage your usage.** Register for My Account and log in via conEd.com or our mobile app for an in-depth look at your hourly energy use.
- **Get customized tips.** Our Home Energy Analysis tool can give you personalized tips and suggestions to help you improve efficiency and control costs this summer—and all year long.
- **Avoid peak hours.** During the summer, if you consistently limit your electricity use during peak hours, you could save money by switching to our Time-of-Use rate option.
- **Choose your energy supplier.** Con Edison does not generate energy. We provide customers their energy at the same wholesale rate that we pay for it and don't make a profit on supply costs. Customers can research and choose another supplier and get tips for evaluating choices.



Office of Temporary  
and Disability Assistance

# Home Energy Assistance Program (HEAP)

Con Edison Community Resources Conference

March 17, 2025



# 2021-2022 Program in Review

# 2021-2022 HEAP

Component	Benefits	Comparison to 06/04/21	Opening Date	Closing Date
<b>Regular</b>	1.6 M	1.5 M	October 1, 2021	April 29, 2022
<b>RAS</b>	153,000	-	September 22, 2021	March 15, 2022
<b>1st Emergency</b>	86,000	80,000	January 3, 2022	August 31, 2022
<b>2nd Emergency</b>	23,000	16,504	February 22, 2022	August 31, 2022
<b>3rd Emergency</b>	-	-	May 2, 2022	August 31, 2022
<b>Cooling</b>	2,900	*338	May 2, 2022	TBD
<b>HERR</b>	2,457	2,100	October 1, 2021	September 30, 2022
<b>Clean and Tune</b>	3,500	2,500	October 1, 2021	September 30, 2022

# 2021-2022 Regular Component

2021-2022 HEAP Regular Benefits	
Benefit Type	Base Amount
Oil, Kerosene & Propane	\$675
Natural Gas or Electric Heat	\$350
Wood, Pellets, Coal & Corn	\$525
Heat included in Shelter Cost Tier I	\$50
Heat included in Shelter Cost Tier II	\$45
Heat included in Shelter Cost Nominal	\$21

# 2021-2022 Emergency Component

2021-2022 HEAP Emergency Benefits				
	Old	Current	Increase	% Increase
Oil, Kerosene, Propane	\$675	\$965	\$290	43%
Wood, Wood Products	\$525	\$700	\$175	33%
Natural Gas	\$350	\$465	\$115	33%
Electric Heat or Combined Gas/Electric	\$490	\$650	\$160	33%
Domestic Electric	\$140	\$185	\$45	32%

# 2021-2022 HEAP Cooling

- \$15M of FFY 2022 program funds have been allocated to operate HEAP Cooling
- Medical requirement was removed for 2021-2022
- Funding is limited, and benefits are approved on a first come, first served basis
- Households are encouraged to apply as early as possible after program opening

# Cooling Benefits and Specifications

- Eligible households may receive one HEAP funded air conditioner in order to establish a cooling room
- Window, portable, or sleeve AC units may be installed
- In circumstances where an air conditioner cannot be safely installed, a fan may be provided
- Benefits may not exceed \$800 per household including labor and materials, no additional cash benefits are available



# 2022-2023 Program Planning

- Needs assessment period took place in Spring 2022
- Comments were accepted on the development of the 2022-2023 NYS HEAP State Plan
- Draft plan will be posted to OTDA's website for public comment in Summer 2022 prior to submission to US Department of Health and Human Services (HHS)

HEAP State plans may be found on OTDA's website:

<https://otda.ny.gov/programs/heap/stateplan.asp>

# How to Apply for HEAP

Households interested in any HEAP benefit should be directed to their local Social Services District:

[www.otda.ny.gov/programs/HEAP/contacts](http://www.otda.ny.gov/programs/HEAP/contacts).

# OTDA Contact Information

NYS Office of Temporary and Disability Assistance  
Employment and Income Support Programs  
HEAP Bureau, Floor 11B  
40 North Pearl Street  
Albany, NY 12243

Telephone Number: (518) 473-0332

Fax Number: (518) 474-0985

Vendor Hotline: (866) 270-4327 (HEAP)

Client Hotline: (800) 342-3009

Email: [NYSHEAP@otda.ny.gov](mailto:NYSHEAP@otda.ny.gov)

Website:

[www.otda.ny.gov/programs/heap](http://www.otda.ny.gov/programs/heap)

Online HEAP Application/  
myBenefits Website:

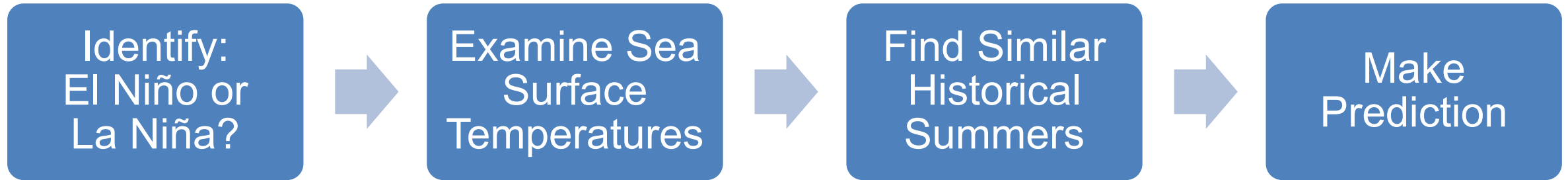
[www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)

