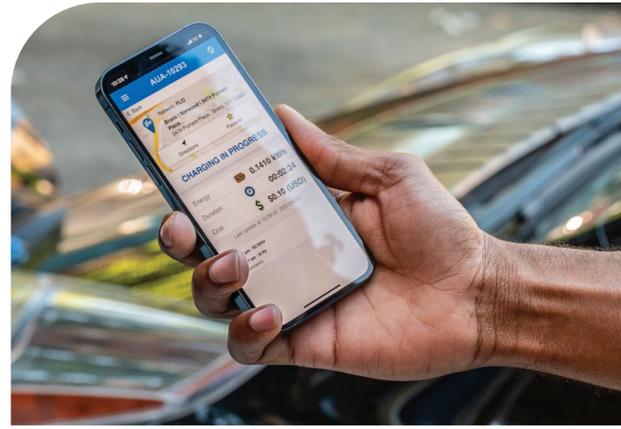


2024 Disadvantaged Communities Report



conEdison, inc.

Introduction

Consolidated Edison Company of New York, Inc. (Con Edison, or the Company) is committed to enhancing collaboration with our customers and stakeholders to improve the quality of life in the neighborhoods we serve and live in, with a focus on disadvantaged communities (DACs). This report is part of that commitment. In 2023, Con Edison agreed to track and report on how its operations affect disadvantaged communities.¹ This includes newer programs, such as building electrification and energy efficiency initiatives, as well as data related to the Company's long running electric and gas operations. Tracking and publishing this information will provide the Company, government officials, stakeholders, and the public with valuable data to inform ongoing implementation of the Climate Leadership and Community Protection Act.

This report is the Company's second annual disadvantaged communities report and builds upon the findings presented in the inaugural edition. Given the early stage of our reporting efforts, the data herein is a snapshot in time rather than a baseline assessment. While it is possible to make preliminary observations, drawing definitive conclusions about the impacts of Company programs will require a larger dataset. Future iterations of the report are expected to build on this data to reveal a clearer picture that will help steer the Company's future efforts to assist low-income customers and customers living in disadvantaged communities.

Con Edison is dedicated to improving continuously to better serve our community. The Company is pleased to publish this second annual report and looks forward to continued collaboration with customers and stakeholders.

This report presents the requested disadvantaged communities impacts in the order and formats required under Con Edison's current Rate Plan.

¹ Case 22-E-0064 & 22-G-0065, *Proceeding on Motion of the Commission as to the Rates, Charges, Rules, and Regulations of Consolidated Edison Company of New York, Inc., for Electric Service and Proceeding on Motion of the Commission as to the Rates, Charges, Rules, and Regulations of Consolidated Edison Company of New York, Inc., for Gas Service*, Order Adopting Terms of Joint Proposal and Establishing Electric and Gas Rate Plans With Additional Requirements, Attachment 1, Joint Proposal, Section P, pp. 119-128, Issued and Effective July 20, 2023 ("Rate Plan").

Company Profile and Report Context

As part of Con Edison’s current Rate Plan in Cases 22-E-0064 and 22-G-0065, the Company agreed to prepare an annual Disadvantaged Communities Report for filing with the Secretary by May 31 of the year following each rate year. As outlined in the Rate Plan, “Each report will include a narrative discussion of the data reported on, including how the Company tracked and collected the data, [and] any assumptions relied on in the report.” The data covered in the report is set forth in the Rate Plan in Attachment 1, subsection 5 of section P of the Joint Proposal.

Our Commodities

Con Edison provides electric service to approximately 3.7 million customers in all of New York City (except a part of Queens) and most of Westchester County, an approximately 660 square mile service area with a population of more than nine million. Con Edison delivers gas to approximately 1.1 million customers in Manhattan, the Bronx, parts of Queens, and most of Westchester County.

What Is a Disadvantaged Community?

The definition of “disadvantaged community” developed by the New York State Climate Justice Working Group (CJWG) uses 45 indicators to designate a census tract as a disadvantaged community. The indicators are based on environmental burdens, climate change risks, population characteristics, and health vulnerabilities. In addition, the State characterizes households with an annual income at or below 60% of state median income as disadvantaged for clean energy and energy efficiency investments, regardless of whether those households are in areas designated as a disadvantaged community based on the criteria above.

60%	46%	44%
Of New York State's DACs are in New York City	Of Con Edison's Active Accounts are in DACs	Of Electric Customer Meters are in DACs

Data Collection Methodology

To identify if customers fall into a census tract designated as a disadvantaged community, the Company used NYC Geo-Service for the five boroughs and census API for Westchester, Rockland, and Orange Counties to access the census tracts (GEOID) associated with each customer’s location. The Company then matched those census tracts with those published by NYSERDA. This process resulted in the Company's central disadvantaged community data resource, which was the common reference point for the data throughout this report when identifying customers located in disadvantaged communities. Datapoints that could not be identified as disadvantaged communities or non-disadvantaged communities (unknowns) were counted as non-disadvantaged communities. Unknowns accounted for under 2% of the dataset.

In this report, “disadvantaged community” refers to customers located in a census tract meeting the criteria finalized by the CJWG on March 27, 2023 and listed on NYSERDA’s online mapping portal. Additionally, “low-income customers” refers to customers participating in the Company’s Energy Affordability Program. The exception to this distinction is in the Clean Energy Spending data, wherein “disadvantaged community” refers to customers who are either in a disadvantaged community or enrolled in the Energy Affordability Program (i.e., low-income customers) to align with the reports the Company files in Matter 23-02017.²

² Matter 23-02017, *In the Matter of Reporting Investments and Benefits to Disadvantaged Communities*.

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A. Clean Energy Spending

As outlined in the Rate Plan, the Company has agreed to provide data on the 2024 Clean Energy Spending categories across energy efficiency and building electrification programs. This information covers items such as incentive dollars spent, energy savings achieved, number of participants, and average savings achieved in total and in disadvantaged communities. The Company was also asked to describe its efforts to reach disadvantaged communities and low-income customers, provide samples of communication materials directed towards customers in disadvantaged communities, and describe Company engagement and partnerships with community-based organizations that serve disadvantaged communities.

Con Edison's Clean Energy Spending programs, which comprise the Company's New Efficiency: New York (NENY) building efficiency and electrification programs,³ offer incentives that give customers greater control over their energy use. For example, participating customers can upgrade buildings by replacing fossil fuel heating systems with electric heat pumps or insulating buildings to reduce energy use. Customers may also install more energy efficient equipment in their home or business. For instance, a small business owner may install more efficient refrigerators and display cases to reduce the amount of electricity needed to run those appliances. The Company offers these programs to eligible customers in its service territory, and in some cases has created offerings specifically for customers in disadvantaged communities. In 2024, 54% of the Company's allocated Clean Energy Spending funds were spent in disadvantaged communities.

These programs are key to meeting the state's emissions reduction goals, as building energy use is the leading source of emissions in New York City.⁴ Building efficiency upgrades also present opportunities to deliver clean energy co-benefits to customers, including residents of disadvantaged communities and low-income customers. In addition to helping customers manage their energy consumption, energy efficiency projects reduce harmful pollutants and improve quality of life by making buildings more comfortable via temperature and humidity controls.

Program Overview

Con Edison's clean energy programs incentivize residential, multifamily (five or more units), commercial and industrial (C&I) and small business and non-profit (Small Biz) customers to install energy efficient appliances and equipment and make energy upgrades to buildings. Project types include:

- Insulating buildings to reduce the energy required to heat and cool spaces (building envelope projects).
- Electrifying space and water heating by installing air-sourced heat pumps (ASHP) or ground source heat pumps (GSHP).
- Installing controls to manage energy use from lighting and appliances (like refrigerators).
- Undertaking additional energy efficiency equipment upgrades, including installing motors and drives, process equipment, and compressed air.

³ See Case 18-M-0084, *In the Matter of a Comprehensive Energy Efficiency Initiative* ("NENY Proceeding").

⁴ See NYC Mayor's Office of Climate & Environmental Justice, "NYC Greenhouse Gas Inventories," climate.cityofnewyork.us, City of New York, 2024.

The Company offers programs for LMI customers.⁵ In 2024, these include the Affordable Multifamily Energy Efficiency Program (AMEEP), which supports customers making efficiency upgrades in buildings, as well as the Efficiency Starter Kit and Smart Kids programs, which provide educational material on the benefits of energy efficiency along with efficient equipment customers can install at home, free of charge.⁶

Clean Energy Spending Programs in Disadvantaged Communities

In 2024, as noted above, 54% of NENY program incentives went to customers in disadvantaged communities. Tables A1 to A8 show the total incentives paid, energy savings achieved, and number of participants, along with the portion of incentives paid, energy savings achieved, and number of participants in disadvantaged communities.

In 2024, the Company encouraged program participation by customers in disadvantaged communities, including low-income customers, by:⁷

- Offering targeted incentives for customers in disadvantaged communities for participants in the Weather Ready, Residential Clean Heat and Small-Medium Business Clean Heat programs.
- Tailoring multifamily energy efficiency incentives that offer affordable buildings pathways to comply with Local Law 97, in partnership with NYC Housing Preservation and Development.
- Partnering with the Urban Homestead Assistance Board, the Association of Neighborhood and Housing Development, and Kinetic Communities Consulting to promote the benefits of energy efficiency to LMI customers, offer support for affordable cooperative buildings, and refer projects to participate in AMEEP.
- Referring more than 492 low-income customers participating in the Company's Energy Affordability Program to EmPower+, the statewide efficiency program that offers incentives to LMI customers living in small residential buildings (one to four family homes).⁸

⁵ Some of the Company's programs are targeted at low-to-moderate-income (LMI) customers; for the purpose of administering the current statewide low-and moderate-income portfolio of energy efficiency and electrification programs, moderate-income customers are defined as households with incomes that are 60% - 80% of either area median income (AMI) or state median income (SMI), depending on which is greater. See NENY Proceeding, 2024 Statewide LMI Implementation Plan (filed November 1, 2024) for further information.

⁶ Con Edison phased out its Efficiency Starter Kit and Smart Kids programs in December 2024.

⁷ See Rate Plan, Pp.119-120.

⁸ The Company referred 492 electric-only, gas-only, and combination electric and gas customers to EmPower+ over the Energy Affordability Program Year of December 2024 to November 2025. In 2024, a system issue temporarily interfered with some customers referrals to EmPower+. The Company resumed referrals in January 2025 including those previously excluded customers in subsequent referral batches and will continue to do so until the customers who were erroneously excluded have all been referred to NYSERDA. See Case 22-E-0064, *Proceeding on Motion of the Commission as to the Rates, Charges, Rules, and Regulations of Consolidated Edison Company of New York, Inc., for Electric Service, et al.*, Annual Energy Affordability Policy Report (filed January 30, 2025), p.8.

Table A1. 2024 Program Incentive Dollars Spent (Total and in DACs)^{9,10,11,12}			
Program Name	Total Funds Expended (\$)	DAC Funding (\$)	% in DACs
Affordable Multifamily Energy Efficiency Program ¹³	77,558,050	71,602,722	92%
Clean Heat – Commercial & Industrial Air Source Heat Pump	14,233,506	3,436,916	24%
Clean Heat – Commercial & Industrial Ground Source Heat Pump	1,526,891	0	0% ¹⁴
Clean Heat – Midstream Heat Pump Water Heater	1,790,099	655,300	37%
Clean Heat – Multifamily Air Source Heat Pump	42,663,626	27,928,074	65%
Clean Heat – Multifamily Ground Source Heat Pump	6,693,753	6,579,092	98%
Clean Heat – Residential Air Source Heat Pump	94,920,742	45,204,005	48%
Clean Heat – Residential Ground Source Heat Pump	5,455,378	547,990	10% ¹⁵
Clean Heat – Small-Medium Business Air Source Heat Pump	10,421,345	3,285,890	32%
Commercial & Industrial ¹⁶	51,280,519	8,885,679	17%
Commercial Kitchen ¹⁷	474,600	216,700	46%
Efficiency Starter Program - LMI	84,015	84,015	100%
EmPower+	1,409,607	1,409,607	100%

⁹

Section A, item i, Total number of incentive dollars spent; item ii, Total number of incentive dollars spent in disadvantaged communities.

¹⁰

The Company has aligned the data shown here to the disadvantaged community data filing made with the PSC in April of this year and its Clean Energy Dashboard Scorecard filing. In these filings, the Company tracks energy savings based on the date projects are acquired and incentive dollars based on the date the incentives were paid. Where the project acquisition date precedes the incentive paid date, this report may show energy savings for a program but no incentives paid. These incentives will appear in subsequent annual reports. *See, Matter 23-02017, In the Matter of Reporting Investments and Benefits to Disadvantaged Communities, 2024 Disadvantaged Communities Report (filed April 11, 2025); see, NENY Proceeding, Clean Energy Dashboard Scorecard (filed February 28, 2025).*

¹¹

Funding reported here includes only “place-based funding” or funding that can be traced to a specific location or community, following Department of Public Service guidance. Programs for which the Company does not disburse incentives to customers – like the Home Energy Reports program – are thus not included in this table.

¹² Where applicable, metrics are presented as a combined total from gas and electric programs with the same name

¹³The Affordable Multifamily Energy Efficiency Program is a combination of comprehensive and non-comprehensive LMI project metrics.

¹⁴ Data for 2024 reflects one project, which was not in a disadvantaged community.

¹⁵ The portion of benefits going to disadvantaged communities was low in the ground-sourced segment of heat pump programs. In 2024, the program activity for the Residential Ground-Sourced Heat Pump program was concentrated in Westchester County in areas less likely to be designated disadvantaged communities. Drilling the boreholes required to install these systems requires access to open space, which creates a barrier to participation for many customers in New York City. Conversely, the Company has seen more widespread participation in the Residential Air-Sourced Clean Heat program across New York City’s boroughs. The Company has launched a specific disadvantaged community offering for this program to promote participation by customers in disadvantaged communities for both the Residential Air-Source and Residential Ground-Source Heat Pump programs.

¹⁶ Metrics are a combined total from the Commercial & Industrial and Commercial & Industrial - Fuel-Switch - Electric programs.

¹⁷ The Commercial Kitchen program has been closed, but residual expenditures are still reported.

Instant Lighting	4,473,123	1,718,406	38%
Marketplace	53,844	17,900	33%
Midstream Water and Space Heating	1,471,341	1,206,857	82%
Multifamily	34,557,141	15,476,005	45%
Multifamily - Fuel-Switch	917,694	39,643	4%
Commercial Water Heaters PEI (Pump Energy Index)	8,984	704	8%
Pilots	128,224	47,296	37%
Real Time Energy Management	186,163	105,798	57%
Retail Lighting ¹⁸	(569,734)	(434,114)	-76%
Retail Lighting - LMI	1,009,602	1,009,602	100%
Retail Products	8,074,692	5,117,078	63%
Small-Medium Business	17,674,899	9,180,221	52%
Smart Kids	862,636	845,316	98%
Weather Ready ¹⁹	2,904,973	618,886	21%
Total	380,265,714	204,785,586	54%

Table A2. 2024 Program Energy Savings Achieved (Total and in DACs)^{20,21}			
Program Name	Total Energy Savings (MMBtu)	DAC Energy Savings (MMBtu)	% in DACs
Affordable Multifamily Energy Efficiency Program ²²	483,052	439,980	91%
Clean Heat – Commercial & Industrial Air Source Heat Pump	61,309	10,598	17%
Clean Heat – Commercial & Industrial Ground Source Heat Pump	3,717	0	0% ²³
Clean Heat – Midstream Heat Pump Water Heater	7,685	3,728	49%
Clean Heat – Multifamily Air Source Heat Pump	155,733	99,387	64%
Clean Heat – Multifamily Ground Source Heat Pump	25,135	24,886	99%
Clean Heat – Residential Air Source Heat Pump	563,575	240,396	43%
Clean Heat – Residential Ground Source Heat Pump	13,617	1,080	8% ²⁴
Clean Heat – Small-Medium Business Air Source Heat Pump	41,270	16,139	39%
Commercial & Industrial ²⁵	330,993	96,256	29%

¹⁸ The negative funding reflects the reclassification to the LMI portion of Retail Lighting from the market rate Retail Lighting program after the market rate program's closure.

¹⁹ Program formerly called Residential Weatherization.

²⁰ Section A, item iii, Total energy savings achieved; item iv, Total energy savings achieved in disadvantaged communities.

²¹ Where applicable, metrics are presented as a combined total from gas and electric programs with the same name.

²² The Affordable Multifamily Energy Efficiency Program is a combination of comprehensive and non-comprehensive LMI project metrics.

²³ Data for 2024 represents one project.

²⁴ See footnote 12.

²⁵ Metrics are a combined total from the Commercial & Industrial and Commercial & Industrial - Fuel-Switch - Electric programs.

Commercial Water Heaters PEI (Pump Energy Index)	592	23	4%
Efficiency Starter Program - LMI	8,324	8,324	100%
EmPower+	4,342	4,342	100%
Instant Lighting	79,292	28,446	36%
Marketplace	998	357	36%
Midstream Water and Space Heating	25,939	14,473	56%
Multifamily	292,367	105,777	36%
Multifamily - Fuel-Switch	16,684	1,043	6%
Real Time Energy Management	1,815	1,031	57%
Residential Home Energy Reports ²⁶	298,526	127,114	43%
Retail Lighting - LMI ²⁷	31,263	31,263	100%
Retail Products	1,695,384	1,107,423	65%
Small-Medium Business	180,049	94,989	53%
Smart Kids	27,604	27,604	100%
Weather Ready ²⁸	11,614	2,303	20%
Grand Total	4,360,879	2,486,965	57%

Table A3. 2024 Total Number of Participants and Average Savings and Incentives by Participant ^{29,30,31}				
Participant Type	Program Name	Total Participants	Avg. Incentives by Participant	Avg. Energy Savings by Participant (MMBtu)
Residential	Clean Heat – Midstream Heat Pump Water Heater	538	\$3,327	14
	Clean Heat – Residential Air Source Heat Pump	12,813	\$7,408	44
	Clean Heat – Residential Ground Source Heat Pump	145	\$37,623	94
	Efficiency Starter Program - LMI	12,893	\$7	1
	EmPower+	582	\$2,422 ³²	7
	Marketplace	1,389	\$39	1
	Residential Home Energy Reports	1,237,910	N/A ³³	0.24

²⁶ Residential Home Energy Reports program 2024 year-end savings correspond with Q1 2025 scorecard, whereas the previous 2023 disadvantaged communities report aligned with the 2023 Q4 2023 year-end savings.

²⁷ See footnote 16.

²⁸ Program formerly called Residential Weatherization.

²⁹ Section A, item v, Total number participants; item vii, Average savings and incentives by participant.

³⁰ Where applicable, metrics are presented as a combined total from gas and electric programs with the same name

³¹ The statewide LMI portfolio of programs define participants on a per unit basis, whereas Con Edison 's building efficiency and electrification programs defines participants on a per customer basis.

³² See footnote 8.

³³ The Company does not provide incentives to customers through this program.

	Retail Lighting - LMI ³⁴	78,408	\$13	0.40
	Retail Products	514,639	\$16	3
	Smart Kids	70,910	\$12	0.39
	Weather Ready ³⁵	1,348	\$2,155	9
Multisector	Pilots	20	\$6,411	0
	Real Time Energy Management	6	\$31,027	302
Multifamily	Affordable Multifamily Energy Efficiency Program	151,045	\$513	3
	Clean Heat – Multifamily Air Source Heat Pump	240	\$177,765	649
	Clean Heat – Multifamily Ground Source Heat Pump	5	\$1,338,751	5,027
	Multifamily	1,275	\$27,104	229
	Multifamily - Fuel-Switch	9	\$101,96 ³⁶	1,854
Commercial	Clean Heat – Commercial & Industrial Air Source Heat Pump	34	\$418,633	1,803
	Clean Heat – Commercial & Industrial Ground Source Heat Pump	1	\$1,526,891	3,717
	Clean Heat – Small-Medium Business Air Source Heat Pump	217	\$48,02 ³⁷	190
	Commercial & Industrial ³⁸	315	\$162,925	1,052
	Commercial Water Heaters PEI (Pump Energy Index)	12	\$749	49
	Instant Lighting	569	\$7,861	139
	Midstream Water and Space Heating	367	\$4,009	71
	Small-Medium Business	1,998	\$8,846	90
Total		2,087,688	\$3,914,497	15,350

³⁴ See footnote 16.

³⁵ Program formerly called Residential Weatherization.

³⁶ See footnote 8.

³⁷ See footnote 8.

³⁸ Metrics are a combined total from the Commercial & Industrial and Commercial & Industrial - Fuel-Switch - Electric programs.

Table A4. 2024 Total Number of DAC Participants and Average Savings and Incentives by Participant ^{39, 40}				
Participant Type	Program Name	Total Participants	Avg. Incentives by Participant	Avg. Energy Savings by Participant (MMBtu)
Residential	Clean Heat – Midstream Heat Pump Water Heater	208	\$3,150	18
	Clean Heat – Residential Air Source Heat Pump	5,972	\$7,569	40
	Clean Heat – Residential Ground Source Heat Pump	14	\$39,142	77
	Efficiency Starter Program - LMI	12,893	\$7	1
	EmPower+	582	\$2,422 ⁴¹	7
	Marketplace	455	\$39	1
	Residential Home Energy Reports	507,667	N/A ⁴²	0.25
	Retail Lighting - LMI ⁴³	78,408	\$13	0.40
	Retail Products	315,085	\$16	4
	Smart Kids	70,910	\$12	0.39
Weather Ready ⁴⁴	266	\$2,327	9	
Multisector	Pilots	2	\$23,648	0
	Real Time Energy Management	3	\$35,266	344
Multifamily	Affordable Multifamily Energy Efficiency Program	136,137	\$526	3
	Clean Heat – Multifamily Air Source Heat Pump	176	\$158,682	565
	Clean Heat – Multifamily Ground Source Heat Pump	4	\$1,644,773	6,221
	Multifamily	618	\$25,042	171
	Multifamily - Fuel-Switch	1	\$39,643	1,043
Commercial	Clean Heat – Commercial & Industrial Air Source Heat Pump	3	\$1,145,639	3,533

³⁹ Section A, item vi, Total number of participants in disadvantaged communities; item viii, Average savings and incentives by participant in disadvantaged communities.

⁴⁰ The statewide LMI portfolio of programs define participants on a per unit basis, whereas Con Edison 's building efficiency and electrification programs defines participants on a per customer basis.

⁴¹ See footnote 8.

⁴² The Company does not provide incentives to customers for this program.

⁴³ See footnote 16.

⁴⁴ Program formerly called Residential Weatherization.

Clean Heat – Commercial & Industrial Ground Source Heat Pump	0	0	0
Clean Heat – Small-Medium Business Air Source Heat Pump	103	\$31,902	157
Commercial & Industrial ⁴⁵	90	\$98,730	1,070
Commercial Water Heaters PEI (Pump Energy Index)	2	\$352	12
Instant Lighting	174	\$9,876	163
Midstream Water and Space Heating	193	\$6,253	75
Small-Medium Business	965	\$9,513	98
Total	1,130,930	\$3,284,542	13,613

Table A5. 2024 Installations by Measure Category for Commercial Programs (Total and in DACs)^{46, 47}			
Commercial Programs Installations	Total Installations	DAC Installations	% in DACs
Clean Heat – Commercial & Industrial Air Source Heat Pump			
HVAC	45	4	9%
Clean Heat – Commercial & Industrial Air Source Heat Pump Total	45	4	9%
Clean Heat – Commercial & Industrial Ground Source Heat Pump			
HVAC	2	0	0%
Clean Heat – Commercial & Industrial Ground Source Heat Pump Total	2	0	0%
Clean Heat – Small-Medium Business Air Source Heat Pump			
HVAC	458	201	44%
Clean Heat – Small-Medium Business Air Source Heat Pump Total	458	201	44%
Commercial & Industrial⁴⁸			
Appliances	2	2	100%
Building Shell	80	21	26%
Compressed Air	11	4	36%

⁴⁵ Metrics are a combined total from the Commercial & Industrial and Commercial & Industrial - Fuel-Switch - Electric programs.

⁴⁶ Section A, item ix, Average savings and incentives by participant in disadvantaged communities; item x, Total installations by measure category in disadvantaged communities. (See also for Tables A6 and A7.)

⁴⁷ Where applicable, metrics are presented as a combined total from gas and electric programs with the same name.

⁴⁸ Metrics are a combined total from the Commercial & Industrial and Commercial & Industrial - Fuel-Switch - Electric programs.

Domestic Hot Water	2	1	50%
HVAC	59	17	29%
HVAC - Control	64	21	33%
Lighting	55	13	24%
Lighting - Control	11	5	45%
Motors and Drives	56	13	23%
Process Equipment	26	7	27%
Refrigeration	2	1	50%
Commercial & Industrial Total	368	105	29%
Commercial Water Heaters PEI			
Motors and Drives	19	2	11%
Commercial Water Heaters PEI Total	19	2	11%
Instant Lighting			
Lighting	1,549	473	31%
Instant Lighting Total	1,549	473	31%
Midstream Water and Space Heating			
Domestic Hot Water	210	92	44%
HVAC	110	64	58%
Midstream Water and Space Heating Total	320	156	49%
Small-Medium Business			
Building Shell	7	6	86%
Domestic Hot Water	2	0	0%
HVAC	36	25	69%
HVAC - Control	55	28	51%
Lighting	17,909	8,760	49%
Lighting - Control	102	67	66%
Motors and Drives	725	373	51%
Refrigeration	986	602	61%
Refrigeration - Control	1,053	589	56%
Small-Medium Business Total	20,875	10,450	50%
Commercial Total	23,636	11,391	48%

Table A6. 2024 Installations by Measure Category for Multifamily Programs (Total and in DACs)⁴⁹			
Multifamily Programs Installations Total	Total Installations	DAC Installations	% in DACs
Affordable Multifamily Energy Efficiency Program			
Appliances	1	1	100%
Building Shell	4,394	4,156	95%
Domestic Hot Water	1,037	971	94%
Domestic Hot Water - Control	72	69	96%
HVAC	113	105	93%
HVAC - Control	219	199	91%
Lighting	5,207	3,950	76%
Lighting - Control	4	4	100%
Motors and Drives	10	8	82%
Affordable Multifamily Energy Efficiency Program Total	11,057	9,464	86%
Clean Heat – Multifamily Air Source Heat Pump			
Building Shell	12	7	58%
HVAC	1,047	764	73%
Clean Heat – Multifamily Air Source Heat Pump Total	1,059	771	73%
Clean Heat – Multifamily Ground Source Heat Pump			
HVAC	16	14	88%
Clean Heat – Multifamily Ground Source Heat Pump Total	16	14	88%
Multifamily			
Building Shell	747	415	56%
Domestic Hot Water	111	85	77%
Domestic Hot Water - Control	1	0	0%
HVAC	96	19	20%
HVAC - Control	329	140	43%
Lighting	4,453	859	19%
Motors and Drives	39	1	3%
Multifamily Total	5,776	1,519	26%
Multifamily - Fuel-Switch			
Building Shell	0	0	0%
HVAC	9	1	11%
HVAC - Control	0	0	0%
Multifamily - Fuel-Switch Total	9	1	11%
Multifamily Programs Installations Total	17,917	11,769	66%

⁴⁹ Where applicable, metrics are presented as a combined total from gas and electric programs with the same name.

