

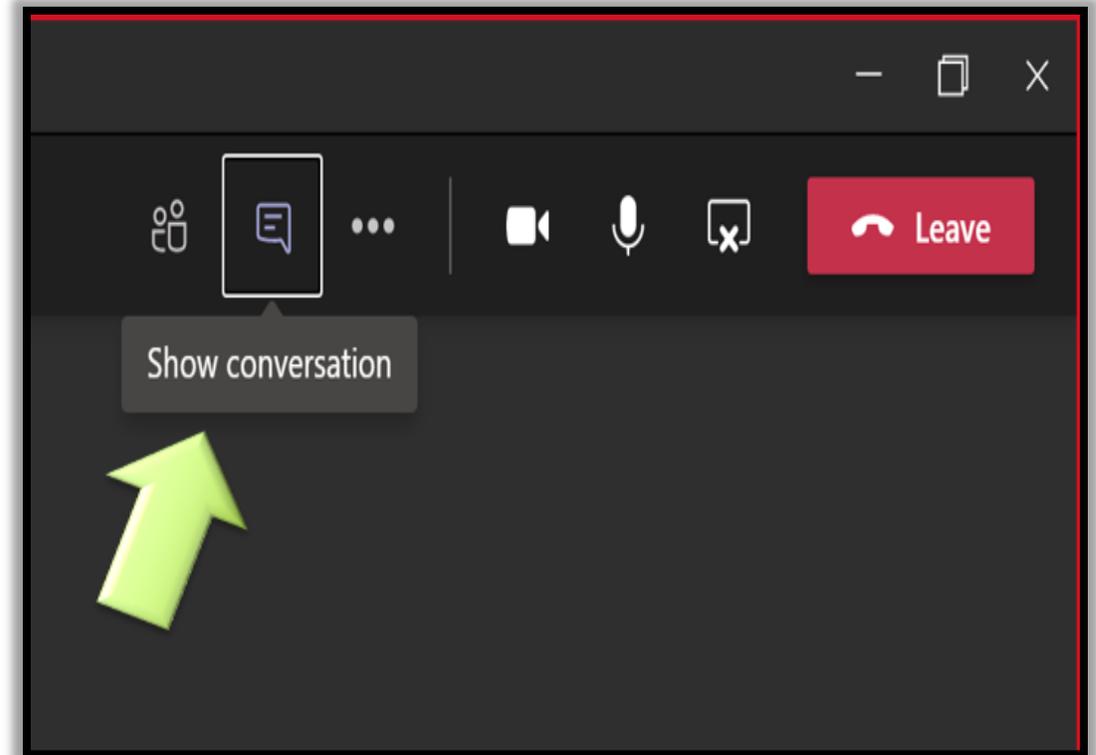


conEdison

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

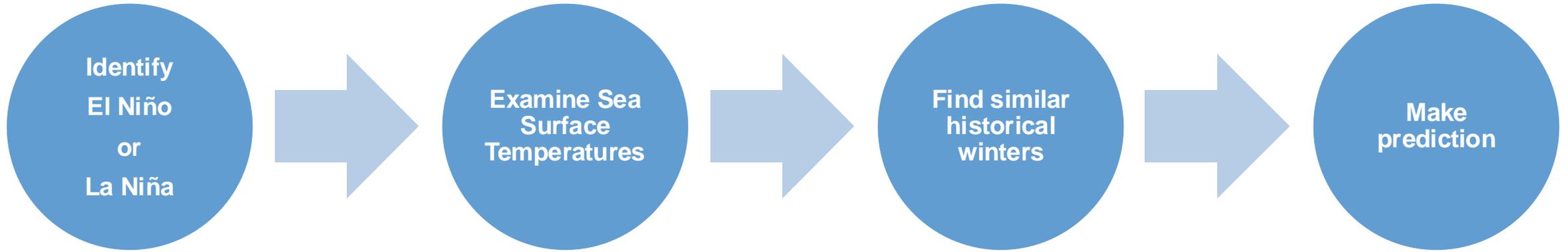


Winter 2023 Conference Agenda

- Winter Weather Outlook
 - Jessica Ptashenchuk, *Meteorologist, Emergency Preparedness*
- Winter Bill Outlook
 - Joseph Briscese, Section Manager, Commodity Operations
 - Ricky Joe, Department Manager, Rate Engineering
- Financial Assistance
 - Kirsy Veloz, Section Manager, Credit and Field Operations
- Weatherization Program
 - Oneil (Kerille) Bruno, Senior Specialist, Energy Efficiency
- Language Access Update
 - Jon Minners, Department Manager, Customer Outreach and Education
- Disadvantaged Communities/Environmental Justice
 - Kimberly Williams, Director, Regional and Community Affairs

2023-2024 Winter Outlook

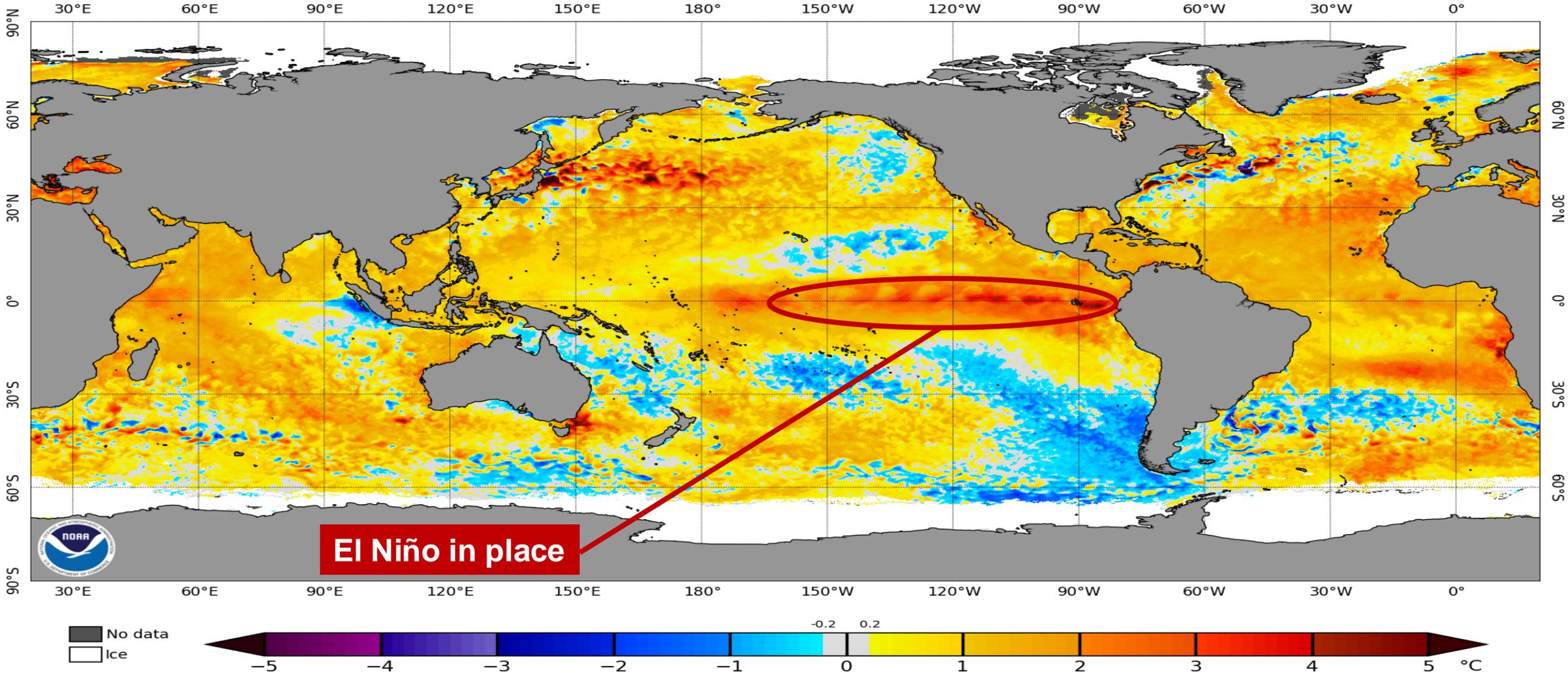
2023-2024 Winter Outlook Process



- Moderate to strong El Niño forecast for early to mid-winter
- Transitioning to weak El Niño by late winter or early spring
- Similar historical years:
 - Winter 1997 – 1998
 - Winter 2015 – 2016