# **2022 Summer and Hurricane Outlook**

Matt Leszak

Meteorologist – Emergency Preparedness

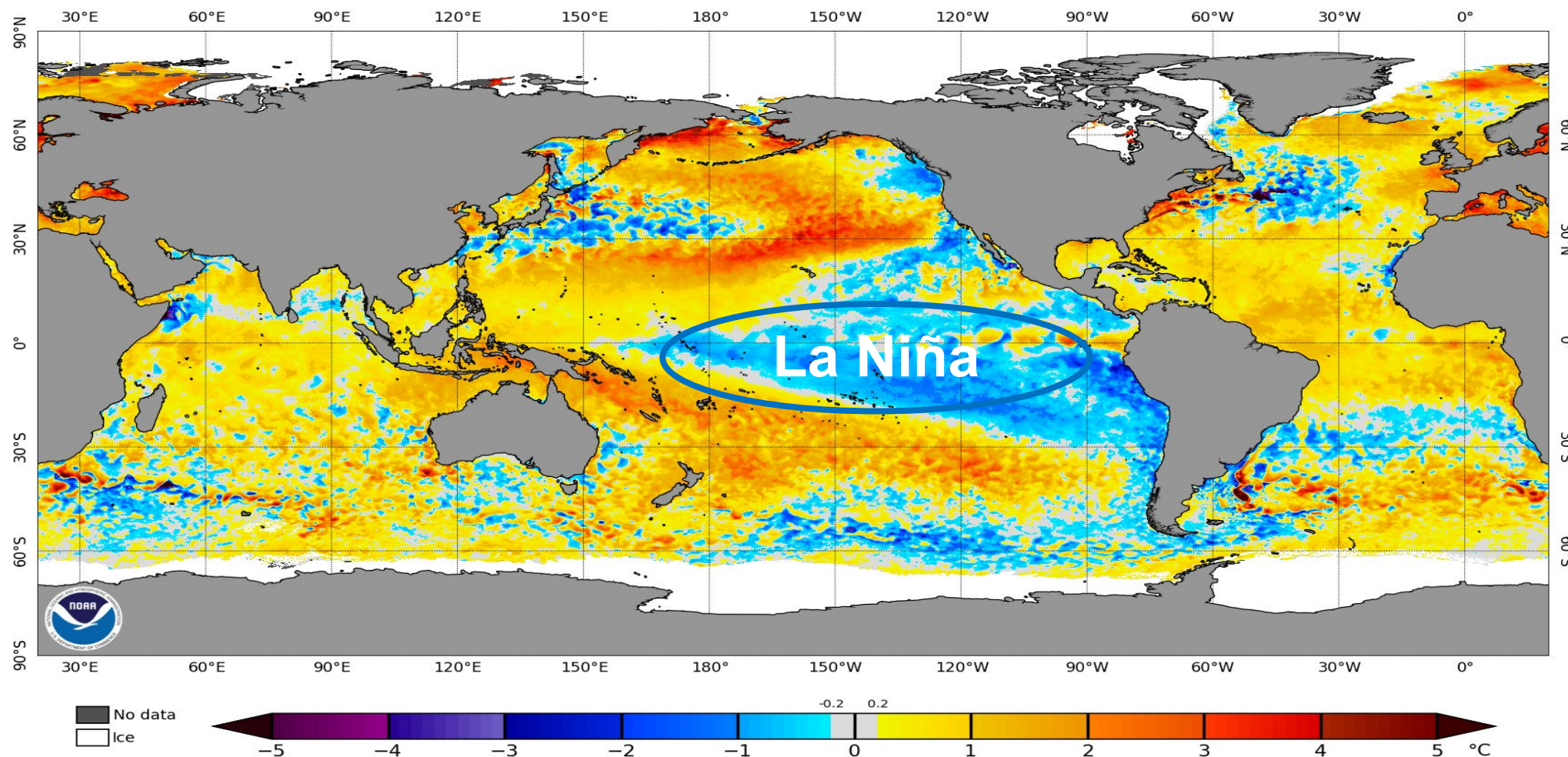
# 2022 Summer Outlook Process



- La Niña
- Warmer than normal Atlantic Ocean
- Cooler than normal Pacific Ocean
- Similar historical years: 2021, 2011, and 2008

# Sea Surface Temperature Anomalies

NOAA Coral Reef Watch Daily 5km SST Anomalies (v3.1) 13 Jun 2022





# Similar Historical Summer Seasons (Central Park)

Similar Historical Summer Seasons (Central Park)				
Year	Average Temperature (°F)	Precipitation (in.)	Days ≥ 90 °F	# Heat Waves
2021	75.94	24.03	17	3
2011	75.94	25.23	20	3
2008	75.40	13.12	12	2
Normal 1991-2020	75.09	13.69	17.4	2.3



= below normal





= above normal

# 2022 Summer Outlook

- 2022 summer outlook
  - Near to slightly above normal temperatures
  - Above normal amounts of precipitation
- Confidence is moderate in the summer outlook

