



Consolidated Edison Company of New York, Inc.
4 Irving Place, 6th Floor
New York, NY 10009
www.conEd.com/steam

January 31, 2014

Hon. Kathleen H. Burgess
Secretary to the Commission
New York State Public Service Commission
Empire State Plaza
Agency Building 3
Albany, NY 12223 – 1350

Dear Secretary Burgess:

Pursuant to the New York State Public Service Commission's Rules and Regulations, 16 NYCRR 420.6, relating to Customer Education and Information programs, Consolidated Edison Company of New York, Inc. ("Con Edison" or the "Company") files this letter to inform you of the various forms and vehicles of communication that the Company has used to educate and provide information to its steam Customers, government organizations, and the public regarding steam, steam emergency conditions, and other steam-related situations. In addition, Con Edison has reached out to steam Customers to understand their preferred communication lines, such as emergency email addresses and an acceptable address to receive general information updates.

The Company has a Steam Customer Education and Information Program which focuses on safety awareness, as well as Customer information. Over the past year, Con Edison Steam ("Steam Operations") updated its home page of the steam website to make the website more user-friendly. Steam Operations streamlined and updated the home page so that the home page contains pertinent information that the steam Customer can easily access, such as information about their account and safety information.

Steam Operations also uses every opportunity of contact that becomes available to advise steam Customers of new programs, events, provide safety tips, remind them of best practices associated with steam usage, and generally keep steam Customers informed about steam service. Steam Operations conducts regular face-to-face dialogues with Customers. In addition to meeting with Customers, Steam Operations also communicates with them via e-mail, mail, and phone calls. Each educational and informational avenue is explained below and Steam Operations has included samples of the materials addressed in this letter as exhibits in the attachment.

STEAM SAFETY

Steam Operations communicated its steam safety message to the public through a number of avenues. Steam Operations safety message is:

If you see steam on Manhattan streets, immediately call 1-800-75-CONED. Steam is caused by water falling on a steam pipe or manhole cover, or a steam leak. To avoid potential injury, don't walk through the steam or on the manhole cover.

Examples of the avenues Steam Operations used to spread this message include:

Public Awareness Steam Safety Message (*Exhibit 1*)

Steam Operations featured steam safety in all four issues in 2013 of the Company's customer newsletter, *Customer News*, which is mailed to three million Con Edison Customers four times a year. Steam Safety Tips are also posted electronically on the Company's Customer Central website (<http://www.coned.com/customercentral>) under "Safety Tips." In addition, the Steam Safety Message appears on the Steam Operations website (www.coned.com/steam) under "Steam Safety."

Training for Public and Emergency Officials (*Exhibit 2*)

The Company conducted numerous training sessions on steam emergency response for public and emergency officials throughout Con Edison's steam service area. Steam Distribution and the Emergency Response Group (ERG) met several times a month, throughout the year, with various agencies to familiarize them with our steam system, hazard recognition methods, and internal emergency response procedures. We also worked with them to enable them to properly assist in Steam incidents. Twenty-three classes and drills were held over 12 months to assist public and emergency officials in the response to steam emergencies.

The Company also conducted drills to test its emergency response process/procedure for steam safety incidents. (Training and Drills 2013)

Training venues included FDNY training facilities at Randall's Island, Fort Totten, Floyd Bennet Field, various NYPD precincts, OEM Headquarters, and Con Edison's Learning Center.

Classes were given to:

- FDNY* Chiefs, Captains, Lieutenants (newly promoted Officers), Arson and Explosion Squad, as well as Cadets
- NYPD* Patrolmen, Detectives, Officers, Emergency Service Squad, and Bomb Squad
- Secret Service
- NYC* OEM
- Various other Agencies and organizations including DOT, DEP, and the Red Cross.

*The FDNY, NYPD, and NYC OEM actively participated in the field drills. Topics included a Steam System Overview; how to safely respond to emergencies, specifically involving Steam.

Steam Safety Brochure *(Exhibit 3)*

The Steam Safety Brochure included a Steam Safety Message and was provided to steam Customers at the 11 Customer Seminars (see monthly customer seminars section) that were conducted this past year, as leave behind material at customer meetings arranged by Steam Business Development (“SBD”), and in customer packages that were provided to customers at face-to-face meetings. The brochure is posted on the Con Edison Customer Central website, Steam Operations website, and also appears on the NYC OEM website.

Hurricane Season Safety Message *(Exhibit 4)*

A hurricane season safety notification was sent out to Customers at the start of the hurricane season in June describing the steps customers could take to prepare for the upcoming hurricane season.

Steam Website *(Exhibit 5)*

As noted earlier, the home page of the steam website was revamped to make the site more user-friendly. Steam Operations streamlined and updated the home page so that it contains pertinent information that the Customer can easily access, such as information about their account and safety information.

A button “Apply Now” was placed in a prominent position so that customers can access the forms to apply for either new or modified service. Other key topics highlighted on the website include seminars offered to steam Customers; the Steam Operations Demand Response and Customer Sited Supply Pilot Programs; and informational videos. Also, the website features examples of sample demand rates for SC2 & SC3 Customers and information about how steam Customers may access their steam accounts. A list of “Frequently Asked Questions” was updated and can be accessed at http://www.coned.com/steam/kc_faqs.asp.

As a result of this update, we included The Best Practices Report, which was updated in October 2013 and is available on the website at <http://www.coned.com/steam/PDF/Steam-Best-Practices-Report.pdf>. The measures and technologies presented in the Best Practices Report were compiled from a number of sources including Con Edison studies, Con Edison programs, and various equipment vendors, to provide steam customers with an effective steam demand and efficiency management resource.

The Steam Operations’ website also provides users with links to numerous steam-related websites by clicking on “Links” on the left side of the site and both a “Steam Ombudsman” and “Contact Information” page located on the left side of the site, providing important and useful contact numbers for Customer use.

CUSTOMER COMMUNICATIONS

Monthly Customer Seminars (*Exhibit 6*)

At each seminar, Customers are provided with a package of materials, which includes the Steam Safety Brochure, Glossary of Steam Terms, Steam Repair Service information, Definition of Degree Day, Definition of Water Hammer and Recommendations.

