

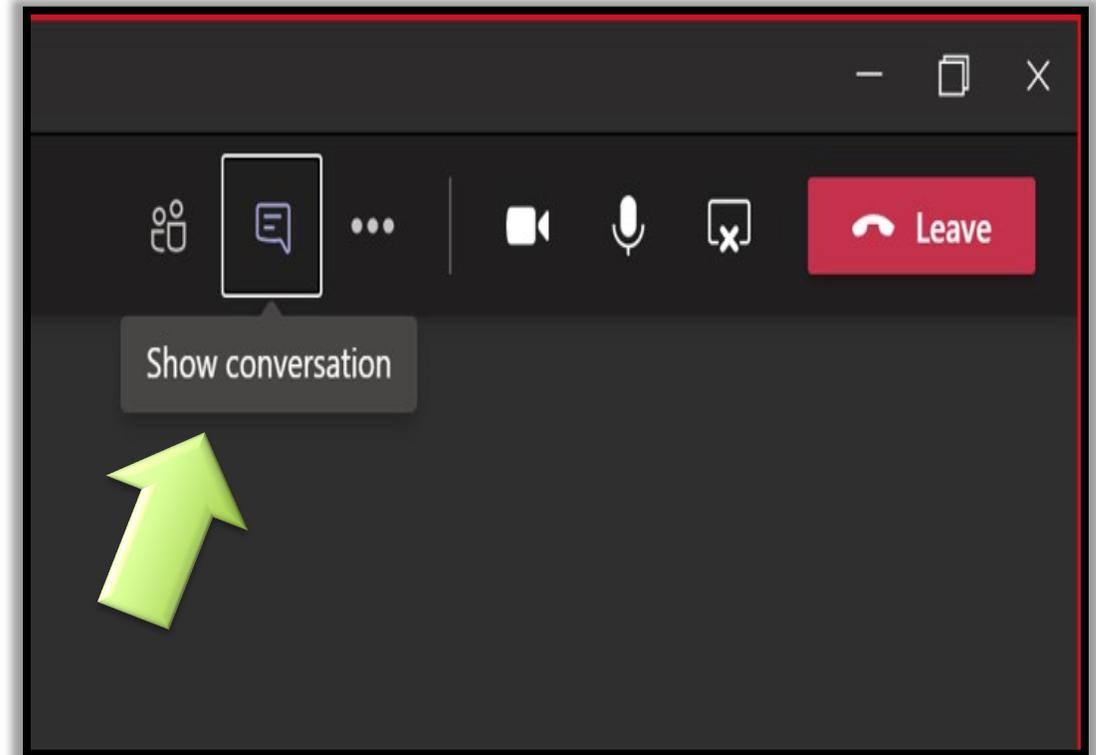


**conEdison**

# 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

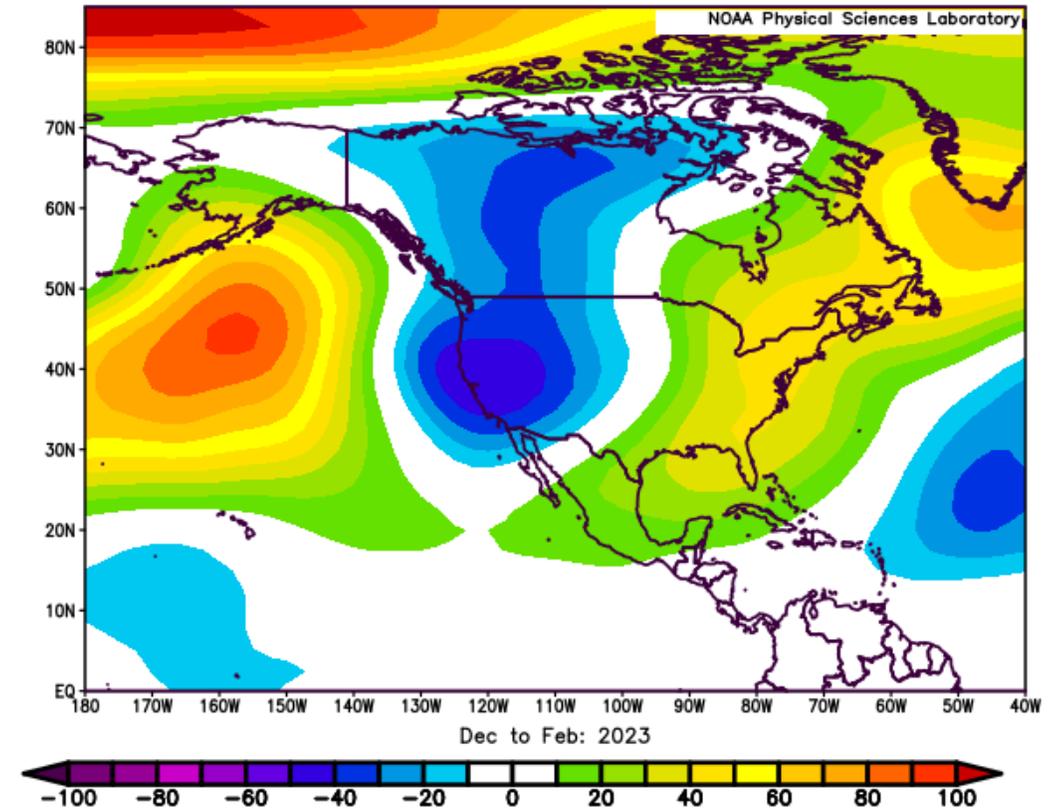
- Summer Weather Outlook  
Brian Cerruti, *Meteorologist, System & Transmission Operations Services*
- Summer Bill Outlook  
Joseph Briscese, *Section Manager, Commodity Operations*  
Ricky Joe, *Department Manager, Rate Engineering*  
Jon Minners, *Department Manager, Customer Outreach and Education*
- Life Support Equipment: Outage Preparedness  
Belkys Mateo, *Senior Specialist, Customer Outreach & Education*
- Language Access  
Adam Soclof, *Senior Planning Analyst, Customer Outreach & Education*
- Strategic Engagement & Opportunities for Young Adults  
Andie Strang, *Strategic Engagement*
- EnergyShare Grants  
Tanya Jones, *HeartShare*
- PULP Utility Clinic  
Gabrielle Cappelletti, *Public Utility Law Project*

# **2023 Winter Recap & Summer Outlook**

Brian Cerruti  
Meteorologist  
Systems & Transmission Operations Services

# 2023 “Winter” Facts

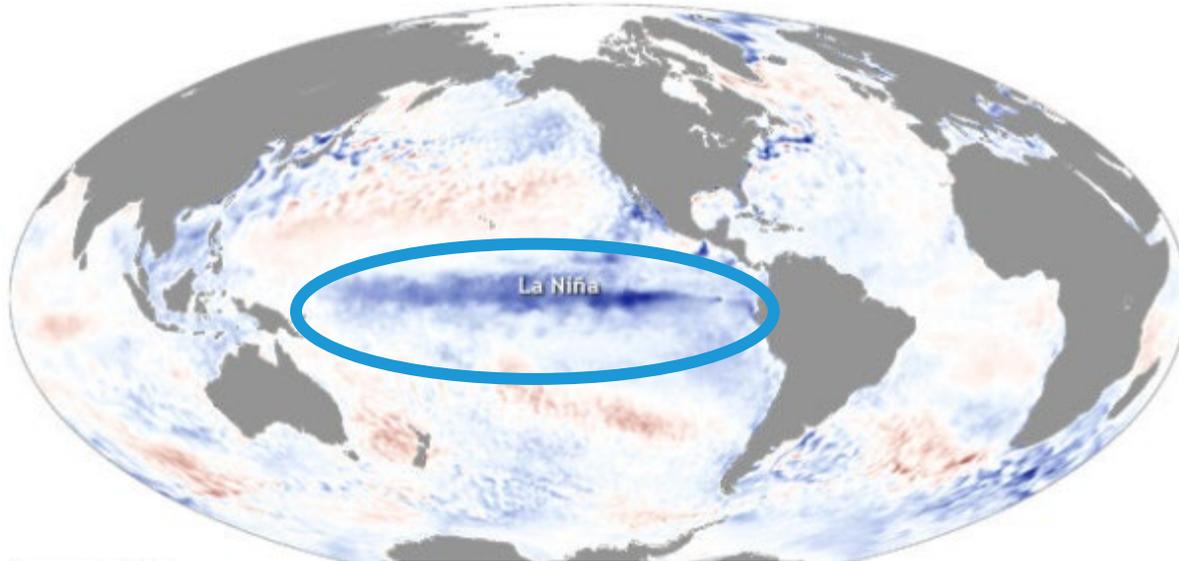
- Central Park
  - Records go back 154 years to 1869
  - Second warmest winter overall (2002 is 1<sup>st</sup>)
  - Warmest January of all time
  - Third warmest February of all time
  - Least winter snowfall of all time



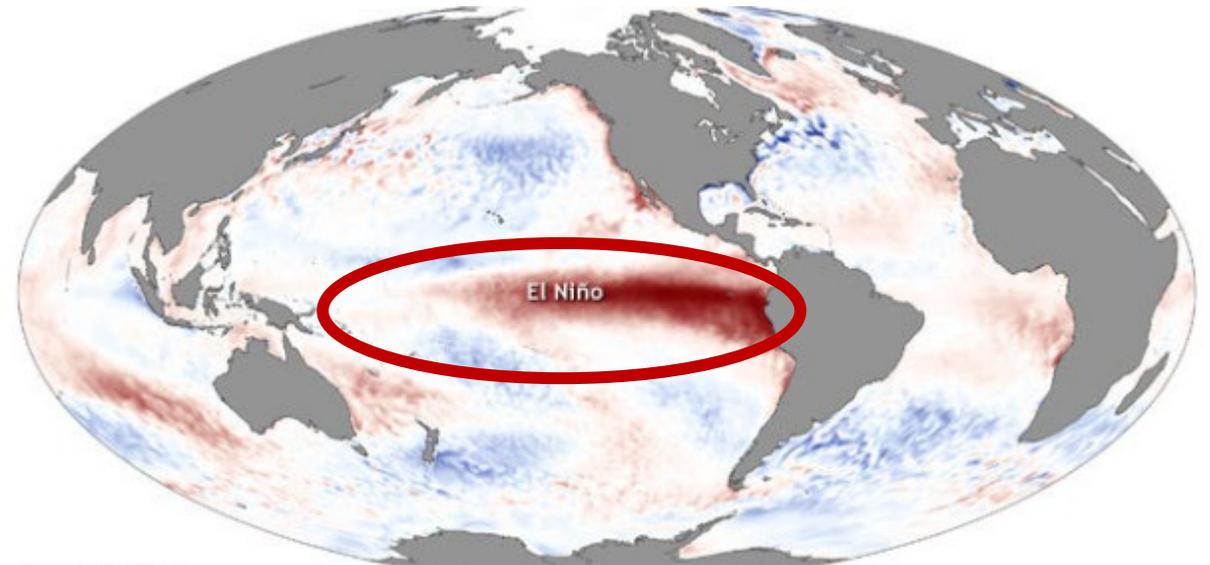
# Seasonal Forecast Process

- Examine El Niño Southern Oscillation (ENSO)
  - Periodic fluctuation of sea surface temperatures (SST) in the Equatorial Pacific Ocean
  - Main driver of global weather patterns by steering strongest thunderstorms
  - Has global circulation patterns that tend to be more reliable for seasonal-scale forecasting