# Similar Historical Hurricane Seasons (Atlantic Basin)

Similar Historical Hurricane Seasons (Atlantic Basin)			
Year	Tropical Storms	Hurricanes	Major Hurricanes
2021	21	7	4
2011	20	7	4
2008	17	8	5
Normal 1991-2020	16.2	7.2	3.2

 = below normal  
 = above normal

# Similar Historical Hurricane Seasons

## Another active season locally?



HURRICANE  
**IDA 2021**

Aug 26, 2021 to Sep 04, 2021



HURRICANE  
**HENRI 2021**

Aug 15, 2021 to Aug 24, 2021



HURRICANE  
**ELSA 2021**

Jun 30, 2021 to Jul 10, 2021



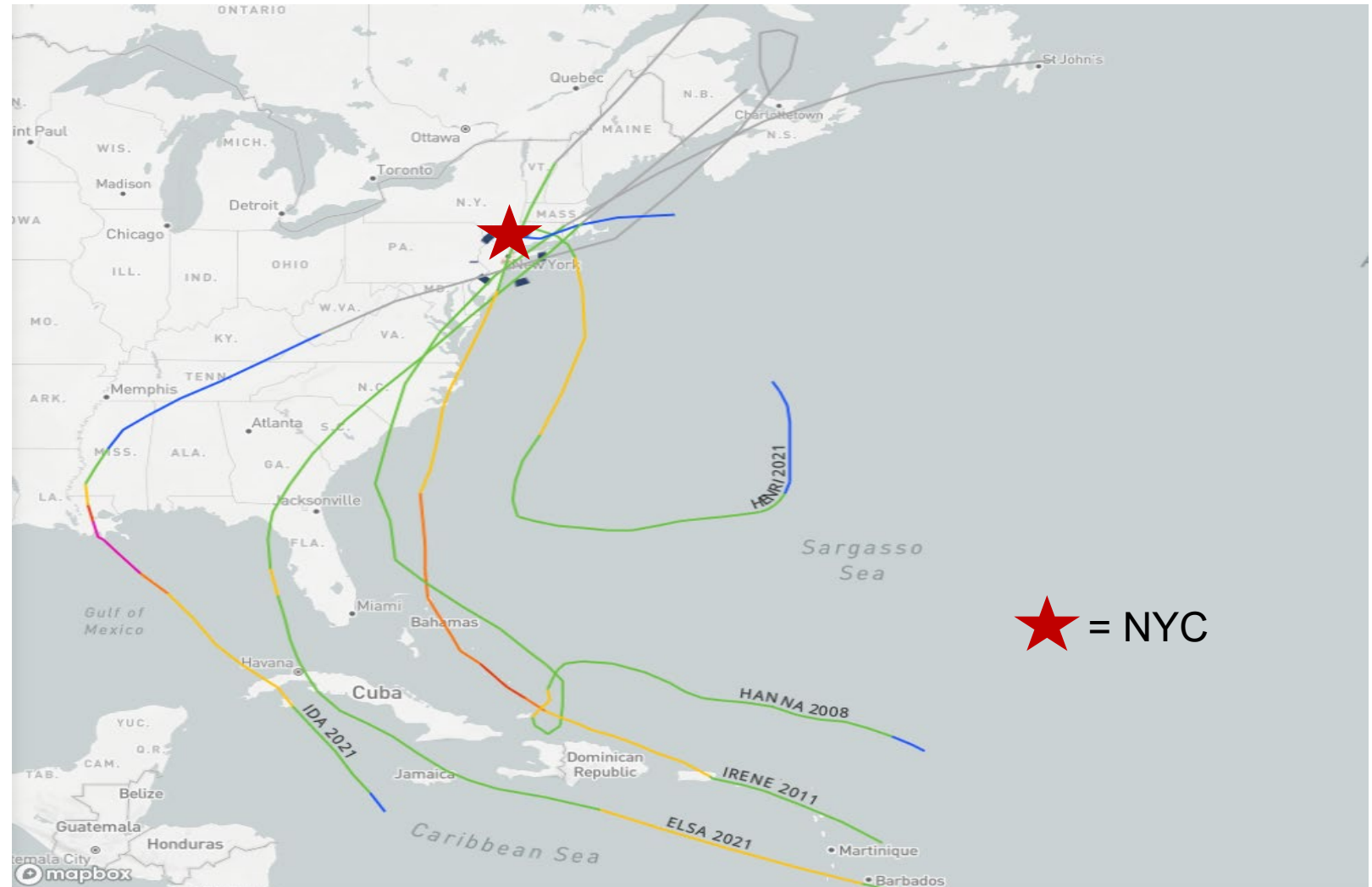
HURRICANE  
**IRENE 2011**

Aug 21, 2011 to Aug 30, 2011



HURRICANE  
**HANNA 2008**

Aug 28, 2008 to Sep 08, 2008



# 2022 Hurricane Outlook

- 2022 tropical outlook
  - **Above normal** tropical activity
  - Forecasting 19 tropical storms, 8 hurricanes, and 4 major hurricanes
- Confidence is moderate in the hurricane outlook

