

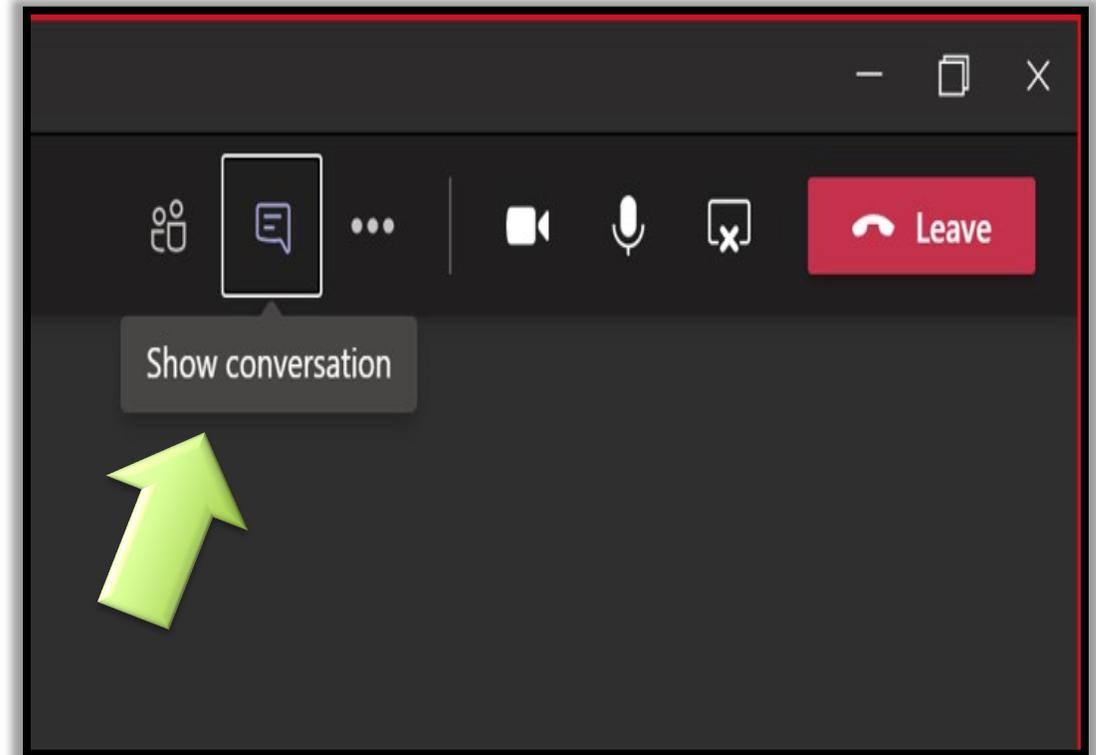


**conEdison**

# 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

- Winter High Bills

Kathleen Trischitta, *Director, Commodity Operations*

Ricky Joe, *Department Manager, Rate Engineering*

Jon Minners, *Department Manager, Customer Outreach and Education*

- Electric Safety (HEAP)

Captain Gerard Rocco, *FDNY Fire Safety Education Unit*

- Energy Efficiency

Helen Lee, *Program Manager, Energy Efficiency*

- Energy Affordability Program (EAP) and NYS Electric and Gas Bill Relief

Sara Margaret Geissler, *Section Manager, Strategic Applications*

- Time of Use Rate

Leonard Manzo, *Time of Use Coordinator*

Gustavo Barrientos, *Time of Use Coordinator*

- Level Payment Plan

Belkys Mateo, *Senior Specialist, Customer Outreach*



## Winter High Bills – How To Manage

# Overview: Key Points

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- Con Edison is alerting customers now on surging energy market prices to let them know what to expect, to provide help in managing costs this winter, and share ways the impact can be softened;
- The cost of natural gas has surged in response to geopolitical events, supply constraints and dynamic market forces, which affect winter gas heating costs and electricity costs for New Yorkers;
- This will not be a one-time communication to customers...we are engaging in an information campaign with content distributed through various channels to reach customers well in advance of the winter heating season,

# Overview

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## What's going on:

- Natural gas heating customers could potentially see a 32% rise in winter bills due to higher supply costs
- Since most electricity for NYC is made by natural gas, electricity bills may also rise ~22% during the winter months
- Supply cost increases are being seen nationally and globally
- Con Edison is not profiting from the supply price increases...it is a 100% pass through with no markup

## What's not going on:

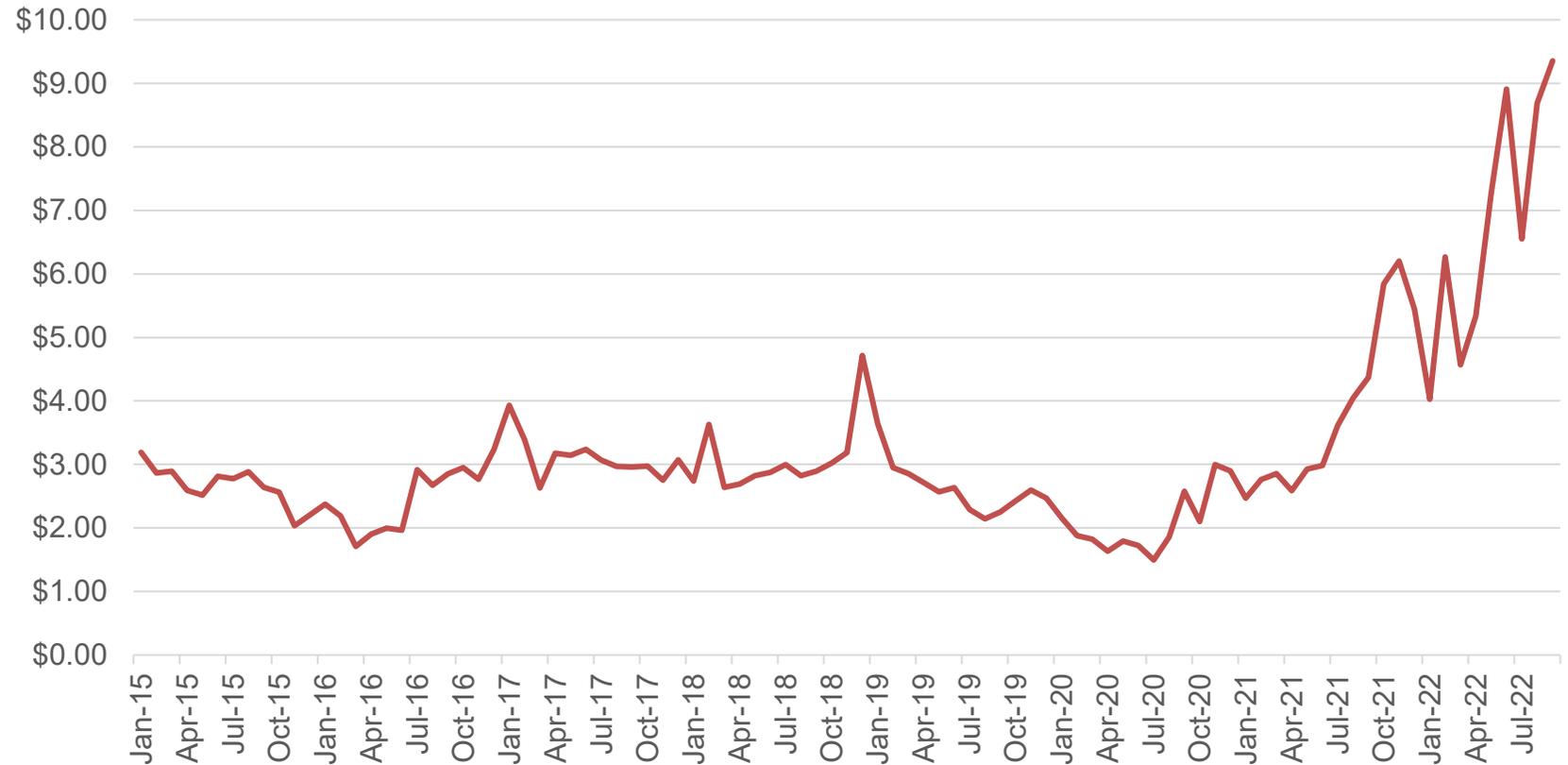
- This has no relation to Con Edison's current rate case before the Public Service Commission
- This is not a unilateral increase in delivery charges

