

# CUSTOMER NEWS

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**SMELL GAS  
ACT FAST**  
CALL US  
OR 911

## HIGHLIGHTS

- Call Before You Dig
- Smell Gas. Act Fast.
- The New ConEd.com

**conEdison** EVERYTHING MATTERS

SPRING 2017

## Can You Dig It?

Spring has sprung, which probably means yard work is in your future.

Hitting a gas line with your shovel or other equipment can seriously injure you. Before digging, call 811 two to 10 days ahead of time (it's the law), so utilities can mark the location of lines for free. Some pipelines are marked with the name and phone of the pipeline operator.

For more information, visit [conEd.com/gassafety](http://conEd.com/gassafety) or [www.npms.phmsa.dot.gov](http://www.npms.phmsa.dot.gov).

*We continuously monitor and inspect our 4,300 miles of natural-gas pipelines. Keeping you safe around them is our top priority.*



## Weather Watch

Here are some tips to stay safe before, during, and after storms:

- Never go near or touch a fallen power line.
- If you see downed wires, call **1-800-75-CONED (1-800-752-6633)** immediately.
- If power goes out, turn off appliances, but leave a light switched on so you'll know when service is restored.
- Be sure we have your current email address and cell phone number so we can contact you during an outage.
- Sign up for text-message notifications. Visit [conEd.com/mobileapp](http://conEd.com/mobileapp).

Visit [conEd.com/stormcentral](http://conEd.com/stormcentral) to check our outage map, report a problem, or learn more safety tips.



**CALL 911 OR 1-800-75-CONED  
(1-800-752-6633)**

Know the signs of a gas leak?

**Smell**—an unpleasant odor like rotten eggs

**Sight**—a white cloud, mist, fog, or bubbles in standing water

**Sound**—roaring, hissing, or whistling



If you smell gas inside, leave immediately and take others with you. If the odor is faint, open a window before leaving.

If you're outside, move away from where you think there could be a leak.

DO NOT use a phone; light a match; start a car, or turn on or off lights, flashlights, appliances, or anything else that could create a spark and cause the gas to explode.

Once you're safely away from the area, call 911 or **1-800-75-CONED (1-800-752-6633)**. National Grid customers call **1-718-643-4050**.

Don't assume someone else has already called. You can report leaks anonymously.

Visit [conEd.com/gassafety](http://conEd.com/gassafety).

## Protect Yourself Against This Deadly Gas

Carbon monoxide (CO) is odorless, colorless, and it can be deadly.



■ Know the signs of CO poisoning—headaches, shortness of breath, dizziness, nausea, and fatigue.

■ Leave the area immediately and call 911 if you suspect CO poisoning.

■ Once a year, replace the batteries on your CO detector, and clean heating systems, vents, chimneys, and flues.

■ Check that generators, furnaces, and space heaters are working properly.

For more CO safety rules, visit [conEd.com](http://conEd.com).



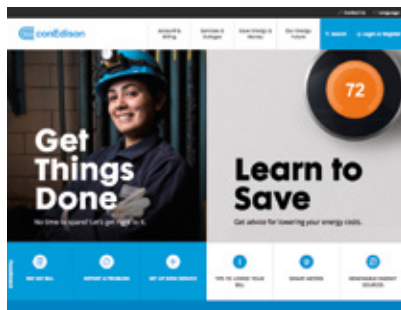
## GET UP TO \$110 OFF A SMART THERMOSTAT

A smart thermostat can help you manage and cut your central heating and cooling costs. Whether you're at home or away, use your smartphone, tablet, or computer to adjust the temperature. To enroll your smart thermostat, visit [conEd.com/smartthermostat](http://conEd.com/smartthermostat).

VISIT [CONED.COM](http://CONED.COM)  
FOR MORE SAVINGS

## Convert to Clean Natural Gas

Switch to cleaner-burning natural gas! It's better for the environment. If you're a Con Edison customer, visit [conEd.com/gasconversions](http://conEd.com/gasconversions) to watch our video and read more.



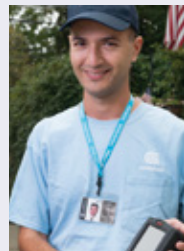
## The New ConEd.com

For all your energy needs, visit [conEd.com](http://conEd.com). It's easy to find what you're looking for and get things done—any time, day or night. We're working to help you save time and money, and our new site is the start of changes to come.

Soon you'll see improvements that make it easier to pay your bill and update your account information, with new online tools to help you understand how you're using energy.

## How to Spot a Real Con Edison Employee

- Wears a photo ID badge with their name and employee number on it
- Will give you their supervisor's name and ask you to call **1-800-75-CONED (1-800-752-6633)** to verify their identity.
- "Ask for ID. You're not being rude. You're being safe."



Share this with your neighbors, family and friends (especially the most vulnerable).



## Don't Get Scammed

We would never call, email, or visit your home or business to:

- Demand payment via a pre-paid debit card
- Or ask for your personal information

Don't pay over the phone unless you are certain you are using Con Edison's automated system. Scammers also demanded payments for bail, taxes, ransom, and hospital bills.

