

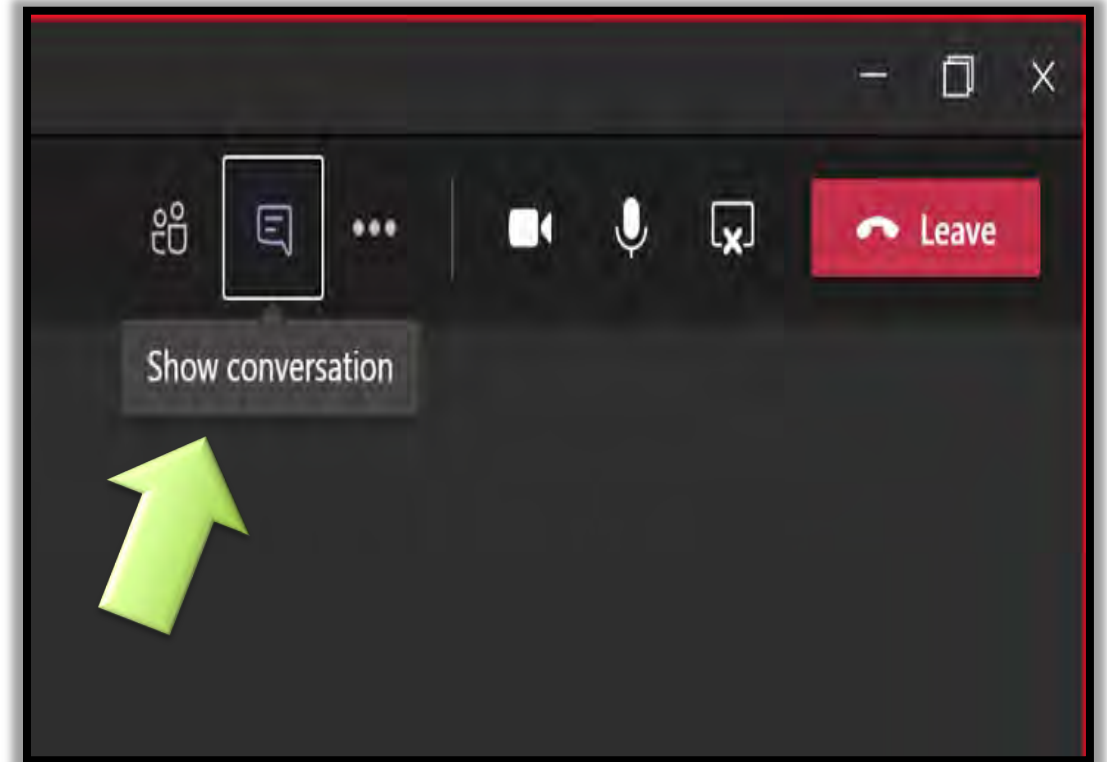


conEdison

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



Summer 2025 Conference Agenda

- Summer Outlook and Communications
 - Jessica Ptashenchuk, *Meteorologist*, Emergency Preparedness
 - Peter Go, *Senior Rate Analyst*, Rate Engineering
- Financial Assistance Advisor Tool Introduction
 - Bryan Robbins, *Product Owner*, Strategic Applications
- Payment Assistance Options
 - Daniel Jeong, *Senior Specialist*, Customer Outreach and Education
- Budget Billing and Time Of Use Overview
 - Belkys Mateo, *Senior Specialist*, Customer Outreach and Education
- Scam Awareness
 - Paul Dagliolo, *Senior Specialist*, Customer Outreach and Education

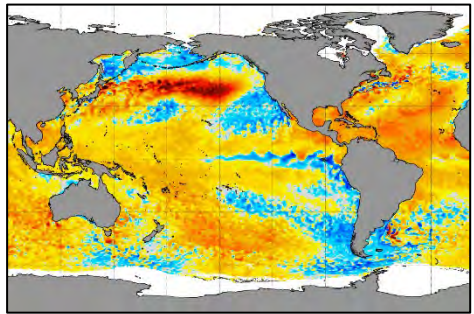
2025 Summer & Tropical Outlook

Jessica Ptashenchuk
Emergency Preparedness

Seasonal Outlook Process

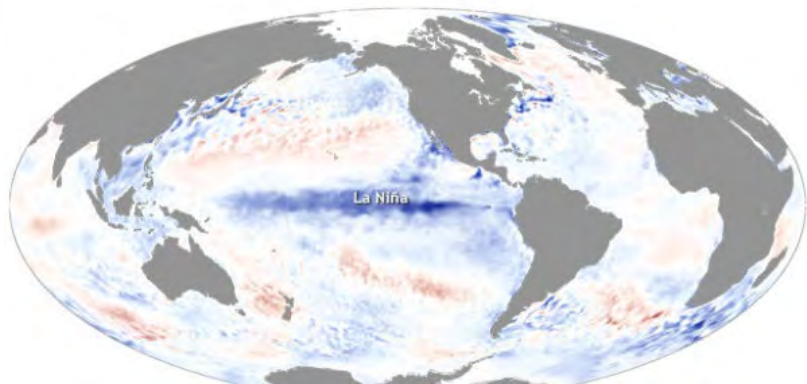
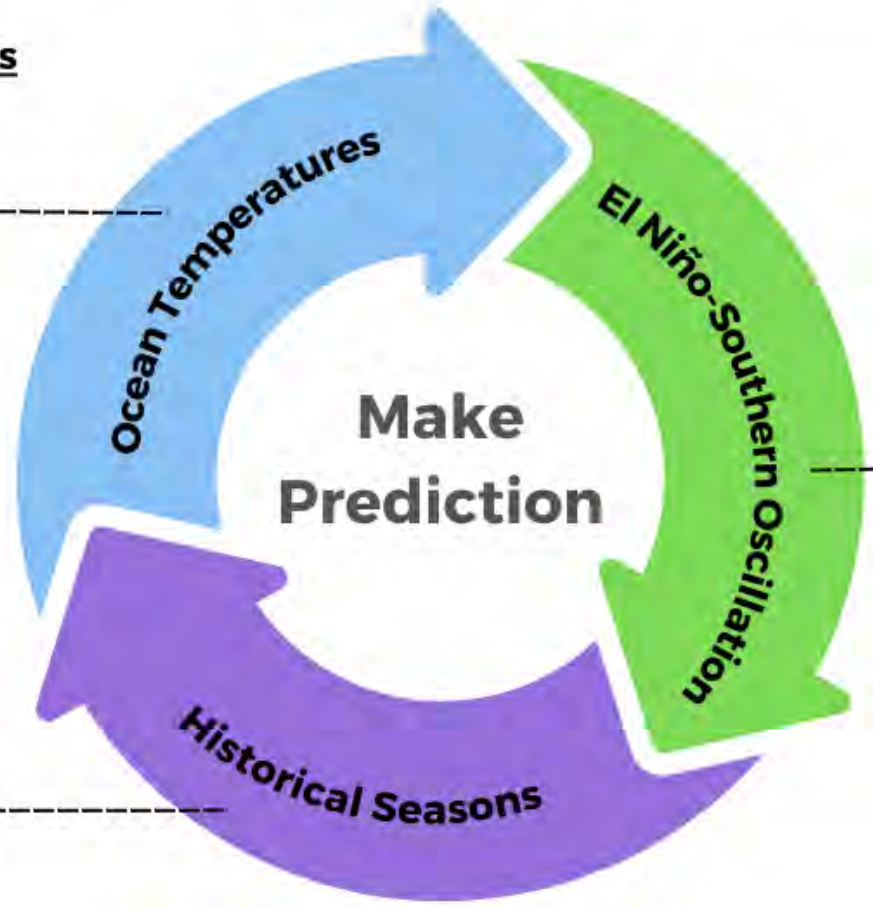
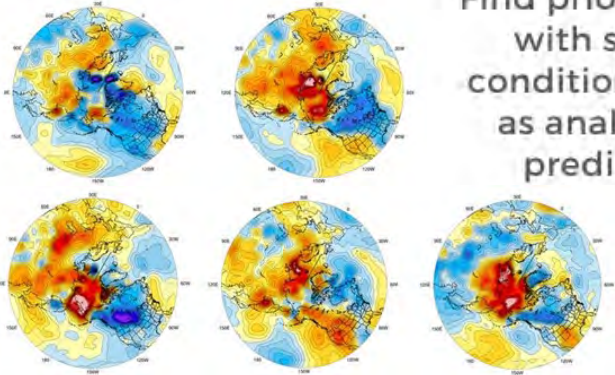
Ocean Temperatures

Analyze ocean temperatures to see if: above normal, below normal or near normal.