# Gas Supply Price Outlook

## Wholesale Natural Gas Prices

- Wholesale natural gas prices had remained low and steady for many years prior to covid-19
- Since the Covid recovery began in Spring 2021, natural gas prices have increased significantly
- Supplies are tighter, due to production increases lagging demand, increased international exports and a hot summer nationwide

US Wholesale Natural Gas Prices\* (\$/dekatherm)



\*Henry Hub is a major natural gas distribution point that sets the primary price for the US gas market

# Winter Electric Bill Impact Projections

## Main Drivers of Impacts (Winter 2022-23 vs 2021-22)

- Winter period includes the months of November through March
- Higher bills projected this winter mainly due to higher energy supply costs

### Winter 2022-2023 vs. Winter 2021-2022

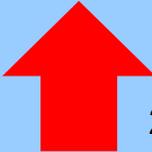
Class	Supply Costs	Delivery/ Other	Total Bill
Residential NYC	 23%	 -1%	 22%
Residential Westchester	 25%	 2%	 27%

# Winter Gas Bill Impact Projections

## Main Drivers of Impacts (Winter 2022-23 vs 2021-22)

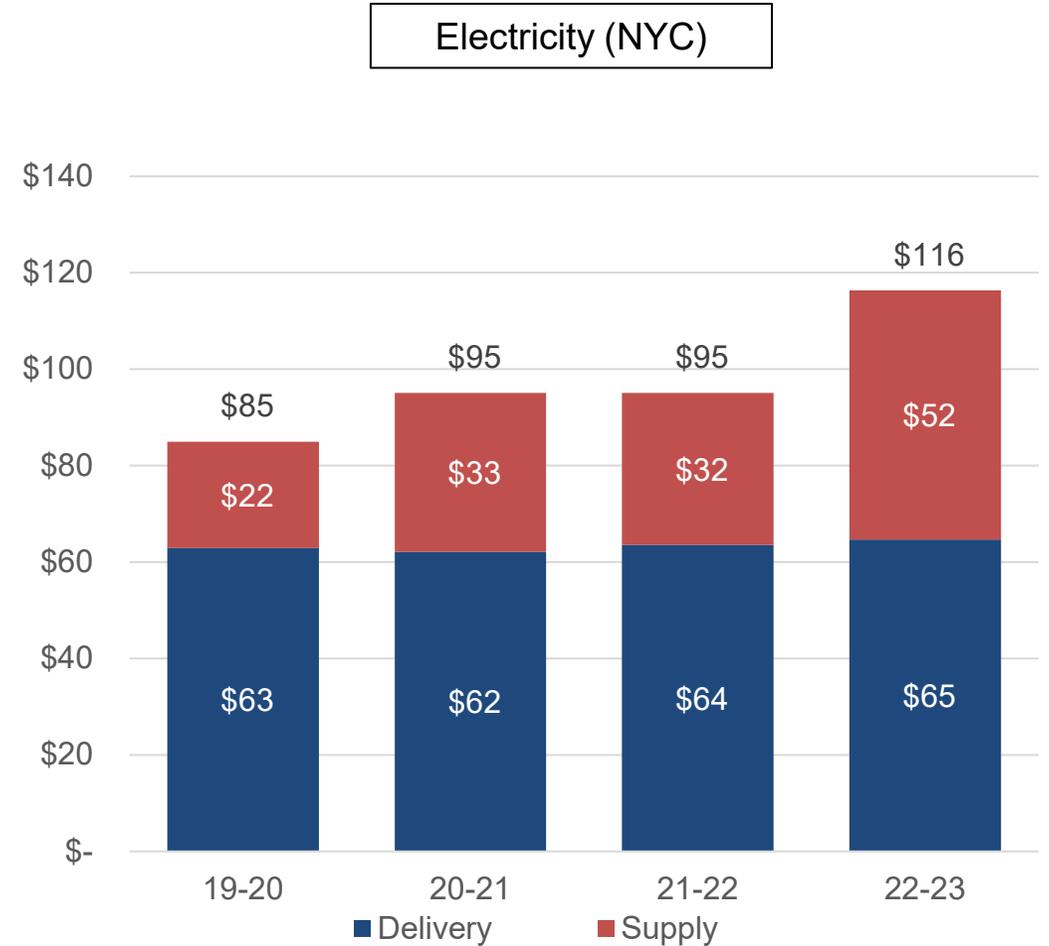
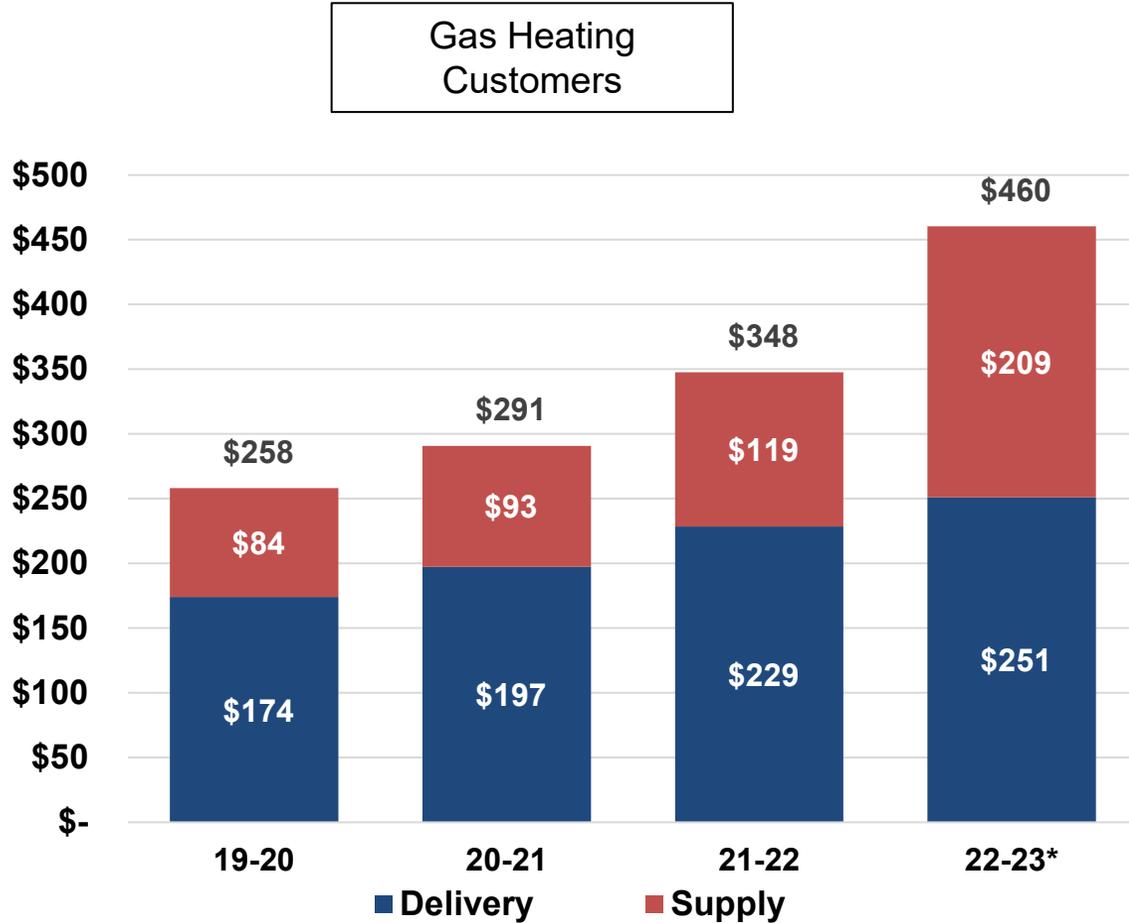
### Winter 2022-2023 vs. Winter 2021-2022