La Niña → Cold SST phase

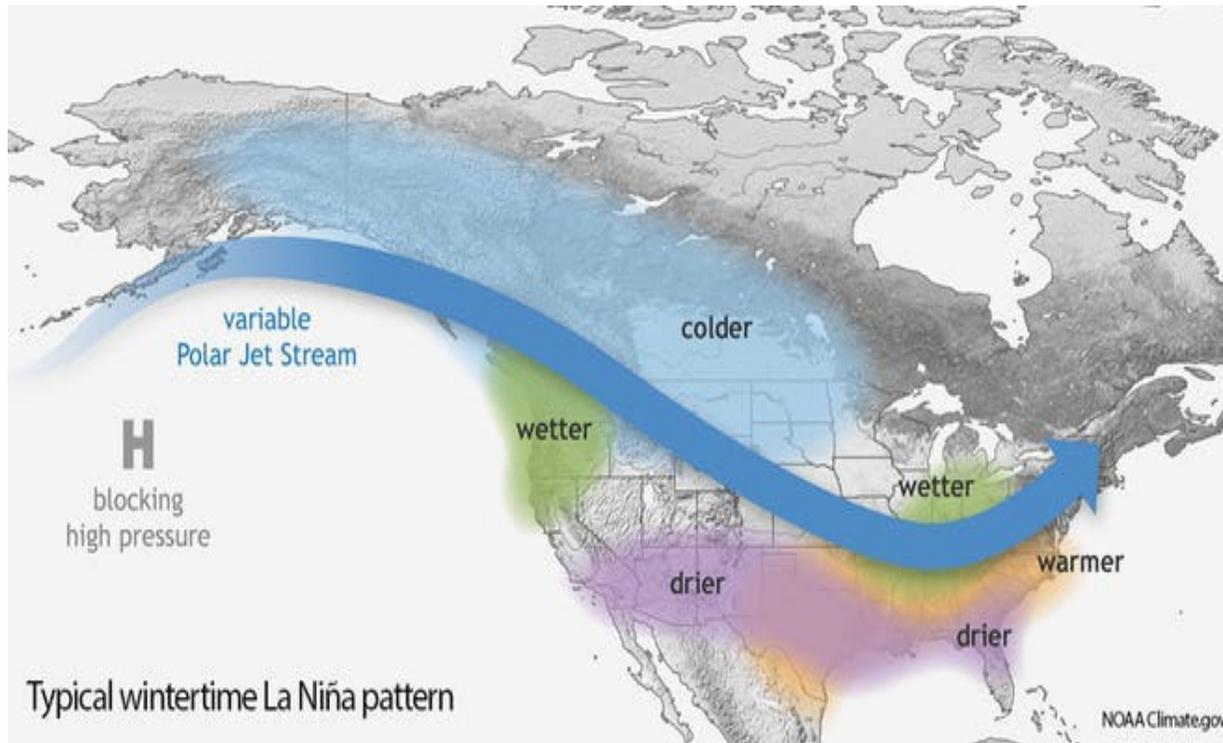


El Niño → Warm SST phase

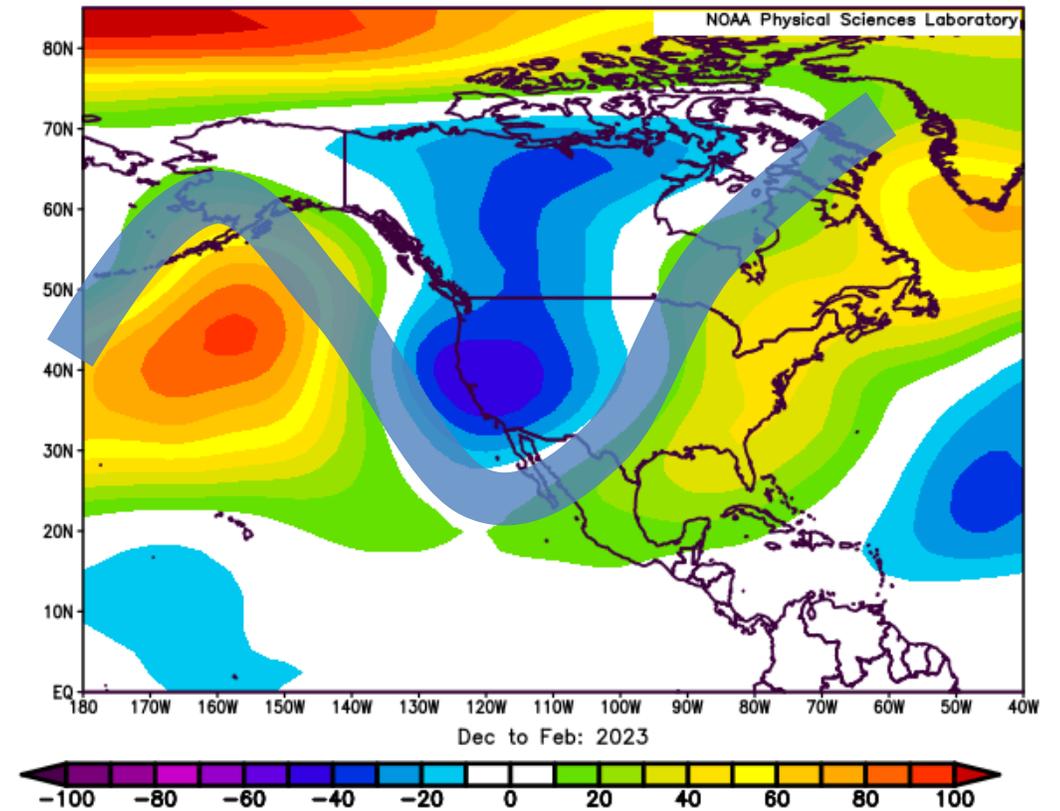


# La Nina pattern persisted for Winter 2023

## Typical La Nina

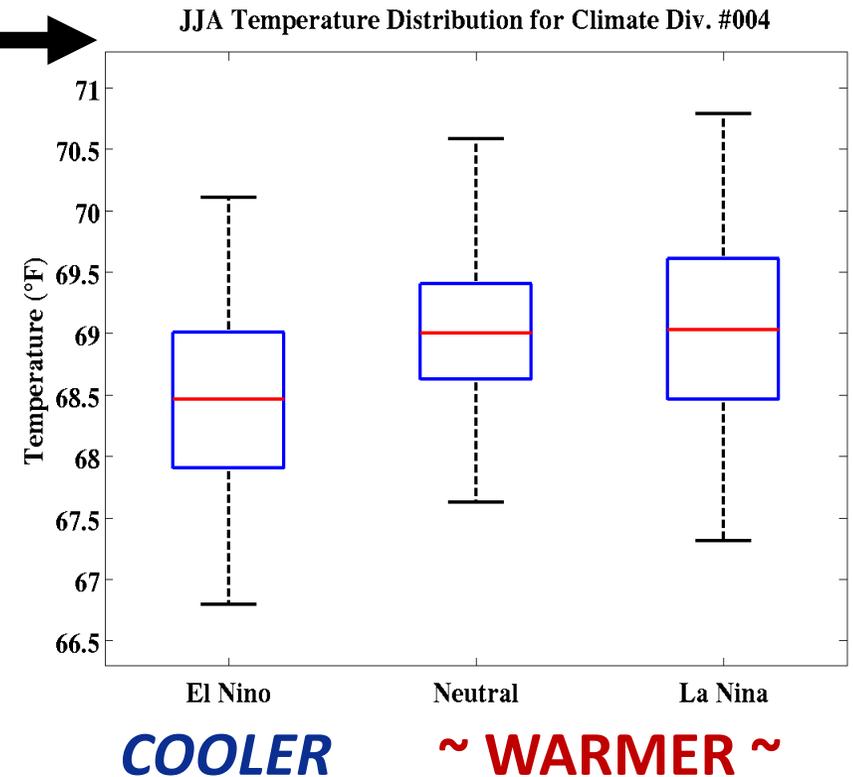


## Winter 2023 Actual



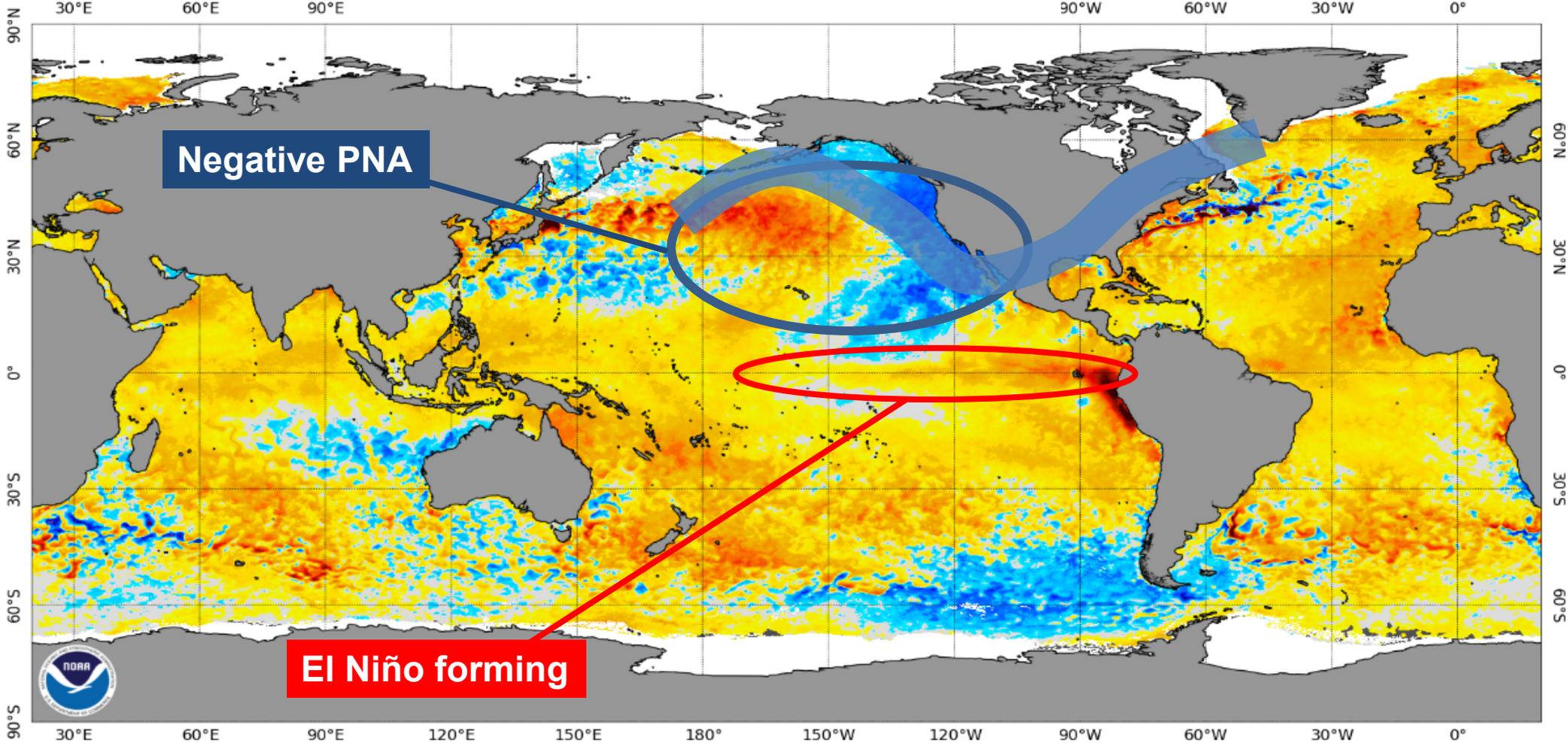
# Summer Ingredients Summary

- El Nino Southern Oscillation (ENSO) 
  - El Nino expected to develop, possibly by Summer 2023
  - **Aggressive warming observed in Pacific Ocean already**
- Other factors to consider:
  - Warmer than normal western and central Atlantic Ocean
  - Cooler than normal eastern Pacific Ocean
  - Soil Moisture
  - Analog years
    - Identify analog years that align with conditions outlined above
    - Determine correlations, if any