# Outage Reporting and Map

Vinny Lou

*Sr. Specialist*



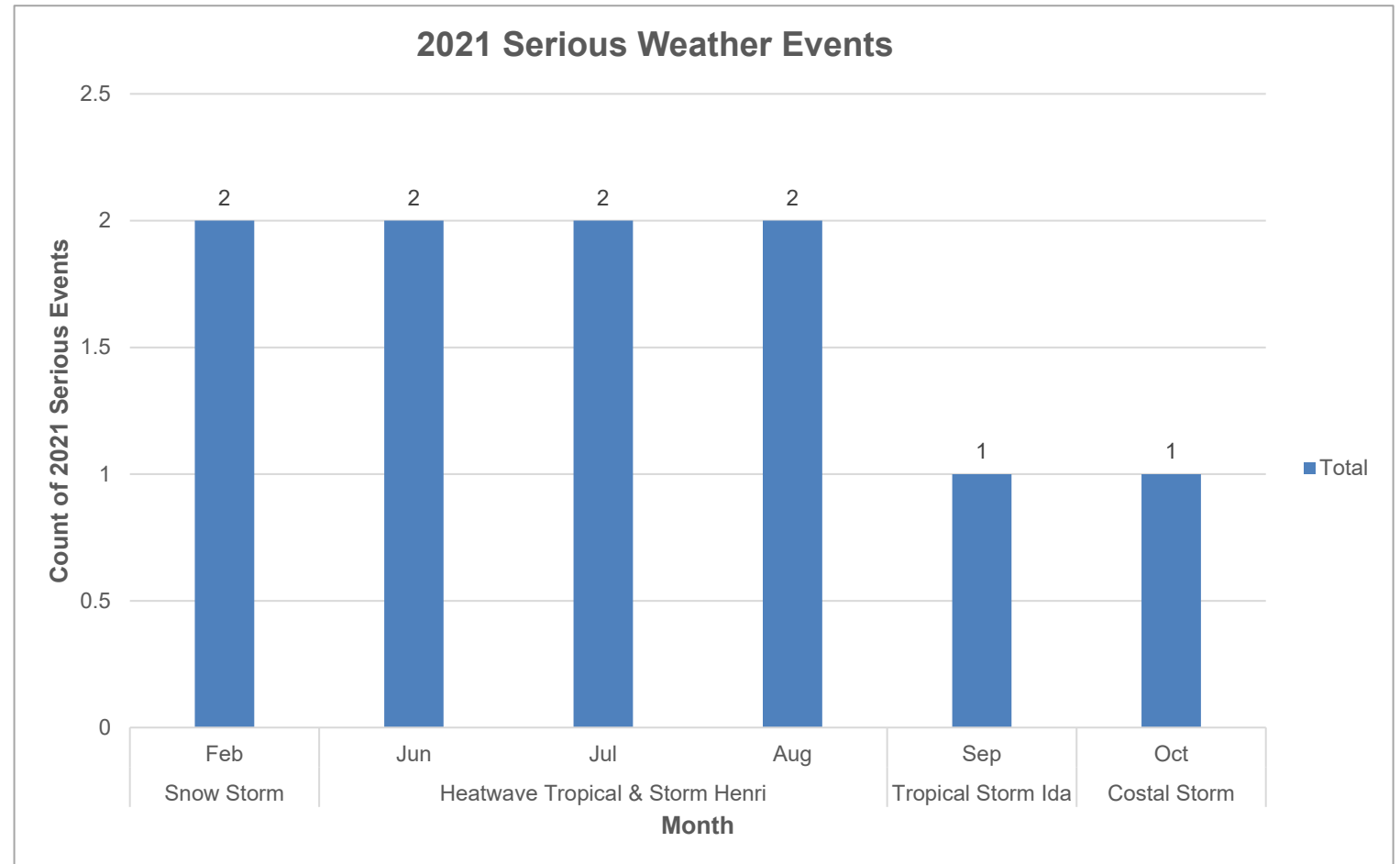
# Agenda

- 2021 Weather Events with Serious Level of Response
- Pre-Storm Preparedness Communications
- Report Your Outage to Get Updates
- Communication Preferences
- Power Outage Messages
- Power Outage Updates by Email Notifications
- Leveraging Smart Meter Technology
- How to check your status
- Life Support Equipment Text Analytics
- Outage Map Tutorial Video
- Resource Links

# 2021 Weather Events with Serious Level of Response

## Type of Event:

- Heatwaves: 5
- Snowstorms: 2
- Coastal Storm: 1
- Tropical Storm Ida: 1
- Tropical Storm Henri: 1