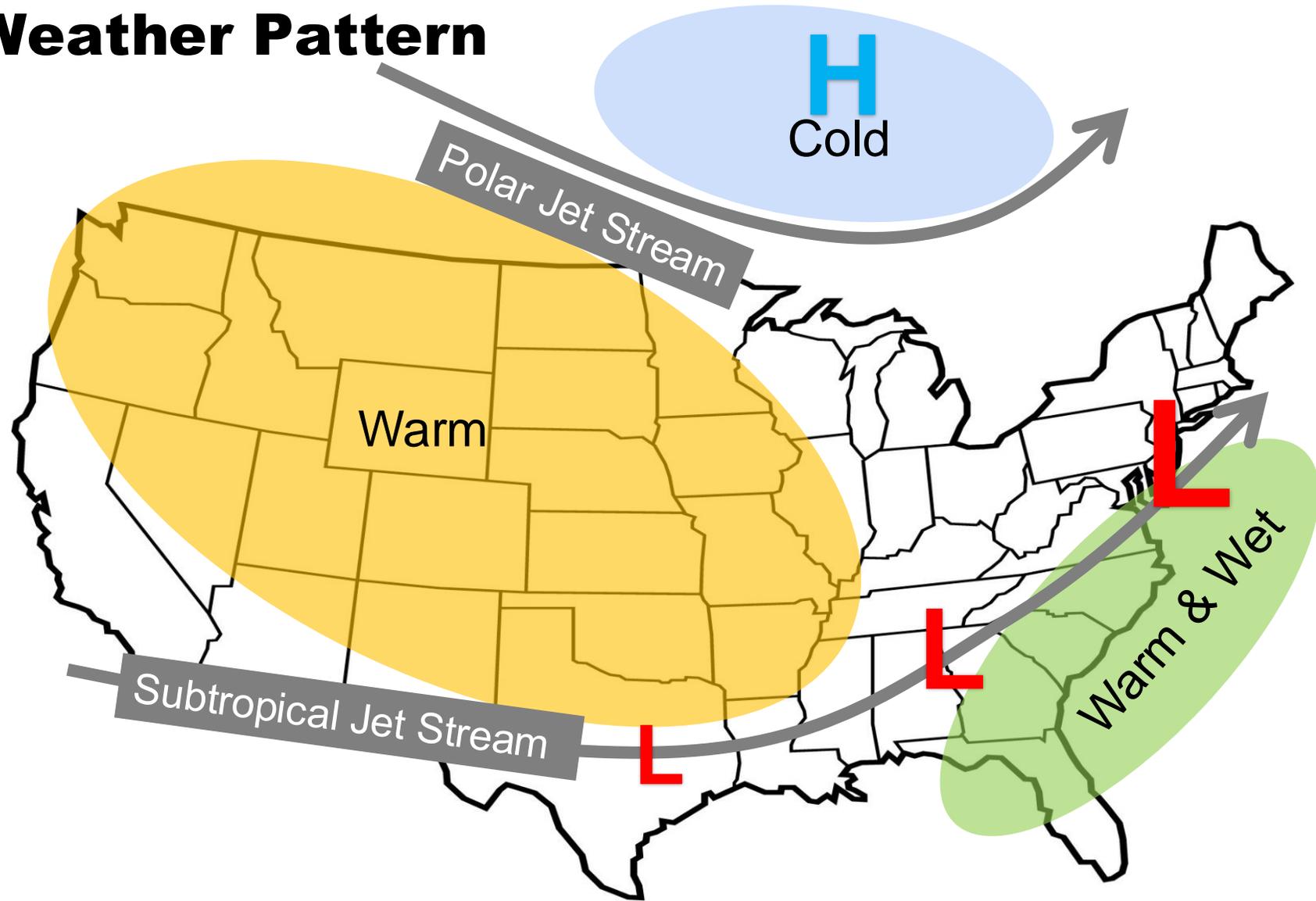
Global Sea Surface Temperature Anomalies

NOAA Coral Reef Watch Daily 5km SST Anomalies (v3.1) 25 Nov 2023



Expected Winter Weather Pattern

- Polar Jet Stream often remains well north
- Subtropical Jet Stream influencing our weather most often
- Warm & wet for East Coast
 - Active weather pattern



Similar Winter Seasons

Central Park (KNYC)

Winter Season (Dec - Feb)	Average Temperature (°F)	Total Precipitation (in.)	Total Snowfall (in.)
1997-1998	39.6	15.28	0.50
2015-2016	41.0	13.53	31.90
Normal	36.1	11.24	25.30

- Key Takeaways
 - Above normal temperatures
 - Above normal precipitation
 - 27.3” of snow fell in one storm on January 23rd, 2016

Winter Outlook

Temperatures	Precipitation	Snowfall
Above normal	Above normal	Near or below normal

- Confidence is **moderate** in this outlook
- Thing to watch:
 - Signals of cold air intrusion by late Winter / early Spring

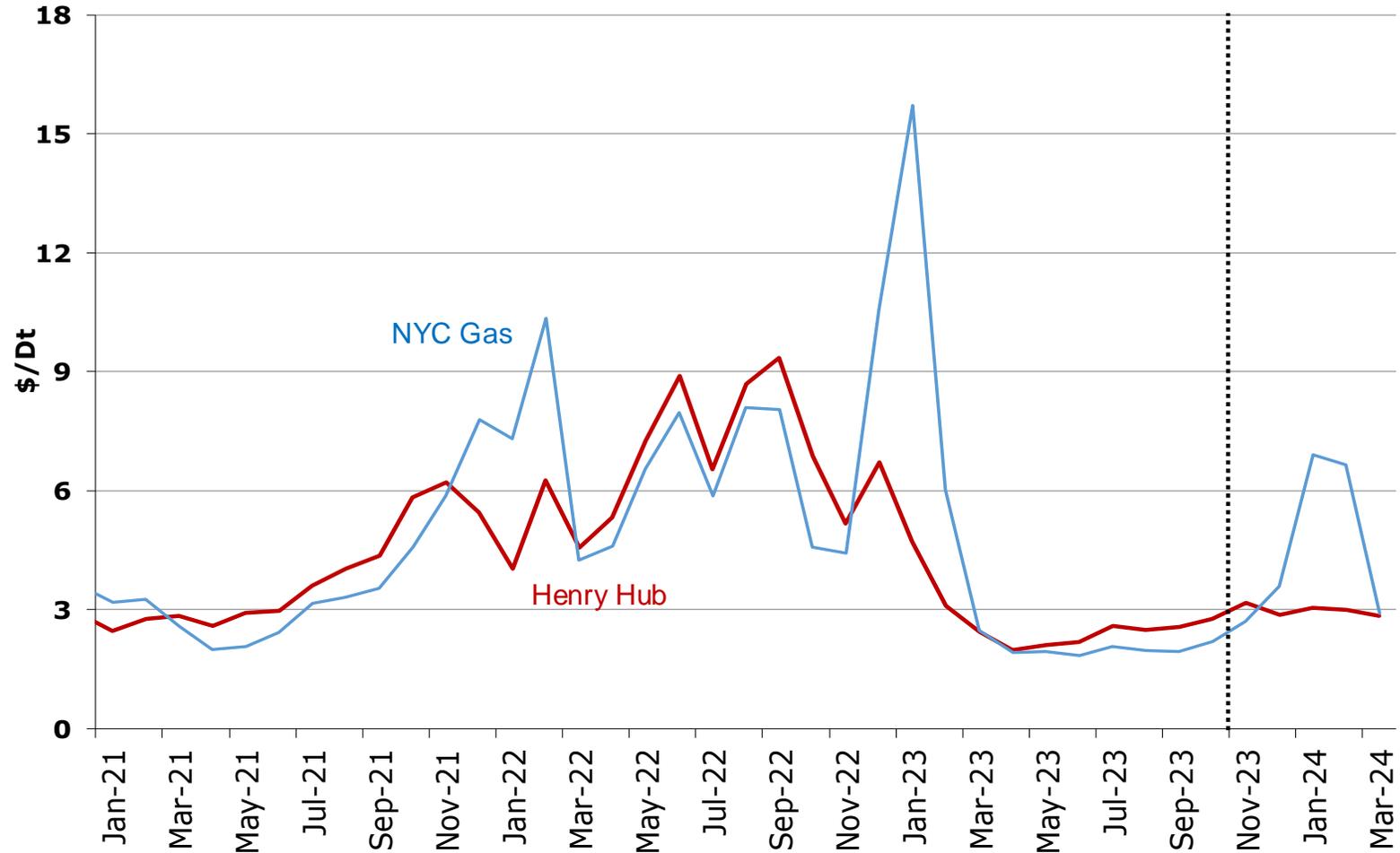
Questions?

Winter Supply Price Outlook

Supply Price Outlook

Gas Prices (Settled and Forward)

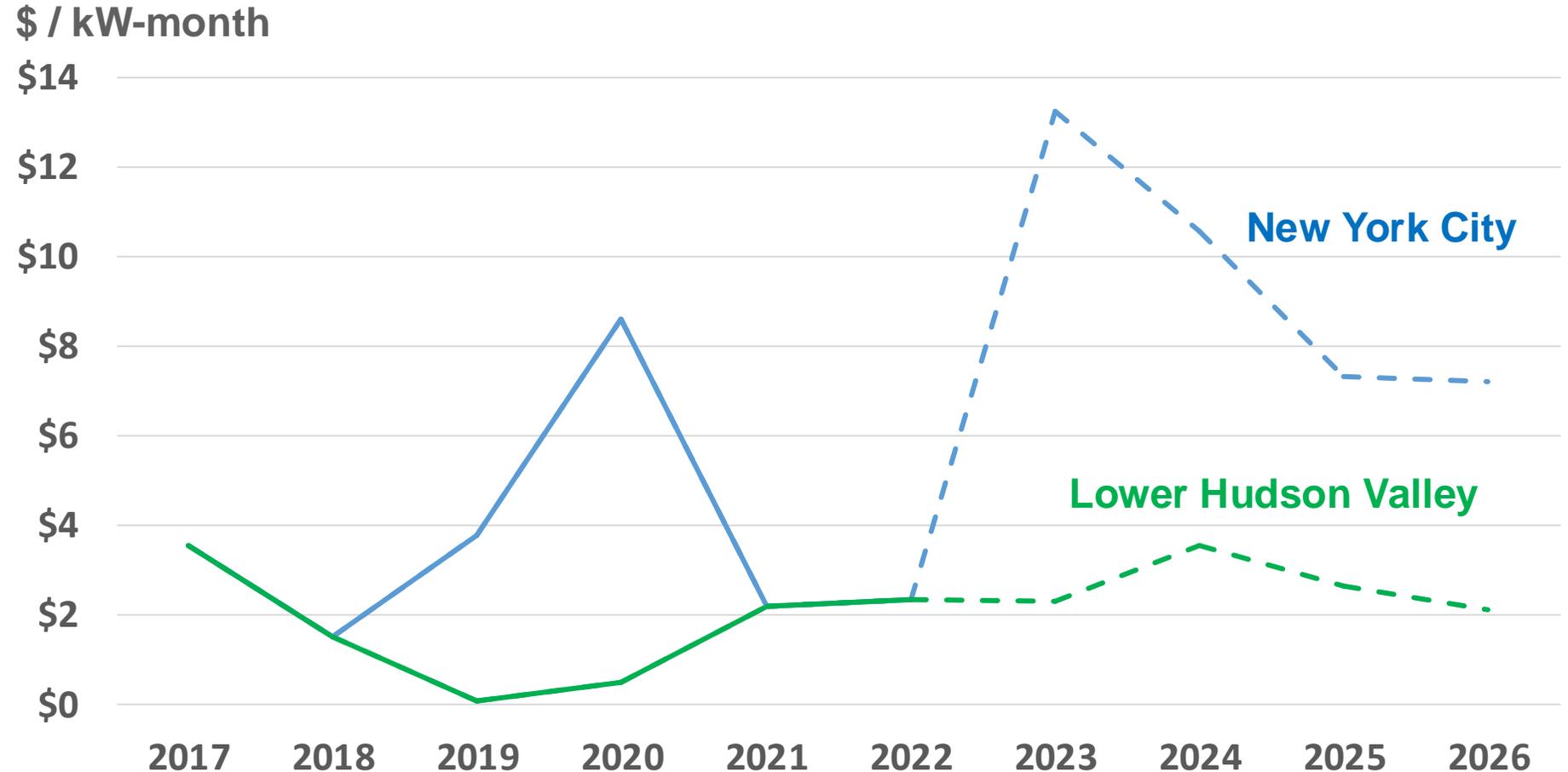
- Henry Hub gas prices are generally less volatile than local NYC prices
- Since the mild winter of 2022/23, Henry Hub prices have returned to the \$3/Dt range
- Even with the war in Ukraine and Middle East, gas prices are expected to remain muted this winter
- Local gas prices should not have a major impact on customers bills this winter
 - Henry Hub prices impact gas customers
 - Local (NYC) prices impact electric and steam customers



