



conEdison

conEd.com

Tampering With Con Edison Equipment is Illegal

It also creates hazards that could hurt you. If you think someone has tampered with our equipment, call **1-888-314-5385**. You do not have to give us your name.

Working Together

Con Edison continuously monitors and inspects its electric system to keep you safe. You can help us keep our system safe by calling the police if you see suspicious individuals or activities around our facilities and equipment.

Want to Know More?

If you want additional electric safety information, visit **conEd.com**.

The following organizations also offer safety ideas:

- Electrical Safety Foundation International, **esfi.org**
- Consumer Product Safety Commission, **cpsc.gov**

ELECTRIC SAFETY



WHAT YOU NEED TO KNOW



Printed on paper with 30% recycled content

December 2017
M281217

Electric Safety

Whether it's your kitchen, den, or bathroom, your stove, computer, or hairdryer, the risk of an electrical shock or fire exists. Knowing what hazards to look for will help keep you and your family safe.

Essential Electric-Safety Rules Include:

- Check outlets for loose connections and corrosion. Call an electrician if there is a problem.
- Use safety covers on outlets to safeguard children.
- Replace electric cords with worn spots or frayed wires. Homemade repairs can cause fires.
- Try not to conceal outlets behind furniture or window coverings.
- Do not retrieve electrical products that fall in water. If you are dry and the plug is not wet, pull the plug, not the cord, from the outlet. Or, use the circuit breaker to shut off the power.
- Don't use appliances during an electric storm. Unless it is an emergency, do not use phones with cords.
- Don't place electric cords under carpets or furniture.
- Never staple or nail cords to walls or baseboards.
- Use extension cords for short periods only. Don't overload or connect them to other extension cords.
- Never remove the third prong from a plug to make it fit a two-prong outlet.
- Don't overload outlets or power strips.
- Unplug unused appliances.
- Replace missing or broken wall plates.
- If an outlet or wall plate feels hot, immediately shut off the circuit and have a professional check it.
- A tear-drop shaped darkening by an outlet or wall plate may indicate heat build-up.

- Use surge protectors to safeguard appliances and electronics.
- Use small appliances and tools that are certified by a recognized independent testing lab.
- Know where your main electrical panel is so you can turn off the electricity in an emergency.

When You're Outside

- Never go near or touch a fallen power line or other damaged electrical equipment. Call 1-800-75-CONED to report the condition.
- Do not drive over downed lines. If you do, don't get out. Call 911 and keep nonemergency people away.
- Keep pets away from lampposts, grates, and manhole covers, especially when it is cold and wet.
- Use electrical products outdoors only if they are marked for outdoor use.
- Keep outdoor outlets covered and dry between uses.
- Never use outdoor portable electrical appliances or tools while you are wet or near water.

Report Damaged Streetlights

Stay away from open or damaged streetlight bases. Call 311 to report this condition. In Westchester County, contact the local municipality.

Smart Meters Are Coming!

Here's what you should know.

What's a smart meter?

It's a digital meter that communicates between your residence or business and Con Edison through a secure wireless communication network.

What's the difference between my current meter and a smart meter?

They both do the same job: They collect information about how much energy you use. While we can only collect your usage information from your current meter once a month, a smart meter sends readings every day, using the same type of extremely low-frequency radio signals that allow you to use your smartphone, listen to the radio, or watch TV. Smart meters will also let us know right away when problems arise, so we can get to work on restoring power even faster.

How will a smart meter help me?

Your smart meter will let you keep track of how you are using energy and help you manage your bill.

Once your smart meter is installed, you'll have online access to detailed information about your daily energy use. You can use that information to make choices that can help you save energy and money.

- See your energy usage in 15-minute increments.
- Get high-bill alerts (and tips on how to avoid them).
- Get information about energy-saving products and services.

Smart meters will allow us to read your meter remotely. That means no more waiting for a meter reader, and no more estimated bills.

If you use solar energy, a smart meter will help us integrate these renewable resources more efficiently.

When will I get my new meter?

Installation will begin on Staten Island and in Westchester in 2017, and will continue through 2022 in Brooklyn, Manhattan, Queens and the Bronx. Con Edison will notify you with a postcard and a letter before installation starts in your area. If your meter is outside, you don't need to do anything. If you need to be home for us to access your meter, we'll let you know how to set up an appointment.

Will my power be interrupted while you install my new meter?

Yes, there will be a brief pause in your electric service (15 minutes at most). We will leave you a reminder to reset your clocks and other appliances.

Will I need to do anything to start my meter?

Nope, we'll handle everything for you. But we'll be providing you with instructions on how to access and make the best use of information from your smart meter.

How are you protecting my privacy?

We take cyber security seriously, so all information is transmitted through an encrypted network. No personal information is captured or transmitted by the smart meter, and all your energy usage information is kept confidential by Con Edison and our vendors.

Do I still need to call Con Edison to report an outage?

Yes. Smart meters will alert us about most outages in your neighborhood. But we suggest you continue to tell us about any problems you are having so that we can address them as quickly as possible.

What if I don't want a smart meter?

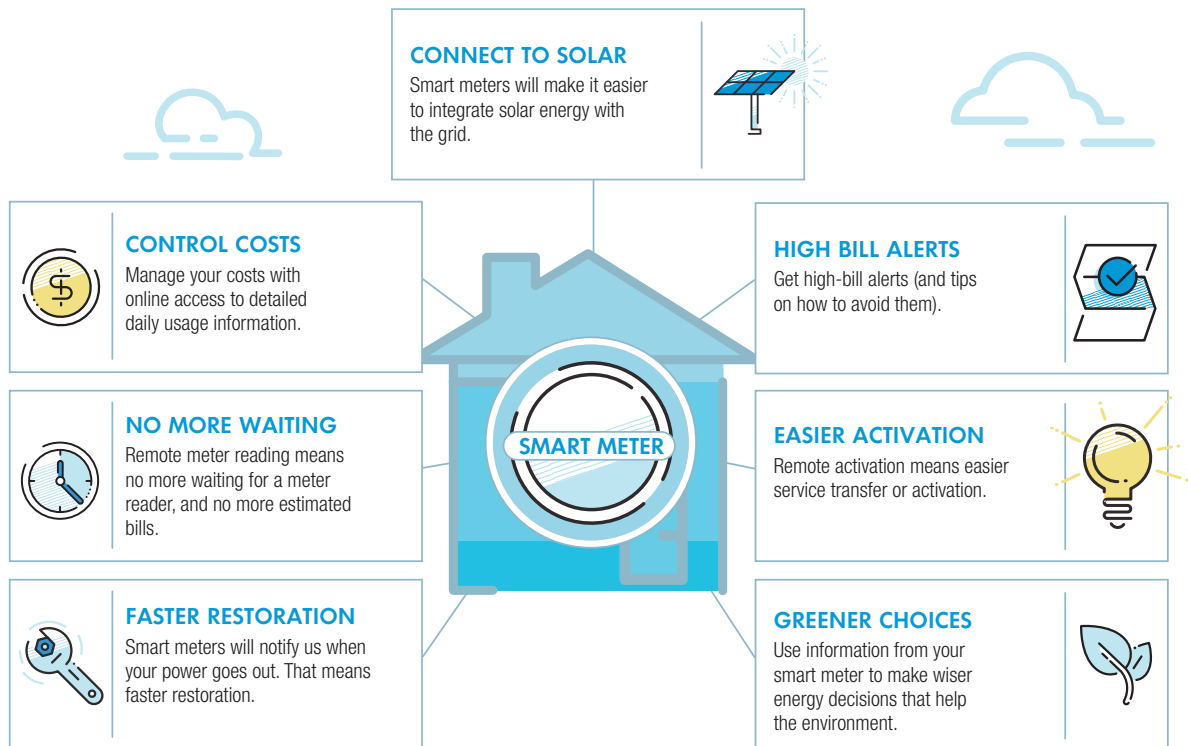
For information about how to opt out, please call us at 1-800-576-2005.

How can I get more information?

Visit conEd.com/smartmeters or call us at 1-800-576-2005.

What's So Smart About a Smart Meter?

Unlike your current meter, smart meters will let you monitor how you're using energy and help you manage your bill.



In a few months, Con Edison will be installing state-of-the-art smart meters in your neighborhood. Installation is quick and easy—about 15 minutes—with only a very brief disruption to your power. Look for uniformed technicians with Con Edison identification. You don't need to be home for the installation if you're not usually home for your meter reading. If you need to be there, we'll let you know soon how to make an appointment. You'll find a note on your door when we're done.

conEd.com/smartmeters, 1-800-576-2005



Gas Service Line Inspection Program



Announcement Letter

Inspection of Your Gas Equipment

Con Edison needs to conduct a safety inspection of the Company's gas equipment in your building as required by New York State law.

Con Edison has hired a contractor, Precision Pipeline Solutions (PPS) to perform the gas equipment inspections. In the next several weeks, PPS will be visiting your home or business to conduct the inspection. If PPS cannot gain access to the gas meter(s), they will leave a drop card providing details on how to make an appointment.

Inspections will be performed Monday to Friday, and some evening and weekend appointments will be available. The inspection should take about 10 minutes. If you are responsible for providing access to the meter(s), and would like to arrange an appointment, you can call PPS at 1-888-617-0510 weekdays between 8 a.m. and 7 p.m.

The inspectors will wear PPS uniforms, but will carry Con Edison contractor photo IDs. Please ask to see this ID before letting anyone into your home or business. If you have any doubts, call 1-800-75-CONED (1-800-752-6633) and choose option #2 to verify a field employee's credentials. You can also call us for more information about the gas equipment inspection process. For information on our commitment to gas safety, visit www.coned.com/gassafety.

Drop Card

Inspection of Your Gas Equipment

We visited today to perform a gas safety inspection, but we weren't able to complete it.

This inspection is required by New York State law, so it's important that you contact us to schedule an appointment. We've hired a contractor, Precision Pipeline Solutions (PPS), to do this required work. Please call PPS at **1-888-617-0510** weekdays between 8 a.m. and 7 p.m. to schedule your appointment.

If we are unable to schedule an appointment with you, a \$100 no-access fee will be charged to your account. This fee may be assessed each month that we are unable to access our meter.



Fee Assessment Letter – Final Request for Access

We're writing to ask for your help. We contacted you previously about performing an inspection of your gas service line. This inspection is required once every 3 years for customers in residential districts and annually for customers in business districts.

To complete the inspection, we need access to your meter. If you do not provide access to your meter(s), a \$100 no-access fee will be charged to your account. This fee will be charged each month that we are unable to perform the inspection.

We've hired a contractor, Precision Pipeline Solutions (PPS), to do this required work. Please call PPS at **1-888-617-0510** weekdays between 8 a.m. and 7 p.m. to schedule your appointment.

In order to avoid the \$100 fee, it is important that you arrange this appointment.

For more information on gas service line inspections, visit coned.com/en/safety/safety/gas-safety/gas-service-line-inspections.

Fee Assessment Letter – Fee Will Be Assessed

We previously contacted you to arrange an appointment for inspection of your gas service line. This inspection is required once every 3 years for customers in residential districts and annually for customers in business districts.