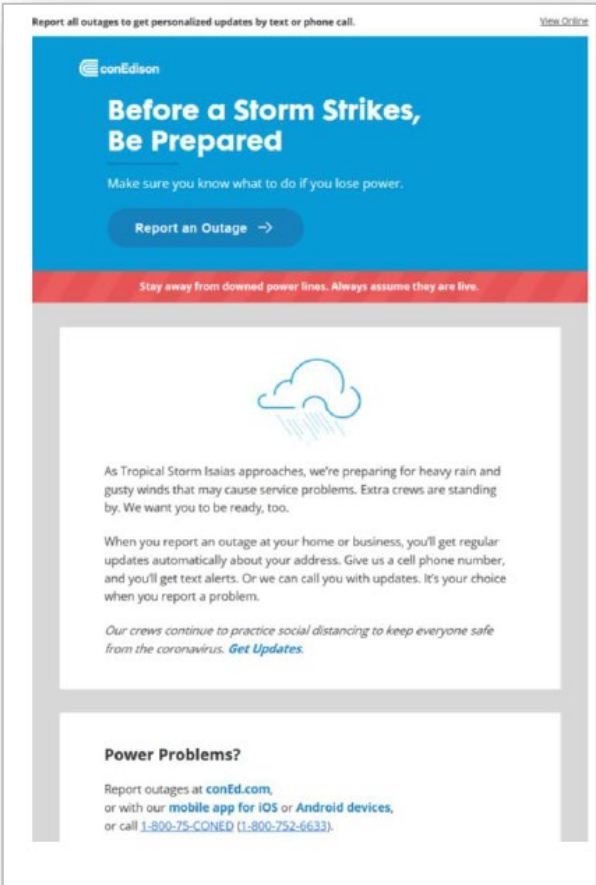
# Pre-Storm Preparedness Communications



Social Media



Text Messages



Email

# Report Your Outage to Get Updates

## Report Electric Service Problems:

- conEd.com
- Con Edison Mobile App
- Text REG to 688-243
- Call 1-800-752-6633

1:14 coned.com

conEdison

### Report a Service Problem

ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED

Report problems with your electric service, like a power outage or partial lights, and we'll call or text you with updates automatically. You can also check the map to see where other outages have been reported.

[CHECK OUTAGE STATUS](#)  
[OUTAGE MAP](#)

Do you have power? ▾

1:11 conEdison

Report Outage Check Status Outage Map

ACCOUNT AT 66-53 WOODHAVEN BOULEVARD 02FL

### Do you have power?

No Yes Partial

**If you smell gas or suspect a gas leak, do not use this form. Get outside and away from the area, then call 911 or 1-800-752-6633**

Terms of Service:

Con Edison's account services and customer-specific

Pay My Bill Usage Manage Outage Contact Us

1:12

688243

Welcome to ConEd Alerts. Reply with your 15 digit account number. Msg&data rates may apply. Msg freq depends on user. Reply HELP for help or visit [coned.com/out](https://coned.com/out)

REG

Text Message


Q W E R T Y U I O P  
A S D F G H J K L  
Z X C V B N M  
123 space return

# Communication Preferences

## Preference Programs:

- Text First Preference
- Self-Service Preference Selection



Account & BillingServices & OutagesSave Energy & MoneyOur Energy Futurea, SearchLog In or Register

### How should we contact you?

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.

Full Name

Contact Number

How would you like to get updates about your service problem?

☐ Phone Call ☐ Text Message

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.

Submit →

Feedback

# 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

Pre-Storm

**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

Damage Assessment

**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

Estimate Time of Restoration

**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

Daily ETR Reminder

**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.

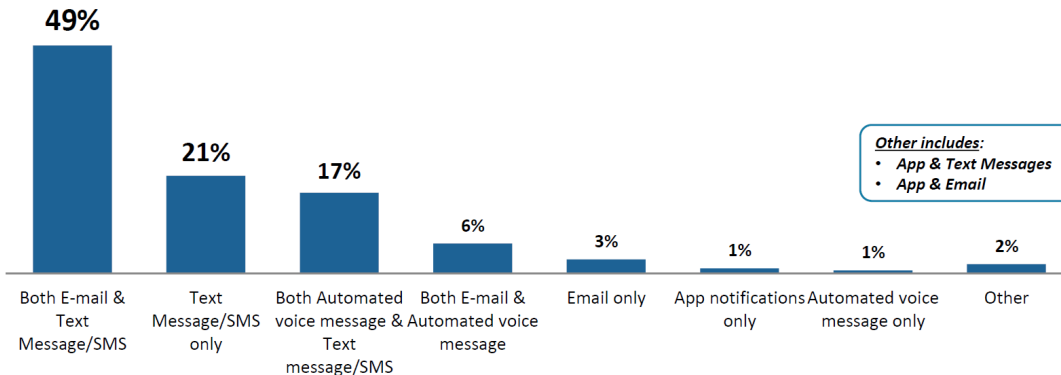
AMI - Power Still Out

# E-mail as a New Channel for Outage Notifications

Half of customers would like a combination of email and text message communications in the event of an outage.



Preferred Methods to RECEIVE Immediate Communications\*  
(asked in 2020 only)



We asked customers in a 2020 survey which methods they'd preferred to receive communications.



## Restoring Your Service Is Our Priority

We're working on restoring power to 6046 Wetherole St. Service should be back Friday, 01/14/2022, by 11:00 AM. We'll contact you if anything changes.

We understand that being without power for any length of time is difficult. Our crews are working as quickly and safely as possible.

[Go to Outage Map →](#)

[More Information →](#)

Message sent on: 01/13/2022 1:30 PM

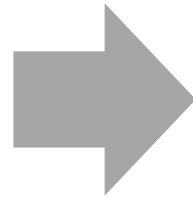
NOTE: To protect against spam, some email providers may delay delivery.

As of July 2021, we are sending customers a companion e-mail along with a Text or Call about their Power Outage.