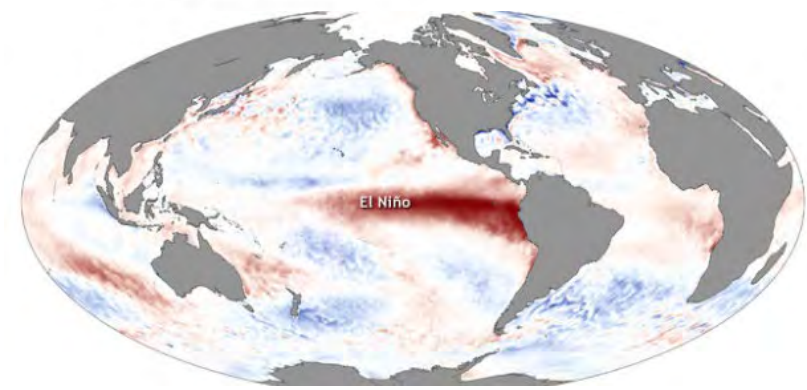
Historical Seasons

Find prior seasons with similar conditions to use as analogs for prediction.

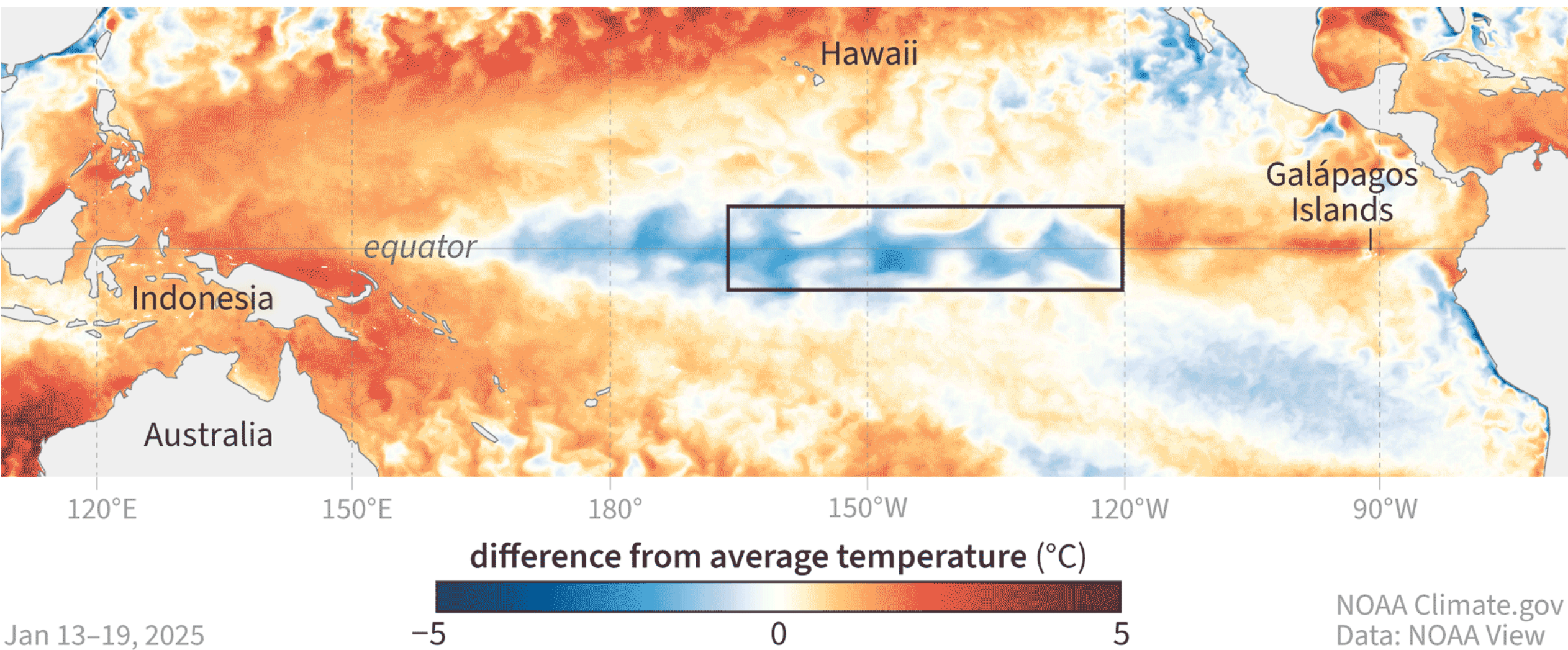


El Niño-Southern Oscillation

Identify which state: El Niño, La Niña, or neutral.

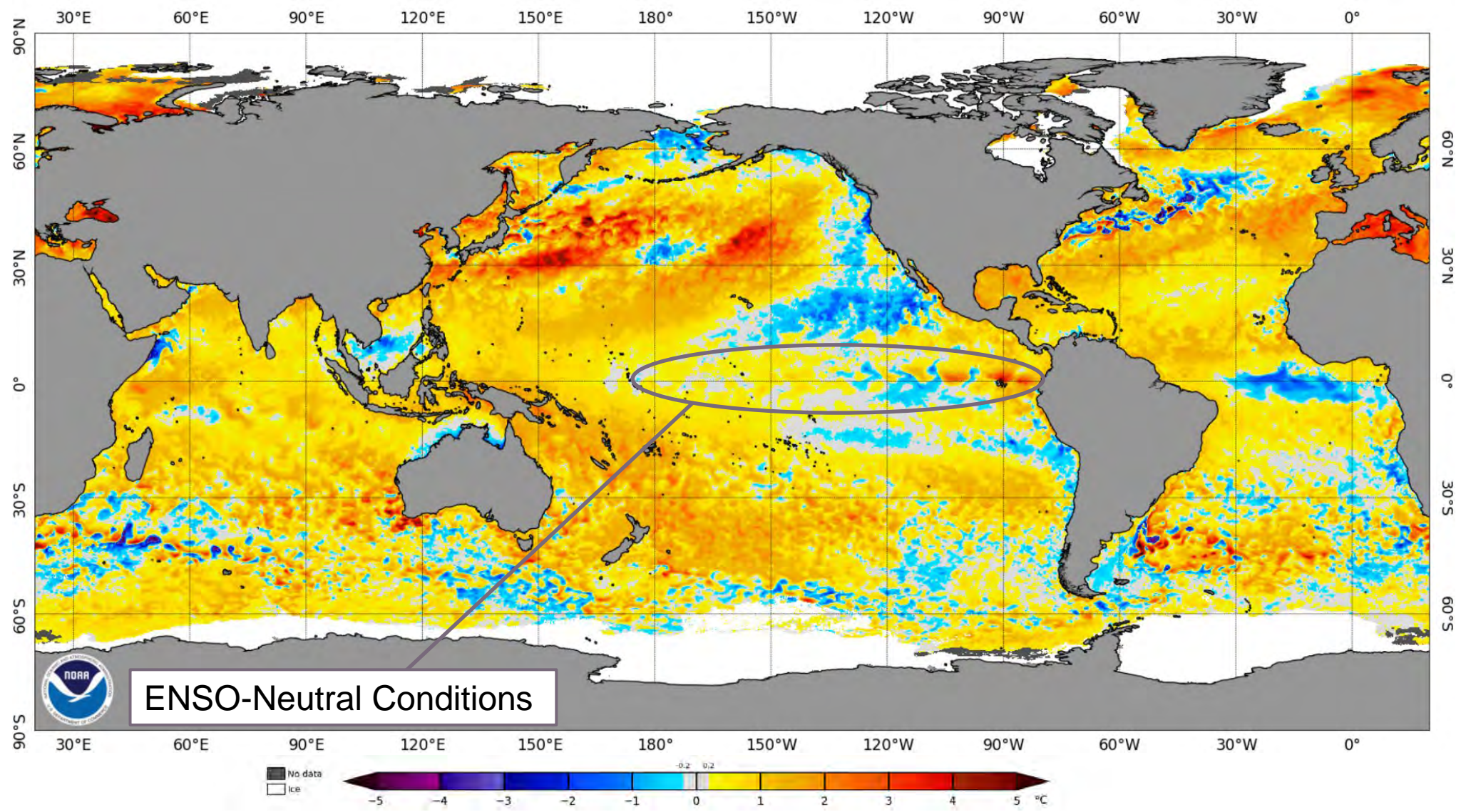


Weekly Sea Surface Temperatures (Jan 13 – Apr 6, 2025)



