

NEW YORK STATE  
DEPT. OF PUBLIC SERVICE

2011 JUN -6 PM 3:10

ROSE NGADI  
CONSUM

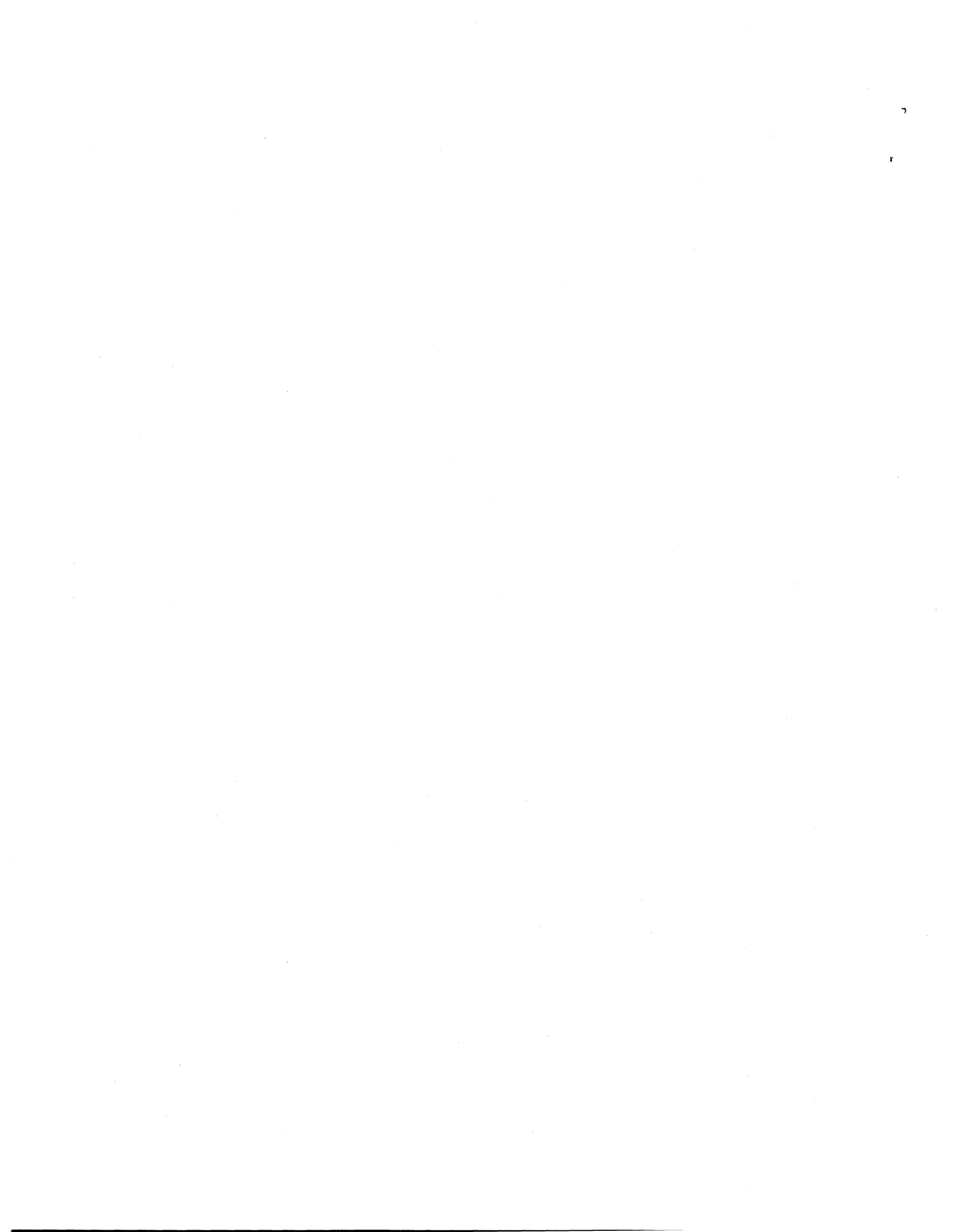
RECEIVED  
PUBLIC SERVICE  
COMMISSION  
EXECUTIVE SECRETARY  
2011 JUN -3 PM 2:01

May 31, 2011  
Jaclyn A. Brillling, Secretary  
Public Service Commission  
Three Empire State Plaza  
Albany, New York 12223

Dear Jaclyn A. Brillling :                         CASE # 916559 Offices of Consumer Services  
Absolute Power Corruption is another name for Consolidated  
Edison Company of N.Y. Inc.  
Con Edison should stop harassing me, and threaten me with A  
FINAL-OFF NOTICE now:

I've enclosed my recent Con Edison bills for your observation. Ms Jaclyn I am in urgent need of your help and assistance. My name is Rose Ngadi. I am Con Edison's customer, a native of Africa with limited language skills. From June 2007 to May 2011, I had paid all my Con Edison charge bills on a timely manner. However, Con Edison wants me to pay for security deposit on the same account twice. Even though, I am currently paying all my bills on time plus \$50.00 the agreed monthly payment plan on the same account. This additional \$7,577.68 PAYMENT originated from September 2007 to May 2009. This \$7,577.68 was billed based on fraudulent activities from Con Edison. Con Edison refused to assign electric meter account number to [REDACTED] from September 2007 to May 2009. Instead Con Edison put my name Rose Ngadi on two electric meters accounts in the same building without my knowledge and Con Edison billed me one account on commercial rate and another account residential. Con Edison knew that electric meters in this building were defective, too old and out dated for so many years, but Con Edison did nothing about correcting the meters as per the report Con Edison received monthly on meters reading. As a result of Con Edison negligence of bad electric meters in my property Con Edison assigned Rose Ngadi two accounts on my name at the same time. One account for First Floor and ground floor which comprises of meters room and boiler room was billed on estimated reading, projected reading and commercial rates. Another electric meter account Con Edison services for Rose Ngadi on [REDACTED] [REDACTED] for second floor, apartment which was billed on residential rates. Con Edison was wrong I demand justice.

In June 2007, Rose Ngadi requested for Con Edison services, gas and electric meters account on first floor and ground floor, since I am the building owner. Con Edison assigned my name Rose Ngadi on second floor instead. Con Edison had never told me



that my name was assigned on 2<sup>nd</sup> floor electric meter account. Con Edison did not advise me that electric meters in my building was Faulty, defective, expired, too old and out dated for this reason the monthly meters reading in my building were wrongly calculated. Instead Con Edison kept sending me electric charged bills based on estimated reading, projected reading, commercial rate and Non- residential rate. Although Con Edison receives actual electric meters reading from this building on a monthly basis. Con Edison threw away all the actual electric meters reading that Con Edison receives monthly in this property. When my tenant moved in on September 2007, [REDACTED] requested for Con Edison services. Con Edison assigned Mariatu kargbo gas meter account without electric meter account. [REDACTED] resided at [REDACTED]. For so many years Con Edison rendered Rose Ngadi Con Edison services with bad products (Expired, Too Old, Out Dated, and Defective electrical meters). This is an absolute power corruption by Con Edison.