# Smart Meter Validation – “Your power is back!”



Control Center Operator  
Restores/Closes Ticket

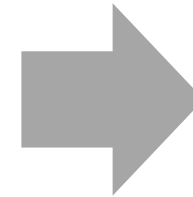


AMI Meter is  
**automatically  
pinged**

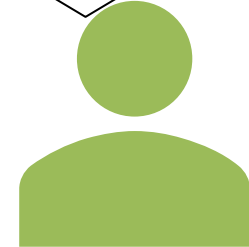


AMI Restoration  
Validation Engine  
checks the meter  
Status

AMI Meter  
is **"ON"**



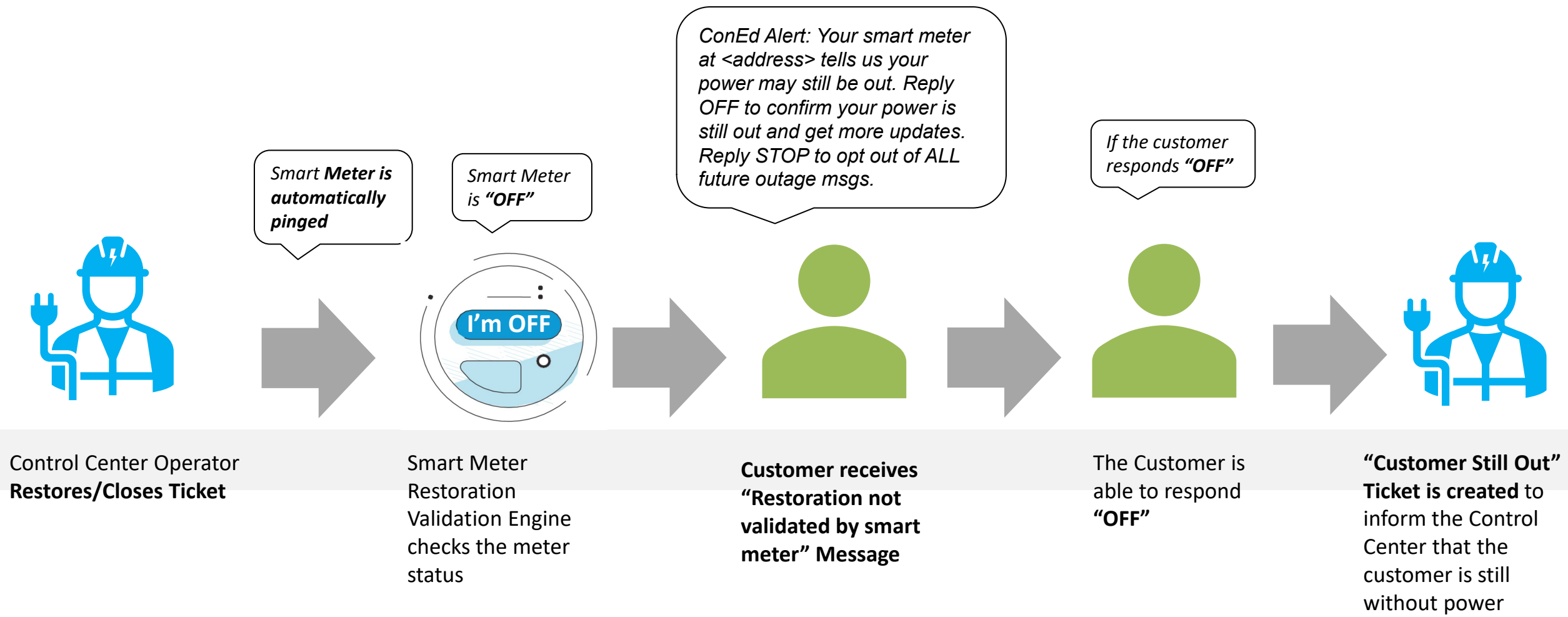
*ConEd Alert: Your smart meter tells us power at <address> was restored. <causecode> Still having power problems? Please check your circuit breakers first, then report your outage at [conEd.com/ReportMyOutage](https://conEd.com/ReportMyOutage). Reply STOP to opt out of all future outage msgs.*



The Customers is  
informed that their  
power has been restored  
instead of having to  
confirm or check



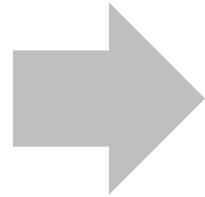
# Smart Meter Validation: “Your power may still be out”



# Free Form Text – The Use of Data to Protect Customers



Word	Customer Message
Oxygen	I'm on oxygen 24hrs a day my machine is out
Oxygen	My name is ms Wilson I'm on oxygen what do I do please contact.
Oxygen	Life support equipment Oxygen old machine w 1sn
Oxygen	My mother survives on oxygen since she was discharged from the hospital on friday
Oxygen	FYI I have an oxygen tank.



**ATTENTION!**

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

Please login into Customer & Outage BI to investigate.