In 2013, Steam Operations held 11 free Customer Seminars. The seminars were held in January, February, March, April, May, June, July, August, September, November, and December. These *Steam Safety, Efficiency, and Maintenance* seminars were attended by 72 Customers. Steam safety issues, such as the use of proper protective equipment; burn prevention and treatment; overall safety practices, tips; and water hammer prevention and information are addressed at these seminars. Environmental issues, regulating valves and traps, and emergency contact information are also topics of discussion.

Fall 2013 Building on Steam Seminar (*Exhibit 7*)

On October 23, 2013, Customers were invited to attend the seventh annual fall Steam Customer Seminar. The theme, *Building on Steam*, attracted approximately 80 Customers, consultants, chief engineers, and building and property managers. The Company's President, Craig Ivey, discussed the future of the Company for electric, gas, and steam systems, and the Vice President of Steam Operations, Saumil Shukla, spoke about cost reductions, environmental benefits, and the reliability of the steam system. The Company released, for the first time, benchmarking material to help Customer's assess their steam energy efficiency among their peers and followed it with the updated 2013 Best Practices Report. In addition, a panel of Customers discussed their energy efficiency and best practices. Informational packets were provided to each Customer and included a Building on Steam Brochure, which provided an overview of steam services.

Seminar topics included an overview of Steam Operations' programs including the Targeted Steam Air Conditioning (AC) Program, Oil-to-Steam Conversion, Steam Interval Data Portal, and Energy Assessment Program. As a result of this seminar, 12 customers signed up for the one-time energy assessment conducted by SBD - to date, SBD has conducted approximately 30 assessments. The PowerPoint presentations given at the Seminar appear on the steam website: <http://www.coned.com/steam>.

Third Annual Con Edison Corporate Customer Group Forum Sponsored by Customer Operations (*Exhibit 8*)

Steam Business Development ("SBD") contributed to the Annual Corporate Customer Group forum where large electric, gas, and steam Customers hear the latest information on the various Con Edison services. SBD provided a synopsis of the material presented at the Fall 2013 Building on Steam Seminar, which included customer programs such as the energy assessment and Steam AC programs. SBD also gave Customer's marketing material and an opportunity to sign-up for Steam Operations energy assessment program. Attendees were also informed of the benchmarking material and best practices

report available online that was presented at the Steam Annual Fall Seminar.

Steam Services Webinar *(Exhibit 9)*

SBD held its first Steam Services Webinar, *Building on Steam*, on June 12, 2013. Approximately 50 Customers logged in and there is a link to the Webinar on the steam website: www.coned.com/steam. Prior to the Webinar, SBD sent out a survey to Customer's to gage what topics they would like to have discussed at the Webinar. Based on the majority of responses from Customers, SBD discussed its program and services, such as its Steam AC Incentive Program, Energy Assessment, and Steam Interval Data Portal, and the benefits of steam, cost savings initiatives, space value and LEED opportunities.

Turn-On/Turn-Off Notice *(Exhibit 10)*

In April 2013, a reminder notice was included in all Customer bills that included information on Steam Operations services and fees for performing turn-offs.

Steam Rates Bill Insert *(Exhibit 11)*

In October 2013, Steam Operations mailed an insert to all steam Customers in their bills to inform them that the continuation of the existing steam rate plan resulted in a decrease to steam rates beginning October 2013.

Hot and Cold Weather Management Notice *(Exhibit 12)*

Customers received email notifications and mailings regarding information and suggestions for good steam management practices. The hot weather notification was tailored to Customers with both electric and steam chillers to encourage them to lessen their peak electric load and lower their energy costs by dedicating more steam chiller capacity to their building's needs. In the event of unusually cold weather, the cold weather notification included examples such as preheating the building during the overnight hours, checking building openings for potential energy losses, such as loading dock doors, overhead doors, windows, etc.

Gas Additions *(Exhibit 13)*

The Fall *Customer News* mentioned the Steam Operations Gas Additions Projects at 59th Street and 74th Street Generating Stations, promoting steam as environmentally friendly.

Customer Seminar and Energy Assessment Program *(Exhibit 14)*

In the Winter *Customer News*, Steam Operations promoted its free Customer Seminars at The Learning Center and its Energy Assessment Program to increase awareness and participation.

STEAM COST and ENERGY EFFICIENCY PROGRAMS

Negotiated Fuel Cost Letter *(Exhibit 15)*

The Company offered Customers the opportunity to obtain a fixed price for a portion of the steam fuel cost for the spring and winter periods in accordance with Rider E. The application and information about the process was accessible on the steam website <http://www.coned.com/steam>. (May and October 2013).

Advertisement in Green Building and Design Magazine (Exhibit 16)

A Customer of steam was featured in the September/October 2013 issue of *Green Building and Design* magazine, highlighting the building and its features. Steam Operations also placed an advertisement to coincide with the article, highlighting its energy efficiency programs and the value of steam.

Advertisement in Crain's Program (Exhibit 17)

The Company attended an event on November 20, 2013, *Crain's City in Transition – The Future of New York City 2013*. The program included a panel of presenters who discussed the future of the City, including topics such as: areas of agreement between business, labor, and civic groups; growing the City's economy; and the challenges the new mayor faces with the City budget. Steam Operations had a number of employees present and an advertisement on steam was placed in the program.

Targeted Steam Air Conditioning (AC) Program

The Company promoted the Electric - Targeted Steam AC program throughout 2013 by first distributing marketing materials to all the existing steam AC Customers as a general awareness campaign. More specifically, SBD approached customers with steam AC properties in the targeted areas and was able to arrange face-to-face presentations with groups from nine of the largest property portfolio management companies that had steam AC properties in their portfolios. The program was also presented at the Steam Services Webinar and Fall 2013 Building on Steam Seminar.