Since you did not arrange an appointment, a \$100 no-access fee will be charged to your account. This fee will be charged each month that we are unable to perform the inspection.

To avoid additional charges, this inspection must be performed as soon as possible.

We've hired a contractor, Precision Pipeline Solutions (PPS), to do this required work. Please call PPS at **1-888-617-0510** weekdays between 8 a.m. and 7 p.m. to schedule your appointment.

For more information on gas service line inspections, visit coned.com/en/safety/safety/gas-safety/gas-service-line-inspections.



Your bill is projected to be
\$234.42



That's \$52.42 more than the same time last year.

When did you use the most electricity?

You used the most in the morning.

	Mornings	6am - 12pm	65%
	Afternoons	12pm - 6pm	13%
	Evenings	6pm - 12am	20%
	Nights	12am - 6am	2%

Based on your electricity use between April 25, 2018 - May 24, 2018



Warmer weather may have affected your energy use

Energy use tends to be higher on warmer days.

On average, this month was 13°F hotter
than the same time last year.

Ways to save



Raise your thermostat a few degrees

Cooling can account for a large portion of your home's summer energy use. To save energy and money, set your thermostat to 78°F when you're home and raise the temperature by 10°F when you're away and 4°F before bed.

Save up to \$75 for every degree you adjust







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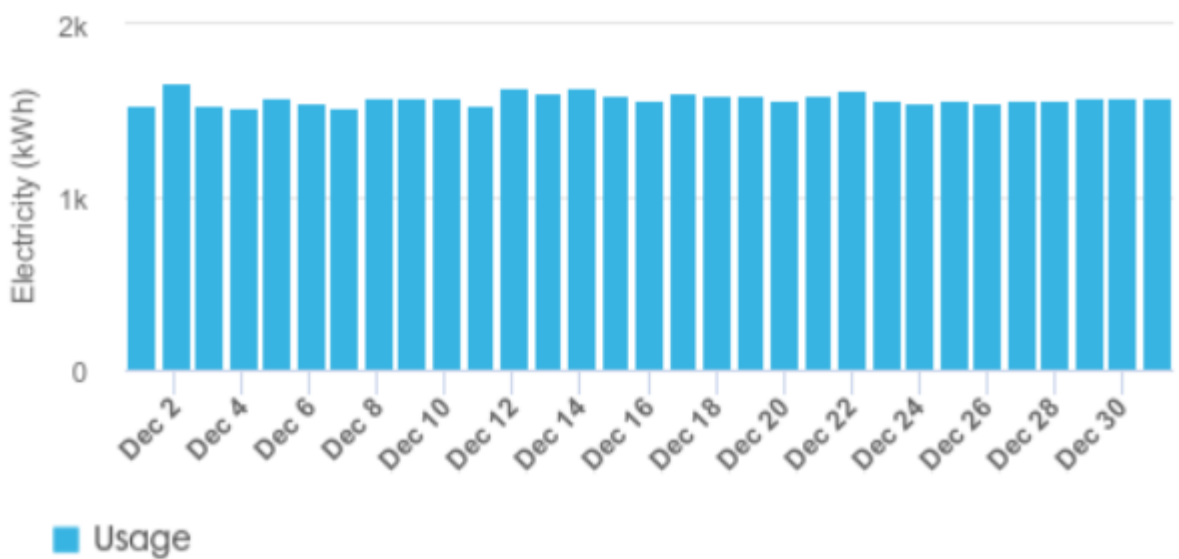
You used 2% more electricity this month.

December 01 2017 to December 31 2017

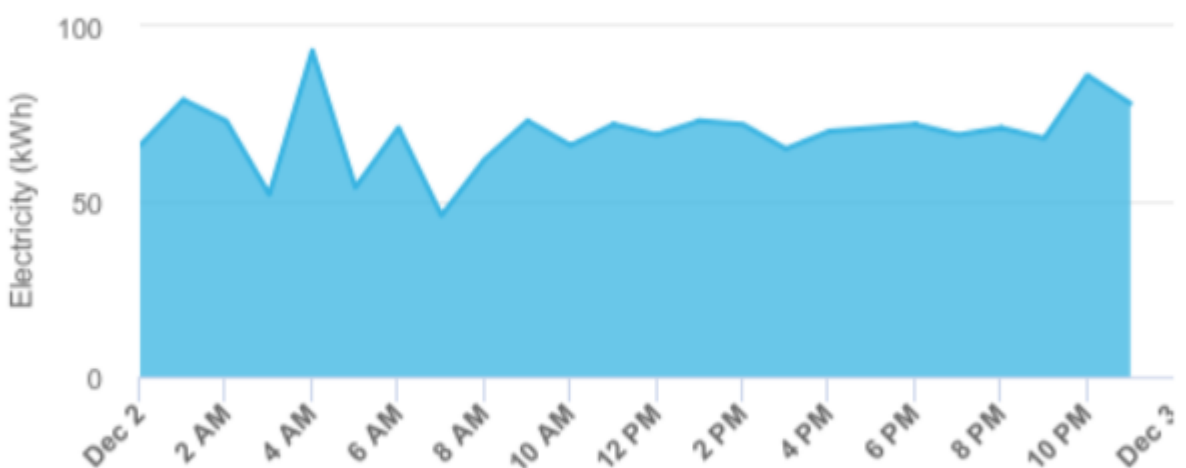
Monthly Electricity Usage Comparison



December Electricity Consumption by Day



Highest Daily Electricity Consumption - Saturday, 12/02/17



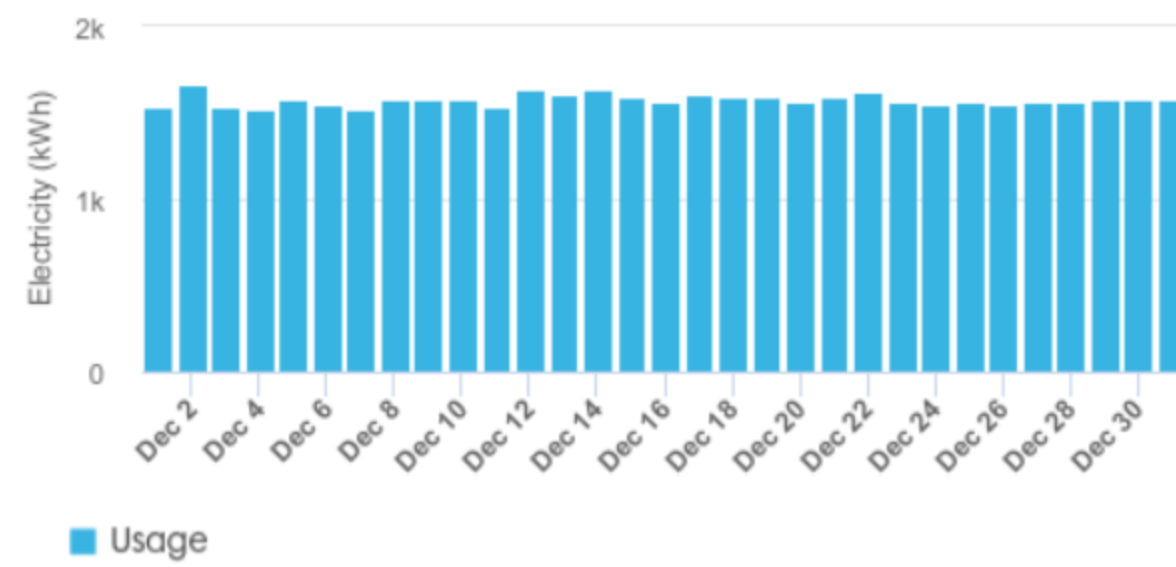
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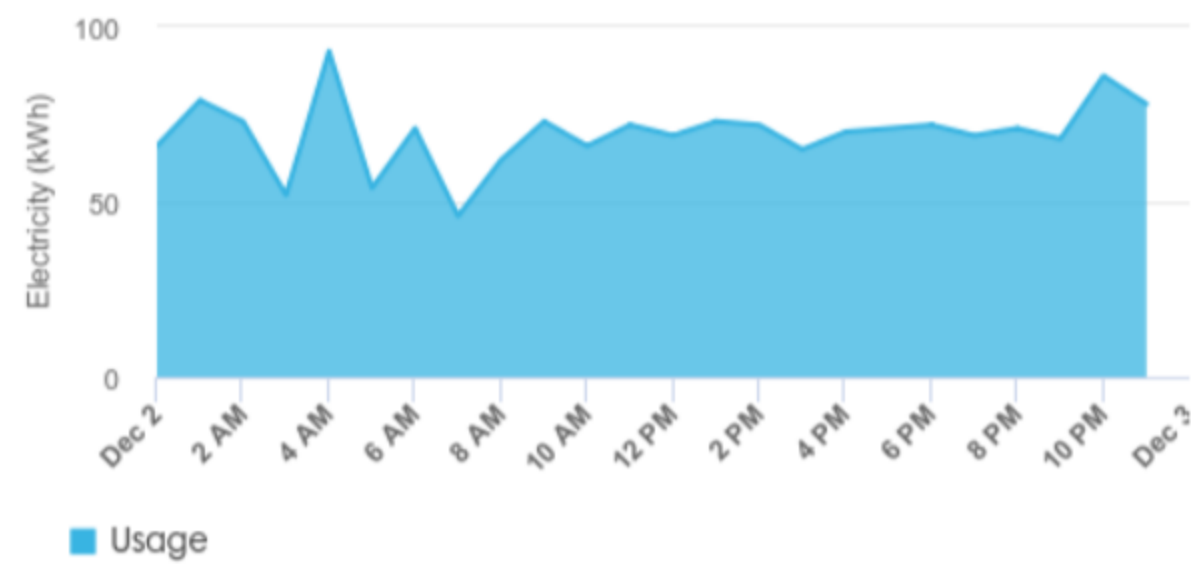
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Highest Daily Electricity Consumption - Saturday, 12/02/17



[Find Out Why](#)