For several years Con Edison knew about the defective, too old and out dated electric meters problem in this property, but Con Edison took advantage of the bad electricity meters and continuously sending Rose Ngadi two separates electricity charges bill on my name in the same building at the same time. Con Edison kept sending Rose Ngadi electricity charges bills based on estimated, projected, and commercial rates from June 2007 to May 2009. I paid in full \$4,795.41 account # [REDACTED] Electricity meter# 5607394. This account# was billed residential rate, estimated reading, Projected reading all actual meter readings were thrown out by Con Edison. Con Edison capitalized and took advantages of expired, defective, and out dated meters (bad product) with faulty recording issue. Again Con Edison is wrong.

In September 2007 Con Edison set up new electric account # [REDACTED] METER # 0517856 for Rose Ngadi without Rose Ngadi's consent. Con Edison must explain the reason for this illegal act. In May, 2009 Con Edison transferred all the electric charges AMOUNT \$ 7,577.68 to my Electric meter account. Con Edison billed this electric meter charges based on estimated reading, projected reading, commercial rate and Non-residential. This building is only two family, two floors and residential. The reason Con Edison set up account for Rose Ngadi at [REDACTED] [REDACTED] instead of first floor, this issues must be addressed.

I called Con Edison from September 2007 to October 2008 to assign my tenant [REDACTED] electric meter account number, but Con Edison chose otherwise. Con Edison had caused so many problems for me. Even before I bought this property Con Edison Knew that the electrical meters in this building were defective, too old, out dated and were recording improperly. On March 24<sup>th</sup>, 2011 an informal hearing was held on this case at 90 Church Street as per Con Edison's representative's statements Mr. Jason Justiniano stated that Con Edison Company knew that [REDACTED] had electrical meters problems for so many years from the previous owners of same property. Con Edison took advantages of the bad situation and cashed in for Con Edison's best interest. Con Edison must stop right now this fraudulent activities. I had complained to Con Edison from September 2007 to May 23, 2011 to correct this billing



errors. Con Edison refused to do the right thing. Con Edison must stop dishonest and illegal business services to Rose Ngadi- customer.

Ms Jaclyn Brillig, please help me to resolve this problem with Con Edison. I need your advice and assistance. I do not have this amount of money Con Edison had been requesting from me for so many years ago. I am facing economical and financial hardship. My house is going through foreclosure proceedings. I have other debits to pay, including my current Con Edison charge bills. Right now, Con Edison is causing Rose Ngadi undue suffering. My customer's right must be protected.

Now Con Edison is harassing me, threatening me, forcing me, pressurizing Rose Ngadi again and again to get into another agreement with Con Edison to pay the electric bills that should have been thrown out. Tell Con Edison to do the right thing. From June 2007 to May 2009 my name Rose Ngadi was on Two Electric Meters numbers 5607394 and Electric Meter # 0517856. Please verify the facts from my Con Edison bills. Ms. Jaclyn please work with Con Edison to save me from these constantly nightmares.

Ms. Jaclyn please help Rose Ngadi before it's too late. Ms Jaclyn, please I need your help to stop Con Edison from harassing me, threaten me, and victimized Rose Ngadi for so many years. Con Edison is getting away with crime illegal business conduct. I am already severely depressed, stressed out, because of overwhelming debits Con Edison fraudulently assigned to my electricity account.

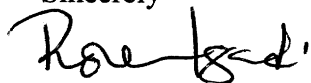
I have already developed SEVERE HIGH BLOOD PRESSURE, IT'S LIKE A TIME BOMB I MAY SUFFER MASSIVE HEART ATTACK, STROKE OR SUDDEN DEATH BECAUSE OF CON EDISON taking advantages of me. I have had enough trouble from Con Edison, since June 2007 to May 2011. Ms Jaclyn for the best interest of justice and fair play advised Con Edison to stop all these illegal and fraudulent activities right now. Con Edison assigned Rose Ngadi two Electric meter accounts charges bills at the same time in the same building without my consent from June 2007 to May 2009 this is wrong and illegal.

Consequently, the punishment shocks the conscience. For such other and further relief as this commission may deem just and proper. For the foregoing reasons, PSC should dismiss and throw away all these electricity charges billed on fraudulent. Rose Ngadi's request for customer's right protection should be granted.

I thank you in advance for your favorable assistance on my behalf.  
For more information contact me Rose Ngadi at the above address, telephone number or

[REDACTED]

Sincerely



Rose Ngadi – Customer.

Tel: [REDACTED] Fax: [REDACTED]



Cc:

President/CEO/ OWNER. - OR

Jason Miller. OR

Richard Beale.

Consolidated Edison Company of N.Y. Inc.

4 Irving Place, 9<sup>th</sup>, Floor

New York, N.Y. 10003







conEdison



ON IT. Working for you 24/7.

ACCOUNT NUMBER [REDACTED]

May 19, 2011

**IMPORTANT TURN-OFF OF SERVICE NOTICE**

Dear Customer:

We're writing to inform you that payment of your past due balance of \$1,430.16, plus a \$250.00 deposit that was to be received by August 28, 2008, has not reached us. Your service will be turned off unless payment of \$1,680.16 is received immediately.

Our records indicate that our bills are being mailed to:

[REDACTED]

For your information, we have enclosed a folder describing your rights as a utility customer.

If you have any questions, please call us at 1-877-262-6633.

Credit Operations

SAUBD

enc.



ROSE NGADI  
[REDACTED]

10456

Bill Summary	
Past Due Bills.....	\$1,430.16
Deposit Required.....	\$250.00
<b>Total Amount</b>	
Now Due.....	<b>\$1,680.16</b>



# It's Easy To Do Business With Con Edison

## Ways To Pay Your Bill

- 1. By Direct Payment** — If you have a checking or savings account, you can enroll in Con Edison's Direct Payment Plan to arrange to have your monthly Con Edison bill automatically paid from your bank account. No checks, no stamps, it's automatic, free, and easy. To enroll in the Direct Payment Plan go to **conEd.com**, and use your account number to log in to My Account. You can also call us at 1-212-243-1900.
- 2. e-bill** — Con Edison offers all the ease and convenience of online billing without a paper bill. Every month we'll send you an e-mail to let you know that your Con Edison bill is available for viewing and payment. No more stamps to buy, checks to write, or envelopes to mail. You can even pay online. To enroll in e-bill, visit **conEd.com**, and use your account number to log in to My Account.
- 3. By Internet** — Customers with a savings or checking account who visit our Web site can use the Pay-by-Internet program to make payments. The program creates an authorized transaction at no charge that's processed against your bank account. There is no need to mail a payment. For your protection, the program is encrypted. Go to **conEd.com** and use your account number to log in to My Account. For a fee, you may also pay with your debit or credit card.
- 4. By Phone** — Make life easier and use our Payment Express, the no-hassle way to pay your Con Edison bill over the phone. All you need is a checking or savings account and you can quickly and securely pay your bill at no charge. For a fee, you may also pay with your debit or credit card. Call 1-888-925-5016.
- 5. By mail** — Make your check or money order payable to Consolidated Edison Company of New York, Inc. and mail it in the window envelope provided with your bill. Do not send cash.
- 6. In-Person Authorized Payment Agents** — Visit **conEd.com** and click on Customer Central, Ways to Pay My Bill and Authorized Payment Agent Locations. You may also call us at 1-212-243-1900 for the nearest authorized payment location in your area.