Global Sea Surface Temperature Anomalies

June 11, 2025



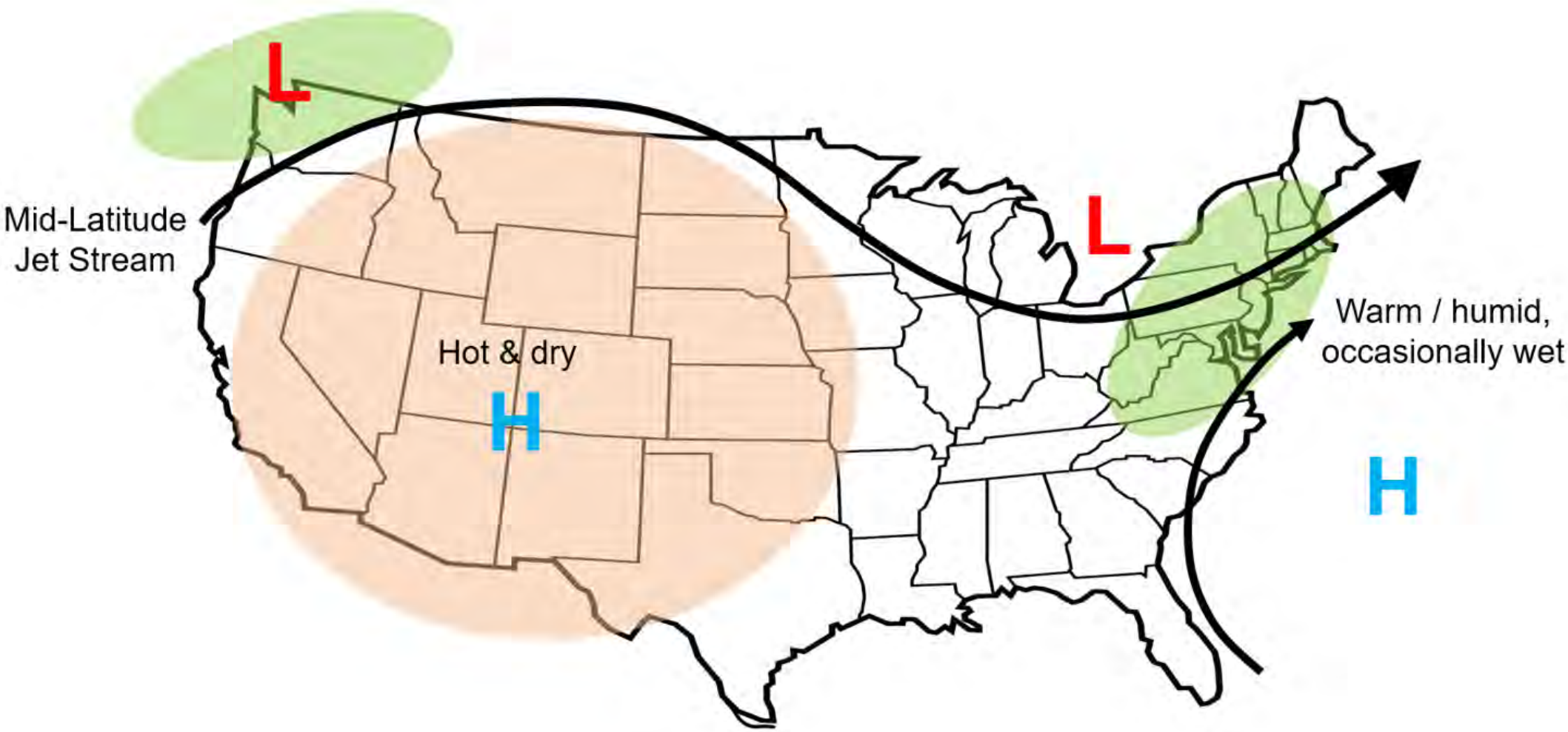
Examining Analog Summer Seasons

Central Park

Year	Avg. Max Temp (°F)	Avg. Min Temp (°F)	Total Rainfall	≥ 90F Days	Total Heatwaves
2013	82.7°	68.7°	15.79"	14	3
2021	83.3°	68.8°	24.03"	17	3
Normal	82.9°	67.3°	13.69"	15	2.3