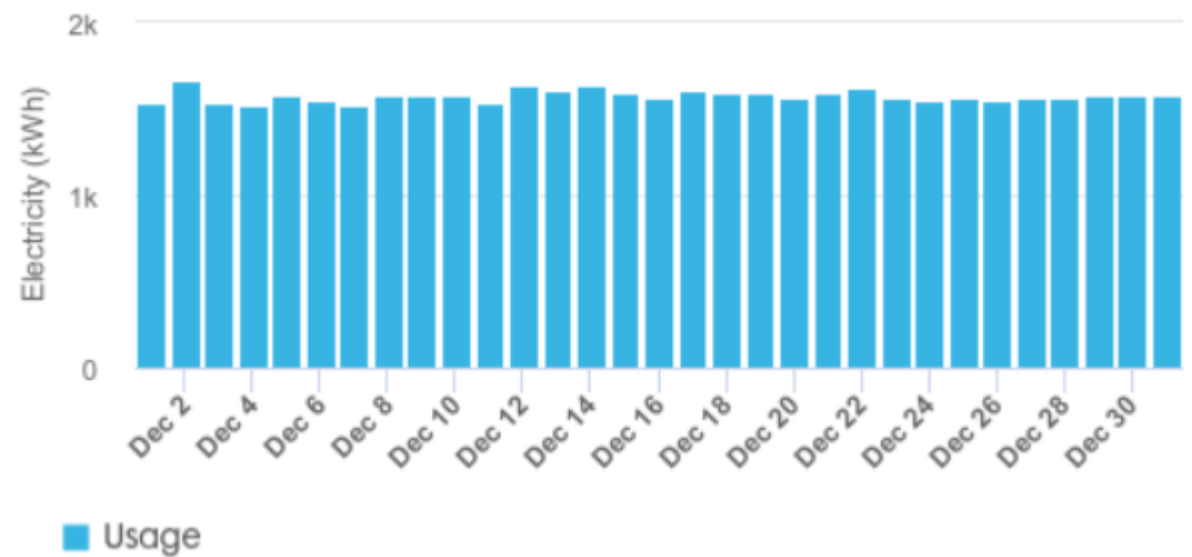
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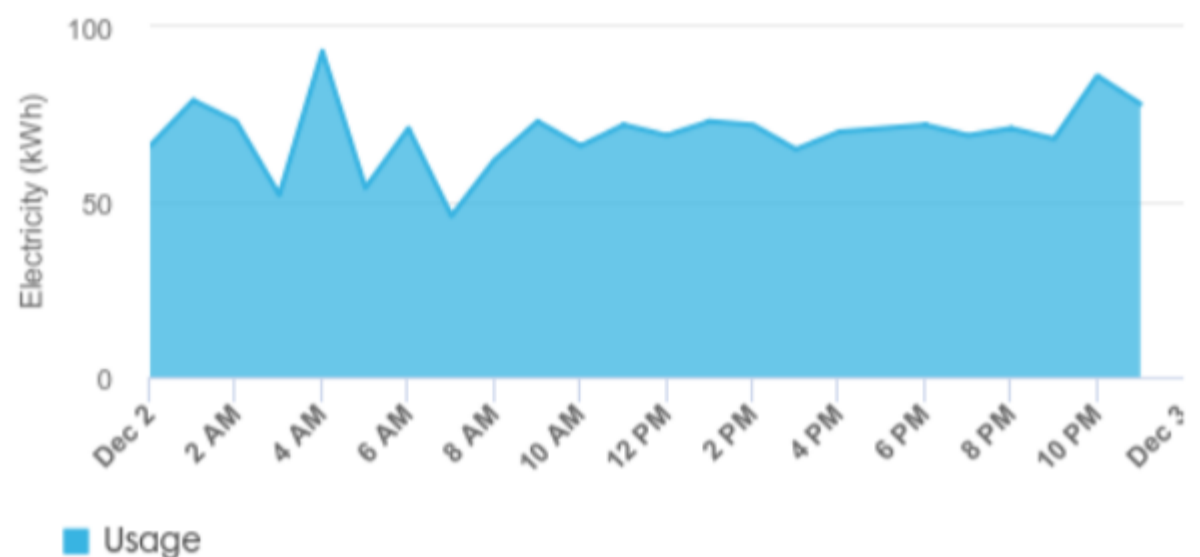
Monthly Electricity Usage Comparison



December Electricity Consumption by Day



Highest Daily Electricity Consumption - Saturday, 12/02/17



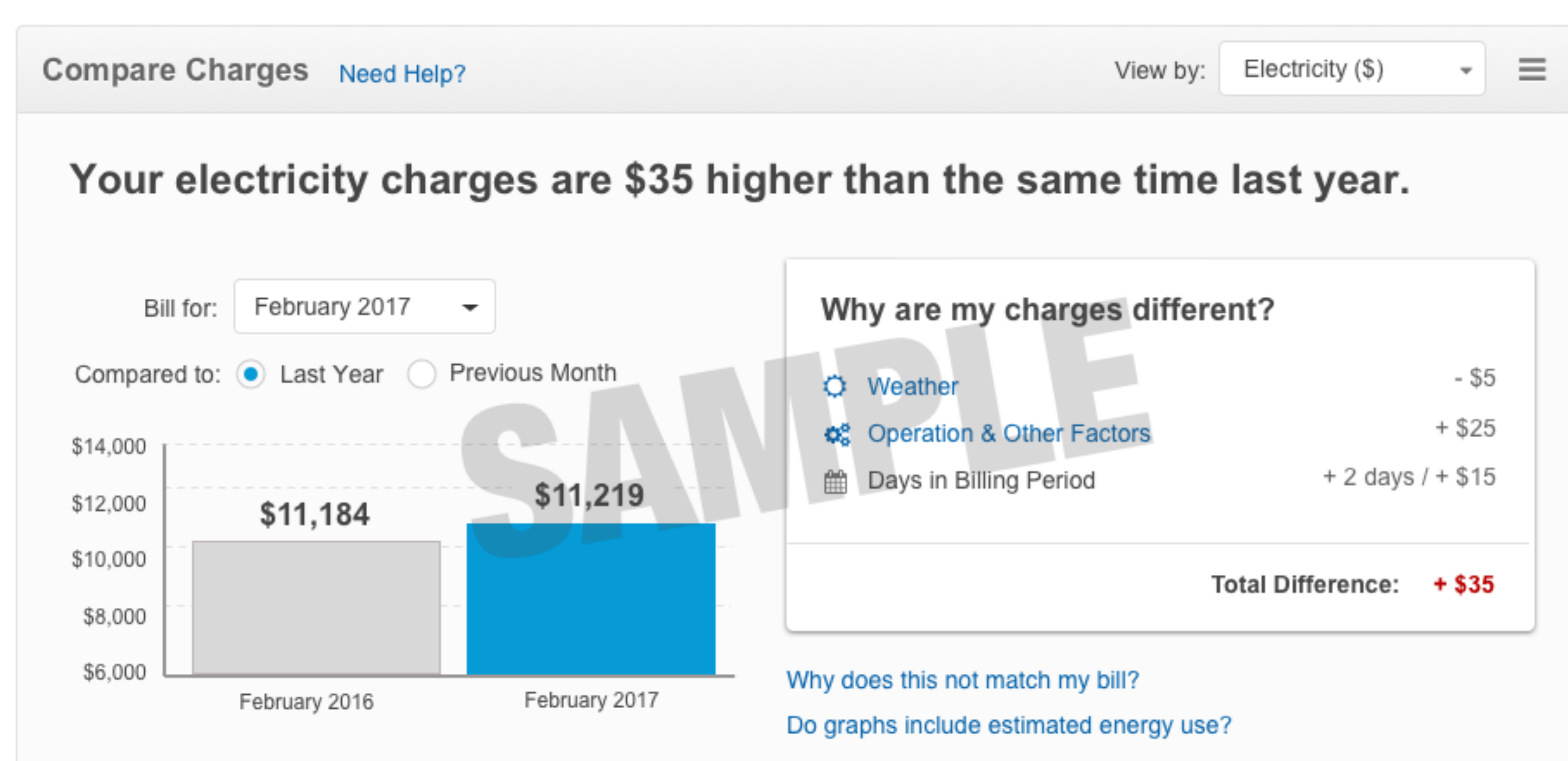
[Find Out Why](#)

Your Energy Meter has Been Upgraded to a Smart Meter

Now you can access personalized insights online with your account.

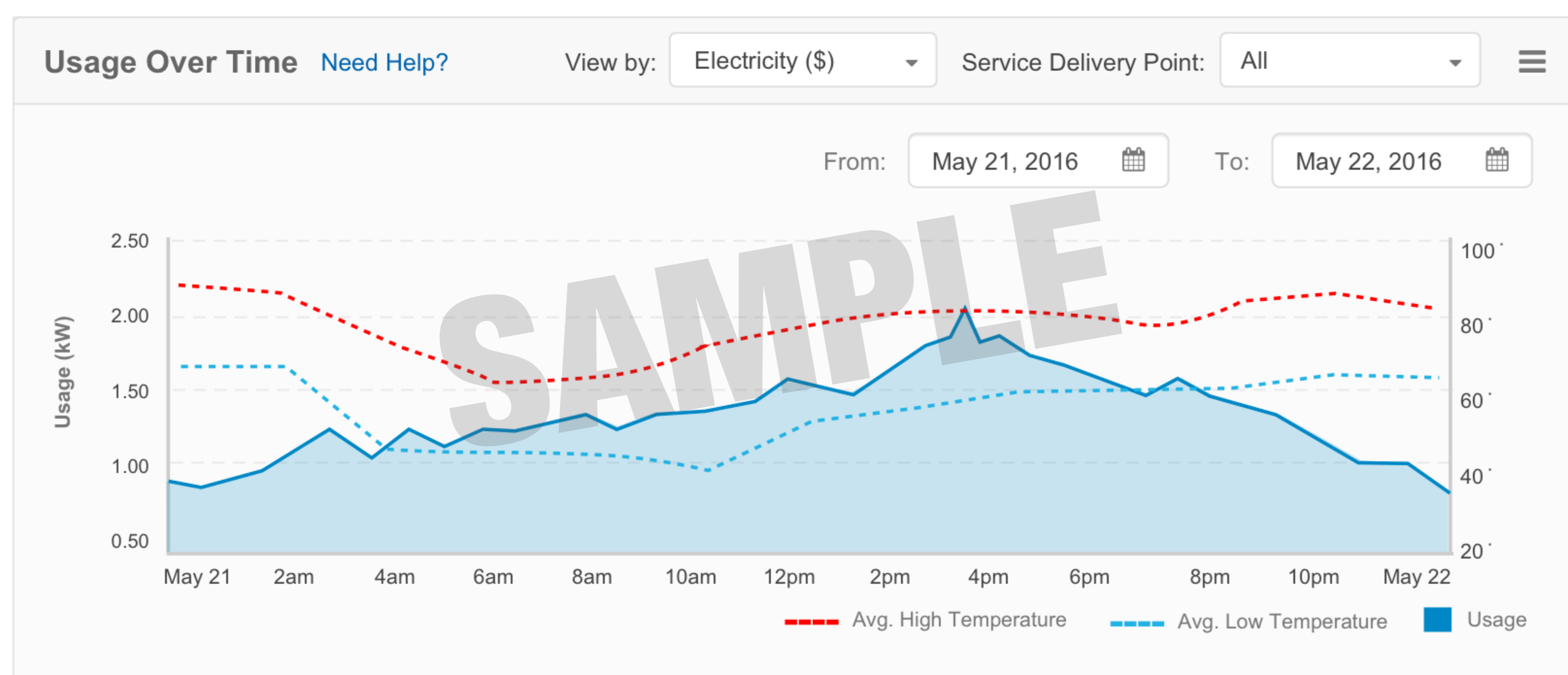
[Log In](#)

Thanks to your new smart meter, you now have access to more information about your facility's energy use than ever before. Log on to conEd.com/MyAccount today to view your energy use in 15-minute intervals, and get customized recommendations that can help you use less and save money.