**Con Edison Walk-In Centers** — Monday to Friday, 8:30 a.m. to 5:00 p.m.

**Bronx** — 448 East Fordham Rd

**Queens** — @National Grid - 89-67 162nd St

**Manhattan** — 122 East 124th St

**Brooklyn** — @National Grid - One Metrotech Center

**Staten Island** — 1 Davis Ave (Exact Payment Only)

**Westchester** — @Pathmark - One Pathmark Plaza, Mount Vernon

**FOR ELECTRIC, GAS OR STEAM EMERGENCIES, call us at 1-800-75-CONED (1-800-752-6633)**

To report an electric service problem, you can also go to **conEd.com**.

## How To Reach Us

- 1. By Internet** — If you wish to view your account or contact us over the Internet, visit **conEd.com** and use your account number to log in to My Account.
- 2. By Phone** — Call 1-212-243-1900. We are available seven days a week, 24 hours a day. You can select from the many self-service options available or you can speak with a Con Edison representative. This service is also available in Spanish.
- 3. By Mail** — If you wish to write to us, please address your letter to:  
**Con Edison**  
Cooper Station  
P.O. Box 138  
New York, NY 10276-0138
- 4. In Person** — If you prefer to speak to someone in person, you may visit the following locations, Monday to Friday, 8:30 a.m. to 5:00 p.m.

**Bronx** — 448 East Fordham Rd

**Queens** — @National Grid - 89-67 162nd St

**Manhattan** — 122 East 124th St

**Brooklyn** — @National Grid - One Metrotech Plaza

**Staten Island** — 1 Davis Ave

**Westchester** — @Pathmark - One Pathmark Plaza, Mount Vernon



conEdison



ON IT. Working for you 24/7.

ACCOUNT NUMBER [REDACTED]

May 19, 2011

RE: [REDACTED]

Amount in dispute \$3,400.00

**THIS IS A FINAL TURN-OFF NOTICE. PLEASE BRING IT TO OUR ATTENTION WHEN PAYING THIS BILL.**

The New York State Public Service Commission recently advised you that while they are reviewing your inquiry, you are required to pay current bills and any undisputed portion of previous charges. You may only withhold payment of the amount that is being disputed.

Unless you have made payment recently, will you please pay \$1,430.16 plus a \$250.00 deposit by June 7, 2011 and help us avoid turning off your service. The total amount due on your account is \$5,553.97 with \$3,400.00 the disputed portion of this balance.

**A TURN-OFF NOTICE IS STILL IN EFFECT. SERVICE WILL BE DISCONTINUED FOR NON-PAYMENT UNLESS AN OVERDUE AMOUNT OF \$1,430.16 IS RECEIVED IMMEDIATELY. A NOTICE EXPLAINING YOUR RIGHTS IS ENCLOSED.**

Call us at 1-212-243-2590 if you have a question. If you are not satisfied with our answer, ask for a supervisor. If you think we could do more, ask to have our Executive Review Group look into the matter. A notice explaining your rights is enclosed.

PSC: UPDATED D/INSERT

Credit Operations

DAU

DETACH HERE WHEN PAYING THIS BILL



ROSE NGADI  
[REDACTED]

[REDACTED] [REDACTED] [REDACTED] 000

# It's Easy To Do Business With Con Edison

## Ways To Pay Your Bill

- 1. By Direct Payment** — If you have a checking or savings account, you can enroll in Con Edison's Direct Payment Plan to arrange to have your monthly Con Edison bill automatically paid from your bank account. No checks, no stamps, it's automatic, free, and easy. To enroll in the Direct Payment Plan go to **conEd.com**, and use your account number to log in to My Account. You can also call us at 1-212-243-1900.
- 2. e•bill** — Con Edison offers all the ease and convenience of online billing without a paper bill. Every month we'll send you an e-mail to let you know that your Con Edison bill is available for viewing and payment. No more stamps to buy, checks to write, or envelopes to mail. You can even pay online. To enroll in e•bill, visit **conEd.com**, and use your account number to log in to My Account.
- 3. By Internet** — Customers with a savings or checking account who visit our Web site can use the Pay-by-Internet program to make payments. The program creates an authorized transaction at no charge that's processed against your bank account. There is no need to mail a payment. For your protection, the program is encrypted. Go to **conEd.com** and use your account number to log in to My Account. For a fee, you may also pay with your debit or credit card.
- 4. By Phone** — Make life easier and use our Payment Express, the no-hassle way to pay your Con Edison bill over the phone. All you need is a checking or savings account and you can quickly and securely pay your bill at no charge. For a fee, you may also pay with your debit or credit card. Call 1-888-925-5016.
- 5. By mail** — Make your check or money order payable to Consolidated Edison Company of New York, Inc. and mail it in the window envelope provided with your bill. Do not send cash.
- 6. In-Person Authorized Payment Agents** — Visit **conEd.com** and click on Customer Central, Ways to Pay My Bill and Authorized Payment Agent Locations. You may also call us at 1-212-243-1900 for the nearest authorized payment location in your area.

**Con Edison Walk-In Centers** — Monday to Friday, 8:30 a.m. to 5:00 p.m.

**Bronx** — 448 East Fordham Rd

**Queens** — @National Grid - 89-67 162nd St

**Manhattan** — 122 East 124th St

**Brooklyn** — @National Grid - One Metrotech Center

**Staten Island** — 1 Davis Ave (Exact Payment Only)

**Westchester** — @Pathmark - One Pathmark Plaza, Mount Vernon

**FOR ELECTRIC, GAS OR STEAM EMERGENCIES, call us at 1-800-75-CONED (1-800-752-6633)**

To report an electric service problem, you can also go to **conEd.com**.

## How To Reach Us

- 1. By Internet** — If you wish to view your account or contact us over the Internet, visit **conEd.com** and use your account number to log in to My Account.
- 2. By Phone** — Call 1-212-243-1900. We are available seven days a week, 24 hours a day. You can select from the many self-service options available or you can speak with a Con Edison representative. This service is also available in Spanish.
- 3. By Mail** — If you wish to write to us, please address your letter to:  
**Con Edison**  
Cooper Station  
P.O. Box 138  
New York, NY 10276-0138
- 4. In Person** — If you prefer to speak to someone in person, you may visit the following locations, Monday to Friday, 8:30 a.m. to 5:00 p.m.

**Bronx** — 448 East Fordham Rd

**Queens** — @National Grid - 89-67 162nd St

**Manhattan** — 122 East 124th St

**Brooklyn** — @National Grid - One Metrotech Plaza

**Staten Island** — 1 Davis Ave

**Westchester** — @Pathmark - One Pathmark Plaza, Mount Vernon



conEdison



ON IT. Working for you 24/7.

ACCOUNT NUMBER [REDACTED]

May 23, 2011

RE: [REDACTED]

Amount in dispute \$3,400.00

**THIS IS A FINAL TURN-OFF NOTICE. PLEASE BRING IT TO OUR ATTENTION WHEN PAYING THIS BILL.**

The New York State Public Service Commission recently advised you that while they are reviewing your inquiry, you are required to pay current bills and any undisputed portion of previous charges. You may only withhold payment of the amount that is being disputed.

Unless you have made payment recently, will you please pay \$1,318.84 plus a \$250.00 deposit by June 9, 2011 and help us avoid turning off your service. The total amount due on your account is \$5,527.39 with \$3,400.00 the disputed portion of this balance.