Supply Price Outlook

Winter Capacity Market Prices

- Prices are higher mainly due to generation retirements from new NOx regulations
- Beyond this winter, capacity prices expected to remain elevated due to further generation retirements
- Customer bills are impacted by prices in both New York City market and Lower Hudson Valley market



Winter Bill Impact Projections

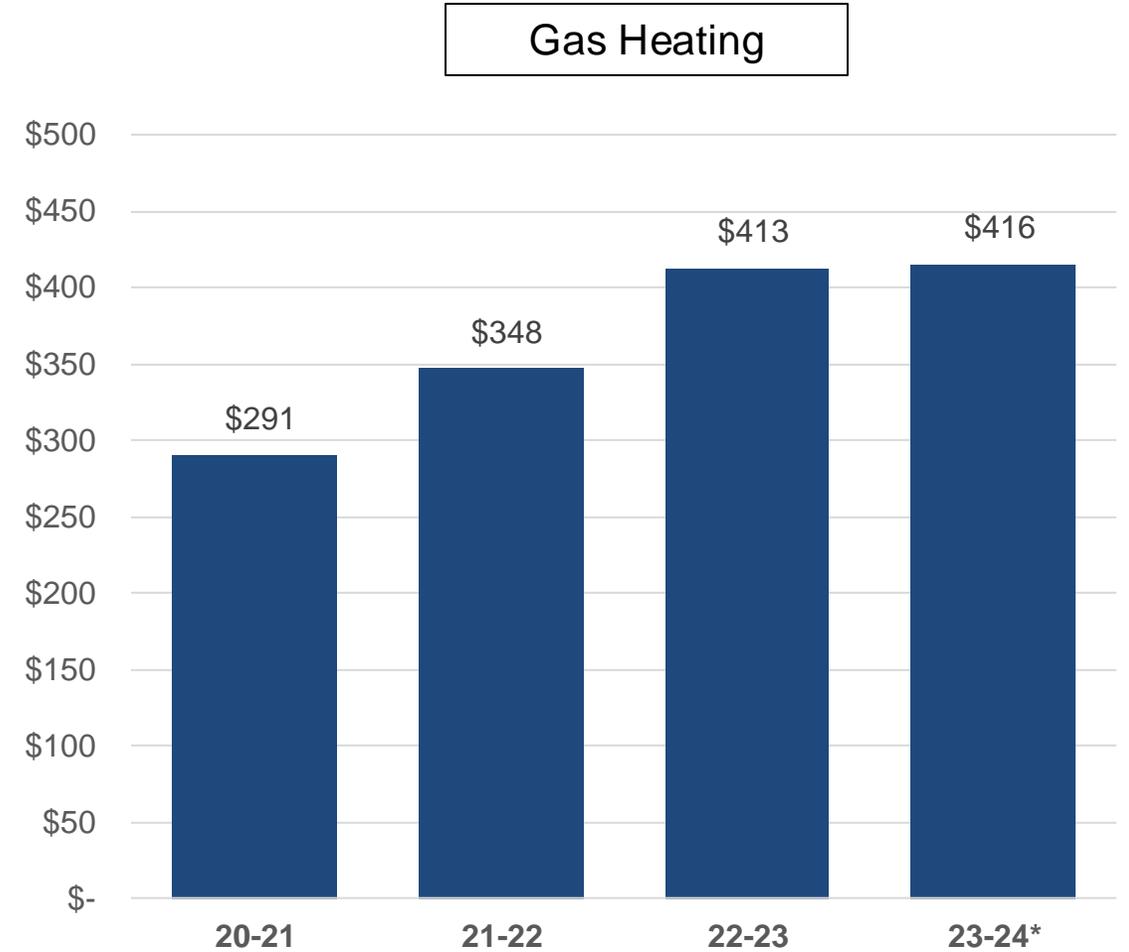
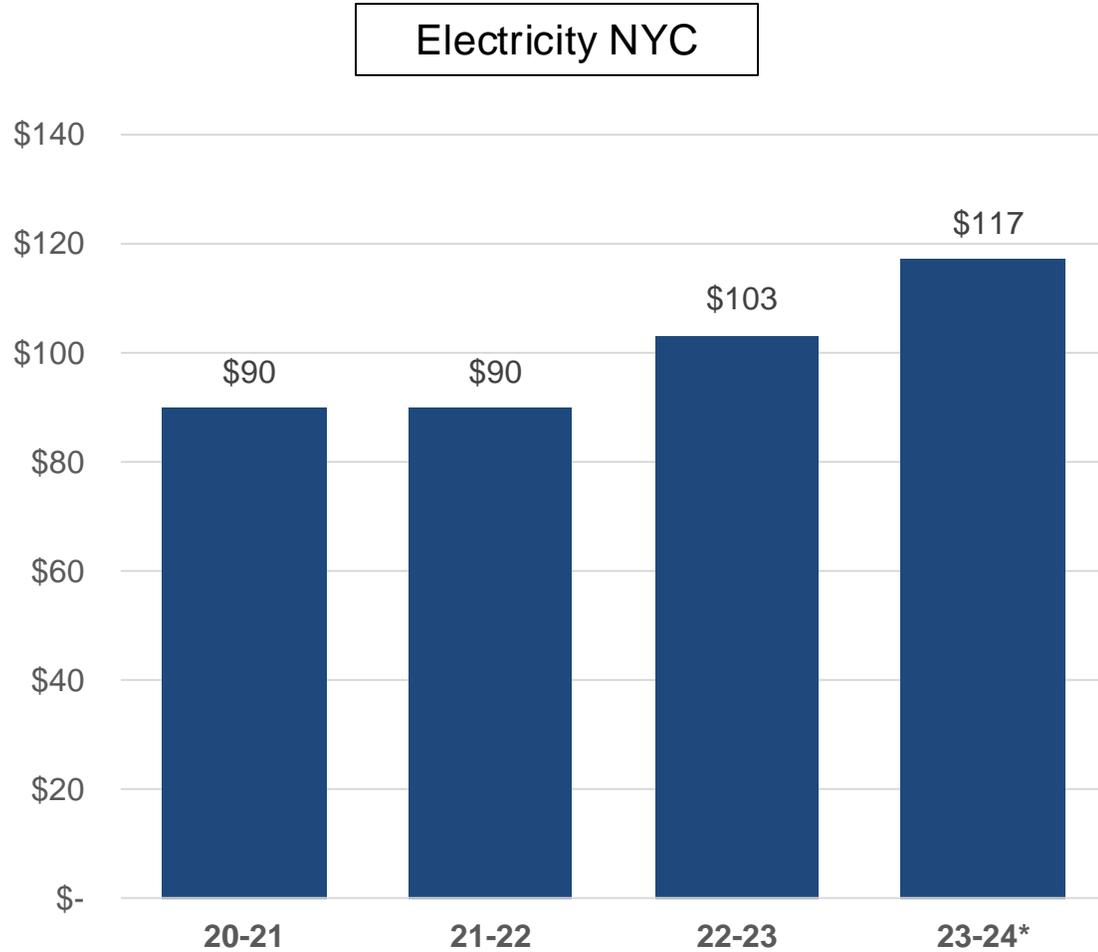
Summary of Impacts (Winter 2023–24 vs 2022-23)

- Winter period defined as November through March
- Higher electric bills projected this winter due to:
 - Higher supply costs
 - Delivery increases

Service	Class	Total Bill
Electric	Residential - NYC (280 kWh)	13.5%
Electric	Residential - Westchester (425 kWh)	11.4%
Gas	Residential (163 Therms Avg Winter Usage)	0.6%

Winter Bill Impact Projections

Average Winter Residential Customer Bills (Winters 2020/21 through 2023/24)



* Winter 2023-2024 Forecast

Energy Affordability Program

Kirsy Veloz

Eligibility, Enrollment, and Benefits

- Eligibility:
 - Customers who receive benefits from a qualifying governmental assistance program
- Enrollment:
 - Automatically: Through data sharing with government agencies
 - In New York City, we interact with the Human Resources Administration (HRA)
 - In Westchester County, we interact with the Department of Social Services (WDSS)
 - Self-Certification: Customers provide documentation directly to Con Edison
- Benefits
 - Help Low Income customers to pay their bills, additional benefits:
 - Deposit Waivers
 - Reconnection Fee Waivers
 - Payment Agreement Flexibility
 - Enrollment in Level Payment Plan
 - Targeted Energy Efficiency Programs

