

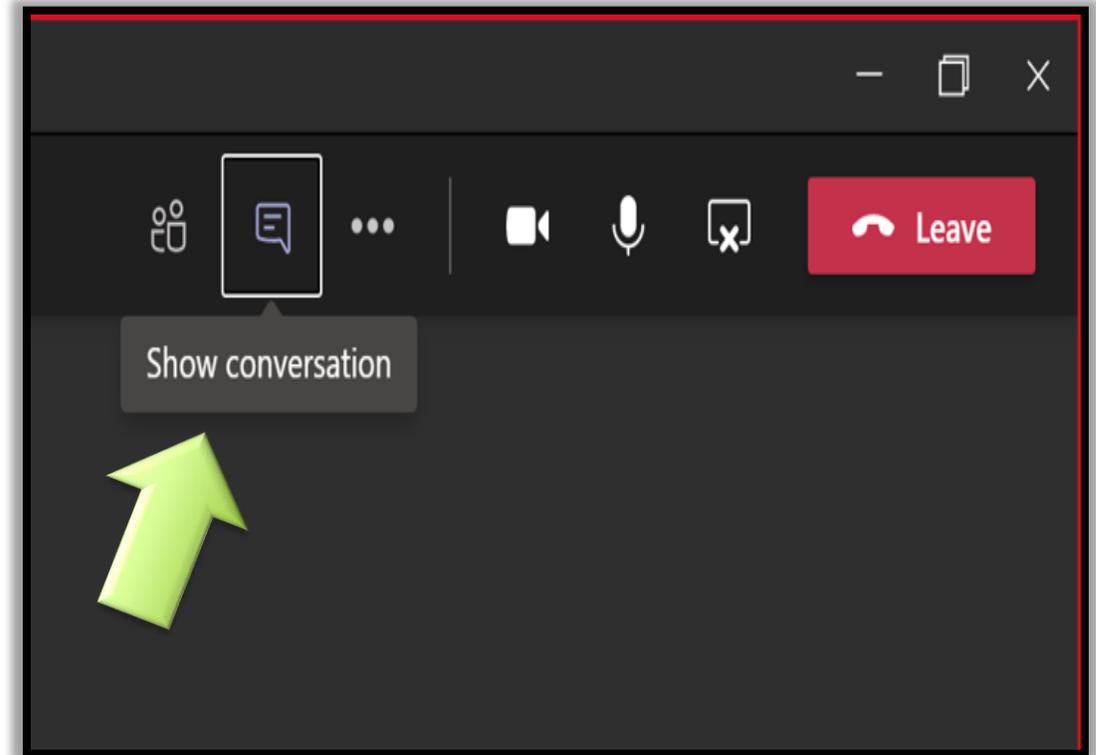


**conEdison**

# 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 2025 Conference Agenda

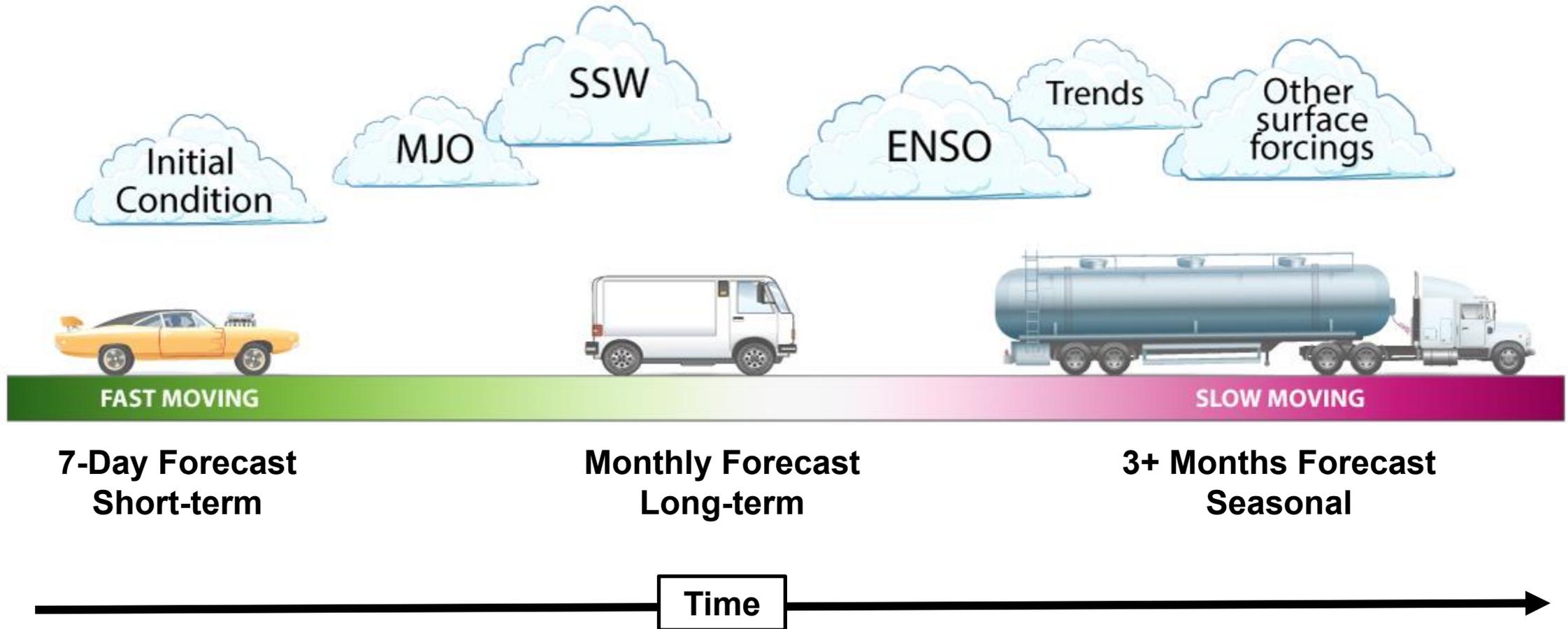
- Winter Weather and Outlook Communications
  - Jessica Ptashenchuk, *Meteorologist*, Emergency Preparedness
  - Peter Go, *Sr. Rate Analyst*, Rate Engineering
  - Jon Minners, *Department Manager*, Outreach and Education
- Natural Gas Safety
  - Christine Cummings, *General Manager*, Gas Engineering
- Energy Efficiency and Building Electrification Programs through 2030
  - Catherine Zurawsky, *Senior Specialist*, Strategic Engagement - LMI
- Payment Assistance Programs
  - Belkys Mateo, *Senior Specialist*, Outreach and Education
- Scam Awareness
  - Paul Dagliolo, *Senior Specialist*, Outreach and Education