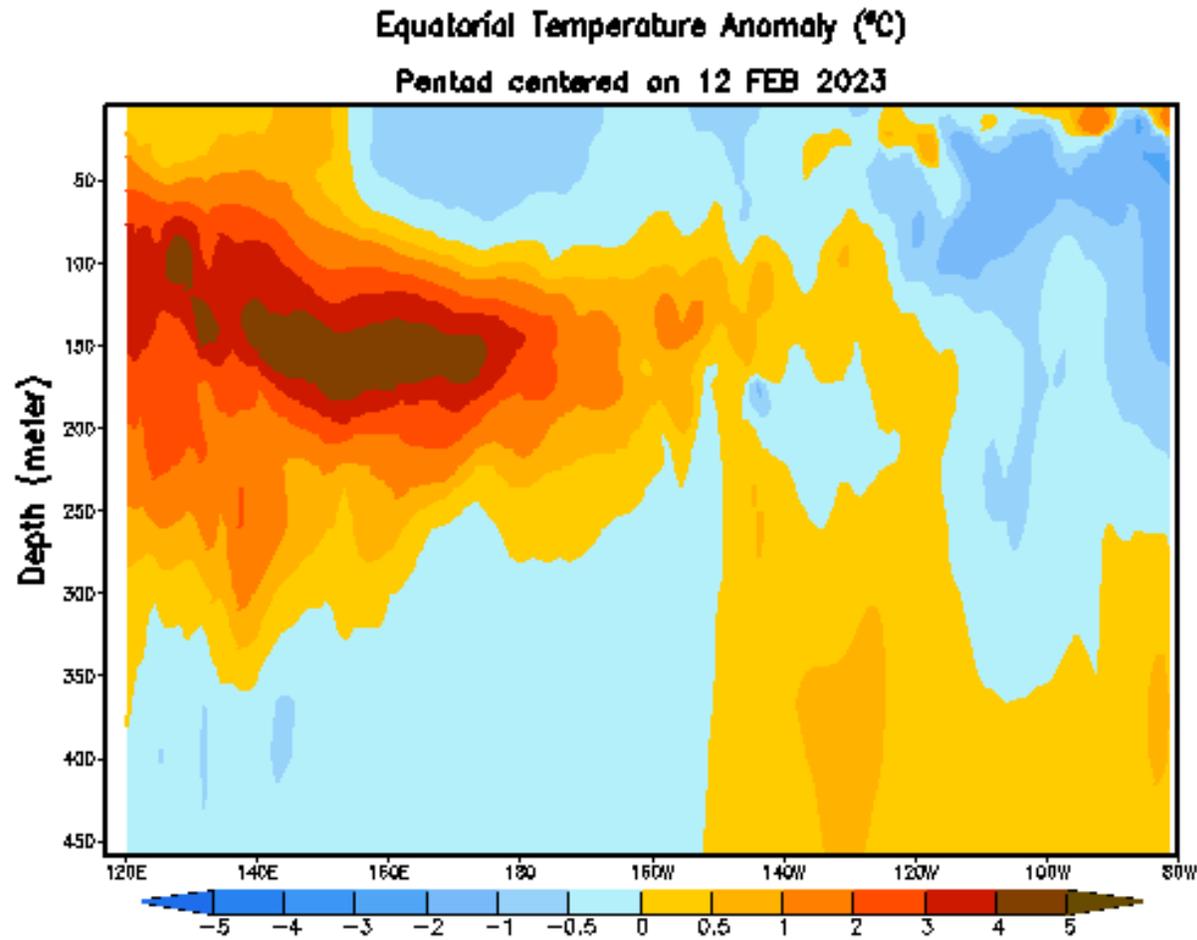
# Global Sea Surface Temperature Anomalies

Late April 2023



# Equatorial Pacific Sea Temperature Anomalies (February – April)

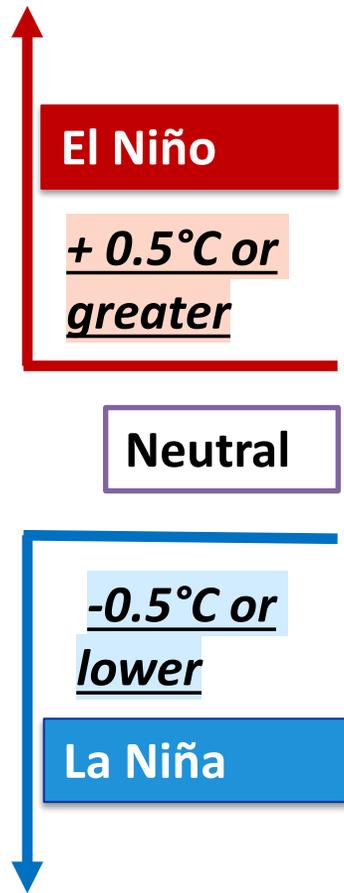
**G'day, Mate!**  
(Australia)



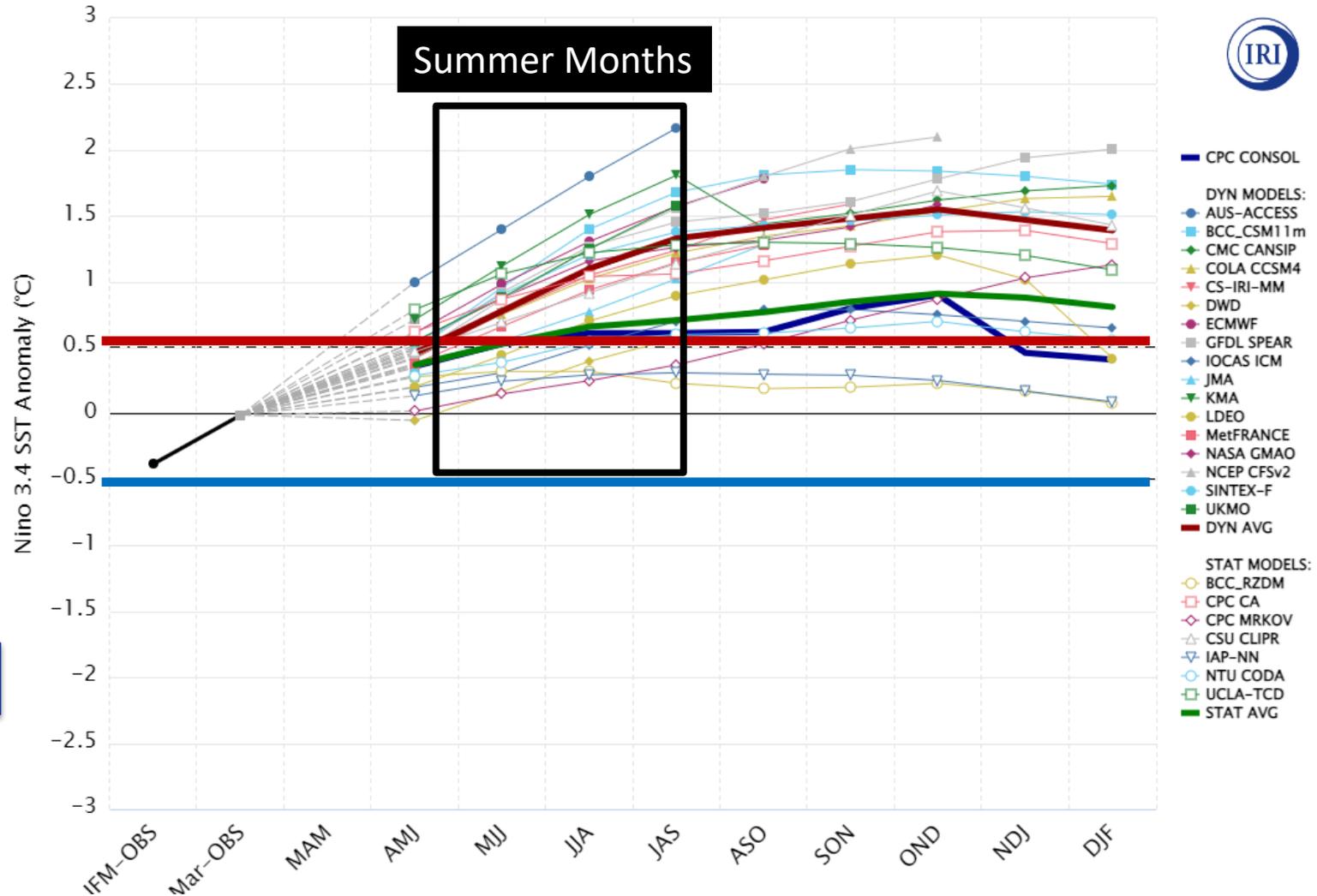
**¡Hola!**  
(Peru)