Higher bills projected for CECONY residential heating customers this winter mainly due to higher energy supply costs

Class	Supply Costs	Delivery/ Other	Total Bill
Residential	 25%	 8%	 33%

# Winter Bill Impact Projections

## Average Winter Residential Customer Bills (Winters 2019/20 through 2022/23)



\* Winter 2022-2023 Forecast



Questions?

# Winter High Bills: What Can You Do?

Here are a few easy ways you can manage higher bills now:

- Spread payments out evenly across the year. Avoid large month-to-month changes in energy costs with [a Level Payment Plan](#).
- Check your benefits. You may qualify for [governmental assistance and payment relief](#). Plus, if you're enrolled in at least one eligible assistance program, you may be able to get discounts on your energy bills through our [Energy Affordability Program](#).
- Go energy efficient. Get discounted lights, thermostats, and other appliances through our [Marketplace](#), exclusive to our customers.
- Understand how you use energy (and how you can save). [Log in to My Account](#) for an in-depth look at your hourly energy use.
- Get free tips. Start with our [free seasonal tips](#), then use our [Home Energy Analysis tool](#) to get personalized suggestions for how you can live more efficiently and cut costs this winter—and all year long.

# Supply Price Communications Strategy

## Objectives

- Continue to meet stakeholder expectations for notification of significant impacts to customer bills
  - Timely and consistent communications to customers as soon as we are aware of how supply cost increases will impact bills.
  - Help customers get a better understanding of how supply price increases will impact them based on prior periods (year to year; month to month).
  - Offer helpful information on how behavioral changes can offset some of those increases and help minimize some of the impact.

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### Winter Bill Help

We know it's frustrating to receive higher-than-expected energy bills.

You may have received higher bills mainly because energy supply prices were up—costs that make up a significant part of customer bills. Energy use also increased during the coldest days of winter.

We're here to help.

**Free Energy Efficiency Tips**  
Use less energy and save more money with simple, small changes around your home or business.

**Level Payment Plan**  
Spread your payments evenly across the year.

**Payment Agreement**  
Pay down your outstanding balance in manageable, monthly installments.

**Special Services**  
If you're a senior or have a permanent disability, you may be eligible for special protections and payment programs.

**Financial Resources**  
You may be eligible to receive financial support for your energy bill.

[Get Support →](#)

# Supply Price Communications Strategy

## Communication Triggers

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- **Seasonal** – Summer / Fall communications with messaging extending through the Winter
- **Events** - Supply cost changes that will significantly impact bills
- **Impact Messaging** - The rising demand for natural gas is causing significant increases in the supply costs customers pay for gas around the world. Customers should expect to see a significant increase in gas and a less significant increase in electricity charges on the supply portion of their bills. Con Edison buys its energy on the wholesale market and passes on the cost to customers without making a profit.
- **Call-to-Action** – Budget billing, ESCOs, EAP, energy efficiency, Time of Use, managing your energy usage through My Account.
- **Final Message** – We're here to help (i.e. payment plans, EnergyShare grant).
- **Ongoing** - Continuous communications in periods of volatility or sustained high prices
- **Active price monitoring** – internal monthly reviews twice a month based on projected monthly electric and gas supply rates

# Supply Price Communications Strategy

## Communication Details

- Visual / infographics which show trends in prices over the last year
- Emphasize gas and electric in Winter
- Provide context around seasonal changes in usage and the impacts on bills
- Find ways to offer a personalized message on how these supply cost increase will impact a customer based on their bill data
- Energy and cost savings tips and payment assistance programs

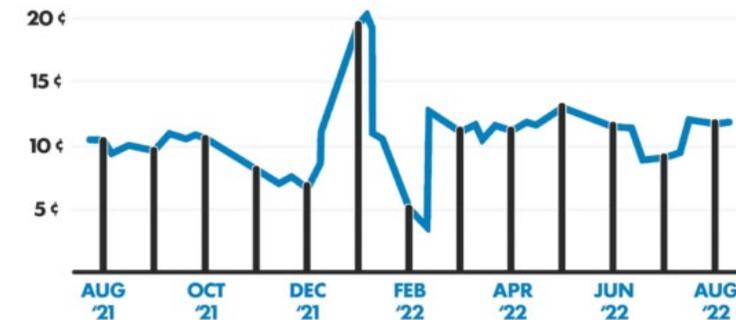
## Current Communications

- A simple comparison of total bill impact compared to last year



## Future Communications

- Additional context around trends in pricing



# Supply Price Communications Strategy

## Segments and Message Channels

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### Communications Timeline – Completed Communications

