

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to City of New York Interrogatories – Set City-10
Date of Response: 4/10/2019
Responding Witness: Customer Operations Panel

Question No. : 244

Please provide, for each of the past five years, the number of low income customers (*i.e.*, customers participating in the Company’s low income programs) disconnected in each of the following months, segregated as shown:

Month	Electric Only Customers	Gas Only Customers	Combined Electric/Gas Customers	Total Customers
May				
June				
July				
August				
September				

Response

Provided below are the numbers of customers participating in the Company’s low income program that were disconnected in each of the following months. The Company only has data for 2018, and is unable to break down the numbers provided by “Electric Only Customers”, “Gas Only Customers”, or “Combined Electric/Gas Customers”.

Month	Total Customers
May	1,199
June	1,304
July	967
August	1085
September	1,115

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to City of New York Interrogatories – Set City-10
Date of Response: 4/16/2019
Responding Witness: Customer Operations Panel

Question No. : 245

- a. How is the Company adopting best practices for its outreach to low income customers?
- b. What best practices has the Company adopted?

Response

a. How is the Company adopting best practices for its outreach to low income customers?

The Company has adopted many best practices in its outreach to low income customers. In addition to the campaigns and activities described in DPS-2 265, the Company conducts outreach and education on topics such as level billing, gas safety, scam awareness, payment agreements, and energy savings.

The Company also participates in community outreach events, partnering with public officials to attend events, provide program information, and answer customer questions.

Low income customers also benefit from the energy usage and savings information provided through the Digital Customer Experience (“DCX”) My Account and the outreach conducted as part of Advanced Metering Infrastructure (“AMI”) Customer Education Plan. In addition to raising customer awareness of AMI, the program educates customers about their energy use and how to manage it.

The Company also leverages its Advisory Community, conducting targeted research with low and moderate income customers for feedback on programs and insights on ways to better serve customers.

Finally, see PULP 1-11 and 12 for additional discussion regarding low income customers and energy efficiency programs.

b. What best practices has the Company adopted?

See the response to part a above.

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to City of New York Interrogatories – Set City-10
Date of Response: 4/16/2019
Responding Witness: Customer Operations Panel

Question No. : 246

- a. How is the Company adopting best practices for evaluating the effectiveness of its outreach to low income customers?
- b. What best practices has the Company adopted?

Response

- a. How is the Company adopting best practices for evaluating the effectiveness of its outreach to low income customers?**

The Company does not evaluate the effectiveness of its outreach to low income customers because the existing processes identify and enroll all eligible customers – those receiving Public Assistance Benefits through New York City Human Resource Association (“HRA”) and Westchester Department of Social Services (“WDSS”) – in the Company’s Electric and Gas Low Income Programs (“Low Income Program”). With respect to other outreach efforts, the Company has not conducted evaluations of the effectiveness of these efforts, as described in DPS-2 265. See PULP 1-11 and PULP 1-12 for additional information on outreach to low income customers.

- b. What best practices has the Company adopted?**

See the response to part a above.

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to City of New York Interrogatories – Set City-22
Date of Response: 5/22/2019
Responding Witness: Customer Operations Panel

Question No. : 435

Please provide the Company's most recent Low Income Workbook.

Response

Please see City-22-435 Attachment 1 - Low Income Workbook.

	Annual Income	Monthly Income	6.00% HEAP Payment	Net Monthly Energy Burden	
heap	\$37,524.00	\$3,127.00	\$187.62	\$350.00	\$216.79
heap +1	\$29,461.02	\$2,455.09	\$147.31	\$375.50	\$178.60
heap+2	\$21,398.04	\$1,783.17	\$106.99	\$401.00	\$140.41
ug/dv	\$16,240.00	\$1,371.67	\$82.30	\$1,049.00	\$169.72

Con Edison		Low Income	
		Avg Monthly Bill (\$)	Hi Monthly Bill
Gas	Heat	115	127
	Non-Heat	29	32
Electric	Heat	152	167
	Non-Heat	88	97

AS used
110%

ug/dv

\$169.72

Electric non-heat	\$96.80	10.33%	\$10
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		High Monthly Bill	Percent	Discount Amount
Tier 3	Gas heat	\$126.50	44.50%	\$56
	Gas non-heat	\$31.90	9.40%	\$3
	Electric heat	\$167.20	16.02%	\$27
	Electric non-heat	\$96.80	27.48%	\$27

		High Monthly Bill	Percent	Discount Amount
Tier 4	Gas heat	\$126.50	39.30%	\$50
	Gas non-heat	\$31.90	9.40%	\$3
	Electric heat	\$167.20	7.14%	\$12
	Electric non-heat	\$96.80	12.34%	\$12

Company Name: Con Edison
Case Description: Placeholder for 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-XXXX, 19-G-XXXX

Response to DPS Interrogatories – Set DPS-1
Date of Response: 1/25/2019
Responding Witness: Customer Operations Panel

Question No. : 64

For the last three rate years, separately state the number of electric and gas customers who received a grant under the Home Energy Assistance Program (HEAP). If possible, state separately the number of such customers receiving Regular HEAP; Emergency HEAP; and both Regular and Emergency HEAP.

Response

The Home Energy Assistance Program (HEAP) grant season is from November to March. Emergency grants commence in January of each season. Information on the number of customers who received HEAP grants is provided in the below chart.

Information provided to the Company on HEAP grants is not specific to the type of service (gas/electric) so information is provided for both electric and gas customers. In addition, the Company does not maintain information on customers who received both Regular HEAP and Emergency HEAP and cannot provide this information.

ELECTRIC AND GAS CUSTOMERS RECEIVING HEAP GRANTS			
RATE YEAR	TOTAL REGULAR GRANTS	TOTAL EMERGENCY GRANTS	TOTAL HEAP GRANTS
	CUST	CUST	CUST
1/1/16 - 12/31/16	42,649	1,912	44,561
1/1/17 - 12/31/17	40,901	1,766	42,667
1/1/18 - 12/31/18	7,562	2,786	10,348

*** Note: The HEAP grants were delayed at the end of 2018. As the HEAP season covers two calendar years, the Company anticipates that for 2019, the regular HEAP grant customer counts and amounts will be higher to reflect the result of the delay.**

Company Name: Con Edison
Case Description: Placeholder for 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-XXXX, 19-G-XXXX

Response to DPS Interrogatories – Set DPS-1
Date of Response: 1/25/2019
Responding Witness: Customer Operations Panel

Question No. : 65

For the last three rate years, separately state the number of electric and gas customers who participated in the company's low income rate discount program and the total electric and gas expenditures incurred to provide such discounts. If the company's program provided other types of bill payment assistance during the last three rate years (i.e., arrears forgiveness or waivers of reconnection or other fees) specify such additional assistance, and for each type specified, state separately the number of electric and gas customers participating, and the total electric and gas expenditures incurred in each rate year.

Response

Under the Company's current rate plan, the Company's low income program provides a customer charge discount and a reconnection fee waiver.

ELECTRIC LOW INCOME DISCOUNT		
RATE YEAR	CUST	AMOUNT
1/1/16 - 12/31/16	359,682	\$42,946,110
1/1/17 - 12/31/17	429,915	\$53,101,630
1/1/18 - 12/31/18	417,394	\$53,791,144

ELECTRIC LOW INCOME RECONNECT WAIVERS		
RATE YEAR	CUST	AMOUNT
1/1/16 - 12/31/16	11,687	\$318,773
1/1/17 - 12/31/17	12,768	\$347,842
1/1/18 - 12/31/18	9,816	\$267,544

GAS LOW INCOME DISCOUNT		
RATE YEAR	CUST	AMOUNT
1/1/16 - 12/31/16	135,375	\$9,616,179
1/1/17 - 12/31/17	134,150	\$11,698,878
1/1/18 - 12/31/18	130,652	\$16,152,470

GAS LOW INCOME RECONNECT WAIVERS		
RATE YEAR	CUST	AMOUNT
1/1/16 - 12/31/16	0	\$0.00
1/1/17 - 12/31/17	0	\$0.00
1/1/18 - 12/31/18	0	\$0.00

Company Name: Con Edison
Case Description: Placeholder for 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-XXXX, 19-G-XXXX

Response to DPS Interrogatories – Set DPS-1
Date of Response: 1/25/2019
Responding Witness: Customer Operations Panel

Question No. : 66

For the last three rate years, provide the total number of customers receiving any ratepayer-funded bill payment assistance that the company referred to the EmPower NY Program for energy efficiency services. For any year in which the company did not refer all eligible customers to NYSERDA for EmPower NY program services, explain why not, describe specifically what barriers prevent the utility's full participation in the EmPower NY program, and describe in detail what conditions the company believes must be changed in order to accommodate such participation in the future.

Response

Please find the requested information in the table provided below:

Referral Year	Electric-Only	Gas-Only	Combination
2016	15946	0	0
2017	10737	110	1432
2018	5827	38	3896

Con Edison fully participates in the EmPower NY Program. We refer all eligible customers to NYSERDA per their instructions and in their prescribed manner in regular uploads throughout the year. Consistent with NYSERDA's request, the Company limits the number of referrals to 500 electric customer referrals every other week and 100 gas customer referrals every other week.

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to DPS Interrogatories – Set DPS-2
Date of Response: 2/19/2019
Responding Witness: Customer Operations Panel

Question No. : 265

Subject: Low Income Affordability Program

Provide a breakout with examples of the campaigns and activities the Company has taken to reach low-income customers since implementing the new Low Income Affordability Program. Include data which evaluated the effectiveness of the campaigns and activities.

Response

Since implementing the new Electric and Gas Low Income Programs (“Low Income Program”), the Company has undertaken several campaigns and activities to reach low income customers.

Before the new Low Income Program began, the Company sent out a letter to all existing low income customers informing them of the changes to the Low Income Program that would go into effect on January 1, 2018. Attachment 1 provides a sample of the notification low income customers received. The Company also updated its Low Income Program web pages to reflect the new Low Income Program eligibility criteria and enrollment information. The link to the webpage is: <https://www.coned.com/en/accounts-billing/payment-plans-assistance/help-paying-your-bill>.

During 2018, Con Edison sent residential customers the annual mailing of the Residential Rights and Responsibilities Notice bill insert (Attachment 2) and new customers received the inserts with their first bills. The notice provides information on the low income discount, protections for customers that are unable to pay for service, and the Company’s CONCERN Program. Information about the low income discount and payment assistance was also provided in the Company’s quarterly Customer News bill insert and Spotlight, the Company’s biannual newsletter for customers enrolled in the CONCERN Program. Attachments 3, 4, 5, and 6 are samples of the quarterly bill inserts and Spotlight newsletters. A number of emails shown below were also sent that directed customers to the Company’s webpage, Payment Plans and Assistance at <https://www.coned.com/en/accounts-billing/payment-plans-assistance>.

[Winter Prep Email](#) (Rebates and Energy Safety)
[Email Ways to Save](#)
[2017 Summer Prep \(Savings\)](#)
[May 2018 Summer Prep Email](#)

[May 2018 Summer Prep Email](#)

The Company also reached low income customers at community meetings and events. Materials distributed included the Billing and Payment Options and Customer with Special Needs brochures, which are also provided as Attachments 7 and 8. These brochures are also available at Company walk-in centers.

The Company also performs a file match reconciliation with the New York City Human Resource Administration and Westchester Department of Social Services twice a year to identify customers eligible for the Low Income Program. Customers who receive defined Public Assistance Social Service benefits are automatically enrolled in the Company's Low Income Program and begin to receive benefits. When a customer is enrolled in the Low Income Program, the customer receives a letter notifying them of the enrollment from the Company. Attachment 9 provides a sample of the notification letter. Customers who receive a notice of termination of service also continue to receive an onsert to their bill informing them about Public Assistance. Attachment 10 listed below provides a sample.

The Company has also developed several programs to expand the reach of clean energy programs to low income customers. The recently approved Shared Solar for Low Income Pilot will use solar installations on Company facilities to provide benefits from renewables to customers enrolled in the Low Income Program. The Company will conduct outreach through various channels, such as community events, mailings, and email marketing to approximately 48,000 low income customers who live near the solar installations. The Company will install solar projects on 5 buildings in Brooklyn, Queens, and Westchester; these systems are expected to be operational by Q4 2019 or Q1 2020. The energy from those systems will be used to pay back the cost of the systems over 25 years and provide monthly bill credits to approximately 900 customers. Eligible customers must be in the electric low income discount program and apply to a no-cost energy efficiency program.

The Multi-Family Energy Efficiency Program offers affordable housing customers both enhanced incentives for heating, cooling, lighting, energy management systems and free measures for air sealing, faucet aerators, 1 and 2 pipe steam radiators across both commodities. There are additional free measures offered through The Neighborhood Program for customers in Brooklyn and Queens.

The Community Power project, a Reforming the Energy Vision ("REV") demonstration project, will deliver community distributed generation to 351 directly metered low- and moderate-income ("LMI") Con Edison customers residing in multifamily buildings. Community Power's solar arrays will be sited on New York City Housing Authority ("NYCHA") buildings in Brooklyn and Upper Manhattan. Buildings selected for this project are currently undergoing assessment.

EnergyFit, another REV demonstration project, is a new model for financing and capturing energy efficiency savings in one- to four-family LMI buildings. Con Edison expects that the EnergyFit project will serve 1,500 Con Edison customers in the Company's combined gas and electric service territory.