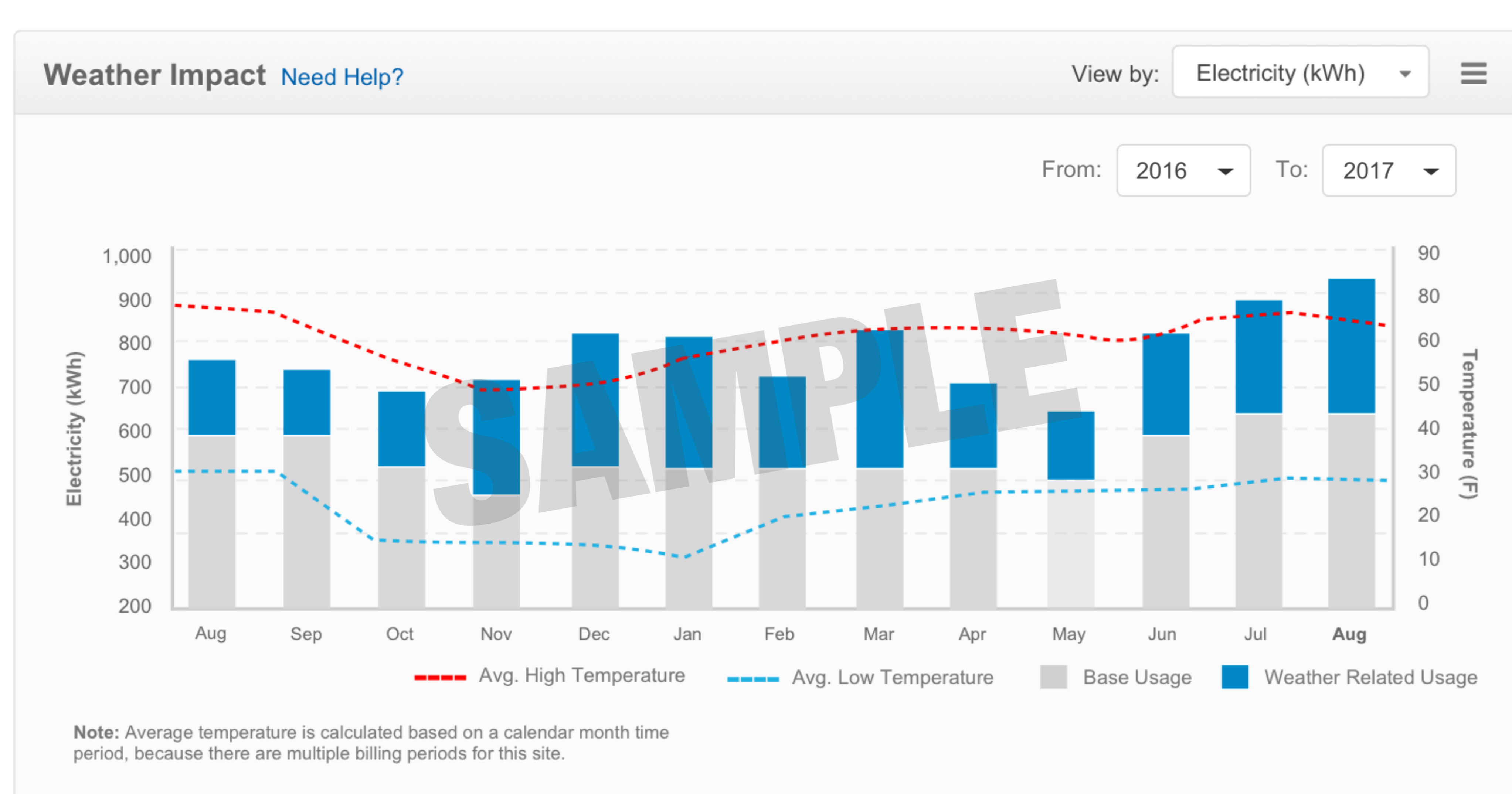
Understand Your Bill

Review your costs from bill to bill.



Learn How You Use Energy

See how your energy usage changes over time.



Optimize Your Energy Usage

Learn how factors like weather affect your bill, and what you can do to start saving.

To access these tools, register for the new My Account on the Log In page. (You'll need to wait until early 2018, if you have more than 6 accounts associated with your My Account profile.)

[Log In To My Account](#)

APPLICATION FOR SPECIAL SERVICES

Mail to:

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

Name _____

Address _____ Apt. _____

Town/City _____ ZIP code _____

Telephone (daytime) _____ (evening) _____

Email address _____

□□-□□□□-□□□□-□□□□-□□

Account number (as shown on bill)

- Please enroll me in the Level Payment Plan.
- My heating service supplies a residential premises.
- Life-support equipment is in use at my premises.

Name of occupant or tenant

First name _____ Last name _____

Address of occupant or tenant

Address _____

Town/city _____ ZIP code _____

- Please send me a copy of the life-support equipment survey.

Please send:

- Enlarged bills
- Braille bills
- Bill messages in Spanish

Your signature _____ Date _____



Our Payment Policy

Your payment is considered late if it is not received by the due date shown on the bill.

We may assess a late-payment charge of 1.5 percent per month on all delinquent balances. If we make a billing mistake that results in an overpayment, we may be required to refund the overpayment with interest. Con Edison offers free services that make it easier for you to do business with us. Enroll in our e*bill program or Direct Payment Plan, use our automated Payment Express line at 1-888-925-5016, or pay online at conEd.com. You can also pay in person for no additional charge at authorized payment agents and at our walk-in centers.

Pay by Mail: Use our return envelope or send to:

Consolidated Edison
JAF Station
P.O. Box 1702
New York, NY 10116-1702.

Make your check payable to Consolidated Edison. Do not send cash, and do not mail correspondence to this address.

Payment Agreements: If you are having difficulty paying your Con Edison bills, you may be eligible for a payment agreement.

Level Payment Plan: You may be able to spread your energy payments more evenly throughout the year with our Level Payment Plan. To enroll, please call us or fill out the Application for Special Services at the back of this booklet.



April 2018

M230218_R&R_NONRES_ENG



Your Rights and Responsibilities as a Nonresidential Customer

This brochure provides information about our policies and procedures, and your rights and responsibilities as a nonresidential customer. Your rights are guaranteed under the New York State Public Service Commission (PSC) rules. To access the Con Edison tariff, visit conEd.com/rates.

How to Reach Us

For billing inquiries, or to report a service emergency, call 1-800-75-CONED (1-800-752-6633) 24 hours a day, seven days a week. If you use TTD/TTY equipment for a hearing or speech impediment, call 1-800-642-2308. You can also manage your account, report power outages and email us at conEd.com. Mail inquiries should be sent to Con Edison, Cooper Station, P.O. Box 138, New York, NY 10276-0138, and should include your account number, phone number and any necessary documentation. Do not send payments to this address.

If you are not satisfied with our response to your inquiry, please call us and speak with a supervisor. If the issue remains unresolved, you may then contact the PSC Mon through Fri between 8:30 a.m. and 4 p.m. by calling 1-800-342-3377. Or, write the PSC at 90 Church St., 4th Floor, New York, NY 10007-2919. No credit action will be taken against disputed charges while your inquiry is being investigated, but charges not in dispute must be paid when due.

PowerYourWay

Customers can buy their electric and/or gas supply from an energy service company (ESCO) instead of from Con Edison. Con Edison will continue to deliver your energy safely and reliably and will respond to emergencies. For more, visit poweryourway.com.

Our Deposit Policy

New nonresidential customers may be required to pay a deposit when applying for service. The deposit will be held for three years and may be held longer, depending on your payment history. If you are an existing Con Edison customer, you will not be asked to pay a new or additional deposit unless you have made two or more late payments within a 12-month period. You may have to pay a deposit if your financial condition indicates that you are likely to default in the future or if you have filed for reorganization or bankruptcy. A deposit may be required if meter tampering is found.

Deposit Amount: The amount of your deposit will not exceed the cost of twice your average monthly usage. If your usage varies widely, the deposit will not exceed the cost of twice your average monthly usage during the peak period. Deposits may be adjusted based on subsequent billing. If our review shows that a deposit reduction is appropriate, we will refund that portion of your deposit that exceeds the appropriate deposit amount. If you are currently a Con Edison customer and you are unable to pay the required deposit amount, you may arrange a payment agreement with us. In lieu of a cash deposit, we may accept an alternative that provides equivalent security, such as a bank letter of credit or surety bond.

Deposit Interest: We pay interest on your cash deposit at a rate determined by the PSC. The interest is applied to your account annually on the anniversary of the deposit.

Deposit Refund: After your deposit is held for three years, we will review your payment record to determine if you qualify for a deposit refund. Your deposit may then be credited to your account or refunded, with interest. If your account is closed with no amount outstanding, the deposit will be refunded.

Rate Information

The costs and benefits of service vary under different rate classifications, so it is important for your account to be properly classified. Detailed information about eligibility for service under various classifications is included with the Application for Service and in Con Edison's tariffs and can be viewed at any walk-in center or at conEd.com/rates. Please check your bill to ensure that the rate classification shown is consistent with your use of service. A change in your usage may affect the rate applicable to your service. To ensure that you are properly billed, please advise Con Edison immediately of any change.

If your account is eligible under two different rates, let us know which you prefer. Some optional rates require written application and additional information to be provided.

Rate Options for Certain Customers: Religious institutions, nonprofit veterans' organizations, operating posts or halls, and community residences that are supportive or supervised living facilities have the choice of being billed under a residential rate or a nonresidential rate for gas and electric service. This choice may be made separately for each service. Typically, residential electric rates are more economical, but nonresidential rates may benefit some customers. For more information, email ratechange@conEd.com or call 1-877-239-1999.

Residential Rates or Benefits: If a property is used as a residence by you or an employee, you may be eligible for a residential electric rate, which could result in lower costs. Residential use of electricity, gas or steam may also qualify you for certain residential benefits provided under The Home Energy Fair Practices Act (HEFPA). For more, call 1-800-75-CONED (1-800-752-6633) or visit conEd.com/rates.

Economic Development Rates: If you open a new business, expand your existing business or relocate to an economic zone, you may qualify for our Economic Development Rate or government benefits. For more information, visit conEd.com/ecodev.

Electric Rates

Most nonresidential electric accounts are classified as EL2 or EL9, although there are other rates for less common usage situations.

The typical EL2 customer (e.g. a small store) uses less than 3,000 kilowatt-hours (kWh) a month. EL2 premises where the monthly usage exceeds 3,000 kWh for two consecutive months will be outfitted with meters that measure electric demand in addition to kWh use. This may require the customer to make physical changes to the electric installation at the premises in order to accommodate the new meter.

If your demand then exceeds 10 kW for two consecutive months, your service classification will be changed, typically to EL9, and you will be billed for demand. Con Edison reserves the right to revise demand charges that result from estimated meter readings. Such revisions may be to your disadvantage and can be avoided by ensuring adequate access on your reading date. If access is not provided, a penalty may be assessed. Customers who do not control meter access must notify Con Edison of the responsible party.

Other classifications include rates for redistribution to residential tenants (EL8 or EL12 for space heating).

EL8, EL12, and EL9 customers will be reclassified to EL2 if their demand falls to 5 kW or less for 12 consecutive months.

Standby-service, time-of-use, hourly-pricing and net-metering rates are also available, as are several demand-management programs. For more information, visit conEd.com.

Gas Rates

GS2 is a service classification that applies to service used by most nonresidential gas customers for heating, cooking, and other purposes. GS2 also applies to most residential premises that are not the primary residence of the premises owner.