- Key Takeaways
 - Warm nights and high precipitation in both analog seasons

Summer Forecast



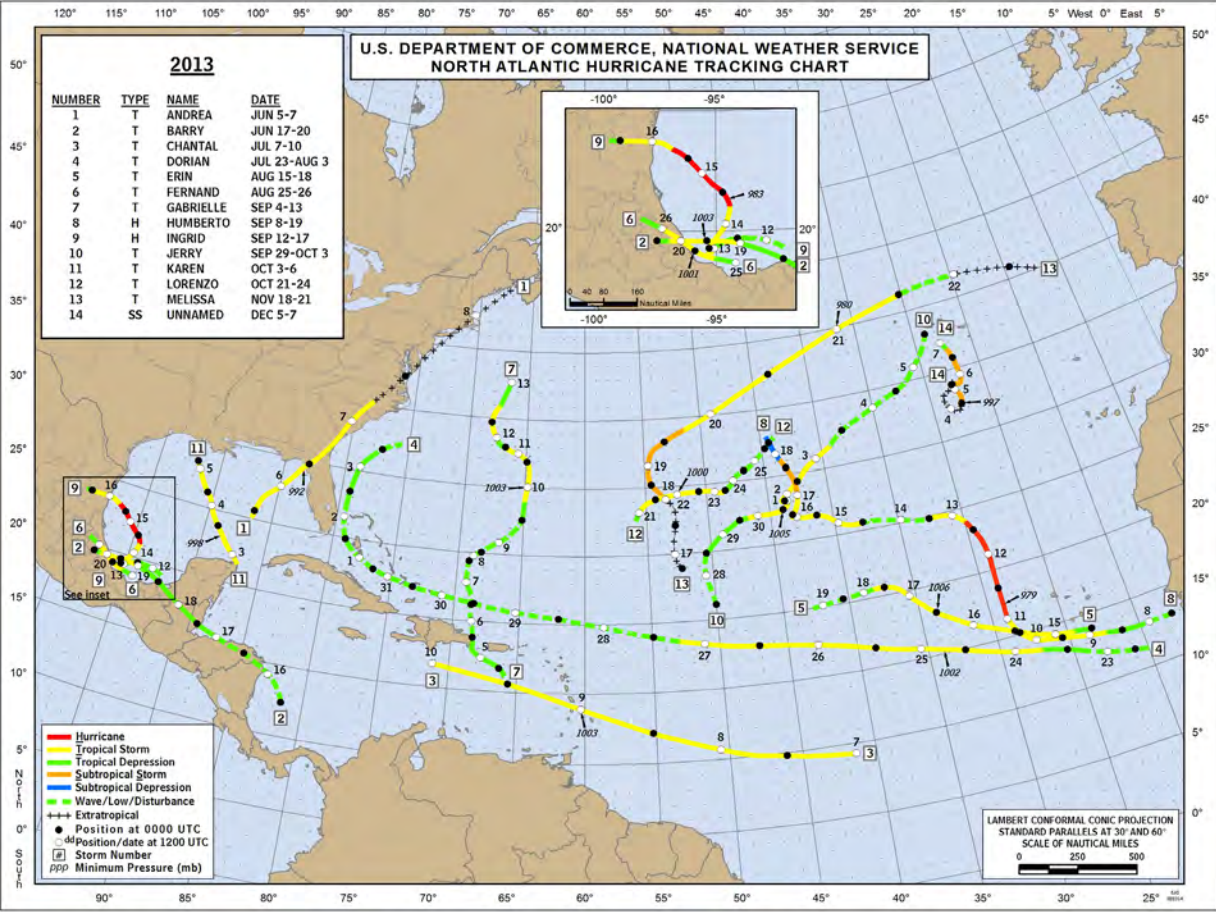
2025 Summer Outlook

Temperatures	Rainfall
Near normal	Above normal

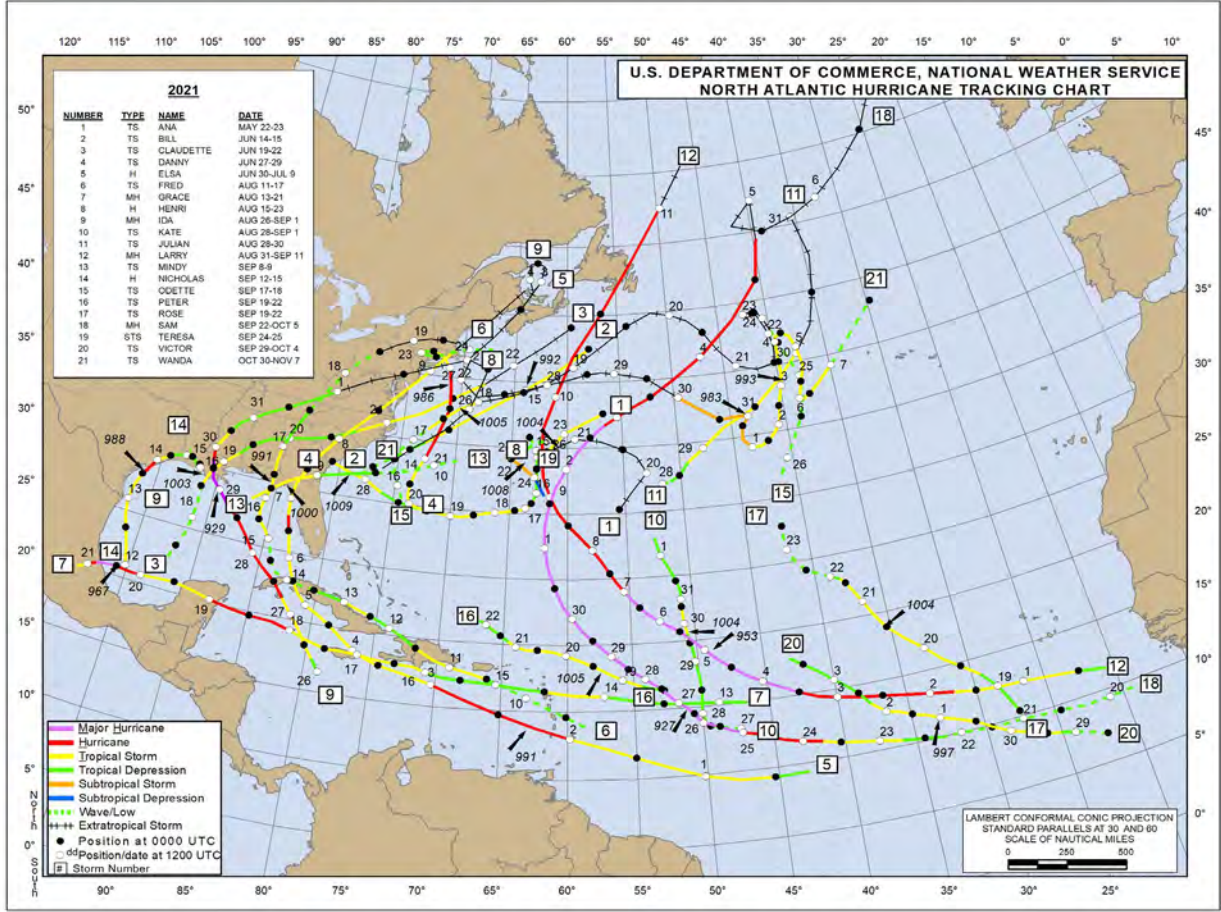
- Confidence is **low**
- Reasons:
 - Weak signals
 - Historical analog seasons offer differing insights

Tropical Forecast & Similar Seasons

2013 Season Summary



2021 Season Summary



Analog Hurricane Seasons

How do they compare?

Analog Year	Tropical Storms	Hurricanes	Major Hurricanes
2013	14	2	0
2021	21	7	4
<i>Normal</i>	<i>14.4</i>	<i>7.2</i>	<i>3.2</i>

- Key Takeaways
 - Dramatically different tropical seasons



2025 ATLANTIC HURRICANE NAMES

ANDREA	HUMBERTO	OLGA
BARRY	IMELDA	PABLO
CHANTAL	JERRY	REBEKAH
DEXTER	KAREN	SEBASTIEN
ERIN	LORENZO	TANYA
FERNAND	MELISSA	VAN
GABRIELLE	NESTOR	WENDY









Summer Electric Bill Impact Projections

Main Drivers of Impacts

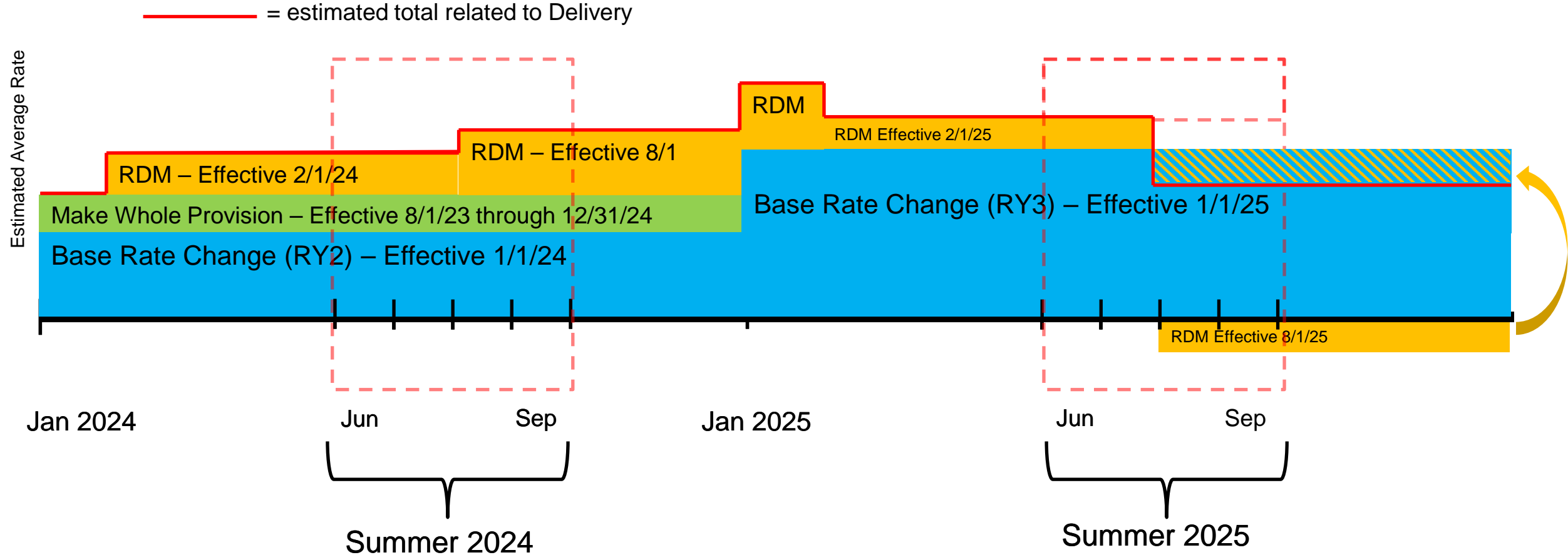
- Summer period includes the months of June through September
- Higher NYC residential bills projected this summer mainly due to supply costs.