- URL: <http://ouaaopre01.conedison.net/9502/analytics>
- Dashboards: Message Analysis & Trends & Exceptions
- Number of Alerts :10

Regards,  
Customer & Outage BI Team

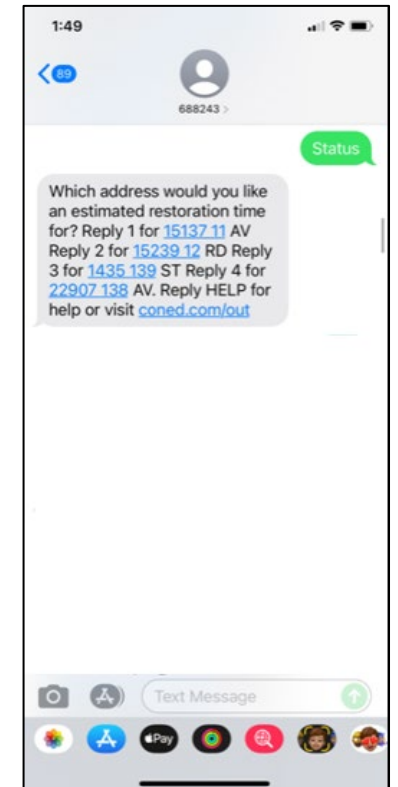
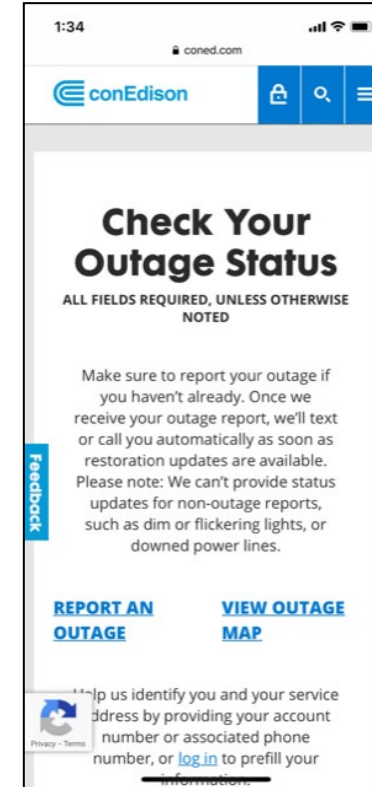
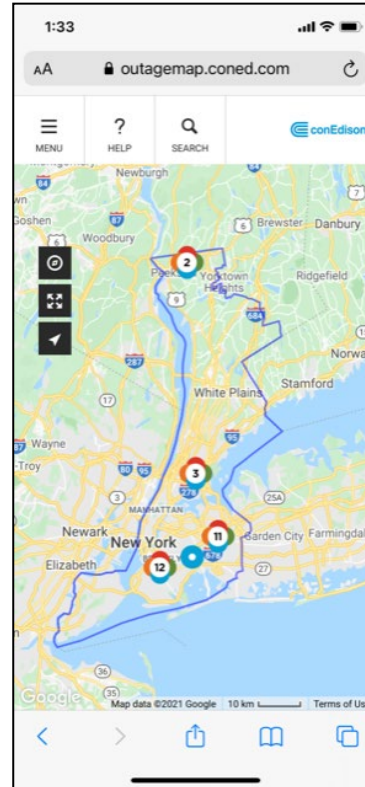
Date	Ph Num.	Customer SMS
4/13/2020 11:27:		YI I have an oxygen tank.
4/13/2020 12:13:		My mother survives on oxygen since she was discharged from the hospital on friday
4/13/2020 13:41:		HELP NO POWER LIFE SUPPORT EQUIPMENT
4/13/2020 14:04:		Life support equipment Oxygen old machine w 1small oxygen tank
4/13/2020 14:27:		My name is ms Wilson I'm on oxygen what do I do please contact.
4/13/2020 15:08:		Thank you to the Con Edison company for serving our Electricity breakdown needs with speed and ability. The Elder citizens or
4/13/2020 16:08:		XUT at n Hts. My elderly dad lives there alone
4/13/2020 16:19:		I'm on oxygen 24hrs a day my machine is out
4/13/2020 17:13:		Life Saving Device
4/13/2020 17:54:		<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, Con Edison 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

