

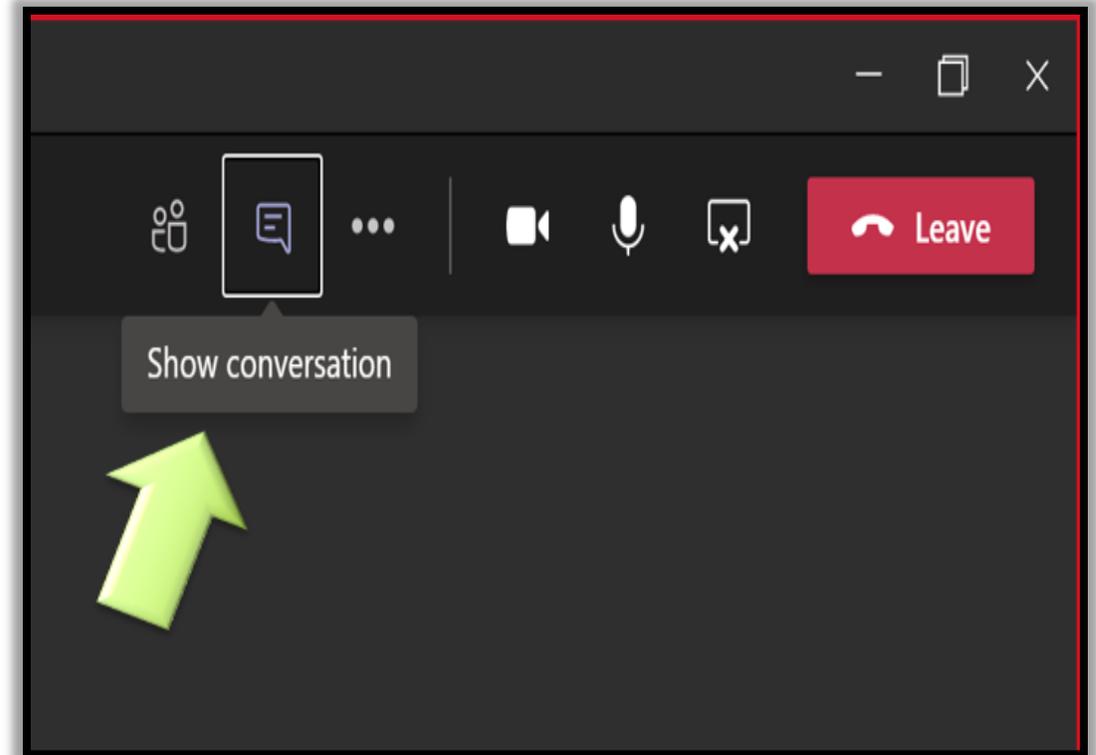


conEdison

Protocols for Today

Microsoft Teams Platform

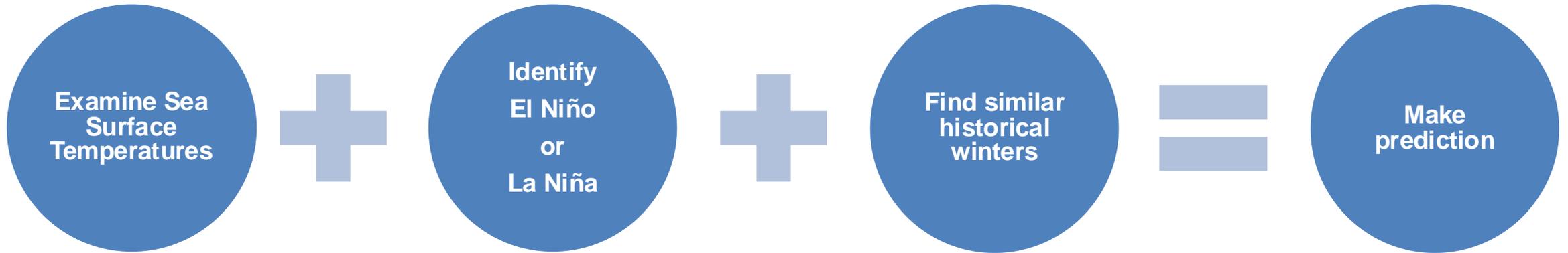
- *Live Chat* feature
- Microphone and camera capabilities are disabled
- To ask a question or make a comment, click on the *message icon* at the top right of your screen
 - Questions can be asked at any time during the presentation
 - We will do our best to answer all questions



Winter 2024 Conference Agenda

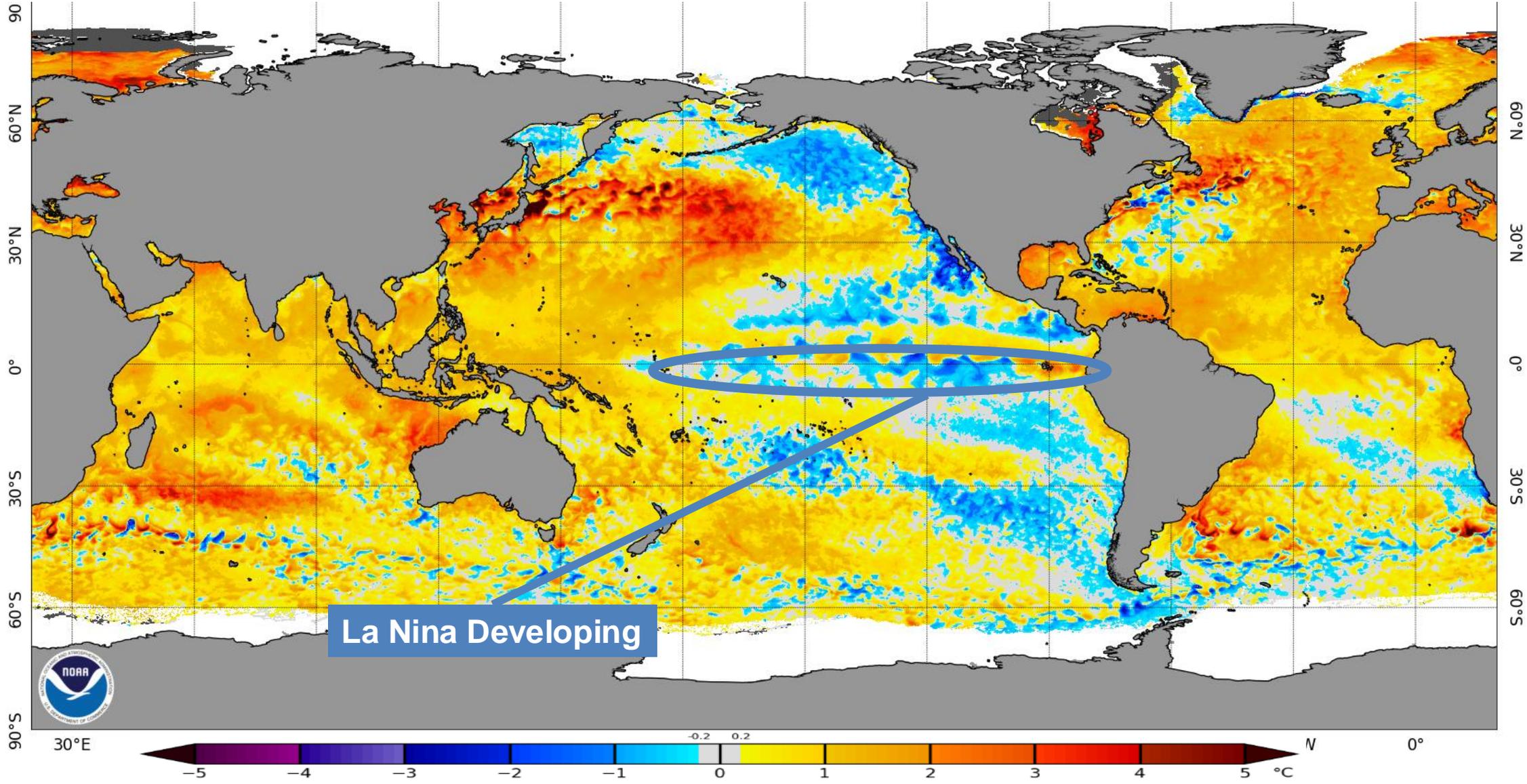
- Winter Weather and Outlook Communications
 - Brian Cerruti, *Meteorologist*, Transmission Operations
 - Peter Go, *Sr. Rate Analyst*, Rate Engineering
 - Jon Minners, *Department Manager*, Outreach and Education
- Utility Thermal Energy Networks (UTEN)
 - Melanie Mangone, *Clean Energy Project Lead*, Customer Energy Solutions
- Credit and Collections Update
 - Kirsy Veloz, *Department Manager*, Credit and Field Operations
- Electric Safety
 - Kalila Kong, *Senior Specialist*, Customer Outreach and Education

2024-2025 Winter Outlook Process



- ENSO Neutral or weak La Nina forecast by mid-winter
- Similar historical years: Late transitions from El Nino to La Nina are not common...