**A TURN-OFF NOTICE IS STILL IN EFFECT. SERVICE WILL BE DISCONTINUED FOR NON-PAYMENT UNLESS AN OVERDUE AMOUNT OF \$1,318.84 IS RECEIVED IMMEDIATELY. A NOTICE EXPLAINING YOUR RIGHTS IS ENCLOSED.**

Call us at 1-212-243-2590 if you have a question. If you are not satisfied with our answer, ask for a supervisor. If you think we could do more, ask to have our Executive Review Group look into the matter. A notice explaining your rights is enclosed.

PSC: UPDATED D/INSERT

Credit Operations

DAU

DETACH HERE WHEN PAYING THIS BILL

==



ROSE NGADI

[REDACTED]

[REDACTED]

# It's Easy To Do Business With Con Edison

## Ways To Pay Your Bill

- 1. By Direct Payment** — If you have a checking or savings account, you can enroll in Con Edison's Direct Payment Plan to arrange to have your monthly Con Edison bill automatically paid from your bank account. No checks, no stamps, it's automatic, free, and easy. To enroll in the Direct Payment Plan go to **conEd.com**, and use your account number to log in to My Account. You can also call us at 1-212-243-1900.
- 2. e+bill** — Con Edison offers all the ease and convenience of online billing without a paper bill. Every month we'll send you an e-mail to let you know that your Con Edison bill is available for viewing and payment. No more stamps to buy, checks to write, or envelopes to mail. You can even pay online. To enroll in e+bill, visit **conEd.com**, and use your account number to log in to My Account.
- 3. By Internet** — Customers with a savings or checking account who visit our Web site can use the Pay-by-Internet program to make payments. The program creates an authorized transaction at no charge that's processed against your bank account. There is no need to mail a payment. For your protection, the program is encrypted. Go to **conEd.com** and use your account number to log in to My Account. For a fee, you may also pay with your debit or credit card.
- 4. By Phone** — Make life easier and use our Payment Express, the no-hassle way to pay your Con Edison bill over the phone. All you need is a checking or savings account and you can quickly and securely pay your bill at no charge. For a fee, you may also pay with your debit or credit card. Call 1-888-925-5016.
- 5. By mail** — Make your check or money order payable to Consolidated Edison Company of New York, Inc. and mail it in the window envelope provided with your bill. Do not send cash.
- 6. In-Person Authorized Payment Agents** — Visit **conEd.com** and click on Customer Central, Ways to Pay My Bill and Authorized Payment Agent Locations. You may also call us at 1-212-243-1900 for the nearest authorized payment location in your area.

**Con Edison Walk-In Centers** — Monday to Friday, 8:30 a.m. to 5:00 p.m.

**Bronx** — 448 East Fordham Rd

**Queens** — @National Grid - 89-67 162nd St

**Manhattan** — 122 East 124th St

**Brooklyn** — @National Grid - One Metrotech Center

**Staten Island** — 1 Davis Ave (Exact Payment Only)

**Westchester** — @Pathmark - One Pathmark Plaza, Mount Vernon

**FOR ELECTRIC, GAS OR STEAM EMERGENCIES, call us at 1-800-75-CONED (1-800-752-6633)**

To report an electric service problem, you can also go to **conEd.com**.

## How To Reach Us

- 1. By Internet** — If you wish to view your account or contact us over the Internet, visit **conEd.com** and use your account number to log in to My Account.
- 2. By Phone** — Call 1-212-243-1900. We are available seven days a week, 24 hours a day. You can select from the many self-service options available or you can speak with a Con Edison representative. This service is also available in Spanish.
- 3. By Mail** — If you wish to write to us, please address your letter to:  
**Con Edison**  
Cooper Station  
P.O. Box 122  
New York, NY 10276-0138
- 4. In Person** — If you prefer to speak to someone in person, you may visit the following locations. Monday to Friday.

**Bronx** — 448 East Fordham Rd

**Queens** — @National Grid - 89-67 162nd St

**Manhattan** — 122 East 124th St

**Brooklyn** — @National Grid - One Metrotech Plaza

**Staten Island** — 1 Davis Ave

**Westchester** — @Pathmark - One Pathmark Plaza, N



conEdison



ON IT. Working for you 24/7.

ACCOUNT NUMBER [REDACTED]

May 23, 2011

**IMPORTANT TURN-OFF OF SERVICE NOTICE**

Dear Customer:

We're writing to inform you that payment of your past due balance of \$1,318.84, plus a \$250.00 deposit that was to be received by August 28, 2008, has not reached us. Your service will be turned off unless payment of \$1,568.84 is received immediately.

Our records indicate that our bills are being mailed to:

[REDACTED]

For your information, we have enclosed a folder describing your rights as a utility customer.

If you have any questions, please call us at 1-877-262-6633.

Credit Operations

SAUBD

enc.



ROSE NGADI  
[REDACTED]

Bill Summary	[REDACTED]
Deposit Required.....	\$250.00
Total Amount	
Now Due.....	\$1,568.84

[REDACTED]

# It's Easy To Do Business With Con Edison

## Ways To Pay Your Bill

- 1. By Direct Payment** — If you have a checking or savings account, you can enroll in Con Edison's Direct Payment Plan to arrange to have your monthly Con Edison bill automatically paid from your bank account. No checks, no stamps, it's automatic, free, and easy. To enroll in the Direct Payment Plan go to **conEd.com**, and use your account number to log in to My Account. You can also call us at 1-212-243-1900.
- 2. e•bill** — Con Edison offers all the ease and convenience of online billing without a paper bill. Every month we'll send you an e-mail to let you know that your Con Edison bill is available for viewing and payment. No more stamps to buy, checks to write, or envelopes to mail. You can even pay online. To enroll in e•bill, visit **conEd.com**, and use your account number to log in to My Account.
- 3. By Internet** — Customers with a savings or checking account who visit our Web site can use the Pay-by-Internet program to make payments. The program creates an authorized transaction at no charge that's processed against your bank account. There is no need to mail a payment. For your protection, the program is encrypted. Go to **conEd.com** and use your account number to log in to My Account. For a fee, you may also pay with your debit or credit card.
- 4. By Phone** — Make life easier and use our Payment Express, the no-hassle way to pay your Con Edison bill over the phone. All you need is a checking or savings account and you can quickly and securely pay your bill at no charge. For a fee, you may also pay with your debit or credit card. Call 1-888-925-5016.
- 5. By mail** — Make your check or money order payable to Consolidated Edison Company of New York, Inc. and mail it in the window envelope provided with your bill. Do not send cash.
- 6. In-Person Authorized Payment Agents** — Visit **conEd.com** and click on Customer Central. Ways to Pay My Bill and Authorized Payment Agent Locations. You may also call us at 1-212-243-1900 for the nearest authorized payment location in your area.

**Con Edison Walk-In Centers** — Monday to Friday, 8:30 a.m. to 5:00 p.m.

**Bronx** — 448 East Fordham Rd

**Queens** — @National Grid - 89-67 162nd St

**Manhattan** — 122 East 124th St

**Brooklyn** — @National Grid - One Metrotech Center

**Staten Island** — 1 Davis Ave (Exact Payment Only)

**Westchester** — @Pathmark - One Pathmark Plaza, Mount Vernon

**FOR ELECTRIC, GAS OR STEAM EMERGENCIES, call us at 1-800-75-CONED (1-800-752-6633)**

To report an electric service problem, you can also go to **conEd.com**.