- **September**

- Press release
- Initial social media post
- Initial high bills email blast
- EAP email blast
- Podcast
- Advertising

- **October**

- Bill onsert
- Bill message
- Automated on-hold messaging
- Website update
- Social service agency email blast
- EnergyShare email blast

### Internal Communications

- Poverty Simulator
- Cisco screens – promoting podcast

# Supply Price Communications Strategy

## Segments and Message Channels

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### Communications Timeline – Upcoming Communications

- **October**
  - Community resource conference
  - Follow-up high bill email blast
  - Commodity email blasts – steam and heat pump customers
  - Posters at walk-in-centers
  - Information on WIC video monitors
- **November**
  - Email blasts
    - Time of Use
    - Tips for renters and homeowners
- **December**
  - Customer News newsletter
  - Start of month-ahead bill outlook email blasts

### Internal Communications

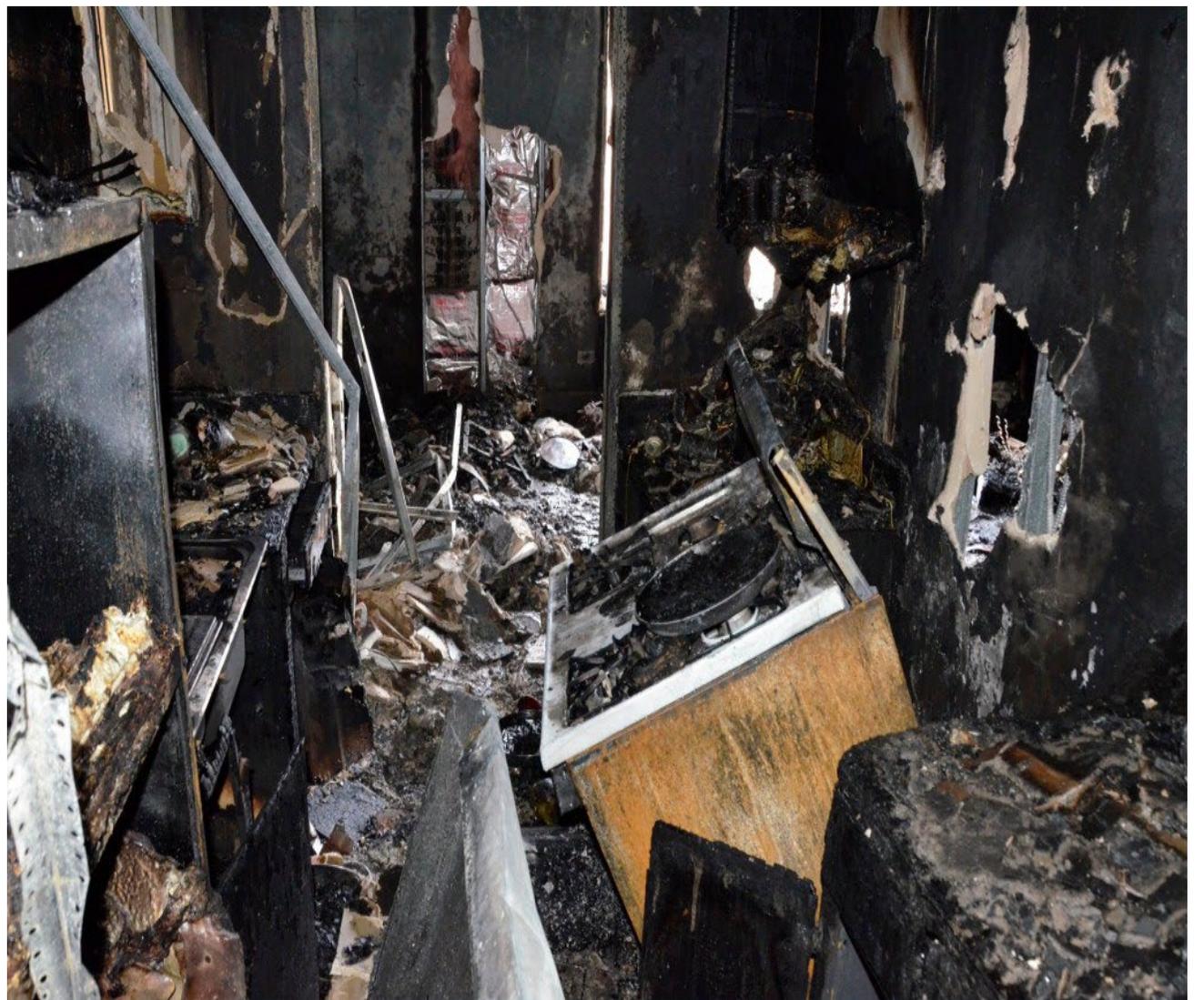
- Talking points
- Posters in office
- Cisco screen information

### Ongoing Communications

- Outreach presentations / events
- Media placement
- Social media posts



Questions?



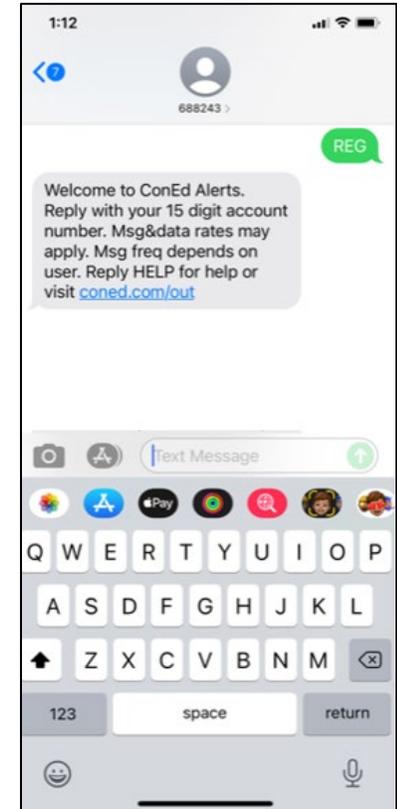
## Electric Safety

# How to Report an Outage or Electrical Hazard:

- conEd.com
- conEd Mobile App
- Call 1-800-752-6633
- Text OUT to 688-243

## Reportable hazards include:

- Wires
- Broken or leaning utility poles
- Trees leaning against poles or wires



# Electric Safety - Indoors



- Don't overload outlets or power strips.
- Plug unused outlets with safety covers if you have babies.
- Only use extension cords temporarily. Don't overload or connect them to other extension cords.