Table A7. 2024 Installations by Measure Category for Multisector Programs (Total and in DACs)⁵⁰			
Multisector Programs Installations Total	Total Installations	DAC Installations	% in DACs
Real Time Energy Management			
HVAC - Control	6	3	50%
Real Time Energy Management Total	6	3	50%
Multisector Programs Installations Total	6	3	50%

Table A8. 2024 Installations by Measure Category for Residential Programs (Total and in DACs)⁵¹			
Residential Programs Installations	Total Installations	DAC Installations	% in DACs
Clean Heat – Midstream Heat Pump Water Heater			
Domestic Hot Water	538	208	39%
Clean Heat – Midstream Heat Pump Water Heater Total	538	208	39%
Clean Heat – Residential Air Source Heat Pump			
HVAC	30,247	13,063	43%
Clean Heat – Residential Air Source Heat Pump Total	30,247	13,063	43%
Clean Heat – Residential Ground Source Heat Pump			
HVAC	190	17	9%
Clean Heat – Residential Ground Source Heat Pump Total	190	17	9%
EmPower+			
Appliances	30	30	100%
Building Shell	427	427	100%
Domestic Hot Water	4	4	100%
Domestic Hot Water - Control	29	29	100%
HVAC	8	8	100%
HVAC - Control	48	48	100%
Lighting	199	199	100%
Refrigeration	105	105	100%
EmPower+ Total	850	850	100%
Marketplace			
Appliance - Controls	66	23	35%
Appliances	5	3	60%
Domestic Hot Water - Control	8	4	50%
HVAC	2	0	0%
HVAC - Control	1,620	553	34%

⁵⁰ Where applicable, metrics are presented as a combined total from gas and electric programs with the same name.

⁵¹ Where applicable, metrics are presented as a combined total from gas and electric programs with the same name.

Lighting	278	81	29%
Marketplace Total	1,979	664	34%
Retail Lighting - LMI⁵²			
Lighting	21	21	100%
Retail Lighting - LMI Total	21	21	100%
Retail Products			
Building Shell	217,608	112,646	52%
Retail Products Total	217,608	112,646	52%
Smart Kids			
Domestic Hot Water - Control	594	594	100%
Lighting	594	594	100%
Smart Kids Total	1,188	1,188	100%
Weather Ready⁵³			
Building Shell	4,427	865	20%
Weather Ready Total	4,427	865	20%
Residential Programs Installations Total	257,048	129,522	50%

Clean Energy Program Performance Comparison Review

In 2024, the Company improved Clean Energy Program delivery in disadvantaged communities by increasing incentive spend, energy savings, and equipment/measure installations. Although participation in disadvantaged communities declined by 7% overall from 2023, this was largely due to the Company's strategic shift away from lighting incentives, Smart Kids and Efficiency Starter Kits in favor of building envelope improvements, resulting in greater participation and higher savings/installations in multifamily buildings. Installed efficiency measures increased from 2023 totals, across all program segments. Residential installations saw the largest growth from 2023, driven by retail product sales and residential HVAC measures. Overall, installations in disadvantaged communities experienced a 13% proportional increase in 2024 when compared to 2023.

Table A9. Incentive and Savings Comparison Summary						
	2023		2024		% Change	
	Total	DAC	Total	DAC	Total	DAC
Incentives	\$262,524,921	\$129,680,235	\$380,265,714	\$204,785,586	45%	58%
Energy Savings (MMBtu)	4,019,790	1,659,904	4,360,879	2,486,965	8%	50%
Participation	2,338,666	1,205,001	2,087,688	1,130,930	-11%	-6%
Average Incentive per Participant	\$112	\$108	\$182	\$181	62%	68%
Average Energy Savings Per Participant	1.72	1.38	2.09	2.20	22%	60%

⁵² See footnote 16.

⁵³ Program formerly called Residential Weatherization.

Table A10. Installations Comparison Summary						
	2023			2024		
	Total	DAC	% DAC	Total	DAC	% DAC
Installations	56,951	21,436	38%	298,607	152,685	51%
Commercial	6,591	2,549	39%	23,636	11,391	48%
Multifamily	3,010	2,049	68%	17,917	11,769	66%
Multisector	0	0	0	6	3	50%
Residential	47,350	16,838	36%	257,048	129,522	50%

Outreach Efforts and Sample Materials

Please see Appendix 1 for the sample materials described below.

Exhibit A. Clean Heat Disadvantaged Community-Targeted Email

Con Edison shared a one-page overview highlighting the key benefits and available incentives for homeowner to invest in air source heat pump systems and weatherization improvements, such as insulation and air sealing.

Exhibit B. Residential Clean Heat Limited-Time Offer Email

Con Edison circulated a limited time offer advertising increased incentives for eligible residential customers looking to install air source heat pumps systems.

Exhibit C. Affordable Housing Limited-Time Offer One-Pager

Con Edison developed this offering in collaboration with the NYC Accelerator and NYC Department of Housing Preservation & Development. The Company has continued to modify this initiative to help affordable buildings comply with Local Law 97 through installation of eligible energy conservation measures.

Exhibit D. LED Lighting Packaging

In 2024, the Company distributed LED lighting to low-income customers at local food distribution locations. The packaging, produced in both English and Spanish, on these lighting kits encouraged customers to contact Con Edison to learn more about ways to save money through additional energy efficiency upgrades.

B. Electric Vehicle Make-Ready Program

As outlined in the Rate Plan, the Company has agreed to provide data for 2024 on the Electric Vehicle Make-Ready Program for light-duty and medium-and-heavy duty vehicles. The data includes incentive funding spent and number of charging plugs installed in 2024 across the service territory and in disadvantaged communities.

A robust electric vehicle (EV) charging network is critical to advancing the clean transportation transition. On-road transportation accounts for 26% of NYC's greenhouse gas emissions.⁵⁴ Large-scale adoption of EVs, and corresponding EV infrastructure, is essential to achieving New York's decarbonization goals. New York State's Climate Action Council published a framework to reach CLCPA emissions reduction targets; the framework (known as the Scoping Plan) calls for 3 million zero-emission vehicles on the road in New York by 2030.⁵⁵ Decarbonizing the transportation sector requires meaningful vehicle electrification and corresponding vehicle charging infrastructure. However, even with progress in charger deployment over the last few years, lack of access to EV chargers remains a leading barrier to EV adoption, and charger access is a particularly acute challenge in a dense urban environment like New York City, where many drivers do not have access to at-home charging. The buildout of EV chargers in parking garages and open parking lots reduces drivers' anxiety about charger access and therefore plays a critical role in encouraging EV adoption. There are myriad benefits to EV adoption, including improved local air quality and lower greenhouse gas emissions. These benefits are particularly meaningful to people in disadvantaged communities, who tend to be most impacted by air pollution.

Con Edison is accelerating EV adoption through a portfolio of initiatives and programs that benefit EV drivers and EV charging developers. The Company's PowerReady Program provides incentives to defray the cost of infrastructure upgrades that support the installation of Level 2 (L2) and direct current fast charging (DCFC) stations.⁵⁶ The light-duty vehicle PowerReady program provides incentives to help offset the electric infrastructure costs associated with chargers for light duty EVs, including cars and small vans; the PowerReady medium-and-heavy duty (MHDV) Pilot Program provides incentive specifically for chargers serving the MHDV sector, including trucks and buses, which includes vehicles over 10,000 pounds gross vehicle weight.⁵⁷ The PowerReady program also supports the installation of chargers for micromobility devices (e.g., electric bikes

⁵⁴ See New York City Mayor's Office of Sustainability, Con Edison, and National Grid. "Pathways to Carbon-Neutral NYC: Modernize, Reimagine, Reach." April 2021. Available [Carbon-Neutral-NYC.pdf](#)

⁵⁵ See Climate Action Council Climate Leadership and Community Protection Act's ("the Climate Action Council") website. Climate Action Council. *Scoping Plan: Full Report*. (December 2022). Available <https://climate.ny.gov/-/media/Project/Climate/Files/NYS-Climate-Action-Council-Final-Scoping-Plan-2022.pdf>

⁵⁶ A Level 2 or "L2" charging plug uses alternating current (AC) delivering a range of 3-20 kW of power. These are widely used at homes and workplaces and recharge an EV with low battery in 6-8 hours. A DCFC charging plug uses direct current (DC) with power delivery typically between 50 kW and 350 kW. Typically found in highway and high-volume public charging settings, DCFC plugs deliver a full charge in about 30 minutes.

⁵⁷ U.S. Department of Energy. *Alternative Fuels Data Center* (accessed February 20, 2025). Available at <https://afdc.energy.gov/data/10380>

and electric scooters); as a more affordable transportation option, these devices expand access to clean transportation. Authorized by the November 2023 Midpoint Order, the micromobility program provides incentives to offset the cost of installing battery or e-bike chargers in disadvantaged communities.

Developers and Con Edison customers can apply to receive the incentives that are capped on a per-plug basis (light-duty L2) or per-kW basis (light-duty DCFC and L2/DCFC for MHDV) through the Company's PowerReady program. The multi-year PowerReady program has an overall goal of installing 21,371 L2 plugs and 3,157 DCFC plugs for light-duty vehicles in New York City and Westchester County and deploying \$21M supporting medium- and heavy-duty charging. This report summarizes the Company's progress in incentivizing the installation of plugs in disadvantaged communities as it strives to achieve its overall plug goals. The Commission-authorized budget includes a 20% L2 incentive budget carveout and a 25% DCFC incentive budget carveout for light-duty charging in CECONY's service territory. The PowerReady program offers the highest incentive level (up-to 100% of eligible costs, subject to the caps described above) to projects that benefit disadvantaged communities if they meet eligibility requirements. While the broader PowerReady Program is designed to support all EV charging projects in the Company's service territory, providing a higher incentive for plugs benefiting disadvantaged communities signals to the market to invest in charging infrastructure in these communities and recognizes that these project sites may be particularly sensitive to upfront costs as a barrier to charger installation.

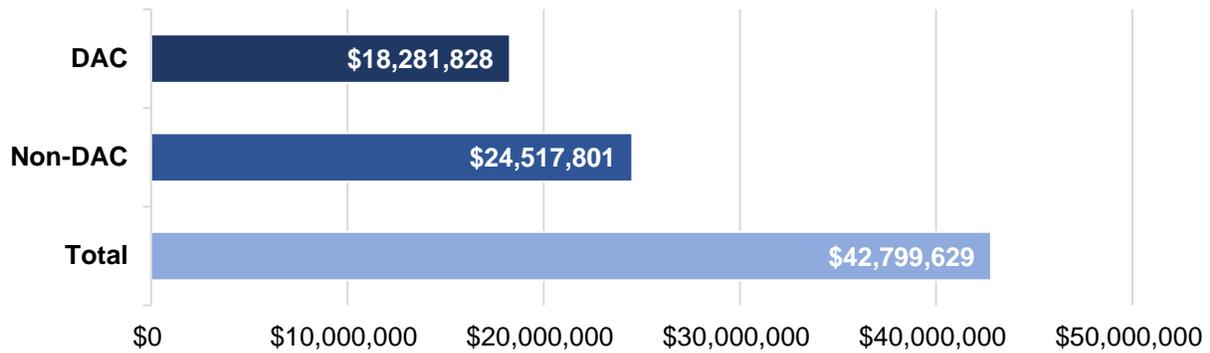
The Public Service Commission increased statewide funding for EV programs from \$701 million to \$1.24 billion, with \$372 million in funding to support programs in disadvantaged communities.⁵⁸ This increase in funding allows the Company to maximize the potential of the EV Make-Ready Program to support disadvantaged communities, with a portion of the incremental incentive budget carved out for enhanced incentives for plugs benefiting disadvantaged communities.⁵⁹

The chart below shows Con Edison's EV Make-Ready Program incentive spend in disadvantaged communities compared to total incentive spend in 2024. While not every project qualified for or received the enhanced incentive, almost two-fifths of the program funding paid out has been dispersed to projects located in disadvantaged communities. In 2024, PowerReady doubled the number of completed plugs in disadvantaged communities compared to 2023, increasing from 899 to 1,850 plugs; the share of plugs in disadvantaged communities increased from 30% to 40% of the total completed. Correspondingly, incentive funding in disadvantaged communities increased by 57% from 2023 to 2024.

⁶ *Ibid.*

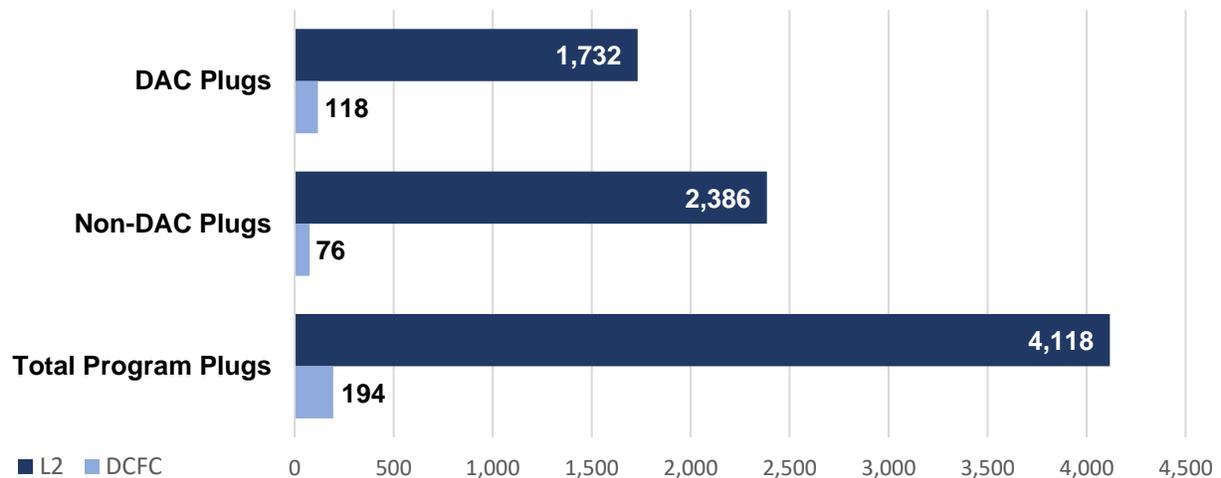
⁵⁹ The 2023 Order directed that L2 plugs in multi-unit dwellings can demonstrate this attribute using an affordable housing regulatory agreement with a housing agency or using rent roll where more than 25% of residents earn less than 80% of the area median income; L2 curbside plugs and DCFC plugs must be publicly accessible and located in a disadvantaged community to qualify for enhanced incentives.

Table B1. Total Make-Ready Incentive Funding Spent in 2024⁶⁰



The chart below shows the number of L2 and DCFC plugs completed in disadvantaged communities compared to total plugs completed in 2024.

Table B2. Charging Plugs Completed Under the Make-Ready Program In 2024⁶¹



Note: Many of the DCFC incentives provided for installations in disadvantaged communities support fleet charging. Fleet depots are more likely to be located in disadvantaged communities, and disadvantaged communities are disproportionately impacted by air quality impacts of traffic.⁶²

⁶⁰ Section B, item i, Total incremental amount of Make-Ready incentive funding spent in 2024; item ii, Total incremental amount of Make-Ready incentive funding spent in disadvantaged communities in 2024.

⁶¹ Section B, item iii, Total incremental number of charging plugs installed under the Make-Ready program in 2024; item iv, Total incremental number of charging plugs under the Make-Ready program installed in disadvantaged communities in 2024.

⁶² American Geophysical Union. "Pollution from freight traffic disproportionately impacts communities of color across 52 US cities." *ScienceDaily*. October 7, 2021. Available at www.sciencedaily.com/releases/2021/10/211007122234.htm

Con Edison will continue to deliver incentives that drive the development of robust EV charging choices in New York City and Westchester County. Therefore, across 2025, the Company expects to continue L2 and DCFC plug installations, including in disadvantaged communities.

C. Demand Response

As outlined in the Rate Plan, the Company has agreed to provide data on the 2024 Demand Response (DR) program. These requests included items such as DR program participants and megawatts (MW) committed and delivered in total, in disadvantaged communities, and for low-income customers participating in the Company’s Energy Affordability Program (EAP).

The Company’s DR programs are a valuable and cost-effective resource for providing load relief when electricity demand is forecast to be above a predetermined level or when there are operational reliability needs. Con Edison offers two categories of DR programs: contingency and peak shaving. Contingency programs reduce demand when there is an immediate system reliability concern. Peak shaving programs reduce demand during peak load hours under certain system conditions. The Company’s programs operate annually during the summer capability period, from May 1 to September 30. These programs are open to both large commercial and smaller customers, including direct metered residential customers. Individual customers can enroll directly in the programs or sign up through an aggregator, which is a third-party market participant that partners with the Company. Participating customers can reduce their net demand by curtailing energy usage or using onsite generation or storage. Table C1 below provides a summary of the Company’s DR programs.

Table C1. Summary of Con Edison Demand Response Programs		
Program	Category	Description
Commercial System Relief Program (CSRP)	Peak Shaving	CSRP is open to customers throughout the service territory and events are called system-wide. Notifications are sent at least 21 hours prior to a planned event. Participants are called on weekdays.
Distribution Load Relief Program (DLRP)	Contingency	DLRP is open to customers throughout the service territory. Participants can be called any day of the week, including holidays.
Long Term-Dynamic Load Management (Term-DLM)	Peak Shaving	Participants sign multiyear contracts to provide load relief. Notifications are sent at least 21 hours prior to a planned event. Participants are called on weekdays.
Long Term-Dynamic Load Management (Auto-DLM)	Peak Shaving and Contingency	Participants sign multiyear contracts to provide load relief. Participants can be called any day of the week, including holidays.
Bring Your Own Thermostat (BYOT)	Peak Shaving and Contingency	A mass-market program intended for smaller commercial and residential customers with an eligible smart thermostat. For a one-time \$85 incentive, customers can enable their Wi-Fi-controlled thermostat to reduce air conditioning use at times of critical system need.

The tables below show the number of disadvantaged community, low-income, and total program participants (also referred to as “customer enrollments”) in each of the Company’s DR programs in 2024, along with the programs’ committed and delivered load relief (both in MW). Committed

load relief represents the amount of load relief (MW) customers or aggregators participating in CSRP, DLRP, Term- and Auto-DLM programs commit to deliver for one or more years for any given event in each of the Company's programs. For BYOT, committed load relief is estimated based on each participating customer's potential load relief. Delivered load relief represents the average amount of load relief (MW) delivered. Program participants represent the total number of individual customers that participate in the programs, both as direct enrollments and as part of an aggregation.

Table C2. Participation Summary by Customer Group			
Customer Group	Participants	Committed Load Relief (MW)	Average Event Reductions (MW)
DAC	32,919 (32%)	404.87 (41%)	303.07 (40%)
Low-Income	8,929 (9%)	5.26 (1%)	3.33 (0%)
Total	104,025	998.11	766.94

Table C3. DAC Program Participation Summary⁶³			
Program Name	Program Participants	Committed Load Relief (MW)	Delivered Load Relief (MW)
CSRP	14,414	191.42	134.64
DLRP	13,444	193.16	148.70
Term-DLM	152	4.07	3.87
Auto-DLM	4	11.50	12.10
BYOT	4,905	4.72	3.77
Total	32,919	404.87	303.07

Table C4. Low-Income Program Participation Summary⁶⁴			
Program Name	Program Participants	Committed Load Relief (MW)	Delivered Load Relief (MW)
CSRP	4,184	2.23	0.96
DLRP	3,632	2.02	1.55
Term-DLM	10	0.01	0.02
Auto-DLM	0	0.00	0.00
BYOT	1,103	1.01	0.80
Total	8,929	5.26	3.33

⁶³ Section C, item ii, Total program participants in disadvantaged communities; item iv, Total MW committed and delivered by participants in disadvantaged communities and low-income customers participating in the Company's Energy Affordability Program.

⁶⁴ Section C, item iv, Total MW committed and delivered by participants in disadvantaged communities and low-income customers participating in the Company's Energy Affordability Program.

Table C5. Total Program Participation Summary⁶⁵			
Program Name	Program Participants	Committed Load Relief (MW)	Delivered Load Relief (MW)
CSRP	40,534	466.20	326.68
DLRP	38,649	472.51	374.05
Term-DLM	708	11.50	12.83
Auto-DLM	4	20.40	32.29
BYOT	24,130	27.50	21.09
Total	104,025	998.11	766.94

In 2024, more than 32,000 customers in disadvantaged communities enrolled in the Company’s DR programs, representing 32% of total customer participation. In 2024, Con Edison implemented new initiatives to grow its DR programs both in terms of enrolled MW and number of enrolled customers. The Company expanded its outreach efforts, including multiple email campaigns and direct mail campaigns, as well as highlighting DR rewards programs on Con Edison’s homepage. Email campaigns included a summer preparation email sent in multiple languages. Additionally, the Company engaged multifamily properties and generated new customer leads through events, marketing, door-to-door engagements, and phone calls.

The number of program participants in disadvantaged communities and low-income customers participating in the Company’s EAP increased by 14% and 2% respectively from 2023 to 2024. Additionally, participants in disadvantaged communities saw 27% and 17% increases in committed and delivered MW. Low-income customers committed and delivered MW, however, decreased by 27% and 24% respectively. The decrease in committed load relief can be attributed to Company efforts to improve commitment accuracy by analyzing actual customer data. The decrease in delivered load relief may be attributed to customer fatigue due to weather sensitivity. The Company recognizes the importance of enabling all customers, including disadvantaged community and low-income customers, to participate in its DR programs and will continue to engage disadvantaged community and low-income customers across its DR portfolio through similar efforts and coordination with industry partners.

⁶⁵ Section C, item i, Total program participants; item iii, Total MW committed and delivered.

D. Distributed Energy Resources (DER)

The following data provides information on the 2024 distribution interconnected projects, including community distributed generation, remote crediting, and net metered DER projects. These requests included items such as number of projects, megawatts (MW) installed, and number of customers or subscribers in total, in disadvantaged communities, and classified as low-income per participation in the Company’s Energy Affordability Program.

The DERs reported here are non-utility customer-owned projects and can be a source of clean energy – such as solar installations, energy storage, or wind – and were reviewed for any operational impacts to the grid.⁶⁶ The project lifecycle begins when the Company receives an application from a customer or developer (such as a DER installation company) for a DER on the electric distribution system. All DERs capable of exporting to the grid must undergo an interconnection review—primarily following the New York State Standardized Interconnection Requirements (SIR) for retail DERs up to 5 MW. However, depending on system size, jurisdiction, and intended market participation, DERs may instead follow the utility’s internal interconnection process (the “Utility Process”) or the New York Independent System Operator’s (NYISO) interconnection procedures.

If the DER produces more energy than is consumed on site, the excess is placed into the Con Edison system at the interconnection point and the customer or developer receives a bill credit. Based on the customer’s or developer’s use case for the DER credits, different compensation and metering types are available in the interconnection process. Compensation options include community distributed generation, remote crediting, and net metering projects.

Table D1. Typical Compensation Types for Distributed Energy Resources	
Community Distributed Generation (CDG, or Community Solar)	A tariff program where a CDG host that installs a DER distributes credits to subscribing customers. Many CDG projects participate in utility consolidated billing (“net crediting”) whereby subscription fees for CDG are collected out of the credit the customer receives. The utility remits these subscription fees, less a 1% admin fee, to the CDG host.
Remote Crediting (RC)	A tariff program whereby a remote crediting host that installs a DER distributes credits to up to 10 accounts associated with the same customer (typically commercial).
Net-Metering (NM)	A tariff program where a customer installs an eligible DER. Excess net monthly energy credits carry over and are applied against future bills.

Table D2 quantifies the number and megawatt capacity of distribution-interconnected projects within the service territory participating in community distributed generation, remote crediting, and net metered installations. The table presents cumulative data from 2018 through 2024, and standalone data for 2024.

⁶⁶ For the purposes of this report, the DER data for rate year 2023 reflects customer-installed DERs.

Table D2. For All Distribution-Interconnected Projects Including Community DG (CDG), Remote Crediting (RC), and Net Metered (NM) Projects⁶⁷		
	Up to 2024	2024
Total # of projects	76,991	10,555
Total # of projects in DACs	24,882	3,584
Percentage of projects in DACs	32.3%	34%
Total MW installed (All DERs)	1,096.44	182.54
Total MW installed in DACs (All DERs)	405.92	64.62
Percentage of MW installed in DACs (All DERs)	37%	35.4%

Table D3 illustrates subscribers of host sites for RC and/or CDG projects that are within and outside of disadvantaged communities and subscribers who are identified as low-income.

Table D3. For All Community DG (CDG) and Remote Crediting (RC) Projects⁶⁸		
	Up to 2024	2024
Total # of subscribers	18,762	1,498
Total # of subscribers in DACs	6,215	843
Percentage of subscribers in DACs	33.1%	56.3%
Total # of subscribers who are low-income customers participating in the Company's Energy Affordability Program	1,186	334
Percentage of subscribers who are low-income customers participating in the Company's Energy Affordability Program	6.3%	22.3%

Table D4 quantifies the total number and megawatt capacity of net-metering distribution-interconnected projects within and outside of disadvantaged communities.

Table D4. For All Net Metering Projects⁶⁹		
	Up to 2024	2024
Total # of projects	75,160	10,436
Total # of projects installed for low-income customers	4,470	752
Percentage of projects installed for low-income customers	5.9%	7.2%
Total # of projects in DACs	24,062	3,545
Percentage of projects in DACs	32%	40%
Total MW installed	688.3	165.7
Total MW installed for low-income customers	22.9	3.4

⁶⁷ Section D, For all distribution-interconnected projects, including community distributed generation, remote crediting, and net metered projects, Con Edison will report: item i, Total number of projects; item ii, Total number of projects in disadvantaged communities; item iii, Total MW installed; item iv, Total MW installed in disadvantaged communities.

⁶⁸ Section D, For all community distributed generation and remote crediting projects, Con Edison will report: item i, Total number of subscribers; item ii, Total number of subscribers in disadvantaged communities; item iii, Total number of subscribers who are low-income customers participating in the Company's EAP.

⁶⁹ Section D, For all net metering projects, Con Edison will report: item i, Total number of projects; item ii, Total number of projects installed for low-income customers; item iii, Total number of projects in disadvantaged communities; item iv, Total MW installed; item v, Total MW installed for low-income customers; item vi, Total MW installed in disadvantaged communities.

Percentage MW installed for low-income customers	3.3%	2%
Total MW installed in DACs	200.82	25.82
Percentage MW installed in DACs	29.2%	15.6%

For the 2024 edition of this report, we have incorporated the total number of DERs interconnected within the Con Edison territory up to 2024, as well as the number of DERs interconnected specifically in 2024 across all data categories. In 2024, 10,555 DER projects supporting various compensation types were installed, with 34% located in disadvantaged communities bringing the total to 76,991 DER projects with 32.3% located in disadvantaged communities. Per the SIR process, developers are responsible for site selection and customer acquisition. The current market is supported largely by residential solar projects and state incentive support is expected to continue to promote DER project installations in disadvantaged communities.

Out of a total of 10,436 net metering projects in 2024, 7.2 % have been installed for low-income customers, bringing the total to 75,160 net metering projects with 5.9% installed for low-income customers. Out of a total of 1,498 CDG and RC subscribers in 2024, 22.3 % are low-income customers who are participating in the Company’s Energy Affordability Program increasing the total to 18,762 CDG and RC subscribers with 6.3% low-income customers enrolled in EAP. A total of 450,236 customers are currently meeting the classification of low-income per participation in the Company’s Energy Affordability Program. This equates to approximately 0.16 % of the low-income population being supported by CDG project customer acquisition and 0.02% in 2024.