Customer Sited Supply (CSS) Promotional Efforts

The Company continues to promote the CSS Pilot Program. These efforts included multiple formal presentations at events targeting relevant audiences throughout the course of the year. The Company's targeted promotional efforts in 2013 are listed below:

- On February 5, 2013, Luthin Associates, Inc. presented the CSS Pilot Program at the Greater New York Hospital Association conference, sponsored by the New York State Energy Research and Development Agency ("NYSERDA"). The presentation was for an audience specific to Healthcare/hospital facility management and administrators.

- On November 4, 2013, the Company promoted the CSS Pilot Program at the CHP stakeholder meeting held at the Company's headquarters to launch the "Interconnection Guide for Large Combined Heat and Power (CHP) Projects 2-20 MW."

As previously mentioned, presentations were also held at the Fall 2013 Building on Steam Seminar and the Third Annual Corporate Customer Forum held at the Company's headquarters.

Conclusion

In addition to all of the above, whenever the Steam Business Development team meets with Customers, prospects, public entities, energy consultants, and real estate representatives, this information and appropriate materials are shared to ensure a broader awareness of steam and safety.

The Company will continue to work towards getting steam messages out to Customers. If you have any questions about the programs or the documents included in this notice, please let me know.

Sincerely,

A handwritten signature in black ink, appearing to read 'Charles Viemeister', written in a cursive style.

Charles Viemeister
Section Manager
Steam Business Development

Exhibit 1 - Public Awareness Steam Safety Message

CUSTOMER NEWS



- HIGHLIGHTS:**
- Holiday tipping tips
 - HEAP can help
 - Power problems? Let us know!



WINTER 2013

Your Bills

Your bill can vary throughout the year, so why not try our **Level Payment** plan to manage bills and budget for energy costs. We estimate your yearly energy costs and spread payments out evenly over 12 months.

Waiting for payday? Request a **payment extension** of up to 20 days. If you're having difficulty paying your bill, we will work with you to set up a **payment agreement**.

For details on all these programs, visit conEd.com/managemybills.

HEAP Can Help

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

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

Here's what you need to know:

- Signs that can identify a gas leak include a foul odor like rotten eggs, a white cloud, mist, fog, or bubbles in standing water, and a roaring, hissing, or whistling sound.
- If you suspect a gas leak, leave your home or building immediately and take others with you.
- DO NOT do anything that could create a spark, such as light a match, smoke, use the phone, turn lights or appliances on or off, or start a car.
- If the odor is faint, open the windows before you leave.
- Once you're a safe distance away, call 1-800-75-CONED to report the leak. National Grid customers should call 1-718-643-4050.

Call before you dig! The law requires you to call 811 two to 10 days in advance of digging, so utility companies can mark the approximate location of the lines for free. Some pipelines are marked with the name and phone number of the pipeline operator.

For more information, visit conEd.com/customercentral/gassafety or www.npms.phmsa.dot.gov



Call us at
1-800-752-6633

showcase artists and media makers. The organization advances access to and understanding of arts and media by presenting free and low-cost programming, and by offering education and other public programs to people of all ages. Visit bricartsmedia.org.

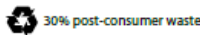
Did you know: Con Edison has coordinated over 104 volunteer events through October 2013, including 18 in the month of October alone.

Free Programs for Steam Customers

Steam customers can take advantage of free, half-day seminars offered each month on steam safety, efficiency, and maintenance. For more information, e-mail SteamCommunications@conEd.com. You can also schedule a free on-site energy-efficiency assessment with one of our engineers. Call 1-212-460-2011 or e-mail SteamSales@conEd.com.

Steam Safety

If you see steam on Manhattan streets, immediately call us at 1-800-75-CONED (1-800-752-6633). Visible steam is caused by water falling on a steam pipe or a manhole cover, or a steam leak, and we need to check it out.



You can choose green power today for a greener tomorrow. Call the New York State Public Service Commission at 1-866-GRN-POWR.

CUSTOMER NEWS



- HIGHLIGHTS:**
- Learn to read your meter
 - Life-Sustaining Equipment survey
 - Power problems? Let us know.



SPRING 2013

How to Read Your Meter



In case bad weather or another unforeseen event keeps our meter readers from visiting your home or business as planned, learn how to read your own meter to avoid an estimated bill. Watch Chris and Greg explain how to make sense of the dials, or, in a pinch, how to send us a photo of your meter, and we'll read it for you.



Scan the code to watch this video, or visit conEd.com/videos to find energy-saving tips.

What's That Smell?

Know the signs of a gas leak:

Smell — an unpleasant odor like rotten eggs

Sight — a white cloud, mist, fog, or bubbles in standing water

Sound — roaring, hissing, or whistling

If you smell gas inside, leave immediately and take others with you. If the odor is faint, open a window before leaving.

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

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

When you are safely away from this area, call 1-800-75-CONED (1-800-752-6633). National Grid customers call 1-718-643-1050.

Visit conEd.com/gassafety.

We speak your language!

Our call center operators are fluent in major languages and translators are available for many others. Give us a call with questions about your bill, to report a power outage, or to learn how to save money and energy at your home or business. Call 1-800-752-6633 (1-800-75-CONED).



Call us at 1-800-75-CONED

Steam Safety

If you see steam on Manhattan streets, immediately call us at 1-800-75-CONED (1-800-752-6633). Visible steam is caused by water falling on a steam pipe or a manhole cover, or a steam leak, and we need to check it out.

Weather Watch

Make sure you're ready for severe storms.

- Prepare an emergency kit with water, nonperishable food, a battery-operated radio, flashlights and batteries, and a first-aid kit (including prescription medicines).
- Keep your cell phone fully charged.
- Fill your car's gas tank.
- Never go near or touch a fallen power line.
- If you see a downed wire, call 1-800-75-CONED (1-800-752-6633) immediately.

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

What to Know About CO

Carbon monoxide (CO) is odorless, colorless, and could be deadly. Stay safe with these tips:

- Know the signs of CO poisoning — headaches, shortness of breath, dizziness, nausea, and fatigue.
- If you suspect CO poisoning, leave the area immediately and call 911.

CUSTOMER NEWS

HIGHLIGHTS:

- \$25 A/C rebate
- Add up your savings!
- Stay safe when storms strike



SUMMER 2013

Get \$25 When You Buy a New ENERGY STAR A/C!