# **2025-26 Winter Outlook**

Jessica Ptashenchuk  
Meteorologist  
Emergency Preparedness

# Seasonal Forecasting

## Why It's Challenging



# Winter Forecasting

## Specific Challenges

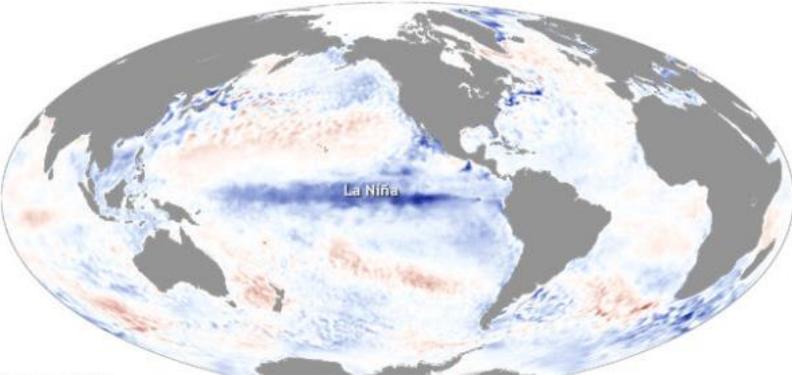
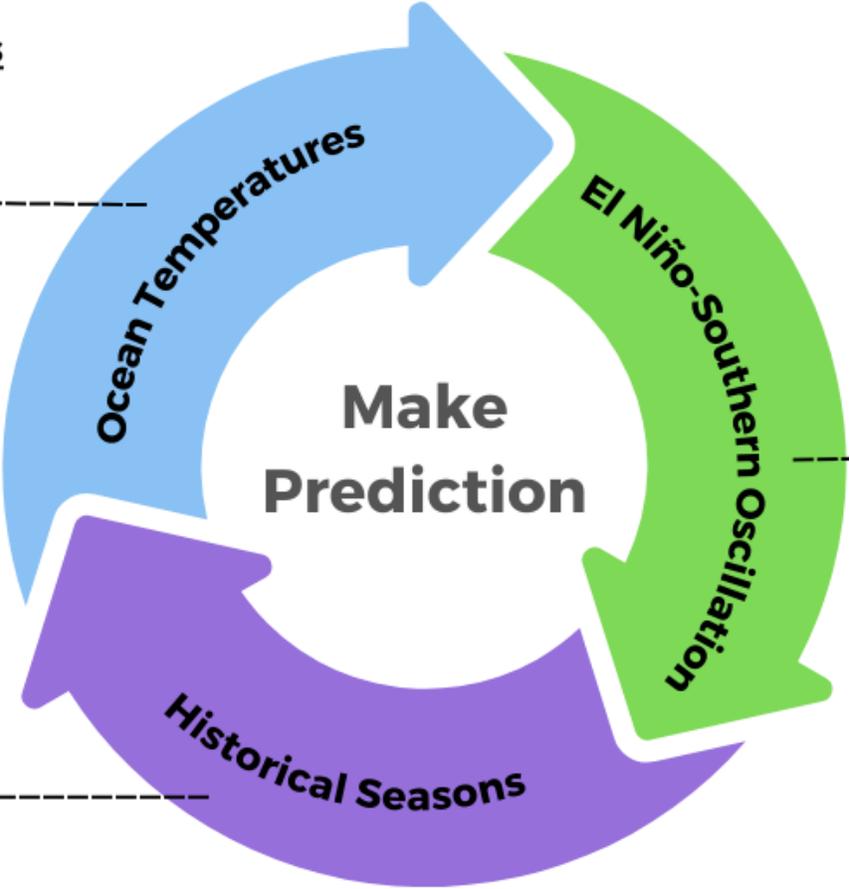
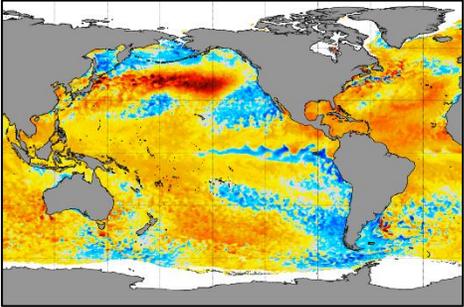
- **Storm track sensitivity**
  - 50–100-mile shift can mean heavy snow vs. mostly rain
- **Temperature gradients**
  - NYC often sits near the rain/snow line → high uncertainty
- **Blocking patterns**
  - Hard to predict frequency and persistence of Greenland/North Atlantic blocking
- **ENSO influence variability**
  - Weak or neutral ENSO years often yield less predictable outcomes