Incentives for support of disadvantaged communities and/or low-income projects stem from NYSERDA via NY-SUN. In addition, on May 16, 2024, the Commission adopted a statewide rollout of an expanded Solar for All program. Solar for All provides a no cost opportunity for customers enrolled in the utility Energy Affordability Programs to participate in community distributed generation (CDG). As part of the statewide program, utilities will aggregate bill credits and distribute them to customers automatically enrolled in each utility’s EAP, with an option for customers to opt out.

E. Strategic Electric Capital Investments

As outlined in the Rate Plan, the Company has agreed to provide data on its 2024 discretionary strategic electric capital investments. This includes reporting on investments in the following capital program categories: environmental, risk reduction, safety and security, and system expansion.

Each year, the Company strategically invests in its electric system. Some of these investments aim to enhance future capacity, such as installing additional cables and transformers to meet anticipated increases in demand. The programs excluded are those whose work scope and location are not determined by the Company; examples include construction for new customers and emergency replacement of failed equipment.

The data presented here was sourced from the Company's financial systems, Work Management System and Advanced Metering Information System. It is important to note that the interconnected nature of the electric system means that enhancements made in one area may benefit multiple areas. Similarly, not all work completed in one area necessarily benefits that area (i.e. installation of feeders that pass through one area to connect to another). The disadvantaged community percentages below were estimated based on the composition of disadvantaged community and non-disadvantaged community customers connected to the circuits, load areas, or networks that were enhanced under the covered programs. Of the areas impacted by the strategic electrical capital investments, 50% are characterized as disadvantaged communities.

The Company prioritized investments in the Electric Grid to provide safe and reliable service. Investments in Risk Reduction and System Expansion were made on parts of the system that supplied more customers in disadvantaged communities compared to the investments made last year. The data show a 10% increase in the distribution of investments to disadvantaged communities, which remains aligned with how the customer base is distributed between disadvantaged communities and non-disadvantaged communities.

Investment Category	2024 Total Investment	Percentage Affecting DACs
Environmental	\$70,779,794	53%
Risk Reduction	\$514,647,065	52%
Safety And Security	\$24,106,971	54%
System Expansion	\$367,058,018	46%
Grand Total	\$976,591,848	50%

⁷⁰ Section E; Con Edison will report its discretionary capital investments in the following capital categories: item i, System Expansion; item ii, Risk Reduction; item iii, Environmental; item iv, Safety and Security.

⁷¹ Due to the magnitude of certain investments such as transmission work, major projects can cause variations based on the customer composition of the areas where the projects were completed. Calculating expenditures over multiple years will achieve a more accurate representation.

Environmental

These investments protect the environment, including spill containment in the case of accidental oil leaks from transformers. For example, one program in this category funds the installation of sensors that detect the presence of oil and automatically shut off sump pumps, preventing them from pumping oil-contaminated water into the catch basins leading to waterways. Another program aims to proactively reduce dielectric fluid leaks and extend the operating life of transmission facilities. It specifically targets corrosion in the pipe-type transmission feeder system, enhancing reliability, extending the lifespan of existing pipe-type feeder facilities, and minimizing the risk of dielectric fluid releases into the environment. By addressing corrosion before leaks occur, the Company can significantly reduce the amount of dielectric fluid lost to the environment.

Risk Reduction

These investments enhance the system's reliability and resiliency by reducing the likelihood of equipment failure or minimizing its impact. For example, one program funds upgrades of radial overhead systems to loop systems, which incorporate automated equipment. This equipment allows for dual power sources to feed customer circuits, rather than a single source, and can automatically isolate a fault on the circuit, restoring power to customers on either side of the fault. Without this automation and additional power source, all customers on a circuit would experience service interruptions until the fault was repaired. Another program proactively replaces substation power transformers nearing the end of their operational lifespan. It also involves procuring spare units to ensure rapid replacement of any failing transformers. As transformers age, they require more corrective maintenance, and the risk of in-service failure escalates. Such failures can significantly affect reliability, particularly during high-load periods or simultaneous outages. The operation of transformers until failure is not recommended, since failures can occur at inopportune times and lead to customer outages.

Safety and Security

These investments enhance the overall security of the electric system and ensure safe conditions. One such program funds upgrades to substation security systems throughout New York City's five boroughs and Westchester, Rockland, and Dutchess counties. Security upgrades include the installation of fencing, surveillance systems, access control systems and perimeter intrusion detection systems. Security upgrades are necessary to address the threat of sabotage or terrorism.

System Expansion

These investments not only enhance the system's capacity to meet customer demand, but also ensure uninterrupted power supply during peak demand conditions. This category of spend is closely tied to forecast load growth and involves work on area stations, creation of new networks, and other enhancements to transmission and distribution systems. Specific enhancements include transferring loads from one station to another to alleviate projected overloads at area stations and upgrades to facilitate the integration of clean energy sources into the system. A key program

focuses on installing new primary feeders to supply networks across challenging areas known as “crossings.” These are locations where electrical infrastructure must span natural and/or artificial barriers, such as rivers, roadways, bridges, and railroad tracks. Connecting a network across these barriers often involves installing feeders in tunnel borings or attached to existing bridges, and thus requires significant planning and coordination, as well as extensive project timelines. Failure to meet these timelines can heighten the risk of outages by contributing to overloads on existing feeders. Another program in this category is the establishment of the Gateway Park Area Substation, which will add reliability and resiliency to the network and provide additional sub-transmission capacity to meet projected load growth in the Bensonhurst and Brownsville load areas. The increased capacity brought on by the Gateway Park Area Substation offers the potential to minimize impact on customers during an event that limits station capacity.

F. Customer Outages

As outlined in the Rate Plan, the Company has agreed to provide data on 2024 customer outages. This data includes excludable and non-excludable outages system-wide, by network, by customers in disadvantaged communities, and by customers in non-disadvantaged communities.

Table F1. Key Terms	
Distribution Network	Electric distribution system design utilized by the Company, in which distribution power lines are interconnected in a mesh-like manner. This creates multiple paths for electricity to flow from the source to the load, thereby minimizing the impact of faults. If one line or transformer fails, power supply to customers can be maintained via alternate paths. The network design is predominantly seen in the underground system.
Non-Network Distribution	Electric distribution system design utilized by the Company in which power flows in a single path from the source (substation) to the load (customer). If a fault occurs along this path, the affected section loses power until repairs are made. The non-network design is most commonly seen in the radial or overhead system (e.g., power lines on poles).
Distribution Secondary	Any circuit distributing electricity at standard service voltage (120/208 Volts).
Feeder	Any circuit that delivers power at 4,000, 13,000, 27,000, or 33,000 Volts.
Distribution Load Area	Any operational area in which more than 10% of customers are supplied with electricity via overhead lines.
Outage	The loss of service for five minutes or more, for one or more customers, because of one or more electrical component failures.
Interruption	See “Outage” definition.
SAIFI	System Average Interruption Frequency Index, or SAIFI, indicates how many customers experienced an outage in a particular year.
CAIDI	Customer Average Interruption Duration Index, or CAIDI, measures the average time it took the Company to restore power to customers.
Excludable	Outages that are omitted from the Company’s SAIFI and CAIDI metrics. They are caused by one of the following: <ul style="list-style-type: none"> - A storm that affects 10% or more of customers in an operating area or when customers in an operating area are out of service for 24 hours or more. - Other events outside of the Company’s control, such as coastal flooding or water main breaks.
Non-Excludable	Non-excludable outages count against the Company’s SAIFI and CAIDI metrics. Common causes of non-excludable outages include: <ul style="list-style-type: none"> - Equipment failure (i.e. transformer failure). - Cable failure. - A wire down due to interference from a tree but not related to a storm. - A storm that affects less than 10% of the customers in an operating area, or when customers in an operating area are out of service for fewer than 24 hours.

Meter	A device that measures the amount of electric energy consumed by customer equipment.
N-2	N-2 is a design standard that ensures a system maintains full functionality when up to two major system components fail. In the Company's network design philosophy, N-2 refers to networks that will provide adequate service at peak load with the loss of up to two distribution feeders supplying the network.
N-1	N-1 is a design standard that ensures a system maintains full functionality when up to one major system component fails. In the Company's network design philosophy, N-1 refers to networks that will provide adequate service at peak load with the loss of up to one distribution feeder supplying the network.

The Company has two types of electric distribution designs: network and non-network. The network is predominantly underground, and its distinct characteristic is that associated customers are supplied with power via an interconnected grid at the customer's voltage level. The non-network design consists predominantly of electric lines on poles (overhead).

Both network and non-network areas are subject to outages, which are tracked throughout the year. However, not all outages must be counted against a company's SAIFI and CAIDI figures. New York State Department of Public Service (NYSDPS) mandates that all New York utilities track and report these two metrics annually and has established thresholds that each utility must meet. SAIFI indicates how many customers experienced outages during a particular year, while CAIDI measures the average length of time the customers were out of service.

Each individual outage is deemed either excludable or non-excludable. An outage is excludable from SAIFI/CAIDI when it is caused by:

- A storm that affects 10% or more of the customers in an operating area or when customers in an operating area are out of service for 24 hours or more.
- Other events outside the Company's control, such as coastal flooding or water main breaks.

Any other form of outage is non-excludable and therefore included in both metrics. Common causes of non-excludable outages that are included in the Company's SAIFI/CAIDI metrics are:

- Equipment failure (i.e., transformer failure).
- Cable failure.
- A wire down due to interference from a tree but not related to a storm.
- A storm that affects less than 10% of the customers in an operating area, or when customers in an operating area are out of service for fewer than 24 hours.

The data below includes excludable and non-excludable outages systemwide in both network and non-network load areas. In 2024, there were 389,897 non-excludable customer outages within the Company's service territory. Only 42,926 (11.01%) of these outages occurred within a network, while the remaining 346,971 (88.99%) occurred within a non-network load area. Meanwhile,

90,567 excludable outages were recorded, with only 16,948 (18.71%) occurring within a network and the remaining 73,619 (81.28%) occurring within a non-network load area. The total number of systemwide outages in 2024 was 480,646, with 59,874 (12.46%) arising within a network and the remaining 420,590 (87.54%) arising within a non-network load area. The major difference in the number of outages between network and non-network load areas is not unexpected, given the non-network's reliance on overhead lines, which are more vulnerable to weather impacts.

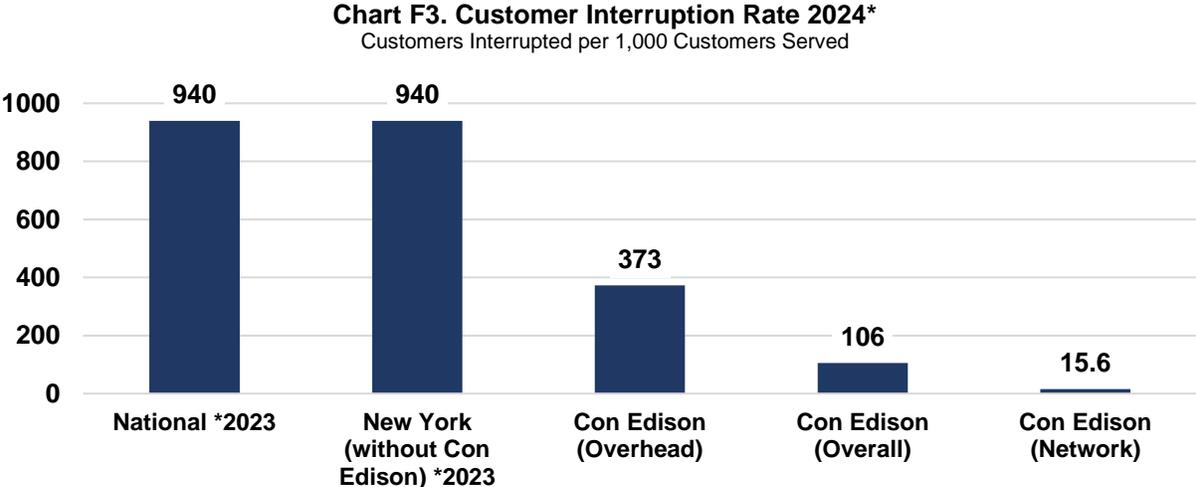
Table F2. Excludable and Non-Excludable Outages System-Wide, Network and Non-Network⁷²

	Network	Network % of Total	Non-Network	Non-Network % of Total	Grand Total
Non-Excludable	42,926	11.01%	346,971	88.99%	389,897
Excludable	16,948	18.71%	73,619	81.29%	90,567
Grand Total	59,874	12.46%	420,590	87.54%	480,464

Con Edison’s network grid is one of the most reliable in the nation. The Company’s network is nine times more reliable than the national average due to the redundancies in the primary feeders and the secondary grid. The secondary grid supplies the customer with electricity, and is interconnected, like a spider’s web. This allows for multiple network components to fail without the customer losing power.

The N-2 network system design is another reason the grid is so dependable: Con Edison’s N-2 design criteria dictates that even on the hottest day of summer, a network will be able to operate with two of its primary feeders out of service. The primary feeders on a network share the electric load; if a feeder is out of service, the others pick up its load. Most networks are designed to the N-2 standard. Con Edison has network systems in Brooklyn, the Bronx, Manhattan, and Queens.

The chart below shows the difference in reliability between the Company’s network and non-network systems compared to the national average and New York average customer interruption rate.



⁷² Section F, item i, Excludable and non-excludable outages system-wide, network and non-network.

Excludable and Non-Excludable Outages by Network and Non-Network Load Area

The following tables show the number of excludable and non-excludable outages by network and non-network load areas during 2024. Note that by law, Con Edison must define an electric "customer" as a meter. Not all buildings are metered in the same manner; one building might have a master meter, meaning an outage would count only as one customer. For example, Rockefeller Center is a master-metered building; thus, if Rockefeller Center has an outage, it counts as one outage. However, other buildings have many meters that more closely reflect the number of accounts associated with a building. In that case, the count of outages would be much higher.

Key for Tables F4 – F6	
	Primarily DAC
	Primarily NON-DAC

Table F4. Outages in Areas Only Supported by Non-Network Load Areas ⁷³				
Load Area	Borough / County	Non- Excludable	Excludable	Grand Total
Fox Hills	Staten Island	23,968		23,968
Fresh Kills	Staten Island	15,533		15,533
Grasslands	Westchester	4,399	2,100	6,499
Mohansic	Westchester	2,626	67	2,693
Pleasantville	Westchester	7,590	5,223	12,813
Wainwright	Staten Island	18,708		18,708
Willowbrook	Staten Island	12,679		12,679
Woodrow	Staten Island	16,286		16,286

Table F5. Outages in Areas Only Supported by Networks ⁷⁴				
Network	Borough / County	Non-Excludable	Excludable	Grand Total
Bay Ridge	Brooklyn	1,278	1,446	2,724
Beekman	Manhattan	404		404
Borden	Queens	11	42	53
Bowling Green	Manhattan	3		3
Brighton Beach	Brooklyn	308	8	316
Canal	Manhattan	17	7	24
Central Bronx	Bronx	1,051		1,051
Central Park	Manhattan	581	20	601
Chelsea	Manhattan	413	22	435
City Hall	Manhattan	143	1	144

⁷³ Section F, item ii, Excludable and non-excludable outages by network and non-network load area. This table reflects non-network outages in the Company's service territory, in areas that are only supported by non-network load areas.

⁷⁴ Section F, item ii, Excludable and non-excludable outages by network and non-network load area. This table reflects network outages in the Company's service territory, in areas that are only supported by networks.

Columbus Circle	Manhattan	101	11	112
Cooper Square	Manhattan	678	61	739
Cortlandt	Manhattan	3		3
Crown Heights	Brooklyn	1,236	1,098	2,334
Empire	Manhattan	8		8
Fashion	Manhattan	306		306
Fordham	Bronx	4,357		4,357
Grand Central	Manhattan	4		4
Greenwich	Manhattan	100		100
Harlem	Manhattan	1,211	84	1,295
Herald Square	Manhattan	1		1
Hudson	Manhattan	54		54
Kips Bay	Manhattan	91	40	131
Lenox Hill	Manhattan	1,101	14	1,115
Lincoln Square	Manhattan	639	1	640
Long Island City	Queens	2,329	242	2,571
Madison Square	Manhattan	116	26	142
Park Place	Manhattan	38		38
Pennsylvania	Manhattan	15		15
Plaza	Manhattan	10		10
Prospect Park	Brooklyn	229	564	793
Roosevelt	Manhattan	208		208
Sheridan Square	Manhattan	696	45	741
Sunnyside	Queens	246	244	490
Sutton	Manhattan	11		11
Triboro	Manhattan	388	163	551
Washington Heights	Manhattan	1,682	1	1,683
West Bronx	Bronx	1,210		1,210
Yorkville	Manhattan	597	218	815

Network or Load Area	Borough / County	NON-NETWORK		NETWORK		Grand Total
		Non-Excludable	Excludable	Non-Excludable	Excludable	
Borough Hall	Brooklyn	1,526		877	688	3,091
Buchanan	Westchester	14,956	2,139	72		17,167
Cedar Street	Westchester	18,115	4,545	4		22,664
Elmsford No. 2	Westchester	12,729	7,649			20,378

⁷⁵ Section F, item ii, Excludable and non-excludable outages by network and non-network load area. This table reflects outages in the Company's service territory in areas that have both networks and non-network load areas.

Flatbush	Brooklyn	4,237	56	2,117	1,159	7,569
Flushing	Queens	11,263	165	1,115	242	12,785
Granite Hill	Westchester	15,104	4,286	463		19,853
Jackson Heights	Queens	1,178	1	917	359	2,455
Jamaica	Queens	13,914	371	804	317	15,406
Maspeth	Queens	10,881	13	3,389	675	14,958
Millwood West	Westchester	11,717	2,777	1		14,495
Northeast Bronx	Bronx	23,531	10,982	727		35,240
Ocean Parkway	Brooklyn	27,892	6	970	845	29,713
Ossining West	Westchester	7,953	4,342			12,295
Park Slope	Brooklyn	3,861		1,444	1,129	6,434
Richmond Hill	Queens	6,721	746	2,077	863	10,407
Ridgewood	Brooklyn	297	3	1,427	3,362	5,089
Riverdale	Bronx	4,318	3,287	253		7,858
Rockview	Westchester	6,846	3,597	52		10,495
Sheepshead Bay	Brooklyn	35		684	384	1,103
Southeast Bronx	Bronx	5714	115	1022		6851
Washington Street	Westchester	12,350	8,919	7		21,276
White Plains	Westchester	7,288	4,912	347		12,547
Williamsburg	Brooklyn	6		1,907	1,851	3,764

An additional analysis was performed using the outage records reported monthly and annually to NYSDPS. These records include a unique identifier for each outage. Using the identifier, the records were cross-referenced with a database that contains all customers. Each meter had been updated to contain a DAC or non-DAC flag. Through the unique identifier, the number of disadvantaged community or non-disadvantaged community customers interrupted for each record was identified. Applying this methodology shows that out of 480,464 customers interrupted, 164,715 (34.28%) resided in a disadvantaged community, while 315,749 (65.72%) resided in a non-disadvantaged community.

	DAC Customers Interrupted	Non-DAC Customers Interrupted	Total Customers Interrupted
Non-Excludable	128,811	261,086	389,897
Excludable	35,904	54,663	90,567
Grand Total	164,715	315,749	480,464
	34.28%	65.72%	

Additional data was prepared to gather insight into how disadvantaged communities were affected by outages in 2024. The total number of electric meters in the Company's service territory (network and non-network) is 3,820,017, of which 56% are in non-disadvantaged communities and 44% are in disadvantaged communities. The distribution by county is as follows:

Borough / County	DAC	DAC % of System Total	Non-DAC	Non-DAC % of System Total
Bronx	416,963	11%	44,302	1%
Brooklyn	386,484	10%	607,622	16%
Manhattan	263,679	7%	518,622	14%
Queens	364,609	10%	632,000	17%
Staten Island	50,429	1%	134,986	4%
Westchester	195,590	5%	204,731	5%
Grand Total	1,677,754	44%	2,142,263	56%

The previous two tables show that 480,464 of the Company's 3,820,017 customers experienced an outage in 2024. In the context of all customers, 12.6% experienced interruptions in 2024: 4.31% in disadvantaged communities and 8.25% in non-disadvantaged communities. The distribution of outages by county is as follows:

Borough / County	DAC	DAC % of System Total	Non-DAC	Non-DAC % of System Total
Bronx	38,472	1.01%	18,095	0.47%
Brooklyn	19,607	0.51%	43,323	1.13%
Manhattan	3,789	0.10%	6,544	0.17%
Queens	16,676	0.44%	51,238	1.34%
Staten Island	21,379	0.56%	65,795	1.72%
Westchester	64,793	1.70%	130,753	3.42%
Grand Total	164,715	4.31%	315,749	8.27%

⁷⁶ Section F, item iii, Excludable and non-excludable outages by customers in disadvantaged communities and by customers in non-disadvantaged communities.

These figures allow the Company to determine what percentage of customers in disadvantaged communities and non-disadvantaged communities experienced outages in 2024. Ten percent of customers in disadvantaged communities were interrupted, while 15% of customers in non-disadvantaged communities were interrupted.

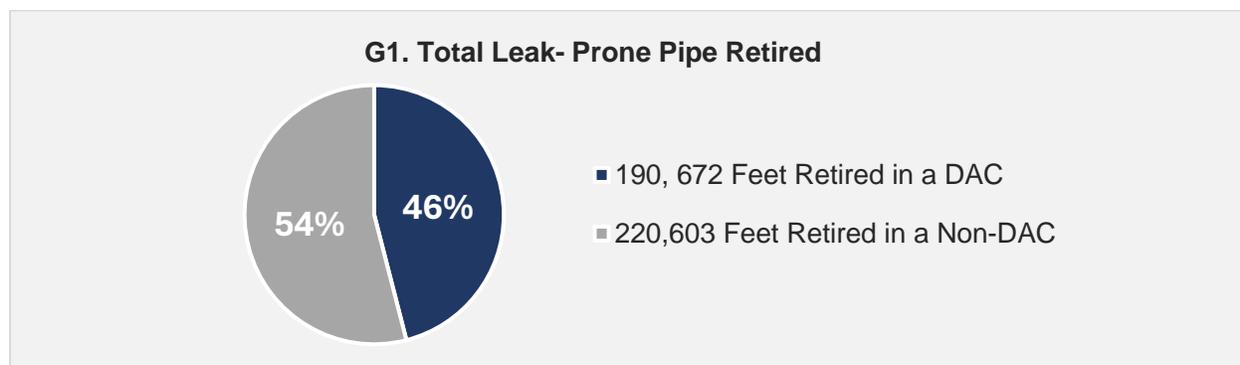
G. Main Replacement Program

As outlined in the Rate Plan, the Company has agreed to provide data on the 2024 main replacement program. This data includes items such as footage of leak prone pipe replaced or retired, and emissions reductions in total and in disadvantaged communities.

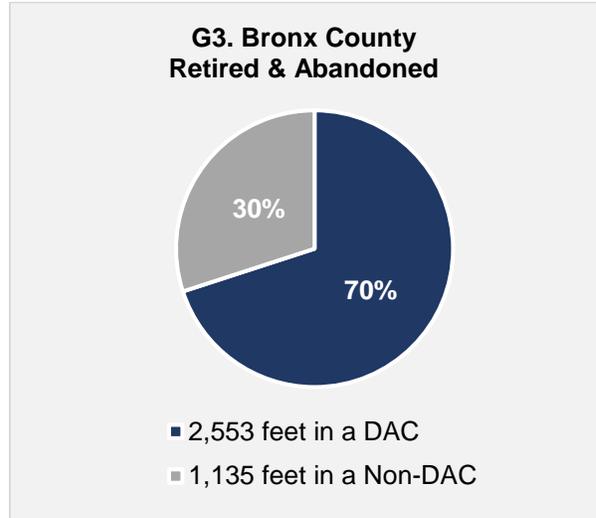
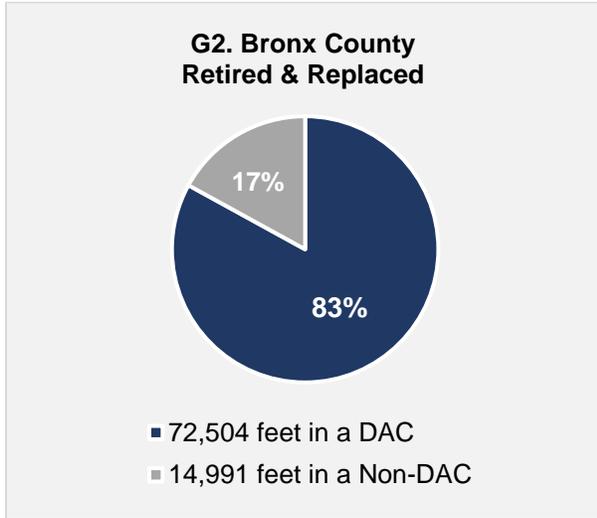
Con Edison’s gas distribution system covers the entirety of Bronx County and New York County, most of Westchester County, and a relatively small portion of Queens County (the balance of Queens is served by National Grid). Main replacement, also referred to as leak-prone pipe (LPP) replacement, is the Company’s largest safety-related gas program. LPP replacement is conducted systematically to reduce the risk of leaks that could result in injuries or property damage and to reduce methane (CH₄) emissions. Materials that are considered leak-prone include cast iron, wrought iron, and bare (or unprotected) steel.

In the current Rate Plan, the “main replacement program” was renamed as the “Gas Infrastructure Replacement or Reduction Program” to reflect the Company’s intention to encourage and support electrification programs as part of its clean energy commitment. Reduction efforts include the elimination of LPP through implementation of non-pipes alternatives (NPAs) and system “simplification,” or the elimination of redundant mains. While simplification does not reduce throughput, it does reduce the risk of leaks and frees space in congested roadways for non-fossil fuel alternatives such as electric or geothermal installations.