GS3 applies to service for heating in a two or three-family home where the landlord is an occupant and the customer of record.

A reduced rate for gas supplied to air-conditioning equipment is available to GS2 and GS3 customers.

GS13-Seasonal Off-Peak Firm Sales Service applies to customers who use gas only between April 1 and October 31. Gas can be used for any purpose during this period. The gas service must be metered separately from other gas used at the premises, and there is a penalty for using gas outside of the April to October period.

GS12-Dual-Fuel Service applies to those with a dual-fuel (gas and oil) burner or an alternate energy source, who agree to interrupt their gas use at certain times. GS12 customers can be served under either of two rates – an interruptible rate or an off-peak firm rate. For more, visit conEd.com/rates/gas.asp.

GS9-Gas Transportation Service is composed of several categories. To review these, visit conEd.com/rates/gas.asp.

Steam Rates

Most nonresidential steam customers are classified as SC-1 or SC-2. SC-1 service applies to small commercial and residential properties, such as dry cleaners and residential brownstones. SC-2 service applies to high-usage customers. For more, visit conEd.com/rates/steam.asp.

(continued on back)







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When did you use the most electricity?

You used the most in the morning.

	Mornings	6am - 12pm	65%
	Afternoons	12pm - 6pm	13%
	Evenings	6pm - 12am	20%
	Nights	12am - 6am	2%

Based on your electricity use between April 25, 2018 - May 24, 2018

Ways to save



Open your shades on winter days

Take advantage of winter sunlight. By opening blinds during the day to use natural light and capture free heat, you'll be able to lower the temperature on your thermostat and save on heating costs.

Save up to \$15 per year

Have you taken advantage of your new smart meter?

Your smart meter gives you more insights into your energy use than ever. See how yours can help you save!

To access your energy use online, register for the new My Account at conEd.com/myaccount.



New! What kind of electricity user are you?



You're a Morning User
You use the most from 6am - 12pm.

Mornings	40%
Afternoons	10%
Evenings	15%
Nights	35%

7/31/14 - 9/30/14

Ways to save for morning users:

- ▶ **Shower time**
Try cutting 1 minute off your shower time.
- ▶ **Making coffee**
Keep coffee in a thermos so it stays warm longer.

[LOG IN TO MY ACCOUNT TO SEE YOUR USE](#)

Tools and programs powered by your smart meter



Take a deeper dive

See more insights about your weekly, daily, and even hourly use.

[SEE YOUR USE](#)



Stop high bills before they come

Thanks to your smart meter, you're automatically enrolled in email High Bill Alerts.



Your meter has been upgraded to a smart meter.



What's a smart meter?

It's a digital meter that wirelessly sends your energy use to Con Edison — meters are read remotely, which means no more estimated bills. [Learn more](#)



Why smart meters?

Smart meters allow us to provide faster restoration of service, easier activation of new service, and easier integration of renewable energy into the grid.

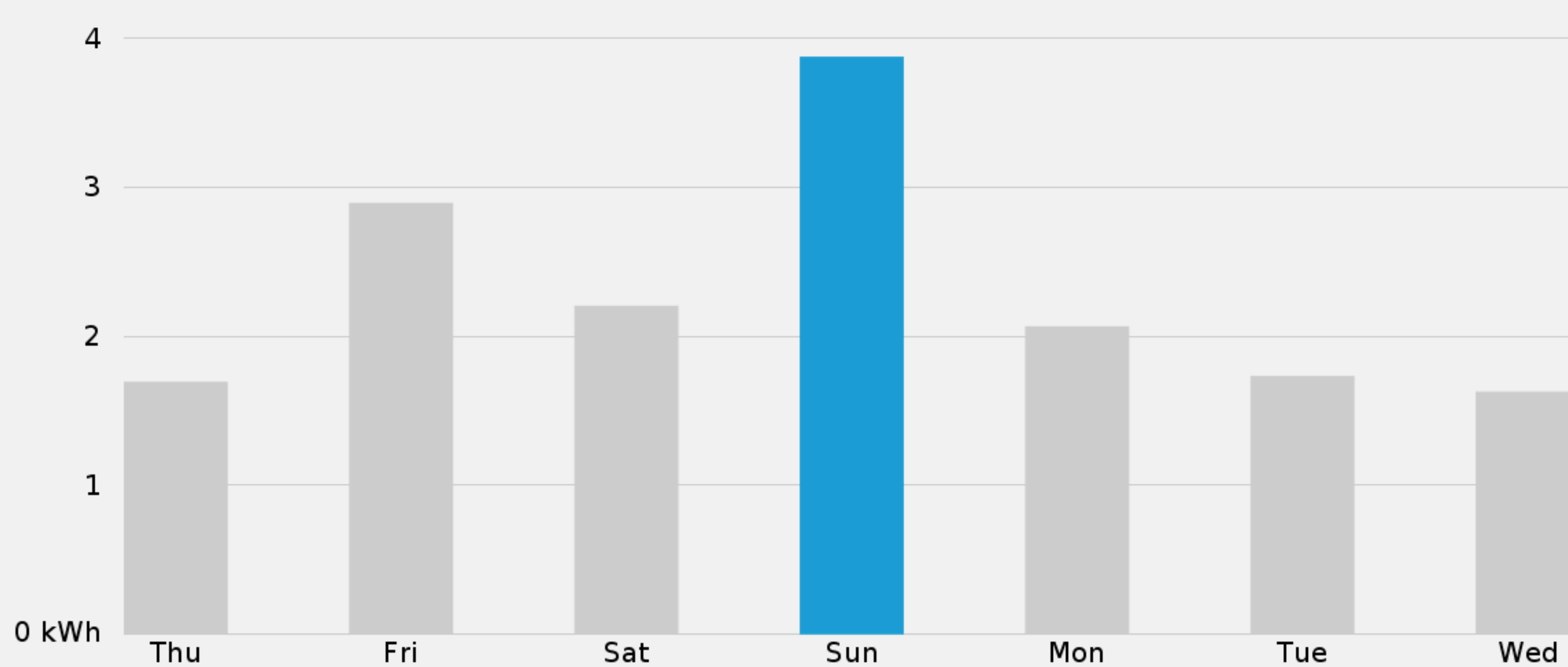


How is this good for me?

Your smart meter will help you keep track of how you are using energy, so you can manage your bill and make choices that can help you save energy and money. Be on the lookout for special insights into your energy use!

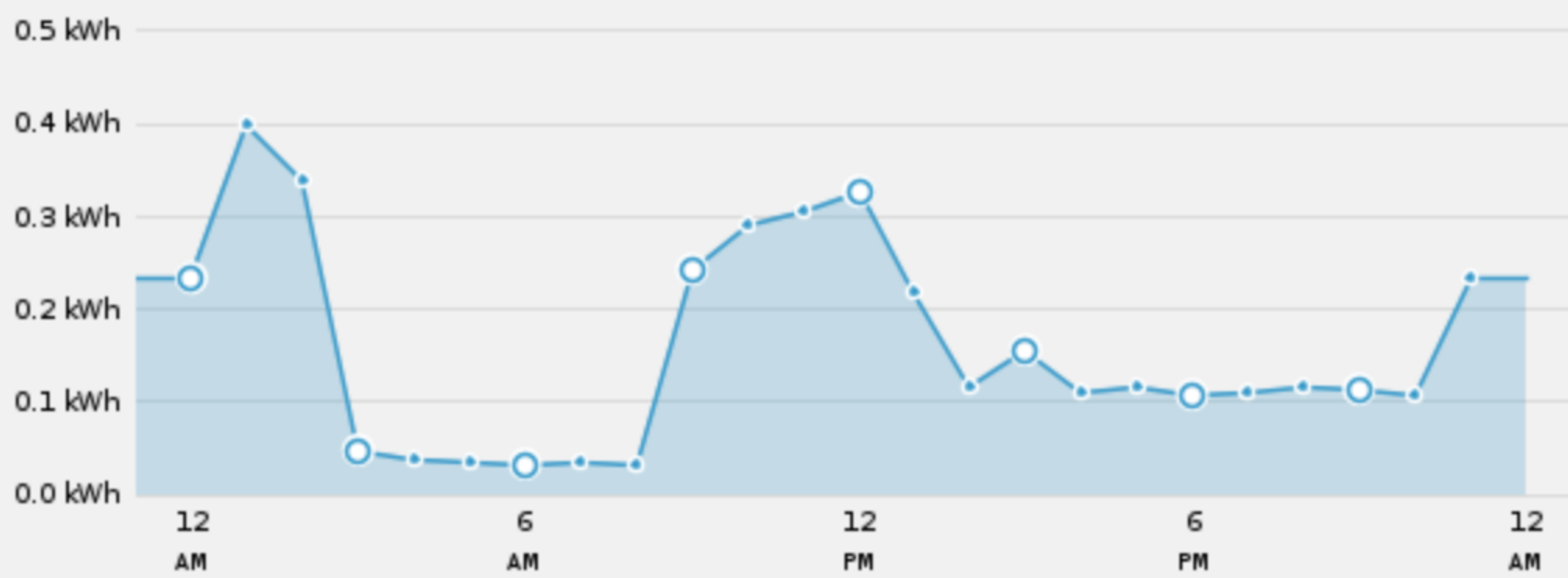
Your smart meter insights

You used the most electricity on Sunday, Oct 29.



Oct 26, 2017 - Nov 01, 2017

On Sunday, you used the most electricity from 1AM - 2AM.



Oct 29, 2017

[LOG IN TO SEE YOUR USE](#)

Want more insights like these?



View your energy use history

See more insights about your weekly, daily and even hourly use. To access these tools, register for the new My Account on the Log In page.

[LOG IN TO LEARN MORE](#)

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.

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 _____



(continued on back)

(over)

DON'T FALL FOR SCAMMERS PRETENDING TO BE CON EDISON.

Don't become a victim.

In one of the most common scams, a caller may:



Pretend to be from Con Edison. (Your Caller ID may even display Con Edison's name.)



Threaten to turn off power or natural gas service to your home or business within an hour.



Demand immediate payment – often by prepaid debit card.

Suspect a scammer?

Here's what to do:



1. Hang up.
2. Call the police or 1-800-75-CONED (26633).



And remember, if someone knocks on your door saying they are from Con Edison, call us for verification.

DON'T FALL FOR SCAMMERS PRETENDING TO BE CON EDISON.

Don't become a victim.
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And remember, if someone knocks on your door saying they are from Con Edison, call us for verification.



Your new smart meter is here!

IT'S RIGHT WHERE YOUR OLD METER WAS.

Aclara Smart Grid Solutions, a Con Edison contractor, was here today.

- We replaced your old electric meter.
- We upgraded your gas meter.

We had to shut off your electric service briefly during the installation. Please check your clocks and other appliances that may need to be reset. We apologize for any inconvenience.

What's a smart meter?

It's a digital meter that communicates between your home or business and Con Edison via a secure wireless communications network.

What's the difference between my old meter and my smart meter?

Both do the same job—but a smart meter allows you to monitor how you're using energy and better manage your bill. Smart meters also let us read your meter remotely—no more waiting for a meter reader, and no more estimated bills.

What's next?