# Seasonal Outlook Process

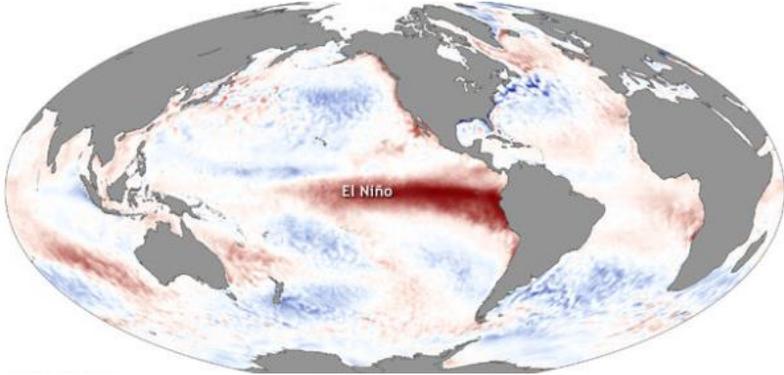
## Ocean Temperatures

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



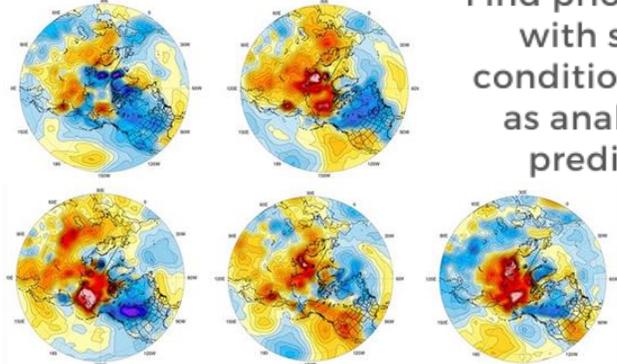
## El Niño-Southern Oscillation

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

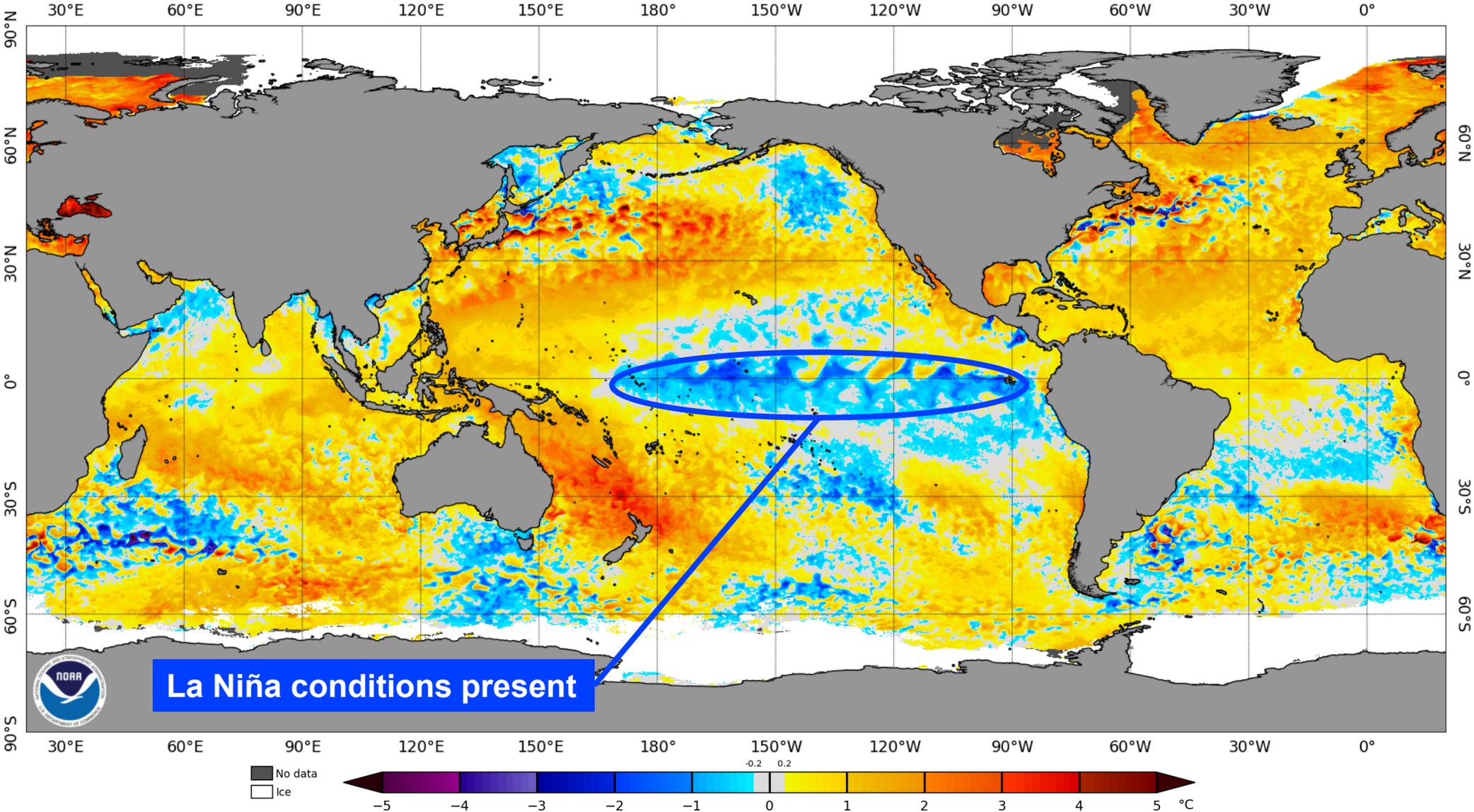


## Historical Seasons

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



# Global Sea Surface Temperature Anomalies Dec 1, 2025



# El Niño Southern Oscillation (ENSO) Outlook

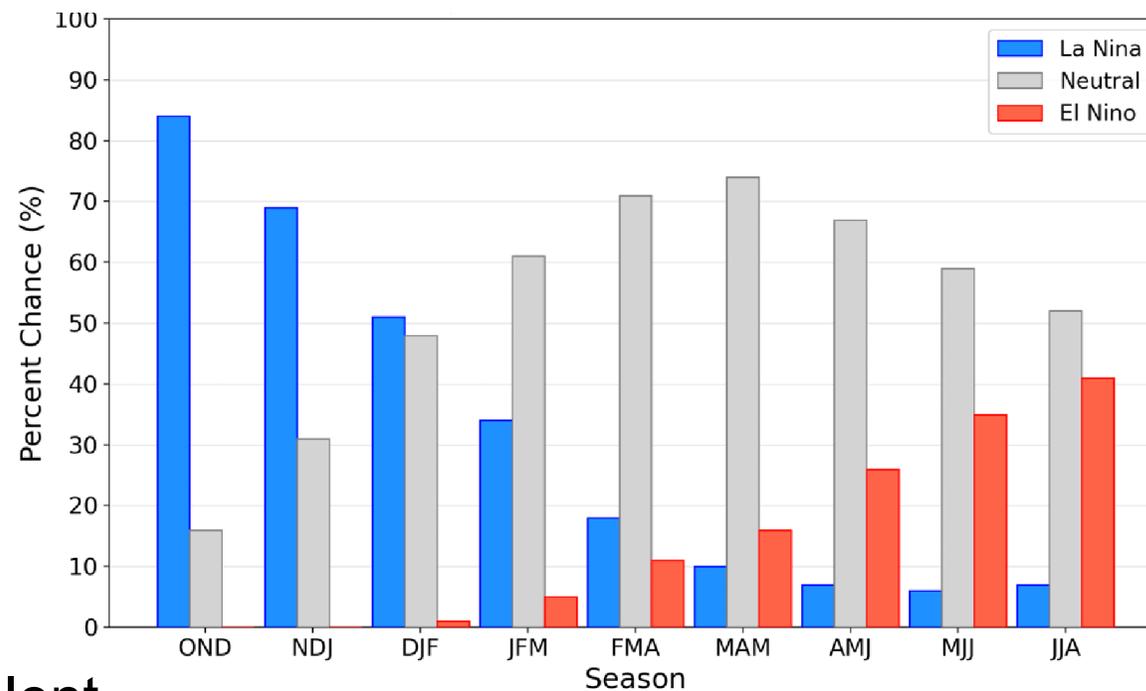
## Winter 2025-26

- **Current forecast: Weak La Niña**

- ~50% chance of La Niña remaining  
Dec 2025 – Feb 2026

- **ENSO signal is weak**

- Limited influence on Northeast U.S.
- Harder to predict
- Localized patterns become more prevalent
- NYC outcomes highly dependent on storm track