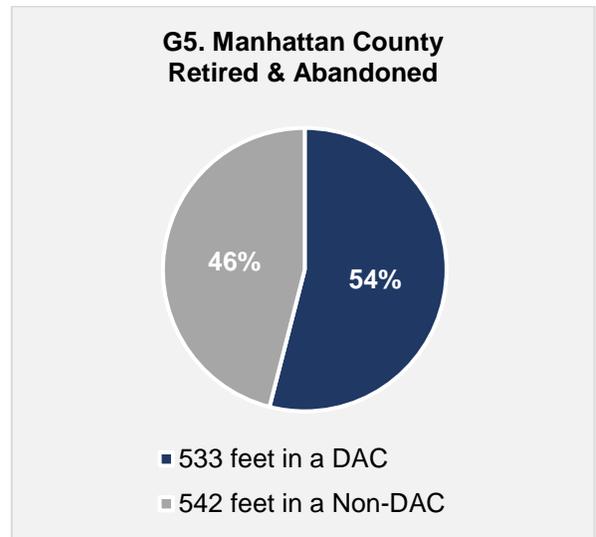
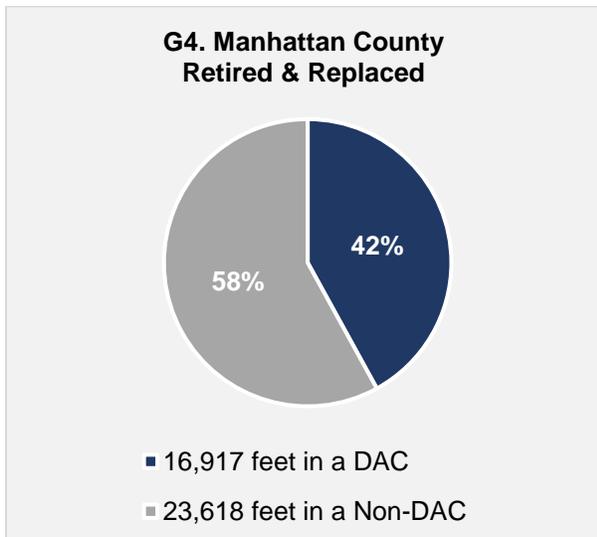
In 2024, the Company completed 78 miles of leak-prone pipe replacement across its service area. The Company also retired nearly two miles of leak-prone pipe from the inventory that was not replaced. Disadvantaged communities accounted for 46% (36 miles) of the total miles of main replacement, while non-disadvantaged communities accounted for the remaining 54% (42 miles). Nearly half of the company’s gas distribution system is in Westchester County, which is why it accounts for an almost equal amount of main replacement. The chart below shows the systemwide percentage of main replacement that occurred in disadvantaged communities and non-disadvantaged communities.



The charts below show the total footage of leak-prone pipe that was retired in and outside of disadvantaged communities on a county basis. The amount of pipe that has been retired and replaced is shown separately from the amount of pipe that has been retired and abandoned.⁷⁷ Miles have been rounded.

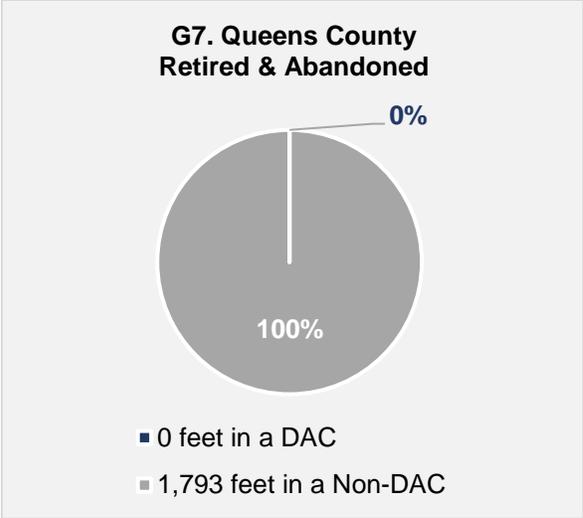
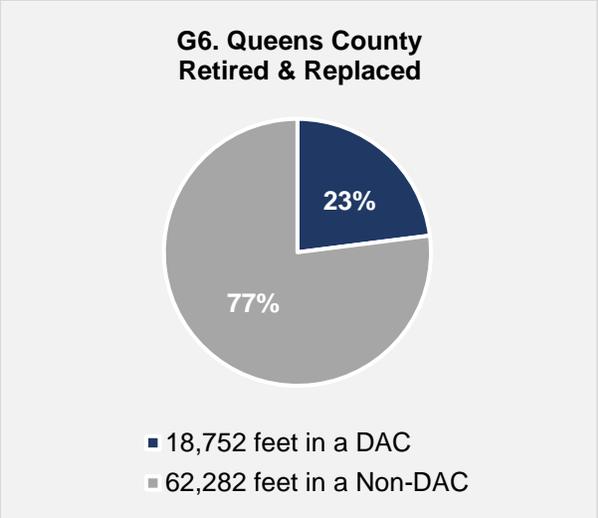


Bronx County retired 16.6 miles of leak-prone pipe and abandoned 0.7 of those miles.

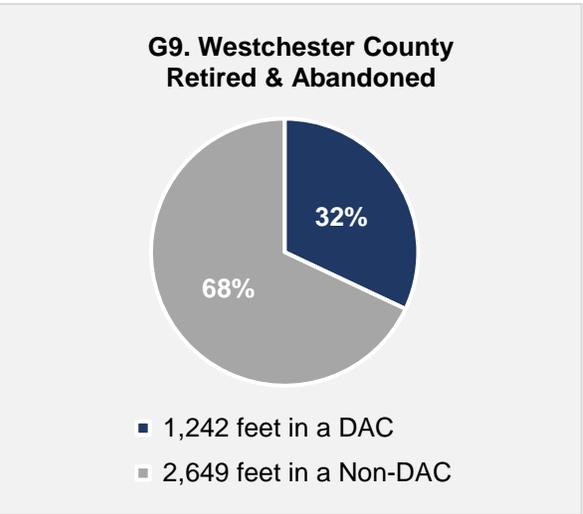
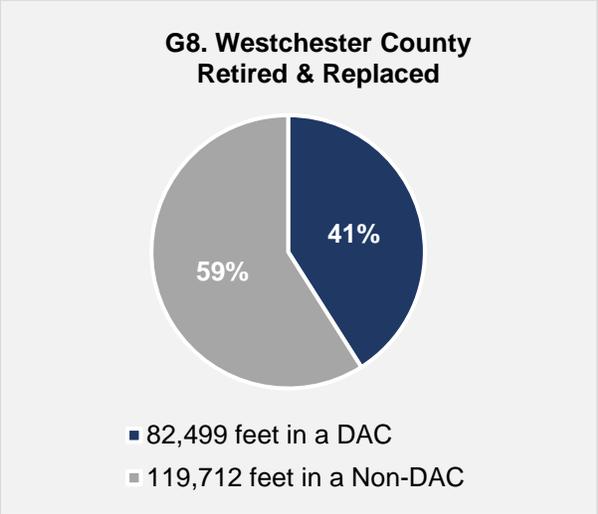


Manhattan County retired 7.8 miles of leak-prone pipe and abandoned 0.2 of those miles.

⁷⁷ Section G, item i, Total footage of leak-prone pipe retired systemwide, on a borough or county basis; item ii, Total footage of leak-prone pipe retired in disadvantaged communities, on a borough or county basis; item iii, Total footage of leak prone pipe replaced system-wide, on a borough or county basis; item iv. Total footage of leak prone pipe replaced in disadvantaged communities, on a borough or county basis.



Queens County retired 15.3 miles of leak-prone pipe and abandoned 0.3 of those miles.



Westchester County retired 38.3 miles of leak-prone pipe and abandoned 0.7 of those miles.

Emissions Reductions

Methane (CH₄) emissions reductions achieved through the replacement of leak-prone pipe are reported below. For the purposes of this report, we do not distinguish between types of replacement piping, whether plastic or protected steel. This data has been calculated using the EPA Methane Challenge methodology (see 40 CFR Part 98 Subpart W) and is provided in metric tons.

Table G10. Emissions Reductions		
Total mT CH4 in Non-DACs	116.03	48%
Total mT CH4 in DACs	125.19	52% ⁷⁸
Grand Total	241.22⁷⁹	

The greatest reduction in methane emissions occurred in Westchester County, which accounted for more than 50% of the total main replaced. Bronx County saw the highest reduction among disadvantaged communities, with 47 mT eliminated, which accounts for 89% of the total reduction within Bronx County.

⁷⁸ Section G, item vi, Total emissions reductions in disadvantaged communities due to leak-prone pipe replacement and retirement (calculated using the EPA Methane Challenge Methodology).

⁷⁹ Section G, item v, Total emissions reductions system-wide due to leak-prone pipe replacement and retirement (calculated using the EPA Methane Challenge Methodology).

H. Leak Repairs

As outlined in the Rate Plan, the Company has agreed to provide data on the 2024 leak repair program. This data includes leaks repaired system-wide in total and in disadvantaged communities.

As discussed above in the Main Replacement section of this report, Bronx and New York counties are served by Con Edison’s gas distribution system, as are Westchester County and portions of Queens County, with the remainder served by National Grid. Nearly half of the Company’s gas distribution system is in Westchester County. While main replacement is a program to remove leak-prone pipe (that is, pipe that is more likely to leak) from the system for safety and emissions reduction benefits, leak repairs address components that have already been identified as leaking. The main replacement program is effective in terms of preventing leaks. Additionally, Con Edison has a comprehensive leak detection and repair program, whereby it routinely seeks, finds, and fixes leaks in a timely fashion.

The Company classifies leaks in accordance with Commission regulations using a risk-based numeric ranking system. It responds to every potential leak call immediately, with the assumption that it could be a Type 1 leak, which is considered hazardous. The Company’s crews classify confirmed leaks appropriately after investigation.⁸⁰ Gas Construction crews are immediately dispatched in the case of a Type 1 leak. Type 2 and 2A leaks require repair by code and are addressed and prioritized by hazard level. The Company is unique in that it also repairs Type 3 leaks, which do not pose a safety risk, but are a source of greenhouse gas (methane) emissions.

Con Edison's leak management program has maintained a consistent and effective approach year over year. The Company repairs all leaks, irrespective of their designation or location. In 2024, Con Edison repaired 8,302 components (pipes, fittings, valves, connections, etc.) that were leaking, with 3,709 unique tickets.⁸¹ The Company also out-performed state-mandated targets for leak response and leak repairs. Thirty-six percent of leaks repaired systemwide in 2024 occurred in disadvantaged communities, while 64% of the leaks repaired were in non-disadvantaged communities.

Borough / County	Non-DAC Repairs	DAC Repairs	Grand Total
Manhattan	1,242	462	1,704
Queens	1,321	245	1,566
Westchester	2,176	1,279	3,455
Bronx	365	1,212	1,577
Grand Total	5,104	3,198	8,302

⁸⁰ The Company, and on many occasions, the fire department, respond to all odor calls.

⁸¹ Repairs include damages caused by third-party contractors.

⁸² Section H, item i, Total leaks repaired systemwide, on a borough or county basis; item ii, Total leaks repaired in disadvantaged communities, on a borough or county basis. Repairs include damages caused by third-party contractors.

I. Clean Energy Jobs

As outlined in the Rate Plan, the Company has agreed to provide data on the 2024 efforts to train residents of disadvantaged communities for clean energy jobs. This information includes details of the Clean Energy Academy, the number of students enrolled, the number of graduates of the program, and the number of jobs placed as a result of the program.

Con Edison's Clean Energy Academy (the Academy) is a clean energy workforce development training program that provides community members with training to support the clean energy economy⁸³ in the region, directly contributing to the Company's Clean Energy Commitment. The Academy is funded by the NYSERDA Energy Efficiency and Clean Technology Training (PON 3981) program, through which the Company and its partners have secured over \$3 million to support various curricula. Training supports a variety of local partner organizations with varying needs. Each curriculum offered aligns with Con Edison's clean energy goals. Clean job creation is integral to bolstering an economy that will foster a sustainable future for our communities.

The Academy is proud to have grown rapidly since it began in January 2020. Its first cohort included 30 students from City College of New York (CCNY) and Green City Force, a Brooklyn-based organization with a mission to provide sustainability-focused career training to young people living in low-income housing. Since 2020, more than 1,000 students have graduated from the Academy. Like many of our partners, Green City Force has a reliable network of individuals interested in working in the clean energy sector. Other outreach and recruitment partners include Nontraditional Employment for Women, Sustainable Westchester, Engineers Without Borders, and Goodwill. By relying on a wide variety of recruitment partners, the Academy attracts diverse perspectives to the program.

Willdan Energy Solutions is the Company's current implementation partner, and NYSERDA is the funding arm of the Clean Energy Academy. Con Edison is the program advisor and steers the curriculum as industry needs change. A consortium of local minority-owned businesses round out the program management team.

The Academy offers courses in lighting, electrical, building envelope, HVAC (Heating, Ventilation, and Air Conditioning), DHW (Domestic Hot Water), and clean heat technologies. Apart from certain in-person intensives, training has been virtual since the onset of the COVID-19 pandemic, and the approach is ever-evolving to best fit students' needs. Most of the curriculum consists of 20 three-hour courses. While the Company is looking to provide more in-person training, it has become clear that many students appreciate the virtual format, as it eliminates the need to commute and makes the program more convenient for students with conflicting schedules. The Academy has also been preparing for the launch of the *Advanced HVAC*

⁸³ "New York's clean energy economy encompasses multiple sectors, including renewable energy, energy efficiency, clean transportation, grid modernization and storage, and renewable fuels." NYSERDA, "Clean Energy Economy," www.nyserdera.ny.gov, New York State 2024.

Load Calculations to Drive Electrification course. Recruitment, curriculum development, and program setup have been key activities in 2024. Con Edison also launched its mentorship program for Academy alumni in collaboration with the Company’s Environmental Justice Working Group and Talent Management. This initiative launched in Q4 with an orientation session and the first class of 24 alumni, who were paired with Con Edison mentors across teams such as Customer Clean Energy Programs (CCEP), E-Mobility, and Research & Development (R&D). This program provides valuable professional development for graduates while strengthening ties to Con Edison’s clean energy initiatives.

In 2024, there were 390 students enrolled in the Academy and 290 graduates. Of the graduate pool, there were roughly 167 job seekers. 123 graduates were placed in career advancement outcomes, including 87 in a full-time job, 6 in internships or part-time roles, and 30 in advanced formal training and/or an apprenticeship. The remaining participants were upskilled and/or received promotions as a result of participating in the program. Based on the time participants entered the program, 59% of Clean Energy Academy hires lived in disadvantaged communities.

The table below includes both unique and non-unique 2024 totals. In the non-unique totals, students who participated in more than one course are counted once for every course they took. In the unique data, students are counted only once, regardless of how many courses they took.

Although the number of enrolled students decreased from 502 students in 2023 to 390 students in 2024, more graduates were placed in jobs as a result of the Clean Energy Academy in 2024. The number of graduates placed in full-time employment as a result of the Academy doubled in 2024 from 43 to 87.

Table I1. 2024 Year Totals		
	Unique	Non-Unique
Type of clean energy workforce development program if other than the Clean Energy Academy	The Academy is the only clean energy workforce development program the Company operated in 2024.	The Academy is the only clean energy workforce development program the Company operated in 2024.
Number of programs the Company offers or participates in if other than the Clean Energy Academy and details on the program	N/A	N/A
Location of [the Academy]	Online; Zoom	Online; Zoom
Number of students enrolled in [the Academy]	390	435
Number of students that graduate from [the Academy]	290	321
Number of jobs placed as a result of [the Academy]	87	89

Number of graduate students from [the Academy] the Company has hired, and the type of jobs at Con Edison for which they were hired	1; Senior Specialist Customer Energy Solutions	1; Senior Specialist Customer Energy Solutions
Whether or not the Con Edison jobs and hires from the [the Academy] are in the clean energy field	No: 0	No: 0
Total number of hires at Con Edison from [the Academy] who resided in a disadvantaged community at the time of enrollment in the program	0	0

J. Customer Operations

In the Rate Plan, the Company agreed to provide annual data on the Energy Affordability Program, residential electric and gas usage, arrears, deferred payment agreements, and service disconnections and restorations in total and in disadvantaged communities.

Energy Affordability Program Outreach

This section includes descriptions of the Company's efforts to educate customers about the Energy Affordability Program (EAP). It includes descriptions of specific program implementation and targeted outreach strategies, samples of communication materials directed toward customers in disadvantaged communities (Appendix 3), and summaries of Company engagement and partnerships with community-based organizations that serve disadvantaged communities.

The Company's EAP provides bill discounts to residential electric and gas customers who receive benefits under qualifying public assistance programs and waives reconnection fees for participating customers. Qualifying programs include:

1. Home Energy Assistance Program (HEAP)
2. Medicaid
3. Safety Net Assistance
4. Supplemental Nutrition Assistance Program (SNAP)
5. Supplemental Security Income (SSI)
6. Temporary Aid to Needy Families (TANF)
7. Veteran's Pension and Survivors Benefit
8. Federal Public Housing Assistance
9. The Lifeline Telephone Service Program
10. Utility Guarantee or Direct Voucher programs

The Company also collaborates with HeartShare, which administers the EnergyShare program, to help customers experiencing difficulty paying their bills.

Outreach and Education Campaigns Promoting the EAP⁸⁴

In 2024, Customer Outreach and Education provided communications about the EAP to customers throughout the Company's service territory, including those in disadvantaged communities.

EAP Education & Promotion Campaigns

- **Multilingual advertising campaign:** The Company continued its multilingual advertising campaign to encourage customers to check their EAP eligibility and enrollment status. These advertisements invite case workers, friends, and relatives of eligible customers to check if someone they know may be eligible for the EAP. The campaign ran across several channels, including a print ad that appeared in nine languages in community papers across

⁸⁴Section J, item i, Promotion, education and outreach of the EAP program in disadvantaged communities and non-disadvantaged communities.

our service territory (English, Spanish, Chinese (Mandarin), Russian, Korean, Haitian-Creole, Urdu, Bengali, and Polish). Each ad included images of customers of diverse ages, races, and ethnicities based on demographics specific to each publication. In addition, paid ads ran on social media and digital advertising platforms in English and Spanish.

- **Email campaign:** The Company sent customers emails about which qualifying government assistance programs should result in them being automatically enrolled in the EAP and which require them to self-enroll, and how to check their enrollment status.
- **New customer email campaign:** The Company sent emails to new residential customers with information about the EAP. This email had an average open rate of 76%, so that nearly 36,000 customers received enrollment information.
- **Website:** The Company continued to update its low-income resource page at conEd.com/BillHelp. The site includes information about qualifying programs, as well as protections and resources for customers. The site also includes information about the EnergyShare grant program and tips and programs to help customers save energy and money on their utility bills. This information is available in English and Spanish and can be translated into a multitude of languages using the site's Google Translate widget.
- **Call Center:** The Company added a feature to its Interactive Voice Response (IVR) system to assist customers with questions relating to the EAP.
- **Winter preparedness campaign:** The Company included information about the EAP in its email notifications to residential customers highlighting energy-saving tips to manage costs during winter months.

Customer Outreach & Community Partnerships

In 2024, Customer Outreach continued to promote enrollment in the EAP by reaching customers directly at community events and through partnerships with partners such as Heartshare, PULP, WE ACT, and elected officials in the Company's service territory. At these events, the Company shared information about which qualifying government assistance programs should result in automatic EAP enrollment and which require self-enrollment, as well as how to check enrollment status. Information was also provided on payment assistance programs, EnergyShare grants, and energy efficiency programs, among other resources. The Company aimed to provide this information to customers in the language(s) they speak, as available, offering interpretation services at events and distributing EAP applications and program information in English, Spanish, Russian, Korean, Chinese, Polish, and Bengali.

In 2024, Customer Outreach attended events in 159 disadvantaged communities and 15 disadvantaged community-adjacent communities - twice as many events compared to 2023. The Company also deepened its engagement with disadvantaged communities by partnering with community organizations that support disadvantaged community residents. In September, the Company presented at "Power Uptown," a teach-in hosted by WE ACT and the Columbia University Energy Opportunity Lab highlighting issues and resources related to energy safety and energy affordability for disadvantaged community residents. In December, through a separate

partnership with PULP and WE ACT, the Company coordinated a bilingual customer assistance event in Harlem for English and Spanish-speaking customers.

Other community partnerships included:

- Partnering with local food banks and organizations serving communities with limited English proficiency to distribute EAP information and applications in multiple languages, as well as information about special services for customers with Life Support Equipment.
- Hosting events for veterans to raise awareness about two programs – Veterans Disability and Survivors Pension – that are EAP-eligible and require self-certification.
- Focused outreach on areas with high volumes of customers enrolled in Medicaid, for which participants also qualify for the EAP but must self-certify.
- Continuing the Community Resource Conference series, which educates more than 100 representatives from city and state agencies and community groups throughout our service territory about programs benefiting low-income and at-risk customers.
- Continuing monthly outreach efforts at the Chinese Consolidated Benevolent Association in Chinatown to help customers with billing-related questions and offer information on the EAP and other topics.
- Providing program information in the Company’s “New to New York” brochure, available at Con Edison Walk-In Centers in English, Spanish, Russian, Chinese, Korean, Polish, Hindi, and Haitian-Creole.
- Hosting the Company’s first customer assistance event at Marks Jewish Community House (JCH) in Brooklyn in English, Russian, and Chinese.
- Partnering with Henry Street Settlement and its Senior Companion program to deliver a new series of events focused on different topics, including the EAP. Events took place at Henry Street Settlement’s Brooklyn, Bronx, and Manhattan locations. The Company presented in English and Spanish.

The Company also advocated for resources for low-income customers, participating in the Low-Income Home Energy Affordability Program (LIHEAP) Action Day in Washington, D.C. The Company met with both House and Senate staff to advocate that they fully fund LIHEAP to finance bill assistance for low-income customers.

In 2025, the Company intends to host more events accessible to people with limited English proficiency on important programs like EAP and how to avoid falling victim to a scam or energy safety emergency. Customer Outreach will also continue to work with food pantries, organizations that collaborate with immigrant populations, case management agencies, and other charitable organizations to enable low-income and at-risk customers to receive the benefits for which they are eligible, including options to better manage their bills.

While this section of the report focuses on the EAP, additional efforts to aid lower income customers include the EnergyShare program, which provides an additional discount to low-income customers who have made at least one bill payment in the previous 12 months and are income qualified. EnergyShare bill credits are made possible by voluntary monetary contributions from Con Edison shareholders, employees, and customers. In 2024, 2,794 customers received assistance through EnergyShare, totaling more than \$510,000 in bill assistance. In 2024, participating customers received an additional discount of up to \$200; in 2025, the Company began providing discounts of up to \$300.

Customer Service Operations Data

Most of the metrics covered in this section measure basic residential customer service transactions or activities performed by the Company as part of its core business. Customers' total and average usage amounts, arrears owed, payment-related disconnects and reconnects, and deferred payment agreements (DPAs) all fall into this category of basic customer operations data.

In October 2023, Con Edison replaced its 50-year-old mainframe customer service system and implemented Oracle's Customer Care and Billing (CC&B) system. To avoid any unintentional or erroneous service terminations during this process, the Company suspended various aspects of its credit and collections processes beginning in September 2023. The Company resumed these activities for residential customers in June 2024. As a result, the Company does not have any service termination data to report for the first two quarters of 2024.

Key trends and observations from 2024:

- In 2024, 43% of residential customers were located in disadvantaged communities (Table J9). Two-thirds of customers enrolled in the EAP were located in disadvantaged communities (Table J7).
- As in 2023, total electric and gas usage in areas outside of disadvantaged communities outpaced usage in disadvantaged communities in 2024, and monthly energy use per customer was lower in disadvantaged communities compared to other areas (Tables J1 and J2).
- In 2024, Con Edison conducted customer outreach and education campaigns to encourage customers having trouble paying energy bills to enter into DPAs to pay off their past-due balances over time with no interest or fees. At the end of 2024, more than 200,000 residential customers were participating in a DPA, 60% of whom resided in a disadvantaged community (Table J6). The Company also encouraged customers wishing to improve their budgeting for energy costs to enroll in the Budget Billing Program, which provides customers with more predictable bills – usually the same amount for each billing period – based on their expected use and costs for the year.
- In September 2023, the Company paused collections during the implementation of its new Customer Care and Billing System. The Company resumed activities over the course of 2024: commercial collections resumed in April, and residential collections resumed in June for most customers and in September for customers enrolled in the EAP. As a result, the service disconnections and reconnections data (Table J5) reflect reduced activity for most of the year.
- The Company provided more than \$300 million in EAP discounts in 2024 (Table J8).

Other reports published by Customer Operations that provide similar customer metrics, which have not been aggregated by disadvantaged community status, should not be directly compared to the data presented in this report. As a result of subcategorizing accounts by geographical ID, changes

in account status, and different report run dates, there will be variances between this report's results and those that appear in other published reports.

This year is the first year that the Company reported on cumulative data for all twelve months for this section of the report. This resulted in an apparent increase in activity for some data (e.g., EAP Discounts, Table J8) that reflect the increase in the scope of the report compared to 2023, which covered only April to December.

Table J1. Residential Electric Usage – 2024⁸⁵				
	DAC	DAC % of Total	Non-DAC	Non-DAC % of Total
Total amount of residential electric usage (kWh)	5,455,330,732	40%	8,331,039,856	60%
Average electric usage per residential customer (kWh) [Average of the monthly average usage]	353.2	N/A	417.1	N/A

Table J2. Residential Gas Usage – 2024⁸⁶				
	DAC	DAC % of Total	Non-DAC	Non-DAC % of Total
Total amount of residential gas usage (ccf)	264,936,296	41%	381,682,391	59%
Average gas usage per residential customer (ccf) [Average of the monthly average usage]	56.2	N/A	95.3	N/A

Table J3. Unpaid Residential Accounts That Were 60 to 90 Days Overdue as of 12/31/2024⁸⁷				
	Total Accounts	% of Accounts	Total Amount	% of Amount
Total in DAC	312,470	64%	\$55,040,891	63%
Total in Non-DAC	178,175	36%	\$32,362,554	37%

⁸⁵ Section J, item ii, Total amount of residential electric usage in disadvantaged communities and non-disadvantaged communities; item iii, Average electric usage per residential customer in disadvantaged communities and non-disadvantaged communities.

⁸⁶ Section J, item ii, Total amount of residential gas usage in disadvantaged communities and non-disadvantaged communities; item iii, Average gas usage per residential customer in disadvantaged communities and non-disadvantaged communities.

⁸⁷ Section J, item iv, Number of unpaid residential accounts that are 60 to 90 days overdue in disadvantaged communities and non-disadvantaged communities; item v, Dollar value of unpaid residential accounts 60 to 90 days overdue in disadvantaged communities and non-disadvantaged communities.

Table J4. Unpaid Residential Accounts That Were 90 Or More Days Overdue as of 12/31/2024⁸⁸				
	Total Accounts	% of Accounts	Total Amount	% of Amount
Total in DAC	264,398	65%	\$563,924,629	66%
Total in Non-DAC	144,161	35%	\$292,120,672	34%

Table J5. Residential Service Disconnects and Restorations – 2024⁸⁹				
	Total in DAC	DAC % of Total	Total in Non-DAC	Non-DAC % of Total
Number of residential service disconnections for non-payment	17,869	60%	12,076	40%
Number of residential service restorations due to payment	13,481	59%	9,544	41%

Table J6. Residential Customers with DPAs as of 12/31/2024⁹⁰				
	Total Accounts	% of Accounts	Total Amount	% of Amount
Total in DAC	121,203	60%	\$139,350,179	59%
Total in Non-DAC	81,767	40%	\$97,352,921	41%

Table J7. Number of Customers Enrolled in the Energy Affordability Program as of 12/31/2024⁹¹				
	Electric-only	Gas-only	Dual Service	% of Accounts
Total in DAC	193,281	1,304	101,784	66%
Total in Non-DAC	127,593	577	25,299	34%

⁸⁸ Section J, item vi, Number of unpaid residential accounts that are 90 or more days overdue in disadvantaged communities and non-disadvantaged communities; item vii, Dollar value of unpaid residential accounts that are 90 or more days overdue in disadvantaged communities and non-disadvantaged communities.

⁸⁹ Section J, item viii, Number of residential service disconnections for non-payment in disadvantaged communities and non-disadvantaged communities; item ix, Number of residential service restorations due to payment in disadvantaged communities and non-disadvantaged communities.

⁹⁰ Section J, item x, Number of residential customers with DPAs in disadvantaged communities and non-disadvantaged communities; item xi, Dollar value of residential DPAs in disadvantaged communities and non-disadvantaged communities.