Summer 2025 vs. Summer 2024

Class	Delivery and Other Costs	Supply Costs	Total Bill
Residential NYC (350 kWh)	 -0.4%	 3.1%	 2.7%
Residential Westchester (500 kWh)	 -0.5%	 -0.6%	 -1.1%

Summer Electric Bill Impact Projections

Background on Delivery Charges – NYC Residential Example*

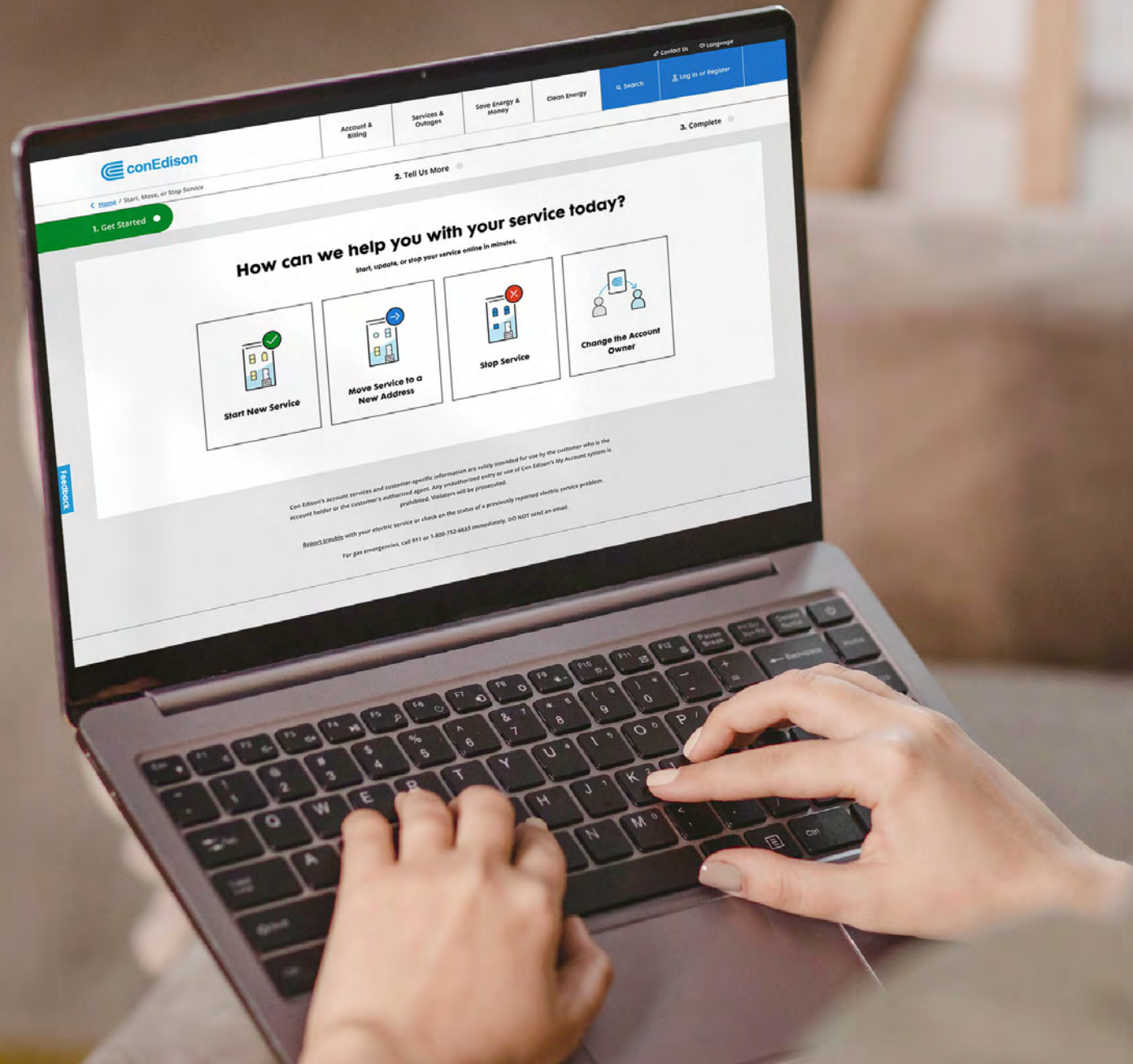


- Not drawn to scale
- RDM estimate for August 1, 2025 based on estimates as of the March close



DCX

Financial Assistance Advisor June 2025



Financial Assistance Advisor

The Financial Assistance Advisor recommends assistance programs to Con Edison customers based on their eligibility and responses to a brief questionnaire, helping them better manage their energy costs.



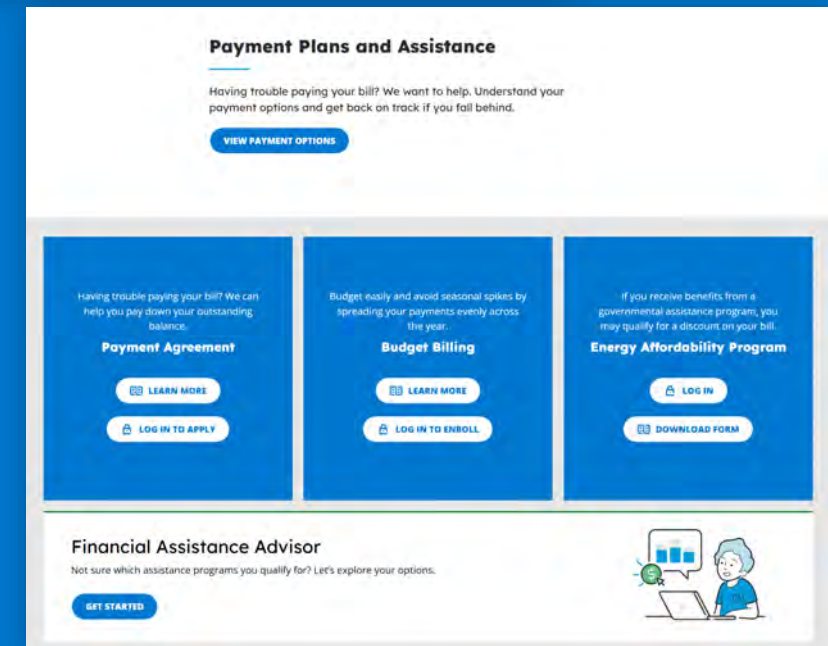
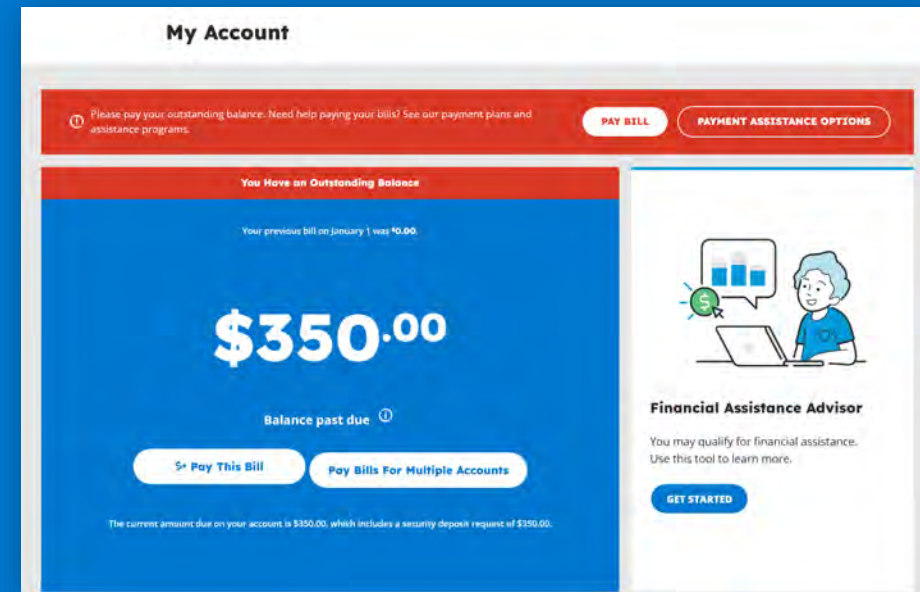
Financial Assistance Advisor

You may qualify for financial assistance.
Use this tool to learn more.

GET STARTED

Financial Assistance Advisor (cont.) Entry Points

- Customers can currently access the tool from 2 places:
- My Account tile (when customer is overdue)
- Payment Plans & Assistance page banner
- Customers must be logged in to use the tool



Financial Assistance Advisor (cont.) Questionnaire

- The customer fills out a brief questionnaire with the following steps:
 - Select an account
 - Household size
 - Estimated monthly income & expenses
 - Ownership of heating/cooling costs
 - Enrollment in government financial assistance programs

NOTE: Commercial customers will not be presented with the questionnaire as the data gathered is not relevant to programs available to them.