# What is a “Normal” Winter?

Weather Variable	Winter Average (Dec – Feb)	Comparison Winter (2012-2013)
Temperature	36.0°F	36.8°F
Precipitation	11.24”	11.81”
Snowfall	25.3”	14.1”
Days with Snowfall > 0”	~ 9	7
Days with Lows ≤ 20°F	~ 15	10

# Winter Outlook

## Key Takeaways

Temperatures	Precipitation	Snowfall
Near normal	Near normal	Below normal

### Current Challenges:

- Early season forecast
- Weak La Niña influence
- Analogs show different outcomes
- Low confidence forecast



# **2025-26 Winter Bill Outlook**

Peter Go  
Sr. Rate Analyst  
Rate Engineering

# Winter Bill Impact Projections

## Summary of Impacts (Winter 2025–26 vs 2024-25)

- Winter period defined as November through March

Service	Class	Total Bill
Electric	Residential - NYC (280 kWh)	<b>-0.5%</b>
Electric	Residential - Westchester (425 kWh)	<b>-1.5%</b>
Gas	Residential (157 Therms Avg Winter Usage)	<b>0.3%</b>

# Winter Electric Bill Impact Projections

## Main Drivers of Impacts (Winter 2025-26 vs 2024-25)

- NYC is projected to be relatively flat compared to the prior winter due to overall delivery decreases offset by supply cost increases.
- Westchester is projected to be slightly lower than last winter primarily due to overall delivery decreases.

### Winter 2025-2026 vs. Winter 2024-2025

Class	Supply Costs	Delivery/ Other	Total Bill
Residential NYC (280 kWh)	 0.5%	 -1.0%	 -0.5%
Residential Westchester (425 kWh)	 -0.2%	 -1.3%	 -1.5%

# Winter Gas Bill Impact Projections

## Main Drivers of Impacts (Winter 2025-26 vs 2024-25)

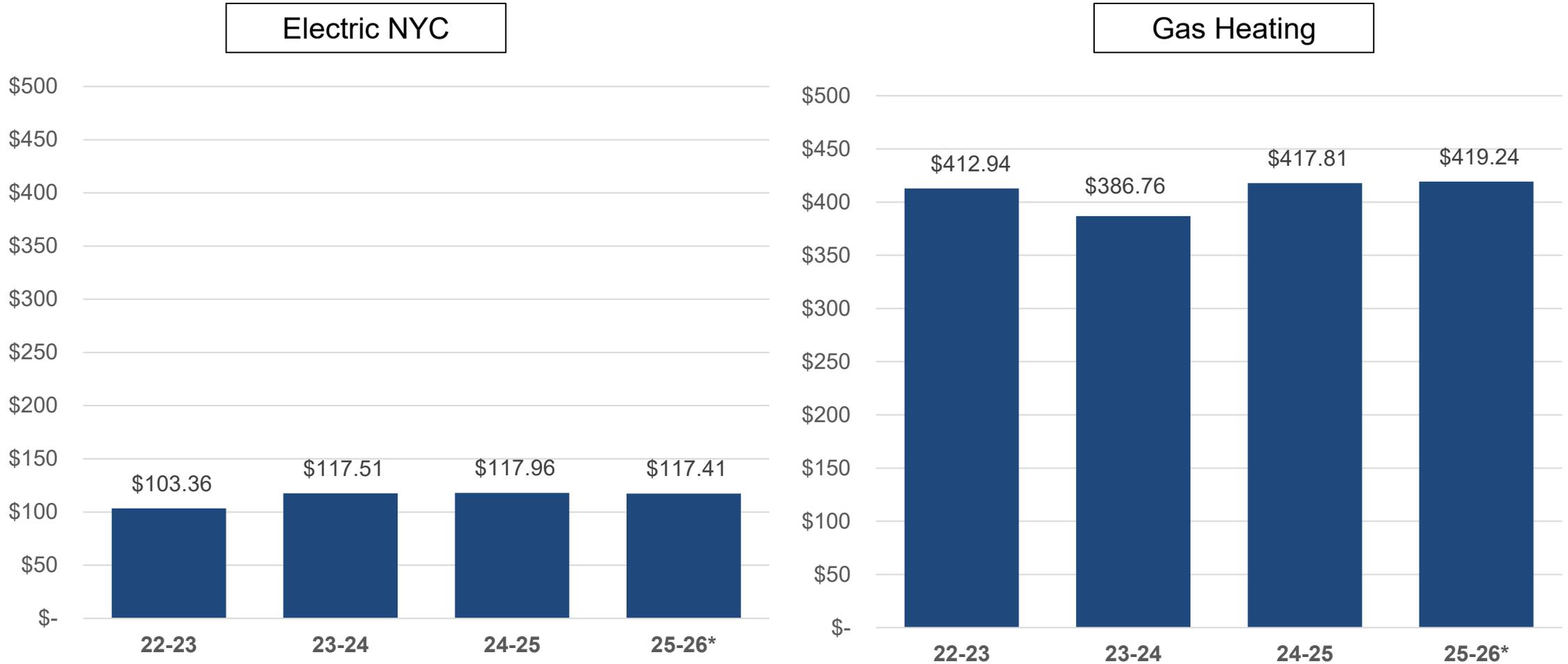
- CECONY residential heating customers is projected to be flat this winter mainly due to overall delivery rate increases offset by supply decreases.

### Winter 2025-2026 vs. Winter 2024-2025

Class	Supply Costs	Delivery/ Other	Total Bill
Residential (157 Therms)	 -0.5%	 0.8%	 0.3%

# Winter Bill Impact Projections

## Average Winter Residential Customer Bills (Winters 2022/23 through 2025/26)



\* Winter 2025-2026 Forecast

# **2025-26 Winter Messaging**

Jon Minners  
Department Manager  
Outreach & Education

# Multi-Channel Communications Snapshot



Reels

**Financial Assistance Advisor**  
Not sure which assistance programs you qualify for? Let's explore your options.

GET STARTED

conedison

Follow

Our Financial Assistance Advisor is a tool on our ...