⁹¹ Section J, item xii, Number of customers enrolled in the EAP in disadvantaged communities and non-disadvantaged communities.

Table J8. Amount Expended for EAP Discounts – 2024⁹²			
	Electric	Gas	% of Total
Total in DAC	\$162,532,290	\$28,964,404	62%
Total in Non-DAC	\$95,845,105	\$22,786,170	38%

Table J9. Total Residential Customers as of 12/31/2024⁹³				
	Total in DAC	DAC % of Total	Total in Non-DAC	Non-DAC % of Total
Total Number of Residential Customers	1,363,212	43%	1,772,946	57%

⁹² Section J, item xiii, Amount expended for electric and gas EAP discounts in disadvantaged communities and non-disadvantaged communities.

⁹³ Section J, item xiv, Total number of residential customers in disadvantaged communities and non-disadvantaged communities.

Appendix 1. Clean Energy Spending Sample Materials

Exhibit A. Clean Heat Disadvantaged Community-Targeted Email

Don't miss these cost-saving incentives [View online](#)



Get Efficient Home Upgrades for Less

Prep your home for warm weather and get more control over energy costs when you use an air-source heat pump and professional insulation and air sealing.

The Smarter Way to Comfort

How It Works:
Choose one of our participating contractors who will come to your home, recommend equipment that fits your needs, and tell you how much it will cost with our incentives. The contractor will then perform the work and subtract the rebate amount from your final invoice.

Insulation & Air Sealing Benefits:

- Keeps the warm air out and cool air in during the warmer months
- **Up to \$2,500 off** installation costs

Learn more about [insulation and air sealing](#).

An **air-source heat pump** moves existing heat in the air from one place to another using electricity. In the summer, it moves heat from inside a building to the outside like an air conditioner. In winter, it works in reverse, extracting heat from outside to bring it inside.

More Air-Source Heat Pump Benefits:

- Provides dual heating/cooling
- Sleek, quiet, and won't block your windows with unsightly A/C units
- Great for inconsistent temperatures within different areas of your home
- Easier to maintain than older fuel systems
- **Get up to \$12,000 off** the cost when you install air-source heat pumps

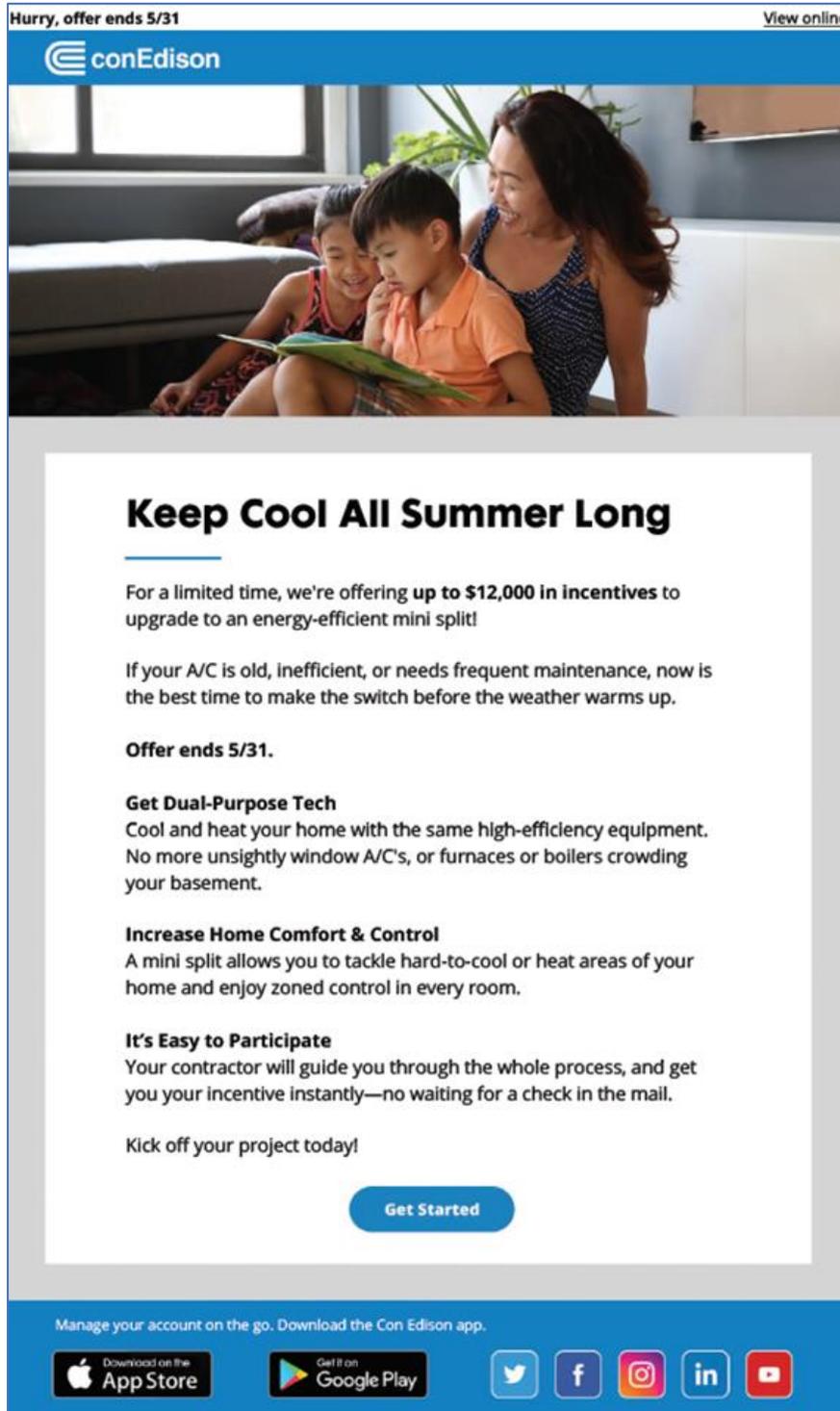
Take advantage of these incentives to get a more comfortable home!

Manage your account on the go. Download the Con Edison app.

Exhibit B. Residential Clean Heat Limited-Time Offer Email

Con Edison circulated a limited time offer advertising increased incentives for eligible residential customers looking to install air source heat pumps systems.



Hurry, offer ends 5/31 View online





Keep Cool All Summer Long

For a limited time, we're offering **up to \$12,000 in incentives** to upgrade to an energy-efficient mini split!

If your A/C is old, inefficient, or needs frequent maintenance, now is the best time to make the switch before the weather warms up.

Offer ends 5/31.

Get Dual-Purpose Tech
Cool and heat your home with the same high-efficiency equipment. No more unsightly window A/C's, or furnaces or boilers crowding your basement.

Increase Home Comfort & Control
A mini split allows you to tackle hard-to-cool or heat areas of your home and enjoy zoned control in every room.

It's Easy to Participate
Your contractor will guide you through the whole process, and get you your incentive instantly—no waiting for a check in the mail.

Kick off your project today!

[Get Started](#)

Manage your account on the go. Download the Con Edison app.

Exhibit C. Affordable Housing Limited-Time Offer One-Pager
[Limited Incentive Offer to Comply with Local Law 97 | Con Edison](#)

	Account & Billing	Services & Outages	Save Energy & Money	Clean Energy	Q Search	Log In or Register
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[Home](#) / [Save With Rebates and Incentives](#) / [Savings for Multifamily Building Managers](#) / Limited Incentive Offer to Comply With Local Law 97

Limited Incentive Offer to Comply With Local Law 97

Get your building in compliance with Local Law 97. Affordable multifamily buildings with five or more units may qualify for financial incentives when making energy efficiency upgrades with an approved participating contractor.

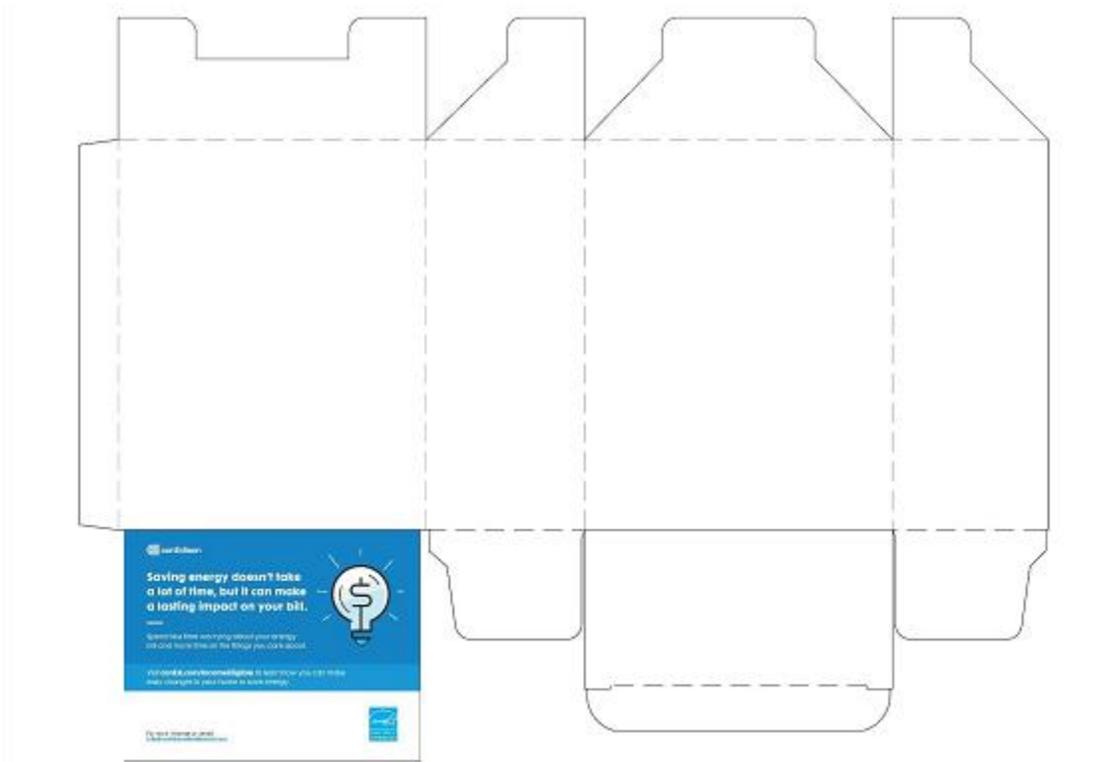
[HAVE QUESTIONS? CONTACT US](#)

About	Upgrades	Eligibility	How to Apply
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Local Law 97, enacted in 2019 as part of New York City's Climate Mobilization Act, sets caps on greenhouse gas emissions for most buildings over 25,000 square feet. To help affordable housing buildings comply with Local Law 97, we provide incentives to multifamily buildings that work with approved participating contractors to make energy efficiency upgrades.

Certain affordable multifamily buildings can meet requirements by making upgrades from a list of Prescriptive Energy Conservation Measures, under Article 321.

Exhibit D. LED Lighting Packaging



Appendix 2. 2023 Clean Energy Spending Data

Table A1. Incentive Dollars Spent (Total and in DACs) ^{94,95,96}			
Program	Total Incentive	Incentives to DAC Customers	% in DACs
AMEEP - Electric & Gas	\$33,895,737	\$31,612,418	93%
Clean Heat – C&I ASHP	\$6,779,790	\$2,940,949	43%
Clean Heat – C&I GSHP	\$2,698,732	\$0	0% ⁹⁷
Clean Heat – Multifamily ASHP	\$28,288,902	\$20,952,100	74%
Clean Heat – Multifamily GSHP	\$1,296,000	\$1,296,000	100%
Clean Heat – Residential ASHP	\$78,690,616	\$34,121,994	43%
Clean Heat – Residential GSHP	\$8,638,271	\$727,485	8% ⁹⁸
Clean Heat – SMB ASHP	\$9,942,624	\$3,989,082	40%
C&I Program – Electric & Gas	\$33,125,776	\$9,110,325	28%
Commercial Kitchen	\$1,702,873	\$793,662	47%
Efficiency Starter Program - LMI	\$65,587	\$65,587	100%
Instant Lighting	\$2,823,408	\$503,000	18%
Marketplace – Electric & Gas	\$730,641	\$245,178	34%
Multifamily Program – Electric & Gas	\$21,009,690	\$8,565,740	41%
Pilots	\$163,288	\$57,076	35%
Residential Weatherization – Electric & Gas	\$2,262,712	\$283,948	13%
Retail Lighting	\$4,457,050	\$2,483,635	56%
Retail Lighting - LMI	\$280,147	\$280,147	100%
Retail Products – Electric & Gas	\$1,052,683	\$589,636	56%
SMB Program	\$22,112,993	\$9,441,467	43%
Smart Kids – Electric & Gas	\$879,657	\$466,118	53%
Smart Kids LMI – Electric & Gas	\$669,504	\$669,504	100%
Midstream Water and Space Heating	\$939,139	\$484,759	52%

⁹⁴ The Company has aligned the data shown here to the DAC data filing made with the PSC in April of this year and its Clean Energy Dashboard Scorecard filing. In these filings, the Company tracks energy savings based on the date projects are acquired and incentive dollars based on the date the incentives were paid. Where the project acquisition date precedes the incentive paid date, this report may show energy savings for a program but no incentives paid. These incentives will appear in subsequent annual reports. *See*, Matter 23-02017, *In the Matter of Reporting Investments and Benefits to Disadvantaged Communities*, 2023 Disadvantaged Communities Report (filed March 29, 2024); *see*, NENY Proceeding, Clean Energy Dashboard Scorecard Correction (filed April 1, 2024).

⁹⁵ Funding reported here includes only “place-based funding” or funding that can be traced to a specific location or community, following Department of Public Service guidance. Programs for which the Company does not disburse incentives to customers – like the Home Energy Reports program – are thus not included in this table.

⁹⁶ Section A, item i, Total number of incentive dollars spent; item ii, Total number of incentive dollars spent in disadvantaged communities.

⁹⁷ Data for 2023 reflects one project, which was not in a DAC.

⁹⁸ The portion of benefits going to DACs was low in the ground-sourced segment of heat pump programs. In 2023, the program activity for the Residential Ground-Sourced Heat Pump program was concentrated in Westchester County in areas less likely to be designated DACs. Drilling the boreholes required to install these systems requires access to open space, which creates a barrier to participation for many customers in New York City. Conversely, the Company has seen more widespread participation in the Residential Air-Sourced Clean Heat program across New York City’s boroughs. The Company has launched a specific DAC offering for this program to promote participation by customers in DACs for both the Residential Air-Source and Residential Ground-Source Heat Pump programs.

Residential Program – Gas	\$19,100	\$425	2% ⁹⁹
Total	\$262,524,921	\$129,680,235	49%

Table A2. Energy Savings Achieved (Total and in DACs)¹⁰⁰			
Program	Total Energy Savings (MMBtu)	Energy Savings in DACs (MMBtu)	% in DACs
AMEEP – Electric & Gas	371,543	329,992	89%
Clean Heat – C&I ASHP	47,217	26,941	57%
Clean Heat – C&I GSHP	6,747	0	0% ¹⁰¹
Clean Heat – Midstream Heat Pump Water Heater	9,114	161	2%
Clean Heat – Multifamily ASHP	181,349	123,384	68%
Clean Heat – Multifamily GSHP	5,648	5,648	100%
Clean Heat – Residential ASHP	342,390	134,186	39%
Clean Heat – Residential GSHP	21,478	1,822	8% ¹⁰²
Clean Heat – SMB ASHP	58,845	18,955	32%
C&I Program – Electric & Gas	779,388	122,099	16%
Commercial Kitchen	35,373	12,935	37%
Efficiency Starter Program - LMI	3,870	3,870	100%
EmPower – Electric & Gas	4,464	4,464	100%
Instant Lighting	87,946	15,324	17%
Marketplace – Electric & Gas	20,062	6,474	32%
Midstream Water and Space Heating	42,366	18,615	44%
Multifamily Program – Electric & Gas	204,788	73,073	36%
Multifamily - Fuel-Switch	60,491	22,075	36%
Real Time Energy Management	397	397	100%
Residential Home Energy Reports – Electric & Gas	301,694	124,344	41%
Residential Weatherization	27,911	3,977	14%
Retail Lighting	361,313	194,269	54%
Retail Lighting - LMI	61,167	61,167	100%
Retail Products – Electric & Gas	377,573	209,487	55%
SMB Program – Electric & Gas	258,776	109,174	42%
Smart Kids – Electric & Gas	17,442	9,564	55%

⁹⁹ Data for this now-closed program was unmapped and thus not attributed to DACs based on geography. The Company identified some low-income customers among the participants based on their enrollment in the Energy Affordability Program.

¹⁰⁰ Section A, item iii, Total energy savings achieved; item iv, Total energy savings achieved in disadvantaged communities.

¹⁰¹ Data for 2023 represents one project.

¹⁰² See footnote 12.

Smart Kids LMI – Electric & Gas	26,852	26,852	100%
Virtual Commissioning	1,895	653	34%
Total	4,019,790	1,659,904	41%

Table A3. Total Number of Participants and Average Savings and Incentives by Participant¹⁰³			
Program	Participants	Avg. Incentives by Participant	Avg. Energy Savings by Participant (MMBtu)
Residential Programs			
Clean Heat – Residential ASHP	4,838	\$16,265	71
Clean Heat – Residential GSHP	199	\$43,408	108
Efficiency Starter Program – LMI Electric & Gas	7,464	\$9	1
EmPower – Electric & Gas	545	\$0 ¹⁰⁴	8
Marketplace Electric & Gas	25,526	\$29	1
Residential Home Energy Reports	1,374,518	\$0 ¹⁰⁵	0.22
Residential Weatherization – Electric & Gas	1,194	\$1,895	23
Retail Lighting	494,550	\$9	1
Retail Lighting LMI	153,408	\$2	0.4
Retail Products – Electric & Gas	61,890	\$17	6
Smart Kids – Electric & Gas	61,476	\$14	0.3
Smart Kids LMI – Electric & Gas	59,820	\$11	0.4
Multifamily Programs			
AMEEP – Electric & Gas	85,455	\$397	4
Clean Heat – Multifamily ASHP	202	\$140,044	898
Clean Heat – Multifamily GSHP	1	\$1,296,000	5,648
Multifamily Program – Electric & Gas	2,227	\$9,434	92
Multifamily - Fuel-Switch	5	\$0 ¹⁰⁶	12,098
Commercial Programs			
Clean Heat – C&I ASHP	43	\$157,670	1,098
Clean Heat – C&I GSHP	1	\$2,698,732	6,747
Clean Heat – Midstream Heat Pump Water Heater	157	\$0 ¹⁰⁷	58
Clean Heat – SMB ASHP	131	\$75,898	449
C&I Program – Electric & Gas	571	\$58,014	1,365
Commercial Kitchen	953	\$1,787	37
Instant Lighting	577	\$4,893	152
Midstream Water and Space Heating	302	\$3,110	140

¹⁰³ Section A, item v, Total number participants; item vii, Average savings and incentives by participant.

¹⁰⁴ See footnote 8.

¹⁰⁵ The Company does not provide incentives to customers through this program.

¹⁰⁶ See footnote 8.

¹⁰⁷ See footnote 8.

Pilots ¹⁰⁸	0	N/A	N/A
Real Time Energy Management	1	\$0 ¹⁰⁹	397
SMB Program – Electric & Gas	2,906	\$7,609	89
Virtual Commissioning	8	\$0 ¹¹⁰	237

Table A4. Number of Participants in DACs and Average Savings and Incentives by Participant in DACs¹¹¹			
Program	Participants in DACs	Avg. Incentives by Participant in DACs	Avg. Energy Savings by Participant in DACs (MMBtu)
Residential Programs			
Clean Heat – Residential ASHP	1,959	\$17,418	68
Clean Heat – Residential GSHP	19	\$38,289	96
Efficiency Starter Program LMI – Electric & Gas	7,464	\$9	1
EmPower – Electric & Gas	545	\$0 ¹¹²	8
Marketplace – Electric & Gas	8,061	\$30	1
Residential Home Energy Reports – Electric & Gas	563,690	\$0 ¹¹³	0.2
Residential Weatherization – Electric & Gas	176	\$1,613	23
Retail Lighting	262,120	\$9	1
Retail Lighting - LMI	153,408	\$2	0
Retail Products – Electric & Gas	34,548	\$17	6
Smart Kids – Electric & Gas	33,414	\$14	0.3
Smart Kids LMI – Electric & Gas	59,820	\$11	0.4
Multifamily Programs			
AMEEP – Electric & Gas	76,628	\$413	4
Clean Heat – Multifamily ASHP	132	\$158,728	935
Clean Heat – Multifamily GSHP	1	\$1,296,000	5,648
Multifamily Program – Electric & Gas	776	\$11,040	94
Multifamily - Fuel-Switch	1	\$0 ¹¹⁴	22,075
Commercial Programs			
Clean Heat – C&I ASHP	14	\$210,218	1,926
Clean Heat – C&I GSHP ¹¹⁵	0	\$0	0

¹⁰⁸ The Company does not report participants for this program in its Clean Energy Dashboard Scorecard.

¹⁰⁹ See footnote 8.

¹¹⁰ See footnote 8.

¹¹¹ Section A, item vi, Average savings and incentives by participant; item viii, Average savings and incentives by participant in disadvantaged communities.

¹¹² See footnote 8.

¹¹³ The Company does not provide incentives to customers for this program.

¹¹⁴ See footnote 8.

¹¹⁵ See footnote 11.

Clean Heat – Midstream Heat Pump Water Heater	17	\$0 ¹¹⁶	9
Clean Heat – SMB ASHP	50	\$79,782	379
C&I Program – E&G	168	\$54,369	729
Commercial Kitchen	330	\$2,405	39
Instant Lighting	152	\$3,309	101
Midstream Water & Space Heating	89	\$5,447	209
Pilots ¹¹⁷	0	N/A	N/A
Real Time Energy Management	1	\$0 ¹¹⁸	397
SMB Program – Electric & Gas	1,505	\$6,273	73
Virtual Commissioning	3	\$0 ¹¹⁹	218

Table A5. Installations by Measure Category for Residential Programs (Total and in DACs)¹²⁰			
Program Name & Installation Type	Total	In DACs	% DAC
Clean Heat – Residential ASHP			
HVAC	4,988	2,014	40%
Subtotal	4,988	2,014	40%
Clean Heat – Residential GSHP			
HVAC	200	19	10%
Subtotal	200	19	10%
Marketplace Electric & Gas			
Appliance	1,423	96	7%
Appliance Controls	2,333	925	40%
Domestic Hot Water Control	520	76	15%
HVAC Control	20,09	6,420	32%
Lighting	10,041	3,483	35%
Subtotal	34,410	11,000	32%
Residential Weatherization Electric & Gas			
HVAC	1194	176	15%
Subtotal	1194	176	15%
Retail Lighting			
Lighting	3,869	2,159	56%
Subtotal	3,869	2,159	56%
Retail Lighting LMI			

¹¹⁶ See footnote 8.

¹¹⁷ The Company does not report participants for this program in its Clean Energy Dashboard Scorecard.

¹¹⁸ See footnote 8.

¹¹⁹ See footnote 8.

¹²⁰ Section A, item ix, Average savings and incentives by participant in disadvantaged communities; item x, Total installations by measure category in disadvantaged communities. (See also for Tables A6 and A7.)

Lighting	65	65	100%
Subtotal	65	65	100%
Retail Products – Electric & Gas			
Appliance	156	81	52%
Appliance Controls	179	119	66%
Building Shell	688	344	50%
Domestic Hot Water Control	314	158	50%
Subtotal	1,337	702	53%
Smart Kids – Electric & Gas			
Domestic Hot Water Control	491	276	56%
Lighting	796	427	54%
Subtotal	1,287	703	55%
Residential Programs Total Installations	47,350	16,838	36%

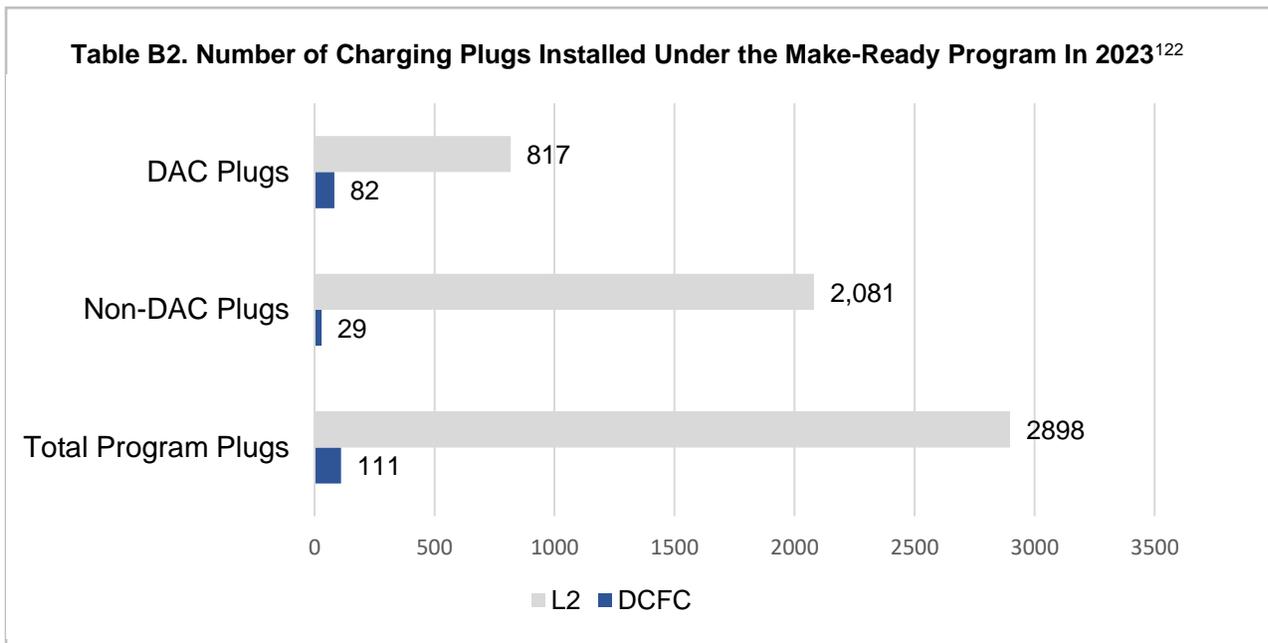
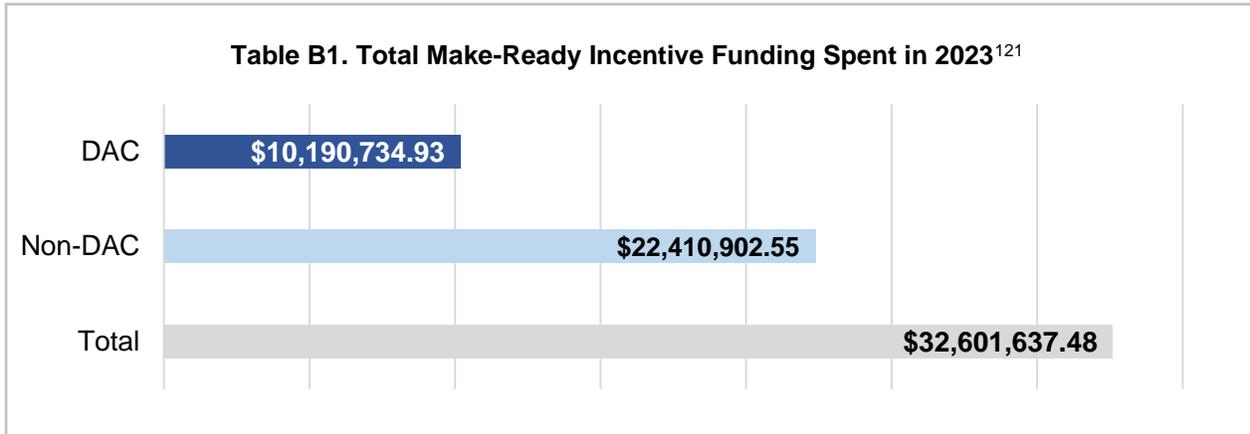
Table A6. Installations by Measure Category for Multifamily Programs (Total and in DACs)			
Program Name & Installation Type	Total	In DACs	% DAC
AMEEP – Electric & Gas			
Building Shell	943	888	94%
Domestic Hot Water Control	2	2	100%
HVAC	99	83	84%
HVAC Control	189	167	89%
Lighting	301	266	88%
Lighting Control	24	21	88%
Motors and Drives	4	2	55%
Process Equipment	2	1	70%
Refrigeration	1	1	100%
Subtotal	1,565	1,432	92%
Clean Heat – Multifamily ASHP			
HVAC	202	132	65%
Subtotal	202	132	65%
Clean Heat – Multifamily GSHP			
HVAC	1	1	100%
Subtotal	1	1	100%
Multifamily Program – Electric & Gas			
Appliance Controls	1	0	0%
Building Shell	259	189	73%
HVAC	147	39	27%
HVAC Control	320	129	40%
Lighting	387	105	27%
Lighting Control	71	11	15%
Motors and Drives	44	9	20%
Process Equipment	8	1	13%

Subtotal	1,237	483	39%
Multifamily - Fuel-Switch			
HVAC	5	1	20%
Subtotal	5	1	20%
Multifamily Programs Total Installations	3,010	2,049	68%

Table A7. Installations by Measure Category for Commercial Programs (Total and in DACs)			
Program Name & Installation Type	Total	In DACs	% DAC
Clean Heat – C&I ASHP			
HVAC	43	14	33%
Subtotal	43	14	33%
Clean Heat – C&I GSHP			
HVAC	1	0	0%
Subtotal	1	0	0%
Clean Heat – Midstream Heat Pump Water Heater			
HVAC	204	17	8%
Subtotal	204	17	8%
Clean Heat – Small-Medium Business Air Source Heat Pump			
HVAC	131	50	38%
Subtotal	132	50	38%
Commercial & Industrial			
Appliance	3	2	67%
Appliance Controls	1	0	0%
Building Shell	38	9	24%
Compressed Air	20	11	55%
HVAC	103	36	35%
HVAC Control	178	42	24%
Lighting	137	46	34%
Lighting Control	73	24	33%
Motors and Drives	68	11	16%
Process Equipment	28	9	32%
Refrigeration	8	3	38%
Subtotal	657	193	29%
Commercial Kitchen			
Appliance	868	296	34%
HVAC	10	3	30%
Refrigeration	69	31	45%
Subtotal	947	330	35%
Instant Lighting			
Lighting	1,611	398	25%
Subtotal	1,611	398	25%
Real Time Energy Management			

HVAC Control	1	1	100%
Subtotal	1	1	100%
SMB Program – Electric & Gas			
Building Shell	11	5	45%
HVAC	11	5	45%
HVAC Control	47	21	45%
Lighting	1,903	933	49%
Lighting Control	25	5	20%
Motors and Drives	54	27	50%
Refrigeration	543	326	60%
Refrigeration Control	393	221	56%
Subtotal	2,987	1,543	52%
Virtual Commissioning			
HVAC Control	8	3	38%
Subtotal	8	3	38%
Commercial Programs Total Installations	6,591	2,549	39%

Appendix 3. 2023 Electric Vehicle Make-Ready Program Data



¹²¹ Section B, item i, Total amount of Make-Ready incentive funding spent; item ii, Total amount of Make-Ready incentive funding spent in disadvantaged communities.

