

Residential Smart Usage Rewards

Customer

Residential Participant

Smart Usage Partner

Meltek

Property Type

One-Bedroom Apartment

Location

Manhattan, NY

Overview

A Manhattan resident living in a one-bedroom apartment enrolled in Con Edison’s residential Smart Usage Rewards program through Meltek, their Smart Usage Partner. They saw participation as a way to help support a stronger, more resilient grid while also lowering personal energy costs.

The Challenge

The customer lives in an early-2000s apartment building with several energy-intensive appliances and limited compatibility with smart thermostats. Like many New Yorkers, they faced the challenge of staying comfortable during summer heat while balancing energy use in a building with modest efficiency.

The Solution

By participating in Smart Usage Rewards, the customer received notifications ahead of program events from Meltek, giving them time to adjust their energy use. Simple strategies, such as pre-cooling the apartment, running fewer window AC units during events, and shifting laundry to off-event hours, allowed them to participate comfortably without disrupting their daily routine.

Their top motivations were:

- Helping reduce emissions
- Supporting grid reliability in their community
- Saving money through Smart Usage Rewards

Meltek’s timely communication and quick delivery of financial incentives made the experience easy and rewarding.

Project Snapshots

Appliances

Multiple AC Units  
Washer/Dryer

Motivations

Emission Reduction  
Grid Reliability  
Financial Benefit

Experience Highlights

- Good Comfort During Events Using Simple Pre-Cooling
- Notifications Typically Reliable
- Incentives Delivered Quickly



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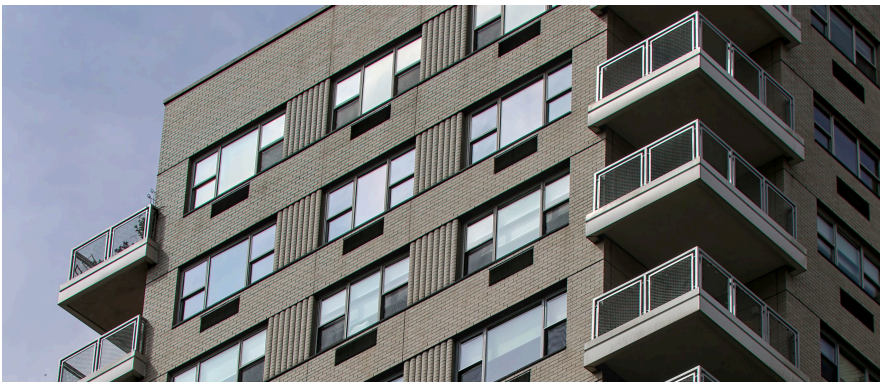
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Impact

Participation in Smart Usage Reward events helped the customer feel directly connected to New York’s clean-energy transition. By voluntarily reducing energy use during peak periods, they contributed to grid reliability and supported the state’s climate goals.

The customer shared that they would recommend the program to friends and family, calling out both the environmental and financial benefits as strong reasons to sign up.

Testimonial

“By participating, we’re reducing our electric bill, and that Smart Usage Reward participation goes even further. Every bit helps. We recommend it to others as much as possible because it reduces emissions, prevents blackouts, and you still get a check at the end of the day.”

- Residential Smart Usage Reward Participant