# ENSO Forecast

## Model Predictions of ENSO



Model Predictions of ENSO from Apr 2023



# Examining Analog Summer Seasons

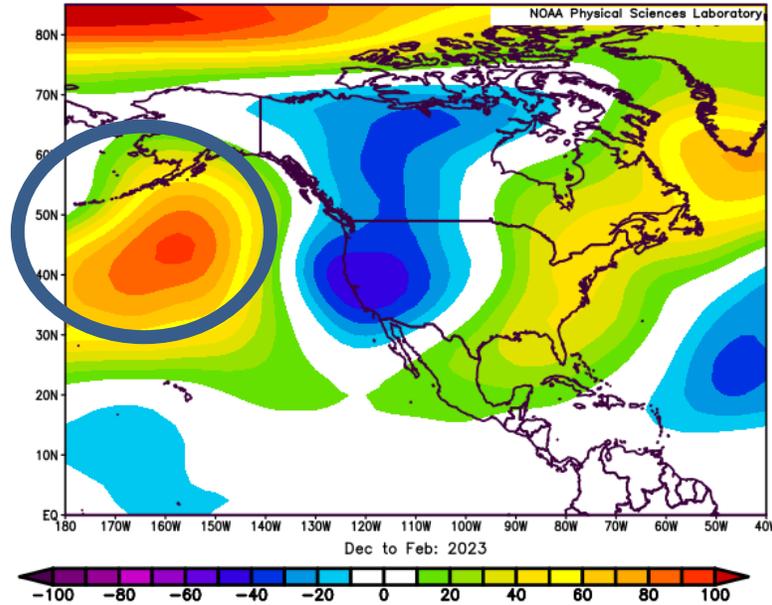
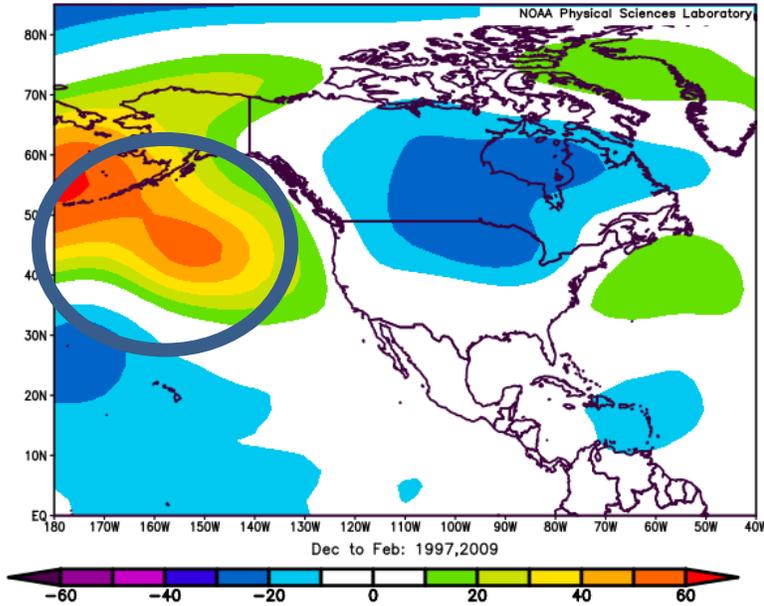
## Central Park (KNYC)

Year	Avg. Max Temp (°F)	Total Rainfall	≥ 90F Days	Total Heatwaves
1997	81.4°	13.50"	12	1
2002	84.3°	10.44"	27	4
2009	79.1°	21.38"	5	1
2015	83.8°	11.12"	14	3
<i>Normal</i>	82.9°	13.69"	17.4	2.3

# Analogue Years Winter Analysis

Winter 1997 and 2002

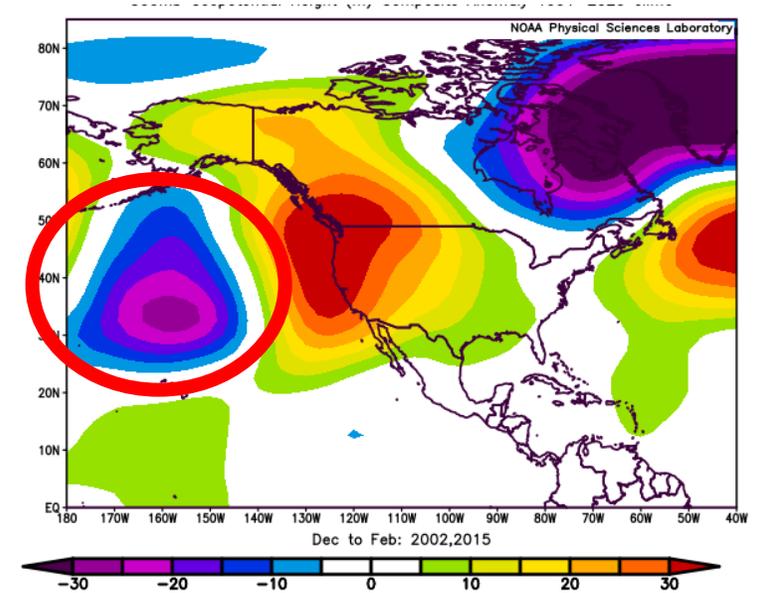
Negative PNA  
Cooler Summers



Winter 2023  
Negative PNA  
Summer Temps?

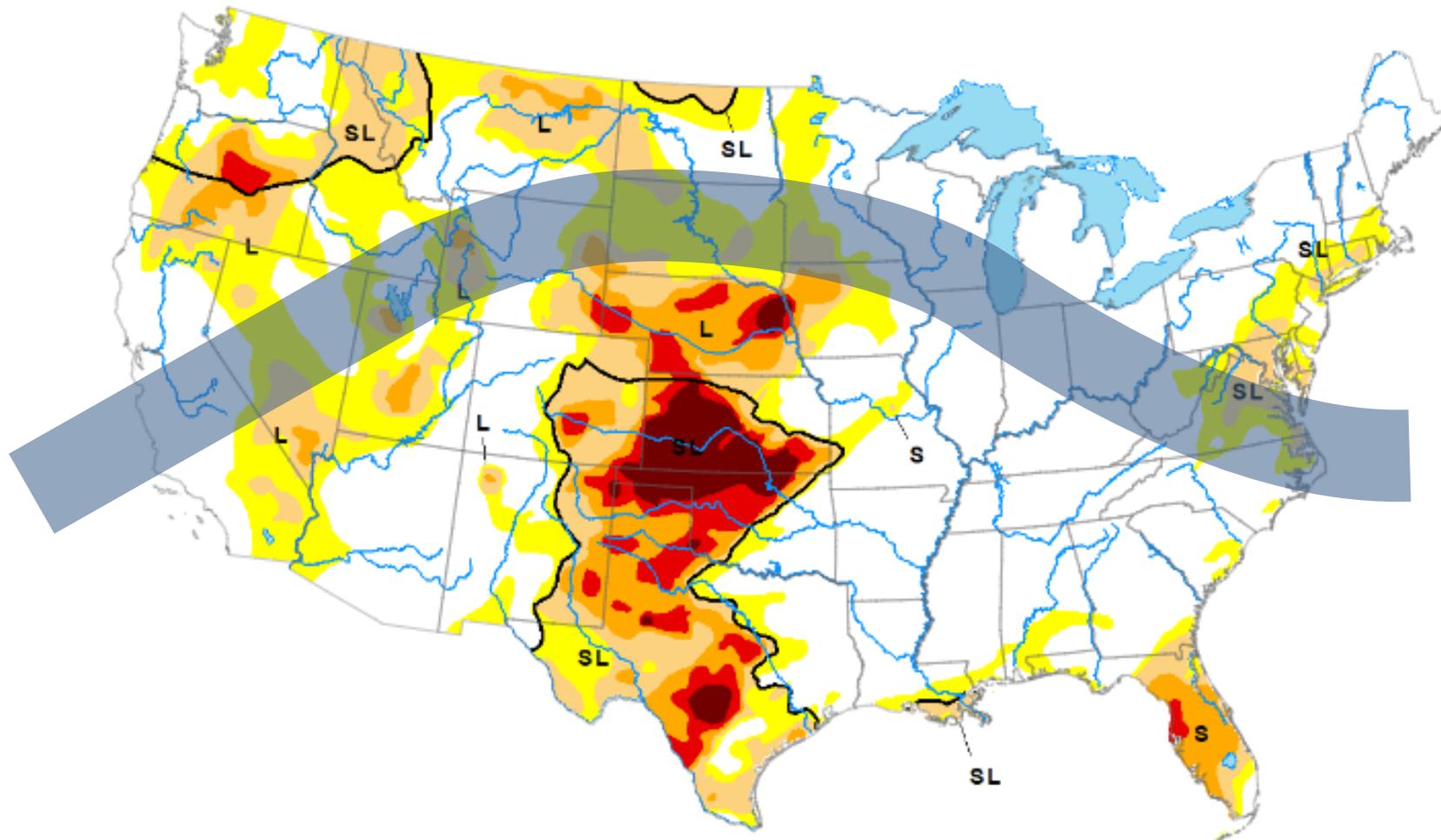
Winter 1997 and 2002

Positive PNA  
Hotter Summers



# Map released: April 20, 2023

Data valid: April 18, 2023



## Drought Impact Types:

- ~ Delineates dominant impacts
- S** = Short-Term, typically less than 6 months (e.g. agriculture, grasslands)
- L** = Long-Term, typically greater than 6 months (e.g. hydrology, ecology)

## Intensity:

- None
- D0 Abnormally Dry
- D1 Moderate Drought
- D2 Severe Drought
- D3 Extreme Drought
- D4 Exceptional Drought

# Con Edison's Summer 2023 Outlook

- 2023 Summer forecast
  - Near to below normal temperatures
  - Near to above normal precipitation
- Confidence is currently **LOW** in the summer forecast

JUN – JUL - AUG	90°F Days	Average Temperature	Rainfall	Heat Waves
2020	20	76.87°F	13.37"	2
2021	17	75.94°F	24.03"	3
2022	25	76.75°F	9.18"	3
<b>Normal (1991-2020)</b>	<b>17.4</b>	<b>75.09°F</b>	<b>13.69"</b>	<b>2.3</b>

# What does this mean for Hurricane Season?

- Again, analyze our analog years
  - **1997, 2002, 2009** and **2015**
  - Determine correlations, if any
- Examine
  - current state of Atlantic SST's
  - ENSO
  - Other factors

# Historical Tropical Activity in Similar Years . . .

Historical Tropical Activity (Atlantic Basin)			
Year	Tropical Storms	Hurricanes	Major Hurricanes
1997	8	3	1
2002	12	4	2
2009	9	3	2
2015	11	4	2
<b>Normal 1991-2020</b>			
	14.4	7.2	3.2