# Electric Safety – Indoors

- Space heaters should be plugged directly into an outlet without the use of extension cords.
- Use small appliances and tools that are certified by a recognized independent testing lab like Underwriters Labs (UL).
- Don't overload outlets or power strips with large appliances, such as refrigerators or toaster ovens.
- Never remove 3<sup>rd</sup> prong from a plug to make it fit into a two-prong outlet
- If an outlet or wall plate feels hot, immediately shut off the circuit and have a professional, licensed electrician check it.

# Electric Safety - Outside

- Never go near, touch, or drive over a downed line or wire.
- If you do drive over a line, do NOT get out of your vehicle. Call 911 and keep nonemergency people away
- Keep pets away from lampposts, grates, and manhole covers, especially when it is cold and wet.
- For more tips, visit [coned.com/EnergySafety](https://www.coned.com/EnergySafety)

# FDNY Tips: Lithium-Ion Battery Safety

## Be #FDNYSmart if using any devices powered by lithium-ion batteries:

-  When purchasing devices, be sure that the equipment has the Underwriters Laboratories Mark. The UL mark shows that the product has been safety tested.
- Follow the manufacturer's instructions for charging and storage.
- Do not charge a device under your pillow, on your bed, or a couch.
- Always use the manufacturer's cord and power adapter made specifically for the device.
- Keep batteries/devices at room temperature. Do not place in direct sunlight.
- Store batteries away from anything flammable.
- If a battery overheats or you notice an odor, change in shape/color, leaking, or odd noises from a device discontinue use immediately. If safe to do so, move the device away from anything that can catch fire and call 9-1-1.

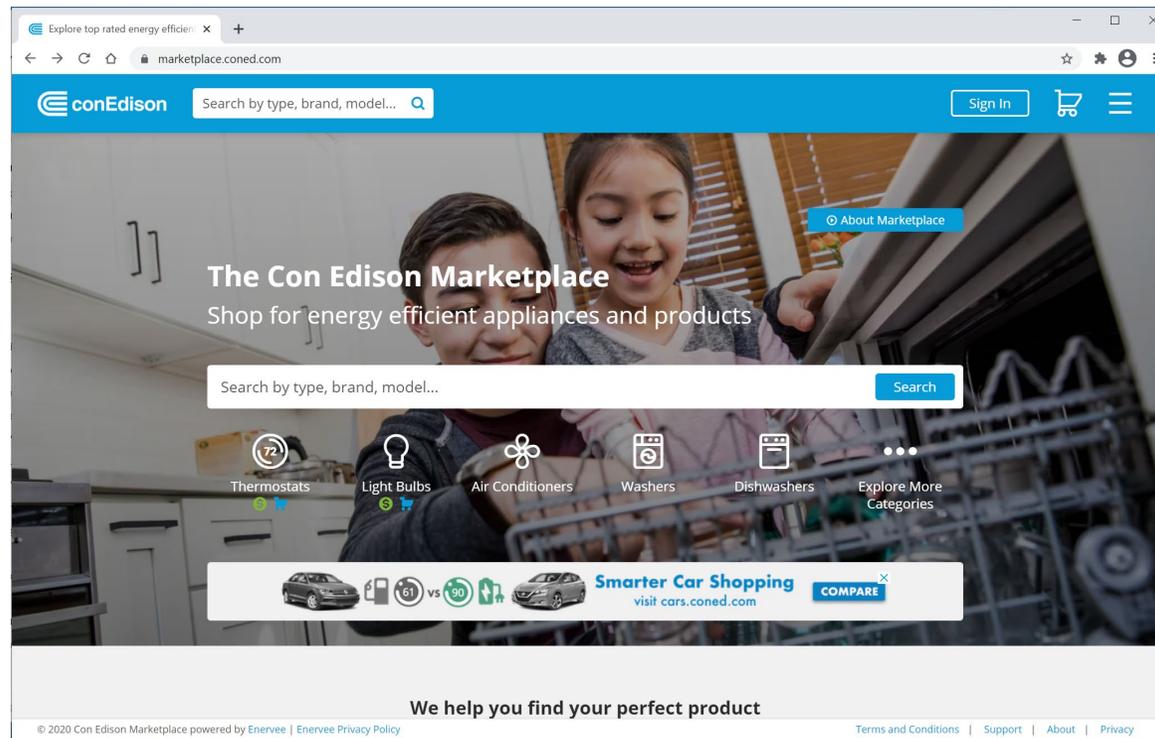
## Battery Disposal:

- Putting lithium-ion batteries in the trash or recycling at home is illegal.
- Recycle batteries by taking them to a battery recycling location or visiting [nyc.gov/batteries](https://nyc.gov/batteries) for disposal instructions is always the best option.

# 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.





Questions?



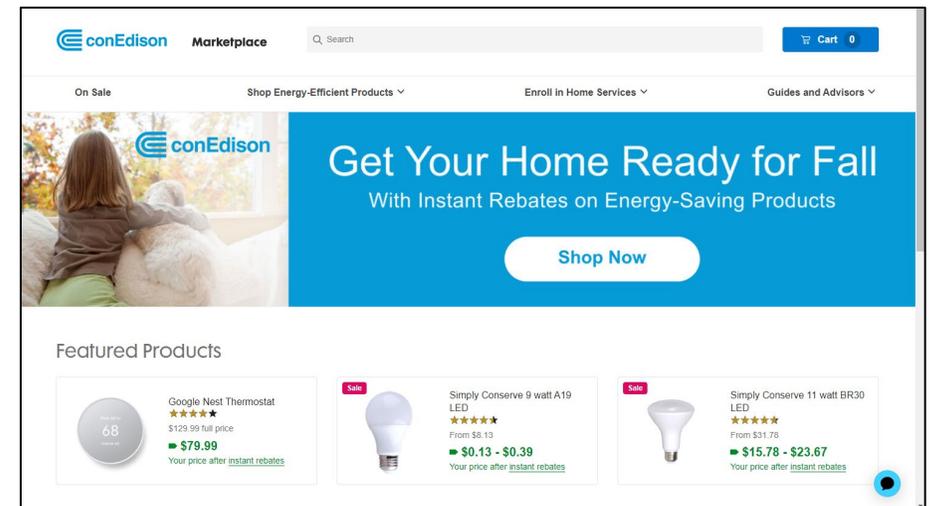
## Energy Efficiency

# Energy Saving Tips

Simple tips to use less energy and save more money are available at [coned.com/incomeeligible/residents](https://coned.com/incomeeligible/residents)

- A few tips for the winter months include:
  - Keep an eye on thermostat settings – each degree over 68F can increase your energy usage by 3%; lower your thermostat to 60F at night
  - Weatherize your home to keep the draft out – sealing leaks in your home can save up to 20% on energy costs
  - Look for the Energy Star label when purchasing new appliances
- Log into “My Account” for more personalized tips

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.