¹²² Section B, item iii, Total number of charging plugs installed under the Make-Ready program; item iv, Total number of charging plugs under the Make-Ready program installed in disadvantaged communities.

Appendix 4. 2023 Demand Response Data

Table C2. Participation Summary by Customer Group			
Customer Group	Participants	Committed Load Relief (MW)	Average Event Reductions (MW)
DAC	31%	32%	34%
Low-Income	9%	1%	1%
Total	93,187	991.6	766.6

Table C3. DAC Program Participation Summary ¹²³			
Program Name	Program Participants	Committed Load Relief (MW)	Delivered Load Relief (MW)
CSRP	11,048	136.39	126.24
DLRP	11,338	162.01	118.51
Term-DLM	124	7.97	6.35
Auto-DLM	7	7	2.01
BYOT	6,450	6.59	5.25
Total	28,967	319.96	258.35

Table C4. Low-Income Program Participation Summary ¹²⁴			
Program Name	Program Participants	Committed Load Relief (MW)	Delivered Load Relief (MW)
CSRP	3,059	1.95	0.79
DLRP	2,877	1.91	0.92
Term-DLM	9	0.01	0.01
Auto-DLM	0	0	0
BYOT	2,824	3.33	2.66
Total	8,769	7.2	4.38

¹²³ Section C, item ii, Total program participants in disadvantaged communities; item iv, Total MW committed and delivered by participants in disadvantaged communities and low-income customers participating in the Company's Energy Affordability Program.

¹²⁴ Section C, item iv, Total MW committed and delivered by participants in disadvantaged communities and low-income customers participating in the Company's Energy Affordability Program.

Table C5. Total Program Participation Summary¹²⁵			
Program Name	Program Participants	Committed Load Relief (MW)	Delivered Load Relief (MW)
CSRP	32,121	437	363
DLRP	32,426	488	349
Term-DLM	533	25.2	25.1
Auto-DLM	7	7	2
BYOT	28,100	34.4	27.5
Total	93,187	991.6	766.6

¹²⁵ Section C, item i, Total program participants; item iii, Total MW committed and delivered.

Appendix 5. 2023 Distributed Energy Resources Data

Table D2. For All Distribution-Interconnected Projects Including Community DG (CDG), Remote Crediting (RC), and Net Metered (NM) Projects¹²⁶	
Total # of projects	66,436
Total # of projects in DACs	21,298
Percentage of projects in DACs	32.1%
Total MW installed (All DERs)	913.9
Total MW installed in DACs (All DERs)	341.3
Percentage of MW installed in DACs (All DERs)	37.3%

Table D3. For All Community DG (CDG) and Remote Crediting (RC) Projects¹²⁷	
Total # of subscribers	17,264
Total # of subscribers in DACs	5,372
Percentage of subscribers in DACs	31.1%
Total # of subscribers who are low-income customers participating in the Company's Energy Affordability Program	852
Percentage of subscribers who are low-income customers participating in the Company's Energy Affordability Program	4.9%

Table D4. For All Net Metering Projects¹²⁸	
Total # of projects	64,724
Total # of projects installed for low-income customers	3,718
Percentage of projects installed for low-income customers	5.7%
Total # of projects in DACs	20,517
Percentage of projects in DACs	31.7%
Total MW installed	522.6
Total MW installed for low-income customers	19.5
Percentage MW installed for low-income customers	3.7%
Total MW installed in DACs	175
Percentage MW installed in DACs	33.5%

¹²⁶ Section D, For all distribution-interconnected projects, including community distributed generation, remote crediting, and net metered projects, Con Edison will report: item i, Total number of projects; item ii, Total number of projects in disadvantaged communities; item iii, Total MW installed; item iv, Total MW installed in disadvantaged communities.

¹²⁷ Section D, For all community distributed generation and remote crediting projects, Con Edison will report: item i, Total number of subscribers; item ii, Total number of subscribers in disadvantaged communities; item iii, Total number of subscribers who are low-income customers participating in the Company's EAP.

¹²⁸ Section D, For all net metering projects, Con Edison will report: item i, Total number of projects; item ii, Total number of projects installed for low-income customers; item iii, Total number of projects in disadvantaged communities; item iv, Total MW installed; item v, Total MW installed for low-income customers; item vi, Total MW installed in disadvantaged communities.

Appendix 6. 2023 Strategic Electric Capital Investments Data

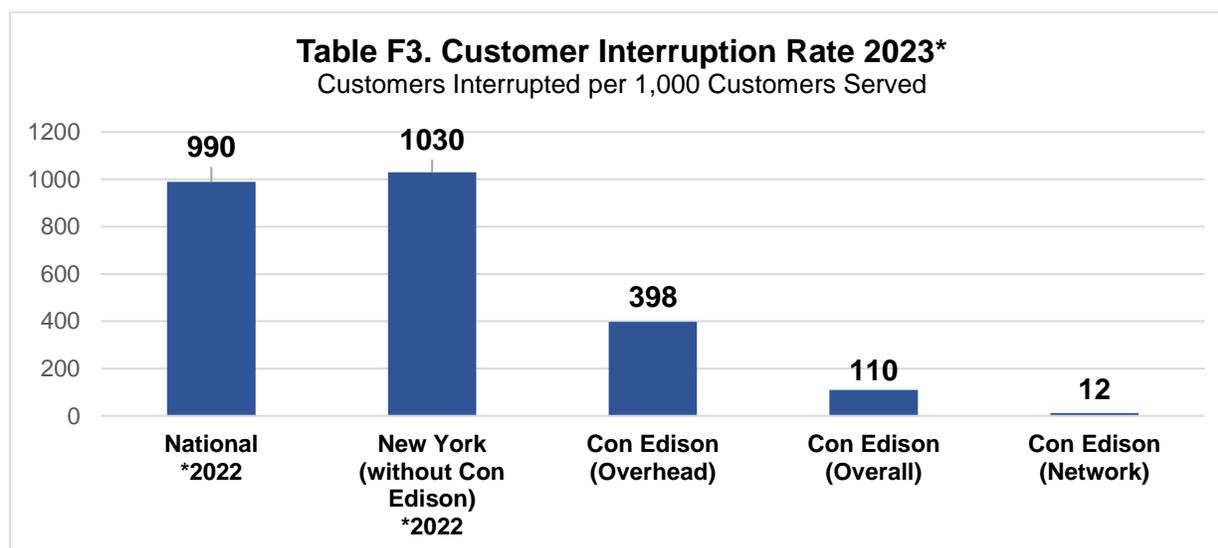
Table E1: Strategic Electric Capital Investments ^{129 130}		
Investment Category	2023 Total Investment	Percentage (%) Affecting DACs
Environmental	\$53,396,000	56%
Risk Reduction	\$697,262,000	42%
Safety And Security	\$19,355,000	54%
System Expansion	\$528,240,000	35%
Grand Total	\$1,298,253,000	40%

¹²⁹ Section E; Con Edison will report its discretionary capital investments in the following capital categories: item i, System Expansion; item ii, Risk Reduction; item iii, Environmental; item iv, Safety and Security.

¹³⁰ Due to the magnitude of certain investments such as transmission work, major projects can cause variations based on the customer composition of the areas where the projects were completed. Calculating expenditures over multiple years will achieve a more accurate representation.

Appendix 7. 2023 Customer Outages Data

	Network	Network % of Total	Non-Network	Non-Network % of Total	Grand Total
Non-Excludable	31,665	7.97%	365,780	92.03%	397,445
Excludable	3,483	9.92%	31,613	90.08%	35,096
Grand Total	35,148	8.13%	397,393	91.87%	432,541



Load Area	County	Non- Excludable	Excludable	Grand Total
Fox Hills	Staten Island	28,327		28,327
Fresh Kills	Staten Island	5,926		5,926
Grasslands	Westchester	3,785	1,053	4,838
Mohansic	Westchester	755	99	854
Pleasantville	Westchester	8,672	2,972	11,644
Wainwright	Staten Island	16,220		16,220
Willowbrook	Staten Island	10,677		10,677
Woodrow	Staten Island	10,952		10,952
KEY				
	PRIMARILY DAC			
	PRIMARILY NON-DAC			

¹³¹ Section F, item i, Excludable and non-excludable outages system-wide, network and non-network.

¹³² Section F, item ii, Excludable and non-excludable outages by network and non-network load area. This table reflects non-network outages in the Company's service territory.

Table F5. Excludable and Non-Excludable Outages by Network¹³³

Network	County	Non-Excludable	Excludable	Grand Total
Battery Park City	Manhattan			0
Beekman	Manhattan	21		21
Borden	Queens	211	1	212
Bowling Green	Manhattan	7		7
Brighton Beach	Brooklyn	492	36	528
Canal	Manhattan	43		43
Central Bronx	Bronx	751		751
Central Park	Manhattan	675		675
Chelsea	Manhattan	226		226
City Hall	Manhattan	325		325
Columbus Circle	Manhattan	78		78
Cooper Square	Manhattan	961		961
Cortlandt	Manhattan	27		27
Crown Heights	Brooklyn	1,451	375	1,826
Empire	Manhattan	40		40
Fashion	Manhattan	15		15
Freedom	Manhattan			0
Fulton	Manhattan	18		18
Grand Central	Manhattan			0
Greeley Square	Manhattan	9		9
Greenwich	Manhattan	6		6
Harlem	Manhattan	154		154
Herald Square	Manhattan			0
Hudson	Manhattan	35		35
Hunter	Manhattan	1		1
Kips Bay	Manhattan	193		193
Lenox Hill	Manhattan	128		128
Lincoln Square	Manhattan	265		265
Long Island City	Queens	332	1	333
Madison Square	Manhattan	550		550
Midtown West	Manhattan	56		56

¹³³ Section F, item ii, Excludable and non-excludable outages by network and non-network load area. This table reflects network outages in the Company's service territory.

Park Place	Manhattan			0
Pennsylvania	Manhattan			0
Plaza	Manhattan			0
Prospect Park	Brooklyn	670	27	697
Randall's Island	Manhattan			0
Rockefeller Center	Manhattan			0
Roosevelt	Manhattan			0
Sheridan Square	Manhattan	877		877
Sunnyside	Queens	165	1	166
Sutton	Manhattan	138		138
Times Square	Manhattan	5		5
Triboro	Manhattan	415		415
Turtle Bay	Manhattan	5		5
Washington Heights	Manhattan	791		791
West Bronx	Bronx	411		411
Yorkville	Manhattan	1,066		1,066
KEY				
	PRIMARILY DAC			
	PRIMARILY NON-DAC			

Network or Load Area	County	Non-Network		Network		Grand Total
		Non-Excludable	Excludable	Non-Excludable	Excludable	
Bay Ridge	Brooklyn			1,135	85	1,220
Borough Hall	Brooklyn	1,244		591	289	2,124
Buchanan	Westchester	15,311	3,595	73		18,979
Cedar Street	Westchester	8,358	1,447	30		9,835
Elmsford No. 2	Westchester	19,499	4,565	183		24,247
Flatbush	Brooklyn	1,612	40	1,217	720	3,589
Flushing	Queens	11,734		323	6	12,063
Fordham	Bronx			1,515		1,515
Granite Hill	Westchester	19,890	2,448	766		23,104

¹³⁴ Section F, item ii, Excludable and non-excludable outages by network and non-network load area. This table reflects outages in the Company's service territory in areas that have both networks and non-network load areas.

Harrison	Westchester	14,641	3,201			17,842
Jackson Heights	Queens	464		792	6	1,262
Jamaica	Queens	21,306		517	84	21,907
Maspeth	Queens	18,014		2,372	12	20,398
Millwood West	Westchester	13,664	1,815			15,479
Northeast Bronx	Bronx	30,000	1	495		30,496
Ocean Parkway	Brooklyn	8,404	69	884	42	9,399
Ossining West	Westchester	10,405	3,630			14,035
Park Slope	Brooklyn	2,114	54	1,161	138	3,467
Rego Park	Queens	4,206		1,332	45	5,583
Richmond Hill	Queens	7,570	3	1,689	27	9,289
Ridgewood	Brooklyn	24		1,253	474	1,751
Riverdale	Bronx	4,312		237		4,549
Rockview	Westchester	7,519	1,051			8,570
Sheepshead Bay	Brooklyn	27		769	265	1,061
Southeast Bronx	Bronx	10,421	327	877		11,625
Washington Street	Westchester	40,040	3,810	141		43,991
White Plains	Westchester	9,554	1,433	483		11,470
Williamsburg	Brooklyn	135		1,216	849	2,200
KEY						
	PRIMARILY DAC					
	PRIMARILY NON-DAC					

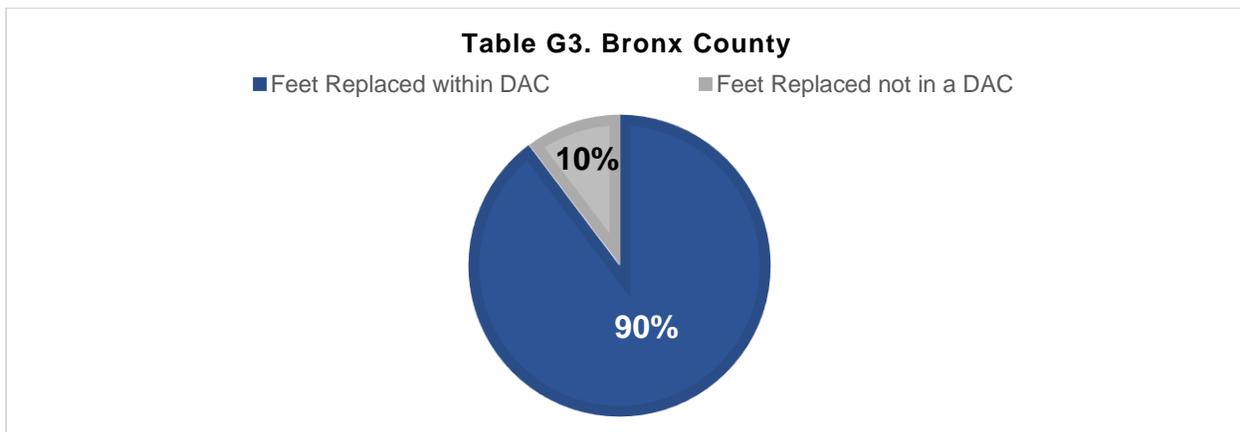
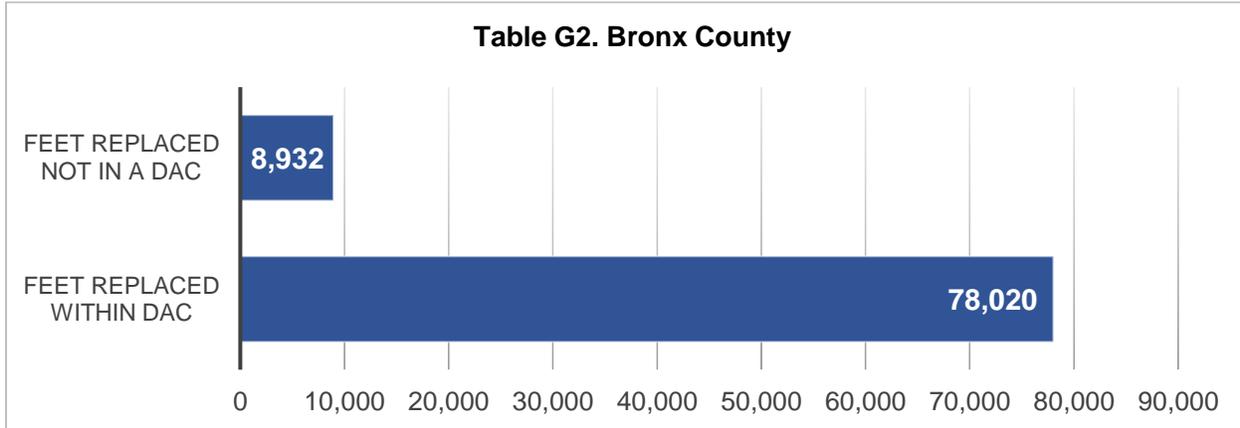
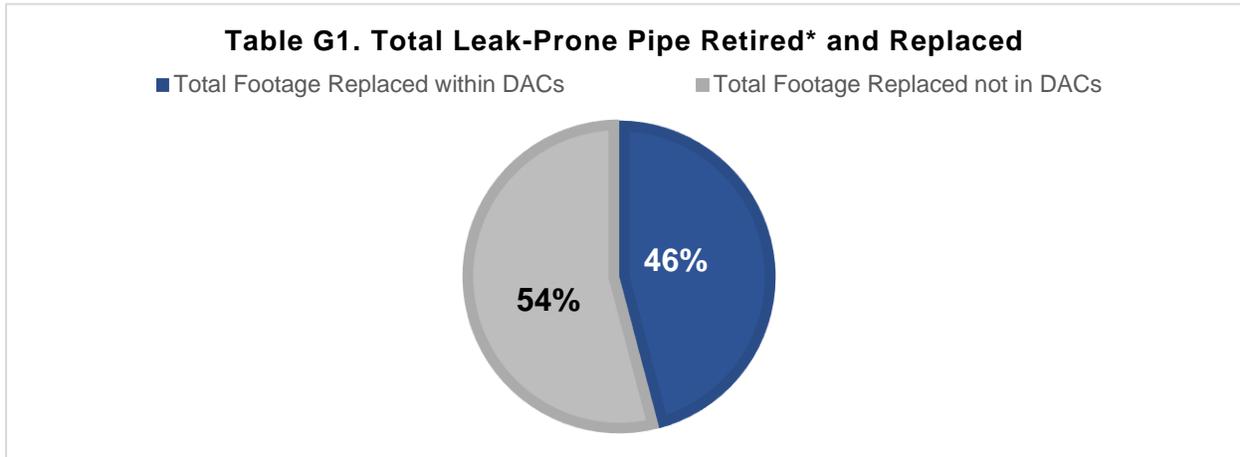
Table F7. Excludable and Non-Excludable Outages by Customers in DACs and Non-DACs¹³⁵			
	DAC Customers Interrupted	Non-DAC Customers Interrupted	Total Customers Interrupted
Non-Excludable	152,197	245,248	397,445
Excludable	10,173	24,923	35,096
Grand Total	162,370	270,171	432,541
	37.54%	62.46%	

¹³⁵ Section F, item iii, Excludable and non-excludable outages by customers in disadvantaged communities and by customers in non-disadvantaged communities.

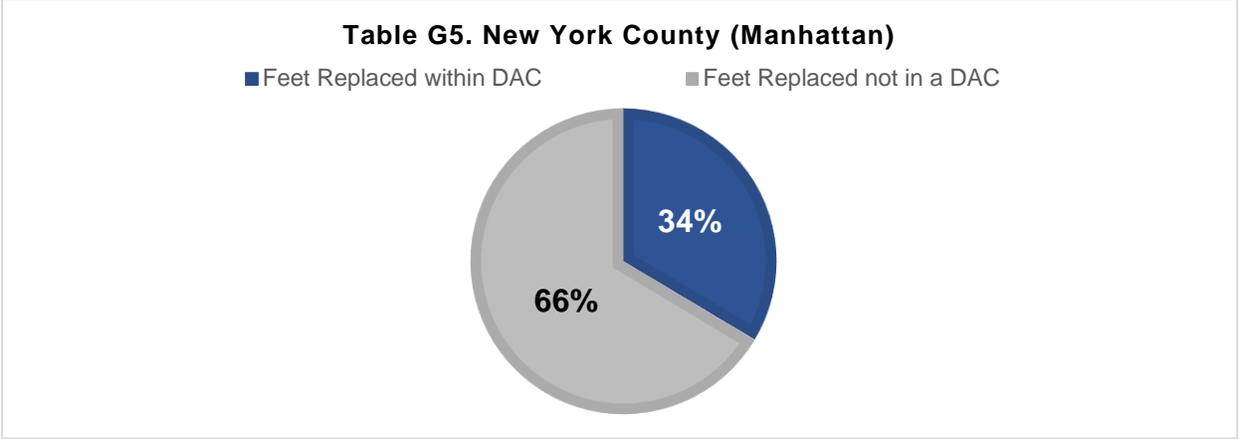
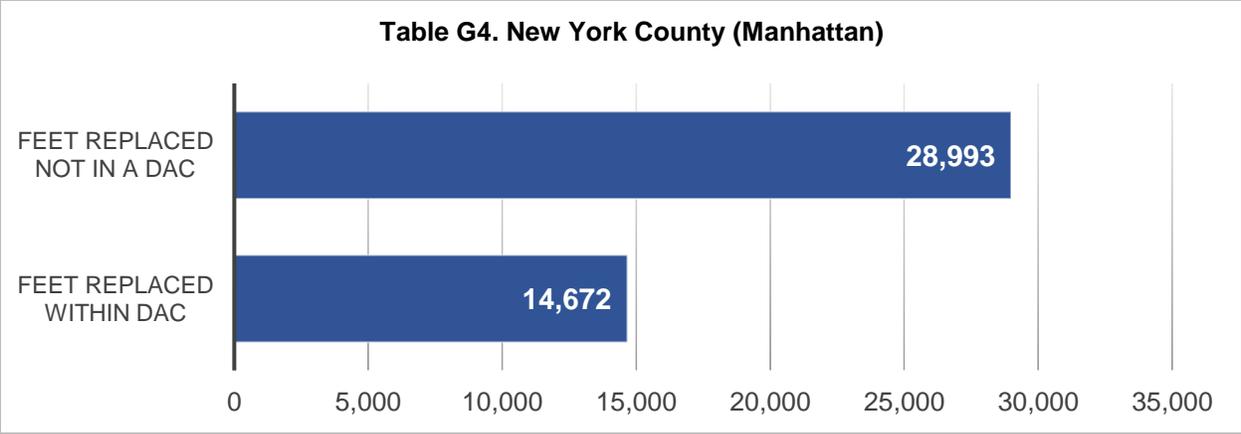
Table F8. Percentage of Network and Non-Network Customers Systemwide				
County	DAC	DAC % of System Total	Non-DAC	Non-DAC % of System Total
Bronx	423,720	12%	64,644	2%
Brooklyn	427,443	12%	602,476	16%
Manhattan	251,732	7%	523,782	14%
Queens	276,051	8%	537,971	15%
Staten Island	49,336	1%	134,767	4%
Westchester	166,708	5%	203,758	6%
Grand Total	1,594,990	44%	2,067,398	56%

Table F9. Percentage of Network and Non-Network Customers Interrupted Systemwide				
County	DAC	DAC % of System Total	Non-DAC	Non-DAC % of System Total
Bronx	53,720	1.47%	18,505	0.5%
Brooklyn	10,862	0.30%	21,073	0.6%
Manhattan	2,190	0.06%	4,940	0.1%
Queens	12,195	0.33%	54,945	1.5%
Staten Island	19,214	0.52%	52,888	1.4%
Westchester	64,189	1.75%	117,820	3.2%
Grand Total	162,370	4%	270,171	7%

Appendix 8. 2023 Main Replacement Data



Bronx County had 16.5 miles of leak-prone pipe replaced.



New York County had 8 miles of leak-prone pipe replaced.