## How To Reach Us

- 1. By Internet** — If you wish to view your account or contact us over the Internet, visit **conEd.com** and use your account number to log in to My Account.
- 2. By Phone** — Call 1-212-243-1900. We are available seven days a week, 24 hours a day. You can select from the many self-service options available or you can speak with a Con Edison representative. This service is also available in Spanish.
- 3. By Mail** — If you wish to write to us, please address your letter to:  
**Con Edison**  
Cooper Station  
P.O. Box 138  
New York, NY 10276-0138
- 4. In Person** — If you prefer to speak to someone in person, you may visit the following locations, Monday to Friday, 8:30 a.m. to 5:00 p.m.

**Bronx** — 448 East Fordham Rd

**Queens** — @National Grid - 89-67 162nd St

**Manhattan** — 122 East 124th St

**Brooklyn** — @National Grid - One Metrotech Plaza

**Staten Island** — 1 Davis Ave

**Westchester** — @Pathmark - One Pathmark Plaza, Mount Vernon





conEdison



**ON IT.** Working for you 24/7.

**ROSE NGADI**

Your account number: [REDACTED]

Service delivered to: [REDACTED]

Your electric rate: EL1 Residential or Religious

Your gas rate: GS1 Residential or Religious

Next meter reading date: Thursday, Feb 17, 2011

Avoid estimated bills - please give us access to read your meter.

**Your billing summary** as of Jan 20, 2011

Remaining balance **None**

**Your new charges** - details start on page 2

Billing period: Dec 17, 2010 to Jan 19, 2011

Electricity charges - for 33 days **\$396.44**

Gas charges - for 33 days **\$31.96**

**Total new charges \$428.40**

**Total amount due \$428.40**

Payment is due upon receipt of this bill. To avoid a late payment charge of 1.5%, please pay the total amount due by **Feb 14, 2011**.

3478.40  
211111

**Message Center**



**PAYMENT AGREEMENT STATEMENT**

Original Amount	Installment Amount	Total Payments Received	Balance Remaining
\$7,577.68	\$50.00	\$842.05	\$6,735.63



**AN OPPORTUNITY TO SAVE** Save energy, save money, help the environment and receive rebates for energy-efficient heating and cooling equipment for your home. For more information call 1-877-870-6118.

**Contact us** 24 hours a day, 7 days a week

To report a service problem, call 1-800-75-CONED (1-800-752-6633) or visit [www.conEd.com](http://www.conEd.com)

Visit [www.conEd.com](http://www.conEd.com) For payments, visit [www.conEd.com](http://www.conEd.com) or call 1-888-925-5016

Con Edison  
Cooper Station  
P.O. Box 138  
New York, NY 10276-0138

For other information, call 1-212-243-1900 or 1-800-75-CONED (1-800-752-6633)

## Your electricity charges

These charges are for the electricity you used (supply) and getting that electricity to you (delivery). Rates are based on a 30 day period. When your billing period is more or less than 30 days, we prorate your bill accordingly.

**Electricity you used during this 33 day billing period from Dec 17, 2010 to Jan 19, 2011**

Rate: EL1 Residential or Religious **Meter# 7898032**

We measure your electricity by how many kilowatt hours (kWh) you use. One kWh will light a 100 watt bulb for 10 hours.

Jan 19, 11 actual reading 21207

Dec 17, 10 actual reading -19342

**Your electricity use 1,865 kWh**

### ► Your supply charges

Supply 1,865 kWh @8.2483¢/kWh **\$153.83**

Charge for the electricity supplied to you by Con Edison.

Merchant function charge **\$7.59**

Charge associated with procuring electricity, credit and collection related activities and uncollectible accounts.

GRT & other tax surcharges **\$3.88**

Taxes on Con Edison gross receipts from sales of utility services and other tax surcharges.

**Total supply charges \$165.30**

Your total electricity supply cost for this bill is 8.9¢ per kWh. You can compare this price with those offered by energy services companies (ESCOs). For a list of ESCOs, visit [www.PowerYourWay.com](http://www.PowerYourWay.com) or call 1-800-780-2884.

### ► Your delivery charges

Basic service charge **\$17.86**

Charge for basic system infrastructure and customer-related services, including customer accounting, meter reading and meter maintenance. A billing and payment processing charge of \$0.52, which may be avoided by switching to an energy services company (ESCO), is also included.

Delivery 1,865 kWh @8.9072¢/kWh **\$166.12**

Charge for maintaining the system through which Con Edison

SBC/RPS charges @0.6139¢/kWh **\$11.45**

The System Benefits Charge/Renewable Portfolio Standard charges fund New York State renewable energy, environmental and other related public policy programs.

Temporary NY State Surcharge @0.4676¢/kWh **\$8.72**

Covers new fees imposed by the state.

GRT & other tax surcharges **\$9.92**

See earlier definition.

**Total delivery charges \$214.07**

### ► Your sales tax

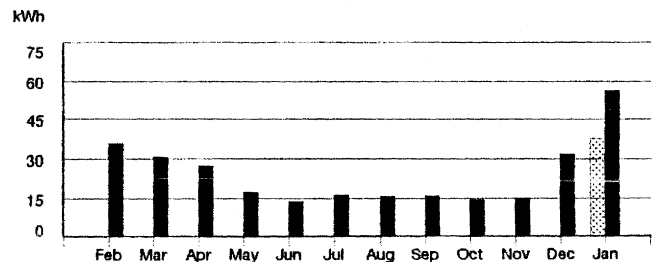
Sales tax @4.5000% **\$17.07**

Tax collected on behalf of New York State and/or your locality.

**Total sales tax \$17.07**

**►► Total electricity charges \$396.44**

Your average daily electricity use



▨ a year ago



conEdison



ON IT. Working for you 24/7.

OSE NGADI

Your account number: [REDACTED]

Service delivered to [REDACTED]

Your electric rate: EL1 Residential or Religious

Your gas rate: GS1 Residential or Religious

Next meter reading date: Tuesday, Apr 19, 2011

Avoid estimated bills - please give us access to read your meter.

Your billing summary as of Mar 22, 2011

Remaining balance None

Your new charges - details start on page 2

Billing period: Feb 17, 2011 to Mar 21, 2011

Electricity charges - for 32 days \$330.32

Gas charges - for 32 days \$80.10

Total new charges \$410.42

Total amount due \$410.42

Payment is due upon receipt of this bill. To avoid a late payment charge of 5%, please pay the total amount due by Apr 15, 2011.

4/05/2011  
paid \$460.82

Message Center



PAYMENT AGREEMENT STATEMENT

Original Amount	Installment Amount	Total Payments Received	Balance Remaining
\$7,577.68	\$50.00	\$942.05	\$6,635.63



AN OPPORTUNITY TO SAVE Save energy, save money, help the environment and receive rebates for energy-efficient heating and cooling equipment for your home. For more information call 1-877-870-6118.

Contact us 24 hours a day, 7 days a week

To report a service problem, call 1-800-75-CONED (1-800-752-6633) or visit www.conEd.com

Visit www.conEd.com For payments, visit www.conEd.com or call 1-888-925-5016

Con Edison  
Cooper Station  
P.O. Box 138  
New York, NY 10276-0138

For other information, call 1-212-243-1900 or 1-800-75-CONED (1-800-752-6633)

Name: ROSE NGADI

Account number

Billing period ending: Mar 21, 2011

### Your electricity charges

These charges are for the electricity you used (supply) and getting that electricity to you (delivery). Rates are based on a 30 day period. When your billing period is more or less than 30 days, we prorate your bill accordingly.