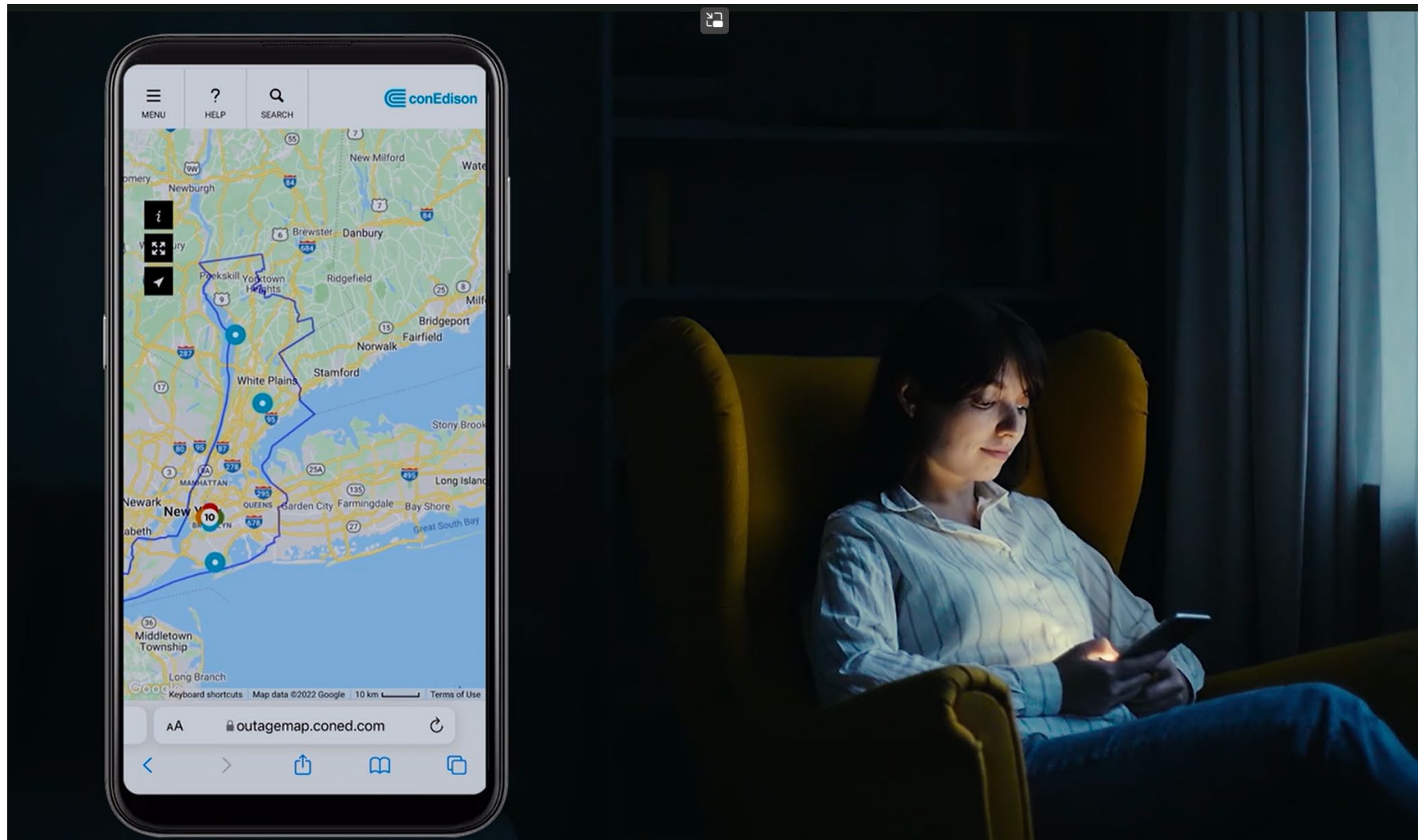
# Check Outage Status Channels

## 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



# Outage Map Tutorial Video



# Outage Resource links

- [Outage Map Tutorial English](#)
- [Outage Map Tutorial Spanish](#)
- [Report & Track Service Problems | Con Edison](#)
- [Con Edison Outage Map](#)
- [Report an Outage | Con Edison](#)
- [Check Outage Status | Con Edison](#)
- [What to Do If Your Power Goes Out | Con Edison](#)
- [How to Prepare for a Power Outage | Con Edison](#)
- [Repairs After Outages | Con Edison](#)
- [How Repairs Keep Our Service Reliable | Con Edison](#)
- [Tree Trimming | Con Edison](#)
- [Residential Spoilage Claim Form \(coned.com\)](#)

# Hurricane Preparedness

**Donato Jimenez, EH&S**



**Environment,  
Health and Safety**

# Hurricane Preparedness

2022 Hurricane Season June 1<sup>st</sup> through November 30<sup>th</sup>

Below are a few important safety tips to better prepare you and your family in the event a hurricane is tracking toward the northeast.

- Perform an assessment of your home and vehicle if applicable with all members of your household.
- Do you have a flashlight/lantern and an adequate supply of batteries. Avoid oil lanterns to prevent risk of fire.
- Keep your cell phones/computers fully charged and keep a digital backup of important insurance documents, photos, policies on a portable drive or cloud storage.
- Have can goods and a manual can opener on hand.
- Keep bottled water on hand and if you don't have it, fill pots, travel mugs and even your bathtub/sink with water. Its easier to drain it if not needed than to need it and not have it.
- Remove potential flying objects from your yard and avoid parking under trees where possible.
- Check your battery powered smoke and CO detectors.
- Keep your vehicles fuel tank full and ensure your electric vehicle is fully charged if applicable. This will allow you to move to a safer area after the storm or if your home is damaged.

# Hurricane Preparedness

2022 Hurricane Season June 1<sup>st</sup> through November 30<sup>th</sup>

- Keep cash on hand and digital payment methods updated.
- If you must go into work travel safely and prepare have a plan the rest of your household can follow.
- If your home is equipped with a permanent generator, start it up and ensure its fuel source is adequate. If its natural gas, contact a service professional now to have it inspected if you haven't this season. Keep portable generators a safe distance from the home and do not refuel the generator when it hot if it uses gasoline.
- Never store gasoline cans full or empty in your home/apartment or garage.
- If you covered windows and doors with wood remove them after the event is over, don't ever block a means of egress or entry for emergency responders. Ensure all household members know the exits available during this emergency.
- Listen to the news, if you must evacuate be prepared to leave at a moment's notice. Prepare go bags with essential items for at least 2-3 days. Medications and medical devices at least a week.

**Let's all hope for a quiet hurricane season but now is the time to better prepare for the months ahead.  
Your safety is important to us!**