Buy a new ENERGY STAR air-conditioner this summer between May 20 and August 30 and get a \$25 rebate! Watch how to take advantage of this offer, save money and energy, and stay cool this summer. Scan the code to watch the video, or visit conEd.com/videos to see these and other tips to go green.



*Rebate applications must be postmarked no later than September 1, 2013. Rebates will be paid until funds are depleted.



Weather Watch

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

- Prepare an emergency kit with water, nonperishable food, a battery-operated radio, flashlights and batteries, and a first-aid kit (including prescription medicines).
- Keep your cell phone fully charged.
- Fill your car's gas tank.
- Report a power problem.
- Stay away from downed wires. If you see one, call 1-800-75-CONED (1-800-752-6633) immediately.

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

Five Ways to Get the Most From Your A/C

Make some easy changes around the house to conserve energy and save money.

1. Inspect and clean your A/C every year.
2. Change or clean the filter each month.
3. Set your A/C to no cooler than 78 degrees.
4. Use a timer or programmable thermostat to turn on your A/C a half-hour before you get home.
5. Close shades, curtains, or blinds to keep out the sun.

Find 100+ tips to save energy at conEd.com/thepowerofgreen.

What's That Smell?

- Know the signs of a gas leak:
- Smell — an unpleasant odor like rotten eggs
 - Sight — a white cloud, mist, fog, or bubbles in standing water
 - Sound — roaring, hissing, or whistling

If you smell gas inside, leave immediately and take others with you. If the odor is faint, open a window before leaving.

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

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

When you are safely away from the area, call 1-800-75-CONED (1-800-752-6633). National Grid customers call 1-718-643-4050.

Visit conEd.com/gasafety to learn more.

Our New Apps Make Life Easier



Our new apps for your smartphone make it easier for you to pay your bill, report and check the status of a power problem, submit a meter reading, and more. To download our new apps, visit the Apple App Store or Google Play and search Con Edison.



Steam Safety

If you see steam on Manhattan streets, immediately call us at 1-800-75-CONED (1-800-752-6633). Visible steam is caused by water falling on a steam pipe or a manhole cover, or a steam leak, and we need to check it out.

Save Money and Energy with the Green Team

Heating and Cooling Rebates

Cut heating and cooling costs by up to 30 percent by upgrading to high-efficiency technology. Customers in one- to four-family homes can get rebates up to \$1,000 for installing eligible energy-efficient equipment, including furnaces, water and steam boilers, heat pumps, central A/Cs, programmable

thermostats, and lighting upgrades. Commercial and industrial properties can qualify for big rebates for lighting, electric, and gas equipment upgrades; incentives for custom energy-efficiency measures; and energy-efficiency studies.

Upgrade and Save at Multifamily Buildings

CUSTOMER NEWS



HIGHLIGHTS:

- Go safely tips
- Get help with your bills
- EnergyShare with New Yorkers in need




FALL 2013

Put Your Fridge On An Energy Diet



Meter Operations Supervisor Dashaun Daley will show you how you can take a bite out of your energy bill with these easy tips to run your refrigerator more efficiently. Scan the code to watch this video, or visit conEd.com/videos to see these and other energy-saving tips.



Weather Watch

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

- Prepare an emergency kit with water, nonperishable food, a battery-operated radio, flashlights and batteries, and a first-aid kit (including prescription medicines).
- Keep your cell phone fully charged.
- Fill your car's gas tank.
- Never go near or touch a fallen power line.
- If you see a downed wire, call 1-800-75-COVED (1-800-752-6633) immediately.

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

Sandy, a Year Later

A year after Superstorm Sandy wrecked our region, Con Edison is investing \$1 billion over the next four years on storm-protection improvements like higher flood barriers, submersible electric equipment in flood-prone areas, and utility poles that can withstand winds up to 110 mph. We're also doing more to keep our customers informed during severe weather. Check our outage map, report a power problem, get a restoration estimate, and find storm safety tips at conEd.com. Follow us on Facebook or Twitter at Con Edison, and try out the free My Con Edison app for iPhone and Android.

Helping New York City Recover Post-Sandy

New York City's Restoration Business Acceleration Team is helping businesses affected by Superstorm Sandy recover as quickly as possible. Apply by October 31, 2013 to waive more than 40 re-building fees across eight city agencies through the end of this year. For more information, visit nyc.gov/rbak, or call 1-212-788-6813.



Call us at 1-800-75-COVED

Clear a Path



Please keep the path to your meter clear, for our safety and yours. Make sure stairways are well-lit and in good repair. Please clear the area leading to and around your meter, and keep it free of trash, leaves, tools, and other obstacles. Giving us safe, clear access will help you avoid an estimated bill.

Sincerely,
Your meter reader

Save Money and Energy



Heating and Cooling Rebates

Cut heating and cooling costs by up to 30 percent by upgrading to high-efficiency technology. Customers in one-to-four-family homes can get rebates of up to \$1,000 for installing eligible energy-efficient equipment, including furnaces, water and steam boilers, heat pumps, central A/Cs, programmable thermostats, and duct and air sealing.

Recycle Your Spare Fridge or Freezer

Save up to \$100 a year in energy costs by getting rid of that clunky, inefficient freezer or second fridge in your one-to-four-family home. We'll pick up, recycle it for free, and give you \$50. Call 1-800-430-9505 to schedule a pick-up. Appliances must be in working condition.

Get a Free Smart Thermostat

Control your central heating and A/C system, and save energy with our free smart thermostat, valued at \$300. Program it using the Internet or your smartphone. To learn more, call 1-866-621-8690, or visit conEd.com/cool.

Upgrade and Save at Multifamily Buildings

If you own or manage a multifamily building, schedule a free energy survey. Your building may qualify for rebates of up to \$15,000 if you install high-efficiency equipment.

Save Big at Your Business

The Green Team offers small businesses free energy surveys and incentives that can cover up to 70 percent of the cost of heating, cooling, and lighting upgrades. Larger commercial properties can qualify for big rebates for lighting, electric, and gas equipment upgrades; incentives for custom energy-efficiency measures; and energy-efficiency studies.