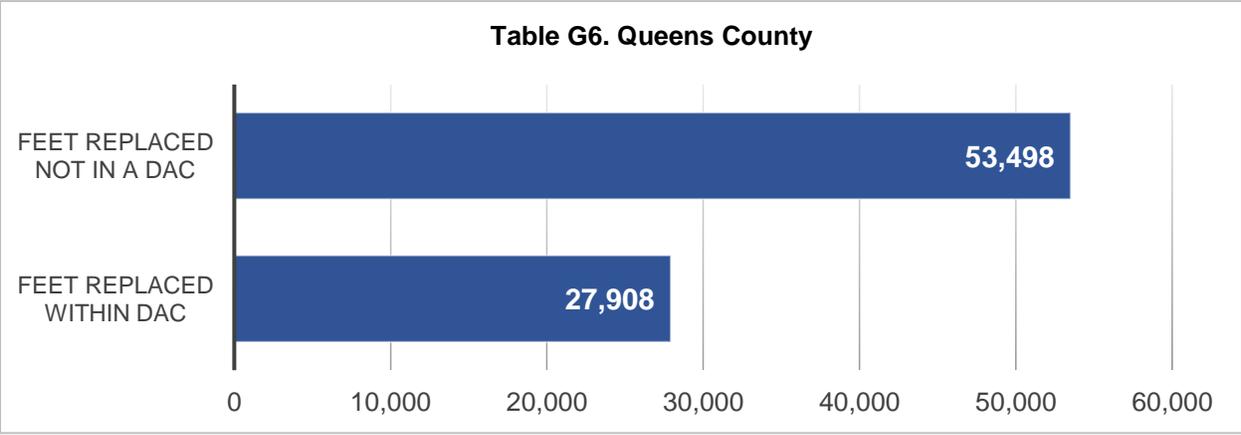
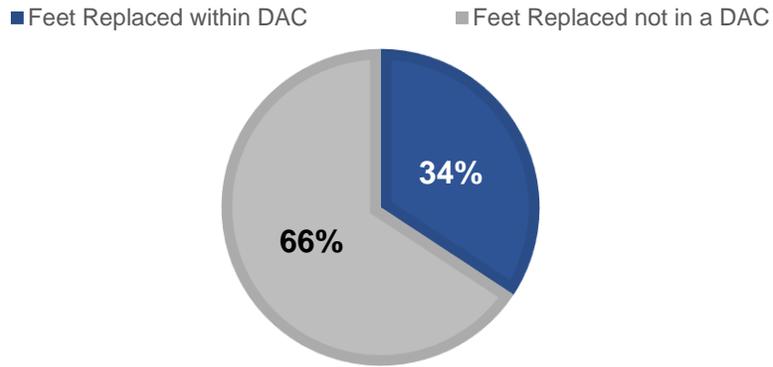


Table G7. Queens County



Queens County had 15 miles of leak-prone pipe replaced.

Table G8. Westchester County

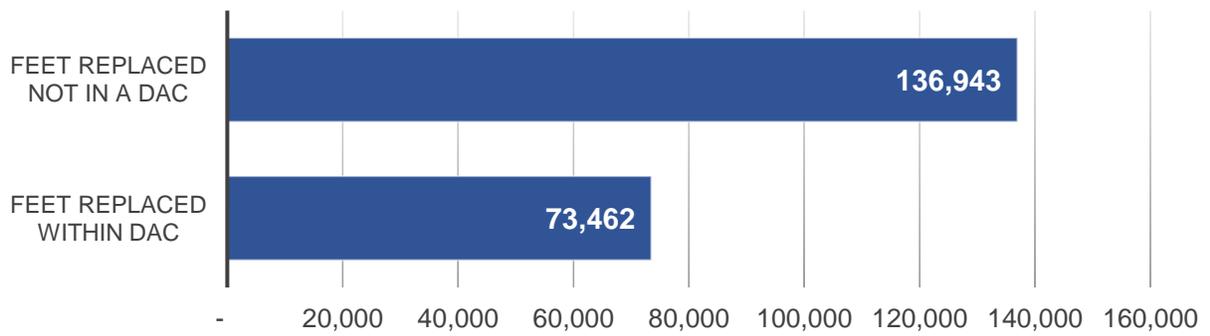
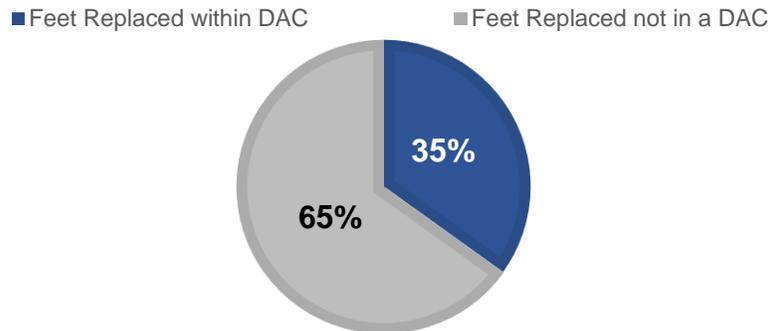


Table G9. Westchester County



Westchester County had 40 miles of leak-prone pipe replaced.

Table G10. Emissions Reductions		
Total mT CH4 in Non-DACs	129.30	54%
Total mT CH4 in DACs	109.59	46% ¹³⁶
Grand Total	238.89 ¹³⁷	

¹³⁶ Section G, item vi, Total emissions reductions in disadvantaged communities due to leak-prone pipe replacement and retirement (calculated using the EPA Methane Challenge Methodology).

¹³⁷ Section G, item v, Total emissions reductions system-wide due to leak-prone pipe replacement and retirement (calculated using the EPA Methane Challenge Methodology).

Appendix 9. 2023 Leak Repairs Data

Table H1. Total Leaks Repaired in DACS and Non-DACs ¹³⁸			
Area	Non-DAC Repairs	DAC Repairs	Grand Total
Manhattan	1,062	494	1,556
Queens	1,003	315	1,318
Westchester	2,641	1,342	3,983
Bronx	255	911	1,166
Grand Total	4,961	3,062	8,023

¹³⁸ Section H, item i, Total leaks repaired systemwide, on a borough or county basis; item ii, Total leaks repaired in disadvantaged communities, on a borough or county basis. Repairs include damages caused by third-party contractors.

Appendix 10. Clean Energy Jobs Additional Information

Con Edison is part of the greater NYC metropolitan area and is committed to providing career opportunities to the communities it serves. The company seeks to upskill, reskill, and hire workers from disadvantaged communities. Here are some examples on the company's hiring related to clean energy jobs and disadvantaged communities.

In 2024, the company hired 1,376 new employees, nearly half of whom came from disadvantaged communities.

Early Career Programs

A cornerstone of Con Edison's workforce development strategy is its Early Career programs, which are designed to attract and cultivate recent college graduates by equipping them with the skills and experience needed to thrive in the energy sector.

In 2024, Con Edison extended full-time offers to 118 recent college graduates into these programs, offering them a pathway to rewarding careers in clean energy, with 48 participants coming from disadvantaged communities.

The Leadership Development Program (LDP), a cornerstone of Con Edison's early career programs, serves as a critical pipeline for future leaders in clean energy. Participants in this program receive hands-on experience through job assignments in key energy organizations, contributing directly to innovative clean energy projects. To date, 26 individuals from the last graduating cohort have secured permanent roles in clean energy, with half of them representing disadvantaged communities.

College Internships

To generate interest, as part of our attraction strategy, Con Edison also offers internships for college students that provide valuable hands-on experience and professional development programming. In 2024, the company onboarded 241 interns, including 95 from disadvantaged communities, giving them the opportunity to work on real-world projects and gain insights into the clean energy industry.

Additionally, through a partnership with the NYC Department of Youth & Community Development (DYCD) Summer Youth Employment Program (SYEP), Con Edison provided clean energy career opportunities to 20 summer interns, 12 of whom originated from underserved communities. By investing in the development of young talent, Con Edison is cultivating a pipeline of capable professionals who will help drive the company's mission and clean energy future.

Through these comprehensive initiatives, Con Edison demonstrates its unwavering commitment to workforce development, championing upskilling and reskilling to ensure that the benefits of the clean energy transition are accessible to all. By investing in people and building robust talent

pipelines, Con Edison is not only shaping the future of energy but also creating lasting, positive impacts in the communities it proudly serves.

Appendix 11. 2023 Clean Energy Jobs Data

Table I1. 2023 Year Totals		
	Unique	Non-Unique
Type of clean energy workforce development program if other than the Clean Energy Academy	The Academy is the only clean energy workforce development program the Company operated in 2023.	The Academy is the only clean energy workforce development program the Company operated in 2023.
Number of programs the Company offers or participates in if other than the Clean Energy Academy and details on the program	N/A	N/A
Location of [the Academy]	Online; Zoom	Online; Zoom
Number of students enrolled in [the Academy]	502	792
Number of students that graduate from [the Academy]	285	370
Number of jobs placed as a result of [the Academy]	43	46
Number of graduate students from [the Academy] the Company has hired, and the type of jobs at Con Edison for which they were hired	1; Senior Specialist Customer Energy Solutions	1; Senior Specialist Customer Energy Solutions
Whether or not the Con Edison jobs and hires from the [the Academy] are in the clean energy field ¹³⁹	Yes; 1	Yes; 1
Total number of hires at Con Edison from [the Academy] who resided in a disadvantaged community at the time of enrollment in the program	1	1

¹³⁹ "New York's clean energy economy encompasses multiple sectors, including renewable energy, energy efficiency, clean transportation, grid modernization and storage, and renewable fuels." NYSERDA, "Clean Energy Economy," www.nyserdera.ny.gov, New York State 2024.

Appendix 12. Customer Operations Sample Materials



¿Necesita ayuda con su factura?

Si tiene problemas para pagar su factura, queremos ayudarlo:

- Configure un acuerdo de pago flexible u obtenga una extensión si necesita más tiempo para pagar su factura. Visite conEd.com/PaymentAgreement e inicie sesión en su cuenta.
- Inscríbase en Budget Billing (antes conocido como Plan de Pagos Uniformes) en conEd.com/PaymentPlans. Calculamos sus costos anuales de energía y distribuimos los pagos de manera uniforme a lo largo de 12 meses.
- HEAP ofrece subvenciones a clientes elegibles para ayudarlos a pagar sus facturas de energía. Los residentes de la ciudad de Nueva York pueden llamar a la línea directa de HEAP (1-718-557-1399) o al 311. Los clientes de Westchester pueden llamar al Departamento de Servicios Sociales (1-914-995-5619). Si recibe una subvención HEAP de otra empresa de servicios públicos o petrolera, puede ser elegible para recibir tarifas eléctricas reducidas. Envíe por fax una copia de su carta de subvención HEAP a 1-917-639-2900.

¿Necesita ayuda para registrarse en Mi cuenta o aprender más formas de hacer cosas en línea? Llame a nuestra línea directa de recursos: 1-212-358-4565.

¿Califica para ahorros adicionales?

Si recibe algún tipo de beneficio, por ejemplo, Medicaid, SNAP o Ingresos del Seguro Suplementario, es posible que también califique para acceder a un descuento en su factura mensual de energía a través del Programa de Energía Asequible de Con Edison (EAP).

Vea si está inscrito automáticamente iniciando sesión en Mi cuenta o consultando la sección "Información de ajuste" de su factura. O llame a nuestra línea directa de recursos: 1-212-358-4565.

¿Necesitas inscribirte? Visite conEd.com/EAP para presentar su solicitud en línea.



3 formas de calefaccionar y ahorrar

1. Cambie a bombas de calor eléctricas. Son muy eficientes, respetuosas con el medio ambiente y ayudan a mantener un bajo consumo de energía mientras te mantienen cómodo durante todo el año. Inicie la solicitud: conEd.com/Comfort.
2. Maximice la eficiencia de su hogar y mejore la comodidad con el aislamiento y sellado de aire adecuados. Ahorrará energía y dinero durante todo el año. Más información: conEd.com/WeatherReady.
3. Con algunas sencillas mejoras hechas por ti mismo, puedes hacer que tu hogar sea más cómodo y ahorrar energía al mismo tiempo. Reciba hasta \$100 de descuento en productos de bajo consumo a través de morristas participantes solo por ser cliente de Con Edison. Más información: conEd.com/RetailSavings.

Equipos de soporte vital y emergencia médicos

Si usted o alguien en su hogar usa un equipo de soporte vital o tiene una condición de emergencia médica, debemos poder contactarnos durante tormentas y otras emergencias para que podamos brindar información de seguridad importante.

Tanto los equipos de soporte vital como las condiciones de emergencia médica requieren una verificación que debe actualizarse periódicamente.

Lo primero que debe hacer es llamar al 1-877-582-6633 o iniciar sesión en conEd.com/MyAccount y usar nuestros formularios en Internet. También puede descargar el formulario correspondiente a los equipos de asistencia vital en conEd.com/LifeSupportEquipment y luego, enviarlo por correo electrónico a esa dirección: LifeSupportEquipment@conEd.com. Necesitará su número de cuenta de 11 dígitos.

Olor a gas. ¡Actúe rápido!

Olor: El gas natural huele a huevos podridos.

Gas: Si hay gas en el aire, una chispa podría causar una explosión. No encienda cerillas, fume, active un interruptor, toque un timbre ni toque electrodomésticos o aparatos electrónicos, incluidos los teléfonos.

Abandone el área: si sospecha que hay una fuga de gas, evacúe a todas las personas de inmediato.

Llame: Cuando esté a una distancia segura del área, llame al 911 a Con Edison (1-800-75-CONED) o a National Grid (1-718-643-4050). No asuma que alguien más ya ha llamado. Puede informar filtraciones de forma anónima.

Obtenga más información en: conEd.com/GasSafety.

Protéjase de este gas mortal

El monóxido de carbono (CO) es inodoro, incoloro y podría ser mortal. Conozca los signos de intoxicación por CO: dolores de cabeza, dificultad para respirar, mareos, náuseas y fatiga.

Si sospecha que se produjo intoxicación por CO, evacúe el área de inmediato y llame al 911.

Una vez al año, cambie las baterías de su detector de CO y limpie los sistemas de calefacción, las salidas de aire, las chimeneas y los conductos. Obtena más información en conEd.com/COsafety.

Ayuda a un neoyorquino necesitado

Agregue exactamente \$1 extra al monto total adeudado en su factura y Con Edison lo donará automáticamente a EnergyShare, que ayuda a los clientes residenciales elegibles a obtener una subvención de hasta \$200 para pagar su factura de energía. Con Edison iguala sus contribuciones dólar por dólar. Más información: conEd.com/EnergyShare.

Asociaciones comunitarias

Ayopamos a cientos de organizaciones sin fines de lucro que ayudan a fortalecer vecindarios, sostener comunidades y mejorar vidas.



NYC FIRST

NYC FIRST utiliza robótica innovadora y programación STEM para fomentar el crecimiento personal y de habilidades de los estudiantes de la ciudad de Nueva York, fomentar la comunidad e inspirar a futuros innovadores. Explore oportunidades de voluntariado e interactúe con programas en NYCFirst.org.



¡A limpiar!

¿Está interesado en hacer de Nueva York una ciudad más limpia, saludable y sostenible para todos los neoyorquinos? Encuentre formas de participar: SanitationFoundation.org.

Etiquetas de divulgación ambiental para Con Edison

Informe de cumplimiento y verificación ambiental producido para generar su Hoja de Datos Ambiental (HDA) de enero de 2017 hasta el 31 de diciembre de 2022.

El Comisionado de Servicios Públicos del estado de Nueva York (FSC) envió a los procedimientos de cumplimiento ambiental una serie de preguntas para que respondiera sobre sus actividades de divulgación ambiental y sus esfuerzos para mejorar sus prácticas de negocio para ser más sostenibles. El resultado de dicha generación y una comparación de esta información con el protocolo actual.

Entre sus datos con la información ambiental más reciente para Con Edison, hay de tener en cuenta lo siguiente:

Vísteo www.adps.com | www.dps.ny.gov

Fuente de combustibles:	%
Biomasa	1%
Carbón	3%
Gas natural	2%
Gas natural	29%
Núcleo	20%
Petróleo	1%
Biogás renovable	1%
Solar	1%
Biogás de residuos	2%
Eólica	2%
Hydro	100%

* El total real puede variar ligeramente del 100% debido al redondeo.

Emisiones como fracción reducida al protocolo del estado de Nueva York	%
Más de 50% (50)	22.4%
Entre 25% y 50%	11.4%
Entre 10% y 25%	22.4%
Menos de 10% (10)	0%
0	100%

El abastecimiento de agua y los servicios de saneamiento son servicios esenciales que se brindan a la hora de la emergencia, mientras que el abastecimiento de energía eléctrica es un servicio esencial. Dependiendo de la fuente de energía y la ubicación del consumidor, la generación de electricidad también puede ocasionar impactos en la salud pública, ambientales y socioeconómicos no naturales.

Esta etiqueta contiene información sobre electricidad suministrada a todos los clientes de esta empresa. De ser necesario, la empresa puede tener etiquetas específicas de cada producto.

30% de residuos poseemos

No caiga en estafas

Los empleados reales de Con Edison usan una identificación con fotografía. Le darán el nombre de su supervisor y le pedirán que llame al 1-800-75-CONED para verificar su identidad.

Los estafadores pueden hacer que parezca que alguien de Con Edison lo está llamando a través de su identificador de llamadas. Si alguna vez recibe una llamada en la que se le solicita un pago o información personal relacionada con su cuenta, cualquier pago o llámenos: 1-800-75-CONED. Nunca exigimos pagos con tarjetas de débito prepagadas, tarjetas de regalo, criptomonedas, Cash App ni ninguna aplicación de billetera digital, como Venmo o Zelle.

No realice pagos por Internet a menos que esté seguro de estar usando el sistema automatizado de Con Edison. En Con Edison, solo aceptamos pagos por Internet a través de nuestros sitios web: conEd.com y conEd.com/GuestPayment.

Denuncie las estafas al departamento de policía de su localidad. Obtenga más información sobre las estafas más comunes en conEd.com/ScamAlert.



¿Ve vapor?

Llame de inmediato al 1-800-75-CONED. El vapor visible puede indicar que hay una fuga y es necesario que lo verifiquemos.

Llame al 811 antes de excavar

¿Está planeando trabajar en el jardín? Golpear una tubería de gas con su pala u otro equipo puede causar lesiones graves. Antes de excavar, llame al 811 de 2 a 10 días antes (es la ley) de modo que los servicios públicos puedan marcar la ubicación de las tuberías de forma gratuita. Algunas tuberías están marcadas con el nombre y el número de teléfono del operador de la tubería.

Continuamente controlamos e inspeccionamos las 4,300 millas de tuberías de gas natural. Proteja su seguridad al profesor de ellas es nuestra principal prioridad. Para obtener más información, visite conEd.com/GasSafety o <https://www.nps.phmsa.dot.gov>.

Consejo de energía

Nunca sobreexija los enchufes ni los contactos múltiples. Uno de cada seis incendios domésticos se genera a causa de cables sobrecalentados. Encuentre más sugerencias de seguridad eléctrica en conEd.com/EnergySafety.

Facilitamos el pago de facturas - conEd.com/eBill.



Программа доступной электроэнергии (Energy Affordability Program)

Ранее «Программа скидок для малоимущих» (Low-Income Discount Program)

Если вы получаете пособия в рамках следующих соответствующих требованиям программ государственной помощи, вы можете иметь право на скидку на ежемесячные платежи за электроэнергию.

Вы будете автоматически зарегистрированы в программе, если учреждение уведомит нас о том, что вы получаете:	Если вы получаете пособия только от следующих программ, для регистрации вам потребуется подать заявление:
<ul style="list-style-type: none">— Программа пособий для оплаты домашних энергоносителей (Home Energy Assistance Program, HEAP)— Программа дополнительной продовольственной поддержки (Supplemental Nutrition Assistance Program, SNAP) – NYC SNAP, Westchester SNAP— Дополнительный доход для социального обеспечения (Supplemental Security Income, SSI)— Программа Direct Vendor или Utility Guarantee— Временная помощь нуждающимся семьям (Temporary Aid to Needy Families, TANF) – NYC TANF; Westchester TANF— Социальная защита (Safety Net Assistance, SNA) – NYC SNA, Westchester SNA <p><small>*Вы можете проверить свой статус регистрации на странице 1 вашей квитанции в разделе «Информация о корректировках» (Adjustment Information).</small></p>	<ul style="list-style-type: none">— Medicaid— Программа помощи Федерального управления жилищного хозяйства (Federal Public Housing Assistance)— Пенсия ветеранам или пособие по случаю потери кормильца (Veterans Disability or Survivors Pension)— Программа льготной телефонной и интернет-связи Lifeline (Lifeline Telephone Service Program, Lifeline) <p>Для проживающих на племенных землях:</p> <ul style="list-style-type: none">— Программа помощи Бюро по делам индейцев (Bureau of Indian Affairs General Assistance)— Head Start— Временная помощь, выделяемая племенем нуждающимся семьям (Tribal TANF)— Программа распределения продовольствия в индейских резервациях (Food Distribution Program on Indian Reservation, FDIPIR)

Как подать заявление и необходимые документы

1. Заполните заявление на регистрацию в программе Energy Affordability Program онлайн на сайте conEd.com/EAP.
2. Найдите письмо о назначении пособия или необходимые документы, подтверждающие участие как минимум в одной соответствующей требованиям программе.
3. Вы можете отправить копию вашего заявления и документов, подтверждающих участие, по электронной почте, факсу или обычной почте:

*Вы также можете предоставить подтверждающие документы и заполнить заявление в одной из наших приемных.

Эл. почта: EAP@conEd.com
Факс: 1-212-844-0110
Почта: Energy Affordability Program
Con Edison, PA Central
4 Irving Place, 9 Floor, Box 34
New York, NY 10003



Tanpri fê yo tradwi mesaj enpòtan sa a.
Proszę o przetłumaczenie tej ważnej wiadomości.
Попросите перевести это важное сообщение.
이 중요 메시지를 번역해주시기 바랍니다.

請完成此重要訊息的翻譯。
Por favor, este mensaje debe traducirse.
يُرجى ترجمة هذه الرسالة الهامة.
אנא תתרגם את הודעה החשובה הזו.



Заявление на регистрацию в Программе доступной электроэнергии (Energy Affordability Program)

Если вы получаете пособия в рамках программы государственной помощи, вы можете иметь право на скидку. Заполните данную форму заявления и отправьте ее нам вместе с подтверждающими документами по электронной почте, факсу или обычной почте.

Клиент / владелец счета:	Квалифицируемое лицо (если это не клиент):
Почтовый адрес:	Номер квартиры или блока (если применимо):
Город:	Штат: Почтовый индекс: Телефон:
Номер счета:	Эл. почта:

Соответствующие требованиям программы помощи

Выберите соответствующие требованиям программы помощи, в которых вы зарегистрированы. Для получения скидки вы должны быть зарегистрированы хотя бы в одной программе.

- | | |
|---|---|
| <input type="checkbox"/> Программа пособий для оплаты домашних энергоносителей (Home Energy Assistance Program, HEAP) | <input type="checkbox"/> Программа Utility Guarantee или Direct Vendor |
| <input type="checkbox"/> Программа льготной телефонной и интернет-связи Lifeline (Lifeline Telephone Service Program, Lifeline) | <input type="checkbox"/> Временная помощь нуждающимся семьям (Temporary Assistance for Needy Families, TANF) |
| <input type="checkbox"/> Программа дополнительной продовольственной поддержки (Supplemental Nutrition Assistance Program, SNAP) | <input type="checkbox"/> Социальная защита (Safety Net Assistance) |
| <input type="checkbox"/> Medicaid | <input type="checkbox"/> Программа помощи Управления по делам индейцев (Bureau of Indian Affairs General Assistance) (для проживающих на племенных землях) |
| <input type="checkbox"/> Пенсия ветеранам или пособие по случаю потери кормильца (Veterans Disability or Survivors Pension) | <input type="checkbox"/> Head Start (для проживающих на племенных землях) |
| <input type="checkbox"/> Дополнительный доход по социальному обеспечению (Supplemental Security Income, SSI) | <input type="checkbox"/> Временная помощь, выделяемая племенем нуждающимся семьям (Tribal TANF) (для проживающих на племенных землях) |
| <input type="checkbox"/> Программа помощи Федерального управления жилищного хозяйства (Federal Public Housing Assistance) | <input type="checkbox"/> Программа распределения продовольствия в индейских резервациях (Food Distribution Program on Indian Reservation) (для проживающих на племенных землях) |

Требования для участия

В доказательство того, что они являются участниками одной из вышеуказанных программ, клиенты должны предоставить письмо о назначении пособия или документ, в котором указаны их имя и фамилия или имя и фамилия квалифицируемого лица (Benefit Qualifying Person, BQP), название соответствующей требованиям программы и учреждения племенного правительства или имя и фамилия администратора программы, выдавшего документ. Все документы должны быть выданы в течение последних 12 месяцев или иметь дату истечения срока действия в будущем, которая соответствует периоду получения пособий.

Если имя и фамилия квалифицируемого лица отличаются от имени и фамилии владельца счета в компании Con Edison, мы примем заявление и зарегистрируем клиентов в программе при условии, что адрес в письме о назначении пособия или подтверждающем документе совпадает с адресом счета.

Подтверждение и разрешение от клиента и квалифицируемого лица

(Если клиент подает заявление на регистрацию на основании регистрации квалифицируемого лица в соответствующей требованиям программе, клиент и квалифицируемое лицо должны подписаться ниже).

Я подтверждаю, что вышеуказанная информация верна. Подписывая данную форму, я разрешаю компании Con Edison передавать информацию в моем заявлении или документах для участия в этой программе третьим лицам и проверять ее. Я также разрешаю третьим лицам передавать компании Con Edison, представителям или учреждениям федерального правительства, правительства штата или местного правительства запрашиваемую информацию или документы обо мне, связанные с этой или другими подобными программами. Эта информация будет передана, чтобы упростить обработку моего заявления и обеспечить дальнейшее участие в данной программе и соответствие ее требованиям. Компания Con Edison может передавать следующую информацию обо мне:

- информация о моем заявлении, участии в программе и соответствии требованиям;
- информация и документы о коммунальных услугах, истории платежей, опыте работы, доходах, статусе заявления, а также информация о назначении пособий или помощи для оплаты коммунальных услуг.