# Energy Efficiency Programs

- **EmPower**
  - Buildings with 1-4 units
  - Administered by NYSERDA
  - Visit [www.nyserda.ny.gov/empower](http://www.nyserda.ny.gov/empower) to learn more
- **NYS Affordable Multifamily Energy Efficiency Program**
  - Buildings with 5+ units
  - Administered by Con Ed in our service territory
  - Visit [www.coned.com/affordablehousing](http://www.coned.com/affordablehousing) to learn more

# Free Energy Savings Kits Program

Con Edison is currently offering free kits filled with easy-to-install energy efficiency and weatherization items to customers enrolled in our Energy Affordability Program



## A kit may contain:

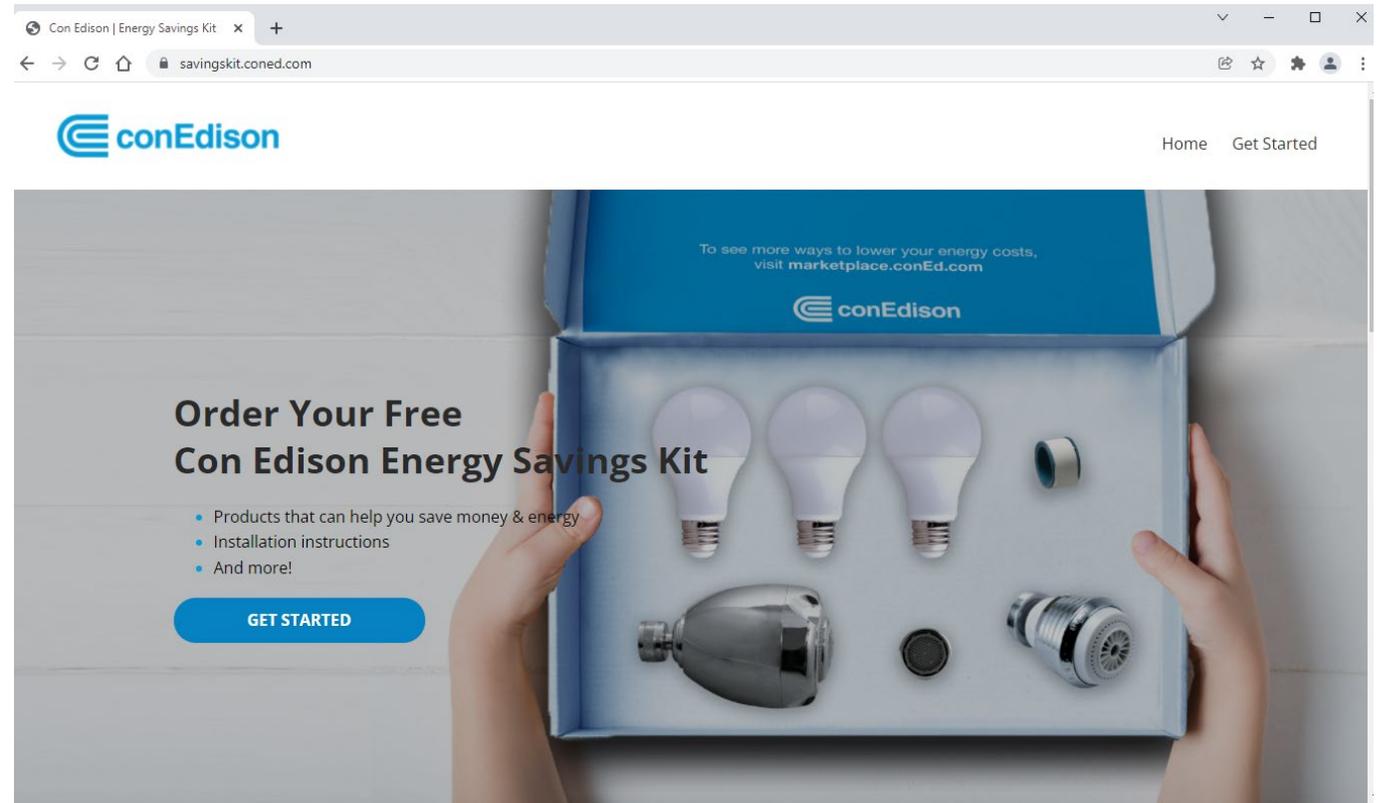
- 3 LED light bulbs
- Low flow showerhead
- Kitchen and bathroom faucet aerators
- Weather-stripping tape
- Self-adhesive door sweep
- Window insulation kit

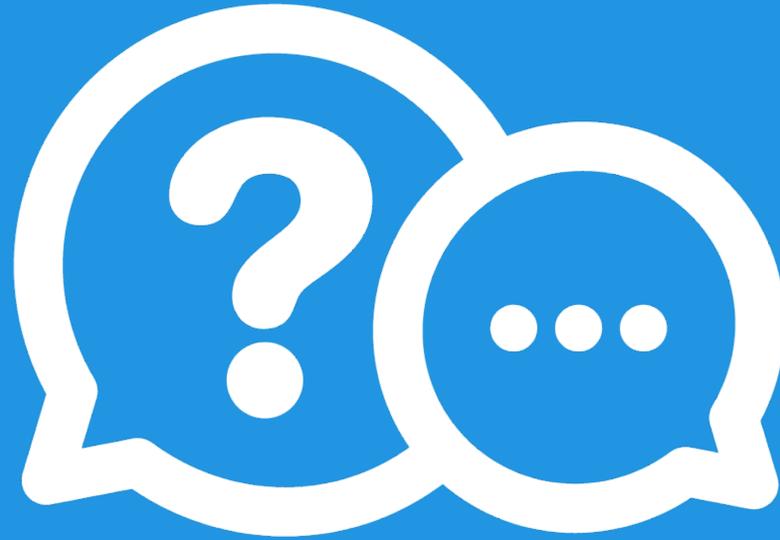
Items in a customer's kit depends on Con Ed service type and kit content availability

# How to claim a kit

1. Go to [savingskit.coned.com](https://savingskit.coned.com) (or use QR code below)
2. Provide last name and service address associated with Con Ed account
3. Confirm mailing address and provide email address

Website  
QR code





Questions?