18 likes, 3 comments

conedison Embrace the cold season equipped with our energy-saving tips from us. Every degree on your thermostat counts; set it to the lowest comfortable temperature and observe a difference in your heating costs. Remember to keep heating and cooling vents clear to allow efficient circulation. Let's strive for a warm yet energy-efficient winter together. Click the link in bio for more detailed information. #WinterEnergyTips #saveenergy #energyefficiency

October 30, 2024

conEdison

Here's how to understand your bill.

Learn What Your Bill Powers

Delivery, supply, and taxes make up your total bill.

Learn More

Your Delivery Costs Keep Energy Resilient

We're building tomorrow's grid today - one that will power New York's clean energy future while maintaining the world-class reliability you expect. Here's where your dollars go:

**Delivery:** This is the cost to build, operate, and maintain the miles of pipes, wires, and buildings to bring you safe, reliable, and increasingly clean energy - plus local property taxes on this infrastructure.

**Supply:** Energy suppliers produce the power and provide the gas you use and then charge us for the power and gas we deliver to you. We buy the energy you use in competitive markets and pass those costs on to you.

**Taxes:** Local, state, and federal governments tax almost all goods and services, including energy. The taxes and fees you see on your bill are for the energy you use.

Watch to Learn More



conEdison

We're Here to Help with Summer Energy Bills

Having trouble paying your bill? We want to help.

View Options

3.5K views

The energy bill arriving in your inbox this month will reflect your energy use during some of the hottest days in over a decade. If you need support with your bills, try our **Financial Assistance Advisor** tool. It will ask you questions and point you toward resources right for you, such as:

- Budget Billing.** Avoid unexpected high bills and spread your payments out evenly across the year with periodic adjustments. **Start now.**
- Payment Extensions.** You may be able to request an extra 10 days to pay off your bill. **Request an extension.**
- Energy Affordability Program.** You may qualify for a bill discount from our Energy Affordability Program if you receive certain governmental assistance such as SNAP, Medicaid, Veterans Affairs disability compensation or survivors pensions. **Get details.**
- Payment Agreements.** If you can't afford to pay your bill in full right now, a payment agreement may be for you. Log in to My Account to

Con Edison Sponsored

Now is the perfect time to upgrade your water and heating systems. Our energy efficiency incentives can help.

Winter is around the corner.

Upgrade your heating equipment before the cold hits.

Save Energy View our list

3.5K views

conEdison

Powering Progress in Brooklyn

Here's how we're investing in your community, so everyone has access to energy that is reliable, resilient, and clean.

We've asked the state to approve investments in our energy systems so we can keep bringing you reliable, resilient, and clean energy - now and for decades to come. The proposed investments will help ensure the grid is ready to meet growing electric demand, as well as, maintain a safe and reliable electric service.

- Reliability:** Our energy infrastructure investments and dedicated crews help deliver the most reliable electric service in the country. Our investment plan will help us continue to deliver safe and reliable energy to power Brooklyn homes and businesses for years to come.
- Resilience:** Severe storms, hotter temperatures, and longer heatwaves are happening more often. We plan to keep our systems strong, so your electric service stays on.
- Clean Energy:** As a key partner in achieving New York's clean energy goals, we're making the energy you use - and the air you breathe - cleaner and healthier.

**Key Projects in Brooklyn**

Strengthening and Upgrading Infrastructure

- Gowanus to Greenwood Reliable Clean Cities Project:** 136 kV transmission feeder is being installed along the mile stretch between the Greenwood and Gowanus substations. This important work supports New York State's efforts to reduce greenhouse gas emissions and helps us continue to provide reliable power.
- Brooklyn Clean Energy Hub:** The Hub is a transformative infrastructure project that will deliver large amounts of increasingly renewable power to southeastern Brooklyn and contribute to the continued high reliability of Con Edison's energy grid. The Hub will have the potential to connect up to 1,500 MW of renewable wind energy within the next decade and brings us a giant leap forward towards our commitment to achieve 100% clean energy by 2040.
- Brownsville Energy Storage System:** A company-owned battery energy storage system installed adjacent to Brownsville Substation. It will provide support to address the energy demand that has been forecasted for the future, and be used to maintain grid reliability, increase resilience, and improve customer satisfaction in Central Brooklyn.
- Gateway Park Area Substation:** The Gateway Park area station is a new, indoor 27kV substation with five 13627kV transformer banks. We know that the networks supplied by the Brownsville substation are projected to be overloaded by 2028. This new area substation is needed to split the networks and offload the Brownsville substation.
- Williamsburg Reliability Network Reinforcement:** Consisting of four new feeders that will provide power to Williamsburg, Greenpoint, Fort Greene, Clinton Hill, and Bed-Stuy. This is a reliability and capacity project which will reduce the chances of outages and provide wire relief to existing lines.



# **Natural Gas Safety**

December 2025

# Con Edison Natural Gas

- We serve customers in Manhattan, the Bronx, a portion of Queens and most of Westchester
- Natural gas is, by itself, odorless.



**1. Smell** an odor similar to rotten eggs.  
**See** a white cloud, bubbles in water, blowing dust, dying plants....



**2.** Leave immediately and take others with you. If the leak is outside, **move to a safe spot far away.**



**3.** Call **911** or 1-800-752-6633.  
National Grid customers call **1-718-643-4050.**

# This is what can happen



## BRONX BUILDING COLLAPSES AFTER

An explosion leveled two apartment buildings in the East Harlem neighborhood of New York, on March 2, 2014. The National Transportation Safety Board is investigating. ASSOCIATED PRESS



0:48

# How are we protecting customers?

- Outside (our stuff)
  - We replace leak-prone pipe
  - We conduct leak surveys of all our equipment
  - We repair every type of leak – this makes us unique
- Inside (your stuff)
  - Natural gas detectors that communicate with us
  - Service line inspections (leaks/corrosion)
  - Respond to all calls/alarms.



# Contact Us

CALL 9-1-1 OR 1-800-752-6633 IF THIS IS AN EMERGENCY.

If you smell gas, or an alarm is going off, it is **ALWAYS AN EMERGENCY.**

- Want a natural gas detector for the basement?
- Need to schedule your service line inspection?