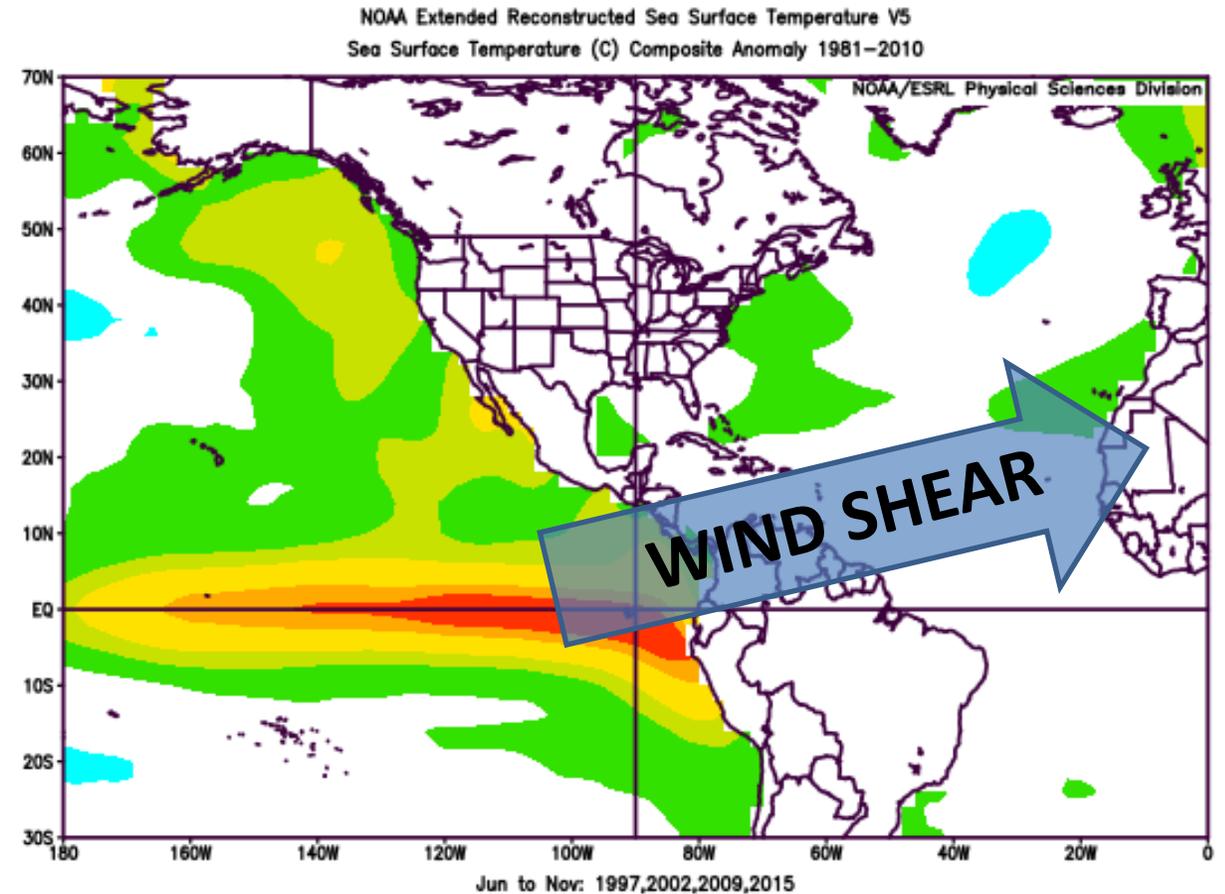
= below normal



= above normal

# Analogue Tropical Activity 1997, 2002, 2009, 2015

- All years experienced transition from La Nina to El Nino
- El Nino causes increased thunderstorm activity in the eastern Pacific
- Extra thunderstorms leads to extra wind aloft



# Con Edison's 2023 Hurricane Outlook

- El Nino developing (possibly very quickly)
  - El Nino conditions generally lead to **LESS active Atlantic tropical season**
  - Above normal SST's are favorable for tropical development in Atlantic
  - **Only takes ONE STORM for season to be impactful**
- **Near to below normal** Atlantic hurricane season is currently forecast
- Confidence is currently **moderate** in the tropical forecast

Season	Tropical Storms	Hurricanes	Major Hurricanes
2020	30	13	6
2021	21	7	4
2022	14	8	2
<b>Normal (1991 – 2020)</b>	<b>16.2</b>	<b>7.2</b>	<b>3.2</b>

# Questions?

**Brian Cerruti**  
**cerrutib@coned.com**



## Summer Bill Outlook

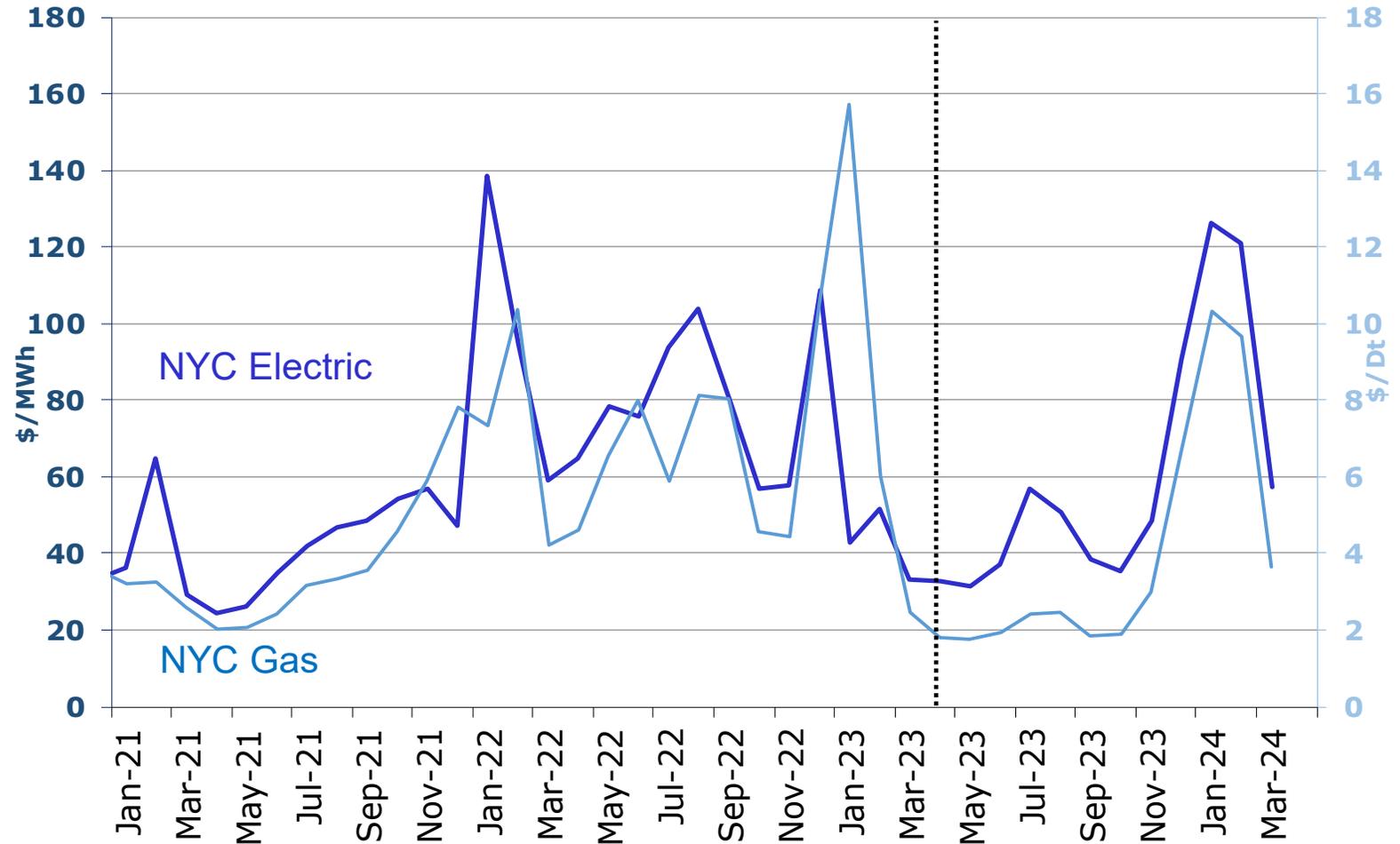
# Overview: Key Points

- Supply Cost, which is a component of the customer bill, is going up this summer for NYC residents.
- Unlike last summer, supply cost increase is not attributed to energy cost increase (i.e., gas and electricity). Energy costs have come down summer over summer due to mild weather, increased natural gas storage levels and supply outweighing demand.
- The reason for the supply cost increase is higher capacity costs. New emissions regulation is facilitating the retirement of generation, increasing the price of capacity.
- Con Edison does not make any money on supply procurement and it is a pass-through cost to our customers.

# Supply Price Outlook

## Electricity Prices (Settled and Forward)

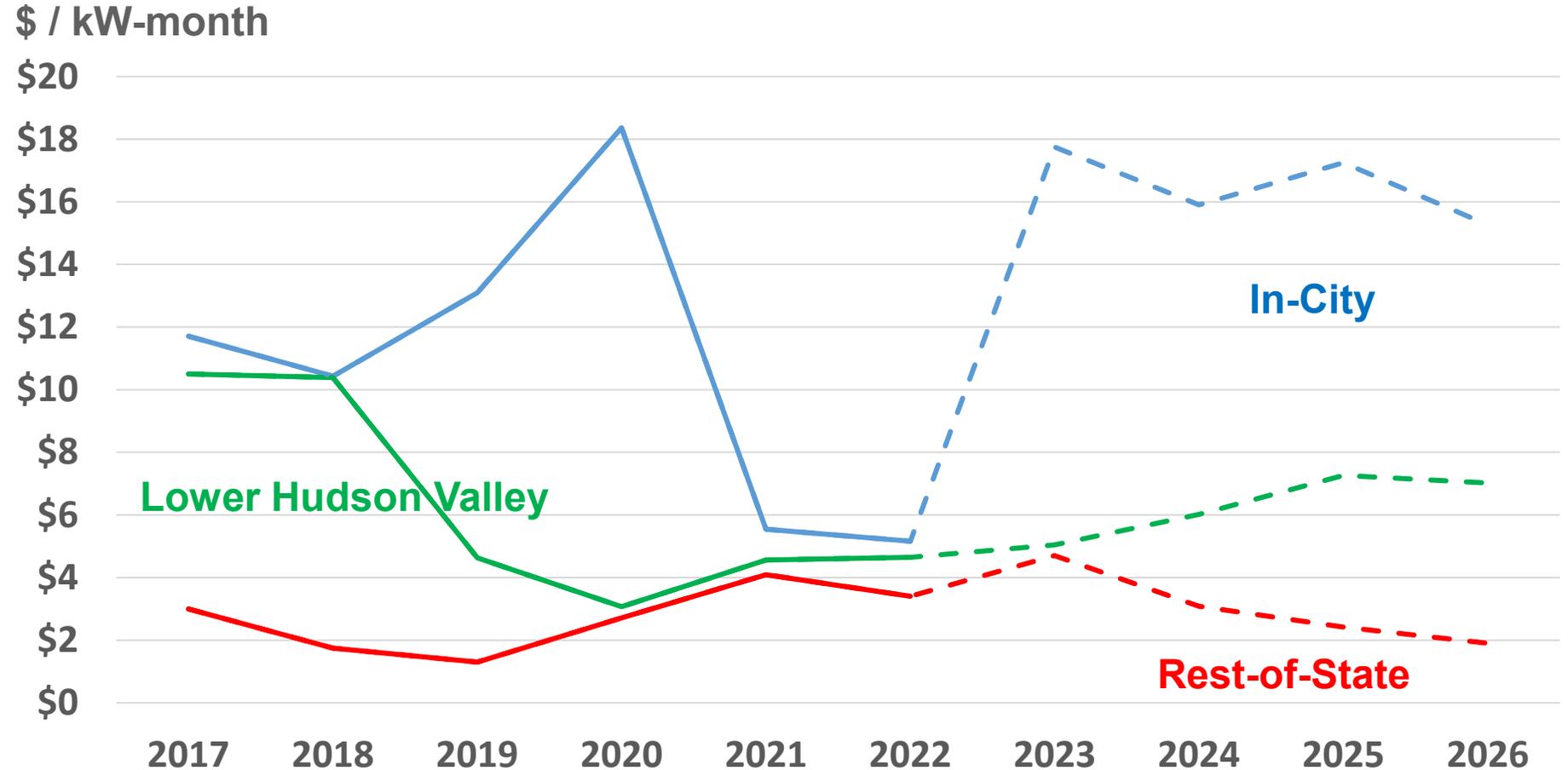
- Summer NYC Zone J energy prices are at ~50% of the levels experienced last summer
- Winter 2022/23 NYC Zone J energy prices settled well below the levels we saw in Winter 2021/22
- Gas and electric prices expected to remain lower for the foreseeable future due to:
  - Greater gas supply
  - Above normal gas storage levels
  - Mild weather both in Europe and US



# Supply Price Outlook

## Summer Capacity Market Prices

- Prices are higher mainly due to generation retirements from new NOx regulations
- Beyond this summer, capacity prices expected to remain elevated in NYC due to further generation retirements
- NYISO In-City Strip Auction cleared at \$17.75 kW-mo. Spot Auctions for Summer have yet to settle.