Подпись клиента:	Дата:	Квалифицируемое лицо / Подпись (если применимо)	Дата:
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EnergyShare

आगर आप एक आवसथीय ग्राहक हैं, तो आप प्रत्येक EnergyShare सीजन के लिए अपने बिल के लिए सरावाग \$200 तक के लिए पात्र हो सकते हैं। पात्र होने के लिए यह आवश्यक है कि आपने पिछले 12 महीनों में अपने बिल का कम से कम एक सद्दानामपूर्ण भुगतान किया हो और आप सरकारी आर्थिक सहायता के लिए पात्र होने चाहिए और/या संघीय घरनु ऊर्जा सहायता कार्यक्रम (Home Energy Assistance Program, HEAP) के अंग संबंधी दिशानिर्देशों को पुरा करते/करती हो। हमारे सहायक, Hear/Share के माध्यम से अडैटर करते देखें कि क्या आप पात्र हैं। अपील करने के बारे में सिलेशन यहाँ पाएँ conEd.com/BillHelp

घरेलू ऊर्जा सहायता कार्यक्रम (HEAP)

HEAP अंग से पात्र ग्राहकों की अपने घर को हीट करने की लागत घुसने में मदद करता है। अगर आप पात्र हैं तो हो सकता है कि आपको प्रति मास खर्च एक नियमित HEAP लाभ प्राप्त हो।

आर्थिक सहायता के बारे में अधिक जानकारी यहाँ पाएँ conEd.com/BillHelp

आगर बिजली घली जाए तो क्या करें

सुचित रहें

अपने यहाँ बिजली के घटे जाने की रिपोर्ट करें और सीधे आपको भेजे जाने वाले वैयक्तिकृत अघटेंस पाएँ। आप संभार कैसे करना पाते हैं, पुरे:

- 688-243 पर OUT केस्टर करें, या
- conEd.com पर जाएँ, या
- iOS या Android डिवाइस के लिए हमारे मोबाइल ऐप को स्टोमल करें (App Store या Google Play पर "Con Edison" खोजें), या
- 1-800-75-CONED (1-800-752-6633) पर कॉल करें।

* अगर आपको सेवकोन नंबर हमारे टैटोवैस में नहीं होगा, तो आपको टेकट द्वारा बिजली ली जाने की रिपोर्ट करने के लिए हमें कॉल करने के लिए प्रोत्साहित होगा। आपको अपने Con Edison अकाउंट नंबर की ज़रूरत होगी।

सतर्क रहें। सुरक्षित रहें।

- कभी भी रिपोर्ट हुई बिजली की तारों के पास न जाएँ। हमेशा यही धारणा रखें कि उनमें बिजली का प्रवाह पाएँ।

- मोमबत्तियों या गैस वाली लाइटरेन के बजाएँ टीवी इस्तेमाल करें ताकि आग लगने के जोखिम को कम किया जा सके।
- जब बिजली पुनः आ जाए, तो नुकसान होने से बचने के लिए लाइट की स्विचें बंद कर दें और उपकरण के पना निकाल दें।
- दूध, डिवांग या विशेष आवश्यकता वाले दोस्तों और पड़ोसियों से संपर्क करते जान लें कि वे ठीक हैं।
- अगर आप या आपके घर में कोई व्यक्ति लाइफ सपोर्ट उपकरण इस्तेमाल करता हो, तो सुनिश्चित करें कि हमें इस बारे में जानकारी हो। conEd.com/SpecialServices पर जाएँ।

आपकी ऊर्जा की बचत संबंधी मार्गदर्शिका

घाड़े आप फिल्टरदार हों, मासम मासिक या ब्यवसाय के मासिक हों, आपको विड के लिए अचभे और आपके सैनेट के लिए सेक्टर, असासम ऊर्जा कार्यप्रमता प्रोसाहन मिलेंगे। क्या उपलब्ध है उसकी रेंज conEd.com/EnergySavings पर देखें।

साल-नर उपलब्ध सव्यधिक कार्यक्षम हीटिंग और कुलिंग टेक्नोलॉजी के अराम और ऊर्जा की बचत का अंगद लें। टीक से मुफ्त सैफ कि क्वॉरें से शुरू करें? conEd.com/Rebates पर जाएँ।

महत्वपूर्ण फोन नंबर

- कस्टमर सर्विस: 1-800-752-6633
- रिपोर्ब ड्रायोइट (ऊर्जा सहायता प्रोग्राम संबंधी जानकारी): 1-212-358-4565
- सीनीयर ड्रायोइट (62 साल या उससे अधिक आयु के ग्राहकों के लिए): 1-800-404-9097
- श्रवण-बाधित ग्राहक जो कि टेलीफोन-टेलेटाइप उपकरण (TDD) का इस्तेमाल करते हैं, वे Con Edison की TDD सेवा के माध्यम से 1-877-423-4372 पर बिलिंग और सेवा संबंधी घुसलाह कर सकते हैं।
- अगर आप या आपके परिवार का कोई सदस्य लाइफ सपोर्ट उपकरण का इस्तेमाल करते हैं (जब भी अगर बिजली आपको किराये में शामिल है), तो हमारे लिए जानना ज़रूरी है ताकि हम आपात स्थिति या बिजली की अगुर्ति में बखल होने पर आपको संपर्क कर सकें। हमें 1-877-582-6633 पर बताएँ।

न्यूयॉर्क में नये हैं?

चलिए आपकी ऊर्जा शुरू कर दें



नंबर 2023

30% रिहाइस की हुई समर्थन

Con Edison न्यूयॉर्क सिटी और केस्टरकेट काउंटी में 9 मिलियन से अधिक लोगों को बिजली, गैस और स्टोम सेवा प्रदान करता है। हम पर्व और ब्यवसायों को रेथन और उपभोग रखते हैं, और प्रदेश के अगली वास्तविक, आर्थिक और परिवहन हब को कायवरत रखते हैं। और हम आपकी सेवा करने के लिए भी उत्सुक हैं।

शुरू करना

जैसे ही आपको अपने नये घरे के बारे में पता चले, अपना क्लाइंट खोल लें।

- conEd.com/Service पर जाएँ, या
- 1-800-75-CONED (1-800-752-6633) पर कॉल करें - दिन के 24 घंटे, हमसे के सतां होंगे। हमारे कस्टमर सर्विस प्रतिनिधि अंग्रेजी और स्पैनिश बोलते हैं। अगर आप अंग्रेजी या स्पैनिश नहीं बोलते हैं, तो हम आपकी सहायता कर सके ऐसा अनुवादक प्रदान करेंगे।

हम आपसे किसी तरह का पहचान पत्र देने को कह सकते हैं, जैसे कि:

- सोशल सिम्पेरीटी नंबर
- पासपोर्ट (गैर-यूएस पासपोर्ट स्वीकार्य है)
- ग्रीन कार्ड (स्थायी निवासी कार्ड)
- सार्वजनिक सहायता आईडी नंबर
- ड्राइवरस लाइसेंस या वाग ट्रायग जारी पहचान पत्र

अगर आप कोई भी आवश्यक पहचान पत्र प्रदान करने में अक्षम हैं, तो आपसे एक डिजिटल घुसने को कहा जाएगा। अगर डिजिटल आवश्यक हो, और आप डिजिटल घुसने में अक्षम हों, तो पेरेंट ऑफिशियल (भुगतान सहायता) किया जा सकता है।

बिलिंग, अब आसान हो गया

हमारे सवा सेन-टेन करन आसान है। Con Edison कोई सरकारी एरुनी नहीं है। हम सेक्टर/घर/घर के स्वामिग मानें हैं, और हमारी कीमतों को न्यूयॉर्क राज्य द्वारा विनियमित किया जाता है। Con Edison मीटर के स्वामी हैं और इसे पढ़ना और उसका रखावय करना हमारा जिम्मेदारी है।

- बिलिंग - आपको लगभग हर 30 दिनों में बिल मिलेगा। अगर आपके पास मीटर नहीं है, तो हम दूरस्थ तरीके से आपके मीटर पढ़ेंगे। तथापि, अगर हमें व्यक्तिगत रूप से आपके मीटर को पढ़ने की ज़रूरत होगी तो मीटर रिडर आपके यहाँ और छोटी घास पहचान पत्र पढ़ने होंगे, किसे देखने की आस मौग बन सकती है। हम मीटर पढ़ें उसके बख हम आपको रिपोर्टे महीने (महीने) में इस्तेमाल की हुई ऊर्जा के लिए सवाक लेंगे। क्या कोई प्रश्न है? हमसे conEd.com पर संपर्क करें या 1-800-75-CONED (1-800-752-6633) पर कॉल करें।

- भुगतान - आपके बिल प्राप्त करने पर भुगतान देय होते हैं। अपने बिल पर दी हुई तारीख तक भुगतान करें और 1.5% देर से भुगतान शुल्क से बचें। बिल स्टव और आपके बिल के साथ संलग्न लिफाके का इस्तेमाल करते हुए चेक से भुगतान करें, फोन द्वारा भुगतान करें, conEd.com पर भुगतान करें या फिर भुगतान को हर महीने अपने बैंकिंग खाते से अपनेआम कटवारा (AutoPay) AutoPay यहाँ सेटअप करें conEd.com/PaymentOptions। दो तरह की जगह नकद भुगतान स्वीकार करती हैं:
 - कस्टमर सर्विस मॉक-इन सेंटर - सोवहार से घुसारात तक सुबह 8:30 बजे से राग 5 बजे तक खुले होते हैं।
 - अधिकृत भुगतान एजेंट - सुविधाजनक स्थानों पर स्थित अधिकृत भुगतान एजेंट का नेटवर्क भी उपलब्ध है।

स्थानों के लिए यहाँ जाएँ conEd.com/PaymentOptions। या 1-800-75-CONED (1-800-752-6633) पर कॉल करें। बैंक-इन सेटवपन आपके बिल पर भी खोजे जा सकते हैं।

स्कैम का शिकार न बनें

जानें कि स्कैम की पहचान कैसे करें और खुद की रक्षा कैसे करें:

1. Con Edison Venmo, Zelle, CashApp या Bitcoin से भुगतान स्वीकार नहीं करता है। कॉल करने हमने से किसी तरीके से Con Edison के भुगतान की मांग करने वाले लोगों से बात न करें।
2. पहचान पत्र की मांग करें। यह अभागत नहीं, सुरक्षा है। अगर कोई आपके दरवाजे पर आकर Con Edison से होने का दावा करे, तो 1-800-75-CONED (1-800-752-6633) पर कॉल करने कर्मचारी के नाम और आईडी नंबर की पुष्टि करें।

3. सुरक्षित रूप से भुगतान करें। हम conEd.com और conEd.com/GuestPayment के द्वारा ऑनलाइन भुगतान स्वीकार करते हैं।
4. हम कभी भी आपका बिल देखने के लिए नहीं मांगेंगे। कभी भी आपके दरवाजे पर जाएँ किसी व्यक्ति को अपना अकाउंट नंबर न बताएँ या बिल न दिखाएँ।
5. अगर आपको विश्वास न हो कि कोई ईमेल सवागुष Con Edison से है, तो किसी भी लिंक को क्लिक न करें। किसी पर घोषेबखल होने का शक है? पुलिस को कॉल करें। फिर हमें 1-800-75-CONED (1-800-752-6633) पर कॉल करें।

सुरक्षा घर से शुरू होती है

बिजली और गैस का अन्दर घर में सुरक्षित रूप से उपयोग करें। यहाँ कुछ टिप्स हैं, जो आपकी जान बचा सकती हैं। अधिक जानकारी यहाँ पाएँ conEd.com/EnergySafety।

बिजली संबंधी सुरक्षा

- बिजली की तारों को घिसे या फटे हुए स्थानों के लिए जाँचें। इसकी मरम्मत न करें, उसे बदल दें। परेशु मरम्मत आग लगने का सामन्य कारण होती है।
- एक्सटेंशन कॉर्ड या टीवार के अउटलेट में बहुत सारे उपकरण न लगाएँ। यह खतरनाक है।
- पर्व और कपड़ों जैसी चीजों को तैम्य और हीटर से दूर रखें। इलेक्ट्रिक हीटिंग को उन स्थानों से दूर लगाएँ जहाँ लोग घाते हैं।
- हीटर, हेयर ड्रायर, सैडियो या तैम्य को सिक या टब के करीब न रखें।

सिधियस-आयन बैटरीयों के बारे में

आपको क्या जानना चाहिए NYC में सिधियस-आयन बैटरीयों के कलन होने वाली आग की घटनाएं बहुत अधिक बढ़ गई हैं और उनके जालोस पहिणाम सामने आए हैं। ये रिचार्ज करने लायक बैटरीयों इलेक्ट्रिक बाइक और सुट्टर, कार, पेटवप, टैक्सेट, फोन और धारनु डिवाइसिस में पाई जाती हैं। केवल ऐसे डिवाइस खरीदें और इस्तेमाल करें जिन पर एक प्रतिबिधि परीक्षण एजेंसी का चिह्न हो, जैसे कि UL। ये दिखाते हैं कि उत्पादों का सुरक्षित परीक्षण किया गया है।

गैस संबंधी सुरक्षा

गैस संबंधी सुरक्षा को लेकर जोखिम न लें।

सलाह: प्राकृतिक गैस की गंध सखे हुए अंडे जैसी होती है। इसकी आसत घुसकाव जैसी गंध सकती है। अगर घासी में बुलबुले, उड़ती हुई धूल या गले हुए पीपे देखा सकते हैं।

ये न करें: सिधियस और कलन, पायिस कलन, या सेवकोन सहाय बिजली उपकरण या इलेक्ट्रॉनिक्स को घुसा। ऐसा करने से अगर गैस हवा में हो तो विस्फोट हो सकता है।

ये कटें: दूर घले जाएँ और दूसरों को अपने साथ लें जाएँ।

कॉल करें: सुरक्षित दूरी पर पहुँच कर 911 को या फिर 1-800-75-CONED (1-800-752-6633) पर Con Edison को या फिर 1-718-643-4050 पर National Grid को कॉल करें।

ऐसा कभी न मान लें कि किसी और ने पहले ही कॉल कर दिया होगा। अगर आपका रूप से कॉल ली रिपोर्ट बन सकती है और जब अगर यह तब आपका पास में होना ज़रूरी नहीं है।

गैस संबंधी सुरक्षा के लिए और टिप्स

- जब आप खाना बना लें तो अच्छी तरह से जाँच लें कि सभी बंदर पूरी तरह बंद किया गए हैं।
- सुनिश्चित करें कि आपके अवन में या स्टोव में पायलट लाइट हमेशा ऑन हो। इसे कभी बंद न कर दें। पायलट लाइट को बंद कर देने से गैस का बहाव बंद नहीं होता है।
- अपने कमरे को स्टाव या अवन से गवन करने की कोशिस न करें। इससे आग लग सकती है या आपके कमरे में जालोसा कार्बन मोनोऑक्साइड गैस भर सकती है।
- गैस उपकरणों को इंस्टॉल करने या उनकी मरम्मत के लिए हमेशा अर्हतापत्र पेशेवरों और लाइसेंस धारक पेशेवरों का उपयोग करें।

आर्थिक सहायता कार्यक्रम

ऊर्जा वनियतता प्रोग्राम (Energy Affordability Program, EAP)

अगर आप सरकारी सहायता प्राप्त करते हैं तो हो सकता है कि आप अपने मासिक ऊर्जा बिल पर छूट के लिए पात्र हों। पात्रता वाले प्रोग्रामों, उनमें शामिल करने के तरीके के बारे में अधिक जानकारी और पात्रता के लिए उपलब्ध छूट देने के लिए conEd.com/EAP पर जाएँ।

EnergyShare

如果您是住宅用戶，您每年在每個 EnergyShare 季節可能有資格獲得高達 200 美元用來支付帳單。您必須符合以下條件才有資格：在過去 12 個月以內至少減低地支付一次帳單，並且有資格獲得政府財政援助和/或符合聯邦家庭能源援助計畫 (HEAP) 收入準則。透過我們的合作夥伴 HeartShare 提出申請，看看您是否符合資格。請瀏覽 conEd.com/BillHelp 以了解關於申請的細節。

家庭能源援助計畫 (HEAP)

HEAP 協助符合收入條件的用戶支付房屋供電費用。如果您符合資格，您可以在每個計畫年度獲得一項常規 HEAP 福利。

請瀏覽 conEd.com/BillHelp 以了解關於財政援助的詳細資訊。

停電時該怎麼辦

隨時了解情況

報告您的停電情況，並獲取直接傳送給您的個人化更新。選擇您想要的通訊方式：

- 傳送簡訊到 688-243*，或
 - 請造訪 conEd.com 或
 - 將我們的行動應用程式用於 iOS 或 Android 裝置 (在 App Store 或 Google Play 中搜尋「Con Edison」)，或者
 - 請致電 1-800-75-CONED (1-800-752-6633)。
- * 如果我們的資料庫中沒有您的手機號碼，系統會提示您註冊手機號碼，以便透過簡訊告知停電情況。請備妥您的 Con Edison 帳號。

保持警覺，確保安全。

- 切勿靠近掉落的電線。總是假設這些電線是帶電的。

- 請使用手電筒照明，而不是蠟燭或瓦斯燈，以盡可能降低火災風險。
- 關閉電燈開關以及拔下家用電器的插頭，以預防在恢復供電時損壞家用電器。
- 查看年長、殘障或有特殊需求的朋友或鄰居的情況。
- 如果您或家裡有人使用生命維持設備，請確保讓我們知道。請造訪 conEd.com/SpecialServices。

您的節約能源指南

無論您是租房者、屋主還是企業主，您都會發現對電網有益而且對錢包也有好處的簡單、節能的獎勵措施。請參閱 conEd.com/EnergySavings 上提供的一系列內容。

享受最高效的供暖和製冷技術帶來全年的舒適和節能效益。不知道從哪裡開始？請造訪 conEd.com/Rebates。

重要電話號碼

- 客戶服務：1-800-752-6633
- Resource Direct (能源補助計畫資訊)：1-212-358-4565
- Senior Direct (適用於年滿 62 歲以上的用戶)：1-800-404-9097
- 使用電傳設備 (telephone-teletype equipment, 簡稱 TDD) 的聽障用戶可以致電 Con Edison 的 TDD 電話 1-877-423-4372 查詢帳單和服務。
- 我們需要知道您或您的家人是否有人使用維生設備 (即使您的租金包含電費)，這樣當發生緊急情況或停電時，我們就能伸出援手。請致電 1-877-582-6633 通知我們。

剛來到紐約？

讓我們釋放您的能量



2023 年 11 月

含 30% 再生材料

Con Edison 為紐約市和威徹斯特的超過 900 萬用戶供應電力、瓦斯和蒸汽服務。我們讓地區內的家庭和企業保持明亮和溫暖，並且維持區域領先的文化、金融和交通樞紐運作。我們也期待為您服務。

入門

一旦您知道新地址，請立即開設帳戶。

- 請造訪 conEd.com/Service，或
- 每週 7 天、每天 24 小時隨時致電 1-800-75-CONED (1-800-752-6633)。我們的客戶服務代表會講英語和西班牙語。如果您不會說英語或西班牙語，我們將會請一名翻譯員來協助您。

我們可能會要求您提供某種形式的身分證明，例如：

- 社會安全號碼
- 護照 (非美國護照也可以)
- 綠卡 (永久居民卡)
- 公共援助計畫 ID 編號
- 駕駛執照或州身分證

如果您無法提供任何必要的身分證明，我們會請您支付押金。您無法支付所要求的押金，可以改為簽訂付款協議。

支付帳單更加簡單

使用我們的服務很容易。Con Edison 不是政府機構。我們由股東所擁有，並且依照紐約州的監管法規定價格。Con Edison 擁有電錶，因此我們負責讀取和維護電錶。

- **計畫** - 您大約每 30 天會收到一張帳單。如果您有智慧型電錶，我們將會遠端抄錶。但是，如果您需要親身抄錶，抄錶員會穿著制服並攜帶有照片的身分證件以備您要求查看。在我們抄錶以後，將會收取您上個月使用的所有能源費用。有疑問嗎？請前往 conEd.com 與我們聯絡，或撥電話：1-800-75-CONED (1-800-752-6633)。

- **付款** - 當您收到帳單時即應付款。在帳單上註明的日期以前付款，以免支付 1.5% 的逾期費用。使用帳單存根和帳單隨附的信封以支票支付，透過電話支付，在 conEd.com 上支付，或是每個月從您的支票帳戶中自動扣款 (AutoPay)。在 conEd.com/PaymentOptions 設定自動付款 (AutoPay)。有兩種場所接受現金支付：
 - 無需預約的客戶服務中心 - 週一至週五上午 8:30 至下午 5:00 開放
 - 獲授權的付款代理 - 也可以到附近獲得授權的付款代理處去付款。

請造訪 conEd.com/PaymentOptions 以查詢特定地點，或致電 1-800-75-CONED (1-800-752-6633)。您也可以從帳單上找到無需預約的服務中心。

切勿上當受騙

了解如何識別騙局並保護自己：

1. Con Edison 不接受透過 Venmo、Zelle、CashApp 或比特幣付款。電話來要求透過這些方法付款給 Con Edison，請掛斷電話。
2. 要求他們出示身分證件。這並不是無禮；而是安全的做法。如果有人來找您並且自稱是 Con Edison 的代表，請致電 1-800-75-CONED (1-800-752-6633) 並確認員工的姓名和證件號碼。

3. 安全付款。我們透過 conEd.com 和 conEd.com/GuestPayment 接受線上付款。

4. 我們絕不會要求查看您的帳單。永遠不要共用您的帳單或向門外的人出示帳單。

5. 如果您不確定電子郵件是否真的來自 Con Edison，請不要點選任何連結。

懷疑是騙子？立即報警。然後致電 1-800-75-CONED (1-800-752-6633) 與我們聯絡。

安全從家裡開始做起

在家中安全地使用電力和瓦斯。以下是可以救命的一些小提示。請瀏覽 conEd.com/EnergySafety 以了解詳情。

電力安全

- 檢查電線是否有磨損或裸露的地方。不要試著修理，直接把它換掉！家中自行維修是常見的火災起源。
- 不要在延長線或牆上的插座中插太多電器。這麼做很危險。
- 窗簾和衣服等物品應遠離燈具和加熱器。把電熱器放在遠離人們通行的地方。
- 不要在水槽或浴缸附近放置加熱器、吹風機、收音機或燈具。

鋰離子電池安全須知

在紐約市，由鋰離子電池引發的火災急劇增加，造成致命的後果。這些可充電電池存在於電動自行車和踏板車、汽車、筆記型電腦、平板電腦、手機和常見的家電裝置中。請只購買和使用具有如 UL 等優質良好的檢測機構標誌的裝置。這些標誌表示產品經過安全測試。

瓦斯安全

瓦斯安全問題不可輕忽。

跡象：天然氣的氣味聞起來很像臭雞蛋。可能會發出嘶嘶聲。您可能看到水裡冒出氣泡、掃帚或快要枯死的植物。

切勿：扳動開關、點燃火柴或觸控電器或電子產品，包括手機。如果空氣中有氣體，這麼做可能會引發爆炸。

切勿：帶領其他人一起離開這裡。

致電：請在安全距離外致電 911，或撥電話：1-800-75-CONED (1-800-752-6633) 聯絡 Con Edison，或撥電話：1-718-643-4050 聯絡 National Grid。

永遠不要假設已經有人打過電話了。您可以匿名報告瓦斯外洩事故。當救援到達時，您不必在附近逗留。

更多瓦斯安全提示

- 煮完飯以後，檢查是否已完全關閉所有爐頭。
- 確保烤箱或爐子上的指示燈一直亮著。永遠不要讓它熄滅。熄滅指示燈無法阻止氣體流出。
- 不要試圖用爐子或烤箱加熱房間。這可能會引發火災，或者讓房間充滿致命的一氧化碳氣體。
- 總是雇用合格的專業人員和有執照的水管工來安裝或修理瓦斯器具。

財務援助計畫

能源補助計畫 (EAP)

如果您獲得政府補助，那麼您可能也有資格獲得每月能源帳單折扣。請前往 conEd.com/EAP 以了解關於合格的計畫和如何登記的更多資訊，以及用戶可獲得的折扣。

Appendix 13. 2023 Customer Operations Data

Table J1. Residential Electric Usage - April-December 2023¹⁴⁰				
	Total in DAC	DAC % of Total	Total in Non-DAC	Non-DAC % of Total
Total amount of residential electric usage (kWh)	4,026,175,751.88	39%	6,265,657,893.74	61%
Average electric usage per residential customer (kWh) [Average of the monthly average usage]	337.75	45%	406.56	55%

Table J2. Residential Gas Usage - April-December 2023¹⁴¹				
	Total in DAC	DAC % of Total	Total in Non-DAC	Non-DAC % of Total
Total amount of residential gas usage (ccf)	200,019,526	46%	238,748,629	54%
Average gas usage per residential customer (ccf) [Average of the monthly average usage]	49.40	44%	62.36	56%

Table J3. Unpaid Residential Accounts That Are 60 to 90 Days Overdue as of 12/31/2023¹⁴²				
	Total Accounts	% of Accounts	Total Amount	% of Amount
Total in DAC	289,487	60%	\$109,831,317.74	57%
Total in Non-DAC	196,006	40%	\$83,042,485.19	43%

Table J4. Unpaid Residential Accounts That Are 90 Or More Days Overdue as of 12/31/2023¹⁴³				
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¹⁴⁰ Section J, item ii, Total amount of residential electric usage in disadvantaged communities and non-disadvantaged communities; item iii, Average electric usage per residential customer in disadvantaged communities and non-disadvantaged communities.

¹⁴¹ Section J, item ii, Total amount of residential gas usage in disadvantaged communities and non-disadvantaged communities; item iii, Average gas usage per residential customer in disadvantaged communities and non-disadvantaged communities.

¹⁴² Section J, item iv, Number of unpaid residential accounts that are 60 to 90 days overdue in disadvantaged communities and non-disadvantaged communities; item v, Dollar value of unpaid residential accounts 60 to 90 days overdue in disadvantaged communities and non-disadvantaged communities.

¹⁴³ Section J, item vi, Number of unpaid residential accounts that are 90 or more days overdue in disadvantaged communities and non-disadvantaged communities; item vii, Dollar value of unpaid residential accounts that are 90 or more days overdue in disadvantaged communities and non-disadvantaged communities.

	Total Accounts	% of Accounts	Total Amount	% of Amount
Total in DAC	179,249	63%	\$302,122,726.30	66%
Total in Non-DAC	107,055	37%	\$157,680,308.42	34%

Table J5. Residential Service Disconnects and Restorations – April-December 2023¹⁴⁴				
	Total in DAC	DAC % of Total	Total in Non-DAC	Non-DAC % of Total
Number of residential service disconnections for non-payment	30,756.00	54%	26,458.00	46%
Number of residential service restorations due to payment	26,707.00	54%	23,041.00	46%

Table J6. Residential Customers With DPAs as of 12/31/2023¹⁴⁵				
	Total Accounts	% of Accounts	Total Amount	% of Amount
Total in DAC	95,627	61%	\$126,681,405.76	56%
Total in Non-DAC	61,406	39%	\$100,223,119.90	44%

Table J7. Number of Customers Enrolled in the Energy Affordability Program as of 12/31/2023¹⁴⁶				
	Electric-only	Gas-only	Dual Service	% of Accounts
Total in DAC	201,727	1,260	114,965	66%
Total in Non-DAC	134,567	722	27,764	34%

Table J8. Amount Expended for EAP Discounts – April-December 2023¹⁴⁷				
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¹⁴⁴ Section J, item viii, Number of residential service disconnections for non-payment in disadvantaged communities and non-disadvantaged communities; item ix, Number of residential service restorations due to payment in disadvantaged communities and non-disadvantaged communities.

¹⁴⁵ Section J, item x, Number of residential customers with DPAs in disadvantaged communities and non-disadvantaged communities; item xi, Dollar value of residential DPAs in disadvantaged communities and non-disadvantaged communities.

¹⁴⁶ Section J, item xii, Number of customers enrolled in the EAP in disadvantaged communities and non-disadvantaged communities.

¹⁴⁷ Section J, item xiii, Amount expended for electric and gas EAP discounts in disadvantaged communities and non-disadvantaged communities.

	Electric	Gas	% of Amount
Total in DAC	\$109,754,510.35	\$21,993,626.60	66%
Total in Non-DAC	\$55,712,765.65	\$13,525,084.95	34%

Table J9. Total Residential Customers as of 12/31/2023¹⁴⁸				
	Total in DAC	DAC % of Total	Total in Non-DAC	Non-DAC % of Total
Total Number of Residential Customers	1,344,495	43%	1,760,050	57%

¹⁴⁸ Section J, item xiv, Total number of residential customers in disadvantaged communities and non-disadvantaged communities.