Visit us on [conEd.com](http://conEd.com) and set up your own appointment online

Call us at 1-800-643-1289, Monday-Friday from 7 AM – 3:30 PM



# **2026-2030 Energy Efficiency (EE) and Building Electrification (BE)**

# Energy Efficiency and Building Electrification Programs

Provide customer incentives to fund Energy Efficiency (EE) and Building Electrification (BE) upgrades:



Residential



Multifamily



Small Business &  
Nonprofit



Commercial &  
Industrial



Additional Offerings

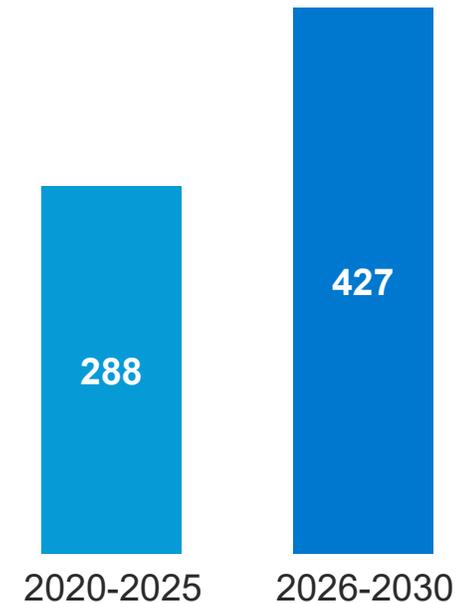
- Low-to-moderate income
- Disadvantaged communities

Programs are foundational to Con Edison's Clean Energy Commitment and support State energy goals outlined in the Climate Leadership and Community Protection Act (CLCPA)

# Energy Efficiency/Building Electrification (EE-BE) Orders for 2026-2030

- May 2025 LMI and Non-LMI Orders set funding and program delivery frameworks for 2026-2030
- Commission sought to “*balance achievement of the State’s climate policy objectives with our primary mission of ensuring just and reasonable rates.*”
- Authorized budgets
  - \$5B across NYS, \$1B annually
  - \$2.1B for Con Edison

Con Edison Avg Annual EE-BE Program Spend Authorization<sup>1</sup> (\$M)



1) 2026-2030 include labor spend as part of program budgets

# EE-BE Orders Focus Areas

Affordability

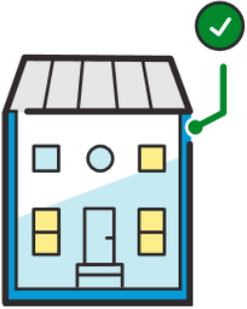
Strategic Framework

Collaborative model with defined roles for utilities and  
NYSERDA

Budget Management

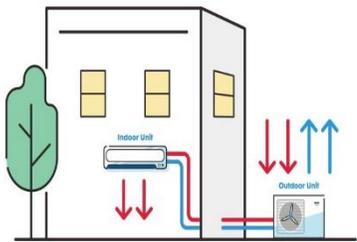
# EE-BE Portfolio Priorities

## Weatherization



- Maximizes efficiency of existing building envelope and is foundational to managing grid demand
- Order sets minimum overall spending limits
- New Regional Weatherization Program for downstate residential customers

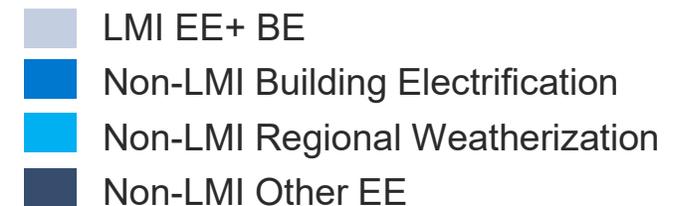
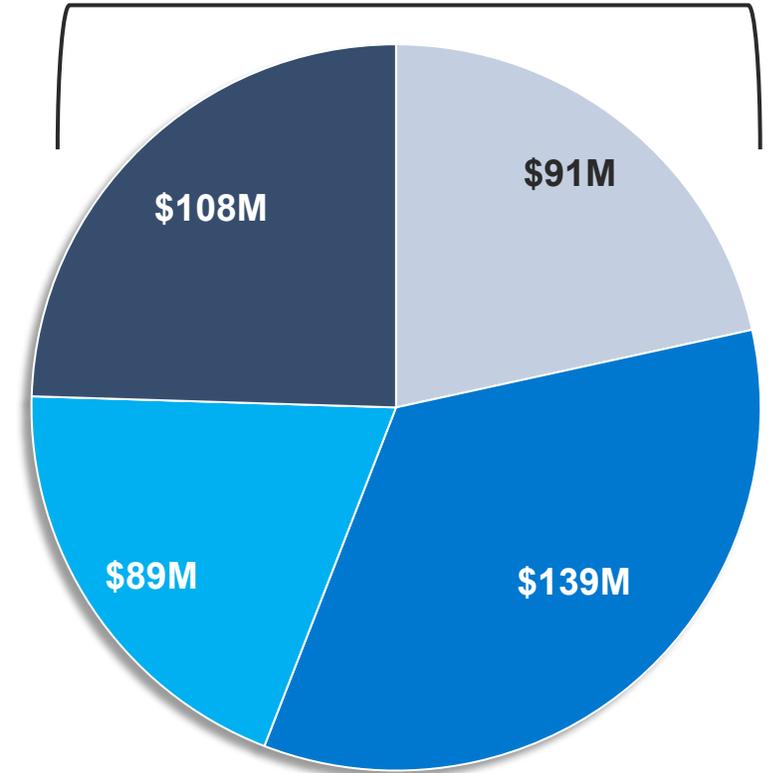
## Building Electrification



- Electrifying buildings is vital to achieving State and City decarbonization goals
- Order sets maximum overall spending limits
- Enhanced offerings across all customer markets, including new LMI Multifamily incentives