The screenshot displays a web-based questionnaire titled "Your Financial Assistance Advisor". At the top, there is a logo featuring a bar chart and a gear. Below the title, a message states: "To help us find the best programs and plans for you, please answer a few questions about your financial situation. Don't worry—Con Edison will not keep a record of your responses." The first step is "Select an account to start:", showing a dropdown menu with the selected address "125 W 137TH ST, HLSM NEW YORK, NY 10030".

The next section is "Let's take a look at your household", with a note "ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED". It asks "How many people live at this service address?" and includes a green "Household Size" label.

The following section is "Tell us about your total monthly income, benefits, and expenses.", with instructions: "Please enter your gross monthly household income. Make sure to include all monthly benefits from any government program in that amount." It also includes the note "ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED". There are input fields for "Estimated Monthly Income" and "Estimated Monthly Expenses".

The next question is "How do you heat and/or cool your home?", with the note "ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED". It asks "Are you paying to heat and/or cool your home?" and features two radio buttons: "Yes" (which is selected) and "No".

The final section is "Almost there! Are you currently enrolled in any government assistance programs?", with a note "ALL FIELDS REQUIRED, UNLESS OTHERWISE NOTED". It provides examples: "For Example: Home Energy Assistance Program (HEAP), Supplemental Nutrition Assistance Program (SNAP) NYC SNAP, Medicaid, Tribal TANF, Federal Public Housing Assistance". It includes two radio buttons: "Yes" and "No".

Results

- The customer is presented with a results page with potentially relevant programs.

- Internal programs the customer is eligible for.
- Programs that require additional steps to determine eligibility.

The potential program results currently available include:

- Payment Agreement*
- Payment Extension*
- Budget Billing*
- Personalized Payment Terms (Financial Statement Form)
- HEAP (Home Energy Assistance Program)
- Energy Share
- HRA (NYC Human Resources Administration)
- WDSS (Westchester Dept. of Social Services)
- Con Edison Energy Affordability Program
- A personalized payment recommendation based off their current balance and account status is also included.

*Programs available to commercial customers

The screenshot shows the 'Financial Assistance Advisor' results page on the Con Edison website. The page header includes the Con Edison logo and navigation tabs: Account & Billing, Services & Outages, Save Energy & Money, Clean Energy, a search bar, and a user greeting. The main content area is titled 'Here Are Your Results' and shows the user's location as 'BRONX, NY, 10453'. A message states: 'You're eligible for the following programs. We found some additional programs that may be relevant to you. Please check the requirements and apply to get more information.' Below this, a section titled 'Eligible Programs' lists 'Payment Agreement' as a dropdown menu. An 'Additional Steps Required' section notes that the program requires further checks and does not guarantee enrollment, with dropdowns for 'Personalized Payment Terms' and 'Home Energy Assistance Program'. A detailed pop-up for the 'Home Energy Assistance Program (HEAP)' explains that it helps income-eligible residential customers pay heating and cooling costs, with a 'LEARN MORE' button. Below this is an 'EnergyShare' dropdown menu and a 'RESTART THE QUIZ' link. At the bottom, a 'PAST DUE BALANCE' section shows a balance of \$215.65 with a 'PAY NOW' button. A message on the right says: 'Total amount due is \$215.65. Please pay the past due as soon as possible.'

Program Modules:

Financial Assistance Advisor Program Modules

Payment Agreement ^

Payment Agreement X CLOSE

A payment agreement can help you pay down your outstanding balance in manageable monthly installments, so you can get back on track—without losing service. We break down your current bill into three sections: the down payment, installment payments, and final payment.

Here's how your payment agreement works:

Down Payment: The first payment needed to start your payment agreement.	\$294.26
Installments: Smaller payments you make month by month.	$\$114.43 \times 5 = \572.15
Final Payment: The last payment to complete your agreement.	\$114.44
Total Amount	\$980.85

Important

- You can adjust the down payment and number of installments
- No changes can be made after accepting the terms
- You must pay your down payment within 10 days of accepting the agreement terms
- If you miss a payment, your agreement will be canceled

[LEARN MORE](#) [CUSTOMIZE PAYMENT PLAN](#)

Payment Extension ^

Payment Extension X CLOSE

Need more time to pay your bill? You can request an extension of up to **10 days** past your bill due date.

A late fee will still apply but no credit action will be taken.

Current payment is due **February 3, 2025**.

[REQUEST EXTENSION](#)

[CTA](#)

[Learn More](#) [CTA](#)

Budget Billing ^

Budget Billing

X CLOSE

Take control of your energy bill by knowing how much you'll pay every month.

Budget Billing advantages:

Stop Surprise Bills:

Pay the same amount every month and don't worry about unexpected high bills.*

Simplify Budgeting:

Manage your household finances with a predictable energy bill.

Payment:

Based on your usage, your estimated monthly payment is **\$37.00**.

Important

- *Note: this is not a discount. This is an estimated monthly payment based on your previous energy use. Your actual payment may vary.
- After 12 months, if your actual energy use is lower than what you were billed, you'll get a credit on your next bill. If it's higher, you'll be billed the difference.
- We review your progress on the plan every four months and may raise or lower your Budget Billing amount based on your actual usage.
- Your Budget Billing payment plan will begin on your next billing cycle.
- If you'd prefer to go back to a traditional billing plan, you can unenroll at any time in My Account.

LEARN MORE

ENROLL NOW

Personalized Payment Terms ^

Personalized Payment Terms

X CLOSE

If you're currently experiencing a financial hardship, fill out the financial statement form to see if you qualify for our Personalized Payment Terms. The form is used to determine your eligibility for special payment agreement terms based on your income.

Quick View:

Get Help:

If you're currently experiencing a financial hardship, you may qualify for income-based special payment plans.

Easy Application:

Fill out the financial statement form with some additional financial details to submit your case for consideration.

Timely Review:

Con Edison will review your application and get back to you within 30 days.

Important

- Submitting this form does not guarantee eligibility.

LEARN MORE

APPLY HERE

[Learn More](#) [CTA](#)

[Learn More](#) [CTA](#)

Home Energy Assistance Program ^

Home Energy Assistance Program

X CLOSE

The Home Energy Assistance Program (HEAP) can help income-eligible, residential customers based in New York pay the costs of heating and cooling their homes. You can receive the program benefit once per year (season) and are eligible every 12 months.

If you're facing a fuel shortage or risk having your energy shut off, you may qualify for emergency assistance.

- Based on the income and household details you provided; HEAP may be worthwhile to consider
- The season begins on November 1 and continues through April, or until funds run out.

LEARN MORE

[CTA](#)

Energy Affordability Program ^

Energy Affordability Program

X CLOSE

The Energy Affordability Program can help Con Edison customers receive monthly discounts on their energy bills. In order to receive these discounts, you must already be enrolled in a government financial assistance program.

Enrollment in programs such as:

- Federal Public Housing Assistance
- Medicaid and Veteran's Assistance
- Tribal TANF
- Food Distribution Program on Indian Reservation (FDPIR)

Important: Documentation of current enrollment in a government assistance program is required to sign up. Go to Learn More, to see the full list of programs for eligibility.

LEARN MORE

SIGN UP

[Learn more](#)

[CTA](#)

Financial Assistance Advisor Program Modules (cont.)

New York City Human Resources Administration ^

New York City Human Resources Administration X CLOSE

The New York City Human Resources Administration (NYC HRA) serves customers living in the five boroughs. Based on the information you have provided; you may be eligible for a variety of benefits from Access HRA.

If you have exhausted other forms of financial assistance, the NYC HRA may provide additional benefits to help you with your energy bills.

Disclaimer: Registering with this organization does not guarantee eligibility.

LEARN MORE

[CTA](#)

Westchester Department of Social Services ^

Westchester Department of Social Services X CLOSE

Westchester Department of Social Services (WDSS) provides a variety of temporary financial assistance programs to help customers living in Westchester County with their energy bills.

- If you need help, please call WDSS at 1-914-995-3333, or visit one of our District Offices.

Note: Registering with this organization does not guarantee eligibility and only customers living in Westchester County are eligible for assistance from Westchester Department of Social Services.