Program Qualifying Benefits

You'll be enrolled automatically if an agency notifies us that you receive:	If you only receive benefits from the following program(s), you must apply to enroll:
<ul style="list-style-type: none">— Home Energy Assistance Program (HEAP)— Supplemental Nutrition Assistance Program (SNAP) – NYC SNAP, Westchester SNAP— Supplemental Security Income (SSI)— Direct Vendor or Utility Guarantee— Temporary Aid to Needy Families (TANF) – NYC TANF; Westchester TANF— Safety Net Assistance (SNA) – NYC SNA, Westchester SNA <p>*You can check your enrollment status on page 1 of your bill under Adjustment Information.</p>	<ul style="list-style-type: none">— Medicaid— Federal Public Housing Assistance— Veterans Disability or Survivors Pension— Lifeline Telephone Service Program (Lifeline) <p>If living on tribal lands:</p> <ul style="list-style-type: none">— Bureau of Indian Affairs General Assistance— Head Start— Tribal TANF— Food Distribution Program on Indian Reservation (FDPIR)

Self-Certification

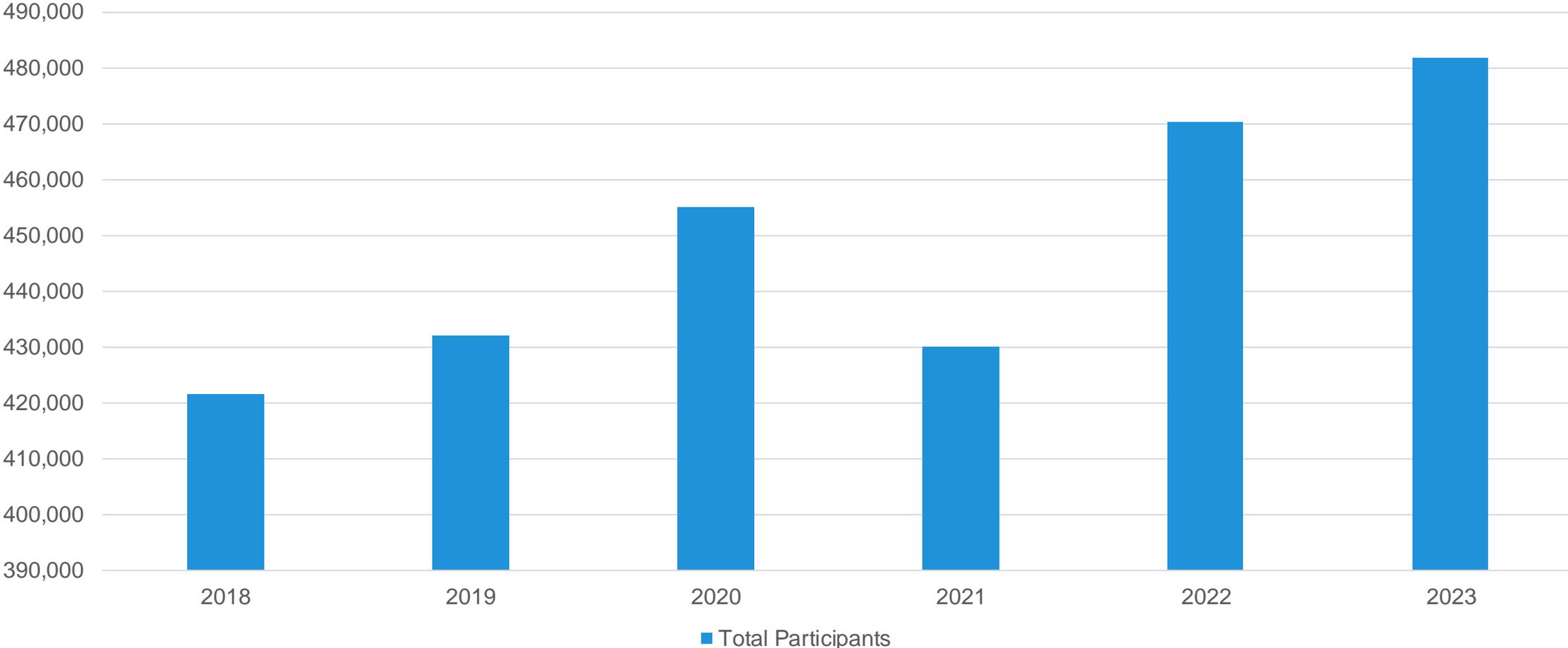
- Sign Up Online, email, Fax, Mail documentation proving participation in a qualifying program
- To prove participation in a qualifying program, customers must submit an award letter or a document that includes:
 - Name or the name of their Benefit Qualifying Person (BQP)
 - The name of the qualifying program and the government Tribal entity, or program administrator that issued the document.
 - All documentation must have an issue date within the last 12 months or a future expiration date that aligns with the benefit period.
- Enrollment for 12 months
- Re-certification for continued enrollment

Tiered Discounts

Effective December 1, 2023

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	\$42.38	\$42.38	\$4.48	\$133.19
Tier 2	Regular HEAP grant ≥\$435 and <\$476	\$53.51	\$66.32	\$4.48	\$159.11
Tier 3	HEAP grant ≥\$476	\$73.07	\$105.44	\$4.48	\$178.67
Tier 4	Energy bills paid by public assistance	\$67.22	\$93.74	\$4.48	\$172.82

Program Participation



Additional Programs and Assistance

- Flexible Payment Agreements
- Budget Billing
- EnergyShare
- Home Energy Assistance Program (HEAP)
- For more information: Coned.com/billhelp



Thank You

Kirsy Veloz

Section Manager

velozk@coned.com

(917) 608-2544



Residential Energy Efficiency Programs

December 2023

Presenter



Bruno, Oneil (Kerille)

Deputy Program Manager

Residential Energy Efficiency Programs

brunoo@coned.com

Overview

- As part of our commitment to the clean energy transition, **Con Edison provides incentives to help customers save energy, save money on their bills, and make their homes more comfortable year-round.**
- This presentation shares the details of what we offer on our weatherization program and how to participate.

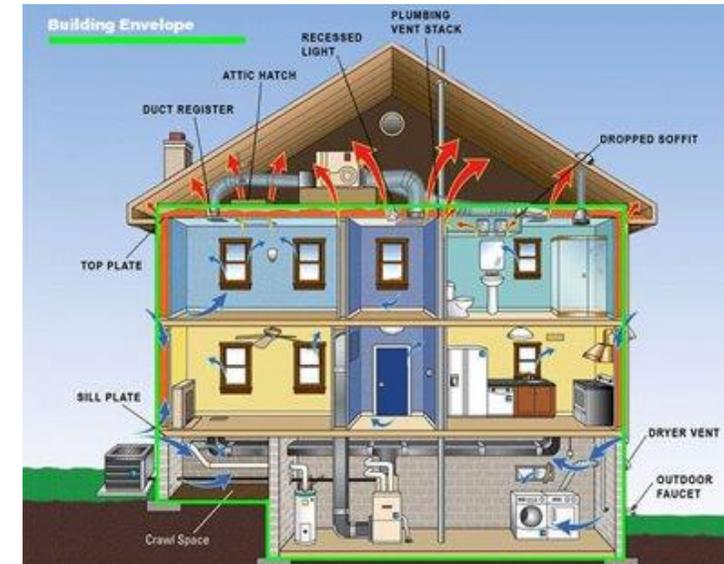
Why Energy Efficiency Matters?

Insulating & Air Sealing leaks in your home, you can:

- Save money on your bills
- Make your home more comfortable year-round
- Reduce maintenance costs
- Lower your use of fossil fuels and reduce your carbon footprint
- Help increase the resilience and reliability of the electric grid

Home Insulation & Air Sealing (Weatherization)

- Maximize your homes efficiency and comfort with insulation and air sealing
- Save energy and money year-round
- ConEd will cover up to \$4,000 of the cost.



Who is Eligible:

- Renters or Homeowners living in a single-family home, have a Con Edison electric account, and
 - Use Con Edison gas for heating, OR
 - Use a delivered fuel (like oil, propane, or wood) for heating and have central air conditioning for cooling
- Additional Eligibility Requirements to be included from 1/1/24

Home Insulation/Air Sealing (Weatherization)

How it works:

- Choose a contractor from our list at coned.com/weatherization
 - If there's another contractor you'd prefer to work with, they can register at coned-cpa.programprocessing.com
- The contractor will visit your home and recommend energy-saving upgrades. They'll also tell you how much it will cost after Con Edison's contribution.
- The contractor performs the work and subtracts up to \$4,000 from your final invoice.

Thank you!

- Weatherization: coned.com/weatherization
- Contact the Residential Program Team at:
homerebates@coned.com

Language Access Project



Energy Affordability Program

Formerly the Low-Income Discount Program

You may qualify for a discount on your monthly energy bill if you receive benefits from the following eligible governmental assistance programs.

You'll be enrolled automatically if an agency notifies us that you receive:	If you only receive benefits from the following program(s), you must apply to enroll:
<ul style="list-style-type: none"> Home Energy Assistance Program (HEAP) Supplemental Nutrition Assistance Program (SNAP) – NYC SNAP, Westchester SNAP Supplemental Security Income (SSI) Direct Vendor or Utility Guarantee Temporary Aid to Needy Families (TANF) – NYC TANF; Westchester TANF Safety Net Assistance (SNA) – NYC SNA, Westchester SNA 	<ul style="list-style-type: none"> Medicaid Federal Public Housing Assistance Veterans Pension and Survivors Benefit Lifeline Telephone Service Program (Lifeline)
	<p>If living on tribal lands:</p> <ul style="list-style-type: none"> Bureau of Indian Affairs General Assistance Head Start Tribal TANF Food Distribution Program on Indian Reservation (FDPIR)

*You can check your enrollment status on page 1 of your bill under Adjustment Information.

How to Submit Your Form and Required Documentation

- Complete your Energy Affordability Program Application online at conEd.com/EAP.
- Find your award letter or required documentation proving participation in at least one qualifying program.
- You can email, fax, or mail a copy of your application and participation proof to:
*You can also provide proof and complete an application at our Walk-In-Centers.

