LIFE-SUPPORT EQUIPMENT (LSE) IS IN USE:

Con Edison provides participants in this program special considerations such as providing preparedness tips, alerts to potential outages, and wellness checks should they experience an outage.

Please fill out if a resident in your building is using LSE.

Your Name

Address Apt.

Town/City ZIP code

Telephone (daytime) (evening)

Email address

☐☐☐☐☐-☐☐☐☐☐-☐

Account number (as shown on bill)

☐ **Life-support equipment is in use by resident below:**

Name and Address of occupant or tenant

First name Last name

Address Apartment #

Town/city ZIP code

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

Email to:
Email: LifeSupportEquipment@conEd.com

To learn more about the charges on your bill and view current market rates and standards, visit conEd.com/UnderstandYourRate.

Gas Rates

GS2 applies to services used by most commercial gas customers for heating, cooking, and other purposes. GS2 also applies to most residential premises that are not the primary residence of the owner.

GS3 applies to residential gas space heating used in multi-unit buildings. Incidental nonresidential gas use by occupants of the residence is permitted if certain conditions are met.

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 Interruptible Service applies to customers 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.

Gas Transportation Service is available under GS9.

Steam Rates

Most commercial 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.

Payment Policy

Your payment is considered late if it is not received by the due date shown on the bill, and a late-payment charge of 1.5% per month may be assessed 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.

Enroll in our paperless billing program, Auto Pay, or pay online, or call Payment Express at 1-888-925-5016. You can also pay in person at our walk-in centers or at authorized payment agents at no additional cost. Visit **conEd.com/PaymentOptions**. To 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.

If you are having difficulty paying your Con Edison bills, you may be eligible for a payment agreement to pay off your balance over time. As an alternative, you may be eligible to spread your energy payments more evenly throughout the year with our Budget Billing Plan. To enroll, please visit **conEd.com/MyAccount** or you may call us at 1-800-75-CONED.

Consent to Contact

Con Edison added language to our tariffs, effective December 1, 2021, which states, by accepting service from Con Edison, you consent to us contacting you by phone, automated voice call, email, or text message regarding your utility service. You may opt out by contacting us at 1-800-75-CONED or reply STOP in response to a text message. In cases of emergency, Con Edison may contact you regardless of opt-out status.

February 2025

conEdison

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 New York State Public Service Commission (PSC) rules. To access the Con Edison tariff, visit **conEd.com/Rates**.

We're Here to Help

If you have a question, concern about your bill, or need to report an emergency, call us at 1-800-75-CONED. Customer service representatives are available 24 hours a day, seven days a week. You can also visit **conEd.com** to apply for service, enroll in programs, pay your bill, and close your account.

If you'd prefer to contact us by mail, you can reach us at Con Edison, Cooper Station, P.O. Box 138, New York, NY 10276-0138. If you prefer to communicate in Spanish, call 1-800-752-6633. Si usted prefiere recibir mensajes de factura y otros avisos en español, llámenos al 1-800-75-CONED.

We promise prompt, courteous, and friendly service. If after talking with our representative, you feel your concern has not been resolved, ask to speak with a supervisor. If you still disagree with our solution, you may contact the PSC at **dps.ny.gov/complaints**, or 1-800-342-3377, business days between 8:30 a.m. and 4 p.m., or by mail at 90 Church Street, 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.

Energy Suppliers

You can buy your electricity and/or gas supply from an energy service 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 learn more, go to **conEd.com/ESCO**. If you receive a separate bill from your ESCO for supply, your ESCO must notify you if your energy supply will be disconnected for nonpayment.

If you have questions about your ESCO supply service, contact your ESCO. If you are not satisfied with your ESCO's response and would like to file a complaint, please call the NYS Department of Public Service Competitive Energy Hotline at 1-888-697-7728 weekdays from 8:30 a.m. to 4 p.m., except holidays.

Our Deposit Policy

If you are a new customer, we require a deposit as a condition of service. If you are an existing customer, we may require a deposit if you have made two or more late payments within a 12-month period, your financial condition indicates that you are likely to default in the future, or you have filed for reorganization or bankruptcy. A deposit may be required if meter tampering is found. You have the option to pay half the deposit initially and the remaining balance in two subsequent monthly installments.

Deposit Amount: The deposit may not be more than two times your average monthly bill for the previous calendar year, unless your usage varies widely. In this instance, the deposit may not exceed the cost of twice your average monthly usage for the peak season. You also have the right to request that Con Edison review your account to determine whether the deposit amount should be adjusted. If you are currently a Con Edison customer and you are unable to pay the required deposit amount, you may set up a payment plan 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 three years, we will review your payment record. If you qualify for a refund, your deposit may then be credited to your account or refunded, with interest. If your account is closed with no outstanding balance, the deposit will be refunded.

Meter Access

Customers who do not control meter access must notify Con Edison of the responsible party. You may be subject to penalties if Con Edison cannot obtain meter access.

Safety Turn-off Procedure

We can turn off service any time we discover a serious safety or technical problem. After the problem has been resolved, we'll restore service as soon as possible.

Shared Metering

Shared metering exists when a tenant's meter registers electric, gas or steam service used in the tenant's dwelling and also service used outside the tenant's dwelling, such as hallway and stairway lights. This is against the law. If your tenant is being billed for service outside of their dwelling, then you, as the landlord, can be liable for shared metering charges and can be placed on record for the service.

Rate Information

The costs and benefits of service vary under different rate classifications, and it is important for your account to be properly classified. Detailed information about eligibility for service under various rates is included in Con Edison's tariffs and can be viewed at **conEd.com/Rates** or at any walk-in center. Please ensure that the rate classification shown on your bill is consistent with your use of service. Please advise Con Edison immediately of any change to your usage, as it may affect the applicable rate. If your service classification changes, Con Edison will notify you and provide a reason at the time of the change.

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

Rate Options for Certain Customers: Religious institutions, veterans' organizations, and some community residences have the choice of being billed under either residential or non-residential rates. This choice may be made separately for each service. Typically, residential electric rates are more economical, but commercial rates may benefit some customers. For more information, email **RateChange@conEd.com** or call 1-800-752-6633. To learn more about the charges on your bill and view current market rates and standards, visit **conEd.com/UnderstandYourRate**.

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).

You may also request a two year account statement for your review.

Electric Rates

Most commercial 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 provided with meters that measure electric demand in addition to kWh use. You may be required to make physical changes to the electric installation at the premises in order to accommodate the new meter.

If the demand then exceeds 10 kW for two consecutive months, the service classification will be changed, typically to EL9, and the account will be billed for demand. Con Edison reserves the right to revise demand charges that result from estimated meter readings, which may result in an increase in your bill. You can avoid estimated bills by making sure that Con Edison has access to your meter on your reading date. If Con Edison is unable to access your meter, it may assess a penalty on your account.

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

EL8, EL9, and EL12 customers will be reclassified to EL2 if the electric 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 and other programs.

If you open a new business, expand your existing business, or relocate a business in New York City or Westchester County and receive economic development incentives from your city, state, or county, you may qualify for reduced energy rates.
Visit **conEd.com/EcoDev** for more information.

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