LEARN MORE

[CTA](#)





Payment Assistance & Gov't Resources

Daniel Jeong, Senior Specialist

Energy Affordability Program

(Low Income Discount)

- EAP provides a discount on the monthly electric and gas charge if the customer receives from a qualifying governmental assistance program.
- **EAP Enrollment:**
 - **Automatic Enrollment** - When certain government agencies notify us through data sharing
 - **Self Enrollment** - Customer provides documentation directly to us via multiple available channels
- **Verifying Enrollment:** Customers can check Page 1 of their bill or online

More Information on EAP Self Enrollment

- At www.conEd.com/EAP, my Account CE customers can self-enroll by submitting the application online which generates an email for review by back-office personnel.
- Customer can provide documentation directly to Con Edison for certification evaluation via the following channels:
 - Emailed to EAP@coned.com
 - Faxed to 1-212-844-0110
 - Mailed to: Con Edison, PA Central
4 Irving Place, 9 Floor, Box 13
New York, NY 10003
 - Walk-In- Center
- The documentation must be the **Benefit Award Letter or Budget Letter** via screenshots, photos, PDFs, and other document types as long as the required information is visible.

EAP Discounts

- Discounts are based on a 30-day bill and are prorated accordingly. Gross receipt tax and sales tax are included as a credit to the discount.
- EAP customers qualify for one of the following tiers:

Low Income Levels	Tier Description	Electric (Non-Heat Discount)	Electric (Including Heat Discount)	Gas (Non-Heat Discount)	Gas (Including Heat Discount)
Tier 1	Regular HEAP grant <\$435 Or another eligible income qualifier	\$36.77	\$36.77	\$3.58	\$121.42
Tier 2	Regular HEAP grant ≥\$435 and <\$496	\$52.14	\$74.90	\$3.58	\$151.38
Tier 3	HEAP grant ≥\$496	\$73.79	\$118.19	\$3.58	\$173.03
Tier 4	Energy bills paid by public assistance	\$70.43	\$111.48	\$3.58	\$169.67

Effective December 1, 2024

Government Assistance Programs

- [Home Energy Assistance Program \(HEAP\)](#)
- Supplemental Nutrition Assistance Program (SNAP) – [NYC SNAP](#), [Westchester SNAP](#)
- Direct Vendor or Utility Guarantee
- Temporary Aid to Needy Families (TANF) – [NYC TANF](#); [Westchester TANF](#)
- Safety Net Assistance (SNA) – [NYC SNA](#), [Westchester SNA](#)
- [Medicaid](#)
- [Federal Public Housing Assistance](#)
- [Veterans Disability or Survivors Pension](#)
- [Supplemental Security Income \(SSI\)](#)
- [Lifeline Telephone Service](#)

Government Assistance Programs

- [HEAP Cooling Assistance](#)

- If you are eligible, you may receive one Cooling Assistance benefit per applicant household for the purchase and installation of an air conditioner or a fan to help your home stay cool. In circumstances where an air conditioner cannot be safely installed, a fan will be provided.
- Only one air conditioner or fan, not to exceed \$800 with installation for a window, portable air conditioner, or fan and not to exceed \$1,000 for an existing wall sleeve unit, will be provided per applicant household. No additional HEAP cash benefits are available.
- Program opened on April 15, 2025.

- [NYC Cooling Centers](#)

- [NYCEM Beat the Heat](#)

EnergyShare

- Grants up to \$300 are available for residential customers through heartshare.org
- **Eligibility Requirements:**
 - Customer made at least one good-faith payment toward their bill within the last 12 months
 - AND-**
 - Customer is eligible for government financial assistance and/or meet federal Home Energy Assistance Program income guidelines.
- **To Apply:**
 - Customers can check on their eligibility through our partner, HeartShare by calling (877) 480-7427 or emailing heartshareenergy1@heartshare.org



Bill Management Plans/Resources

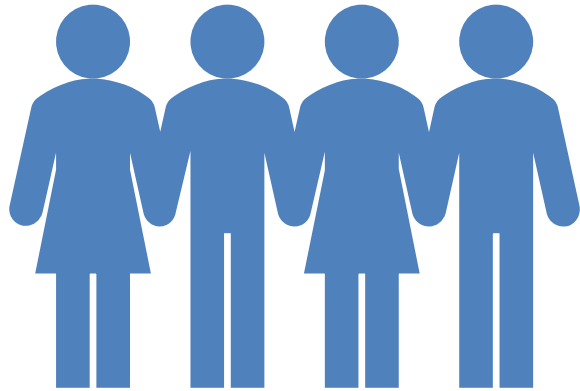
Payment Agreements

- We work with customers to arrange suitable payment terms if customers are unable to pay under the terms of the standard payment agreement
- Available to enroll via My Account at conEd.com/PaymentAgreement

Payment Extensions

- You may be eligible for an extension for your past due bills





TOU & Budget Billing Overview

Belkys Mateo

June 17th, 2025

Virtual Community Conference

Time-of-Use (TOU) Overview



- TOU pricing charges customers different rates depending on the time of day and season.



- Encourages energy usage during off-peak hours.



- Helps reduce stress on the electric grid and supports energy conservation.



- Customers can track usage and adjust behaviors to save money.

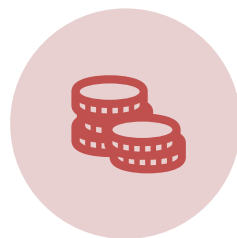
Budget Billing Overview



BUDGET BILLING
SPREADS ENERGY
COSTS EVENLY ACROSS
THE YEAR.



REDUCES SURPRISE
HIGH BILLS DURING
EXTREME WEATHER
MONTHS.



CUSTOMER PAYS A
CONSISTENT MONTHLY
AMOUNT BASED ON
HISTORICAL USAGE.

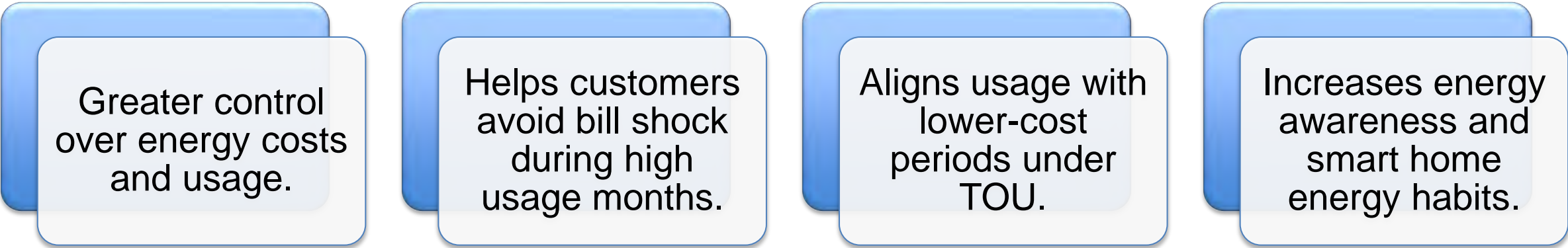


HELPFUL FOR MANAGING
HOUSEHOLD BUDGETS
AND AVOIDING
SEASONAL SPIKES.



QUARTERLY REVIEW TO
ADJUST MONTHLY
AMOUNT.

Benefits of Enrollment



Greater control
over energy costs
and usage.

Helps customers
avoid bill shock
during high
usage months.

Aligns usage with
lower-cost
periods under
TOU.

Increases energy
awareness and
smart home
energy habits.

How to enroll



Customers can enroll in TOU or Budget Billing Via:



Coned.com



My Account Online Portal



Calling Customer Service



Representatives Available to guide the customers through the process



Bill Message



Scam Awareness

- Outreach efforts
 - ✓ There are email campaigns sent our entire service territory twice a year, to educate our customer of imposters and trending scams.
 - ✓ Educate customers, elected officials, senior citizens, and bi-lingual speaking customer via in person and online presentations, tabling events, and constituent resource events.
 - ✓ Maintain content on our website, specifically the “Beware of Scammers” page.

Secure Payment Options

Pay by Mail

**Check or Money Order (no fee) / Overnight,
FedEx or UPS Payments**

Make check or money order payable to:
Consolidated Edison Company of New York, Inc.

