



Application for Steam Service — Information Page

The information below provides you with further explanation regarding your application for service:

Account Information: Attach a copy of your lease or deed. If you purchased real estate and don't have your deed yet, submit a copy of your closing papers. Provide a letter of authorization from the customer if the person signing the application is not the customer.

Service Classification: The costs and benefits of service vary under different rate classifications, so it is important that your account be properly classified at the time it is established. If your account meets the eligibility criteria for two different service classifications, you may choose the more beneficial classification. Con Edison relies on the information you provide to properly classify your account. If your information is inaccurate or incomplete, you may be subject to backbilling. If your use of service or equipment changes at any time, you must notify Con Edison immediately to ensure that you continue to be billed under the proper service classification. The more you can tell us about the kind of equipment you have and how you use it, the better we can assist you in determining whether you may be more economically served at a different rate.

Here is a description of the service classifications:

SC-1 All-purpose steam rate for small commercial and small residential accounts, such as tailor shops and five-story brownstones.

SC-2 Annual power service for steam heat and/or air conditioning for large commercial office buildings, hospitals, and hotels.

SC-3 Apartment-house steam service for buildings at least fifty percent residential and containing at least three or more separate living apartments.

SC-4 Power service to customers who use steam supplied by the company and another energy source for the same purpose during the winter months (backup/supplementary service).

SC-5 Negotiated agreement to retain and attract customers that have viable competitive alternatives to the company's steam service.

SC-6 Firm transportation and delivery of steam to the premises of a customer who arranges for third-party supply of steam.

Information About Consolidated Edison Accounts

You May Be Required to Pay a Deposit: New customers are required to pay a deposit when applying for service. Interest is applied to your account annually at a rate set by the Public Service Commission. We hold the security deposit for three years, at which time we review the account and refund the deposit, with interest, if there were no late payments during the last 12-month period. If there were one or more late payments, we will continue to review the account monthly and refund the deposit once there are 12 consecutive months without a late payment.

Security Deposit Information: You may call in advance to find out approximately what that amount will be. The deposit will not be more than the cost of twice the expected monthly usage, except if the usage varies widely, in which case the deposit will not be more than twice the average monthly usage during the peak season. The de-

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posit is subject to later upward or downward revision based on actual subsequent billing. You may request that your account be reviewed in order to assure that the deposit is not excessive. Deposit alternatives that provide a level of security equivalent to cash, such as irrevocable bank letters of credit and surety bonds, may be accepted.

Con Edison's Payment Policy

Payment is due upon receipt of the bill. Your payment is considered late if it is not received within 25 days of the date we mailed the bill to you. Late-payment charges will be imposed on all past-due balances on nonresidential accounts at a rate of 1.5% a month. If you make two or more late payments in a 12-month period, you may be required to pay a deposit or pay an additional deposit.

If you have a problem paying your Con Edison bill, give us a call to arrange a payment agreement. The terms of a payment agreement generally require that you pay fifty percent of the amount owed, or twice your monthly bill, when you sign the agreement, with the balance paid in installments.

How to Reach Us

It's never too early or too late to reach us by phone. We want to provide you with the best possible service.

In case of an emergency (24 hours a day):
phone: 1-212-683-8830
or 1-800-914-9112
www.coned.com/steam

If you have questions about your steam service contact, the Business Development group at:
1-212-460-2011
or
Steam Distribution at:
1-212-338-4470 or 1-212-894-9540
fax: 1-212-253-8910