Soon, when you log into your account or register at conEd.com, you'll be able to see detailed information about your daily energy use. You can use that information to make choices that can help you save energy and money.

- See your energy usage in 15-minute increments.
- Get high-bill alerts for your home (and learn how to avoid them).
- Get information about energy-saving products and services.

Do I still need to call Con Edison to report an outage?

Yes. Smart meters will alert us about most outages in your neighborhood, but please continue to tell us about any problems you are having so that we can address them as quickly as possible.

Have more questions?

Call **1-800-576-2005** or visit conEd.com/smartmeters



¡Su nuevo contador inteligente ya está aquí!

JUSTO DONDE ESTABA SU CONTADOR ANTIGUO.

Aclara Smart Grid Solutions, un contratista de Con Edison, estuvo aquí hoy.

- Reemplazamos su contador eléctrico antiguo.
- Actualizamos su contador de gas.

Tuvimos que suspender brevemente su servicio eléctrico durante la instalación. Revise sus relojes y otros aparatos eléctricos que posiblemente tenga que volver a ajustar. Nos disculpamos por cualquier inconveniencia.

¿Qué es un contador inteligente?

Es un contador digital que comunica su hogar o empresa y Con Edison a través de una red de comunicación inalámbrica segura.

¿Cuál es la diferencia entre mi contador antiguo y mi contador inteligente?

Ambos hacen el mismo trabajo, pero un contador inteligente le permite monitorear cómo está utilizando la energía y manejar mejor su factura. Los contadores inteligentes también nos permiten leer su contador de manera remota. Ya no tendrá que esperar al lector de contadores ni recibirá facturas estimadas.

¿Qué sucede ahora?

- Muy pronto, cuando ingrese en su cuenta o se registre en **conEd.com**, podrá ver información detallada sobre su uso diario de energía. Usted puede utilizar esa información para tomar decisiones que pueden ayudarlo a ahorrar energía y dinero.
- Consulte su uso de energía en incrementos de 15 minutos.
- Reciba alertas de facturas elevadas para su hogar (y aprenda cómo evitarlas).
- Reciba información sobre productos y servicios que ahorran energía.

¿Aún debo llamar a Con Edison para reportar un apagón?

Sí. Los contadores inteligentes nos alertarán sobre la mayoría de apagones en su vecindario, pero siga llamándonos para indicarnos cualquier problema que tenga para que podamos resolverlo lo más pronto posible.

¿Tiene más preguntas?

Llame al **1-800-576-2005** o visite **conEd.com/smartmeters**



Working for you 24/7.

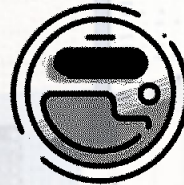
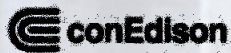
Name: RICHARD SMITH

Account number: 70-1025-4230-8507-4

Billing period ending: May 31, 2018

Message Center (Continued from page 1)

Page 3 of 3



Get Smarter with Your Smart Meter

Your smart meter tells you how much energy you are using on a weekly, daily, and even hourly basis. Avoid seasonal spikes in energy use.

Log in to get personalized tips to help you save
conEd.com/MyAccount

Enroll in **energy efficiency programs**
conEd.com/EnergyEfficiency

Shop for **energy-efficient products and appliances**
MarketPlace.conEd.com



Spotlight

Con Edison's CONCERN Program Newsletter

Fall 2017

Smell Gas. Act Fast!

Signs of a gas leak include an unpleasant odor like rotten eggs, a white cloud, mist, fog, or bubbles in standing water, and a roaring, hissing, or whistling sound.

If you suspect a gas leak, leave immediately and take others with you. DO NOT use a phone; light a match; start a car, or turn on or off lights, flashlights, appliances, or anything else that could create a spark and cause the gas to explode. Once you're safely away from the area, call 911 or 1-800-752-6633. National Grid customers call 1-718-643-4050. Don't assume someone else has already called. You can report leaks anonymously.

Don't Get Scammed

Scammers are pretending to be from Con Edison. We would never call, email, or visit your home to demand payment via a pre-paid debit card or ask for personal information.

Don't pay over the phone unless you are certain you are using Con Edison's automated system. Suspect a scammer? Call 1-800-75-CONED to verify that the caller or visitor is from Con Edison. And don't forget to report scams to your local police department.

Your One-Stop Shop for Energy Savings

Browse refrigerators, washers, water heaters, and more.

Compare features and energy ratings.

Take advantage of rebates and special offers.

Visit Marketplace.conEd.com.

New Program Connects Aged, Blind and Disabled to Health Insurance



Navigating the health care system can get scary as you get older, but there is a program that can help.

The *Facilitated Enrollment Program for the Aged, Blind, and Disabled* is a collaboration between Public Health Solutions, Single Stop, and the City of New York to connect seniors, people who are blind or visually impaired or living with a disability to health insurance coverage and financial assistance. Through the program, trained enrollers provide free assistance to help eligible participants apply for low or no-cost health insurance, even if they have Medicare.

To find a location near you, call 311 and say: "Health Insurance, Senior" or "Health Insurance, Disability".

Life-Support Equipment and Medical Emergencies

During storms and other emergencies, we contact customers that use life-support equipment or have a medical emergency condition. This includes people who do not receive a bill from us because electric service is included in their rent.

Life-support equipment includes:

- Tank-type respirators (iron lung)
- Cuirasses-type (chest) respirators
- Rocking bed respirators
- Electrically operated respirators

- Apnea monitors (infant monitor)
- Dialysis equipment (kidney machine)

Please call us at 1-800-75-CONED (1-800-752-6633), if you or someone you know uses life-support equipment or has a medical emergency condition.

New York Foundation for Senior Citizens Programs Ease Financial Burdens

These programs from the New York Foundation for Senior Citizens, helps seniors enjoy healthier, safer, productive and dignified lives.

Intergenerational Home Sharing Program

The only one of its kind in New York City, the Home Sharing Program is a free matching service that pairs "hosts," who have a spare private space in their houses or apartments, with responsible, compatible "guests" seeking affordable housing. One of the participants must be age 60 or older. Home sharing helps ease financial burdens and provides companionship for adults of all ages. Guests may contribute toward a host's monthly household expenses or provide household services in exchange for lower or even zero monthly payments. The program also serves hosts age 55 and older who wish to share their dwelling with high-functioning, developmentally disabled guests ages 18 and older who are capable of living independently. Professional social workers provide confidential screening and matching services as well as assistance with negotiating the living arrangements.

Free Transportation

Through the Community Arranged Resident Transportation Program (C.A.R.T.), free specialized transportation is provided for the frail elderly. Operating in Manhattan, C.A.R.T.'s vans take seniors to and from medical appointments, hospitals, senior centers, entitlements, shopping and banks. Some private car service is also available. The service is also available for group activities and visits to relatives and friends in hospitals or nursing homes.

Visit www.nyfsc.org, email jennyhe419@gmail.com or call 212-956-0855.

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.

It's Never Too Late to Learn at Kingsborough Community College



Kingsborough Community College is offering seniors (60 and older) a great opportunity to attend college tuition-free through the school's My Turn (Make Your Time Useful Right Now) program. My Turn students can join traditional students for more than 400 courses, including art, music, history, computers, health education and literature and other subjects. My Turn students also have access to the library, gym, pool, tennis court and private beach. An \$80 registration fee is required and includes two semesters - Fall & Winter or Spring & Summer.

Call **718-368-5079** or visit www.kbcc.cuny.edu/myturn for more details.

Erasing the stigma of dementia

For more than 30 years, CaringKind has delivered services that ease the burden of dementia or Alzheimer's caregivers.

CaringKind's free programs include a 24-hour Helpline, social work services, education programs, caregiver workshops and support groups, training programs for medical professionals and home health aides, specialized programs for individuals with Mild Cognitive Impairment and early-stage dementia, and the MedicAlert NYC Wanderer's Safety Program, which provides resources to protect those who wander.

Trained staff are available 24 hours a day, 7 days a week. Call **1-646-744-2900**, or visit www.caringkindnyc.org.

Be Informed

With all the severe weather experienced throughout the country recently, it is important to make sure Con Edison has your current email address and cell phone number so we can contact you during an outage and with other important information.

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)**.

How to Reach Us

If you have questions about your Con Edison account or need to report an emergency, here are three easy ways to contact us:

1. Call Senior Direct at 1-800-404-9097 (available Monday through Friday from 8:30 a.m. to 5 p.m.)
2. Visit us at conEd.com.
3. Write to us at Con Edison, Cooper Station, P.O. Box 138, New York, NY 10276-0138. 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
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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 multi-lingual.

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

El boletín del Programa CONCERN de Con Edison

Otoño 2017

¿Huele a gas? ¡Actúe rápido!

Las señales de un escape de gas incluyen un olor desagradable a huevos podridos, una nube blanca, bruma, neblina o burbujas en agua estancada, y un sonido estruendoso, sibilante o un silbido.

Si sospecha de que hay un escape de gas, evacúe el lugar inmediatamente y llévese todas las personas que estén con usted. NO haga nada de lo siguiente: no use el teléfono, no encienda fósforos, no arranque un automóvil, ni encienda o apague las luces, linternas, electrodomésticos, o cualquier otra cosa que pueda crear una chispa y provocar una explosión del gas. Una vez que esté a salvo lejos del lugar, llame al 911 o al 1-800-752-6633. Los clientes que reciben el servicio de National Grid deben llamar al 1-718-643-4050. No suponga que otra persona haya reportado ya la situación. Usted puede reportar los escapes de gas de manera anónima.

Que no le engañen

Los estafadores se hacen pasar por empleados de Con Edison. Nunca le llamaremos ni le enviaremos un correo electrónico ni le visitaremos en su casa para exigir el pago por medio de una tarjeta de débito prepagada o pedirle información personal.

No haga ningún pago por teléfono, a menos que esté seguro de que está usando el sistema automatizado de Con Edison. ¿Sospecha que un estafador se ha puesto en contacto con usted? Llame a 1-800-75-CONED para verificar que la persona que llama o le visita trabaja para Con Edison. Además, no olvide reportar las estafas al departamento de policía local.

Su tienda completa para ahorrar energía

Explore opciones para comprar refrigeradores, lavadoras, calentadores de agua y más. Compare funciones y calificaciones en el uso de energía. Aproveche los descuentos y las ofertas especiales. Visite Marketplace.conEd.com.

Nuevo programa ofrece seguro médico a personas mayores y discapacitadas



Explorar el sistema de atención médica puede ser aterrador a medida que envejecemos, pero existe un programa que puede ayudar.

El Programa de inscripción facilitada para las personas mayores, ciegas y discapacitadas, una colaboración entre Public Health Solutions, Single Stop y la ciudad de Nueva York, conecta a personas de edad avanzada, visualmente discapacitadas, o con otras discapacidades a cobertura de seguro médico y asistencia financiera. Representantes capacitados brindan asistencia gratuita y ayudan a los participantes que se califiquen a inscribirse en un seguro médico de bajo costo o gratuito, incluso si tienen Medicare.

Para encontrar la ubicación más cercana, llame al 311 y diga: "Seguro médico, personas mayores" o "Seguro médico, discapacidad".