The Company has data regarding some of the programs discussed above. For the Low Income Program, the Company files quarterly reports with the Public Service Commission that provides customer enrollment number by tiers, new enrollments, exited customers, and additional information about low income customers. These quarterly reports are filed as part of Case 14-M-0565. For the clean energy programs described above, there is no data to provide or evaluate as these are new programs.

DPS-2 265 Attachment 1 New Low Income Program Notification Letter
DPS-2 265 Attachment 2 Residential Rights and Responsibilities Notice Bill Insert
DPS-2 265 Attachment 3 Customer News Bill Insert Winter Edition 2018
DPS-2 265 Attachment 4 Customer News Bill Insert Fall Edition 2018
DPS-2 265 Attachment 5 Spotlight Newsletter Spring 2018
DPS-2 265 Attachment 6 Spotlight Newsletter Fall 2018
DPS-2 265 Attachment 7 Billing and Payment Options Brochure
DPS-2 265 Attachment 8 Customer with Special Needs Brochure
DPS-2 265 Attachment 9 Low Income Program Enrollment Letter
DPS-2 265 Attachment 10 Public Assistance Onsert

Dear Valued Customer:

As a customer who benefits from a qualifying governmental-assistance program, you receive discounts on your electric and/or gas charges each month as part of Con Edison's Low-Income Program. Starting in January, these discounts will change.

Here are the details:

- Qualifying programs include Medicaid, Safety Net Assistance, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), and Temporary Assistance for Needy Families. Customers who have received regular Home Energy Assistance Program (HEAP) benefit in the preceding 12 months also qualify.
- When you are enrolled in one or more of these programs, you'll receive a credit on your bill with the following discount(s):

If you receive an electric bill from Con Edison

Electric customers will receive a monthly discount of \$10, or a higher discount if your household meets federal guidelines for additional HEAP assistance and includes a member who is age 60 or older, under age six or younger, or is permanently disabled. The additional discount amounts are as follows:

- A monthly discount of \$21, or
- If you use electric for heating, a monthly discount of \$26.

If you receive a gas bill from Con Edison

Gas customers will receive:

- A monthly discount of \$3, or
- If you use gas for heating, a monthly discount of \$50.

Another change to your account is described below.

Enrollment in Level Payment Plan

All customers receiving these discounts will be automatically enrolled in our Level Payment Plan. This plan spreads your monthly payments evenly across the year, making budgeting easier and helping to reduce the impact of seasonal spikes in energy costs. Your level payment amount is calculated based on your average monthly bill over the past 12-months.

We will review this amount quarterly and may adjust it up or down as needed. We'll also provide an update on each statement you receive, detailing the total payments you have made and your total energy charges to date – so you'll always know where you stand.

Your next bill will show your level payment amount. If you are behind on paying your bills, Con Edison will wait to enroll you in the Level Payment Plan until you have paid off past charges, or enter into a payment agreement.

No action is required on your part unless you wish to opt out of the Level Payment Plan.

To be removed from the program, please call us at 1-212-358-4563 after December 31, 2017 on weekdays from 8:30 a.m. to 4:30 p.m.

Sincerely,
Con Edison Customer Operations



Your Rights and Responsibilities as a Customer Billed Under Residential or Religious Rates

New York State Public Service Commission (PSC) rules, the Home Energy Fair Practices Act (HEFPA), and the Energy Consumer Protection Act provide comprehensive protection for residential customers of electric, gas, and steam utilities. This brochure outlines Con Edison's policies and procedures and your rights as a customer. More detailed information about your rights and responsibilities can be obtained by visiting conEd.com or by calling 1-800-75-CONED (1-800-752-6633). To access the Con Edison tariff, visit conEd.com/rates.

To apply for service, ask about your bill or report an emergency, call 1-800-75-CONED. Customer service representatives are available 24 hours a day, seven days a week. You can pay your bill by phone, Internet, mail (do not send cash), or in person. Our Web address is conEd.com. The mailing address is Con Edison, Cooper Station, P.O. Box 138, New York, NY 10276-0138. Hearing-impaired customers may use our toll-free TDD service at 1-800-642-2308. Visually-challenged customers can receive Braille or enlarged bills by filling out the attached application. If you prefer to communicate in Spanish, call 1-800-752-6633. There is also a Spanish language section at conEd.com/customercentral.

If you have a question about your account and are not satisfied with our answer, ask to speak with a supervisor. If you have spoken with a supervisor and still disagree with Con Edison's findings, you may contact the PSC by phone at 1-800-342-3377, business days between 8:30 a.m. and 4 p.m., through the PSC's website, www.dps.ny.gov, or by mail at 90 Church Street-4th Floor, New York, NY 10007-2919.

B1-ResRight-ShortForm-Eng_PRESS

I receive government assistance. I understand I will not be asked to pay a deposit.

- ☐ I receive public assistance (PA). My case number, which appears on my PA identification card, is:

☐ I receive Supplemental Security Income (SSI). (Note: SSI benefits are not the same as Social Security retirement benefits.) You will be required to provide documentation, such as your SSI award letter.

I have heat-related service.

- ☐ My primary heating service is started by electricity.
- ☐ I use an electric heater to supplement the heat provided by my landlord.

The following special hardships exist in my household:

- ☐ Medical condition (identify):

- ☐ Life-Support equipment (identify):

- ☐ Please send me the Life-Support Equipment Survey.

Please send:

- ☐ Enlarged bills ☐ Braille bills

Your signature _____

Date _____

Mail to:

Con Edison, Customer Special Services, 30 Flatbush Avenue, 5th Floor, Brooklyn, NY 11217



April 2018
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We will notify you by letter within three business days of receiving your application if it has been denied. The letter will state the reason(s) for denial, exactly what you must do to be approved, and will inform you of your right to have the matter investigated by the PSC. New accounts may require a deposit, which will earn interest at a rate set by the PSC and will be returned after one year if your payment record is satisfactory.

Special Protections

Con Edison provides special protections for elderly, blind, and disabled persons; persons with medical emergencies or who rely on electrically operated life-support equipment and demonstrate an inability to pay for service; and for customers receiving public assistance, Supplemental Security Income benefits, or additional state payments. We will work with customers to arrange a satisfactory payment agreement and will notify local social services, if appropriate. We will not disconnect service during a health or safety emergency. We also notify persons in two-family dwellings, where service is not metered separately, when termination of service may affect them.

Con Edison's CONCERN program provides services for elderly, blind, or disabled customers. We also offer a Level Payment Plan to spread your payments more equally over 12 months, the Quarterly Billing Plan, our Third-Party Notification Program, and enlarged and Braille bills. Customers who qualify for any of these services or special protections can call us to enroll or submit the form included in this brochure. We do not disconnect heat-related service between November 1 and April 15 without first trying to contact an adult member of the household. If loss of service poses a serious health or safety problem, we will continue service for at least 15 days and try to arrange a payment plan. You are still responsible for bills and should make reasonable efforts to pay.

Rates for Income-Eligible Customers

If you receive Supplemental Security Income, Temporary Assistance to Needy Persons, Safety Net Assistance, Medicaid, or SNAP (Food Stamps), or have received a Home Energy Assistance Program (HEAP) grant payable to any utility or heating provider in the preceding 12 months, you may be eligible for a reduced customer charge on your electric service or a reduced rate on your gas service. Call 1-212-780-8899 for more information or to verify your eligibility.

Si usted prefiere recibir mensajes y otros avisos en español, llámenos al 1-800-752-6633.

PowerYourWay

With PowerYourWay, you can buy the electricity and/or gas that you use from an energy services company (ESCO) instead of from Con Edison. If you choose to buy from an ESCO, Con Edison will continue to deliver your energy safely and reliably, and will respond to emergencies. To find out more, call 1-877-668-3234 or go to poweryourway.com.

HEFPA requires that consumer protections be provided by both Con Edison and ESCOs. Con Edison and all ESCOs must follow HEFPA procedures before terminating the supply of electricity and/or gas purchased and delivered under PowerYourWay. If you participate in PowerYourWay, you will receive bills from Con Edison with supply and delivery charges. If you do not pay all of the charges on your bill, Con Edison may terminate its delivery service and the ESCO supply service. If you receive a separate bill from your ESCO for supply, your ESCO must notify you if your energy supply will be terminated for nonpayment and provide the same protections under HEFPA that Con Edison provides in connection with termination of delivery service.

Shared Metering

Shared metering exists when a tenant's meter registers electric, gas or steam service used in the tenant's dwelling as well as service used outside the tenant's dwelling, or service to building equipment that provides heat, hot water, air conditioning, or other similar services to other tenants. If you rent an apartment and have a separate meter, you should be billed only for electricity or gas used inside your apartment. If you believe that you are being charged for service that others are using, notify Con Edison. Or, contact the PSC at the telephone number or address given previously.

Voluntary Time-of-Use Delivery Rates

With voluntary time-of-use rates (TOU), you will be charged varying rates for electricity depending on when you use it. Customers who enroll in TOU after March 1, 2014, will be billed certain rates for peak periods of 8 a.m. to midnight and off-peak periods of midnight to 8 a.m. From June 1 to Sept. 30, a super-peak rate applies from 2 to 6 p.m., superseding the peak period for those hours. Customers who were enrolled in TOU prior to March 1, 2014, may choose to be billed using these time periods, or the following time periods: peak, 10 a.m. to 10 p.m.; and off-peak, 10 p.m. to 10 a.m. For more information, call 1-877-806-2830 or visit conEd.com/tou.

Changes in Your Use of Energy

Please let us know if you make changes to your premises, add equipment, or change your type of usage (residential to non-residential). Changes such as these may affect your service classification and the amount you pay. If your account is eligible under two different service rates, you will be able to choose the more beneficial rate.

Payment

Con Edison offers free bill-payment options and other services. Customers with bank accounts can use our Direct Payment Plan, the automated Pay-by-Phone system (1-888-925-5016) or pay online at conEd.com/myaccount. In addition, many authorized payment agents throughout our service area accept Con Edison bill payments free of charge. You can also pay by mail. Use our return envelope, making sure that the return address shows through the window, and affix a first-class stamp. Mail payments to: Consolidated Edison, JAF Station, P.O. Box 1702, New York, NY 10116-1702. **Please do not send cash, and do not mail correspondence to this address.**

We prefer to resolve payment problems before it becomes necessary to terminate service. If you need help, please call us. You may be eligible for emergency benefits or other assistance programs. If we terminate your service for nonpayment, we will do so between 8 a.m. and 4 p.m., Monday through Thursday. We will reconnect service within 24 hours, if possible, when: the amount due is paid; or if you make the down payment on a payment agreement; or if your health or safety is threatened; or if a payment is guaranteed by a social services agency. Con Edison will negotiate in good faith with any customer to set up a payment agreement. If you are required to provide financial information for this purpose, we will treat all information confidentially. If you do not get a satisfactory response when you call Con Edison, ask to speak with a supervisor. If you have spoken with a supervisor and still are not satisfied, you may contact the PSC at the telephone number or address previously provided. No action will be taken to collect amounts in dispute while your inquiry is investigated. Any amount not in dispute must be paid when due.

New Applications for Service

Applicants for gas or electric service must have paid in full all bills on their past account or agree to a deferred-payment plan before a new account will be opened. Exceptions will be made only if the past-due balance is subject to a pending complaint or Con Edison is notified that it will receive payment from a government benefit program.

(continued on back)

APPLICATION FOR SPECIAL SERVICES

Name _____

Address _____ Apt. _____

Town/City _____ ZIP code _____

Telephone (daytime) _____ (evening) _____

Email address _____

□□-□□□□-□□□□-□□□□-□□
Account number (as shown on bill)

Please enroll me in the:

- ☐ CONCERN Program. To be eligible, all members of the household must meet at least one of the criteria below (select all that apply):
- ☐ are age 62 or older ☐ have a permanent disability
☐ are blind ☐ are under the age of 18
- ☐ Level Payment Plan
☐ Quarterly Billing Plan (I am age 62 or older)
☐ Third-Party Program
 Your third party must read, fill out, and sign the section below:

Please let me know if this customer's bill is overdue or if the service might be turned off. I understand that I am not responsible for paying the bill.

Third-party name _____

Address _____ Apt. _____

Town/City _____ State _____ ZIP code _____

Telephone (daytime) _____ (evening) _____

Third-party signature _____ Date _____

(over)

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Customer News

Winter 2018

Tips to Stay Warm, Save Money

- Try lowering your thermostat 10 to 15 degrees, eight hours a day. You could cut heating costs by up to 15% a year.
- Smart thermostats offer customized settings and Wi-Fi control so you can adjust temperature from anywhere. Purchase a new ENERGY STAR smart thermostat and enroll it with us to get up to \$135. Learn more at conEd.com/SmartThermostat.
- Older heating equipment uses more fuel and costs more to run. A new, energy-efficient gas boiler or furnace will keep you warm for 30% less. Ready to update your equipment and save? Learn more and find a contractor at conEd.com/hvacRebate.

Find more ways to stay cozy while using less energy and saving money at conEd.com/EnergySavingTips.



★ One-stop Shop for Energy Savings

Find the most energy efficient appliances, discover and redeem rebates, and learn how solar power can lower your bill at MarketPlace.conEd.com.