Restrictions apply. For details, eligibility, and more information about these energy-saving programs, visit conEd.com/greenteam, or call 1-877-870-6118.

Assault Is Wrong

Some of our field representatives have been assaulted recently while trying to do their jobs. Not only is this wrong, we never want to see this happen. So, if you have a disagreement with the company or one of its employees, don't let things escalate. Contact us and let us know. But please don't resort to violence. It's just not worth it.



Recycle CFLs

Compact fluorescent light bulbs (CFLs) are designed to last a lot longer than standard bulbs. When they do burn out, recycle them! Home Depot, Lowe's and IKEA stores will recycle used CFLs for you.

Clean, Green Steam

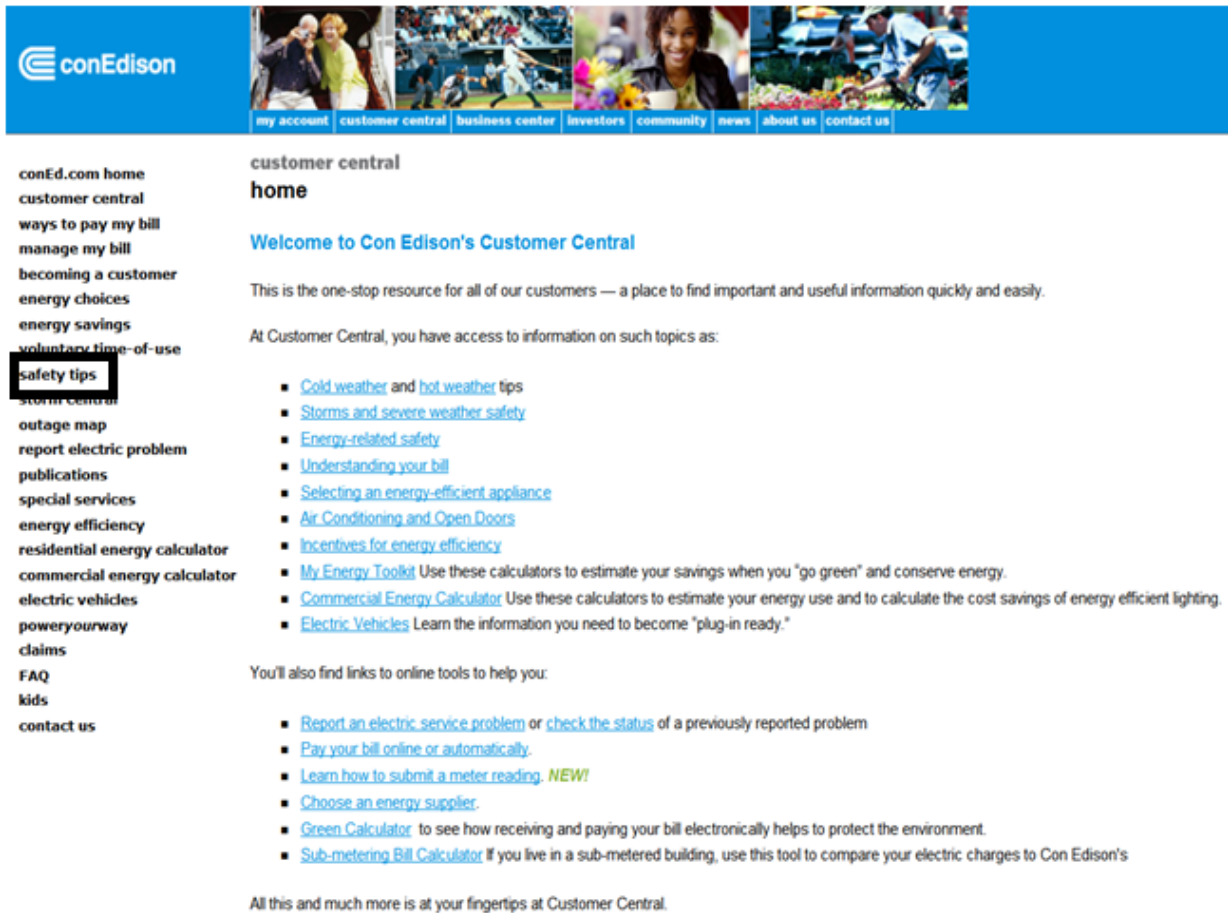
We're using more natural gas at our steam-generating plants, which helps us reduce emissions and lower fuel costs. That means cleaner air and lower bills for steam customers. For more information, call 1-212-460-2011.

Steam Safety

If you see steam on Manhattan streets, immediately call us at 1-800-75-COVED (1-800-752-6633). Visible steam is caused by water falling on a steam pipe or a manhole cover, or a steam leak, and we need to check it out.

Make bill paying easy. Learn about our bill-paying options at conEd.com/customerscentral.

Customer Central Website



conEdison

my account | customer central | business center | investors | community | news | about us | contact us

conEd.com home
customer central
ways to pay my bill
manage my bill
becoming a customer
energy choices
energy savings
voluntary time-of-use
safety tips
storm central
outage map
report electric problem
publications
special services
energy efficiency
residential energy calculator
commercial energy calculator
electric vehicles
poweryourway
claims
FAQ
kids
contact us

customer central
home

Welcome to Con Edison's Customer Central

This is the one-stop resource for all of our customers — a place to find important and useful information quickly and easily.

At Customer Central, you have access to information on such topics as:

- [Cold weather](#) and [hot weather](#) tips
- [Storms and severe weather safety](#)
- [Energy-related safety](#)
- [Understanding your bill](#)
- [Selecting an energy-efficient appliance](#)
- [Air Conditioning and Open Doors](#)
- [Incentives for energy efficiency](#)
- [My Energy Toolkit](#) Use these calculators to estimate your savings when you "go green" and conserve energy.
- [Commercial Energy Calculator](#) Use these calculators to estimate your energy use and to calculate the cost savings of energy efficient lighting.
- [Electric Vehicles](#) Learn the information you need to become "plug-in ready."