# Summer Electric Bill Impact Projections

## Main Drivers of Impacts

- Summer period includes the months of June through September
- Higher bills projected this summer mainly due to higher supply costs in NYC and higher delivery costs.

### Summer 2023 vs. Summer 2022

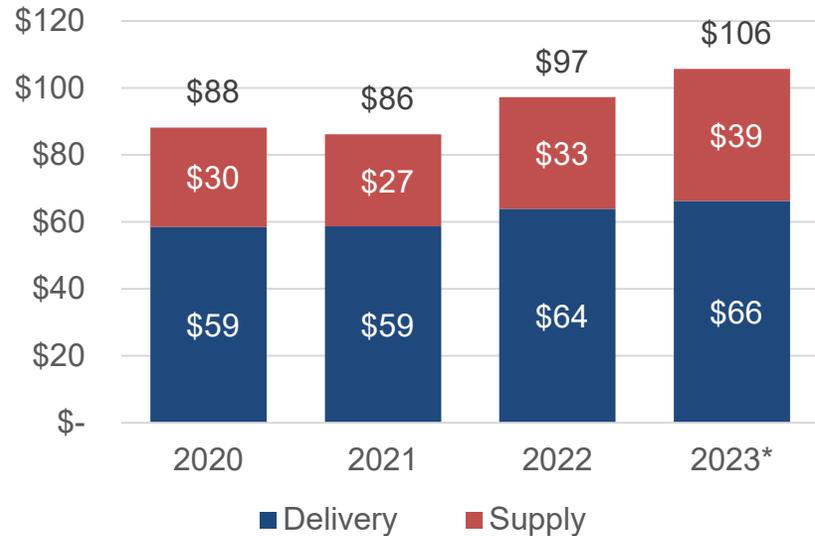
Class	Delivery and Other Costs	Supply Costs	Total Bill
Residential NYC	 2.5%	 6.2%	 8.7%
Residential Westchester	 2.5%	 -6.8%	 -4.3%

# Summer Electric Bill Impact Projections

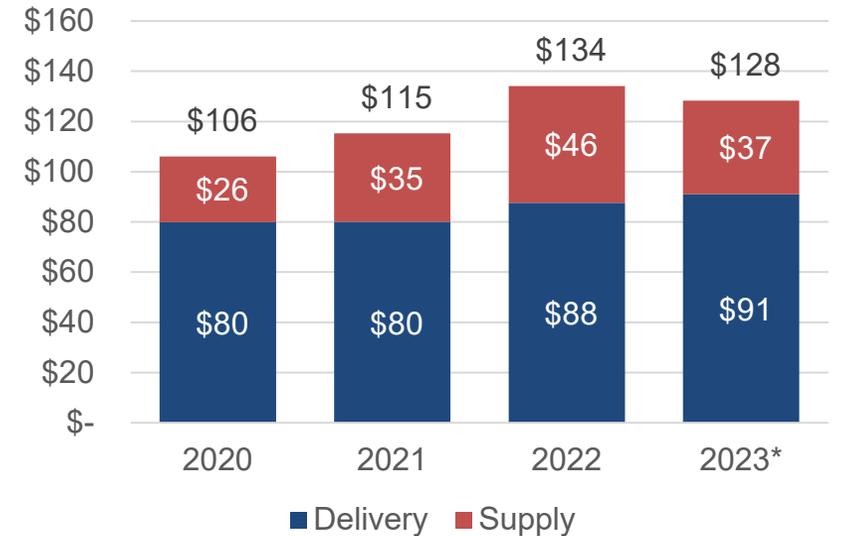
## Average Summer Residential Customer Bills (Summer 2020 vs Summer 2023)

- NYC residential customer average summer monthly bills are expected to increase by \$8.43 or 8.7% over last summer's bills.
- Westchester residential customer average summer monthly bills are expected to decrease by \$5.78 or 4.3% over last summer's bills.
- Primary drivers:
  - increases in delivery
  - higher supply costs in NYC than in Westchester

Residential NYC  
(280 kWh)



Residential Westchester  
(425 kWh)



\* Summer 2023 Forecast

# 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. [conEd.com/LevelPayment](https://conEd.com/LevelPayment)  
*\*Automatic for newly enrolled EAP customers*
- **Consider a payment agreement**- Pay down an outstanding balance in manageable, monthly installments. [conEd.com/EAP](https://conEd.com/EAP)
- **Go energy efficient** - Upgrade your lighting, thermostats, and other appliances through [Marketplace.conEd.com](https://Marketplace.conEd.com) 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.



**Life Support Equipment: Outage Preparedness**

A stylized graphic of a city skyline with various building shapes and window patterns, rendered in shades of blue and grey, positioned in the bottom right corner of the blue banner.

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

- Using Life Support equipment? We need to know
- Education and Awareness
  - New Accounts
  - Mailings
  - Email Blasts
  - Community Events

# LSE in Weather Events

- Automated outbound calls are made to all LSE and Medical Emergency customers.
  - Inclement weather and outages
  - Pre-notification, during, and after the event
- In the event of an outage, personal contact calls are made to LSE
- If a customer service representative is unable to reach an LSE customer after two attempts, a referral is made to NYPD or Westchester municipality
  - If NYPD or the municipality is unable to check on the customer, a Company employee goes out and makes personal contact



# How To Enroll

- Log in to My Account to complete our online Life Support Equipment form
- Fill out our online LSE form which can be found at [conEd.com/LifeSupportEquipment](http://conEd.com/LifeSupportEquipment) and email it to [LifeSupportEquipment@conEd.com](mailto:LifeSupportEquipment@conEd.com).
- Mail or email us your completed registration form and medical certification.
- Call us at 1-877-582-6633

**STEP 1 of 2**

If you or a loved one use life-support equipment, we need to know in case of an emergency or power outage. Don't forget to include people in our service area who do not receive a bill from us because electric service is included in their rent.

Fill out this form and email, mail, or fax it to us. Please print or type clearly.

<b>Email</b> LifeSupportEquipment@conEd.com	<b>Mailing Address</b> Con Edison 30 Flatbush Avenue, Room 515 Brooklyn, NY 11217	<b>Fax</b> 1-718-246-3115
--	--	------------------------------

**Personal Information**

Name of the person using life-support equipment:

Address:

City	State	Zip Code
------	-------	----------

Telephone Number

Cell Phone Number

Con Edison Account Number (if applicable):  
You can find your account number in My Account or on your bill.

**Medical Equipment Information.** Please check all life-support equipment in your household.

- Tank-type respirator (iron lung)
- Cuirasses-type (chest) respirators
- Rocking bed respirators
- Electrically operated respirators (used 12+ hours per day)
- Apnea monitors (infant monitor)
- Dialysis equipment (kidney machine)

Other:

We'll send you a confirmation letter within seven days of receipt of your information. Questions?  
Call us at 1-877-582-6633.

**STEP 2 of 2**

To complete your registration, all medical equipment must be certified as life-support by a **medical doctor, nurse practitioner, physician's assistant, or local board of health official.**

The certifying party needs to include the following information on their stationery:

- Name, office address, and phone number.
- State registration number. (Applicable to doctors only.)
- Name, address, and medical condition of the person using life-support equipment
- A signed affirmation that the condition would be aggravated by the absence of utility service.

Please email, mail, or fax us your equipment certification **within 30 days** of submitting the first page of this form.

**Email**

[LifeSupportEquipment@conEd.com](mailto:LifeSupportEquipment@conEd.com)

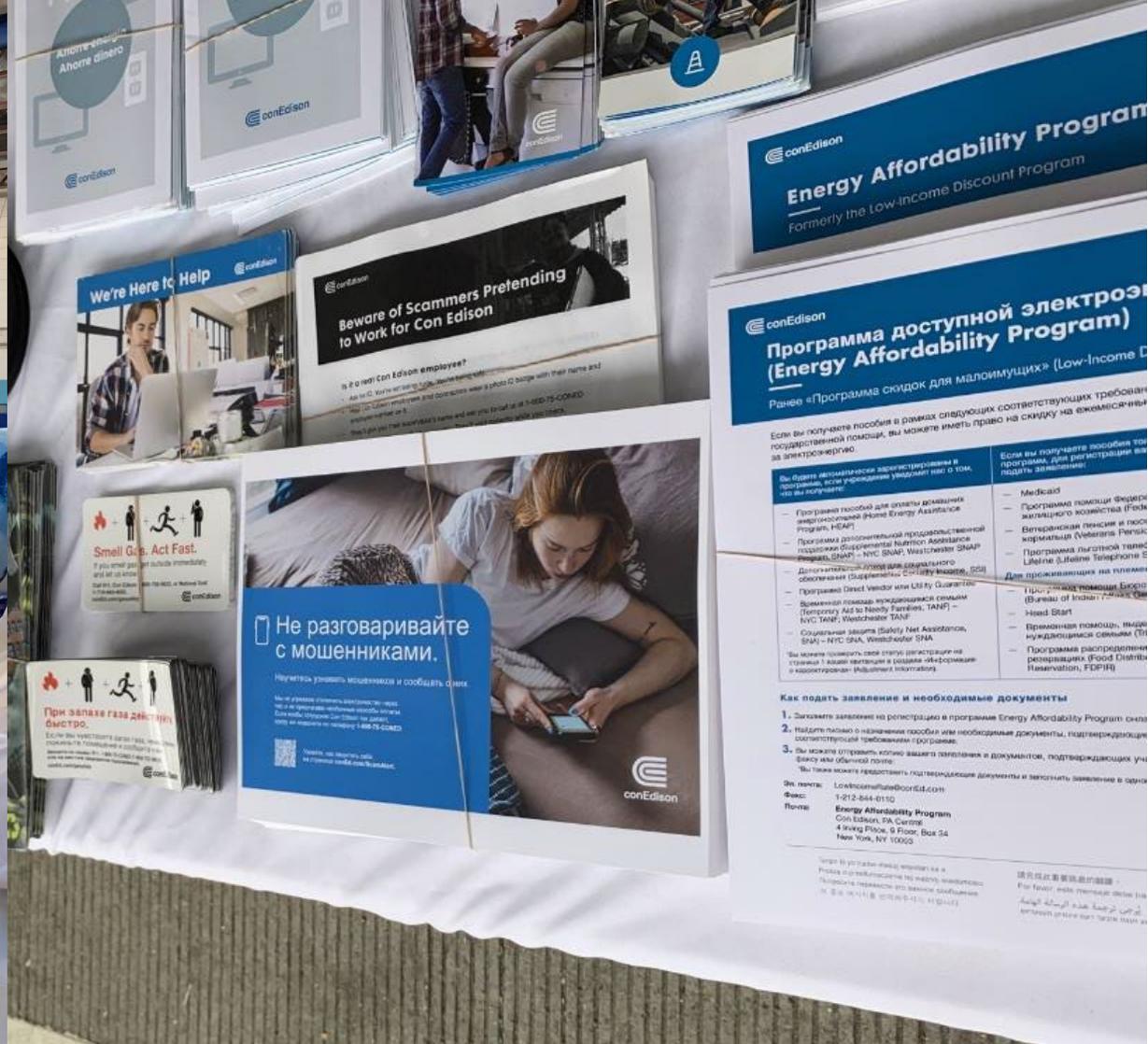
**Mailing Address**

Con Edison  
30 Flatbush Avenue, Room 515  
Brooklyn, NY 11217

**Fax**

1-718-246-3115

Questions? Call us at 1-877-582-6633.