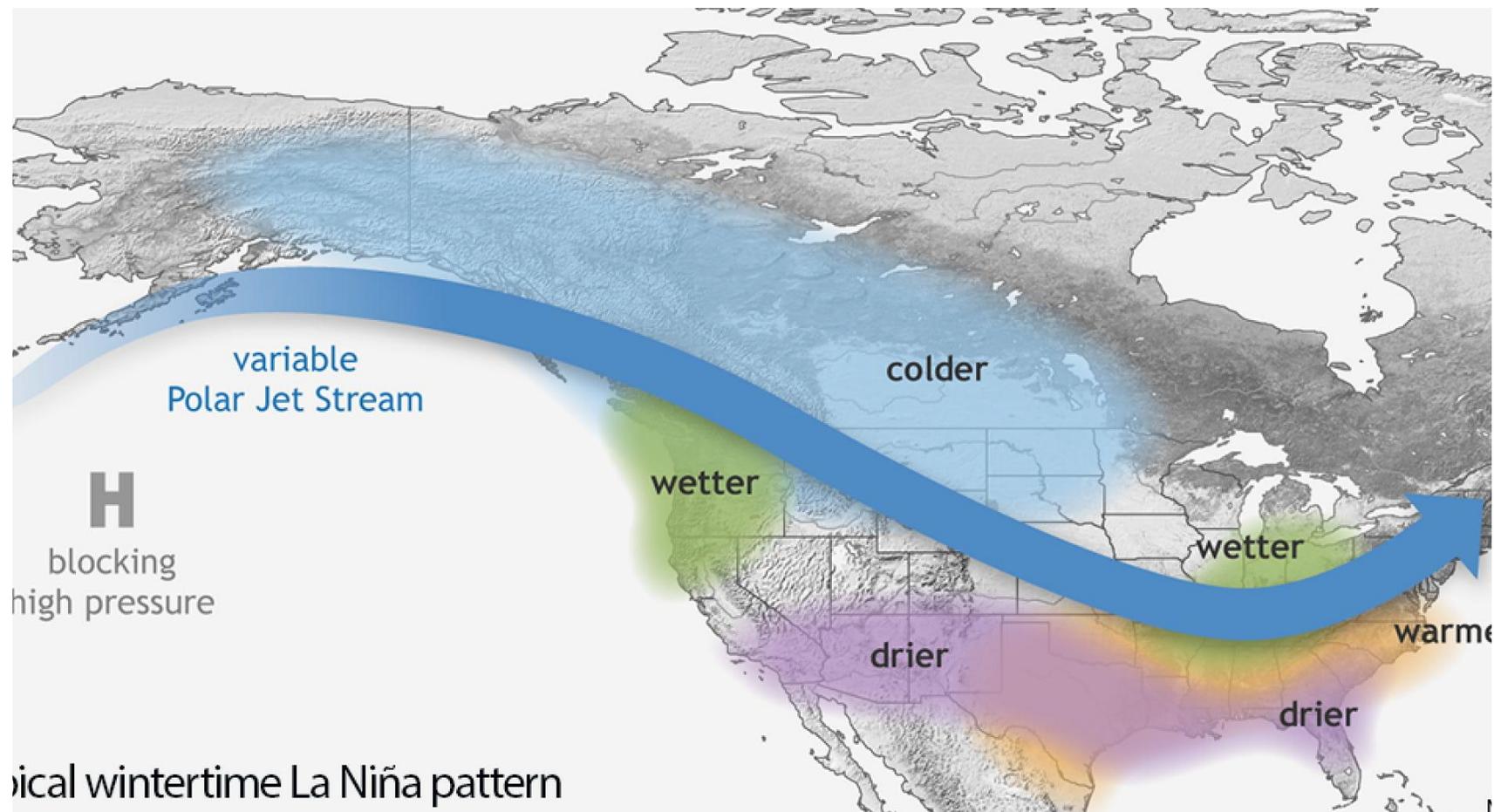
Global Sea Surface Temperature Anomalies



La Nina Developing

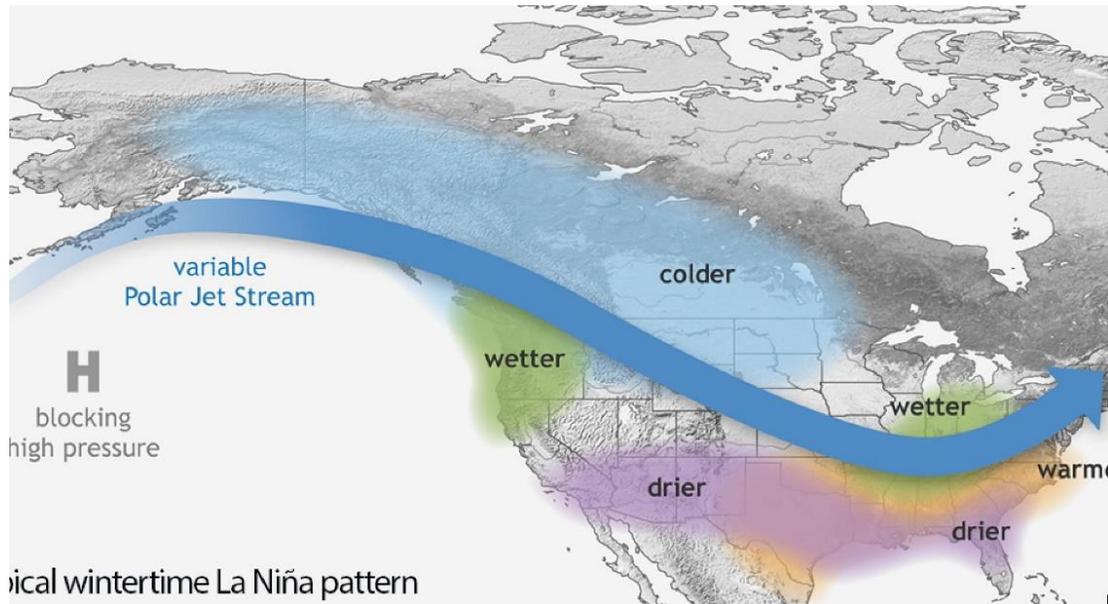
Expected Winter Weather Pattern

- Active Jet Stream
- Cold air favored in northern US
- Increased potential for strong storms along the East Coast

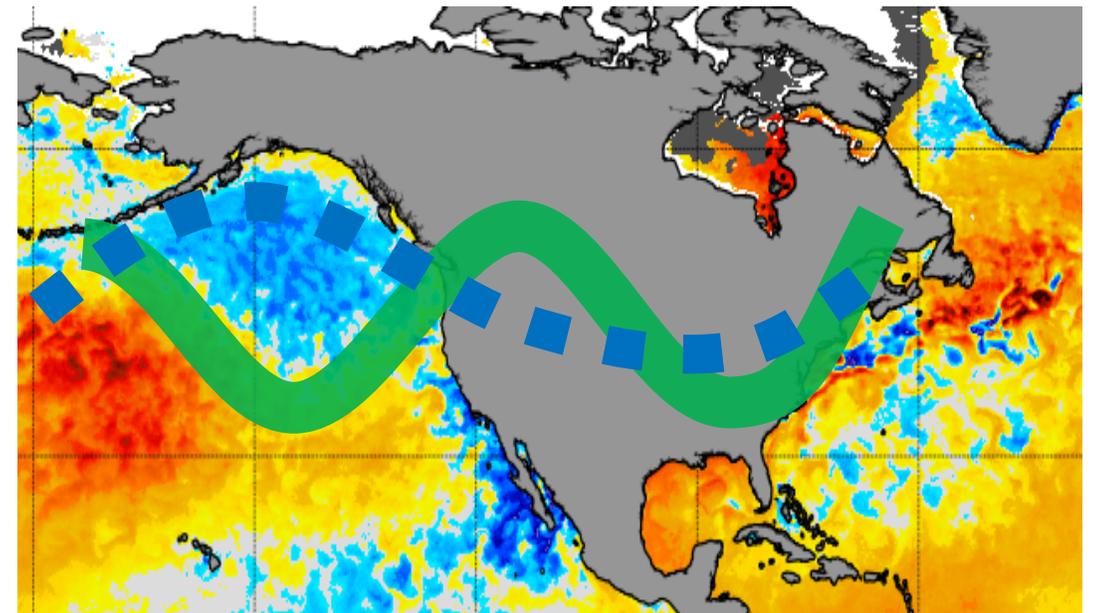


Where will the cold air focus?