Gas Line Safety Check

We will be visiting to perform New York State-required inspections of gas service lines. Please help by providing access to your meter. Our authorized contractors will check for leaks and corrosion on all exposed piping—contractors will carry and show ID. There's no charge for the inspection, which takes about 15 minutes.

Got questions? Visit conEd.com/GasInspections.



Want to say thanks to one of our employees?

We can't accept gifts or tips. Send a note to CustomerService@conEd.com.

Include the employee's name and ID number if you have it.

How to Get Through a Power Outage

- Sign up for text alerts by texting "REG" to OUTAGE (688243). You'll need your account number.
- Report any outage through conEd.com, our app, or by text once you've registered. Text "OUT" to OUTAGE (688243).
- Stay away from downed wires and call 1-800-75-CONED (1-800-752-6633).
- Log into conEd.com/MyAccount and edit your Account Contact Information with your current email address and phone numbers so we can contact you during an outage. (You may get emergency text notifications from us. Opt out by texting "STOP" from your phone.)
- Visit conEd.com/StormCentral to check our outage map, report a problem, and find more safety tips.

Get Help with Your Bill

Visit conEd.com/SpecialServices to:

- Sign up for Level Payments. We estimate your yearly energy costs and spread payments out evenly over 12 months.
- Request a payment extension of up to 20 days.
- Set up a payment agreement—we'll work with you.
- The Home Energy Assistance Program (HEAP) offers grants to eligible customers to help pay their energy bills. New York City residents can call the HEAP hotline at 1-800-692-0557 or 311. Customers in Westchester can call the Department of Social Services at 1-914-995-5619. Con Edison customers receiving a HEAP grant from another utility or oil company may be eligible for reduced electric rates. Fax a copy of your HEAP grant letter to 1-212-844-0110.

Winter Bill Outlook

Gas-heating bills may be slightly higher this winter. Average monthly bills could run about \$253, compared to \$244 last winter.

Con Edison doesn't control the price of natural gas, and we don't make a profit distributing it. We work to get the best price, and provide it to you at cost.

You can also consider buying your natural gas from an energy service company. For help evaluating energy offers, visit NewYorkPowerToChoose.com.

Make bill-paying easy

Learn about our bill-paying options at conEd.com/eBill



Community Partnerships

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



Supporting Hispanic Causes

The Hispanic Federation promotes education, health, civic engagement, economic empowerment and the environment, as well as provides immigration assistance to strengthen and advance the Hispanic community. Education is a key focus, with multiple programs reaching students from early childhood education through college. Hispanic Federation also carries out research and advances policies that help Latino and other underserved students obtain the tools, resources and opportunities to succeed academically and in life.

Learn more at HispanicFederation.org.

It's Not a Sprint, It's an Envirothon

Envirothon, a national outdoor environmental science competition for teams of high school students, tests participants in five categories including aquatics, forestry, soils, wildlife, and a “current issues” topic such as wetlands management. Past sites have included High Rock Park and Great Kills Park in Staten Island, Prospect Park in Brooklyn, Alley Pond Park in Queens, The New York Botanical Garden and Pelham Bay Park in the Bronx, and Central Park in Manhattan. For the past decade, New York City Soil & Water Conservation District has sponsored the New York City Envirothon in partnership with Con Edison.

Learn more at SoilAndWater.nyc.

Don't Fall For Scams

- Don't pay over the phone unless you are certain you're using Con Edison's automated system.
- We would never call, email, text, or visit your home or business to demand payment via a pre-paid debit card or by bitcoin, ask for a deposit on a smart meter, or request your personal information.
- Beware of people at your door pretending to be Con Edison employees. Always ask for ID. Call **1-800-75-CONED** to verify that the visitor is from Con Edison.
- Before you sign a contract, make sure you understand all the terms.
- Report scams to your local police department.
- Learn about common scams at conEd.com/ScamAlert.

We Speak Your Language!

In addition to call-center operators fluent in Spanish and many other languages, you can now pay your bill, submit a meter reading, report an outage and more using our automated phone service in Spanish, Mandarin, Cantonese, Russian, Polish and Korean.

Call **1-800-75-CONED** (**1-800-752-6633**).

Winter Safety Tips

Use a brush, not a shovel, to clear ice and snow from around you gas meter and piping.

Don't enclose your meter, and keep all vents and exhaust ducts clear of snow, ice, leaves and debris.

Have your heating and venting system serviced regularly to prevent dangerous accumulation of carbon monoxide.

Get a carbon monoxide detector. It will alert you to the presence of this deadly, odorless gas. Already have one? Check the batteries.

Smell Gas. Act Fast.

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 smell 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; turn on or off lights, flashlights, appliances; or do 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.

Spot Steam?

Immediately call **1-800-75-CONED** (**1-800-752-6633**). Visible steam can reveal a leak and we need to check it out.

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 from your computer or smartphone and click “Report an electric service problem.”

Access Is Everything

Log in at conEd.com/MyAccount for quick, easy access to:

- An easy way to pay your bill
- Tools to help you understand your bill from month to month
- Your next meter-reading date
- Ways to save money and make your home more comfortable

Just \$1 Helps a New Yorker in Need

Add exactly \$1 extra to your monthly bill and Con Edison will automatically match it to help eligible residential customers get a grant of up to \$200 to pay their energy bill. You can also text the word “SHARE” to 27722 to make a one-time donation of \$5.

Learn more at conEd.com/EnergyShare.

Tenant Moving Out? Keep the Power On

Avoid the hassle of turning service on and off with our new *Leave on for Landlord* program. Simply enroll your properties and we'll do the rest.

Landlords can sign up at conEd.com/Landlord.



FALL 2018

Tenant Moving Out? Keep the Power On

When your tenant stops service, the Leave on for Landlord program automatically puts electric and gas service in your name. That means power is on to show the space to prospective tenants, and there's no need to set up turn-off and turn-on appointments.

When a new tenant starts service, we'll automatically switch the account to their name. That means convenience for you and for your next tenant.

Landlords can sign up at conEd.com/Landlord or 212-358-4564.

Access Is Everything

Log in at conEd.com/MyAccount, and you'll have quick, easy access to:

- An easy way to pay your bill
- Tools to help you understand your bill from month to month
- Your next meter reading date
- Tips to save money and make your home more comfortable

SMELL GAS.
ACT FAST.

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

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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 might be a leak.

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

Once you are 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.

Stay safe by making sure your burners are turned off when you're not using them. And never store combustible items near gas appliances. Don't step, sit, lean, or place any objects on gas pipes or equipment.

Visit conEd.com/GasSafety.

6 Electric Safety Tips

Keep you and your family safe from electrical shock or fire with these simple tips.

1. Check electric cords for worn spots or frayed wires. Don't mend it, replace it!
2. Don't place electric cords under carpets or furniture.
3. Never attempt to retrieve an electrical product that has fallen in water. Make sure your hands and the plug are dry before unplugging anything. Or, cut off power at the circuit breaker first.
4. Never staple or nail cords to walls or baseboards.
5. Don't overload outlets or power strips. One in every six home fires is started by overheated wires.
6. Never remove the third prong from a plug to make it fit a two-prong outlet.

For more safety tips, visit conEd.com.

Cut the Clutter.
Go Paperless.

Sign up for e*Bill and you'll get an email when it's time to pay.

It's easy, convenient, and secure, and saves paper and postage.

Log in to conEd.com/MyAccount to get set up.

3 Ways to Get Help
with Your Bill

1. Your bill can vary throughout the year, so try our Level Payment Plan to manage bills and budget for energy costs. We estimate your yearly energy costs and spread payments out evenly over 12 months. Visit conEd.com/SpecialServices.
2. Request a payment extension of up to 20 days. If you're having difficulty paying your bill, we will work with you to set up a payment agreement. Visit conEd.com/SpecialServices.
3. The Home Energy Assistance Program (HEAP) offers grants to eligible customers to help pay their energy bills. New York City Residents can call the HEAP hotline at 1-800-692-0557 or 311. Customers in Westchester can call the Department of Social Services at 1-914-995-5619.

If you are a Con Edison customer and receive a HEAP grant from another utility or oil company, you may be eligible for reduced electric rates. To qualify, fax a copy of your HEAP grant award letter to 1-212-844-0110.

Weather Watch

Be prepared for severe weather. Here are some tips to stay safe before, during, and after storms.

- Never go near or touch a fallen power line.
- If you see a downed wire, 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.

Visit conEd.com/StormCentral to check our outage map, report a problem, or learn more safety tips.

Don't Fall for Scams

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

- Demand payment via a pre-paid debit card
- Ask for a deposit on a smart meter
- Request payment by bitcoin
- 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 demand payments for bail, taxes, ransom, and hospital bills.

Beware of marketers at your door pretending to be Con Edison employees. Before you sign a contract, make sure you understand all the terms. (We will never share your account information without your permission.)

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.

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 our credentials. You're not being rude. You're being safe.

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



Warm Up and Save

Looking for ways to stay warm this winter and still save money?

- Updating your old heating system with new ENERGY STAR–rated high-efficiency equipment will help you save energy and keep costs down without resorting to extra sweaters. Learn more at conEd.com/HVACRebate.
- A mini-split heat pump is a great solution for energy efficient supplemental heating—and it provides cooling in the summer. Learn more at conEd.com/MiniSplit.
- Customized settings and Wi-Fi control allow smart thermostats to help you save energy while staying comfortable year-round. Get more info and find rebates at conEd.com/SmartThermostat.



Community Partnerships

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

Get Help with Housing, Food, Immigration, and More

Catholic Charities’ new Find Help app is an excellent resource for anyone needing assistance with food, housing, substance abuse, and immigration. Get help with affordable housing, emergency shelter and avoiding eviction; locate soup kitchens and food pantries or get access to SNAP; and connect with Catholic Charities treatment and prevention centers for substance abuse and recovery. There’s also access to information about immigration and refugee services through Catholic Charities and its partners.

The app is free to download from CatholicCharitiesNY.org/find-help and resources are available to anyone in New York City and communities in the Hudson Valley.

Stretching the Imagination

The Rego Park Green Alliance/ RPGA Studio uses art, design, technology, and education to address community issues. One of the organization’s programs, 3D Design and Printing, teaches elementary and middle-school students to use computer-aided design software and 3D printing technology to turn ideas into real things. The annual CC3DP Creative Challenge in 3D Design and Printing—now in its fifth year—gives teams of students from every borough the opportunity to develop STEM skills and cultivate collaboration, problem solving, conflict resolution and communication techniques, all while competing to solve a creative challenge. Judges consist of educators, industrial designers, industrial engineers, architects, and artists.

The program begins each January and runs for 12 to 16 weeks. It’s open to third through eighth graders throughout New York City. For information visit cc3dp.org.

Can You Dig It?

Be safe before you start any fall yard work: Hitting a gas line with a shovel or other equipment can seriously injure you.

Call 811 two to 10 days before doing any digging (it’s the law), so utilities can mark the location of lines for free. Some pipelines are marked with the name and phone number of the operator.

We continuously monitor and inspect our gas system. For more information visit conEd.com/GasSafety or www.npms.phmsa.dot.gov.

Help a New Yorker in Need

Help keep the lights and heat on for a fellow New Yorker in need. Con Edison’s Energy Share 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/EnergyShare to learn more, or call **1-800-75-CONED (1-800-752-6633)**.

Spot Steam?

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

Moving? Tell Your Bank

If you’re set up for bill autopay, be sure to let your bank know your new Con Edison account number to ensure a smooth transition.

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)**.

Lights Out? Tell Us!

If you lose electricity, or have partial, dim, or flickering lights, let us know right away. Log on to conEd.com from your computer or smartphone and click “Report an electric service problem,” or call **1-800-75-CONED (1-800-752-6633)**.

Protect Yourself From this Deadly Gas

Carbon monoxide (CO) is odorless, colorless, and it could 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 in your CO detector, and clean heating systems, vents, chimneys, and flues.
- Check that generators, furnaces, and space heaters are working properly.

For more safety tips, visit conEd.com.

Environmental Disclosure Label		
The New York State Public Service Commission requires electricity suppliers to provide periodic environmental-disclosure statements that explain fuel used to generate electricity, air emissions, and how emissions compare to a statewide average. Here are the tables for Con Edison. For more information, visit www.askpsc.com or www3.dps.ny.gov .		
ENVIRONMENTAL-DISCLOSURE LABEL FOR CON EDISON Fuel Sources and Air Emissions to Generate Your Electricity <i>January 1, 2016 through December 31, 2016</i>		
FUEL SOURCES		AIR EMISSIONS RELATIVE TO NEW YORK STATE AVERAGE
Biomass	<1%	<div><p>NYS Average</p><p>SO₂ 111% of average</p><p>NO_x 111% of average</p><p>CO₂ 111% of average</p><p>0% 100% 200%</p></div>
Coal	4%	
Natural Gas	45%	
Hydroelectric	10%	
Nuclear	35%	
Oil	<1%	
Renewable Biogas	<1%	
Solar	<1%	
Solid Waste	2%	
Wind	3%	
Total	100%	
Actual total may vary slightly from 100% due to rounding.		<p><i>Note: Sulfur dioxide and nitrogen oxides are key pollutants that contribute to acid rain and smog. Carbon dioxide contributes to global climate change. Depending on fuel source, size, and location, the generation of electricity may also cause other public health, environmental, and socio-economic impacts not disclosed above.</i></p>

Spotlight

Con Edison's Concern Program Newsletter

Spring 2018

Con Edison's Concern Program

The Concern Program is free and confidential. The Concern newsletter, Spotlight, is published twice a year. We also offer Senior Direct at **1-800-404-9097**, so that older customers can conveniently speak with a Con Edison representative. The Concern Program is for our customers who are 62 years or older, or blind, have a permanent disability, or under the age of 18. Our representatives can advise Concern customers about bill-paying options, government-aid programs, and other organizations that offer assistance.