# Language Access - Customer Outreach + Education

# Outreach & Education: Language Access

## After Ida, New York AG calls for more language access in severe weather alerts

New York officials are asking for emergency weather alerts in the city to be disseminated in Bengali, Korean and Chinese, in addition to English and Spanish.



A resident cleans up his home in Queens, N.Y., on Sept. 3 after flooding caused by Hurricane Ida. Spencer Platt / Getty Images file



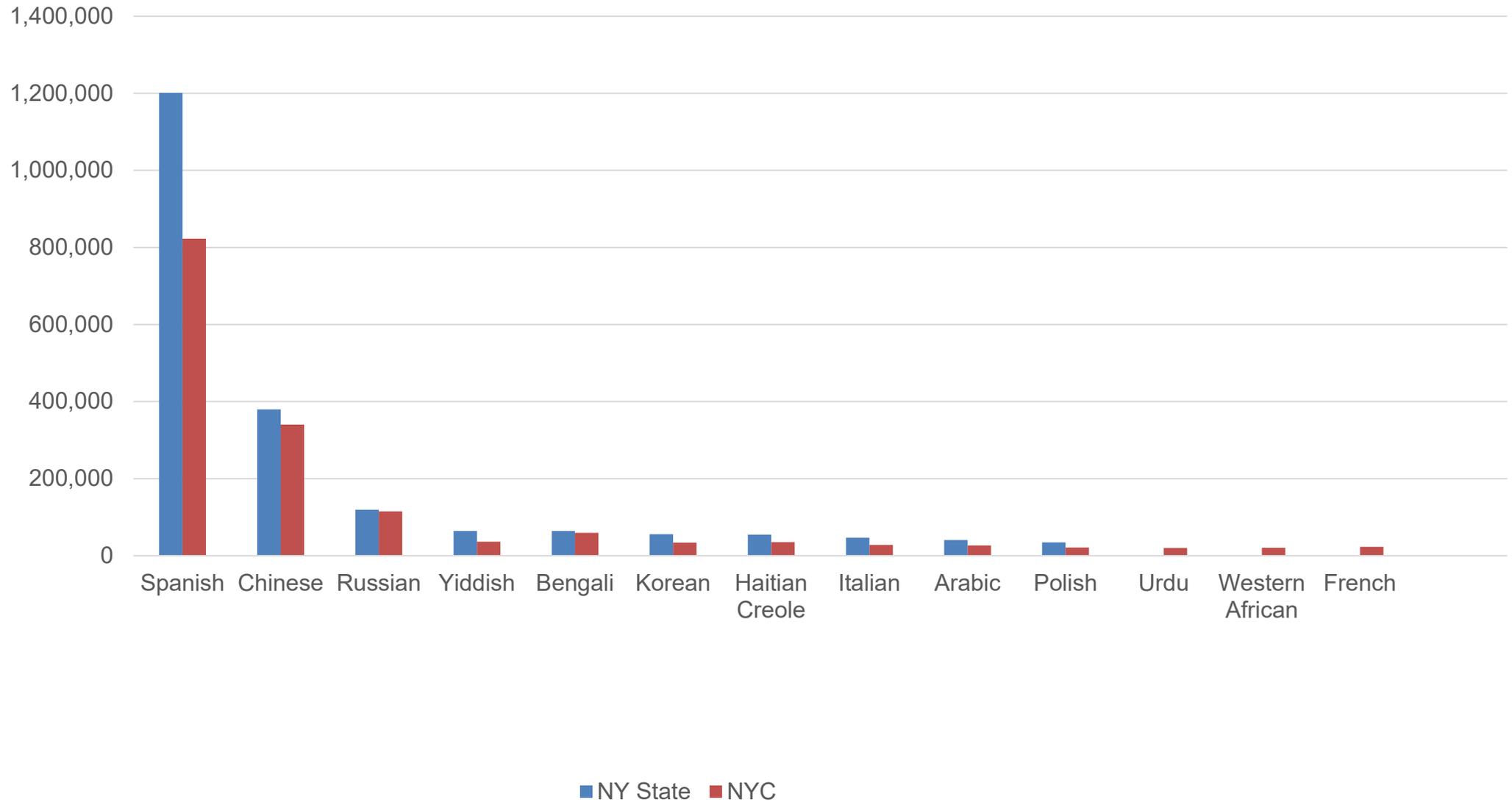
Create your free profile or log in to save this article

March 2, 2022, 4:50 PM EST

By Sakshi Venkatraman

“The storm caused 18 deaths in New York, and the majority of those individuals were of Asian descent and did not speak or had limited proficiency in English or Spanish,” her office said in a news release.

# Limited English Proficient (LEP) residents by language



# Outreach & Education: Customer Well-Being Programs



ENERGY SAVINGS



SAFETY



SCAM  
AWARENESS



ENERGY BURDEN



EDUCATIONAL  
CAMPAIGNS +  
COLLABORATION

# Outreach & Education: Shared Channels + Tools



MOBILE



PHONE/IVR



EMAIL/BILLS



EVENTS



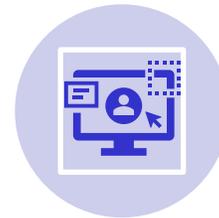
MEDIA



WEB



PARTNERSHIPS



COLLABORATION



RESEARCH+  
DATA

# EAP/Bill Relief - Advertising

## Social Media - Paid

**Con Edison**  
Sponsored  
ID: 742319223658095

If you receive benefits from a government assistance program, you may also qualify for discounts on your utility bill. Explore our available options, and see if you're eligible.



**Do you qualify for a discount on your utility bill?**  
See if you're eligible.

[CONED.COM/BILLHELP](https://conEd.com/BILLHELP)  
Understand your options  
Check your eligibility

[Learn more](#)

**Con Edison**  
Sponsored  
ID: 5096040570501892

Si recibe beneficios de un programa de asistencia pública, es posible que también tenga derecho a descuentos en su factura de servicios de energía. Explore nuestras opciones disponibles y compruebe si cumple los requisitos.



**¿Tiene derecho a un descuento en su factura de servicios de energía?**  
Vea si reúne los requisitos

[CONED.COM/BILLHELP](https://conEd.com/BILLHELP)  
Comprenda sus opciones  
Verifique si cumple con los requisitos

[Learn more](#)

## Print



**আপনকি আপনার ইউটিলিটি বিলি ছাড় পাওয়ার জন্য যোগ্য?**  
আপনযোগ্য কনি দখুন।  
আপনি যদি কোনও সরকারী সহায়তা প্রোগ্রাম থেকে সুবিধা পান, তাহলে আপনি আপনার ইউটিলিটি বিলির উপর ছাড়ের জন্য যোগ্য হতে পারেন।

[conEd.com/BILLHELP](https://conEd.com/BILLHELP) এ যান এবং আপনার যোগ্যতা পরীক্ষা করুন।




**Do you qualify for a discount on your utility bill?**  
See if you're eligible.

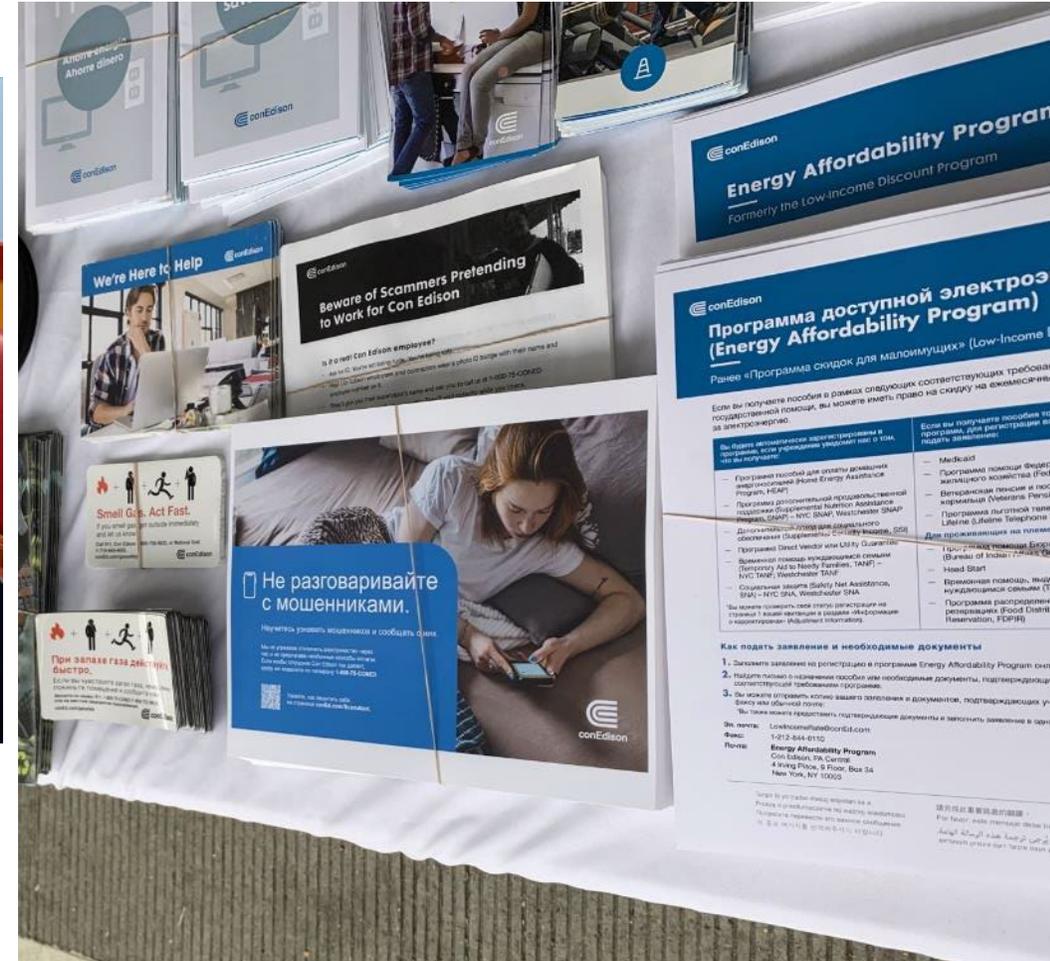
If you receive benefits from a government assistance program, you may also qualify for discounts on your utility bill.