Email: LowIncomeRate@conEd.com

Fax: 1-212-844-0110

Mail: Energy Affordability Program
Con Edison, PA Central
4 Irving Place, 9 Floor, Box 34
New York, NY 10003

Tanpri fé yo tradwi mesaj enpòtan sa a. Proszę o przelumatczenie tej ważnej wiadomości. Попросите перевести это важное сообщение. 이 중요 메시지를 번역해주시기 바랍니다.

請完成此重要訊息的翻譯。 Por favor, este mensaje debe traducirse. يُرجى ترجمة هذه الرسالة الهامة. يرجى وضع أيבעر دعم معيانتك معطومتك.



এনার্জি অ্যাফোর্ডেবিলিটি প্রোগ্রাম (Energy Affordability Program)

পূর্বে লো-ইনকাম ডিসকাউন্ট প্রোগ্রাম (Low-Income Discount Program)

আপনি যদি নিম্নলিখিত যোগ্য সরকারী সহায়তা প্রোগ্রামগুলি থেকে সুবিধা পান তবে আপনি আপনার মাসিক শক্তি বিলের উপর ছাড়ের জন্য যোগ্য হতে পারেন।

আপনি স্বয়ংক্রিয়ভাবে এনরোল হবেন যদি কোনো এজেন্সি আমাদের জানায় যে আপনি পান:	আপনি যদি কেবলমাত্র নিম্নলিখিত প্রোগ্রাম(গুলি) থেকে সুবিধা পান তবে আপনাকে আনুষ্ঠানিকভাবে এনরোল করতে হবে:
<ul style="list-style-type: none"> হোম এনার্জি অ্যাফোর্ডেবিলিটি প্রোগ্রাম (Home Energy Assistance Program, HEAP) সুপ্লিমেন্টাল নিউট্রিশন অ্যাফোর্ডেবিলিটি প্রোগ্রাম (Supplemental Nutrition Assistance Program, SNAP) – NYC SNAP, Westchester SNAP সুপ্লিমেন্টাল সিকিউরিটি ইনকাম (Supplemental Security Income, SSI) ডায়রেক্ট ভেন্ডর অথবা ইউটিলিটি গ্যারান্টি (Direct Vendor or Utility Guarantee) টম্পোরারি আইড টু নিডী ফ্যামিলিস (TANF) – NYC TANF; Westchester TANF সেফটি নেট অ্যাফোর্ডেবিলিটি প্রোগ্রাম (Safety Net Assistance, SNA) – NYC SNA, Westchester SNA 	<ul style="list-style-type: none"> মেডিক্যাড ফেডারেল পাবলিক হাউসিং অ্যাফোর্ডেবিলিটি প্রোগ্রাম (Federal Public Housing Assistance) ভেটেরানস পেনশন অথবা সারভাইভার্স বেনিফিট (Veterans Pension and Survivors Benefit) লাইফলাইন টেলিফোন সার্ভিস প্রোগ্রাম (Lifeline)

কীভাবে আপনার ফর্ম এবং প্রয়োজনীয়তা: 1. conEd.com/EAP-তে অনলাইনে আবেদন 2. ছাড়ের একটি মেমোরান্ডাম প্রোগ্রামের অংশগ্রহণ 3. আপনি আপনার আবেদনের একটি অনুলি "আমি পান" প্রমাণের সাথে প্রেরণ করুন।

কোনো: EAP@conEd.com
ফোন: 1-212-844-0110
মেইল: Energy Affordability Program
Con Edison, PA Central
4 Irving Place, 9 Floor, Box 34
New York, NY 10003

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能源補助計劃

前身為低收入者優惠計劃 (Low-Income Discount Program)

如果您從以下合格的政府援助計劃獲得福利，也可能有資格獲得每月能源費率折扣。

如果有機構通知我們您從以下計劃獲得福利，您會自動註冊本計劃：	如果您只從以下計劃中獲得福利，則必須申請註冊：
<ul style="list-style-type: none"> 家庭能源援助計劃 (Home Energy Assistance Program, HEAP) 補充營養援助計劃 (Supplemental Nutrition Assistance Program, SNAP) —紐約市 SNAP, 韋斯特切斯特 SNAP 社會安全生活補助 (Supplemental Security Income, SSI) 直接供應商或公用事業擔保計劃 貧困家庭臨時援助 (Temporary Aid to Needy Families, TANF) —紐約市 TANF; 韋斯特切斯特 TANF 安全網絡援助 (Safety Net Assistance SNA) —紐約市 SNA, 韋斯特切斯特 SNA 	<ul style="list-style-type: none"> Medicaid 聯邦公共住房援助 退伍軍人養老金和遺孀津貼 普濟電話服務計劃 (Lifeline Telephone Service Program, Lifeline)
	<p>如果您生活在部落土地上：</p> <ul style="list-style-type: none"> 印第安事務局一般協助計劃 (Bureau of Indian Affairs General Assistance) Head Start 部落 TANF 印第安人保留區的食品發放計劃 (Food Distribution Program on Indian Reservation, FDPIR)

- 如何提交表格和所需文件
- 在 conEd.com/EAP 上在线填写您的能源补助计划 (Energy Affordability Program) 申请。
 - 找到证明您参与至少一项合格计划的批准函或所需文件。
 - 您可以将您的申请和参与证明的副本通过电子邮件、传真或邮寄的方式寄至我们：
*您还可以前往我们的服务中心提供证明并完成申请。

电子邮箱: EAP@conEd.com
传真: 1-212-844-0110
邮寄地址: Energy Affordability Program
Con Edison, PA Central
4 Irving Place, 9 Floor, Box 34
New York, NY 10003

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Program przystępnych kosztów energii (Energy Affordability Program)

Wcześniej: Program zniżek dla gospodarstw domowych o niskich dochodach (Low-Income Discount Program)

Gospodarstwa domowe otrzymujące świadczenia w ramach poniższych rządowych programów pomocowych mogą się kwalifikować do zniżki od kwoty widniejącej na miesięcznym rachunku za energię.

Jeśli otrzymamy od urzędu informacje, że pobierasz poniższe świadczenia, automatycznie zarejestrujemy Cię w naszym programie:	Jeśli pobierasz świadczenia tylko w ramach poniższych programów, konieczne jest złożenie wniosku o udział w naszym programie:
<ul style="list-style-type: none"> Program pomocy w zakresie pokrywania kosztów energii (Home Energy Assistance Program, HEAP) Program uzupełniającej pomocy żywieniowej (Supplemental Nutrition Assistance Program, SNAP) – NYC SNAP, Westchester SNAP Program zapomóg uzupełniających Program bezpłatnych dostawców (Dla regulowania opłat) Program pomocy rodzin (Programa TANF) – NYC I Program pomocy Asystanso, SNA 	<ul style="list-style-type: none"> Medicaid Program pomocy federalnej dla mieszkańców lokalnych (Federal Public Housing Assistance) Program rent dla weteranów z niepełnosprawnością (Veterans Disability) lub rent dla rodzin zmarłych weteranów (Survivors Pension)



Programa de Energía Asequible

Conocido anteriormente como el Programa de Descuento para Personas de Bajos Ingresos

Usted puede tener derecho a un descuento en su factura mensual de energía si recibe beneficios de alguno de los programas de asistencia pública indicados a continuación.

Si será inscrito automáticamente en nuestro programa si una oficina del gobierno nos notifica que usted recibe beneficios de:	Si sólo recibe beneficios de los siguientes programas, deberá solicitar ser inscrito en nuestro programa:
<ul style="list-style-type: none"> Programa de Asistencia para el Consumo de Energía del Hogar (HEAP) Programa de Asistencia Nutricional Suplementaria (SNAP) – NYC SNAP; Westchester SNAP Programa de Seguro Suplementario (SSI) Programas de Vendedor Directo o Garantía de Servicio Público Asistencia Temporal para Personas Necesitadas (TANF) – NYC TANF; Westchester TANF Asistencia de Protección Social (SNA) – NYC SNA, Westchester SNA 	<ul style="list-style-type: none"> Medicaid Asistencia Federal de Vivienda Pública Pensión de Discapacidad para Veteranos o Beneficios para sus Sobrevivientes Programa de Servicio Telefónico Lifeline (Lifeline)
	<p>Si vive en tierras tribales:</p> <ul style="list-style-type: none"> Asistencia General de la Oficina de Asuntos Indígenas Head Start TANF Tribal Programa de Distribución de Alimentos en Reservas Indígenas (FDPIR)