Equipo de Soporte Vital y Emergencias Médicas

Durante tormentas y otras emergencias, nos contactamos con los clientes que usan equipos de soporte vital o padecen alguna condición de emergencia médica. Esto incluye a las personas que no reciben facturas de nuestra parte debido a que el servicio eléctrico está incluido en su alquiler.

Los equipos de soporte vital incluyen:

- Equipos de respiración tipo tanque (pulmón de acero)
- Equipos de respiración de tipo coraza (pecho)
- Equipos de respiración de cama oscilante
- Equipos de respiración de funcionamiento eléctrico
- Monitores de apnea (monitor de infantes)
- Equipos para diálisis (máquina renal)

Llámenos al 1-800-75-CONED (1-800-752-6633) en caso de que usted o alguien

que usted conoce use un equipo de soporte vital o presente una condición de emergencia médica.

Los programas de la New York Foundation alivian las cargas financieras

Estos programas de New York Foundation para ciudadanos de edad avanzada ayudan a las personas mayores de edad a disfrutar de una vida más saludable, segura, productiva y digna.

Programa de Convivencia Intergeneracional

El Programa de la Convivencia, el único de su tipo en la ciudad de Nueva York, es un servicio gratuito que conecta "anfitriones" que tienen espacio privado disponible en sus casas con "huéspedes" responsables compatibles en busca de una vivienda asequible. Uno de los participantes debe tener 60 años o más. La convivencia ayuda a aliviar las cargas financieras y ofrece compañía para los adultos de todas las edades. Los huéspedes pueden contribuir con los gastos mensuales de la vivienda o brindar servicios domésticos a cambio de pagos mensuales más bajos o ningún pago. El programa también ayuda a personas mayores de 55 años que desean compartir su vivienda con huéspedes mayores de 18 años con discapacidades de desarrollo altamente funcionales y que pueden vivir una vida independiente. Trabajadores sociales profesionales hacen el proceso de selección y compatibilidad de forma confidencial y ayudan a negociar las condiciones de vivienda.

Transporte gratuito

El Programa de Transporte Comunitario para Residentes (*Community Arranged Resident Transportation, CART*) brinda transporte especializado gratuito a las personas mayores frágiles. Con sede en Manhattan, las camionetas de CART llevan a personas de edad avanzada a citas médicas, hospitales, centros de la tercera edad, programas sociales, tiendas y bancos. También hay disponibilidad de servicio de auto privado. Además, el servicio está disponible para actividades de grupo y visitas a parientes y amigos en hospitales o residencias de ancianos.

Visite www.nyfsc.org, email jennyhe419@gmail.com or call 212-956-0855.

Nunca es demasiado tarde para aprender en Kingsborough Community College



Kingsborough Community College ofrece a las personas de edad avanzada (60 años o más) una increíble oportunidad de asistir al instituto con matrícula gratuita a través del programa escolar “My Turn” (Make Your Time Useful Right Now). Los estudiantes de My Turn pueden unirse a los estudiantes tradicionales en más de 400 cursos de arte, música, historia, informática, educación sobre la salud, literatura y otros temas. Los estudiantes de My Turn también tienen acceso a la biblioteca, el gimnasio, la piscina, la cancha de tenis y la playa privada. Se requiere una cuota de inscripción de \$80 e incluye dos semestres: otoño-invierno o primavera-verano.

Llame al **718-368-5079** o visite www.kbcc.cuny.edu/myturn para conocer más detalles.

Combate al estigma de la demencia

Durante más de treinta años, CaringKind ha prestado servicios que facilitan la tarea de los cuidadores de personas con demencia o Alzheimer.

Los programas gratuitos de CaringKind incluyen una línea de ayuda con atención las 24 horas, servicios de trabajo social, programas educativos, talleres y grupos de apoyo para cuidadores, programas de capacitación para profesionales médicos, programas especializados para personas con deterioro cognitivo leve y demencia en fase inicial. Además, ofrece el programa MedicAlert de seguridad para personas sin hogar en Nueva York.

El personal capacitado está disponible las 24 horas del día, los 7 días de la semana. Llame al **1-646-744-2900** o visite

www.caringkindnyc.org.

Infórmese

Con todas las inclemencias meteorológicas que se han sufrido por todo el país recientemente, es importante asegurarse de que Con Edison tenga su email y número de teléfono celular actualizados para que podamos contactarle durante un apagón o con cualquier otra información importante.

Cómo contactarnos

Si tiene preguntas sobre su cuenta de Con Edison o necesita reportar una emergencia relacionada con el servicio, acá le ofrecemos tres maneras fáciles de comunicarse con nosotros:

1. Llámenos al servicio Senior Direct al 1-800-404-9097 (disponible de lunes a viernes, desde las 8:30 a.m. hasta las 5:00 p.m.).
2. Visítenos en conEd.com.
3. Escribanos a: Con Edison, Cooper Station, P.O. Box 138, New York, NY 10276-0138. Incluya su número de cuenta, número de teléfono, detalles sobre su consulta y, si es posible, copias de los documentos adecuados. (No envíe pagos de factura a esta dirección.)

CONCERN es el programa de Con Edison para los clientes que tienen 62 años o más, son ciegos, tienen una discapacidad permanente o tienen menos de 18 años. Nuestros representantes pueden ofrecer a los clientes CONCERN sugerencias sobre opciones para el pago de facturas, además de consejos sobre cómo solicitar programas de asistencia del gobierno e información sobre otras organizaciones de asistencia para los necesitados. El programa CONCERN es gratuito y confidencial.

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Números de teléfono que cada persona de edad avanzada debería tener a mano:

Meals on Wheels	311
Seguro Social/Medicare.....	1-800-772-1213
Exención al Aumento de Alquiler para Personas de Edad Avanzada (SCRIE)	311
Información para personas de edad avanzada	311
Línea telefónica de información de la Administración de Recursos Humanos	1-877-472-8411
Ingresos del Seguro Suplementario.....	1-800-772-1213
Cruz Roja Americana.....	1-212-787-1000
Centro de Derechos de Medicare.....	1-800-333-4114

Recuerde marcar el 311 para obtener acceso a los servicios del gobierno de la Ciudad de Nueva York que no son de emergencia. Esta iniciativa para los ciudadanos permite a los residentes de la ciudad obtener importantes servicios que no son de emergencia de manera rápida y efectiva a través de un único número telefónico central multiuso. El servicio está disponible las 24 horas del día, los 7 días de la semana, está atendido por un operador y es multilingüe.

Use el 311 para:

- saber si está en vigor el estacionamiento en el lado alterno de la calle;
- reportar ruidos excesivos, alteraciones del orden público o un acceso vehicular bloqueado;
- encontrar la ubicación de su biblioteca comunitaria y el horario de la misma;
- reportar un hueco en la calle;
- ¡y mucho más!

Para casos de emergencia, todavía deberá llamar al 911.

Spotlight

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

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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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

Boletín de noticias del Programa CONCERN de Con Edison

Primavera de 2018

Programa Concern de Con Edison

El Programa Concern es un programa gratuito y confidencial para nuestros clientes que tienen 62 años o más, son ciegos, tienen alguna discapacidad permanente o tienen menos de 18 años. Este boletín de noticias de Concern se publica dos veces al año. Los clientes de edad avanzada pueden hablar con un representante de Con Edison en la línea directa **1-800-404-9097**. Nuestros representantes pueden aconsejar a los clientes de Concern acerca de las opciones de pago de facturas y los programas de asistencia disponibles.

¿HUELE A GAS? ACTÚE RÁPIDO.



LLAME AL 911 O AL 1-800-75-CONED (1-800-752-6633)

Sepa qué hacer si detecta un escape de gas:

El gas tiene un olor desagradable como el de huevos podridos.

Si siente olor a gas dentro de su casa, evacúe el hogar inmediatamente, junto a quienes estén a su alrededor. Si el olor es débil, abra una ventana antes de salir.

NO use el teléfono, no encienda fósforos, no arranque un auto ni encienda o apague luces, linternas, electrodomésticos o cualquier otra cosa que pueda producir chispas y causar una explosión de gas.

Una vez que esté seguro y lejos del área, llame al **911** o al **1-800-75-CONED (1-800-752-6633)**. Los clientes de National Grid deben llamar al **1-718-643-4050**.

No suponga que otra persona haya reportado ya la situación. Usted puede reportar de manera anónima los escapes de gas. Visite ConEd.com/gassafety

Inspecciones de seguridad del gas



Según lo requiere la ley del Estado de Nueva York, Con Edison inspecciona las líneas de servicio de gas en las zonas residenciales una vez cada tres años. Si usted vive en una zona comercial, la inspección se lleva a cabo anualmente. Nuestros contratistas autorizados verificarán fugas y corrosión en todas las tuberías expuestas, desde la principal que está en la calle hasta la de su contador. Las inspecciones toman alrededor de 15 minutos y son gratuitas. Usted recibirá una carta cuando se inicien las inspecciones en su área.

Ayuda para pagar la factura

1. La factura puede fluctuar mucho a lo largo del año, de modo que le recomendamos que pruebe nuestro Plan de pagos uniformes para llevar el control de las facturas y presupuestar los costos del consumo de energía. Calculamos sus gastos anuales de energía y distribuimos los pagos de manera uniforme a lo largo de los 12 meses. Para inscribirse, llame al **1-800-75-CONED**.

2. Solicite una prórroga hasta de 20 días para pagar. Si está teniendo dificultades para pagar su factura, trabajaremos con usted para establecer un acuerdo de pago. Inscríbese al ingresar a My Account (Mi cuenta) en conEd.com.

3. El Programa de Asistencia para Energía en los Hogares (Home Energy Assistance Program, HEAP) ofrece subsidios a clientes elegibles para ayudarlos a pagar las facturas. Los residentes de la ciudad de Nueva York pueden llamar a la línea directa de HEAP al **1-800-692-0557** o al **311**. Los residentes de Westchester pueden llamar al Departamento de Servicios Sociales al **1-914-995-5619**.

Tenga cuidado con los estafadores

- Estafas telefónicas: Con Edison nunca amenazará con suspender el servicio ni exigirá el pago por medio de una tarjeta de débito de prepago, tarjeta de regalo o Bitcoin.

- Contadores inteligentes: Con Edison no le cobra nada a sus clientes por la instalación de los contadores inteligentes. Cualquier factura o llamada telefónica que solicite el pago de un contador inteligente es una estafa.
- Estafas por medio de una visita a domicilio: Compruebe siempre la identidad de los empleados de Con Edison solicitando que le muestre una tarjeta de identificación con fotografía. Confirme la información llamando al **1-800-75-CONED**.
- Obtenga más información en conEd.com/scamalert

Ayuda para que pueda permanecer en su hogar

El Departamento de Finanzas de la ciudad de Nueva York administra programas que ayudan a las personas de edad avanzada y a las personas con discapacidades a reducir sus impuestos sobre bienes inmuebles y a congelar sus alquileres.

Reducción fiscal escolar mejorada

Para calificar para Enhanced STAR (reducción fiscal escolar), los propietarios de viviendas deben tener 65 años o más a partir del 31 de diciembre de 2018, y deben tener un ingreso combinado de menos de \$86.000.