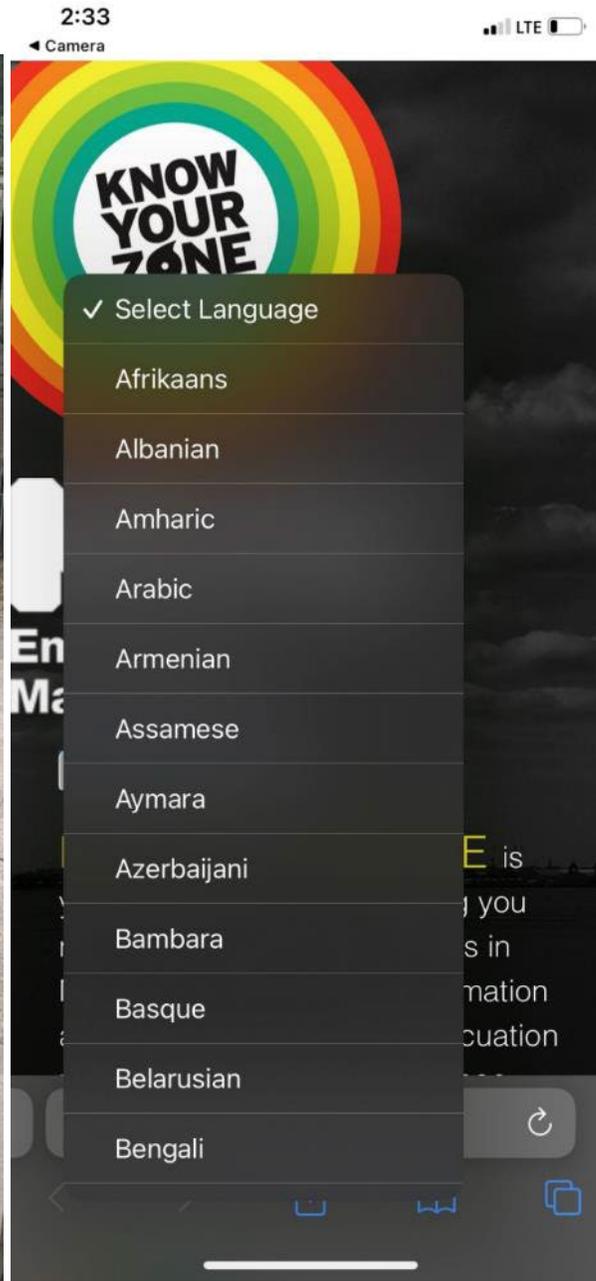
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# EAP/Bill Relief: Events + Partnerships

## Interpreters + Translated Materials





# Strategic Engagement & Opportunities for Young Adults

Andrea Strang  
Strategic Engagement Leader/Project Specialist



# Strategic Engagement – Our Work

- Dedicated Strategic Engagement Leaders for underrepresented groups: women, veterans, people of color, and people with disabilities
- Strategic Engagement Partnerships are academic, social, community, non-profit, veteran and professional organizations
- How we engage:
  - Coordinate mentorship programs
  - Curriculum development and review
  - Career fairs and events
  - Curated career information sessions
  - National and international engagement with military members and veterans



# Early Career Programs – Leadership Development Program

## Overview:

- Three, six-month rotational assignments
- NYC, Westchester and Rockland Counties
- At least one supervisory assignment
- Coaching and feedback from career development team
- Formal presentations to company leaders
- Cross-functional training

## Requirements:

- GPA of 3.0 or higher
- Major in engineering, env. science, IT, business, or related
- Fewer than three years of full-time work experience
- Valid driver's license



Errol Duval, Section Manager, BQ Environmental Operations. 2011 Leadership Development Program

# Early Career Programs – Summer Internship Program



Discipline	Duration/Location	Requirements
<ul style="list-style-type: none"><li>• Engineering</li><li>• Business</li><li>• IT</li></ul>	<ul style="list-style-type: none"><li>• 10-12 weeks (May/June – Aug/Sept)</li><li>• Brooklyn, Bronx, Manhattan, Staten Island, Queens, and Westchester</li></ul>	<ul style="list-style-type: none"><li>• Full-time student in 4-year program</li><li>• Upper sophomore status</li><li>• GPA &gt;3.0</li><li>• Relevant degree</li></ul>

# Early Career Programs –Other EP Opportunities

	<b>G UW</b>	<b>CSR</b>	<b>Clerical Assistant</b>	<b>Technical Titles</b>	<b>Specialist Titles</b>
Brief Description	Entry level field position	Entry level customer service	Entry level clerical	Jr. Designer and Jr. Electrical Tech	Various
Education/Experience	High School Diploma/GED	High School Diploma/GED	High School Diploma/GED	High School Diploma/GED + Experience, OR Associate's Degree	Associates or Bachelors Degree + Experience
Driver's License	Required	Not Required	Required	Required	Required



# Careers at Con Edison

conEdison About Us Why Work Here Saved Jobs

KEYWORD, JOB TITLE, SKILLS  COMPANY

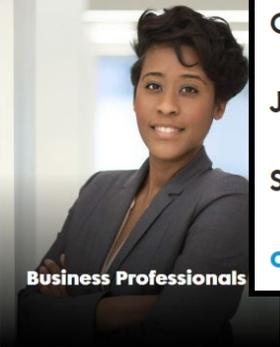
**Job Categories**



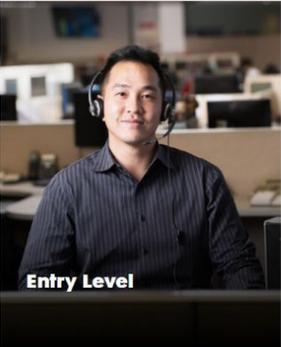
Engineering



Information Technology



Business Professionals



Entry Level



Mechanical/Technical

  
Browse All Opportunities

**Refine Your Search**

- Employment Type +
- Organization +
- Job Family +
- Sub-Function +

CLEAR ALL

# How to Apply

- Visit our career site at **careers.coned.com**
- To filter: use keyword, browse relevant job categories, or refine your search
- Note: you can also set up a job alert for other future job openings:
  - Click **Set Up Job Alert** and subscribe to receive new posting notifications



## **ENERGY ASSISTANCE & COMMUNITY DEVELOPMENT**



**“No one  
has ever  
become poor  
by giving.”**  
– *Anne Frank*

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# HELPING THOSE IN NEED

HeartShare's Energy Assistance & Community Development Department administers utility assistance and low income programs for major utilities and other entities across the state. This department is also responsible for low income community outreach and initiatives as well as partnering with state and government officials, HRA and the Public Service Commission. On average we assist over 30,000 individuals per year.

# ENERGYSHARE 101

- 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.
- This program covers residents in the five boroughs and Westchester county. Applicants can apply at one of our intake centers in any of these regions.
- Grants amounts are up to \$200 depending on the amount of an applicants' bill.

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

- \* Applicant must be the Con Edison customer of record and reside in the Con Edison service territory.
- \* 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.

# HEARTSHARE'S ADDITIONAL LOW INCOME ASSISTANCE PROGRAMS:

**Neighborhood Heating Fund:** Provides grants of \$200 to National Grid heating customers who have received HEAP.

**Care & Share:** Provides grants of \$200 to National Grid heating customers who have received HEAP. This program are for residents of Upstate New York and is fuel blind.

**ProjectShare:** Provides grants up to \$200 to NYSEG and RG&E customers who have received HEAP. This program is fuel blind.

# HEARTSHARE'S MODERATE INCOME PROGRAMS:

**HOPE AND WARMTH FUND:** Provides moderate income National Grid heating customers with a grant of \$200. Applicants must have an arrears balance of \$200+.

**HEARTS FIGHTING HUNGER:** Provides moderate income National Grid heating customers with a grocery store gift card of \$150. Applicants must have an arrears balance of \$200+ and a vulnerable household member.

# **TO APPLY FOR A UTILITY ASSISTANCE GRANT:**

**PLEASE CONTACT HEARTSHARE'S ENERGY ASSISTANCE & COMMUNITY DEVELOPMENT DEPARTMENT**

**Call us at 718-422-4207** for an application site near you or for a homebound application.

**Email us at:**

Tanya Jones (Associate VP of Gov't. Relations & Advocacy):  
[tanya.jones@heartshare.org](mailto:tanya.jones@heartshare.org)





# What is PULP?

The Public Utility Law Project ("PULP") provides New York's low-income utility consumers with information, assistance, and advice about residential utility matters.

PULP's direct services work includes:

- Assisting customers with enrollment in utility low-income discount programs
- Helping people apply for electric, gas, telephone, water, or telecommunication service
- Directing people towards financial assistance programs, like HEAP, emergency energy assistance, LIHWAP, Affordable Connectivity Program, etc.
- **Hotline: (877) 669-2572**

PULP provides virtual and in person trainings on topics such as utility rights, how to read your bill, relief programs and more

PULP also participates in utility rate cases and policy proceedings, like COVID-19 relief

## Utility Debt Relief Events

- **PULP has been working with utilities, social services agencies, CBOs, elected officials, etc. across NYS to help people tackle their utility debt**
- **Goals:**
- PULP can help people learn how to read their bills and look for existing enrollment in utility programs
  - HRA can help people apply for financial assistance programs (HEAP/SNAP etc.)
  - Consolidated Edison can help discuss payment arrangements and account issues
  - NYS Dept of Public Service- utility safety related information
  - NYSERDA's local clean energy hub can help address high energy usage/discuss ways to conserve on energy
  - CBOs/elected officials can help direct people to wrap around services (food pantries, legal services, DOH, Office of Aging, etc.)

# How to organize a debt relief event:

- Plan 3-4 weeks ahead of time
- Consider “when” to hold the event (during the day or at night)
- Find a host group who can help secure a location:
  - Senior centers, libraries, school gymnasiums, elected official’s office, etc.
  - Make the space comfortable- refreshments, coloring books/materials for children, empty tables/chairs to provide privacy
- Invite a diverse set of organizations/agencies
- Advertise: flyers, social media, newsletters, e-blasts, mailers, TV/Radio, speak with other CBOs, issue a media advisory/press release
  - \*Recommendation- encourage people to bring their bills, copies of HRA/benefit award letters
- Materials- have printed materials/resources so people can take the materials with you. Have a sign in sheet in case people need assistance after the event



Email: [info@utilityproject.org](mailto:info@utilityproject.org)

Hotline: (877) 669-2572