Cómo presentar su formulario y la documentación requerida

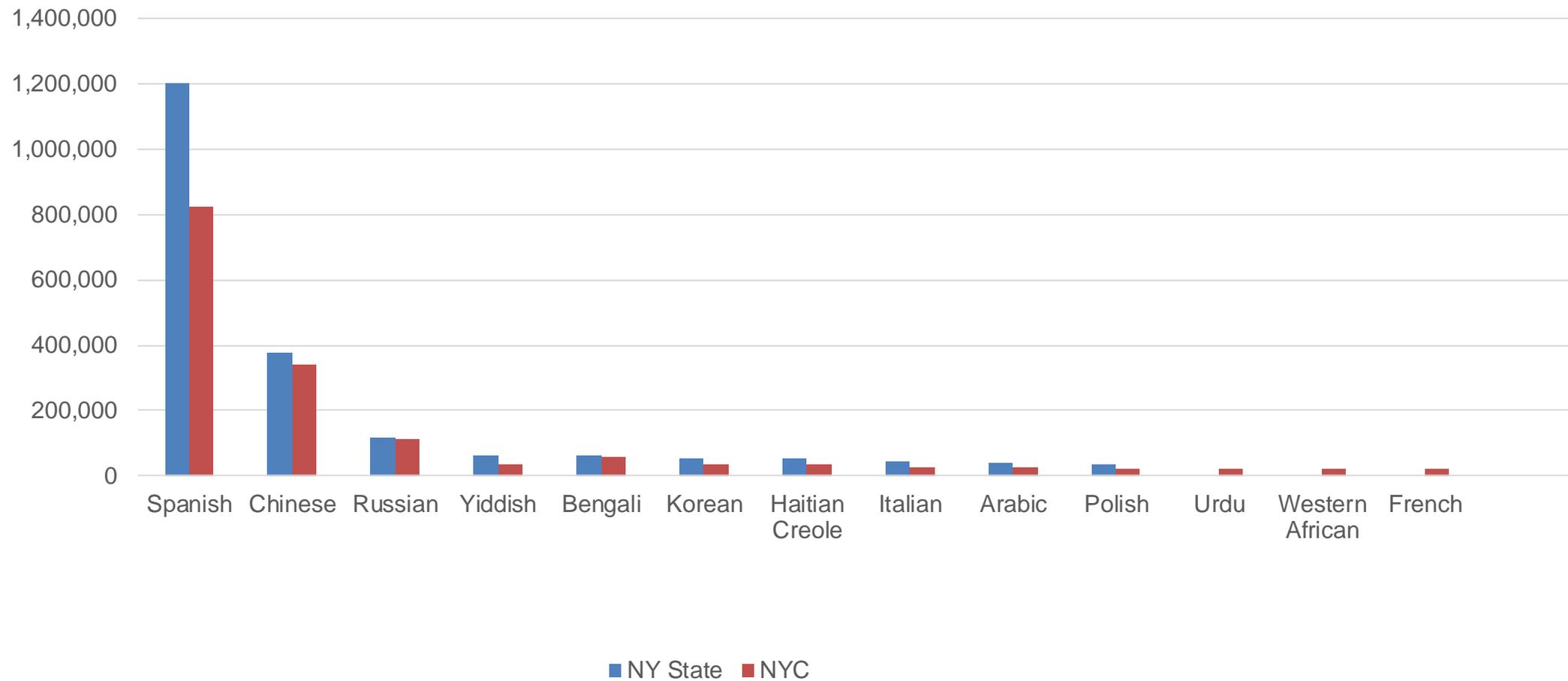
- Complete su solicitud del Programa de Energía Asequible en línea, en conEd.com/EAP.
- Busque su carta de concesión del beneficio o la documentación requerida que demuestre su participación en al menos uno de los programas que califican.
- Puede enviar la copia de su solicitud y prueba de participación por email, fax o correo postal.
*También puede proporcionar la documentación y completar su solicitud en uno de nuestros centros de atención al cliente en su ciudad.

Email: EAP@conEd.com
Fax: 1-212-844-0110
Correo: Energy Affordability Program
Con Edison, PA Central
4 Irving Place, 9 Floor, Box 34
New York, NY 10003



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The Reason for Language Access



The Evolution of Language Access

別受假扮為 CON EDISON 之職員的詐騙者所害。

別當受害者。
最常見的詐騙手法中，歹徒可能：



假扮為 Con Edison 的職員。(來電顯示甚至可能為 Con Edison。)



威脅將於一小時內關閉您住家或工作單位的電源或天然瓦斯。



要求立刻付款—往往要求採用預付卡。

如遇疑似詐騙行為，請遵照下列步驟：



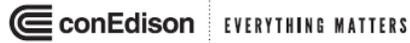
1. 掛掉電話。
2. 請報警或致電 1-800-75-CONED (26633)。



同時謹記，若有人員登門拜訪自稱為 Con Edison 之派遣人員，請聯絡我們以便進行確認。



conEd.com/ScamAlert #StopScams



스마트 미터기가 찾아갑니다!

스마트 미터기 소개.

스마트 미터기란 무엇인가요?

스마트 미터기는 안전한 무선 커뮤니케이션 네트워크를 통해 여러분의 가정이나 사업장을 Con Edison과 연결해 주는 디지털 미터기입니다.

현재 미터기와 스마트 미터기는 무엇이 다른가요?

두 가지 모두 동일한 역할을 합니다. 여러분이 사용한 에너지에 대한 정보를 수집합니다. 현재 미터기로는 여러분의 사용 정보를 한 달에 한 번밖에 수집할 수 없지만, 스마트 미터기는 여러분이 스마트폰을 사용하고 라디오를 듣거나 TV를 시청할 때 사용하는 최저주파 무선 신호와 동일한 유형의 신호를 통해 기록을 매일 전송합니다. 또한, 스마트 미터기는 문제가 발생하면 바로 당사에 알려 더욱 빠르게 전력 복구 작업에 돌입할 수 있게 해 줍니다.

스마트 미터기의 장점은 무엇입니까?

스마트 미터기는 여러분이 어떻게 에너지를 사용하는지 추적하여 요금을 관리할 수 있도록 도와줍니다.

스마트 미터기를 설치하면 여러분의 일일 에너지 사용에 관한 상세 정보를 온라인으로 확인할 수 있습니다. 에너지와 요금을 절약하기 위해 이러한 정보를 이용할 수 있습니다.

- 에너지 사용량 증가를 15분 단위로 확인
- 높은 요금 경고(및 높은 요금을 피하는 방법) 수신
- 에너지 절약 제품 및 서비스 정보 수신

스마트 미터기로 여러분의 미터기를 멀리서도 확인할 수 있습니다. 요금 고지서나 검침원을 기다릴 필요가 없습니다.

태양열 에너지를 사용하는 경우, 스마트 미터기가 재생 자원을 더욱 효과적으로 운용하도록 도와줍니다.

스마트 미터기는 언제 받게 되나요?

설치는 2017년 Staten Island 및 Westchester에서 시작하여 2022년까지 Brooklyn, Manhattan, Bronx, Queens 지역으로 이어집니다. 여러분의 지역에 설치를 시작하기 전에 Con Edison에서 엽서 및 서신으로 알려드립니다. 미터기가 외부에 있는 경우에는 아무것도 하지 않으셔도 됩니다. 여러분이 자택에 계셔야 기술자가 미터기에 접근할 수 있는 경우, 예약하는 방법을 알려드리겠습니다.

새로운 미터기를 설치하는 동안 전기 공급이 차단되나요?

네, 전력 서비스가 짧은 시간 동안 멈추게 됩니다(최대 15분). 시계 및 기타 제품의 재설정을 잊지 않으시도록 안내문을 남겨드립니다.

미터기를 시작하기 위해 해야 할 것이 있나요?

아니요, 당사에서 모두 처리해 드립니다. 하지만 스마트 미터기에 접근하는 방법과 정보를 최대한 활용하는 방법에 대한 안내를 제공해 드립니다.

사생활이 보호되나요?

당사는 사이버 보안을 중요하게 생각하므로 모든 정보는 암호화 네트워크를 통해 전송됩니다. 스마트 미터는 개인 정보를 수집하거나 전송하지 않으며, Con Edison 및 당사 공급업체는 모든 에너지 사용 정보를 기밀로 유지합니다.

정전이 발생하면 여전히 Con Edison 에 알려 하나요?

그렇습니다. 스마트 미터기는 여러분의 지역에서 발생한 대부분의 정전 사고를 당사에 알립니다. 그러나 문제가 발생한 경우에는 당사가 최대한 빠르게 문제를 해결할 수 있도록 이전과 같이 알려주시기 바랍니다.

Hola, es hora de instalar su contador inteligente. Le pedimos que se comunice con nosotros llamando al 1-800-686-4207 para programar una cita. Gracias.

안녕하세요. 스마트 미터를 설치할 시간입니다. 1-800-686-4207 번으로 전화해서 예약을 해주세요. 감사합니다.

Bonjou, li lè pou w enstale kontè entèlijan w lan. Tanpri rele nou nan 1-800-686-4207 pou w pran yon randevou. Mèsi.

您好，是時候安裝智慧電表了。請撥打 1-800-686-4207 安排預約。謝謝您。

Witaj, czas zainstalować inteligentny miernik. Zadzwoń do nas pod numer 1-800-686-4207, aby umówić się na wizytę. Dziękujemy.

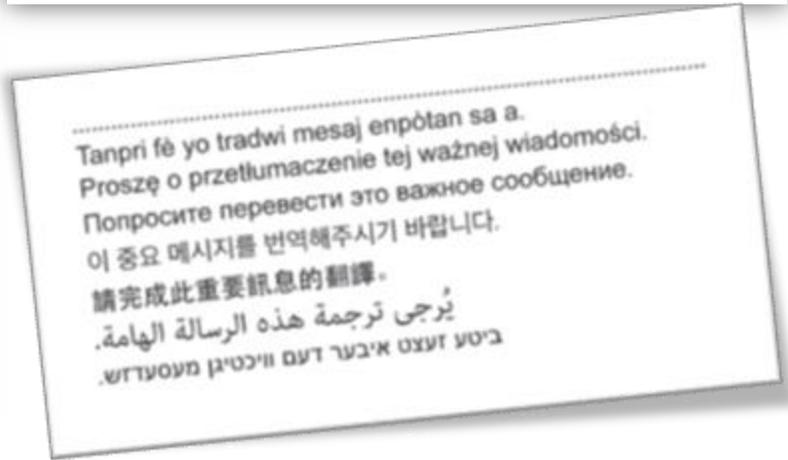
مرحبًا، لقد حان الوقت لتثبيت العداد الذكي. يُرجى الاتصال بنا على الرقم 1-800-686-4207 لجدولة موعد. شكرًا لك.

Здравствуйте, пришло время установить умный счетчик. Позвоните нам по телефону 1-800-686-4207, чтобы договориться о встрече. Благодарим.

מיר באגריסן אייך, עס איז צייט צו אינסטאלירן איינערען קלוגן צייטלער (סמערט מעטער).

Γεια σας, έφτασε η ώρα για να εγκαταστήσετε τον έξυπνο μετρητή σας. Καλέστε μας στο 1-800-686-4207 για να προγραμματίσετε μια επίσκεψη. Σας ευχαριστούμε.

ביטע רופט אונדז אין 1-800-686-4207 אום צו באשטימען אַ טרעפּונג. מיר דאַנקען אייך.



Language Access Across New York





.info



Feeling sick?

If you're well enough, get off at the next stop, since help can reach you faster in a station.