You'll also find links to online tools to help you:

- [Report an electric service problem](#) or [check the status](#) of a previously reported problem
- [Pay your bill online or automatically](#)
- [Learn how to submit a meter reading](#). **NEW!**
- [Choose an energy supplier](#).
- [Green Calculator](#) to see how receiving and paying your bill electronically helps to protect the environment.
- [Sub-metering Bill Calculator](#) If you live in a sub-metered building, use this tool to compare your electric charges to Con Edison's

All this and much more is at your fingertips at Customer Central.

Customer Central Website



- conEd.com home
- customer central
- ways to pay my bill
- manage my bill
- becoming a customer
- energy choices
- energy savings
- voluntary time-of-use
- safety tips
- storm central
- outage map
- report electric problem
- publications
- special services
- energy efficiency
- residential energy calculator
- commercial energy calculator
- electric vehicles
- poweryourway
- claims
- FAQ
- kids
- contact us

customer central

TRANSLATE THIS PAGE

safety tips

Here are some tips that will contribute to a safe, accident-free environment.



Don't Get Hurt: Call Before You Dig

- Before you dig, drill, or excavate the ground, be safe – call 811 to make sure you're clear of all underground utility lines.
- Under the ground are natural gas, electricity, water, sewer, phone, and cable lines. Hitting a line with your shovel or other equipment can seriously injure you in an instant. Accidentally damaging a gas pipeline or electric cable can cause an electric shock, fire, or explosion.
- Protect yourself, your family, and your neighbors. Whether you're planting a tree, pulling out a tree stump, or digging post holes for a fence, deck, or mailbox, call 811 two to 10 days before starting work. After you call, utility companies will mark the locations of underground lines for you at no charge.
- 811 is free, and available seven days a week, 24 hours a day.

For more information, read [Natural Gas Safety](#) and [What Contractors Must Know](#), and visit [Dig Safely New York](#) and [New York 811](#)



Electric Safety

- Check electrical cords for worn spots or frayed wires. Don't mend it, replace it! Homemade repairs are a common source of fires.
- Use extension cords sparingly and only on a temporary basis. Too many appliances plugged into one cord causes overheating. One of every six home fires is started by overheated wires.
- Wherever electricity is used — inside or out, on the street or in the home — the risk of an electrical fire or shock exists. Con Edison's new brochure [Electric Safety: What You Need to Know](#), outlines the rules and safeguards that will help you prevent electrical accidents.
- What should you do when your power goes out? Our [Power Problems? Let Us Know](#) brochure tells you how you can help us restore power quickly and safely.

[More electric safety tips >](#)



Steam System Safety Tips

The Con Edison steam system is a critical component of New York City's energy infrastructure. This system supplies heating, hot water, and air-conditioning to many of Manhattan's largest and most prestigious buildings, including the United Nations and the Empire State Building.

- If you see steam on Manhattan streets, immediately call 1-800-75-CONED. Steam is caused by water falling on a steam pipe or manhole cover, or a steam leak. To avoid potential injury, don't walk through the steam or on the manhole cover.
- Loud banging noises in your steam pipes can be a sign of water hammer. This is a potentially unsafe condition and you should contact your building's maintenance staff immediately.

Steam Website



- [conEd.com home](#)
- [steam](#)
- [my steam account](#)
- [access steam web self service](#)
- [steam safety](#)
- [why steam](#)

steam operations

steam safety message

If you see steam on Manhattan street, immediately call 1-800-75-CONED. Steam is caused by water falling on a steam pipe or manhole cover, or a steam leak. To avoid potential injury, don't walk through the steam or on the manhole cover.

Exhibit 2 - Training for Public and Emergency Officials

Training and Drills 2013

January 9 - Parks Department 5th Avenue and 66th Street	November 22 - FDNY Firefighters at TLC
January 14 - Fire Marshals at TLC	November 25 - FDNY Lieutenants at Fort Totten
January 22 - FDNY Lieutenants at Fort Totten	December 3 - FDNY Hazmat at Randall's Island
January 25 - ESU at Floyd Bennett Field	December 4 - NYPD ESU at John Jay
February 1 - FDNY Lieutenants at Fort Totten	December 9 - NYPD ESU at John Jay
February 25 - Divisions 1&9 FDNY	December 17 - FDNY Hazmat at Randall's Island
February 28 - FDNY Battalion Chiefs at TLC	
March 4 - FDNY Lieutenants at Fort Totten	
April 4 - ESU confined space drill Manhattan	
April 11 - NYPD Counterterrorism at TLC	
April 19 - FDNY Lieutenants at Fort Totten	
April 30 - Con Edison 101 at TLC	
May 2 - FDNY Lieutenants at Fort Totten	
May 8 - NYPD ESU at John Jay	
June 19 - Midtown North NYPD traffic precinct	
June 24 - FDNY at Hudson Avenue	
July 9 - FDNY Lieutenants at Fort Totten	
July 26 - NYPD confined space drill Manhattan	
August 5 - FDNY Lieutenants at Fort Totten	
September 4 - FDNY Lieutenants at Fort Totten	
September 23 - NYPD Manhattan	
September 26 - Con Edison 101 at TLC	
October 7 - FDNY Lieutenants at Fort Totten	
October 8 - FDNY Captains at Randall's Island	
October 18 - FDNY Captains at Randall's Island	
November 14 - FDNY Hazmat at Randall's Island	
November 19 - FDNY Lieutenants at Fort Totten	
November 22 - FDNY Firefighters at TLC	
November 25 - FDNY Lieutenants at Fort Totten	

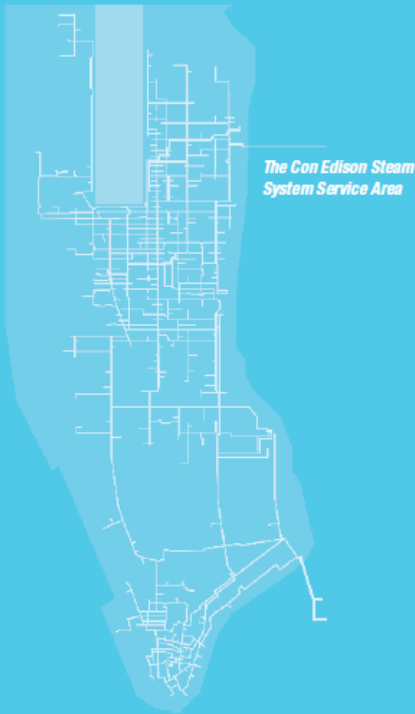
Exhibit 3 - Steam Safety Brochure

STEAM SAFETY



WHAT YOU NEED TO KNOW

Con Edison provides this information to help keep your steam system operating safely and efficiently.