TYPICAL LA NINA

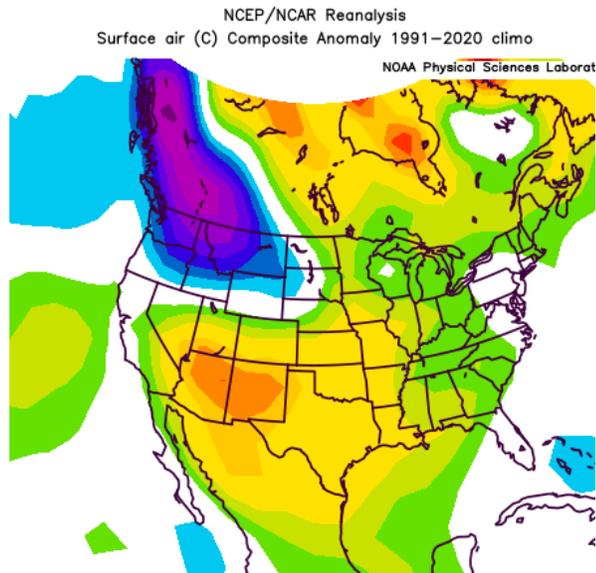


Current SST Anomalies



Analogue Analysis with October SST anomalies

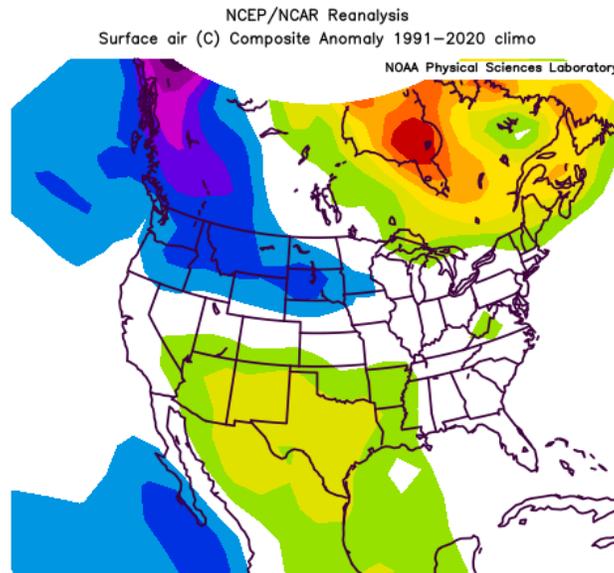
Worst MATCHING YEARS



Dec to Feb: 1996,2006,2017

1995-1996 Record Snowfall
More cold than warm
Less precipitation

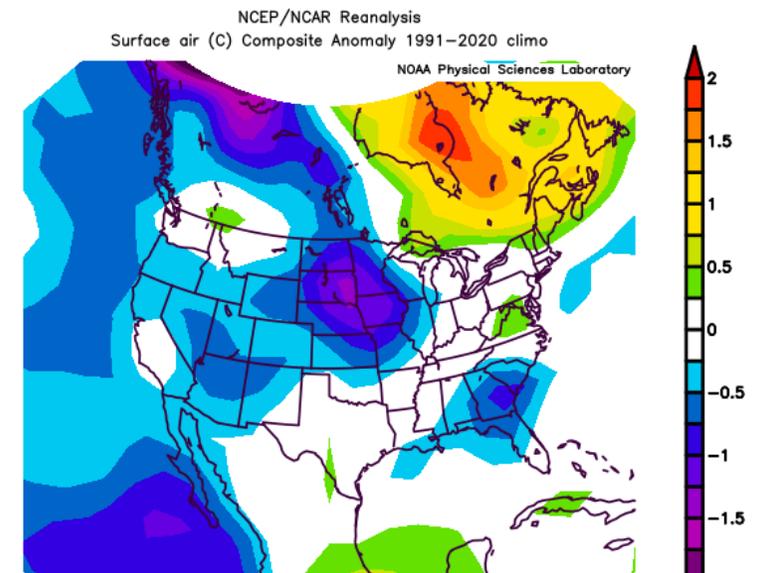
ALL MATCHING YEARS



Dec to Feb: 1996,2006,2008,2011,2017,2020

Matches “typical”
La Nina well

BEST MATCHING YEARS



Dec to Feb: 2008,2011,2020

2010-2011 Second Most Snowfall
More warm than cold
More precipitation

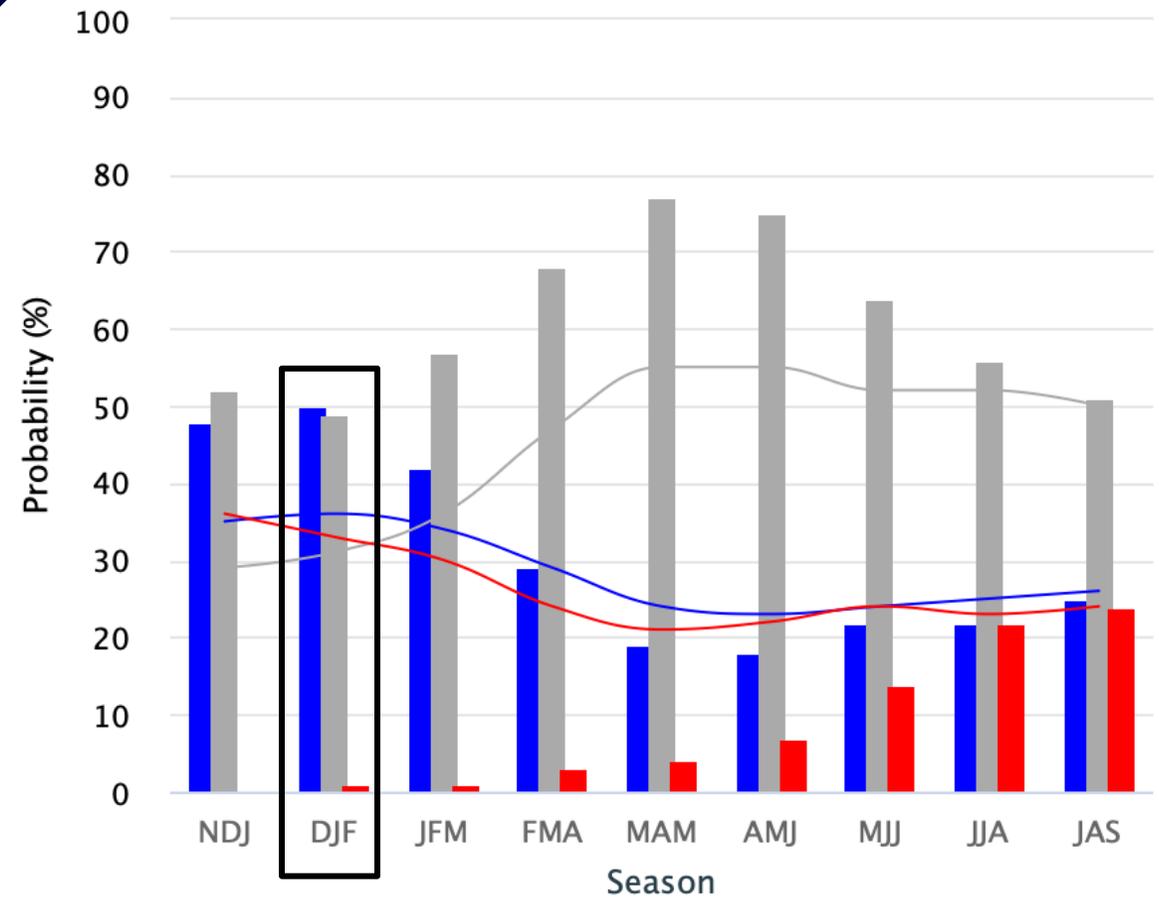
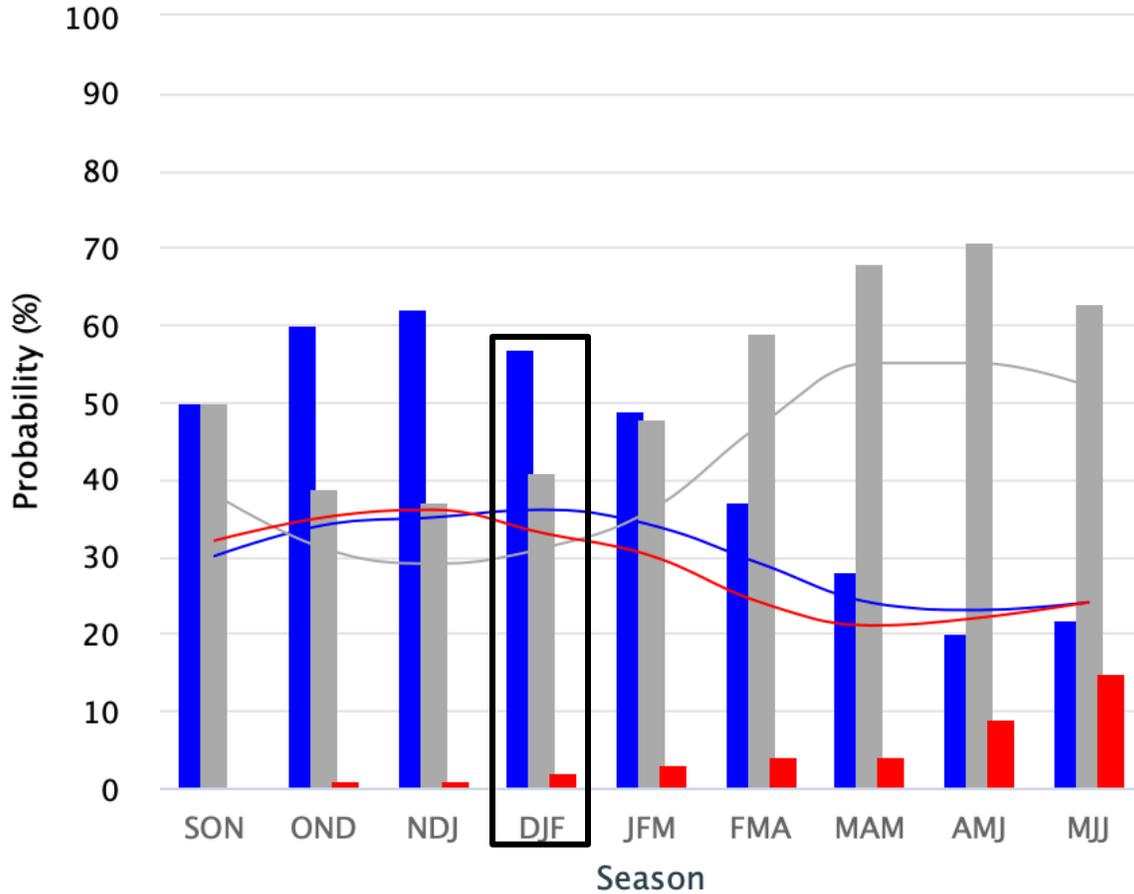
ENSO Forecast Trend

- La Niña Forecast Probability
- Neutral Forecast Probability
- El Niño Forecast Probability
- La Niña Climatology
- Neutral Climatology
- El Niño Climatology

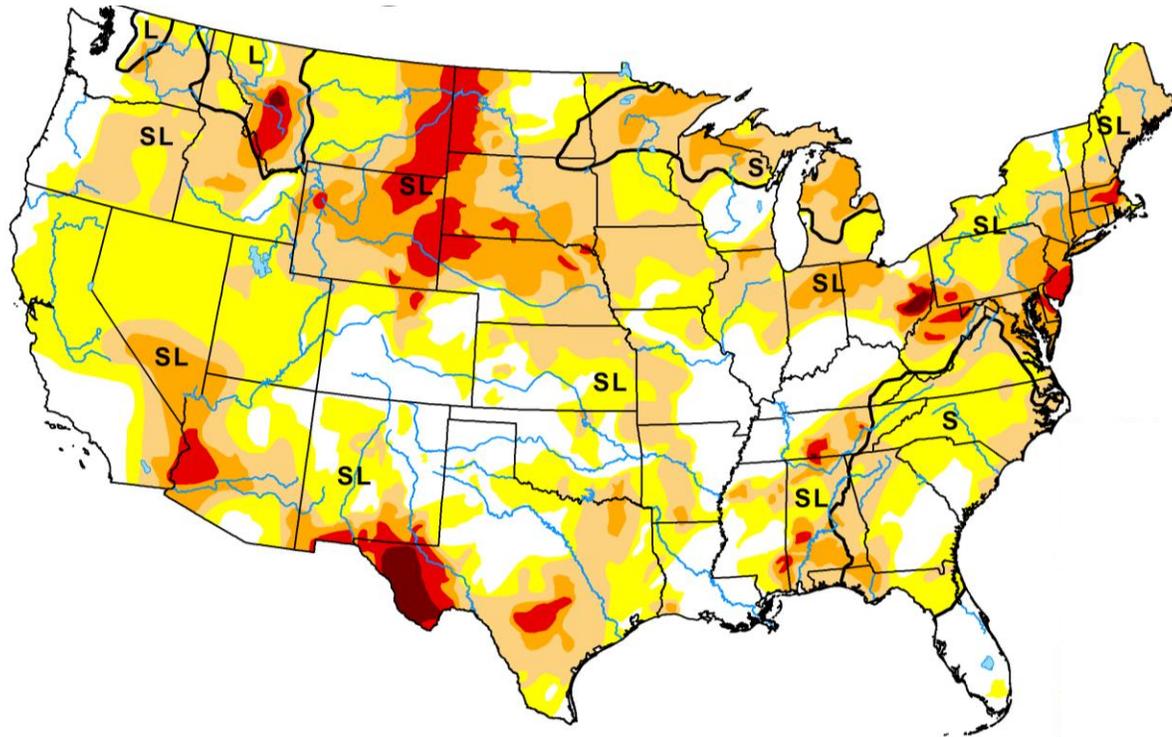
SEPTEMBER FORECAST



NOVEMBER FORECAST



US Drought Monitor



- Drought conditions exist across the entire country
- Drought is strongest through the central US
- Seasons “change” faster under drought conditions, assuming drought can continue

2024-2025 Winter Outlook

Temperatures	Precipitation	Snowfall
Near to above normal	Near to below normal	Near normal

- Confidence is **LOW**
- Reasons:
 - La Nina sputtering
 - Stark differences in snowfall totals in analog years
 - Lowest confidence in snowfall amounts
 - Higher than normal chance for a big snowstorm
 - Very mixed signals in analogues

QUESTIONS?

Winter Bill Impact Projections

Summary of Impacts (Winter 2024–25 vs 2023-24)

- Winter period defined as November through March

Service	Class	Total Bill
Electric	Residential - NYC (280 kWh)	0.6%
Electric	Residential - Westchester (425 kWh)	4.1%
Gas	Residential (163 Therms Avg Winter Usage)	3.1%

Winter Electric Bill Impact Projections

Main Drivers of Impacts (Winter 2024-25 vs 2023-24)

- NYC is projected to be relatively flat compared to the prior winter due to delivery rate increases and offsetting supply cost decreases.
- Westchester is projected to be slightly higher than last winter primarily due to delivery rate increases.