SMELL GAS. ACT FAST.



**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 are outside, move away from where you think there might be a leak.

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

Once you are 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.

Gas Safety Inspections



Beginning this year, as required by New York State law, Con Edison will be inspecting gas service lines in residential districts once every three years. If you live in a business district, we'll be inspecting annually. Our authorized contractors will be checking for leaks and corrosion on all exposed piping from the main in the street to your gas meter. The inspections will take about 15 minutes to complete and will be performed free of charge.

You'll receive a letter when inspections begin in your area.

3 Ways to Get Help With Your Bill

1. Your bill can vary throughout the year, so try our **Level Payment Plan** to manage bills and budget for energy costs. We estimate your yearly energy costs and spread payments out evenly over 12 months. To enroll, call **1-800-75-CONED**.

2. Request a **payment extension** of up to 20 days. If you're having difficulty paying your bill, we will work with you to set up a **payment agreement**. Enroll by signing in to My Account on conEd.com.

3. **The Home Energy Assistance Program (HEAP)** offers grants to eligible customers to help pay their energy bills. New York City residents can call the HEAP Hotline at **1-800-692-0557** or **311**. Customers in Westchester can call the Department of Social Services at **1-914-995-5619**.

If you are a Con Edison customer and are eligible for a HEAP grant from another utility or oil company, you may be eligible for reduced electric rates. To qualify, fax a copy of your HEAP grant award letter to **1-212-844-0110**.

Beware of Scammers

- Phone scams: Con Edison will never threaten to shut off service or demand payment by prepaid debit card, gift cards or Bitcoin.
- Smart Meters: Con Edison does not charge customers to install a smart meter at their home or business.

Any bill or phone call requesting payment for a smart meter is a scam.

- Door-to-door scams: Always verify a Con Edison employee by asking for a photo ID. Confirm the information by calling **1-800-75-CONED**.
- Learn more at conEd.com/scamalert

Helping Seniors Stay in Their Homes

The New York City Department of Finance administers programs to help seniors and people with disabilities reduce their property taxes or freeze their rent.

Enhanced School Tax Relief

To qualify for Enhanced STAR (School Tax Relief), all homeowners must be 65+ as of December 31, 2018, and have a combined income under \$86,000. www.tax.ny.gov/star for more information.

Veterans Property Tax Exemption

Qualifying veterans, the spouses or un-remarried widow(er)s of veterans, and Gold Star parents may be eligible for a property tax exemption. Visit www.nyc.gov/ownerexemption for more information.

NYC Rent Freeze Program

SCRIE, also known as the NYC Rent Freeze Program, freezes the rent of seniors (62+) who live in rent-regulated apartments. To qualify, household income must be \$50,000 or less and the applicant must be paying at least one third of their household income on rent. Visit www.nyc.gov/rentfreeze for more information.

The Department of Finance's Outreach Unit is hosting application assistance events. Call **311** for more information.



Free Benefits Application Help

LiveOn NY is helping seniors get the benefits they deserve. The organization's Benefits Outreach Program offers free and confidential eligibility screening and application assistance for multiple benefit programs including Supplemental Nutrition Assistance Program (SNAP), Senior Rent Freeze Program (SCRIE), Medicare Savings Program, Medicare

Part D Low-Income Subsidy/ Extra Help, Home Energy Assistance Program (HEAP) and Senior Citizen’s Home Exemption (SCHE).

LiveOn NY’s staff are available to guide clients throughout the application and recertification process over the phone, online or through the mail. Staff will also visit homebound seniors to help them complete an application and compile the required documentation. Once the application is submitted, LiveOn NY remains available to help troubleshoot and resolve issues that may arise.

To learn more about LiveOn NY’s Benefit Outreach Program and find out if you are eligible for any benefits, call **(212) 398-5045** or email **benefits@liveon-ny.org**.

A Community for Homebound Seniors

The Virtual Senior Center, offered by Selfhelp Community Services, is helping homebound seniors socially interact with their peers through technology.

Using touch-screen computers, a webcam and an Internet connection, seniors get the benefits of a senior center right from the comforts of their own home. Participants can join live, interactive classes on such topics as arthritis, gentle exercise, and enhanced well-being. They can also play

social games, such as a virtual rummy, while they can see, hear and talk with other players. Seniors will also learn how to use Skype and email to connect with loved ones and peers, further removing the obstacles that lead to isolation and loneliness.

To join the Virtual Senior Center, go to vscm.selfhelp.net/join-us.

Helping Seniors Stay in Their Communities

The New York Foundation for Senior Citizens offers a number of programs:

Home Repair

Through this program, senior owners of private homes, condos and co-ops, with limited finances, are benefitting from free home maintenance and repair services.

Home Safety Audits

As part of the Home Repair Program, volunteer specialists – aged 55+ – are trained and dispatched to visit and inspect the homes of “at risk” seniors. They identify potential hazards, and recommend ways to resolve them.

Intergenerational Home Sharing

The free matching service pairs “hosts,” who have a spare private space in their home, with responsible, compatible “guests” seeking affordable housing.

Home sharing helps ease financial burdens and provides companionship for the participants. Professional social workers provide assistance throughout the process.

For more information, visit **www.NYFSC.org** or call **212-962-7559**.

How to Reach Us

Contact us if you have questions about your Con Edison account or need to report an emergency.

1. Call Senior Direct at **1-800-404-9097** (available Monday through Friday from 8:30 a.m. to 5 p.m.). With Senior Direct, you always speak directly to a Con Edison representative. Or you can call **1-800-752-6633** and select the self-service menu.
2. Go to **www.conEd.com**. Click my account to access your account. The website also offers information on energy savings, customer news, special services, storm and other emergencies, among other important customer-related information.
3. Write to us at Con Edison, Cooper Station, P.O. Box 138, New York, NY 10276-0138. Always be sure to include your account number, telephone number, details about your inquiry, and copies of appropriate documents, if possible. (Do not mail bill payments to this address.)

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Spotlight
Con Edison 4 Irving Place, New York, NY 10003-3598

Phone Numbers Seniors Should Have Handy

Meals on Wheels.....	311
Social Security/Medicare	1-800-772-1213
Senior Citizen Rent Increase Exemption (SCRIE)	311
Senior Citizen Information	311
Human Resources Administration Infoline	1-877-472-8411
Supplemental Security Income....	1-800-772-1213
American Red Cross.....	1-212-787-1000
Medicare Rights Center	1-800-333-4114

Remember to dial **311** to access **nonemergency** New York City government services. This citizen initiative allows city residents to get important nonemergency services through one phone number. The service is open 24 hours a day, seven days a week, is answered by an operator, and is multilingual.

Use 311 to:

- Find out if alternate-side-of-the-street parking is in effect;
- Report loud noise, public nuisances, or a blocked driveway;
- Find your neighborhood library and its operating hours;
- Report a pothole;
- and more!

In an emergency, you should still call 911.

Spotlight

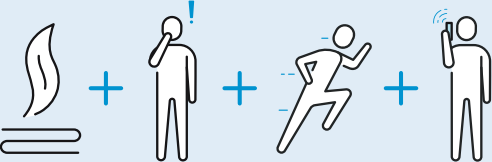
Con Edison's Concern Program Newsletter

Fall 2018

Con Edison's Concern Program

The Concern Program is free and confidential for customers who are 62 years or older, or blind, have a permanent disability, or under the age of 18 (all members of the household must meet at least one of the criteria). The Concern newsletter, Spotlight, is published twice a year. We also offer Senior Direct at **1-800-404-9097**, so that Concern customers can conveniently speak with a Con Edison representative for information about bill-paying options, government-aid programs, and additional assistance resources, among other information.

SMELL GAS. ACT FAST.



**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

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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 might be a leak.

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

Once you are 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.

Report a Power Outage

Report any outage through conEd.com, our app, or by text once you've registered. To register, text **"REG"** to **"OUTAGE" (688243)**. You'll need your account number. To report an outage, text **"OUT"** to **"OUTAGE"** in order to get restoration updates.

Be sure we have your current email address and cell phone number so we can contact you during an outage. Call **1-800-404-9097** or log into conEd.com/MyAccount and update your "Account Contact Information" under the "Manage My Account" tab. (You may get emergency text notifications from us. Opt out by texting "STOP" from your phone.)

- Stay away from downed wires and 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.
- If you or a member of your household uses lifesaving medical equipment, let us know. Call **1-800-75-CONED (1-800-752-6633)**, or visit conEd.com/MyAccount and choose "Manage My Account" and then "Enroll" next to "Life Support Equipment."

Visit conEd.com/StormCentral to check our outage map, report a problem, or learn more safety tips.

Get Help With Your Bill

Visit conEd.com/SpecialServices to:

- Sign up for Level Payments. We estimate your yearly energy costs and spread payments out evenly over 12 months to help you manage bills and budget for energy costs.
- Request a payment extension of up to 20 days.
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- Phone scams: Con Edison will never threaten to shut off service or demand payment by prepaid debit card, gift cards or cryptocurrency (i.e. Bitcoin).
- Smart Meter scams: Con Edison does not charge customers to install a smart meter at their home or business. Any bill or phone call requesting payment for a smart meter is a scam.
- Door-to-door scams: Always verify a Con Edison employee by asking for a photo ID. Confirm the information by calling **1-800-75-CONED (1-800-752-6633)**.
- Learn more at conEd.com/scamalert

Need a Ride?

The Accessible Dispatch program provides wheelchair-accessible yellow and green taxi services for trips originating anywhere in the five boroughs at the normal metered taxi fare. To request a wheelchair-accessible taxi:

- Use the Accessible Dispatch NYC app on your smart phone
- Order online at mtm.ridewithzoom.com
- Call the dispatch center at **1-646-599-9999**, call **311**, or NY Relay at **711**

For more information, and to download the app, visit accessibledispatch.org.

Digital Food Pantry



Rather than hand you a prepackaged selection of groceries, St. John's Bread & Life Digital Choice Food Pantry lets you shop for the food you need on a bilingual touch-screen computer. You'll get a number of points based on family size, which you can use to shop for groceries, including fresh produce and milk. Each selection subtracts points from your account, and groceries are packed to order. Points are automatically replenished every 30 days. For program requirements, location, and operating hours, go to breadandlife.org or call **1-718-574-0058 x 136**.

Affordable Shared Housing Options



Home sharing helps seniors stay in their communities while easing financial stress and providing companionship. The New York Foundation for Senior Citizens (NYFSC) pairs “hosts” who have spare private rooms with “guests” seeking affordable housing. Here’s how it works:

- NYFSC’s professional social work staff comprehensively screens and checks references of host and guest applicants.
- A unique database cross-references more than 30 lifestyle objectives to find potential matches.
- Prior to moving in, NYFSC staff ensures both host and guest are confident and secure in their shared living space.

Visit **NYFSC.org** or call **1-212-962-7559** to sign up.

Protect Yourself from This Deadly Gas

Carbon monoxide (CO) is odorless, colorless, and it could 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 in your CO detector, and clean heating systems, vents, chimneys, and flues.
- Check that generators, furnaces, and space heaters are working properly.

For more safety tips, visit **conEd.com**.

Get SNAP? Save on Food and Energy

The free Fresh EBT app helps people receiving the Supplemental Nutrition Assistance Program (SNAP) save money by tracking their balances and finding discounts on food. Now, through a partnership with Con Edison, you can also use the app to access information on energy efficiency rebates and incentives, which can help you better-manage your energy usage and save money. Download Fresh EBT for Android or iPhone at **FreshEBT.com**.

Not Just Food Delivery

Citymeals on Wheels offers much more than nourishing meals to the homebound elderly in New York City. The organization’s Friendly Visiting program will pair you with a carefully screened and trained volunteer who will visit you regularly, for a least an hour a week for six months. Instead of a visitor, you can get a weekly call from a friendly volunteer. For more information about these and other programs offered by Citymeals on Wheels, go to **citymeals.org**.

3 Ways to Reach Us

1. Call Senior Direct at **1-800-404-9097** Monday through Friday from 8:30 a.m. to 5 p.m to speak directly to a Con Edison representative.
2. Go to **conEd.com**. Click My Account to access your account.
3. Write to us at customerservice@conEd.com or Con Edison, Cooper Station, P.O. Box 138, New York, NY 10276-0138. Please include your account number, telephone number, details about your inquiry, and copies of appropriate documents, if possible. (Do not mail bill payments to this address.)

PRSRT STD
U.S. POSTAGE
PAID
NEW YORK, NY
Permit No. 9337

Spotlight
Con Edison 4 Irving Place, New York, NY 10003-3598

Keep These Numbers Handy

Meals on Wheels..... **311**
Social Security/Medicare **1-800-772-1213**
The NYC Rent Freeze Program **311**
Senior Citizen Information **311**

Human Resources

Administration Infoline **1-718-557-1399**
Supplemental Security Income.... **1-800-772-1213**
American Red Cross..... **1-877-733-2767**
Medicare Rights Center **1-800-333-4114**

Dial 311 to access nonemergency New York City government services quickly and effectively. The multilingual service is available 24 hours a day, seven days a week, and is answered by an operator.