If not, notify the train crew or ask someone to do it for you. Transit staff or police will stay with you until you can be on your way or in the right hands.

Not only will you be helping yourself, you'll help reduce some 10,000 train delays a year.

Take care.

<p>¿Se siente mal?</p> <p>Si se siente lo suficiente mal, bájese en la siguiente parada, ya que el ayuda puede llegar a usted más rápido en la estación.</p> <p>Si no puede bajar a la siguiente parada o si no puede salir de la estación, avise al personal de la estación o pida ayuda a alguien que esté con usted hasta que pueda moverse a bordo que está en buenas manos.</p> <p>No sólo usted se ayudará a usted mismo, sino que también ayudará a reducir hasta 10,000 retrasos en los trenes al año.</p> <p style="text-align: center;">Cuidease.</p>	<p>感觉难受吗?</p> <p>如果您觉得不舒服，请下一站下车，因为帮助可以更快地到达车站。</p> <p>如果您无法下车或无法离开车站，请告知车站工作人员或请求他人帮助，您将得到妥善照顾。</p> <p>您不仅是在帮助自己，您还将帮助减少大约 10,000 列车的延误。</p> <p style="text-align: center;">照顾好自己。</p>	<p>아프십니까?</p> <p>질병을 충분히 느낄 수 있다면, 다음 역에서 내리십시오. 승객들에게 도움을 더 빨리 받을 수 있습니다.</p> <p>질병을 충분히 느낄 수 없다면, 열차 내의 다른 승객에게 도움을 요청하십시오. 교통 직원이나 경찰은 여러분을 도와줄 것입니다.</p> <p>뿐만 아니라, 여러분은 자신과 함께, 또한 다른 10,000개의 열차 지연을 줄여줍니다.</p> <p style="text-align: center;">조심하시고 잘 가십시오.</p>	<p>Вам стало плохо в вагоне метро?</p> <p>Если вы чувствуете недомогание, выйдите на следующей станции. Вам будет быстрее получить помощь.</p> <p>Если вы не можете выйти на следующей станции или если вы не можете покинуть станцию, сообщите об этом персоналу станции или другим пассажирам. Вам окажут помощь.</p> <p>Не только вы будете помогать себе, но и вы будете помогать другим пассажирам. Вы сможете избежать до 10,000 задержек поездов в год.</p> <p style="text-align: center;">Берегите себя!</p>	<p>Santi w malad?</p> <p>NYC Care는 건강 보호에 가입되어 있지 않은 뉴욕시 주민들을 위한 핵심 프로그램으로, NYC Health + Hospitals가 제공하는 무료 또는 저비용의 의료 서비스 프로그램입니다.</p> <p>8월 1일부터 Bronx를 방문하여 2020년까지 시 전체를 순회합니다.</p> <p style="text-align: center;">Pran swan w.</p>
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자유롭게

예방 진료와 건강 관리를 받을 수 있습니다

자유롭게 저렴한 의료 서비스를 진찰한 의료를 통해 이용할 수 있습니다

NYC Care의 가입자가 되어 보세요!

NYC Care는 건강 보호에 가입되어 있지 않은 뉴욕시 주민들을 위한 핵심 프로그램으로, NYC Health + Hospitals가 제공하는 무료 또는 저비용의 의료 서비스 프로그램입니다.

8월 1일부터 Bronx를 방문하여 2020년까지 시 전체를 순회합니다.

보다 자세한 상황에 대한 문의와 등록을 원하시면 1-646-NYC-CARE(1-646-692-2273)로 연락해 주십시오.

nycare.nyc를 방문해 주세요.




Korean_07/19



Language Access Can Save Lives

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.



“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.”

- State Attorney General
Letitia James' Office

“It is sad that a loss of life is what it takes in order for key weather service updates to be available to non-English speaking New York City communities,” Meng said in the release.

- U.S. Rep. Grace Meng

Language Access Program at Customer Outreach

Initial Areas of Focus

- Energy Burden
 - Energy Affordability Program
 - Payment assistance
 - Payment plans
- Safety
 - Gas safety
 - Electric safety
 - Scam awareness
 - Life support equipment
- Energy Savings
 - Smart meter communications
 - Energy efficiency programs

Communications Channels

- Email / Letters
- Brochures / Flyers
- Advertising / Social Media Marketing
- Outreach events
- Walk-in center messaging



Men Kijan pou Rekonèt yon Vrè Anplwaye Con Edison

- Mande yo yon pyès idantite. Sa pa vle di ou malpoli. Men sa vle di ou pridan.
- Vrè anplwaye ak kontraktiyèl Con Edison yo genyen yon badj idantifikasyon ki genyen foto ansanm ak non yo ak nimewo anplwaye yo a sou li.
- Y ap gen pou yo ba ou non sipèvizè yo a, nimewo "tikè" inik ki asiyen pou djòb ou a, e y ap mande w pou rele nou nan nimewo 1-800-75-CONED. Se ak anpil pasyans y ap ret tann ou pandan w ap verifye.
- Anakè yo ka modifiye idantifyan moun ki rele w la pou yo afiche non nou. Si w gen dout, rakwoche apèl la epi rele nan 1-800-75-CONED (1-800-752-6633).

Pa pran nan anak yo. Con Edison p ap JANM:

- Menase l ap koupe kouran oswa gaz ou san li pa montre w yon pyès idantite.
- Egzije peman imedyata grasa kat kado, kat prepeye tankou MoneyPak, Aplikasyon pou Lajan Kach tankou Zelle, oswa kriptomonè tankou bitcoin.
- Mande yon akont oswa peman pou yon kontè entèlijan.
- Dirije w pou peye fakti w sou nenpòt sit entènèt ki pa: conEd.com, conEd.com/GuestPayment, oswa webpayments.billmatrix.com/ConEdResidential

Ou sispèk yon anakè?

Rele lapolis. Apresa rele nou nan 1-800-75-CONED (1-800-752-6633).

Pataje enfòmasyon sa a ak vwazen w, fanmi w, ak zanmi w (espesyalman ak sa ki pi vilnerab yo).



Language Access in 2023

Translated Brochures / Flyers

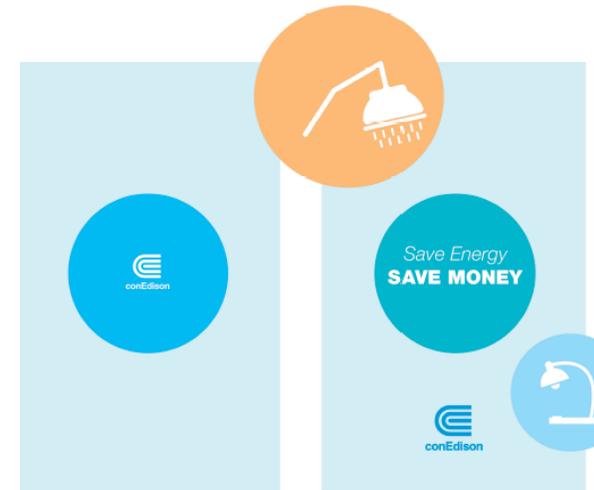
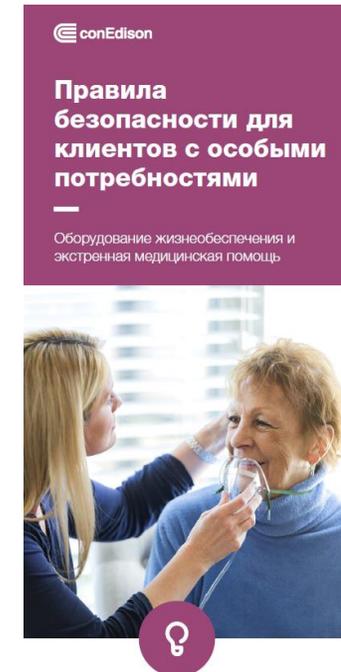
- Save Energy, Save Money
- Billing and Payment Options
- Safety for Special Customers (LSE brochure)
- Help for Those in Need

New Material

- Development of an Immigration brochure
 - Quick information on starting an account, accessing programs, paying bills, and more

Community Outreach

- Working with organizations that serve LEP customers
- Hiring staff that speaks different languages
- Translation support
- Forming partnerships to reach LEP customers



Language Access in the Field



**Chinese Consolidated
Benevolent Association (CCBA)
Monthly Outreach**



**Partnerships with PULP and
HeartShare**

曲怡文推計畫補助家用能源

記者胡豐橋／紐約報導 2023-03-21 02:00 ET



活動現場。(胡豐橋／攝影)

州參議員曲怡文辦公室攜手聯合愛迪生電力公司(Con Edison)，煤氣公司National Grid以及非牟利機構Heartshare，20日在布碌崙(布魯克林)班森賀組織關於家用能源補助計畫活動，介紹如何節省能源費用，辦理能源補助以及處理帳單爭議。

家住班森賀的李姓耆老表示，他是低收入者，還欠90多元電費。Heartshare經核查，因他符合條件，按照其EnergyShare計畫，免去積欠電費。Heartshare介紹，他們有多項能源補助計畫，對於低收入家庭，EnergyShare計畫是與Con Edison合作，提供多達每年200元補助；而Neighborhood Heating Fund是與NationalGrid合作，提供多達每年200元的取暖費補助。對於中等收入家庭，Hope & Warmth Energy Fund與NationalGrid合作，提供多達200元的取暖費，也為急需食物援助的居民提供食品券。網址：www.heartshare.org。

ConEdison公司的Energy Affordability Program,可為低收入者每月的電費帳單打折。想了解是否符合要求，可至網址<https://www.coned.com/eap>，填寫申請表。

曲怡文辦公室將於22日(周三)上午10時至下午2時，在布碌崙華策會(8大道 4101號)舉辦第二場活動，也可以詢問曲怡文辦公室：(718)333-0311。

World Journal Article

Language Access Survey Results

The email in PRIMARY language is greatly appreciated

- Most customers typically read the emails in English on their own (as best as they can).
- 9 in 10 feel positive about receiving the email in their primary language (93% Chinese; 90% Korean; 90% Russian).
- At least 8 in 10 say the email in their primary language positively changed their perception of Con Edison (93% Chinese; 94% Korean; 75% Russian).
- Customers would find most communications in their primary language helpful, especially ones related to EAP.