Winter 2024-2025 vs. Winter 2023-2024

Class	Supply Costs	Delivery/ Other	Total Bill
Residential NYC	 -1.8%	 2.4%	 0.6%
Residential Westchester	 1.4%	 2.7%	 4.1%

Winter Gas Bill Impact Projections

Main Drivers of Impacts (Winter 2024-25 vs 2023-24)

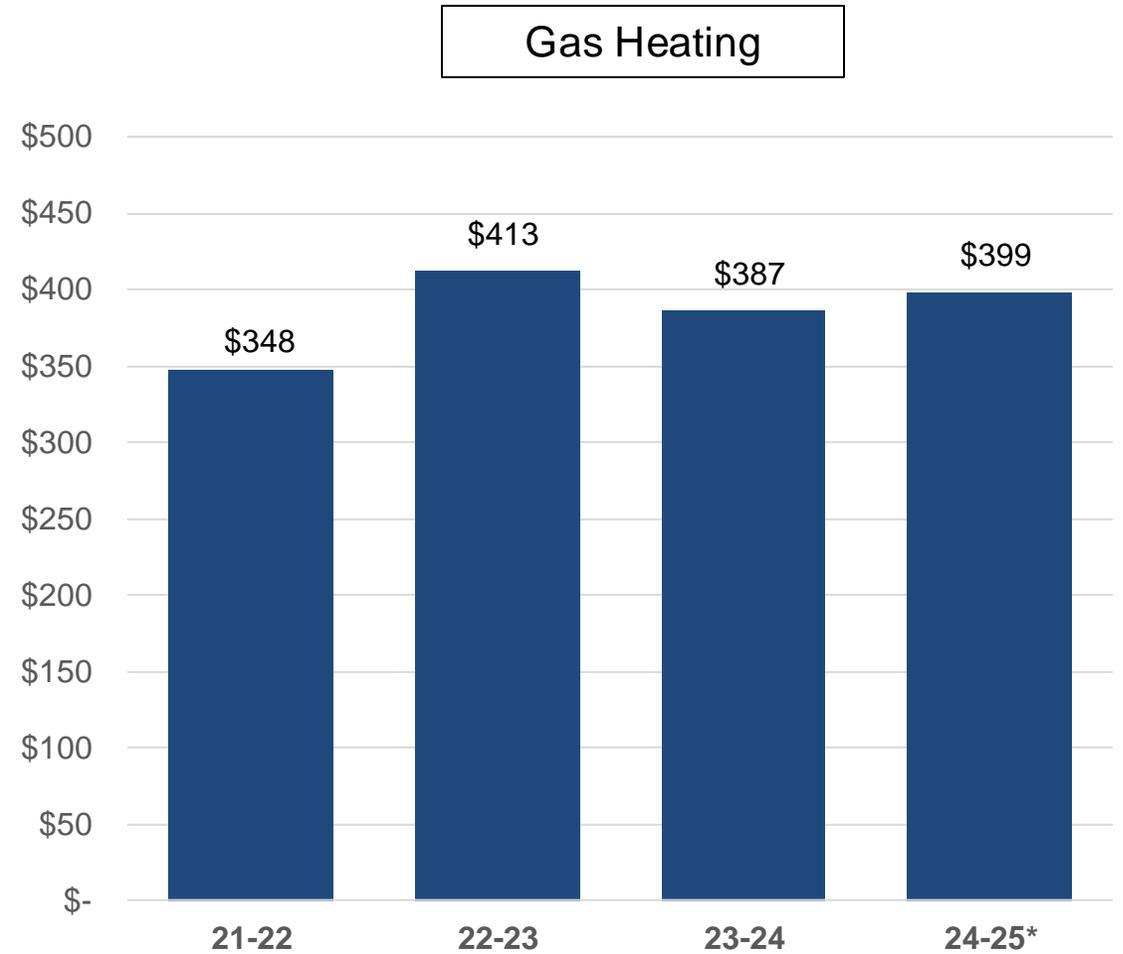
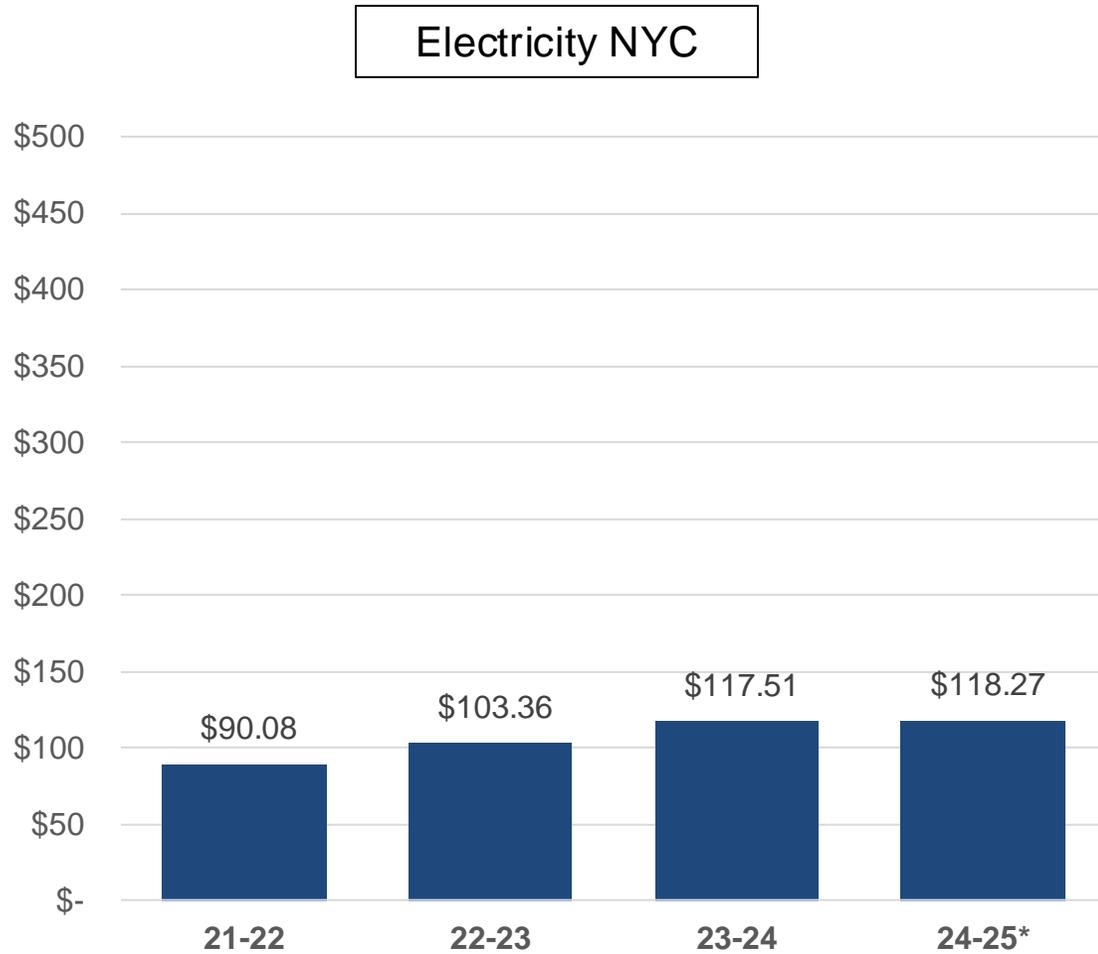
- Higher bills projected for CECONY residential heating customers this winter mainly due to delivery rate increases.