Our Commitment to Safety

The Con Edison steam system is a critical component of New York City's energy infrastructure. This system supplies heating, hot water, and air-conditioning to many of Manhattan's largest and most prestigious buildings. Steam is one of the cleanest and "greenest" forms of energy available today and, when used properly, one of the safest.

Con Edison continuously monitors and inspects its steam system to ensure public safety. We encourage you to take an active role in helping us keep our system safe. Please be alert to questionable activities happening near our facilities and equipment. If you see something suspicious, call the police.

If you see steam on Manhattan streets, call us right away at 1-800-75 CONED (752-6633). Steam is caused by water falling on a steam pipe or manhole cover, or a steam leak. We need to check it out. To avoid potential injury, do not walk through the steam or on the manhole cover.



To ensure the highest levels of safety, service reliability, and security, Con Edison:

- Works with emergency responders and state and local agencies to prepare for and prevent emergencies. This is done through intensive training and periodic drills.
- Works closely with the community
- Uses the latest security and safety technologies and methods
- Meets or exceeds all state safety regulations for distributing steam



Customer Equipment

Maintenance Responsibility

Con Edison is responsible for supplying and maintaining the steam traps and trap strainers installed upstream of the meters. This responsibility does not include any of the trap piping, only the traps and trap strainers themselves.

Con Edison is also responsible for supplying and maintaining the meters, meter regulating valves, meter orifice plates, and their associated gaskets. In addition, Con Edison supplies and maintains the meter strainers and the separators upstream of the meters. The customer is responsible for supplying and maintaining the gaskets associated with the meter strainer and separator, as well as the valves, flanges, gaskets, piping, and all other steam equipment.

How to Avoid Condensate Build-up

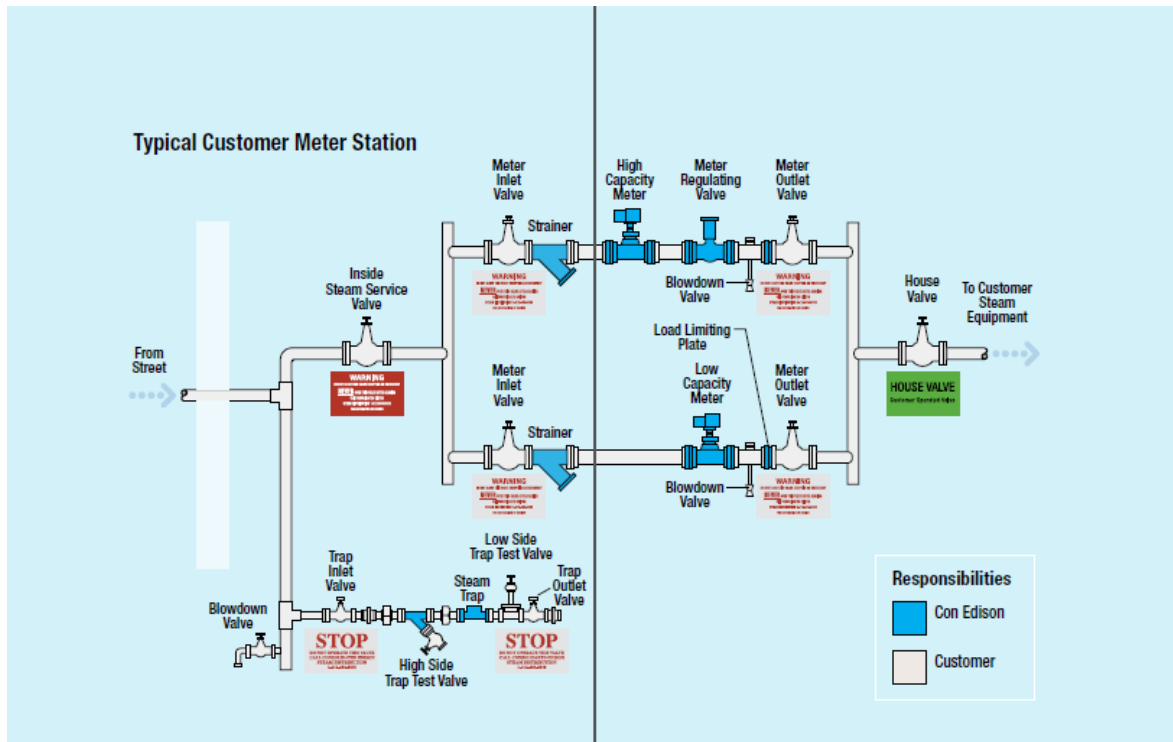
To ensure safe and reliable steam system operation, condensate-removal equipment, such as steam traps and drain valves, must be installed at appropriate points in your steam system. A qualified operator, heating contractor, or consulting engineer can determine whether your steam traps, drain valves, and drip legs are properly installed.

Steam traps automatically remove condensate from the pipe system. To ensure safety and reliability, check all steam traps regularly to make sure they are working properly.



Thermodynamic steam trap

Drain valves are used to remove condensate from lines before turning on the steam after there has been an extended outage.



Periodic Testing of Steam Traps and Strainer Maintenance

During routine maintenance, we recommend that you inspect your traps, strainers, and drip legs for the presence of corrosion products. This will give you an indication as to whether the accumulation of corrosion products is a problem in your system. While it is not unusual to find small amounts of corrosion products inside steam equipment, a significant accumulation of corrosion products can interfere with the proper operation of steam traps. Steam traps perform the critical function of removing condensate from steam pipes. If corrosion products interfere with the proper operation

of steam traps, condensate can accumulate in the steam pipes and a condition known as water hammer can occur. Be sure to return traps to service after performing any maintenance work.