Suspect a scammer? Call **1-800-75-CONED** to verify that the caller or visitor is from Con Edison.

Don't forget to report scams to your local police department.



## Learn to Save

### GEAR UP FOR SUMMER WITH UP TO \$1,000 IN COOLING SAVINGS

Replace A/C and central air systems with more energy-efficient models.

Upgrading your cooling system could also help you use up to 30 percent less energy—saving you money on your energy bills. Visit [conEd.com/hvacrebate](http://conEd.com/hvacrebate).

**Looking for more rebates and energy savings for your home or business?**

## YOUR ONE-STOP SHOP FOR ENERGY SAVINGS

- Browse refrigerators, washers, water heaters, and more.
- Compare features and energy ratings.
- Take advantage of rebates and special offers.

VISIT [MARKETPLACE.CONED.COM](http://MARKETPLACE.CONED.COM)

VISIT [CONED.COM/ENERGYEFFICIENCY](http://CONED.COM/ENERGYEFFICIENCY)

## Community Partnerships

*We support hundreds of nonprofits that help strengthen neighborhoods, sustain communities, and improve lives.*



### A Unique After-School Program for Your Child

Trail Blazers' Under One Sky after-school program, supported by Con Edison, is a unique opportunity for Pre-K to grade-five students to develop critical thinking, collaboration, leadership, and problem-solving skills through the lens of environmental science and community stewardship.

Students experience environmental science hands-on: exploring the links between our natural environments and our urban environments, because we all live under one sky. Visit [trailblazers.org](http://trailblazers.org).

### New York's Home for Spanish Theater

At the Gramercy Arts Theatre since 1972, Repertorio Española has presented renowned playwrights from Latin America and the growing body of American writers who capture the Latino experience.

Con Edison is a proud supporter of the company, which has presented more than 250 original productions. It has welcomed some 1.5 million people and 750,000 high school students. Repertorio Española conducts in-school artistic residencies, family workshops, and teacher-training sessions. Visit [repertorio.nyc](http://repertorio.nyc).

Call us at 1-800-752-6633



Visit us at [conEd.com](http://conEd.com)

## Is Your Building's Gas Service Safe?

Each year, Con Edison conducts free inspections of gas service at schools, hospitals, nursing homes, and other structures defined as buildings of public assembly. Qualifying institutions are licensed by New York State for the care of children, and factories that employ 75 or more people. Buildings of public assembly also includes buildings that have a capacity of 75 or greater where the public is regularly admitted. Office or apartment buildings not normally used by more than 75 people are excluded from the BOPA definition, and therefore, not eligible for the free inspection. If you think your building qualifies, call 1-888-544-5476.

### Spot Steam?

Immediately call 1-800-75-CONED (1-800-752-6633). Visible steam is caused by water falling on a steam pipe, a manhole cover, or a steam leak, and we need to check it out.

## Life-Support Equipment and Medical Emergencies

If you or someone you know uses life-support equipment or has a medical-emergency condition, we need to be able to contact them during storms and other emergencies. Call 1-800-75-CONED (1-800-752-6633) or log into [conEd.com](http://conEd.com) and choose the Enroll in Special Services option to complete our online form. If you choose to call, please have your 15-digit account number available.

Life-support equipment includes:

- Tank-type respirators (iron lung)
- Cuirasses-type (chest) respirators
- Rocking bed respirators
- Electrically operated respirators
- Apnea monitors (infant monitor)
- Dialysis equipment (kidney machine)

Both life support equipment and medical-emergency conditions require certification, which you can initiate by asking your doctor or local board of health to call 1-718-222-7593. Each year, we send a letter asking those enrolled to recertify so that our records remain current.

## Using Your A/C Can Get Expensive

Sweltering weather is on the way. From June 1 to September 30, the first 250 kilowatt-hours you use will be billed at your normal delivery rate. But you'll be charged a higher rate for each kilowatt-hour over 250.

Consider cutting down on your A/C use. And visit [marketplace.conEd.com](http://marketplace.conEd.com) for more tips and energy-saving appliances.

To provide us with actual meter readings on June 1 and September 30, visit [conEd.com/myaccount](http://conEd.com/myaccount).

## We Speak Your Language!

Our call center operators are fluent in major languages and translators are available for many others. Give us a call with questions about your bill, to report a power outage, or to learn how to save money and energy at your home or business. Call 1-800-75-CONED (1-800-752-6633).

## EnergyShare helping families in need

Help keep the lights and heat on for a fellow New Yorker in need. Con Edison's EnergyShare program, a fund administered by HeartShare Human Services of New York, helps eligible residential customers get a grant of up to \$200 for their energy bill. Each dollar donated is matched by Con Edison. Add exactly \$1 to your monthly bill and it will be donated automatically. Or, text the word "SHARE" to 27722 to make a one-time donation of \$5.

Visit [conEd.com](http://conEd.com) to learn more, or call 1-800-75-CONED.

## Lights Out? Tell Us!

If you lose electricity, or have partial, dim, or flickering lights, let us know right away. Call 1-800-75-CONED (1-800-752-6633) or log on to [conEd.com](http://conEd.com) from your computer or smartphone and click "Report an electric service problem."