Winter 2024-2025 vs. Winter 2023-2024

Class	Supply Costs	Delivery/ Other	Total Bill
Residential	 -0.6%	 3.7%	 3.1%

Winter Bill Impact Projections

Average Winter Residential Customer Bills (Winters 2021/22 through 2024/25)



* Winter 2024-2025 Forecast

Communications Strategy

Objectives

- Offer timely and accurate information to help customers understand and prepare for bill increases
- Provide actionable steps and tools customers can use to reduce energy costs
- Establish a regular cadence of communications across channels to keep customers informed

Key Messages

- Show empathy for the impact of high bills
- Explain the drivers around bill increases
- Emphasize gas and electric prices and impact to heating
- Provide context around winter changes in usage and the impacts on bills
- Provide energy and cost savings tips
- Direct customers to payment assistance programs

Communications Strategy

Messaging Channels

- Winter prep press release and media outreach
- Customer News newsletter
- Website updates
 - New Homepage tile
 - New /Seasonal Savings vanity URL
- Email campaigns
 - Explain cost increases
 - Push energy efficiency initiatives
 - Direct customers to payment assistance programs
- Social media campaigns
- Save Energy, Save Money brochure
 - Revised and printed in five languages
- Virtual Community Conference
- Employee talking points

The screenshot shows the top navigation bar of the conEdison website. The logo is on the left, followed by menu items: Account & Billing, Services & Outages, Save Energy & Money, and Clean Energy. On the right are Search and Log In or Register buttons. Below the navigation bar is a breadcrumb trail: Home / About Your Bill & Rates / Seasonal High Bills.

Get Ahead of Higher Winter Bills

It can be hard to budget for rising energy costs. We're here to help you save money as we invest in clean-energy infrastructure and continue to provide safe, reliable service.

2024 Winter Bill Outlook

Due to higher delivery charges, New York City residential customers may see an increase of 0.2% and commercial bills may go up by 1.3%. In Westchester, residential electric bills may increase by 3.7%. Additionally, commercial gas bills in both NYC and Westchester may increase by 3.1%. Please note, weather conditions and individual usage will also affect billing.

We understand higher bills are never welcome. We're focused on staying cost conscious and helping you find ways to save money and energy, as we build infrastructure for clean energy and maintain safe and reliable service.

Here are a few ways you can save money and energy, throughout the season and beyond.

Budget Billing

Avoid surprise high bills and spread your payments out across the year with [Budget Billing](#).

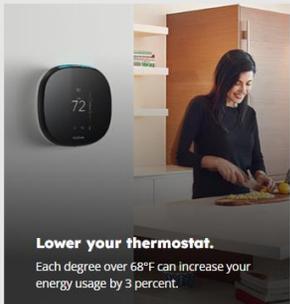
Lowering Your Energy Bill

You can use less energy and save more money with simple, small changes around your home or business. [Get tips](#).

Multi-Channel Communications

Tips & Tools for Lowering Your Energy Bill

Use less energy and save more money with simple, small changes around your home or business. Get personalized tips by [logging into My Account](#).



Lower your thermostat.

Each degree over 68°F can increase your energy usage by 3 percent.



Consider a cold wash.

Switching your temperature setting from hot to cold can cut energy use in half for washing one load.



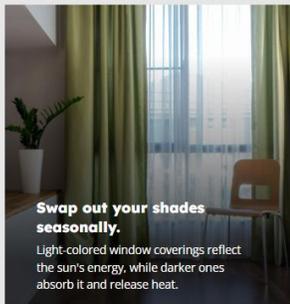
Make Your Refrigerator Run More Efficiently.

Clean the coils yearly and set the temperature to 38°F to conserve energy effortlessly.



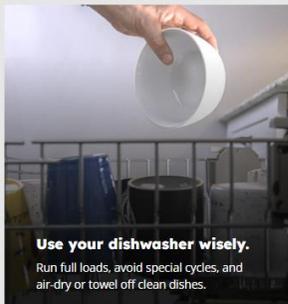
Keep ducts and vents clean.

Your heating system will run more efficiently, and it might last longer.



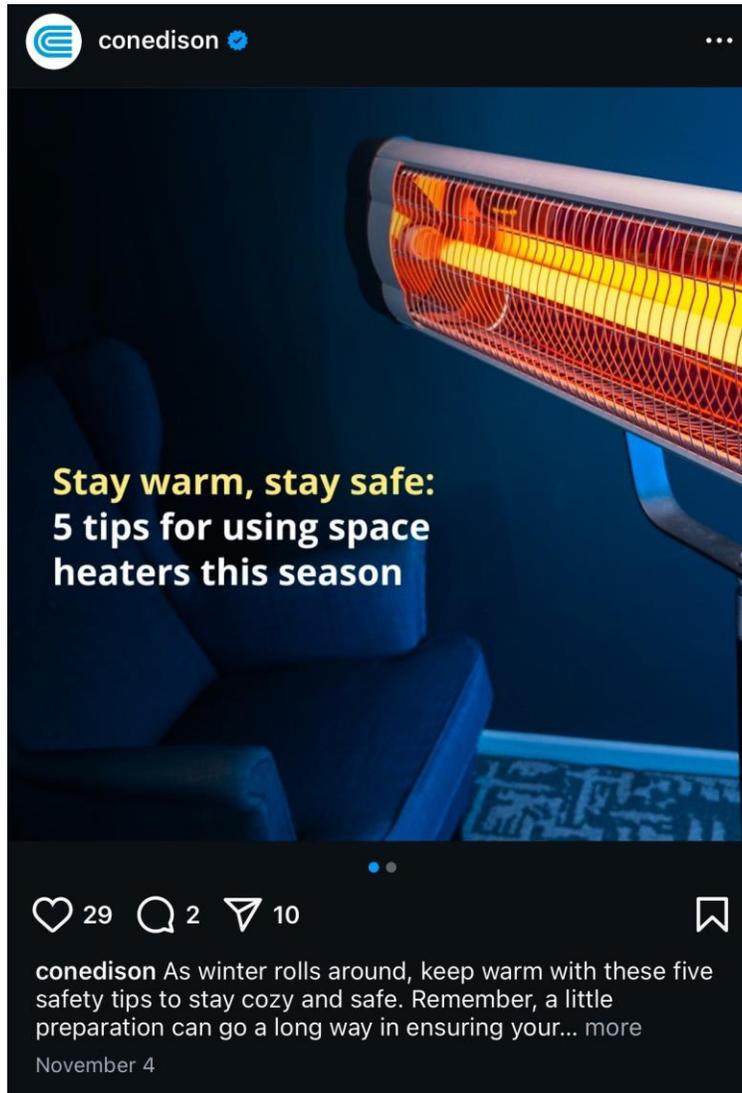
Swap out your shades seasonally.

Light-colored window coverings reflect the sun's energy, while darker ones absorb it and release heat.



Use your dishwasher wisely.

Run full loads, avoid special cycles, and air-dry or towel off clean dishes.



What to Expect This Winter

Special programs and small steps can make managing bills easier.



You're not alone when it comes to facing higher winter energy bills.

While seasonal changes mean you'll likely use more energy this time of year, Con Edison residential natural gas heating bills will also be about 3% higher than they were last winter.

Electric costs for New York City residents are expected to be flat this winter compared to last winter. Commercial customers will see electric bills go up between 1% and 11%, depending on the type of business.

Bill increases are necessary to maintain the safety and reliability of our energy delivery systems. As New York transitions away from fossil fuels to renewables, Con Edison will continue to deliver on its **Clean Energy Commitment**, while making sure programs are in place to help those who need assistance most.

Below are five ways to help you manage your energy costs this winter.

5 Ways to Lower Your Monthly Bill

- 1. Conserve energy.** Set thermostats at the lowest comfortable temperature. Each degree lower decreases heating costs.
- 2. Keep the areas around your heating and cooling vents clear.** Carpets, furniture, and other objects can block vents and prevent heated air from circulating in your home. [Get more tips.](#)
- 3. Spread payments out evenly across the year.** **Budget Billing (formerly the Level Payment Plan)** allows you to avoid large month-to-month changes in energy costs.
- 4. Consider a payment agreement.** If your outstanding balance is more than you can handle, a [payment agreement](#) can help you.





Utility Thermal Energy Networks (UTEN)

Utility Thermal Energy Networks and Jobs Act (UTENJA)

In July 2022, New York State law was amended to allow utilities to own, operate and maintain thermal energy networks in their service territories.