Use 311 to:

- Find out if alternate-side-of-the-street parking is in effect
- Report loud noise, public nuisances, or a blocked driveway
- Find your neighborhood library and its operating hours
- Report a pothole
- and more!

In an emergency, you should still call 911.



BILLING & PAYMENT OPTIONS



FAST, EASY, SECURE, GREEN



Payment Options for You

Choice is good — especially when it comes to how you receive and pay your bills. That's why Con Edison offers you billing and payment options that are fast, convenient, secure, and help you better manage energy costs while protecting the environment.

All you have to do is choose the option that's right for you. The information in this guide will help you make that decision. Consider combining some of our programs and services for even more convenience and security.

3 Reasons to go Paperless with e*bill

Easy, Worry-Free

With e*bill, each month we send an e-mail letting you know your bill is available. A link in the e-mail lets you view the bill and gives you the option of paying it electronically — eliminating the hassle of writing and mailing checks, and saving postage.

Secure, Safe

e*bill reduces the risk of personal information being stolen. Your transactions and your personal information are protected.

Clean, Green

Using e*bill saves trees and reduces greenhouse gas emissions resulting from paper production and mail delivery.

For a totally paperless bill transaction — and even more convenience — combine e*bill with our Direct Payment Plan.

To enroll in e*bill visit **conEd.com/paymentoptions**.

Direct Payment Plan — a Worry-Free Way to Pay

Say Good-bye to Checks and the Mail Box

Payments are electronically transferred from your bank account with Direct Payment Plan (DPP). The transfer from your checking or savings account is made 10 days after we send your bill.

Enrolling is Easy

Visit **conEd.com/paymentoptions** and have your account number handy. Click the “Direct Payment Plan” link and enter your bank account information. We will send a letter confirming your enrollment, which will take effect with the following bill. You will know because the bill will say “Direct Payment Plan — Do Not Mail a Payment.” Or you can enroll by calling 1-888-925-5016.

Do electronic payments really benefit the environment?

According to a recent study, if one in five households paid their bills electronically, it would save 151 million pounds of paper, eliminate 8.6 million bags of household garbage, and prevent the production of two million tons of greenhouse gas emissions each year.

Pay by Internet

Visit **conEd.com** and use your account number to log in. You can pay your bill with a checking or savings account, or credit or debit card.

That's it. No more checks to write and trips to the post office.

Payment Express — One Call and Your Bill is Paid!

Payment Express is a toll-free, fully automated service that lets you pay with a credit or debit card, or checking or savings account, over the phone. Just call 1-888-925-5016 and follow the instructions. Be sure to have your account number available.

Important Information about Credit/Debit Card Payments

You can use most major credit cards when you pay by phone, or you can use a debit card with a Master Card logo, or one associated with a major banking network, such as NYCE, STAR, or PULSE.

You are charged a service fee for these transactions by the organization that processes the payment. Con Edison does not receive any portion of that fee. The amount charged for paying your bill with a credit or debit card depends on your account type.

conEd.com/paymentoptions

Pay by Mail

You can pay your bill by mail by returning the payment slip, along with a check or money order made out to Consolidated Edison Company of New York, Inc., to Con Edison, JAF Station, P.O. Box 1702, New York, NY 10116-1702. Do not mail cash.

2 Ways to Pay in Person

Customer Service Walk-In Centers
Our Customer Service Walk-In Centers are open Monday through Friday from 8:30 a.m. to 5 p.m. To find the location nearest you, check your bill, visit conEd.com/paymentoptions, or call 1-800-75-CONED (1-800-752-6633).

Authorized Payment Agents
A network of conveniently located authorized payment agents is also available. For the location nearest you, visit conEd.com/paymentoptions, or call 1-800-75-CONED (1-800-752-6633).

Online Banking

Convenience, Consolidation, and Conservation
The online bill-payment services offered by most banks are another way to pay your Con Edison bill, along with all your other bills, without writing a check. Visit your bank’s Web site to learn more about automated bill-payment options.

Trouble Paying Your Bill?

Often we can grant a payment extension or work with you on a payment agreement. If you need assistance in these arrangements, call 1-800-75-CONED (1-800-752-6633).

Make Level Payments All Year Long

Customers whose bills vary greatly throughout the year will find our Level Payment plan a great way to manage bills and budget for energy costs. We estimate your yearly energy costs and spread the payments evenly throughout the year. To realize the full value of this payment option, we recommend you stay with the plan for at least 12 months.

To estimate your annual cost, we look at your energy-use history, weather forecasts, how much we expect to pay to buy the energy you use (we don’t mark up that price), and our delivery rates. We then estimate your yearly costs and divide that amount by 12 to determine your monthly “level” payment. We periodically review your account throughout the year to make sure the estimate is on target, and adjust the amount if needed.

After 12 months, we reconcile the difference between what you paid and the actual amount of energy you used. If you used less energy than you paid for, we credit your account, or you can request a refund. If, on the other hand, you used more energy than you paid for, you are responsible for the difference.

For more information or to enroll in the Level Payment plan, call 1-800-75-CONED (1-800-752-6633) or visit conEd.com/paymentoptions.

Visit conEd.com

You can view your account history, find energy-saving tips, enter a meter reading, learn how to stay safe when storms hit, and much more.

Web pages many of our customers find helpful and informative are:

- **My Account (conEd.com/myaccount)** — Check your balance, submit a meter reading, enroll for special services, and more.
- **The Power of Green (conEd.com/thepowerofgreen)** — Packed with energy-efficiency tips that help you save money and the earth.
- **EnergyNY (conEd.com/energyny)** — Learn how Con Edison is investing in and for New York’s future with its EnergyNY Plan.
- **Report an Electric Service Problem (conEd.com)** — Let us know if you experience an outage, or partial, dim, or flickering lights.
- **Storm Central (conEd.com/stormcentral)** — Vital information to help you stay safe before, during, and after a storm.
- **Con Edison Kids (conEd.com/kids)** — Kids and teachers will find games and all kinds of energy information.
- **Newsroom (conEd.com/newsroom)** — Learn about the electric, gas, and steam systems that deliver the energy you use.
- **Becoming a Customer (conEd.com/becomingacustomer)** — Details on how to become a customer.
- **Understanding Your Bill (conEd.com/understandingmybill)** — Find out what all the information on your bill means.
- **Document Center (conEd.com/documents)** — View and download forms, contracts, procedures, tariffs, and other documents.



conEdison

conEd.com

The following special hardships exist in my household:

☐ Medical emergency (identify)

☐ Life-support equipment (identify)

☐ Please send me a copy of the *Safety for Special Customers* brochure, which includes the Life-Support Equipment Survey.

Please send:

☐ Enlarged bills

☐ Braille bills

Your signature

Date

CUSTOMERS WITH SPECIAL NEEDS



SENIORS & PEOPLE WITH DISABILITIES



30% post-consumer waste

December 2014
968-8995

We recognize that senior citizens and people with disabilities need special attention. That's why we offer a variety of services and billing and payment options that make life a little bit easier for the elderly, visually or hearing-impaired, or customers with permanent disabilities.

Take a moment to review the special services described in this guide, and then, if you want to enroll, fill in and return the attached application.

To take advantage of our fast, convenient, and secure billing and payment options, call 1-800-75-CONED (1-800-752-6633) or visit conEd.com/paymentoptions.



Services for Special Customers

Senior Direct

Senior Direct is a priority, toll-free phone service for customers age 62 years or older who have questions about their account or our special programs. Call 1-800-404-9097, Monday through Friday, 8:30 a.m. to 5 p.m., to connect to a representative.

CONCERN Program

The CONCERN Program is for our customers who are 62 years or older, or blind, have a permanent disability, or under the age of 18. To be eligible, all members of the household must meet at least one of the criteria listed above. Our representatives can advise CONCERN customers about:

- bill-paying options
- government-aid programs
- other organizations that offer assistance.

The CONCERN Program is free and confidential. Once enrolled, you'll receive *Spotlight*, a newsletter that features articles on the company's programs and services of special interest to you, as well as information on safety, health, and community events.

Quarterly Billing

If you are age 62 or older, and your Con Edison bills do not exceed \$420 a year, you can arrange to receive bills once every three months. We'll read your meter monthly, but you'll be billed four times a year — in March, June, September, and December.

Third Party Program

Choose a relative, friend, homecare attendant, or organization to receive a notice from us if your bill is overdue or notices about a possible shut off of service. The person you identify will not be responsible for paying your bill, but may be able to help resolve a problem. This program can be especially helpful if you are ill, elderly, live alone, or travel frequently.

Life-Support Equipment and Medical Emergencies

Please let us know if you, someone you know, or a tenant depends on life-support equipment or has a medical emergency. We keep records of these customers so we can contact them in case of an emergency.

Users of life-support equipment should always have an alternate source of electric power, such as a battery back-up system. If you use a generator, be sure that it's adjusted according to the manufacturer's instructions and local building codes, and that it's in a well ventilated area.

It is also a good idea to have a few telephone options (land-line, cordless, cellular) available. For example, if your telephone service is provided by a cable television provider, a power outage may leave you without service. Cordless telephones will not work without electricity. If a major storm is expected, be sure your cell phone is fully charged. Your telephone provider can tell you how a power outage will affect your service.

Braille and Large-Print Bills

We'll mail visually impaired customers an enlarged copy of their Con Edison bill. We can also arrange to have bills prepared in Braille.

Teletype Communications

Hearing-impaired customers who use telephone-teletype equipment (TDD) can make billing and service inquiries through Con Edison's toll-free TDD service at 1-877-423-4372.

To enroll in any of these programs, apply for large-print or Braille bills, or report a medical condition, please fill out and mail the attached application to:

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

Please be sure that we have your current telephone number and e-mail address. You can call 1-800-75-CONED (1-800-752-6633) to provide us with this information, or visit **conEd.com**.

Convenient, Secure Ways to Pay Your Bill

The speed, convenience, and security of our electronic billing and payment plans can be especially helpful to seniors and people with disabilities:

e*bill — View and pay your bill online, conveniently, securely, and free of charge. Paper bills are eliminated, as well as the monthly ritual of writing and mailing checks.

Direct Payment Plan — Say good-bye to checks and visits to the mailbox. Payments are automatically transferred from your checking or savings account 10 days after we send your bill.

Pay by Internet — Visit **conEd.com** and log in to pay your bill with a checking or savings account, or credit or debit card.

Payment Express — This toll-free, fully automated phone service lets you pay with a credit or debit card, or checking or savings account. Call 1-888-925-5016 and have your account number available.

Online Banking — You can also use the online bill-payment services offered by most banks to pay your bill. Visit your bank's website to learn more.

Visit **conEd.com/paymentoptions** or call 1-800-75-CONED (1-800-752-6633) to learn more or enroll in our billing and payment options.

Application for Special Services

Name _____

Address _____

City _____ State _____ Zip _____

Phone number (daytime) _____ (evening) _____

Con Edison account number (if applicable):

Please enroll me in the:

☐ **CONCERN Program:** To be eligible, all members of the household must meet at least one of the criteria below (select all that apply):

☐ are age 62 or older ☐ have a permanent disability

☐ are blind ☐ are under the age of 18

☐ Quarterly Billing Plan (I am age 62 or older)

☐ Third Party Program

Your third party must fill out and sign the section below:

Please let me know if this customer's bill is overdue or if the service might be turned off. I understand that I am not responsible for paying the bill.

Third party name _____

Address _____

City _____ State _____ Zip _____

Phone number (daytime) _____

Phone number (evening) _____

Third party signature _____ Date _____



Dear Valued Customer:

As a customer who is eligible to receive benefits from a qualifying governmental-assistance program, you have been enrolled in our low-income program and will receive a discount on your electric and gas charges.

- A discount of \$10 will be applied to your monthly electric bill. If your household meets federal guidelines for additional HEAP assistance and includes a member who is age 60 or older, under age six or younger, or is permanently disabled, your discount will be \$21.
- A discount of \$3 will be applied to your monthly gas bill.

Return to Con Edison Supply Service

Con Edison must supply your energy while you are enrolled in our low-income program. This is because the New York State Public Service Commission has initiated changes designed to further protect consumers, particularly those enrolled in utility low-income programs. One of these changes prevents most energy service companies -or ESCOs as they are commonly known- from supplying energy to low-income customers. If you currently receive supply from an ESCO that has not been approved to serve low income customers, you will be returned to Con Edison at the end of your contract.

Enrollment in Level Payment Plan

All customers receiving these discounts will be automatically enrolled in our Level Payment Plan. This plan spreads your monthly payments evenly across the year, making budgeting easier and helping to reduce the impact of seasonal spikes in energy costs. Your level payment amount is calculated based on your average monthly bill over the past 12-months.

We will review this amount quarterly and may adjust it up or down as needed. We'll also provide an update on each statement you receive, detailing the total payments you have made and your total energy charges to date - so you'll always know where you stand.

Your next bill will show your level payment amount. If you are behind on paying your bills, Con Edison will wait to enroll you in the Level Payment Plan until you have paid off past charges, or enter into a payment agreement.

No action is required on your part unless you wish to opt out of the Level Payment Plan. To be removed from the program, please call us at 1-212-780-8899 on weekdays from 8:30 a.m. to 4:30 p.m.