The email is well-received

- **Recall:** Majority of customers recall receiving the Summer Prep email (80% Chinese; 81% Korean; 72% Russian).
- **Clear:** Virtually all find the email clear (98% Chinese; 99% Korean; 99% Russian).
- **Helpful:** 9 in 10 customers find the information provided helpful (93% Chinese; 87% Korean; 90% Russian).

Call-to-action is relatively high

- Most have/would do at least one listed energy efficiency (EE) tip, with more than half getting energy-savings ideas for home. (58% Chinese; 63% Korean; 80% Russian).
- At least 6 in 10 have/would enroll in at least one listed EE program (65% Chinese; 62% Korean; 70% Russian).

Disadvantaged Communities & Environmental Justice

Agenda

- What is Environmental Justice?
- Disadvantaged Communities in the Con Edison Territory
- Con Edison's Commitment to Environmental Justice



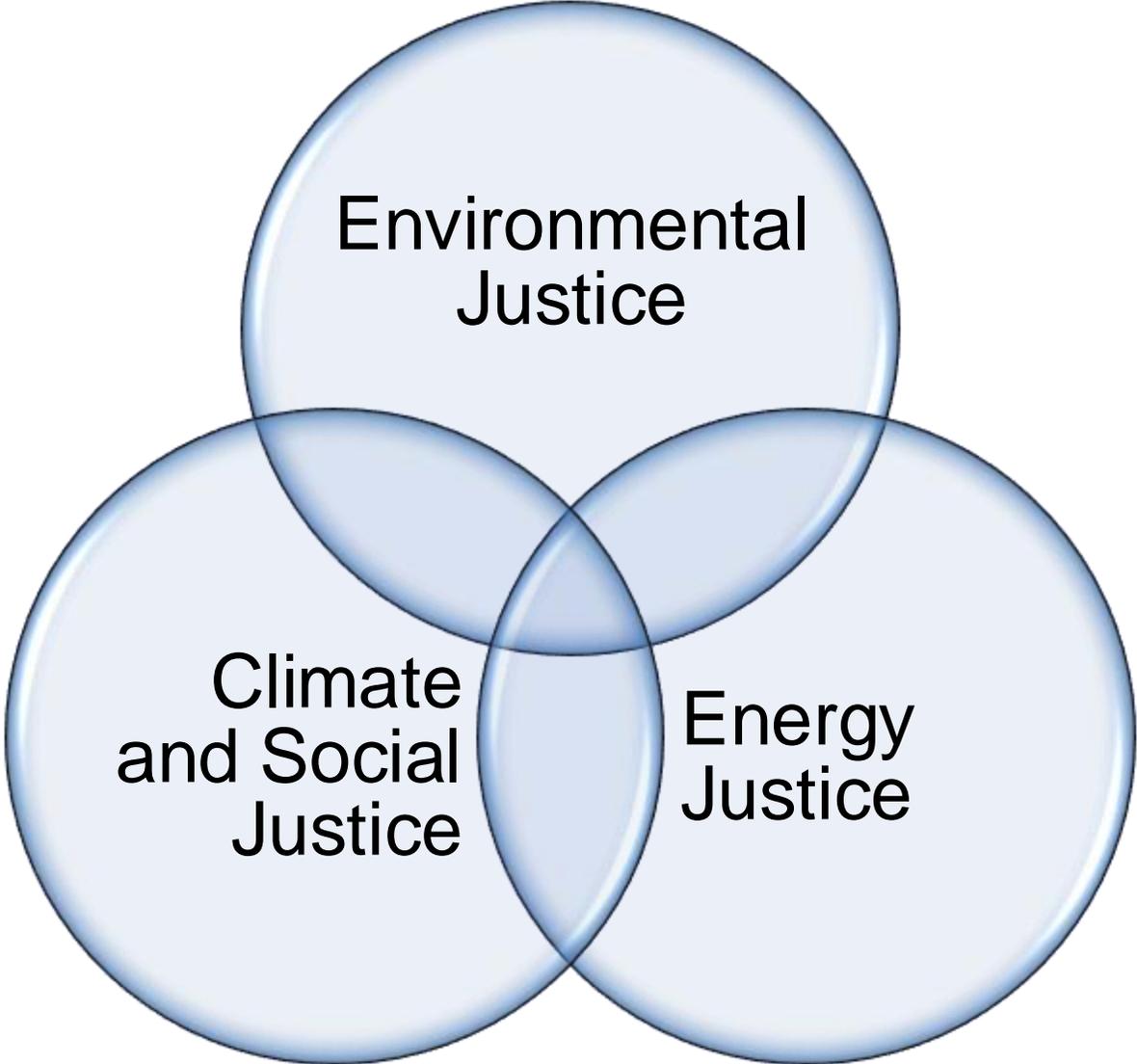
What is Environmental Justice (EJ)?

*The fair treatment and meaningful involvement of all people regardless of race, color, national origin, or income with respect to the development, implementation, and enforcement of environmental laws, regulations and policies

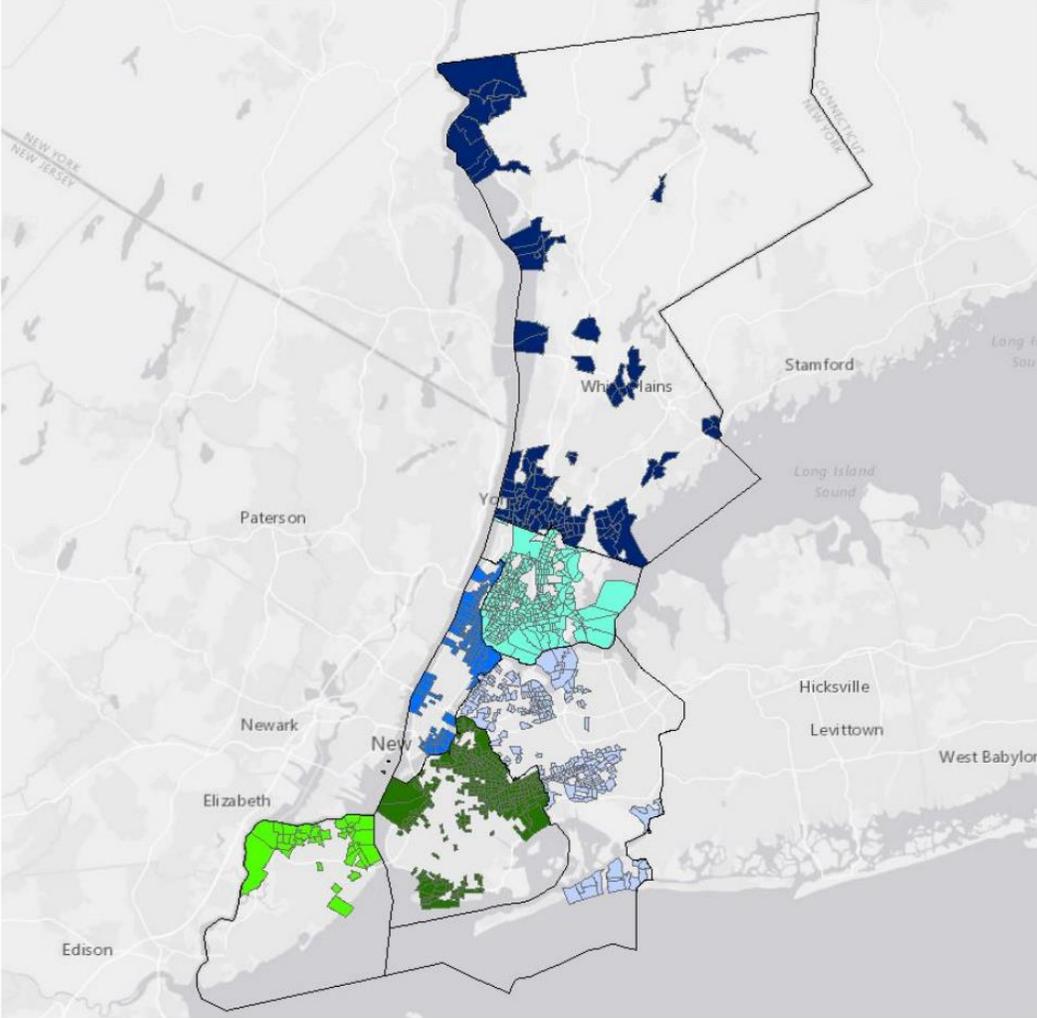
- Developed out of the Civil Rights Movement
- Addressed by federal, state, and local policies and laws

*Source: US Environmental Protection Agency; New York State (DEC Commissioner's Policy 29) employs same definition.

Environmental Justice - Evolution



Disadvantaged Communities in the Con Edison Territory



Objectives of Con Edison's EJ Working Group

- Create a finalized Environmental Justice Policy to be released soon.
- Review how Con Edison incorporates equity into the planning process and tracking the implementation of clean energy and climate resilience-driven programs.
- Inform and enable consistent conversations with external stakeholders.
- Support efforts to connect DAC residents with clean energy jobs.

Engaging Communities



Engaging Communities



Engaging Communities



Engaging Communities

- **Climate Change & Environmental Stewardship**

- We are helping more people to benefit from the transition to cleaner, greener sources of energy, reduced pollution, and cleaner air for more climate-resilient communities.

- **Social Justice**

- We are investing in community engagement, empowerment and advocacy solutions to break down economic barriers and create pathways to equity and inclusion in communities. We will work in solidarity with leaders and organizations to address injustices, create opportunities, and uplift movement building toward social and systems change.

- **Clean Energy & Technology Career Readiness**

- We are equipping people with in-demand skills and competencies to build a clean energy jobs pipeline, and support a green economy and sustainable energy sector.

Con Edison's Environmental Justice Commitment-Engaging Communities





conEdison