Primary Drivers of the Law

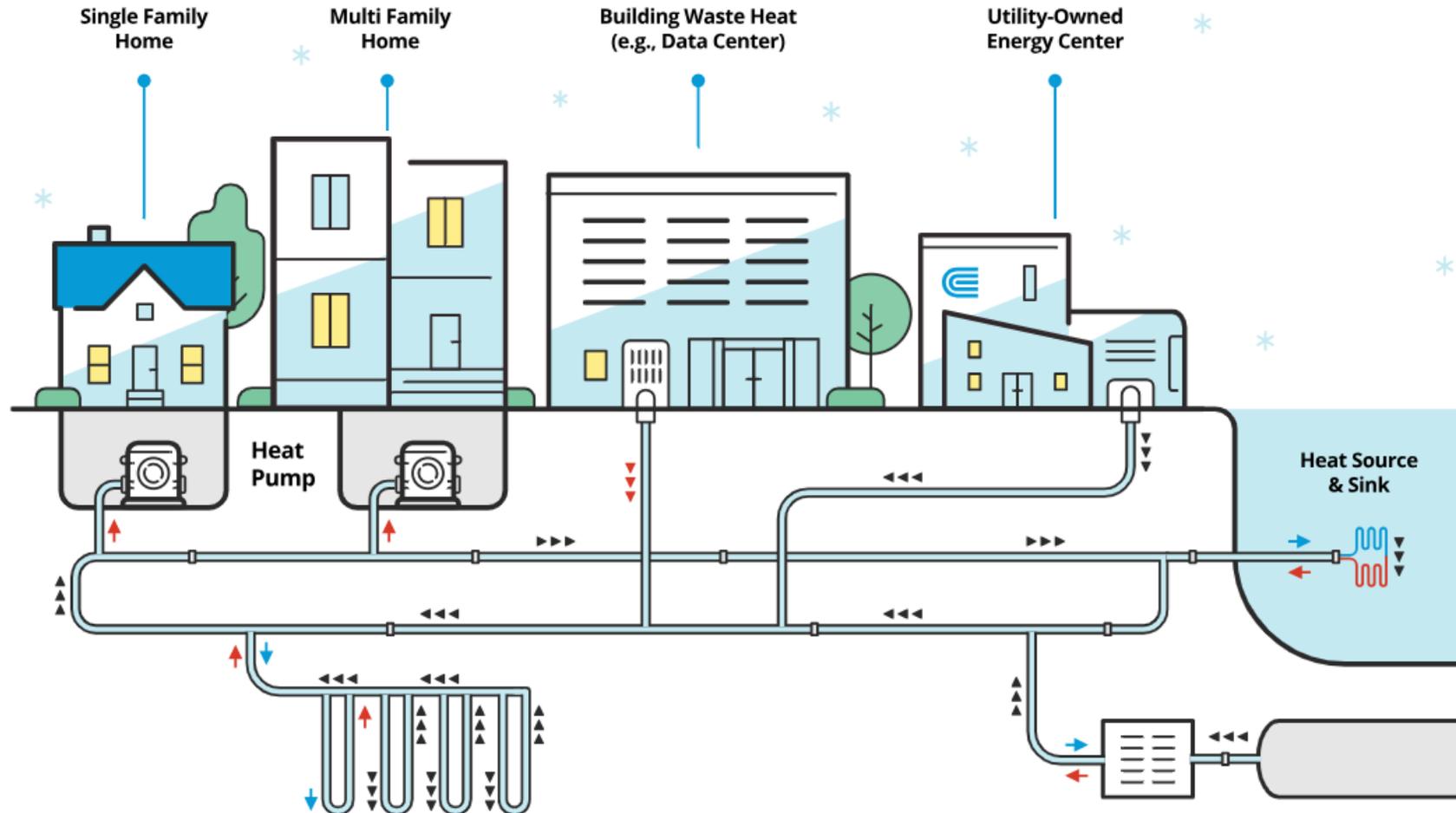
- Decarbonization to achieve emissions goals of New York State's Climate Leadership and Community Protection Act (CLCPA)
- Job creation and workforce development

Statewide Objectives of UTEN Systems

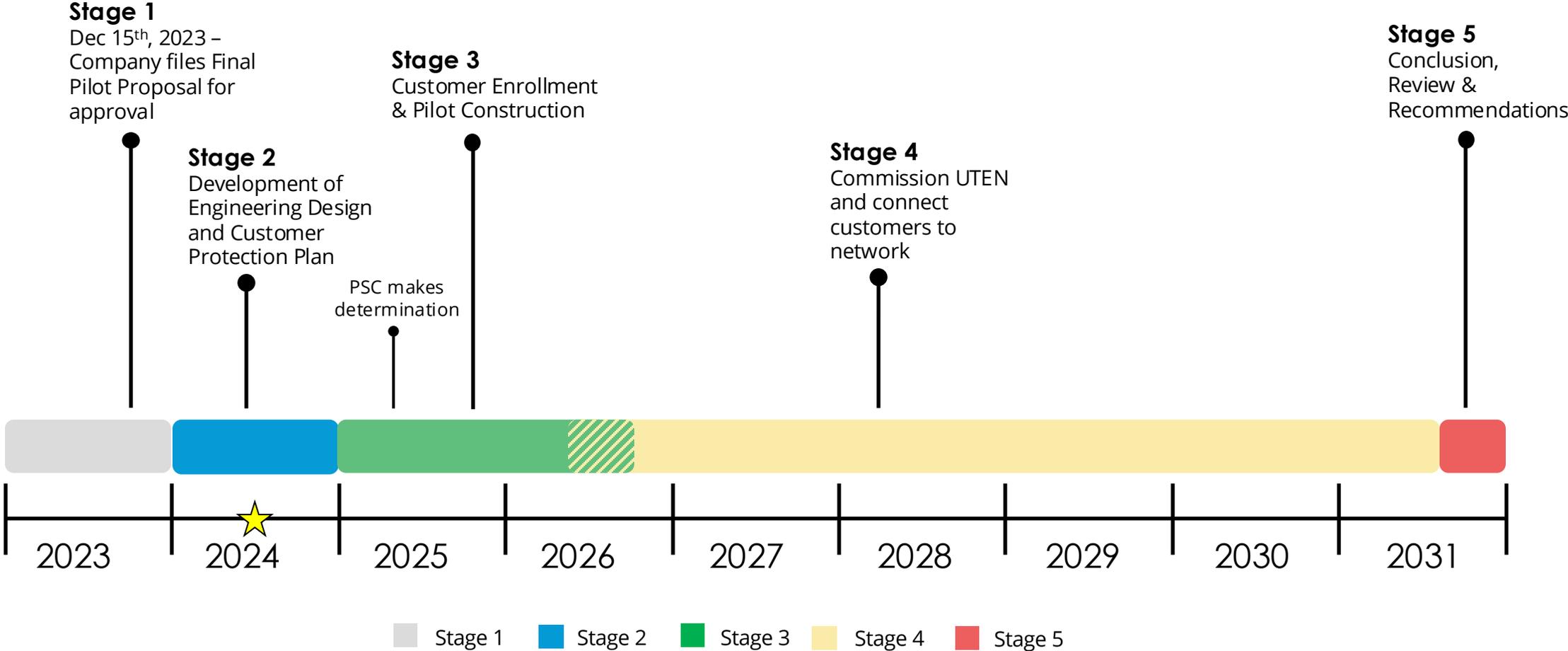
- *Emissions reduction:* Meaningfully contribute to State electrification goals
- *Cost mitigation:* Electrify efficiently to reduce total costs where possible
- *Equity:* Increase access of efficient electrification benefits to disadvantaged communities and/or low-income customers
- *Just transition:* Provide opportunity for transition of gas workforces

What is a Utility-Owned Thermal Energy Network (UTEN)?

Transfer of heat energy between buildings through a water-based pipe system owned and operated by Con Edison as a non-fossil fuel energy source for heating and cooling.



When is this happening?