Con Edison Authorized Average Annual Spend

**\$428M**



# Con Edison EE-BE Programs

## *Growing*

Building Electrification

Building Envelope

Traditional Energy  
Efficiency Measures

## *Phasing Out*



Lighting



Steam Trap  
Replacement



Freezer & Door  
Gaskets  
Night Covers



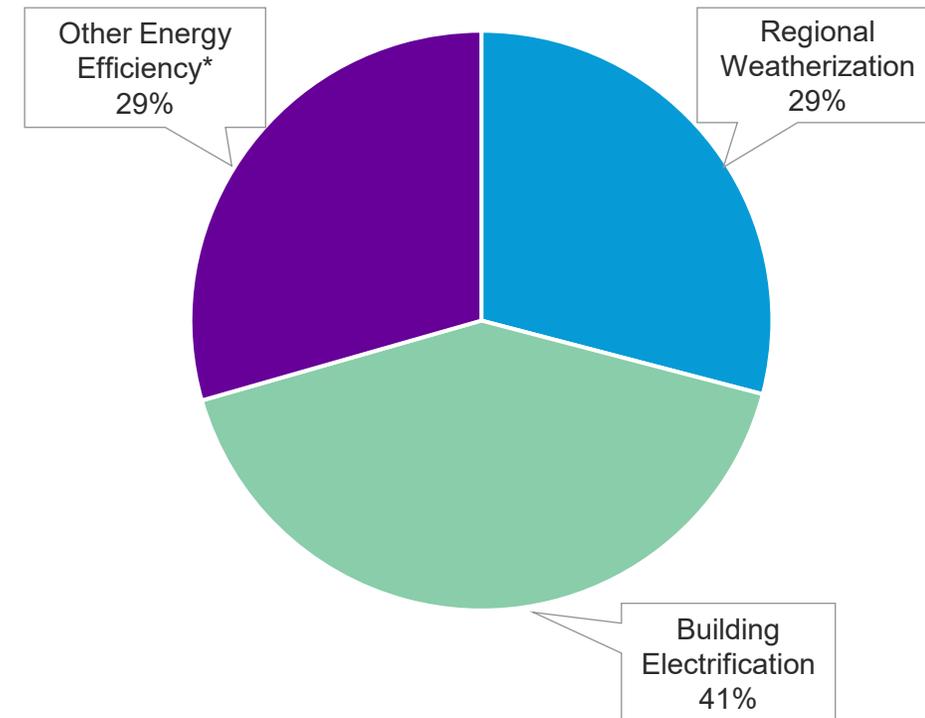
Boiler & Chiller Tune-Ups

# Non-LMI EE-BE Order

Authorizes **\$1.7B** Con Edison cumulative budget and divides Non-LMI into three sub-portfolios:

1. Regional Weatherization –
  - Downstate Regional Weatherization Program for Residential and Multifamily, jointly administered by Con Edison + National Grid
2. Building Electrification -
  - NYS Clean Heat for Residential, jointly administered by Utilities + NYSERDA
  - BE offerings in Con Edison “core” programs for all non-Residential
3. Other Energy Efficiency -
  - Traditional EE measures for non-Residential
  - Weatherization offerings in “core” programs for commercial sector

Con Edison Non-LMI EE-BE Planned Budget

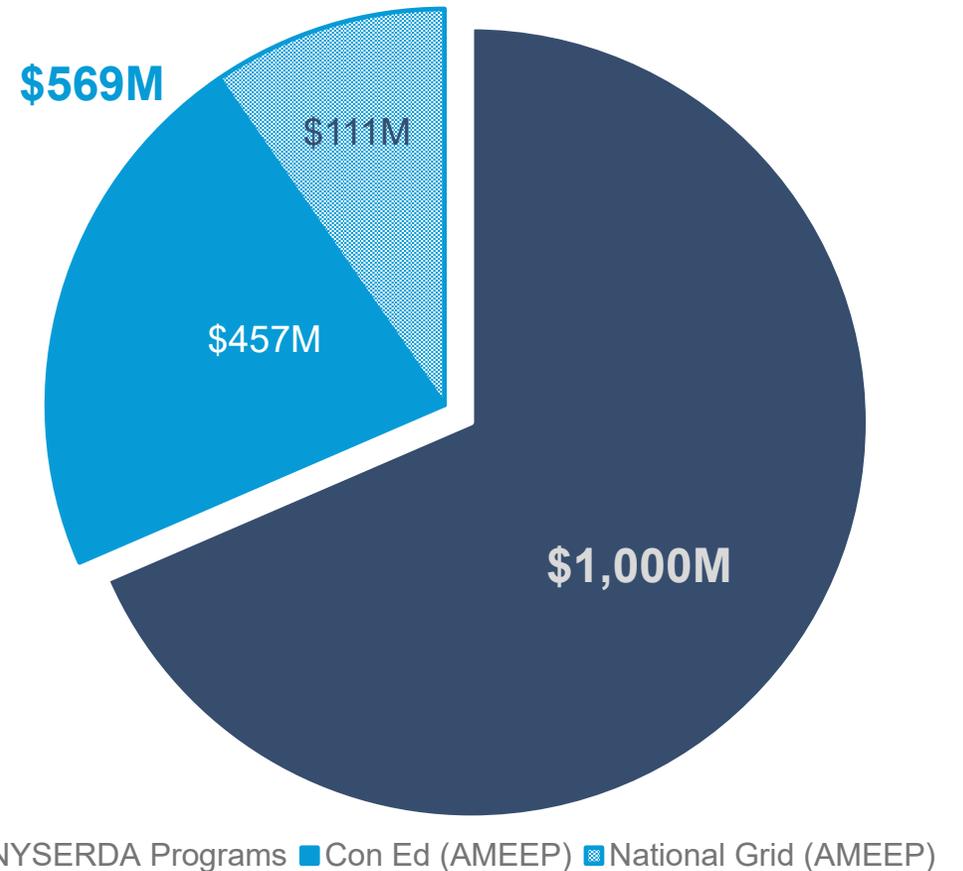


\*Includes commercial weatherization

# LMI EE-BE Order

- Establishes a Statewide Framework of programs with regional administration of three sub-portfolios:
  1. Affordable Multifamily - Downstate administered by Con Edison + National Grid; Upstate administered by NYSERDA
  2. 1-4 Residential - Statewide, administered by NYSERDA
  3. General Awareness and Education - Statewide, administered by NYSERDA
- Downstate AMEEP = 35% of total \$1.57B LMI authorization
  - Added electrification incentives (AMEEP-E)
  - Weatherization interventions
  - Streamlined program processes & coordination with NYSERDA Technical Assistance
  - Evaluating health & safety (authorized  $\leq 10\%$  of budget)

LMI EE-BE Cumulative Authorized Budgets (\$M)



# EE-BE Portfolio Planned Achievement

## Highlights

### Affordability

- 47% of total EE-BE program spend toward Disadvantaged Communities in 2026-2030

### Strategic Framework

- 5x growth in residential weatherization savings from 2026 to 2030
- Enhanced building electrification offerings in both Non-LMI and LMI programs

### Collaboration

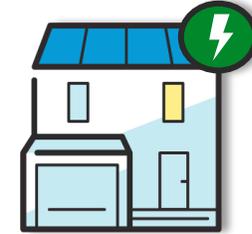
- Increased coordination with NYSERDA and Utilities to streamline program offerings

### Budget Management

- 36% of total EE-BE spend on weatherization and 33% on building electrification

## Non-LMI Portfolio

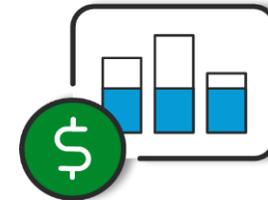
**167M LMMBTU-e**  
planned savings  
(2026-2030)