Consulte www.tax.ny.gov/star para obtener más información.

Exención de impuesto para veteranos

Los veteranos, los cónyuges o los viudos o las viudas de los veteranos que no se han vuelto a casar, y los padres de los veteranos que obtuvieron una Estrella de Oro que califiquen pueden ser elegibles para una exención del impuesto sobre bienes inmuebles. Para obtener más información, visite www.nyc.gov/ownerexemption.

Congelamiento de Alquileres

SCRIE, también conocido como el Programa de Congelamiento de Alquileres de NYC (NYC Rent Freeze Program), congela el alquiler de las personas de 62 años o más que viven en apartamentos con renta regulada. Para calificar, los ingresos del grupo familiar deben ser de \$50.000 o menos y el solicitante debe pagar por lo menos un tercio de los ingresos del grupo familiar en concepto de alquiler. Para obtener más información, visite www.nyc.gov/rentfreeze.

La Unidad de Asistencia del Departamento de Finanzas organiza eventos para ayudar a llenar solicitudes. Para más información, llame al **311**.



Ayuda para obtener beneficios gratuitos

LiveOn NY ayuda a las personas de edad avanzada a obtener los beneficios que merecen. El Programa de Difusión de Beneficios (Benefits Outreach Program) de la organización ofrece evaluación de elegibilidad confidencial y asistencia para llenar una solicitud para la gama de programas de beneficios, que incluyen el Programa de Asistencia para Nutrición Suplementaria (SNAP), Programa de Congelamiento de Alquileres para Personas de Edad Avanzada (SCRIE), Programa de Ahorros de Medicare, Subsidio para bajos ingresos/Ayuda adicional de la Parte D de Medicare, Programa de Asistencia para Energía en los Hogares (HEAP) y Exención para propietarios de edad avanzada (SCHE). El personal de LiveOn de NY está disponible para guiar a sus clientes

durante el proceso de solicitud y recertificación por teléfono, en línea o por correo. El personal también visitará a las personas de edad avanzada que están confinadas en sus hogares para ayudarlas a completar una solicitud y a recopilar la documentación requerida.

Para más información acerca del Programa de LiveOn y saber si es elegible para recibir algún beneficio, llame al **(212) 398-5045** o envíe un correo electrónico a **benefits@liveon-ny.org**.

Ayuda para que permanezca en su comunidad

La New York Foundation for Senior Citizens (Fundación para Ciudadanos de la Tercera Edad de Nueva York) ofrece el programa Reparación de Viviendas, con el cual las personas de edad avanzada con recursos financieros limitados que son propietarias de viviendas privadas y apartamentos se benefician al obtener servicios gratuitos de mantenimiento y reparación de viviendas.

Como parte del Programa de Reparación de Viviendas, los especialistas voluntarios de 55 años o más reciben capacitación para visitar e inspeccionar las viviendas de las personas de edad avanzada que están “en riesgo”. Ellos identifican

peligros potenciales, y recomiendan cómo solucionarlos.

Para obtener más información, visite **www.NYFSC.org** o llame al **212-962-7559**.

Cómo comunicarse con nosotros

Comuníquese con nosotros si tiene preguntas acerca de su factura o si necesita reportar una emergencia.

1. Llame a Senior Direct al **1-800-404-9097** (disponible de lunes a viernes de 8:30 a.m. a 5:00 p.m.). Con Senior Direct, siempre hablará directamente con un representante de Con Edison. O llame al **1-800-752-6633** y seleccione el menú de autoservicio.

2. Ingrese en **www.conEd.com**. Haga clic en My Account (Mi Cuenta) para acceder a su cuenta. El sitio web también ofrece información sobre ahorros de energía, noticias para el cliente, servicios especiales, tormentas y otro tipo de emergencias, y más información importante para el cliente.

3. Escríbanos a Con Edison, Cooper Station, P.O. Box 138, Nueva York, NY 10276-0138. Siempre asegúrese de incluir su número de cuenta, número de teléfono, detalles sobre su consulta y copias de los documentos correspondientes, de ser posible. (No envíe pagos de facturas a esta dirección).

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Números de teléfono que usted debe tener a mano

Meals on Wheels.....	311
Seguro Social/Medicare.....	1-800-772-1213
Exención de aumento de alquileres para ciudadanos de edad avanzada (SCRIE).....	311
Información para ciudadanos de edad avanzada.....	311
Línea de información de la Administración de Recursos Humanos.....	1-877-472-8411
Seguridad de Ingreso Suplementario	1-800-772-1213
Cruz Roja Americana.....	1-212-787-1000
Medicare Rights Center.....	1-800-333-4114

Recuerde marcar **311** para acceder a los servicios gubernamentales que no son de emergencia de la ciudad de Nueva York. Esta iniciativa ciudadana permite que los ciudadanos obtengan servicios importantes que no sean de emergencia a través de una llamada. El servicio funciona las 24 horas del día, los siete días de la semana, un operador contesta la llamada y está disponible en múltiples idiomas.

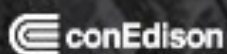
Use el 311 para:

- Averiguar si el estacionamiento en lados alternos está en vigencia.
- Reportar ruidos elevados, molestias públicas o una entrada para automóviles obstruida.
- Buscar la biblioteca de su vecindario y el horario de atención.
- Reportar un bache.
- ¡Y mucho más!

En caso de emergencia, todavía debe llamar al 911.

Spotlight

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



Be Storm Ready

We're here to help you weather the storm.

[GET PREPARED](#)



Be prepared, report and track outages, sign up for text alerts, and get step-by-step instructions for dealing with a power outage.

For your safety, stay away from downed power lines, which can become hidden by snow.

[GET PREPARED](#)



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Your Summer Savings Guide

Don't get scorched by high energy bills.

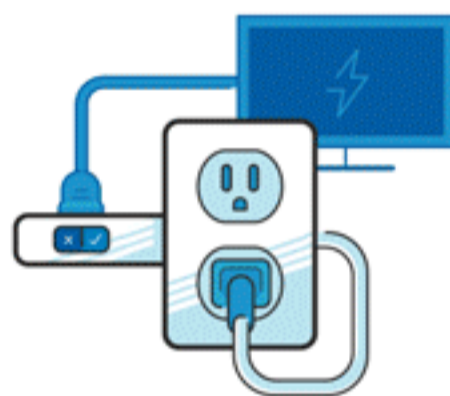
[Get Cash Back](#) 💰



Control Your Comfort

Discover how a smart thermostat can help you stay cool—and save money and energy.

[Get Details](#) 🔍



Tame Home Energy Hogs

Use our calculators to see how much energy your appliances use and make choices to help you save.

[Get Ideas](#) ⓘ



Manage Your Bill

Take the heat off summer bills - sign up for our level payment plan.

[Enroll Now](#) →



Twitter



Facebook



Instagram

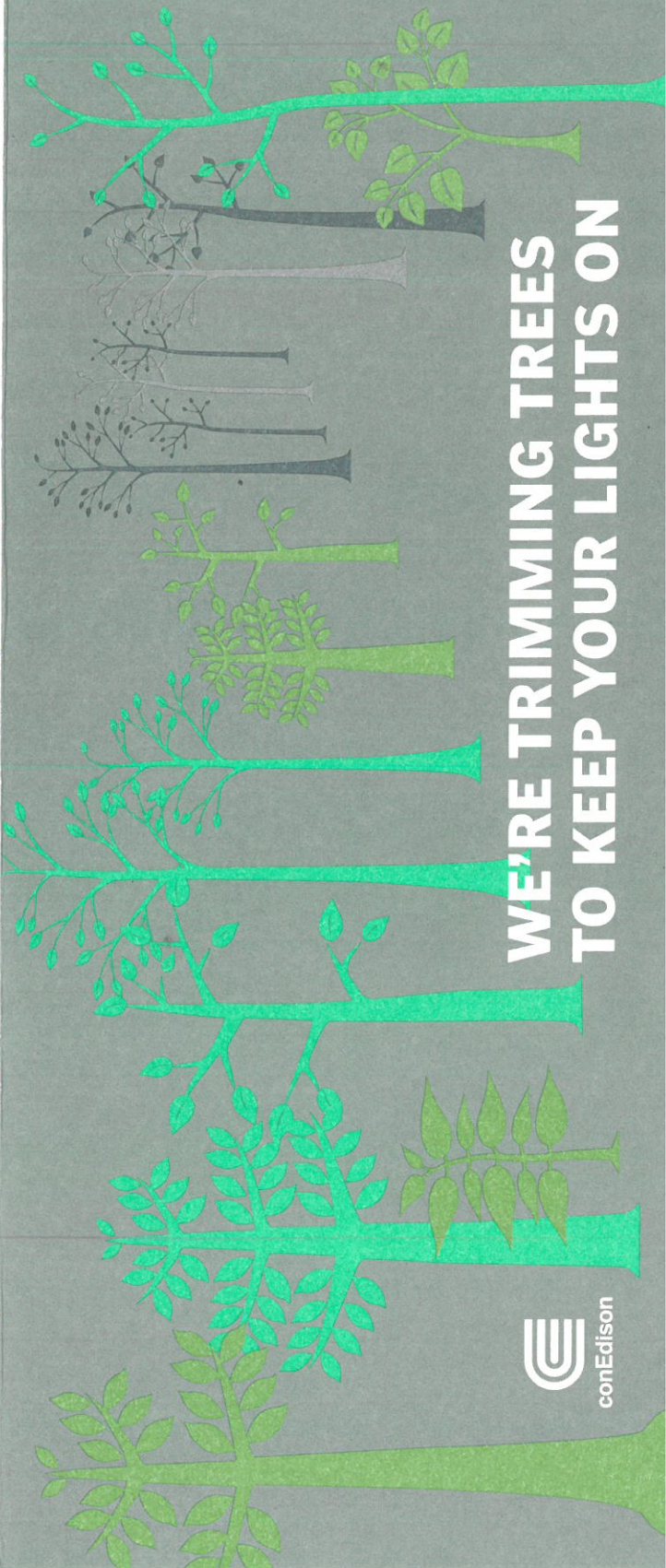


LinkedIn



YouTube

WE'RE TRIMMING TREES TO KEEP YOUR LIGHTS ON



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511 Theodore Fremd Avenue
Rye, NY 10580



WE'RE TRIMMING TREES TO KEEP YOUR LIGHTS ON

In the coming weeks, Con Edison contractors will be trimming trees in your neighborhood. Overgrown and fallen tree limbs are the leading causes of power outages during storms. Carefully trimming and clearing trees around power lines help keep the lights on for you and your neighbors.

If we need to trim trees around your home, we will do everything to minimize the impact on the trees. We hire professional foresters who follow International Society of Arboriculture pruning guidelines. One of our foresters may contact you to discuss this work.

When you're planting trees, pick the right tree for the right place. Think about how large it will be when it's fully grown. For tips on picking the right tree, planting, and pruning, visit coned.com. For more information about work in your neighborhood, contact us at **1-800-75-CONED (1-800-752-6633)** or BWlineclearance@coned.com.

We trim trees to create these minimum distances between electric lines and the surrounding trees.



For more information, contact us at **1-800-75-CONED (1-800-752-6633)** or BWlineclearance@coned.com.