Mail payments to:
Con Edison, JAF Station
P.O. Box 1702
New York, NY 10116-1702

Pay by Phone

Call Us Toll-Free

Pay with your checking or savings account, or a
credit/debit card. Have your bill and your bank account
or card information ready when you call.

Call toll-free, 24 hours a day
1-888-925-5016

Pay Online

Log In to My Account

Quickly pay using your preferred method. Plus, track your bills
and energy use, get personalized tips, and more.

LOG IN

PAYMENT OPTIONS



Con Edison will Never...

- Ask to turn off your Electricity or Gas without showing you proper identification.

Employee Verification: 1-800-752-6633 (75-CONED) Express option #2

- Demand immediate payment via a Gift card, pre-paid debit card such as MoneyPak, nor by cash apps such as PayPal, Venmo or Zelle.
- Accept cryptocurrency such as Bitcoin for payment.
- Request a deposit or payment for a smart meter.
- Use a website other than **conEd.com**

Beware of fake sites c0ned.com / Conedison.org / ConEdisom.com

What should you do if you suspect you are being scammed?

Call 1-800-75-CONED (1-800-752-6633) or police



Customer Outreach

For more than 200 years, we've been dedicated to providing the energy that our customers need to power their lives.



Events

Register for upcoming events and conferences.

[REGISTER](#)



Resources

Review information about energy efficiency, services for those with special needs, and more.

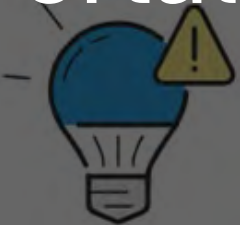
[LEARN MORE](#)



Payment

Having trouble with your payment plan? We have options that can help.

[LEARN MORE](#)



Prevent & Recover From Outages

Updates


Get information about ongoing projects in your area.

[LEARN MORE](#)

New Customer Outreach Web Portal



Prior Outreach Microsite



ResourcesSpotlightPast Conferences

Resources

Con Edison publishes information for its customers on a variety of topics, including energy efficiency, safety and the services available to those with special needs.

Customers With Special Needs

We recognize that senior citizens and people with disabilities need special attention. That's why we offer a variety of services and billing and payment options that make life a little bit easier

ENGLISHSPANISH

Electrical Repairs After a Storm

Learn what equipment is yours, what's ours, and what the process is for making repairs after a storm.

DUAL LANGUAGE



Electric Safety

Thanks to Those Who Attended

Our Summer 2024 Customer Resources Conference was attended by over 100 representatives of community and non-profit organizations.

We're thankful to all of you for helping make the conference a success, and we look forward to seeing you again this winter!

For those who were unable to attend, a comprehensive recording is provided below.



Summer 2024
Community Resources Conference

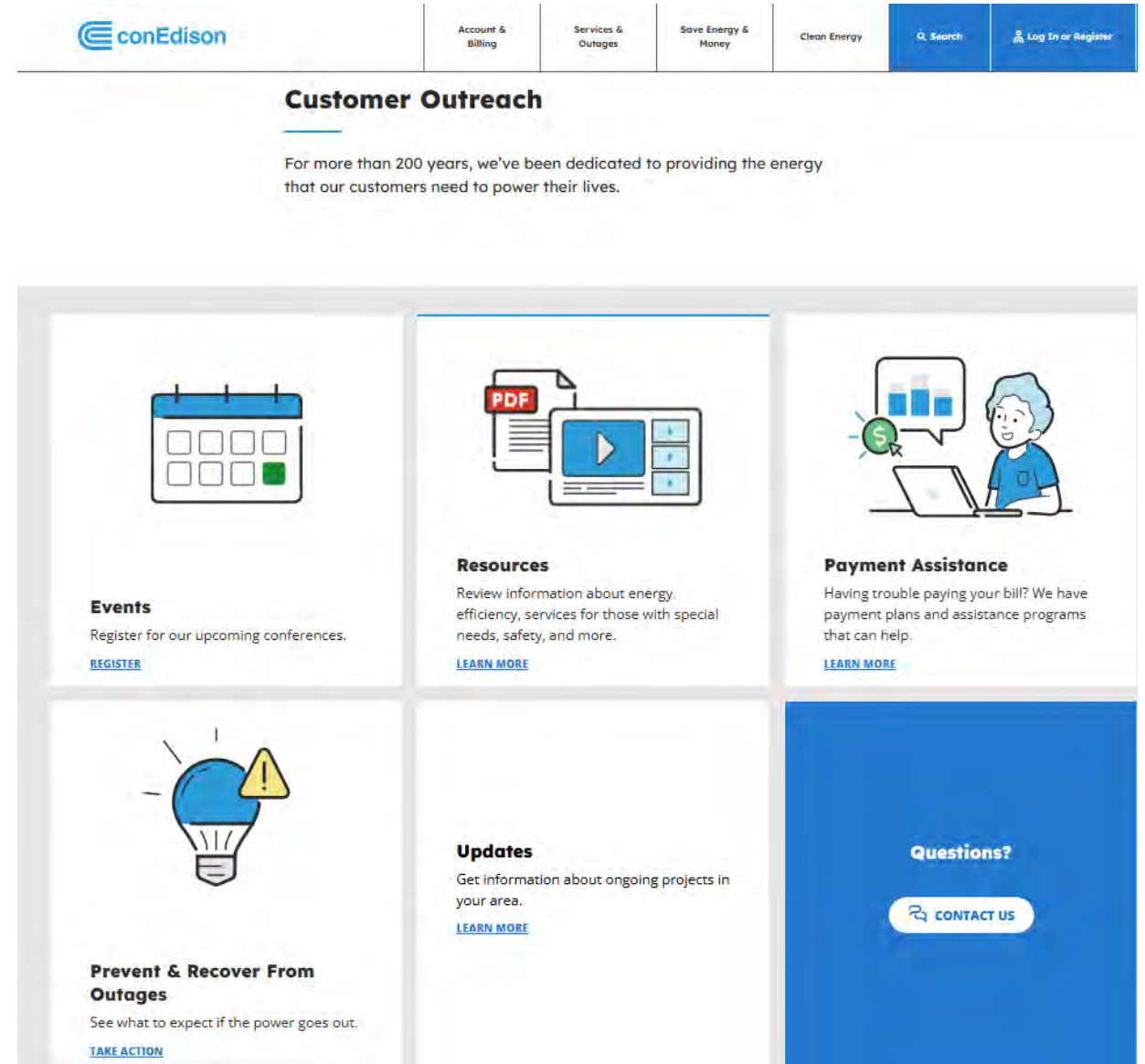
Why create a new Outreach Web Portal?

- Needed design elements that were consistent with Con Ed website
- Opportunity to integrate content management workflow w/ Corporate Communications
- Best practices for online event registration
- Potential cost savings opportunities around Outreach publications
- An opportunity to provide easier access to past events and corresponding resources.

New Customer Outreach Web Portal

Improvements


- New Vanity URL: **ConEd.com/Outreach**
- Quick access to key resources and programs for customers
- Information about ongoing projects directly impacting our communities
- One location to promote and invite community stakeholders to upcoming events and allow customers access to previous events.
- Streamlined workflow for updates



INTERNAL

What Does the Future Hold?



 **Understanding Your Steam Bill**

Details

Log On & Learn Webinar:


Join us for an informative webinar designed to help Con Edison steam customers better understand their bills and the various charges. This session will cover:


- **Understanding Your Bill:** Break down the components of your steam bill, including charges, fees, and how usage is calculated.
- **Billing Adjustments:** Learn about different types of billing adjustments and how they can impact your steam costs.


Our experts will guide you through each topic, providing clear explanations and answering your questions. Whether you're new to steam services or looking to deepen your understanding, this webinar will equip you with the knowledge to manage your steam costs effectively.

This event has passed.

Details


 Tue, Apr 08

 1:00 PM - 1:30 PM EDT


 Online event

[Register](#)

Speakers (2)



Vargas, Edwin M
Project Specialist
Con Edison



Fiorello, Michael
Supervisor
Con Edison

Outreach Portal: Next Steps

- Shift to M365 Teams event registration (Pro or free, depending on features)
- Lead Generation Form between webinars
- The development of a “newsstand” featuring Outreach brochures and flyers for easy download and translation



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