**Electricity you used during this 32 day billing period from Feb 17, 2011 to Mar 21, 2011**

Rate: EL1 Residential or Religious **Meter# 7898032**

We measure your electricity by how many kilowatt hours (kWh) you use. One kWh will light a 100 watt bulb for 10 hours.

Mar 21, 11 actual reading 24429

Feb 17, 11 actual reading -22982

**Your electricity use 1,447 kWh**

#### ► Your supply charges

Supply 1,447 kWh @9.3780¢/kWh **\$135.70**

Charge for the electricity supplied to you by Con Edison.

**Merchant function charge \$7.20**

Charge associated with procuring electricity, credit and collection related activities and uncollectible accounts.

**GRT & other tax surcharges \$3.44**

Taxes on Con Edison gross receipts from sales of utility services and other tax surcharges.

**Total supply charges \$146.34**

Your total electricity supply cost for this bill is 10.1¢ per kWh. You can compare this price with those offered by energy services companies (ESCOs). For a list of ESCOs, visit [www.PowerYourWay.com](http://www.PowerYourWay.com) or call 1-800-780-2884.

#### ► Your delivery charges

**Basic service charge \$17.33**

Charge for basic system infrastructure and customer-related services, including customer accounting, meter reading and meter maintenance. A billing and payment processing charge of \$0.52, which may be avoided by switching to an energy services company (ESCO), is also included.

**Delivery 1,447 kWh @9.1133¢/kWh \$131.87**

Charge for maintaining the system through which Con Edison

**SBC/RPS charges @0.4098¢/kWh \$5.93**

The System Benefits Charge/Renewable Portfolio Standard charges fund New York State renewable energy, environmental and other related public policy programs.

**Temporary NY State Surcharge @0.4672¢/kWh \$6.76**

Covers new fees imposed by the state.

**GRT & other tax surcharges \$7.87**

See earlier definition.

**Total delivery charges \$169.76**

#### ► Your sales tax

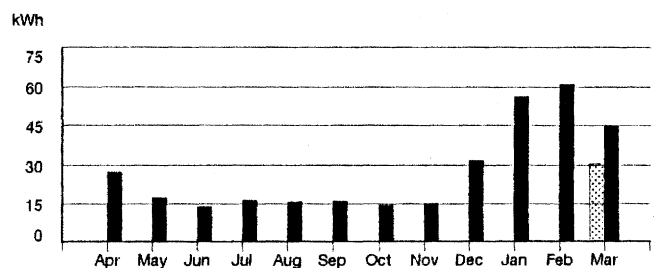
**Sales tax @4.5000% \$14.22**

Tax collected on behalf of New York State and/or your locality.

**Total sales tax \$14.22**

**►► Total electricity charges \$330.32**

Your average daily electricity use



■ a year ago



conEdison



ON IT. Working for you 24/7.

ACCOUNT NUMBER [REDACTED]

August 3, 2009

**PAYMENT AGREEMENT INFORMATION**

This is an agreement by Con Edison to continue utility service to you, ROSE NGADI, at [REDACTED] IF&B, as long as you make payments on time for amounts owed. Con Edison agrees that by signing and returning one copy of this form together with the applicable installment by August 13, 2009, you will be entering into a payment agreement and, by doing so, will avoid termination of service.

The information appearing on page 3 is a part of this agreement.

**HOW MUCH IS TO BE PAID**

The total amount of this agreement is \$7,835.63 which represents unpaid bills of \$7,585.63 and a deposit amount of \$250.00.

**TERMS OF AGREEMENT**

The amounts owed will be paid in the following manner:

Installments of \$50.00 are due by the 13rd of each month, starting from August 13, 2009.

A final payment of \$35.63 is due by August 13, 2022.

In addition, current bills issued after July 31, 2009 are due upon receipt.

**LEVEL BILLING PLAN**

If your usage varies greatly from season to season and you would like to spread your energy payments over a full year's period, check the box below or call us at 1-212-243-2590 for more information. Level Bill Plan information is found on page 3.

YES! ( ) I would like Level Billing.

**ASSISTANCE**

If you are unable to follow the terms of this agreement, or need help understanding this agreement, call us at 1-212-243-2590. If further help is needed, you may call the New York State Public Service Commission at 1 800-342-3377.

**ACCEPTANCE OF AGREEMENT**

I have read, understand, and accept this agreement. (Do not sign if you are unable to make the payments shown above.)

Your signature Rose Ngadi Date 08/12/09

Type or print your name Rose Ngadi

## It's Easy To Do Business With Con Edison.

### Ways To Pay Your Bill

1. **By Direct Payment** - If you have a personal or business checking account, you can enroll in Con Edison's Direct Payment Plan to arrange to have your monthly Con Edison bill automatically paid from your checking account. No checks, no stamps, no mail--it's automatic, free and easy. To enroll in the Direct Payment Plan, call our toll-free number 1-800-75CONED (1-800-752-6633).
2. **By Phone** - Why not make life easier and use our Payment Express, the new no hassle way to pay your Con Edison bill over the phone. All you need is a checking or savings account and you can quickly and securely pay your bill over the phone and at no charge. Call 1-888-925-5016
3. **By Mail** - This is another quick and easy way to pay your bill. Make your check or money order payable to Consolidated Edison Company of New York, Inc. and mail it in the window envelope provided with your bill.
4. **By Internet** - Customers with checking accounts who visit our web site can use the Pay-by-Internet program to make payments. The program creates an authorized check that's processed against your checking account. It eliminates the responsibility of writing and mailing a payment to Con Edison. For your protection, the program is encrypted. Go to the Con Edison web site at [www.coned.com](http://www.coned.com), and click on the Customer Service icon. You can enter your account number and select the Make A Payment option.
5. **e\*bill** - Con Edison offers all the ease and convenience of on-line billing. View your bill on line and pay on the spot. No paper bill. Every month we'll send you an e-mail to let you know that your Con Edison bill is available for viewing and payment. View and pay your bill on line. No more stamps to buy, checks to write, or envelopes to mail. To enroll in e\*bill visit the Con Edison web site at [www.coned.com](http://www.coned.com), and click on 'paying your bill'
6. **In Person**
  - Authorized Payment Agents - Call the toll-free *ConEd Direct* number 1-800-75CONED (1-800-752-6633) for the nearest authorized payment location in your area or visit the Con Edison web site at [www.coned.com](http://www.coned.com), and click on 'paying your bill'
  - Con Edison Walk-in Centers - **Bronx** - 448 East Fordham Road **Brooklyn** - @ **KeySpan** - One Metrotech Center at Jay Street **Manhattan** - 32 W. 125<sup>th</sup> Street **Queens** - @ **Keyspan** - 89-67 162<sup>nd</sup> Street **Staten Island Center** - 1 Davis Avenue (Exact Payments Only) **Westchester** - @ **Pathmark** - One Pathmark Plaza, Mount Vernon.