## Financial Assistance Programs

# 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 444,000
- Qualifying public assistance programs

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

# 2022 EAP Discounts

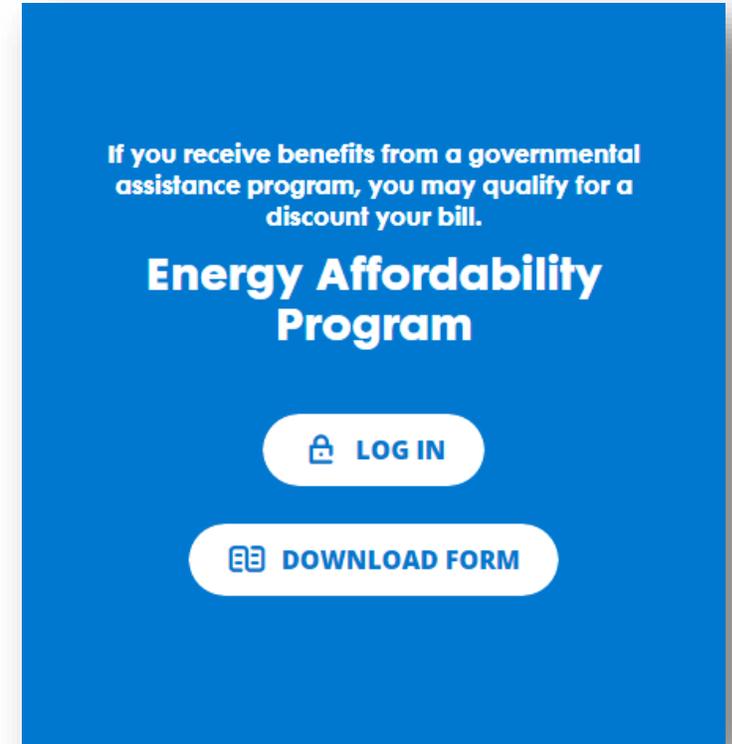
Discount Amount	Electric Heat	Electric Non-Heat	Gas Heat	Gas Non-Heat
Tier 1	\$21.73	\$21.73	\$92.62	\$7
Tier 2	\$30.82	\$30.82	\$114.42	\$7
Tier 3	\$59.80	\$47.50	\$131.10	\$7
Tier 4	\$41.91	\$38.56	\$122.16	\$7

## Tier Definitions:

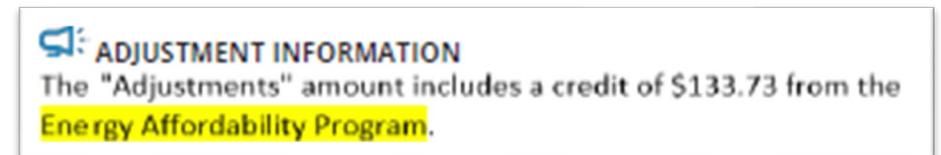
1. Standard HEAP grant recipient, Supplemental Nutrition Assistance Program, Supplemental Security Income, Temporary Assistance for Needy Families, Medicaid, Safety Net Assistance, Federal Public Housing Assistance, Veterans Pension and Survivors Benefit, Lifeline Program
2. Standard HEAP grant and below 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

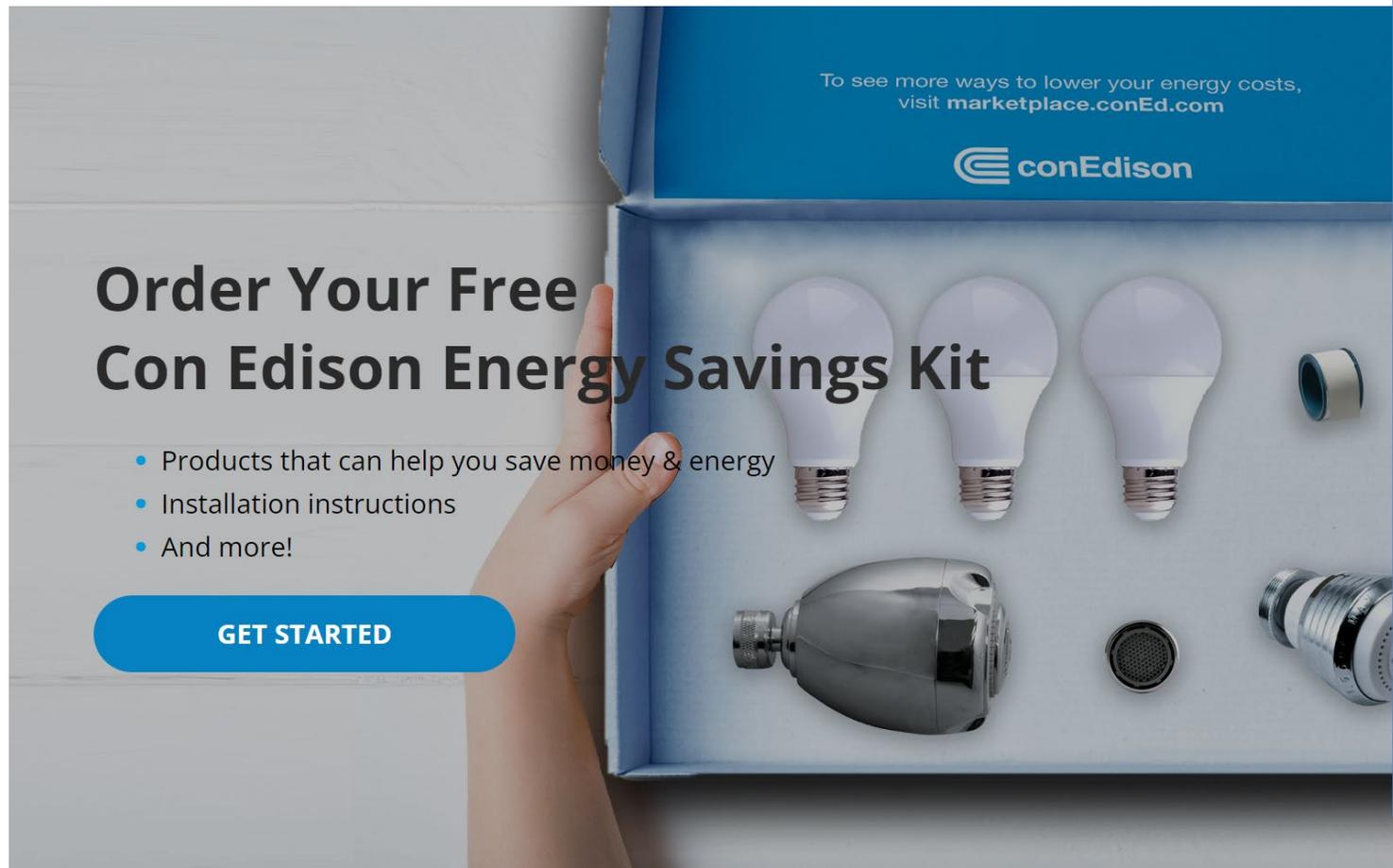
- EAP Enrollment:
  - Automatically through data sharing with NYC Human Resources Administration and Westchester Department of Social Services
  - Provide documentation directly to Con Edison
    - My Account
    - Email
    - Mail/Fax
    - Walk-in Center
- Customers can verify EAP participation in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



Bill Message



# Energy Savings Kits for EAP Customers



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## Free Energy Efficiency Kit

If you're enrolled in the Energy Affordability Program, you're eligible to receive a free kit with energy efficient items, including LED light bulbs, while supplies last.