Chelsea Pilot

Highlights

Disadvantaged Community

Waste heat from commercial office building with data center

4 New York City Housing Authority (NYCHA) buildings

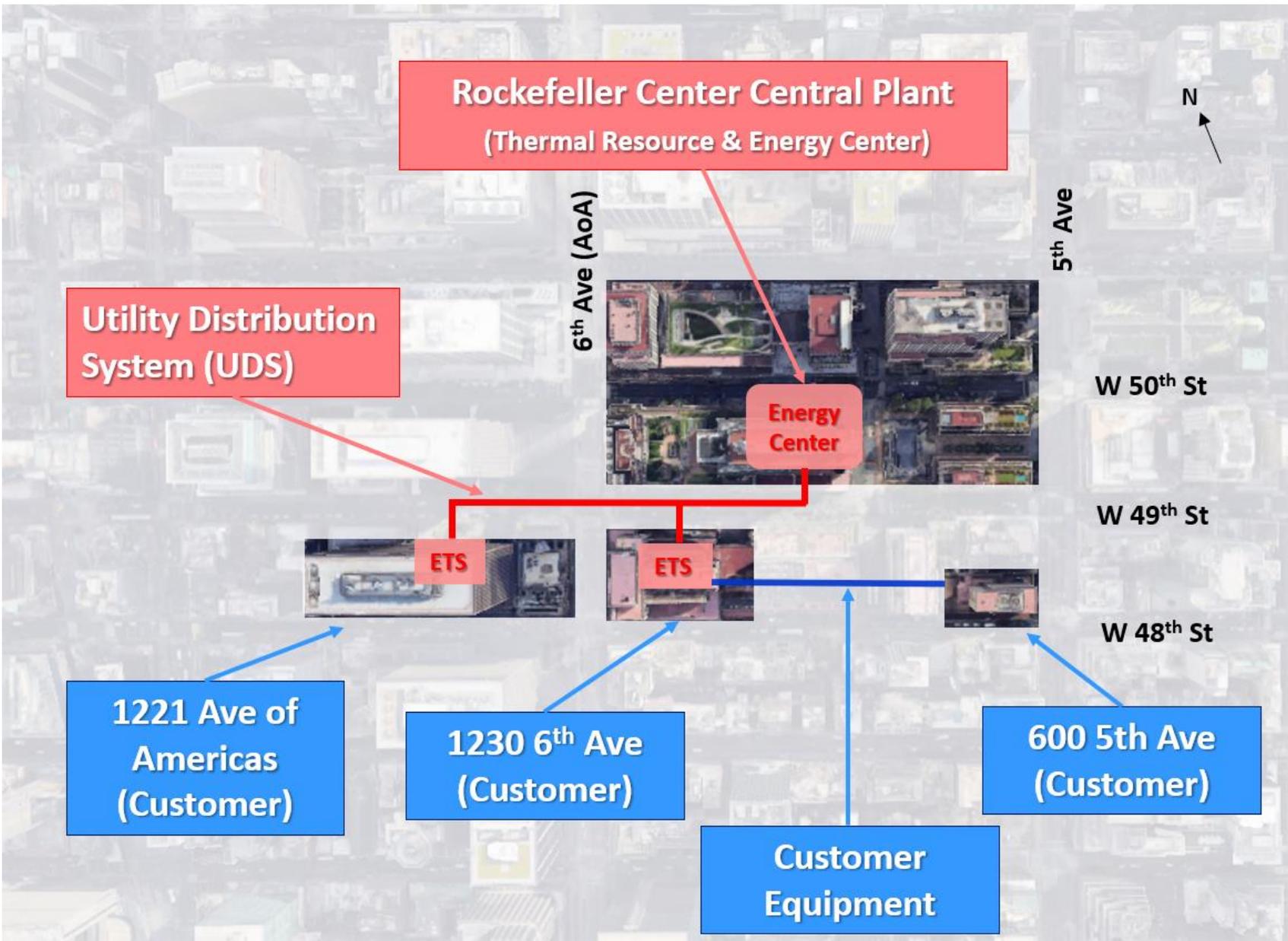
Heating, cooling, & hot water

Proximity to added thermal resources, including Hudson River, for potential expansion

Rates include payment for thermal energy resource



Rockefeller Center Pilot



Highlights

Waste heat from Rockefeller Center Central Plant

Variety of waste heat sources: chilled water system, steam condensate, ice plants

3 large commercial office buildings in Midtown Manhattan

Building heating converted to large scale WSHPs

Creation of “marketplace” to exchange waste heat energy between independent building owners

Mount Vernon Pilot

Highlights

Disadvantaged Community

Two connected district geothermal loops

Over 100 boreholes

Up to 76 buildings

Residential, churches, fire station, medical offices and recreational center

Heating, cooling & hot water

Retirement of up to 500' section of aged gas pipe

Rate design varies by customer class



Multichannel Outreach

Mount Vernon

- Door-to-door Canvassing
- Letters
- Emails
- Postcards
- Outbound Calls
- Lawn Sign
- Construction Sign
- Website
- Municipal Website
- Community Meetings



Harnessing the Power of the Earth

We're designing a Thermal Energy Network (TEN) that will provide clean, renewable heating, cooling and hot water in Mount Vernon.

The TEN will also provide emissions reductions equivalent to removing 1,700 vehicles from the road, reduce the impact of electrification on the energy grid, and potentially eliminate 500 feet of gas distribution pipeline.

To learn more, visit conEd.com/MTVernonTEN

Don't Miss Out! A Limited Number of Customers Will Be Chosen to Participate!

<p>What You'll Get for Joining the TEN</p> <ul style="list-style-type: none"> ✓ FREE replacement of your heating and cooling systems ✓ A GUARANTEE that your energy costs will not be more than they were prior to joining the TEN 	<p>Take the First Step: Schedule an Assessment</p> <p>If your home or building is shaded in blue on the map, schedule your assessment today.</p> <p>We'll assess your building's potential to connect to the project and give you a free energy-efficiency kit either way.</p>
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(914) 460-5301
TENPilotProjects@conEd.com



Join Us in the Count to TEN

A Thermal Energy Network (TEN) project is coming soon to Mount Vernon – you may be eligible to participate

Con Edison recently contacted you for an opportunity to participate in a thermal energy network project that we are exploring in the City of Mount Vernon. As a participant, Con Edison will convert your home and/or building's fossil-fuel heating and cooling systems to efficient, geothermal heating and cooling systems at no cost to you.!

We will be at **Purdys Park** located at 110 South 9th Avenue between West 2nd and West 3rd Street on **Saturday, August 3 from 2 p.m. to 5 p.m.** with free food, beverages, and ice cream! Come learn more about the project and sign up for your appointment.



conEd.com/ThermalEnergy



	Account & Billing	Services & Outages	Save Energy & Money	Clean Energy	🔍 Search	👤 Log In or Register
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[< Home](#) / [Our Energy Vision](#) / [Energy Investments & Projects](#) / Thermal Energy Networks

Thermal Energy Networks

We're connecting communities throughout our service area to shared thermal resources that provide clean, renewable heating, cooling, and hot water.



Credit and Collections Update

Kirsy Veloz – Department Manager

Winter Virtual Conference

December 10, 2024

Update

- Arrears have been growing steadily since the pandemic
 - Despite continued engagement with customers, and providing significant arrears forgiveness, both residential and non-residential arrears continue to climb
- At the end of November 2024 customer arrears are \$1.56B compared \$0.40B pre-pandemic
- High arrears have impact on our customers, community and the Company's finances
- Collection activities have now resumed
- Con Edison is increasing collection activities to address the increase in arrears, including increasing communications with customers before a field visit is made, and increasing the capacity to make field visits to engage customers in the field to prevent continued accumulation of past due balances
- We continue to inform customers about the multiple Assistance programs offered
- We expect increased customer, and stakeholder inquiries and have increased capacity for our call centers

Financial Assistance Programs

- Pay Plans
- Payment Arrangements
- Energy Affordability Program
- Con Edison's Energy Share Program
- Government Assistance Programs
 - Home Energy Assistance Program (HEAP)
 - Utility Bill Assistance
- More Information at [Coned.com/billhelp](https://www.coned.com/billhelp)





Electric Safety Video

- Short videos to spread awareness about using Electricity safely
- In 7 languages: English, Spanish, Mandarin, Cantonese, Korean, Russian and French
- Links can be shared with your community via:
 - WhatsApp
 - WeChat
 - Text Message
- Topics covering:
 - Extension cords
 - E-bike and scooters
 - Appliance safety

Electric Safety Video



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