### FOR ELECTRIC, GAS OR STEAM EMERGENCIES, call us at 1-800-75CONED

### How to Reach Us

1. **By Phone** - Use ConEd Direct - Our toll-free telephone number 1-800-75CONED (1-800-752 6633) is available 7 days a week, 24 hours a day. You can speak with a Con Edison service representative or, if you have a touch-tone phone, you can select from the many self-service options available to you. This service is also available in Spanish.
2. **By Mail** - If you wish to write to us, please address your letter to:  

CON EDISON  
Cooper Station  
P.O. Box 138  
New York, NY 10276--138
3. **By Internet** - If you wish to view your account or contact us over the Internet, go to the Con Edison web site at [www.coned.com](http://www.coned.com), and click on the Customer Service icon.
4. **In Person** - If you prefer to speak to someone in person, you may visit one of the following locations:  
**Bronx** - 448 East Fordham Road **Brooklyn** - @ **KeySpan** - One Metrotech Center **Manhattan** - 32 W. 125<sup>th</sup> Street **Queens** - @ **Keyspan** - 89-67 162<sup>nd</sup> Street **Staten Island** - 1 Davis Avenue (Exact Payments Only) **Westchester** @ **Pathmark** - One Pathmark Plaza, Mount Vernon


Acc [REDACTED]

1720

MICKEY ROSE INTERNATIONAL COMPANY  
[REDACTED]

DATE 08-09-2009 1-2-210

PAY TO THE ORDER OF Consolidated Edison Company of N.Y. Inc. \$ 300.00

Three hundred dollars only ~~xx~~ DOLLARS 

**CHASE**   
JPMorgan Chase Bank, N.A.  
New York, New York 10017  
www.Chase.com

FOR Electricity charge Plus Security Deposit ~~pay~~ *Roukati*

MP







conEdison



ON IT. Working for you 24/7.

**ROSE NGADI**

Your account number: [REDACTED]

Service delivered to: [REDACTED]

Your electric rate: EL1 Residential or Religious

Next meter reading date: Friday, Jun 17, 2011

Avoid estimated bills - please give us access to read your meter.

**Your billing summary as of May 19, 2011**

**Remaining balance** **\$6,285.23**

**Your new charges - details start on page 2**

Billing period: Apr 19, 2011 to May 18, 2011

Electricity charges - for 29 days **\$127.00**

Adjustments **-\$858.26**

**Total new charges** **-\$731.26**

**Total amount due** **\$5,553.97**

Payment is due upon receipt of this bill. To avoid a late payment charge of 1.5%, please pay the total amount due by **Jun 13, 2011**.

**Message Center**

The "Adjustments" amount includes a credit of \$168.93 for Late Payment Charges which have been removed from your account. If you require information about the remaining amount(s) shown as "Adjustments", please call us at the number shown on your bill.

Adjustment of the bills included in your payment agreement requires us to negotiate a new agreement with you. Please call to establish a new agreement.

This bill is only for electric service. Your bill for gas service is being delayed while we review your account.

AN OPPORTUNITY TO SAVE Save energy, save money, help the environment and receive rebates for energy-efficient heating and cooling equipment for your home. For more information call 1-877-870-6118.

**Contact us** 24 hours a day, 7 days a week

To report a service problem, call 1-800-75-CONED (1-800-752-6633) or visit [www.conEd.com](http://www.conEd.com)

Visit [www.conEd.com](http://www.conEd.com)  
 For payments, visit [www.conEd.com](http://www.conEd.com) or call 1-888-925-5016

Con Edison  
Cooper Station  
P.O. Box 138  
New York, NY 10276-0138

For other information, call 1-212-243-1900 or 1-800-75-CONED (1-800-752-6633)

Name: ROSE NGADI

Account number: [REDACTED]

Billing period ending: May 18, 2011

### Your electricity charges

These charges are for the electricity you used (supply) and getting that electricity to you (delivery). Rates are based on a 30 day period. When your billing period is more or less than 30 days, we prorate your bill accordingly.

<b>Electricity you used during this 29 day billing period from Apr 19, 2011 to May 18, 2011</b>	
<b>Rate:</b> EL1 Residential or Religious	<b>Meter#</b> 7898032
We measure your electricity by how many kilowatt hours (kWh) you use. One kWh will light a 100 watt bulb for 10 hours.	
May 18, 11 actual reading	25796
Apr 19, 11 actual reading	-25330
<b>Your electricity use</b>	<b>466 kWh</b>

#### ► Your supply charges

Supply 466 kWh @9.5730¢/kWh **\$44.61**  
Charge for the electricity supplied to you by Con Edison.

**Merchant function charge \$2.35**  
Charge associated with procuring electricity, credit and collection related activities and uncollectible accounts.

**GRT & other tax surcharges \$1.13**  
Taxes on Con Edison gross receipts from sales of utility services and other tax surcharges.

**Total supply charges \$48.09**

Your total electricity supply cost for this bill is 10.3¢ per kWh. You can compare this price with those offered by energy services companies (ESCOs). For a list of ESCOs, visit [www.PowerYourWay.com](http://www.PowerYourWay.com) or call 1-800-780-2884.

#### ► Your delivery charges

**Basic service charge \$15.75**  
Charge for basic system infrastructure and customer-related services, including customer accounting, meter reading and meter maintenance. A billing and payment processing charge of \$0.52, which may be avoided by switching to an energy services company (ESCO), is also included.

**Delivery 466 kWh @10.7339¢/kWh \$50.02**  
Charge for maintaining the system through which Con Edison

**SBC/RPS charges @0.4099¢/kWh \$1.91**  
The System Benefits Charge/Renewable Portfolio Standard charges fund New York State renewable energy, environmental and other related public policy programs.

**Temporary NY State Surcharge @0.4678¢/kWh \$2.18**  
Covers new fees imposed by the state.

**GRT & other tax surcharges \$3.58**  
See earlier definition.

**Total delivery charges \$73.44**

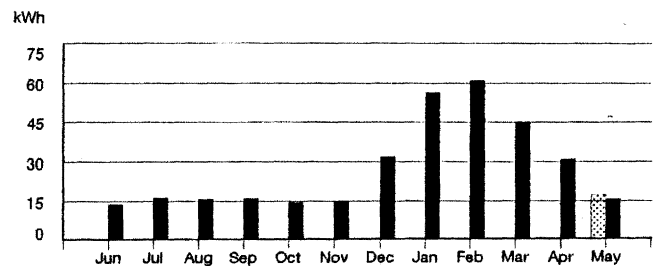
#### ► Your sales tax

**Sales tax @4.5000% \$5.47**  
Tax collected on behalf of New York State and/or your locality.

**Total sales tax \$5.47**

**►► Total electricity charges \$127.00**

Your average daily electricity use



▨ a year ago



## Payment slip

Please make checks payable  
to Consolidated Edison  
Company of N.Y. Inc.

To avoid a late payment  
charge of 1.5%, please pay  
the total amount due by  
**Jun 13, 2011.**

Your account number: [REDACTED]

**Total amount due: \$5,553.97**

Amount enclosed:



ROSE NGADI  
[REDACTED]

JAF STATION  
P.O. BOX 1702  
NEW YORK, NY 10116-1702







conEdison



ON IT. Working for you 24/7.

ROSE NGADI

Your account number: [REDACTED]

Service delivered to: [REDACTED]

Your gas rate: GS1 Residential or Religious

Next meter reading date: Friday, Jun 17, 2011

Avoid estimated bills - please give us access to read your meter.