**CLAIM YOUR KIT**

# Electric and Gas Bill Relief Program

- 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 if they have an ERAP application pending.
- **As of last week 160,652 Con Edison customers have received \$266M in arrears relief via EGBRP**

# Other Financial Assistance Programs

- Home Energy Assistance Program (HEAP)
- Emergency Rental Assistance Program (ERAP)
- Regular Arrears Supplement Program (RAS)
- EnergyShare
- EmPower New York (NYSERDA)

# 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)

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## Free Energy Efficiency Kit

If you're enrolled in the Energy Affordability Program, you're eligible to receive a free kit with energy efficient items, including LED light bulbs, while supplies last.

[CLAIM YOUR KIT](#)

## 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 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.

### 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.



Questions?

**For customers who receive their gas bill from National Grid, they also have assistance programs and you can find out more about them by emailing:**

**[EAPNY@nationalgrid.com](mailto:EAPNY@nationalgrid.com)**



## Time of Use Rate

# What is Time Of Use?

- Program to give customers option to control their usage so they can pay less during the off-peak periods
- Customers get billed different rates during our peak, off-peak and super peak periods
  - Super peak period is during Summer Months only June 1-Sept 30
  - Super peak period does not apply to customers who purchase their electricity supply from energy service companies
- Program helps to limit energy use during peak and super-peak periods

# What are the Time Of Use hours?

- Peak period is from 8am to Midnight
- Off Peak period is from Midnight to 8am
- Super Peak period is from 2pm-6pm weekdays only during summer months which run from June 1<sup>st</sup> to Sept 30<sup>th</sup>

# What are the Time Of Use rates?

- The delivery rates below show serves as a guide to what you can be billed.
- The supply rates vary based on customer who chooses their own supply company.

Time-of-Use Periods	Peak Rates 8 a.m. to Midnight	Off-Peak Rates All other hours of the week
June 1 to Sept 30	25.50 cents/kWh	1.80 cents/kWh
All other months	9.44 cents/kWh	1.80 cents/kWh

# Who would benefit from Time Of Use?

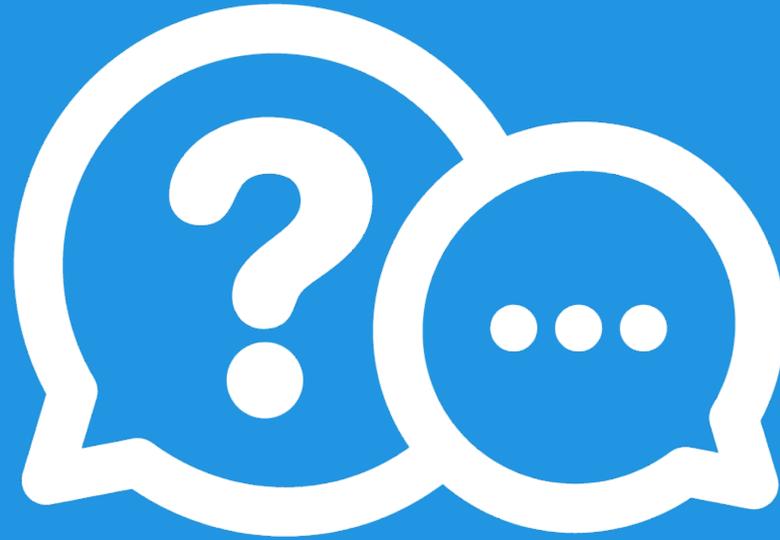
- Customers who are not home during the peak period and there is minimal usage
- Customers who are able to control their usage during peak hours, especially during super peak hours where the charges are significantly higher than the rest of the day
- Customers who might have an electric vehicle and want to charge their vehicle during off peak hours
- Time of use is not for everyone

# How do I sign up for Time Of Use?

- Submit a signed request to include your account number and signature via pdf to [timeofuse@coned.com](mailto:timeofuse@coned.com) or via fax to (718)246-3252, or via mail to Con Edison Attn: Time-Of-Use Coordinator 30 Flatbush Avenue (Room 520) Brooklyn, NY 11217

# Where can I find out more information?

- [www.coned.com/tou](http://www.coned.com/tou)
- Contact our Time Of Use line 877-806-2830



Questions?



## Budget Billing – Level Payment Plan

# Level Payment Plan

The Level Payment Plan helps our customers manage their Con Edison bills all year long by distributing electric and gas payments evenly over a 12-month period.

Who is eligible for Level Payment Plan?

- Current residential customers
  - Most non-residential customers
- 
- How does the level Payment Plan work?
    - This is based on their electric and/or gas usage for the previous 12 months
    - Periodic reviews
    - Year-end settlement

# Enrolling In Level Payment Plan

- Existing customers may enroll at any time. New customers can enroll
- EAP customers are automatically enrolled .
- Level Payment Plan (LPP) Solicitation on customer bills

## THE LEVEL PAYMENT PLAN MAY HELP YOU

Pay the exact LEVEL PAYMENT AMOUNT of \$141.00 this month instead of your TOTAL AMOUNT DUE. If we receive your payment by OCT 11, 2022, we will automatically enroll you in our Level Payment Plan and even out your payments. There is no need to call.

# Bill Messages

## Your new charges

Billing period: Sep 15, 2022 to Oct 17, 2022

Level payment amount \$141.00

### 12 MONTH LEVEL PAYMENT PLAN (LPP)

Month	LPP Billed To Date	Actual Billed To Date	Difference After Payment
4	\$260.00	\$232.87	-\$27.13

**Please pay the TOTAL AMOUNT DUE of \$0.00.**

Energy prices and your monthly usage affect your Con Edison bill. Since our current estimate of your annual energy cost is less than the prior estimate, **we will be reducing your LEVEL PAYMENT AMOUNT starting next month to \$51.00** for the remaining 8 month(s).

### 12 MONTH LEVEL PAYMENT PLAN (LPP)

Month	LPP Billed To Date	Actual Billed To Date	Difference After Payment
12	\$888.00	\$795.74	-\$92.26

This is the last bill of your current 12-month Level Payment Plan. Starting next month we will begin a new 12-month plan for which your monthly payment will be \$78.00.



Questions?