Sincerely,
Con Edison Customer Operations

LIE

Wondering if you can get a better deal on your energy needs? Explore your choices at www.PowerYourWay.com.

Your account number:

[Redacted]

SPECIAL PROTECTIONS

Visit conEd.com or call us **immediately** if any of the following apply to you:

Medical Emergencies: If you have a medical emergency that is certified by a doctor or board of health, we will continue service for at least 30 days. If life support equipment is used, we will continue service for as long as you need the equipment if you also provide proof that you are unable to pay.

Customers age 62 or older, blind, or disabled: If we are unable to work out a payment agreement with you, we will notify the Department of Social Services and continue service for at least 15 days while the matter is being reviewed.

Public Assistance and SSI recipients: You may be eligible for help paying your bill. Please visit your local social services office immediately with your most recent bill.

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to Pace Interrogatories – Set Pace-1
Date of Response: 4/15/2019
Responding Witness: Customer Operations Panel

Question No. : 01

Reference p. 79, lines 2-4 of the Customer Operations Panel testimony. Please describe in detail, and provide supporting documentation for, the Company's decision to reduce the Reconnection Fee Waiver.

Response

The Company is proposing to reduce the target amount of reconnection fee waivers in compliance with the New York Public Service Commission's ("PSC" or "Commission") *Order Adopting Low Income Program Modifications and Directing Utility Filings* ("Low Income Order"), issued on May 20, 2016 in Case 14-M-0565. In the Low Income Order, the Commission established a funding limit for reconnection fee waivers of no more than 1% of the budget.

Based on the methodology outlined in the Low Income Order and in compliance with the PSC's *Order Approving Implementation Plans with Modifications* (issued February 17, 2017), the Company filed the "Consolidated Edison Company of New York, Inc. Annual Low Income Program Update Report" ("Annual Update"), on November 30, 2018 in Case 14-M-0565. The Annual Update provides the Company's Electric and Gas Low Income Programs ("Low Income Program") discounts, participation forecasts, and estimated budget levels. The Company used these forecasts for the budget and reconnection fee waivers in the Customer Operations Panel Testimony. The Company only seeks to adjust the budget target for the Reconnection Fee Waiver and will continue to grant the waiver for all eligible low income customers until the 1% limit set by the Commission is exceeded.

See Pace-1 1 Attachment 1 - 2018 Annual Low Income Report for additional, supporting documentation.



Consolidated Edison Company of New York, Inc.

Annual Low Income Program Update Report

November 30, 2018

I. Introduction

Consolidated Edison Company of New York, Inc. (“Con Edison” or “the Company”) submits the following annual report with updated information in compliance with the New York Public Service Commission’s (“PSC” or “Commission”) *Order Approving Implementation Plans with Modifications* (“Implementation Plan Order”) issued February 17, 2017 in Case 14-M-0565.

Under its current electric and gas rate plans (“Rate Plans”)¹, the Company’s Low Income Programs provide bill discounts to electric and gas customers who receive benefits under qualifying public assistance programs. Qualifying programs for both electric and gas customers include the Home Energy Assistance Program (“HEAP”), Medicaid, Safety Net Assistance, Supplemental Nutrition Assistance Program (“SNAP”), Supplemental Security Income (“SSI”) and the Temporary Assistance to Needy Persons/Families (“TANP”) program. Customers are also eligible for the Low Income Programs if they are enrolled in a Utility Guarantee or Direct Vendor Program (“UG/DV Program”).²

Section II of this Report sets forth the discounts that will be provided to electric and gas customers participating in the Company’s Low Income Programs effective January 1, 2019 and the average bill statistics that were used to calculate the discounts. Section III provides the Company’s forecast of customer participation in the Low Income Programs in the third rate year, and the target budget amounts for each Low Income program. Section IV illustrates how the aforementioned target budget amounts compare to the cost caps established by the Commission in its *Order Adopting Low Income Program Modifications and Directing Utility Filings*, issued May 20, 2016 in Case 14-M-0565 (“Low Income Program Order”). Section V addresses the Company’s commitment to further consider Commission’s suggestion in the Implementation Plan Order that any customer receiving an Emergency HEAP benefit “be classified as Tier 1, regardless of whether the customer has received regular HEAP add-on benefits.”³

II. Tier-Based Discount Structure, Average Low Income Bills and 2019 Discount Levels

Effective January 1, 2018, Con Edison’s Low Income Programs offer a four-tier discount structure with benefit levels that vary based on a customer’s level of need. The tier-based system has the following eligibility criteria for both electric and gas customers:

- Tier 1 – Customers who are participating in one or more qualifying public assistance programs – including Medicaid, Safety Net Assistance, SNAP, SSI, and TANP – and/or have received a HEAP grant in the preceding 12 months.

¹ See *Order Approving Electric and Gas Rate Plans*, issued January 24, 2017 in Cases 16-E-0060 and 16-G-0061 (“Rate Case Order”).

² Further information on the features of the Company’s Low Income Programs can be found in Section N of the Joint Proposal Adopted by the Commission in its Rate Case Order.

³ Implementation Plan Order, p. 40.

- Tier 2 – Customers who have received one HEAP “add-on”⁴ benefit.
- Tier 3 – Customers who have received two HEAP “add-on” benefits.
- Tier 4 – Customers who are receiving utility bill payment assistance as part of the Utility Guarantee/Direct Vendor programs. Note that when Tier 4 customers are no longer receiving bill payment assistance, their eligibility for the Company’s Low Income Programs will be re-evaluated and if warranted they will be assigned to a different tier.

To calculate discounts for each of these tiers, the Company relies on the methodology outlined by the Commission in the Low Income Program Order and further clarified in the Implementation Plan Order. Using the average bill amounts for low income customers grossed up by 10 percent,⁵ the Company estimates the energy burden for low income customers in its electric and gas service territories. Low income program discounts are then calculated such that the average low income customer is at or below the Commission’s stated goal of a six percent energy burden, or a three percent burden for single-service customers.

The Company’s latest average bill statistics are shown in Table 1 below. The statistics in Table 1 are based on a three year period ending October 2018.

Table 1: Average Bill Statistics⁶

		Average Monthly Usage	Average Monthly Bill (\$)	Grossed Up Avg. Monthly Usage	Grossed Up Avg. Monthly Bill (\$)
Electric	Non-Heat	340 kWh	88	374 kWh	97
	Heat	642 kWh	152	706 kWh	167
Gas	Non-Heat	6 Th	29	7 Th	32
	Heat	71 Th	115	78 Th	127

Using the grossed up average low income bills from Table 1 and other variables in the Commission’s methodology (*e.g.*, current income thresholds for HEAP benefits, as defined by the New York State Office of Temporary and Disability Assistance), the Company calculated the

⁴ An “add-on benefit”, as defined in the Commission’s Low Income Program Order, is an incremental payment that is provided to HEAP recipients if their household income is at or below 130% of the federal poverty level, or if their household contains a vulnerable individual (*i.e.*, household member who is age 60 or older, under age 6, or permanently disabled). A customer can receive two add-on benefits if both of these conditions apply to their household.

⁵ As required in the Low Income Program Order, pp. 22-23.

⁶ The ‘Grossed Up Avg. Monthly Usage’ and ‘Grossed Up Avg. Monthly Bill (\$)’ columns are provided to illustrate the Commission’s requirement that utilities gross up average low income bills for each type of service by 10 percent prior to estimating customers’ energy burdens across the tiers.

discount amounts shown in Tables 2 and 3 below, and will begin providing these discounts to participating low income customers effective January 1, 2019.

Table 2: Electric Low Income Discounts Effective January 1, 2019

Income Level	Electric Non-Heat	Electric Heating
Tier 1	\$10	\$10
Tier 2	\$10	\$10
Tier 3	\$27	\$27
Tier 4	\$12	\$12

Table 3: Gas Low Income Discounts Effective January 1, 2019

Income Level	Gas Non-Heat	Gas Heating
Tier 1	\$3	\$50
Tier 2	\$3	\$50
Tier 3	\$3	\$56
Tier 4	\$3	\$50

III. Low Income Program Budget Levels

The Company developed target budget amounts for its Low Income Programs for the third rate year based on two main program elements: monthly bill discounts and reconnection fee waivers.

Monthly bill discount costs

Variation in the Low Income Programs' cost is largely driven by the volume of customers receiving a monthly bill discount. Table 4 below shows the Company's forecast for program participation for the third rate year.

Table 4: Rate Year Three Low Income Program Participation Forecast

	Electric Non Heat	Electric Heat	Gas Non Heat	Gas Heat
Tier 1	385,959	1,494	97,071	14,519
Tier 2	959	83	9	965
Tier 3	2,477	255	43	2,633
Tier 4	36,509	142	15,301	1,380
Total	425,904	1,973	112,425	19,498

Using the participation levels from Table 4, the monthly discount amounts shown in Tables 2 and 3, and the assumption that each participant will get 12 bills throughout the year, the Company estimates that it will spend a total of \$67.5 million on electric and gas discounts in the

third year of its Rate Plans. The following table breaks down this total figure between electric and gas discount costs.

Table 5: Rate Year Three Discount Costs

Total Electric Discounts	\$52,782,102
Total Gas Discounts	\$15,935,526
Combined Total	\$68,717,628

Reconnection fee waiver costs

As described in the Rate Case Order, the Company's Low Income Programs are comprised of monthly bill discounts plus an additional benefit if a participating customer's electric and/or gas service is discontinued for non-payment. In such cases, the Company will waive the customer's reconnection fee up to once per rate year. These waivers help low income customers by avoiding diversion of their scarce resources from payment of bills to payment of reconnection fees.

As outlined in the Rate Plans, the target cost of the reconnection fee waiver component is \$547,000 each rate year of the electric rate plan and \$75,000 each rate year of the gas rate plan.

Total Low Income Program Budget Amounts

In order to arrive at the target budget amount for each of the Low Income Programs, the Company added together the monthly discount costs and reconnection fee waiver costs, as shown in Table 6 below.

Table 6: Rate Year Three Target Budget Amounts for Low Income Programs

Total Electric	\$53,329,102
Total Gas	\$16,010,526

IV. Low Income Program Budget Limits

The Company estimates that its target budget amounts for the Low Income Programs in the third rate year, shown in Table 6 above, will not exceed the cap established in the Low Income Order of two percent of electric and gas revenues, respectively.⁷ For the Electric Low Income Program, the total budget amount shown in Table 6 represents approximately 0.61 percent of total projected electric revenues for sales to end-use customers in 2019. For the Gas Low Income Program, the total budget amount shown in Table 6 represents approximately 0.72 percent of total projected gas revenues for sales to end-use customers in 2019.

⁷ Low Income Order, p. 30. This cap was reaffirmed in the Commission's February 17, 2017 *Order Granting in Part and Denying in Part Requests for Reconsideration and Petitions for Rehearing*.

V. Classification of Customers Receiving Emergency HEAP Benefits

The Implementation Plan Order requested Con Edison to consider whether it was feasible to have “any customer who receives an Emergency HEAP benefit be classified as Tier 1, regardless of whether the customer has received regular HEAP add-on benefits.”⁸ In its *Annual Low Income Program Update Report* filed on December 1, 2017, the Company stated it was not feasible in the second rate year for the Company to include customers who have received an Emergency HEAP benefit in Tier 1 of the Low Income Programs, but committed to reconsider the Commission’s request.

It should be clarified that the Company *does* currently enroll customers in Tier 1 of its Low Income Program(s) if the first (or only) indication of a customer’s low income status comes in the form of an Emergency HEAP grant. If such a customer subsequently receives a standard HEAP grant *and* one or two HEAP add-on benefits, the customer would be automatically moved into Tier 2 or 3, as appropriate. However, if an existing Tier 2 or 3 customer subsequently receives an Emergency HEAP grant within 12 months of initial HEAP grant the Company *does not* move the customer down to Tier 1.

This clarification notwithstanding, the Company has determined that it is still not feasible to re-classify a Tier 2 or 3 customer as Tier 1 upon receipt of an Emergency HEAP grant, because it would be complex and potentially disruptive to attempt to re-program the tier and eligibility logic implemented in the Customer Service System prior to rate year two.

VI. Conclusion

Beginning January 1, 2019, the Company will implement the discounts identified herein. Taking into account the identified discount levels for each tier, based on forecasted Low Income Program participation, the Company does not anticipate nearing the Commission’s budget cap. As noted above, the Company’s simultaneously-filed tariff leaves for the third rate year of its Rate Plans include the discount levels and target budget amounts identified herein.

⁸ Implementation Plan Order, p. 40.

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to Pace Interrogatories – Set Pace-1
Date of Response: 4/15/2019
Responding Witness: Customer Operations Panel

Question No. : 02

Reference p. 76, lines 5-17 of the Customer Operations Panel testimony.

- a. Does the Company use any criteria to identify low-income customers other than participation in a public assistance program or enrollment in a Direct Vendor or Utility Guarantee Program?
- b. Please describe all of the processes, methods, and sources through which the Company learns which customers are participating in the “qualifying public assistance programs.”
- c. If the federal government reduces the scope of the “qualifying public assistance programs,” does the Company have any measures in place to ensure that customers who previously qualified for the Company’s Electric or Gas Low Income Programs are not disenrolled from these programs?
- d. If the Company does not currently have such measures in place, please explain if the Company intends to introduce such measures during rate years (RY) 1-3.