Enough to power  
**3 Million** homes  
for one year

## LMI Portfolio

**57M LMMBTU-e**  
planned AMEEP  
savings  
(2026-2030)



By upgrading  
**943,000**  
Affordable  
Dwelling Units





# Payment Assistance & Gov't Resources

Belkys Mateo, Sr. Specialist

# Energy Affordability Program

(Formerly known as our Low-Income Discount)

- EAP provides a discount on the monthly electric and gas charge if the customer receives a benefit 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](http://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](mailto: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:

Energy Affordability Program Discounts

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	\$27.89	\$27.89	\$3.00	\$118.31
Tier 2	Regular HEAP grant ≥ \$435 and <\$496	\$45.08	\$72.05	\$3.00	\$150.09
Tier 3	HEAP grant ≥ \$496	\$67.90	\$117.69	\$3.00	\$172.90
Tier 4	Energy bills paid by public assistance	\$65.71	\$113.32	\$3.00	\$170.72

Effective December 1, 2025

# 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

- The Home Energy Assistance Program (HEAP)
  - A federal program, also provides benefits to income-eligible customers to help cover heating costs. If you are eligible, you may receive one regular HEAP benefit per program year to help you pay for heating your home.

Eligibility and benefits are based on:

- income,
- household size,
- the primary heating source, and
- the presence of a household member who is under age 6, age 60 or older or permanently disabled.

# EnergyShare

**(Current criteria, subject to change)**

- Grants up to \$300 are available for residential customers through [heartshare.org](https://heartshare.org)
- **Eligibility Requirements:**
  - Customer made at least one good-faith payment toward their bill within the last 12 months
  - Account must be residential
  - 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 [energy@heartshare.org](mailto:energy@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](https://conEd.com/PaymentAgreement)

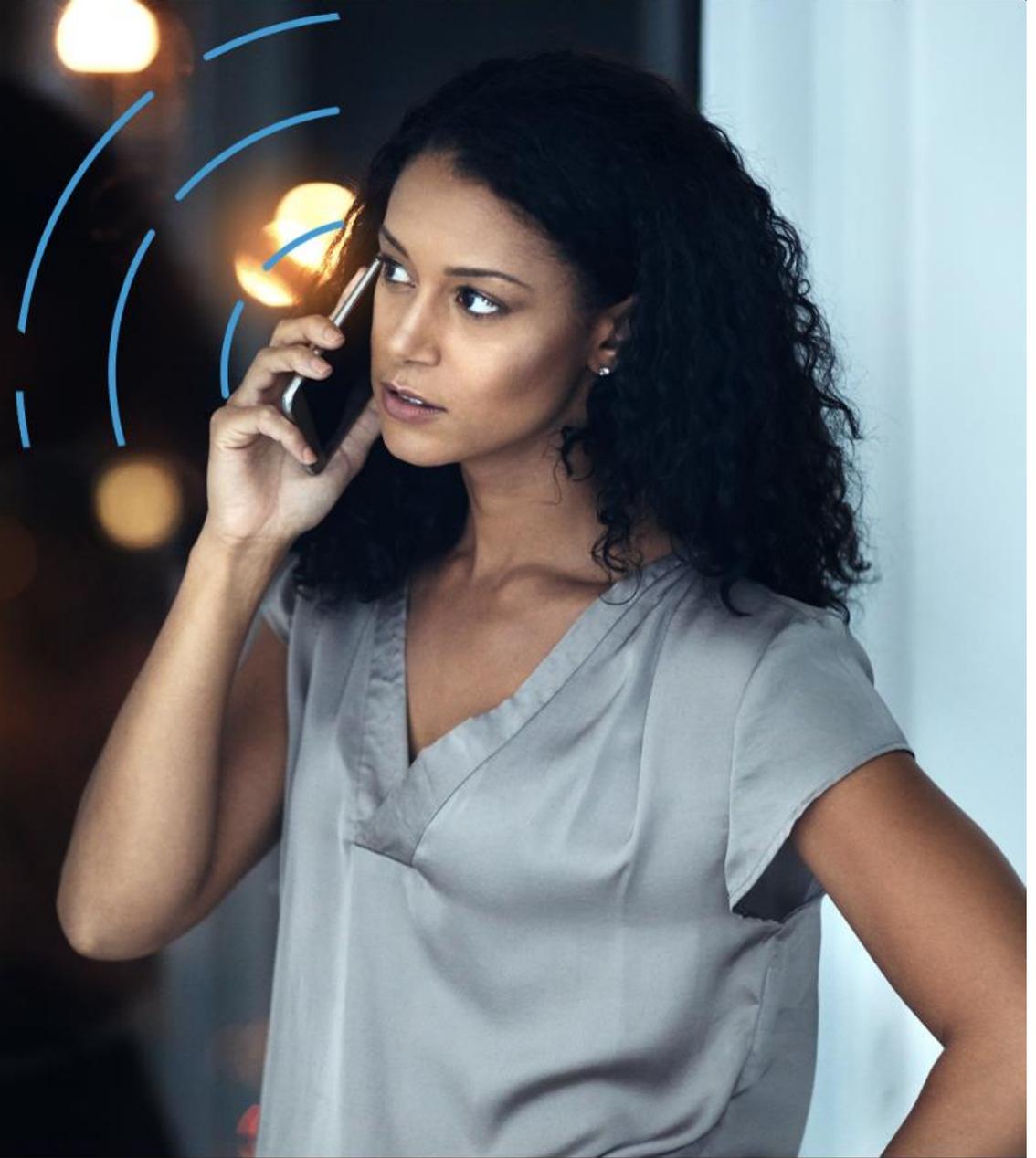
## Payment Extensions

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

Budget Billing is a payment plan that allows you to spread your payments out evenly across the year rather than paying a different amount each month. This method makes budgeting easier, with more predictable payments and no surprise high bills or seasonal spikes.



**Know the signs  
of a scammer.**



**Scam Awareness**

# Scam Awareness

- Customer Outreach & Education efforts
  - ✓ Email campaigns sent to our entire service territory twice annually, educating our customers of potential 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 for access to turn on/off your Electricity or Gas without showing you proper identification.
  - ✓ **Employee Verification:** 1-800-752-6633 (75-CONED)
- ✓ 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.
- ✓ Offer payment solutions via QR Code on panhandling items such as stickers or postcards.
- ✓ 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

Thank you,  
Any questions?



**conEdison**