### Your billing summary as of May 23, 2011

#### Your previous charges and payments

Total charges from your last bill	\$5,553.97
Payments through May 19	None

<b>Remaining balance</b>	<b>\$5,553.97</b>
--------------------------	-------------------

#### Your new charges - details start on page 2

Billing period: Feb 17, 2011 to Apr 19, 2011

Gas charges - for 61 days	\$58.66
Adjustments	-\$111.32

<b>Total new charges</b>	<b>-\$52.66</b>
--------------------------	-----------------

<b>Total amount due</b>	<b>\$5,501.31</b>
-------------------------	-------------------

Payment is due upon receipt of this bill. To avoid a late payment charge of 1.5%, please pay the total amount due by Jun 14, 2011.

### Message Center

**CORRECTED GAS BILL**

THIS IS AN ADJUSTED GAS BILL. We read your meter. As a result, we cancelled estimated gas bills for 61 days from 02/17/11 to 04/19/11. The "Adjustments" line of this bill includes the amount of the cancelled bills as a credit. The new bill for 15 terms covers the 61 day period from 02/17/11 to 04/19/11. The charge is \$58.66. We credited any payments you made to the new bill.

Adjustment of the bills included in your payment agreement requires us to negotiate a new agreement with you. Please call to establish a new agreement.

Con Edison's offices will be closed Monday, May 30, in observance of Memorial Day. In the event of an emergency, our call center is available 24 hours a day, every day, including the holiday. However, we will experience very high call volumes on Tuesday, May 31. You can avoid an extended wait by not calling on that day.

### Contact us 24 hours a day, 7 days a week

To report a service problem, call 1-800-75-CONED (1-800-752-6633) or visit [www.conEd.com](http://www.conEd.com)

Visit [www.conEd.com](http://www.conEd.com)  
 For payments, visit [www.conEd.com](http://www.conEd.com) or call 1-888-925-5016

Con Edison  
Cooper Station  
P.O. Box 138  
New York, NY 10276-0138

For other information, call 1-212-243-1900 or 1-800-75-CONED (1-800-752-6633)

Tear off here

Wondering if you can get a better deal on your energy needs? Explore your choices at [www.PowerYourWay.com](http://www.PowerYourWay.com)

Page 1 of 2



### Payment slip

Please make checks payable to Consolidated Edison Company of N.Y. Inc.

To avoid a late payment charge of 1.5%, please pay the total amount due by Jun 14, 2011.

Your account number [REDACTED]

**Total amount due: \$5,501.31**

Amount enclosed:



ROSE NGADI



JAF STATION  
P.O. BOX 1702  
NEW YORK, NY 10116-1702



## Your gas charges

These charges are for the gas you used (supply) and getting that gas to you (delivery). Rates are based on a 30 day period. When your billing period is more or less than 30 days, we prorate your bill accordingly.

<b>Gas you used during this 61 day billing period from Feb 17, 2011 to Apr 19, 2011</b>	
<b>Rate:</b> GS1 Residential or Religious	<b>Meter#</b> 3101005
Gas meters measure the volume of natural gas used in hundred cubic feet (ccf). Gas usage is billed in therms, the heat content of gas. The therm conversion factor converts ccf into therms.	
Apr 19, 11 actual reading	1276
Feb 17, 11 actual reading	-1261
Usage in ccf	15 ccf
Therm conversion factor	X1.026
<b>Your gas use</b>	<b>15 therms</b>

### ► Your supply charges

<b>Supply 15 therms @56.2000¢/therm</b>	<b>\$8.43</b>
Charge for the gas supplied to you by Con Edison.	
<b>Merchant function charge</b>	<b>\$0.73</b>
Charge associated with procuring and storing natural gas, credit and collection related activities and uncollectible accounts.	
<b>GRT &amp; other tax surcharges</b>	<b>\$0.22</b>
Taxes on Con Edison gross receipts from sales of utility services and other tax surcharges.	
<b>Total supply charges</b>	<b>\$9.38</b>

### ► Your delivery charges

<b>Basic service charge (includes first 6.1 therms)</b>	<b>\$34.68</b>
Charge for basic system infrastructure and customer-related services, including customer accounting, meter reading and meter maintenance. A billing and payment processing charge of \$0.52, which may be avoided by switching to an energy services company (ESCO), is also included.	
<b>Remaining 8.9 therms @78.5393¢/therm</b>	<b>\$6.99</b>
Charge for maintaining the system through which Con Edison delivers gas to you.	
<b>Monthly rate adjustment @6.8000¢/therm</b>	<b>\$1.02</b>
Adjustment for miscellaneous costs and credits, and from October through May, for the effect of variation from normal weather.	

### Ways to pay your Con Edison bill:

If you have a checking or savings account, the easiest way to pay your Con Edison bill is with the Direct Payment Plan (DPP). It's free, and there are no checks to write or stamps to buy. Once you set it up, it's automatic every month. Con Edison also offers Pay-by-Phone and Pay-by-Internet services. Call Payment Express at 1-888-925-5016 for DPP enrollment or to make a payment by phone, or go to [www.conEd.com](http://www.conEd.com) to make a payment. You can also pay your bill by mail in the enclosed envelope. The address to mail all payments is Con Edison, JAF Station, PO Box 1702, New York, NY 10116-1702. Con Edison has a network of Authorized Payment Agents throughout the five boroughs and Westchester County. This option is also free. Go to [www.conEd.com](http://www.conEd.com) to find a location closest to you.

**SBC @2.3333¢/therm** **\$0.35**  
The System Benefits Charge funds New York State environmental and other related public policy programs.

**Temporary NY State Surcharge @9.8000¢/therm** **\$1.47**  
Covers new fees imposed by the state.

**GRT & other tax surcharges** **\$2.24**  
See earlier definition.

**Total delivery charges** **\$46.75**

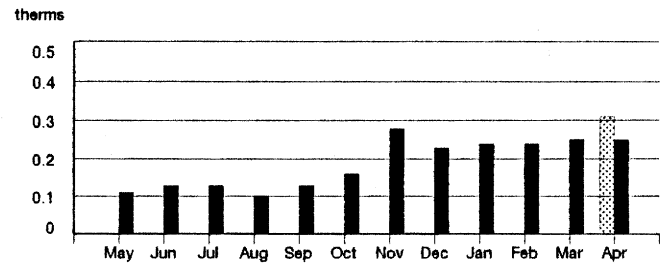
### ► Your sales tax

**Sales tax @4.5000%** **\$2.53**  
Tax collected on behalf of New York State and/or your locality.

**Total sales tax** **\$2.53**

**►► Total gas charges** **\$58.66**

Your average daily gas use



■ a year ago

### Moving?

Contact us to make sure you have service at your new address.

### Changing your mailing address?

Contact us to make sure your bills go to the right place.

### For information about your account:

You can speak to someone in person about your Con Edison account at one of the following locations:

- Bronx Walk-in Center - 448 East Fordham Road
- Brooklyn Walk-in Center at National Grid - One Metrotech Plaza
- Manhattan - 122 East 124th St.
- Queens Walk-in Center at National Grid - 89-67 162nd Street
- Staten Island Walk-in Center - 1140 Richmond Terrace
- Westchester Walk-in Center - One Pathmark Plaza, Mount Vernon