Response

- a. Does the Company use any criteria to identify low-income customers other than participation in a public assistance program or enrollment in a Direct Vendor or Utility Guarantee Program?**

As described in the Company’s “Annual Low Income Program Update Report”, filed on November 30, 2018 in Case 14-M-0565, qualifying programs for both electric and gas customers include the Home Energy Assistance Program (“HEAP”), Medicaid, Safety Net Assistance, Supplemental Nutrition Assistance Program (“SNAP”), Supplemental Security Income (“SSI”) and the Temporary Assistance to Needy Persons/Families (“TANP”) program. Customers are also eligible for the Low Income Programs if they are enrolled in a Utility Guarantee or Direct Vendor Program (“UG/DV Program”). The Company does not use any other criteria beyond those described above to identify low-income customers.

- b. Please describe all of the processes, methods, and sources through which the Company learns which customers are participating in the “qualifying public assistance programs.”**

In addition to the semi-annual reconciliation described in PULP-1 6 and PULP-1 7, the Company is informed electronically by the New York City Human Resource Administration (“HRA”) and Westchester Department of Social Services (“WDSS”) when customers receive benefits under the UG/DV Programs via automated data feed process. In addition, customers can contact the Company directly for assistance in enrolling in the low income program.

- c. If the federal government reduces the scope of the “qualifying public assistance programs,” does the Company have any measures in place to ensure that customers who previously qualified for the Company’s Electric or Gas Low Income Programs are not disenrolled from these programs?**

No. If the scope of “qualifying public assistance programs” were changed by the federal government, the Company would assess the change and evaluate how any reductions would impact the Company’s eligibility criteria for the Company’s Electric and Gas Low Income Programs.

- d. If the Company does not currently have such measures in place, please explain if the Company intends to introduce such measures during rate years (RY) 1-3.**

No, the Company does not intend to introduce such measures during rate years (RY) 1-3. Question c poses a hypothetical situation that would require discussion and coordination not only with Staff and the Commission, but also with HRA, WDSS, and stakeholders.

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to Pace Interrogatories – Set Pace-1
Date of Response: 4/23/2019
Responding Witness: Customer Operations Panel

Question No. : 03

Please provide in an Excel spreadsheet the monthly electric usage during the test year for customers in the Company's Electric Low Income Program.

Response

Please see Pace-1 3 Attachment 1 – Low Income Customer Aggregate Monthly Usage for the total monthly usage during the test year (October 1, 2017 – September 30, 2018).

LOW INCOME ELECTRIC USAGE (kwh)		
	HEAT	NON HEAT
OCT	677,700	151,139,068
NOV	590,184	100,757,889
DEC	869,275	102,849,945
JAN	2,188,481	145,378,346
FEB	1,966,229	120,459,679
MAR	1,814,256	130,327,750
APR	1,578,838	118,376,643
MAY	1,261,715	124,948,995
JUN	986,847	142,806,547
JUL	1,181,479	206,112,317
AUG	1,332,875	240,599,148
SEP	1,098,654	200,504,334

LOW INCOME ELECTRIC USAGE		
MONTH	SERVICE	AVG MONTHLY USAGE
OCT	HEAT	450
	NON-HEAT	353
NOV	HEAT	504
	NON-HEAT	281
DEC	HEAT	723
	NON-HEAT	285
JAN	HEAT	1,173
	NON-HEAT	314
FEB	HEAT	1,037
	NON-HEAT	292
MAR	HEAT	902
	NON-HEAT	276
APR	HEAT	747
	NON-HEAT	266
MAY	HEAT	482
	NON-HEAT	273
JUN	HEAT	439
	NON-HEAT	329
JUL	HEAT	542
	NON-HEAT	469
AUG	HEAT	572
	NON-HEAT	513
SEP	HEAT	520
	NON-HEAT	444

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to Pace Interrogatories – Set Pace-1
Date of Response: 4/15/2019
Responding Witness: Customer Operations Panel

Question No. : 04

Has the Company performed any studies or analysis comparing the electric usage of customers in the Company's Electric Low Income Program with that of other residential customers?

- a. If so, please provide the studies or analysis and summarize the conclusions.

Response

The Company has not performed any studies or analysis comparing the electric usage of customers in the Company's Electric Low Income Program with that of other residential customers.

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to Pace Interrogatories – Set Pace-1
Date of Response: 4/15/2019
Responding Witness: Customer Operations Panel

Question No. : 07

Please describe what information, if any, the Company collects on customers in the Company's Electric Low Income Program.

Response

The Company collects the same information for low income customers as it does for other residential customers through the normal course of business, such as customer name, service address, and contact information (e.g., phone number or email address).

In addition to the information the Company collects from residential customers through the ordinary course of business, the Company receives information from the New York City Human Resource Administration ("HRA") and Westchester Department of Social Services ("WDSS"). From HRA and WDSS, Company is notified/confirms that the customer is receiving benefits from an eligible public assistance program and codes its systems to indicate that the customer receives benefits through the Company's Electric and Gas Low Income Programs. The Company also collects information on customers who are enrolled in a Utility Guarantee or Direct Vendor Program ("UG/DV Program"). HRA and WDSS inform the Company of customer participation in the UG/DV Program (with an indication of the specific program – UG or DV) along with the customer's public assistance case number.

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to Pace Interrogatories – Set Pace-1
Date of Response: 4/17/2019
Responding Witness: Customer Operations Panel

Question No. : 08

Please describe how the Company collects information on customers in the Company's Electric Low Income Program.

Response

The Company collects information on customers in the Company's Electric and Gas Low Income Programs through the normal course of business (e.g., start service) and through the New York City Human Resource Administration ("HRA") and Westchester Department of Social Services ("WDSS") through its file exchange processes.

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to Pace Interrogatories – Set Pace-1
Date of Response: 4/15/2019
Responding Witness: Customer Energy Solutions Panel

Question No. : 11

Please describe in detail whether the Company considers low-income customers and the impacts of its programs on low-income customers when designing and implementing its programs.

Response

The Company understands that this response should focus on its energy efficiency low income related activities and provides examples of its consideration of low income customers in energy efficiency programs.

Historically, the Company has worked with stakeholders serving low-income customers to continuously improve the impacts of its energy efficiency programs. In fact, the Association for Energy Affordability (“AEA”) was the Company’s Multifamily Energy Efficiency Program implementation contractor until 2016. In addition, the Company participates in Commission proceedings and other forums that focus on low income customers, including the Clean Energy Advisory Council Report on Alternative Approaches to Providing Low and Moderate Income (LMI) Clean Energy Services.

In 2018, the Company convened two workshops for stakeholders to gain insight on the obstacles that were preventing greater participation in the Multifamily energy efficiency program. Stakeholders included the Homes and Community Renewal group, New York State Energy Research and Development Authority (“NYSERDA”), AEA and Weatherization Assistance Program (“WAP”) providers. The Company incorporated feedback from the workshops to improve the Multifamily program, such as streamlining the application process, accepting WAP energy audits in lieu of standard pre-inspection requirements and providing additional training for subcontractors.

Within the residential program, the Company partnered with Propel, a Brooklyn-based technology company, to add energy efficiency information to the company’s Fresh EBT app, giving Supplemental Nutrition Assistance Program (“SNAP”) recipients the opportunity to learn about rebates and incentives. In fact, the Company and Propel removed barriers to entry working together for the SmartAC program by waiving the requirement for a credit card to participate in the program. More than 500 Con Edison customers, who are also SNAP recipients,

have enrolled and applied to receive nearly 1,000 smart AC kits (Wi-Fi devices that allow customers to adjust the temperature in their home remotely). Smart AC kits are traditionally part of the Company's Demand Response program but these kits help customers to become more energy savvy and also promotes the Company's overall energy efficiency goals.

Also under the Residential program, the Company administered a low-income lighting program in partnership with food banks and their associated food pantries in Westchester County and New York City in 2018. The program distributed almost 200,000 lightbulbs to two large food banks that were subsequently distributed to 50 pantries throughout the territory. The Company also expanded accessibility to its retail lighting program, to include more retailers that tend to serve the low income community such as drug stores (Walgreens and CVS) and Dollar Tree stores.

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to Pace Interrogatories – Set Pace-1
Date of Response: 4/15/2019
Responding Witness: Customer Energy Solutions Panel

Question No. : 12

Please describe in detail whether and how the Company intends to increase consideration of low-income customers and the impacts of its programs on low-income customers during RY1-3.

Response

The Company understands that its response should focus on its energy efficiency efforts.

Under the April 1, 2019 New Efficiency New York filing in response to Order 18-M-0084, the Company proposes to allocate 20% of incremental funding starting in 2020 to expand the reach of energy efficiency programs to further benefit low income customers in its service territory. The Company plans to work with NYSERDA to establish a collaborative framework to assist the Company in reaching a larger number of LMI customers within its territory. The Company strives to coordinate the Company's low-income discount program with energy efficiency to more holistically advance energy affordability through bill reductions achieved through lower energy use for LMI customers.

Through the implementation of this simplified processes, the Company will operate resource acquisition programs to drive increased adoption rates of EE programs in LMI multi-family and residential homes. Pace-1-11 includes examples demonstrating how the Company is implementing improvements to increase adoption rates of EE programs for low income customers. The Company expects to continue evolving these approaches as it gains more insight to best serve low income customers.

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to Pace Interrogatories – Set Pace-1
Date of Response: 4/15/2019
Responding Witness: Customer Operations Panel

Question No. : 13

Has the Company received feedback from low-income stakeholders on increasing inclusion of low-income customers in its various programs or increasing consideration of the impact of its programs on low-income customers?

- a. If yes, what feedback has the Company received?

Response

The Company participates in a number of proceedings and collaboratives where stakeholders have provided feedback on increasing the inclusion of low-income customers in various programs, or increasing consideration of the impact of its programs on low-income customers. For instance, see the “Low & Moderate Income Working Group Report” filed in Matter 16-01007 by the Clean Energy Advisory Council (“CEAC”) LMI Clean Energy Initiatives Working Group. More recently, the Company participated in the Low-Income Working Group established as part of the Value of Distributed Energy Resources (“VDER”) Transition Order¹ in Case 15-E-0751. Based on the suggestions of the Low-Income Working Group, Staff issued the *Order Adopting Low-Income Community Distributed Generation Initiatives* in Cases 15-E-0751 and 15-E-0082 implementing the Bill Discount Pledge (“BDP”) program to encourage low-income customer participation in community distributed generation projects. The Company and other New York utilities will take an active role in supporting implementation of the BDP program.

¹ Cases 15-E-0751, et al., In the Matter of the Value of Distributed Energy Resources, Order on Net Energy Metering Transition, Phase One of Value of Distributed Energy Resources, and Related Matters (issued March 9, 2017) (VDER Transition Order).

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to Pace Interrogatories – Set Pace-3
Date of Response: 4/16/2019
Responding Witness: Customer Energy Solutions Panel

Question No. : 19

On page 34, lines 7-11, the Company indicates that it “is committed to . . . helping our customers, especially low and moderate income (‘LMI’) customers, better manage their energy usage.” Please describe the ways in which the Company will help LMI customers better manage their energy usage in RY1-3.

Response

The Company will offer energy efficiency incentives to our LMI customers that will allow them to lower their energy use and bills. As an example, the Company will continue to provide enhanced incentives to tenants and building owners within the Multifamily Energy Efficiency Program, Affordable housing track. Con Edison participates in the EmPower NY Program and will continue to refer all eligible customers to NYSERDA as described in response to Pace-2-15.

The Company will also be working with NYSERDA to develop a statewide platform that will include community organizations, Weatherization Assistance Program providers, Homes and Community Renewal and other State and local organizations to ensure there are energy efficiency offerings that provide low and moderate income customers opportunities to reduce their energy usage. Please refer to Pace 3-18.

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to PULP Interrogatories – Set PULP-1
Date of Response: 2/25/2019
Responding Witness: Customer Operations Panel

Question No. : 6

Questions 6 to 7 pertain to the Company and HRA's efforts to update on a regular basis which customers are eligible and those customers who are not eligible for the Company's low-income program.

Please provide the number of times in 2016, 2017 and 2018 that HRA sent the Company updated "tapes", or any other form of data interchange, to run to determine which customers are receiving public assistance.

Response

The New York City Human Resource Association ("HRA") sent the Company updated "tapes" two times each year in 2016, 2017, and 2018. In addition, when new customers are enrolled in and receiving Public Assistance Benefits with HRA, HRA sends the Company an electronic notification via web service. Once the Company receives HRA's notification, the Company enrolls the new customer in the Company's Electric and Gas Low Income Programs.

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to PULP Interrogatories – Set PULP-7
Date of Response: 5/13/2019
Responding Witness: Customer Operations Panel

Question No. : 58

If a residential low-income customer is not entered into the Company's Electric and Gas Low Income Program (Low Income Program) through HRA's (or the Westchester DSS') matching process, or was somehow dropped from the Program, please explain how that low-income customer could be enrolled into the Company's Low Income Program. Please provide any and all policies, procedures, training materials, guidance documents and other authoritative materials pertaining in any way to how the Company's representatives assist residential low-income customers enter the Low Income Program whether through the HRA/DSS matching process or "manually" if for some reason the customers are not entered into the program through the matching process.

Response

If a residential low-income customer is not entered into the Company's Electric and Gas Low Income Program ("Low Income Program") through HRA's (or the Westchester DSS') matching process, or was somehow dropped from the Program, that low-income customer could request to be enrolled in the Company's Low Income Program via email, fax or customer call. After the customer has demonstrated that they meet the eligibility requirements, the Company will enroll the customer in the Low Income Program.

Please see PULP-6-57 for training materials and guidance. In addition, customers can access information about the Company's Low Income Program on the Company's website at <https://www.coned.com/en/accounts-billing/payment-plans-assistance/help-paying-your-bill>.

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to PULP Interrogatories – Set PULP-8
Date of Response: 5/13/2019
Responding Witness: Customer Operations Panel

Question No. : 60

Will the Company please explain whether "Service Class Rate 901 - Low Income" designates the customers who are enrolled in the Company's Reduced Rate (Low Income Plan)? *See*, page 3 of Attachment 5 of the Company's response to DPS-2 264 includes the instruction "Type Yes or No in response to question #2 - 'IS SERVICE CLASS RATE 901-LOW INCOME?'"

Response

"Service Class Rate 901 - Low Income" is one of the internal service classifications the Company uses to designate that a customer is enrolled in the Company's Electric and Gas Low Income Programs.

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to PULP Interrogatories – Set PULP-8
Date of Response: 5/13/2019
Responding Witness: Customer Operations Panel

Question No. : 61

If "Service Class Rate 901 - Low Income" does not designate the customers who are enrolled in the Company's Reduced Rate (Low Income Plan), please provide a description of the customers that comprise this classification. Please also provide a description, if applicable, of the Service Class or Classes that include that include customers enrolled in the Company's Reduced Rate (Low Income Plan) if Service Class Rate 901 does not include such customers.

Response

As state in PULP-8-60, "Service Class Rate 901 - Low Income" is one of the internal service classifications used by the Company to designate that a customer is enrolled in the Company's Electric and Gas Low Income Program. The complete list of internal service classifications is provided in the Company's response to PULP-6-57.

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to UIU Interrogatories – Set UIU-1
Date of Response: 2/12/2019
Responding Witness: Electric Rate Panel

Question No. : 8

Please provide the “typical” electric usage and “max” electric usage (displayed in kWh) for residential heating, residential non-heating, and small commercial electric customers for each month of 2016, 2017, and 2018 Please provide your answer in the following order:

- i. Residential electric heating (excluding low-income)
- ii. Residential electric heating (low-income)
- iii. Residential electric non-heating (excluding low-income)
- iv. Residential electric non-heating (low-income)
- v. Small commercial (non-demand)
- vi. Small commercial (demand)

Please provide a copy of the requested information in one or more unlocked, working electronic spreadsheet files that are compatible with Microsoft Excel, with all data, formulas and links intact.

Response

For the average monthly electric usage in residential and small commercial classes during years 2016, 2017 and 2018, please see attachment UIU-1 8 Attachment 1.

Please note, pursuant to the Joint Proposal adopted by the Commission in Case 09-E-0428 residential heating and non-heating classes have been consolidated into one common class under SC 1. Additionally SC 2 (general-small) is the only electric service class designated small commercial, and is entirely non-demand billed. Therefore items i, ii and vi. are not applicable.

For the max monthly electric usage in residential and small commercial classes during years 2016 and 2017, please see attachment UIU-1 8 Attachment 1. The max electric usage data for 2018 isn't available yet.

CONSOLIDATED EDISON COMPANY OF NEW YORK, INC.
Response to UIU-18
Case No. 19-E-0065
Average Electric Usage by Month for 2016, 2017, and 2018

		2016											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
SC 1 Residential	Low Income	305	296	269	253	266	349	464	533	491	325	284	303
	Excluding Low Income	381	373	335	306	313	413	542	629	584	386	334	372
SC 2 Small Commercial		515	527	485	439	422	466	526	557	542	443	429	484
		2017											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
SC 1 Residential	Low Income	314	289	280	257	253	330	468	445	380	347	289	303
	Excluding Low Income	393	361	345	308	298	385	548	526	447	406	339	369
SC 2 Small Commercial		543	516	499	446	407	452	528	516	480	450	432	485
		2018											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
SC 1 Residential	Low Income	335	294	278	262	266	328	472	499	483	332	283	305
	Excluding Low Income	421	368	341	314	314	387	555	585	567	389	332	374
SC 2 Small Commercial		535	495	463	426	396	420	494	507	508	435	440	480

CONSOLIDATED EDISON COMPANY OF NEW YORK, INC.
Response to UIU-1 8
Case No. 19-E-0065
Maximum Electric Usage by Month for 2016 and 2017

		2016											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
SC 1 Residential	Low Income	42,164	9,348	16,778	13,096	12,987	12,124	20,099	35,189	12,124	17,754	30,326	20,470
	Excluding Low Income	298,400	357,600	344,800	317,600	345,600	432,800	437,600	502,400	564,000	448,800	340,800	352,000
SC 2 Small Commercial		218,400	218,400	200,000	205,600	204,800	233,600	268,000	266,400	156,800	135,200	118,400	485,200
		2017											
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
SC 1 Residential	Low Income	23,640	24,360	22,020	29,580	42,694	19,200	18,000	24,300	19,930	34,192	19,020	16,200
	Excluding Low Income	213,218	280,663	191,915	148,800	212,800	222,400	215,200	203,200	236,662	222,400	203,200	192,899
SC 2 Small Commercial		218,800	233,200	218,800	211,600	118,762	132,000	172,800	178,400	196,000	177,600	174,456	160,178

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to UIU Interrogatories – Set UIU-1
Date of Response: 2/11/2019
Responding Witness: Gas Rate Panel

Question No. : 9

Please provide the “typical” gas usage and “max” electric usage (displayed in ccf or therms) for residential heating, residential non-heating, and small commercial gas customers for each month of 2016, 2017, and 2018. Please provide your answer in the following order:

- i. Residential gas heating (excluding low-income)
- ii. Residential gas heating (low-income)
- iii. Residential non-heating (excluding low-income)
- iv. Residential non-heating (low-income)
- v. Small commercial gas

Please provide a copy of the requested information in one or more unlocked, working electronic spreadsheet files that are compatible with Microsoft Excel, with all data, formulas and links intact.

Response

Please see attachment UIU-1-9 Attachment 1. Although the question refers to “max electric usage” we believe that “max gas usage” was the wording that was intended and are answering the question as such. The attachment noted provides the max gas usage for 2016 and 2017. The max gas usage is only provided for 2016 and 2017 as the data for 2018 isn’t available yet.

Consolidated Edison Company of New York
Case 19-G-0066
Response to UIU Interrogatory UIU-1-9

Actual Average Usage
Therms per Customer by Month

<u>Year</u>	<u>Month</u>	<u>Residential Gas Heating (excl LI)¹</u>	<u>Residential Gas Heating LI¹</u>	<u>Residential Non-heating (excl LI)²</u>	<u>Residential Non-heating LI²</u>	<u>Commercial Gas³</u>
2016	1	433	136	7	7	503
2016	2	509	157	8	8	590
2016	3	408	122	6	7	493
2016	4	293	86	5	6	377
2016	5	183	51	5	6	286
2016	6	113	35	4	5	235
2016	7	109	29	4	5	212
2016	8	81	23	3	4	201
2016	9	68	24	4	5	201
2016	10	101	31	4	5	225
2016	11	225	66	5	6	312
2016	12	417	125	6	7	497
2017	1	531	161	7	7	602
2017	2	501	153	7	7	575
2017	3	459	141	7	7	550
2017	4	334	100	6	6	427
2017	5	165	47	5	5	273
2017	6	115	38	4	5	246
2017	7	103	28	4	5	227
2017	8	90	24	3	5	203
2017	9	91	26	4	5	208
2017	10	95	28	4	5	213
2017	11	213	60	5	6	302
2017	12	441	129	6	7	510
2018	1	658	194	8	8	690
2018	2	542	162	7	7	622
2018	3	476	140	7	7	556
2018	4	418	115	6	6	471
2018	5	203	59	5	6	298
2018	6	111	34	4	5	241
2018	7	97	29	4	5	224
2018	8	88	24	4	5	207
2018	9	84	24	4	4	209
2018	10	114	34	4	5	223
2018	11	283	80	5	6	346
2018	12	499	144	7	7	545

Notes:

¹ SC3 1-4 family and SC3 multi family

² SC1

³ SC2 Rate I and SC2 Rate II

Consolidated Edison Company of New York
Case 19-G-0066
Response to UIU Interrogatory UIU-1-9

Max Therm Usage by Month

Year	Month	<u>Residential Gas</u> Heating (excl LI)¹	<u>Residential Gas</u> Heating LI¹	<u>Residential Non-</u> heating (excl LI)²	<u>Residential Non-</u> heating LI²	<u>Commercial Gas</u>³
2016	1	434,926	2,463	21,041	1,053	380,456
2016	2	413,934	2,163	19,349	1,252	444,240
2016	3	275,854	2,341	15,323	3,937	372,516
2016	4	242,009	1,302	14,563	676	411,467
2016	5	159,738	988	9,337	912	362,742
2016	6	146,471	3,478	5,291	1,023	410,235
2016	7	156,085	3,047	5,644	420	379,117
2016	8	141,455	2,917	5,115	899	404,398
2016	9	146,471	3,184	5,585	577	405,110
2016	10	107,311	5,679	5,644	641	431,640
2016	11	244,178	1,454	12,548	655	400,905
2016	12	362,092	2,082	29,446	1,114	399,381
2017	1	434,616	4,282	7,774	815	428,680
2017	2	391,973	4,568	8,524	1,459	385,078
2017	3	382,490	4,622	6,932	638	411,498
2017	4	281,143	3,270	6,905	657	397,904
2017	5	207,714	1,806	3,015	815	373,640
2017	6	136,641	1,936	5,721	802	399,530
2017	7	122,829	1,043	4,397	752	416,220
2017	8	95,263	927	4,544	2,293	433,806
2017	9	112,592	963	1,592	2,531	410,625
2017	10	108,791	1,170	1,876	2,293	419,314
2017	11	252,878	2,081	3,916	3,204	405,573
2017	12	383,040	3,564	6,769	3,358	398,301

Notes:

¹ SC3 1-4 family and SC3 multi family

² SC1

³ SC2 Rate I and SC2 Rate II

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to UIU Interrogatories – Set UIU-1
Date of Response: 2/11/2019
Responding Witness: Customer Operations Panel

Question No. : 14

How many customers are low income accounts in the Company's service territory in 2018 for each category:

- residential electric SC1 Rate I
- residential electric SC1 Rate II
- residential electric SC1 Rate III
- residential SC1 Special Provision G
- residential SC1 Special Provision H
- residential gas heating
- residential gas non-heating

Response

The table below provides the number of customers enrolled in the Electric or Gas Low Income Program on December 31, 2018 for each identified category.

Category	Number of low income customer accounts
Residential electric SC1 Rate 1	406,253
Residential electric SC1 Rate II	4
Residential electric SC1 Rate III	4
Residential SC1 Special Provision G*	0
Residential SC1 Special Provision H	0
Residential gas heating	17,784
Residential gas non-heating	105,078

* Special Provision G was a one-time credit provided to low income customers in 2017. As such, there are no customers in 2018 that received the credit.

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to UIU Interrogatories – Set UIU-1
Date of Response: 2/11/2019
Responding Witness: Gas Rate Panel

Question No. : 17

Please provide the number of gas residential heating and non-heating accounts in the Company's Service Territory as of December 2018 or most recent data available. Please break down the data by location (see table below).

In your response, please use the template below for each category and modify as needed.

Gas Customers

Location	Total Residential	Residential Gas Heating	Residential Gas Non-Heating
Manhattan			
Queens			
Brooklyn			
Bronx			
Staten Island			
Westchester			
Total			

Response

Gas Customers as of December 2018

Location	Total Residential	Residential Gas Heating	Residential Gas Non-Heating
Manhattan	281,008	29,443	251,565
Queens	184,123	90,235	93,888
Brooklyn			
Bronx	270,187	64,616	205,571
Staten Island			
Westchester	209,747	126,097	83,650
Total	945,065	310,391	634,674

Company Name: Con Edison
Case Description: 2019 Con Ed Electric & Gas Rate Filings
Case: 19-E-0065, 19-G-0066

Response to UIU Interrogatories – Set UIU-1
Date of Response: 2/11/2019
Responding Witness: Customer Operations Panel

Question No. : 18

As of December 2018, how many low income accounts are considered under the Company’s “Low Income Discount Program” in the following tiers?

Income Level	Electric Non-Heat	Electric Heating
Tier 1		
Tier 2		
Tier 3		
Tier 4		

Income Level	Gas Non-Heat	Gas Heating
Tier 1		
Tier 2		
Tier 3		
Tier 4		

Response

The tables below provide the number of customers that were enrolled in the Company’s “Low Income Discount Program” on December 31, 2018 in the following tiers.

Income Level	Electric Non-Heat	Electric Heating
Tier 1	368,829	1,486
Tier 2	839	81
Tier 3	2,309	231
Tier 4	32,371	115

Income Level	Gas Non-Heat	Gas Heating
Tier 1	91,877	13,507
Tier 2	10	836
Tier 3	40	2,299

Tier 4	13,151	1,142
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