A common type of water hammer occurs when slugs of condensate impact the steam pipes causing loud banging noises. Severe water hammer can cause steam pipes or fittings to fail.

Water hammer can cause serious property damage and personal injury. On the other hand, a trap that fails in the open position not only wastes energy and is costly to you, it can cause high ambient temperatures.



Trap Inlet and Trap Outlet Valves

The trap inlet and trap outlet valves on steam traps, which are upstream of the Con Edison meters, are never to be closed by anyone other than Con Edison personnel. To prevent unauthorized use, Con Edison has tagged each valve and wire-sealed the trap inlet valves.



Metal tag identifying valves to be opened or closed only by Con Edison steam employees

These valves must remain open to avoid the accumulation of condensate, which can lead to a water hammer condition. If you see a problem with these traps, please call Con Edison immediately at 1-800-75-ConEd (1-800-752-6633).

Steam Pipe Maintenance

Regular inspections by a qualified operator or heating contractor will help keep your steam-pipe system operating safely and efficiently.

Here are some things you, your operators, and your contractor should be aware of:

- Keep vent lines from condensate-collection vessels, such as a dilution or flash tank, clear and unrestricted to prevent pressure from building up.
- If you are a seasonal customer, make sure that your steam equipment is thoroughly inspected before turning it on. All inspections, adjustments, and repairs to your steam-pipe system must be performed by a qualified operator or heating contractor.
- Make sure that pipes are properly insulated. Insufficient pipe insulation causes excessive heat loss.
- Do not use leak sealant because it may enter the pipe system and clog the traps and sensing lines.

Pardon the Interruption

Occasionally, we may have to interrupt your service to make repairs to the steam distribution system. If this happens, Con Edison will notify you in advance of the outage.

How to Avoid Delay in Service Turn-on

After Repair

Following these guidelines will help you get the work you need done in a safe, efficient, and timely manner.

■ If you plan to change or modify your steam pipes; replace pressure-reducing valve(s) or your meter station; change pipe flange(s); perform any repair requiring welding; make changes in dilution or flash tanks, pipe anchorage, pipe guides, expansion devices, or trap locations, **you must** notify Con Edison Steam Distribution Engineering about the scope of your plans — before any work begins. At your request, we will arrange to shut off your steam service. We will also advise you where to get information about New York City Building Code requirements for high-pressure steam piping work including any radiographic examination (X-ray) requirements for welding or weld repairs.

The NYC Buildings Department rules on High-Pressure Steam Piping Systems in the NYC Building Code, Appendix A, Chapter 20, Section 20-02 apply to the steam systems in most of our customers' buildings. A copy of the rules will be provided upon request.

■ Asbestos abatement must be performed in compliance with the federal, state, and city environmental rules and regulations. We require an air clearance report(s) issued by a third-party New York State-certified Environmental Laboratory Approval Program laboratory (ELAP). You must provide a copy of the air clearance report before steam service can be restored. The

report is required for all abatement work, regardless of project size, conducted inside steam rooms or areas that Con Edison Steam Distribution personnel will enter to restore service.

Seasonal Service Turn-ons/Turn-offs

To avoid delay, please notify us at least two weeks before your desired turn-on/turn-off date so that we may provide timely service.

The Inside Steam Service Valve

The inside steam service valve is the first valve in the building. It is to be closed *only* in an emergency. If you must close this valve, call Con Edison immediately. To prevent use by unauthorized persons, Con Edison has wire-sealed the valve and attached a red metal warning tag that lists all emergency restrictions. Once closed, it is possible that condensate may build up behind the inside service valve. For this reason, it is imperative that customers **NEVER OPEN** the inside service valve. Customers must call Con Edison to open the inside service valve.



Metal tags identify valves to be closed only in an emergency and opened only by Con Edison steam employees





Unattended Open Drain Valves

Never leave opened drain valves unattended during a scheduled or unscheduled steam outage. This is critical because steam service will be restored as soon as the street work is completed and an open drain valve may allow excessive steam flow and unsafe conditions during the start-up process.

Interruption of Electric Service

Customers who require electric service to operate their steam system safely should isolate their steam service in the event of an electric outage. Service should be isolated by closing the first isolation valve after the steam meter station. This valve(s) is called the "house valve." Con Edison has installed a green tag on house valves. In an emergency, the inside steam service valve can be used for isolation, but Con Edison **must be** called to reopen the valve. During an interruption of electric service, customers who have electric condensate-removal pumps might consider isolating their steam service to prevent condensate receivers or sumps from overflowing and flooding mechanical equipment rooms.

Customer Seminars

Con Edison offers free half-day seminars to our steam customers. Topics include a steam system overview, metering equipment, and safety issues. Seminars are open to building managers, engineers, and maintenance staff. To register, please call Con Edison at 1-212-460-1216.

How to Reach Us

We want to provide our customers with the best possible service. If you need us, please use one of the numbers below.

In case of an emergency or to schedule a turn-off or turn-on of service (24 hours a day):

Phone: 1-212-683-8830, 1-800-914-9112, or 1-800-75-ConEd (1-800-752-6633)

Steam Distribution Engineering department:

For piping changes or modifications,
Phone: 1-212-460-4410

Steam Environment, Health and Safety representative:

For questions about asbestos abatement and monitoring results,

Phone: 1-212-894-9496

Our Web Site:

conEd.com/Steam

Want to know more?

If you would like additional safety information, visit

www.conEd.com/customercentral/safetytip.asp



The National Call Before You Dig Organization

Call 811 Before You Dig

Seven days a week, 24 hours a day

This toll-free call will help protect you, your family, and your neighbors.

www.call811.com

Tampering with Con Edison equipment is illegal

It also creates hazards that could hurt you. If you think someone has tampered with our equipment, call **1-212-460-3704**. You do not have to give us your name.

Steam Safety

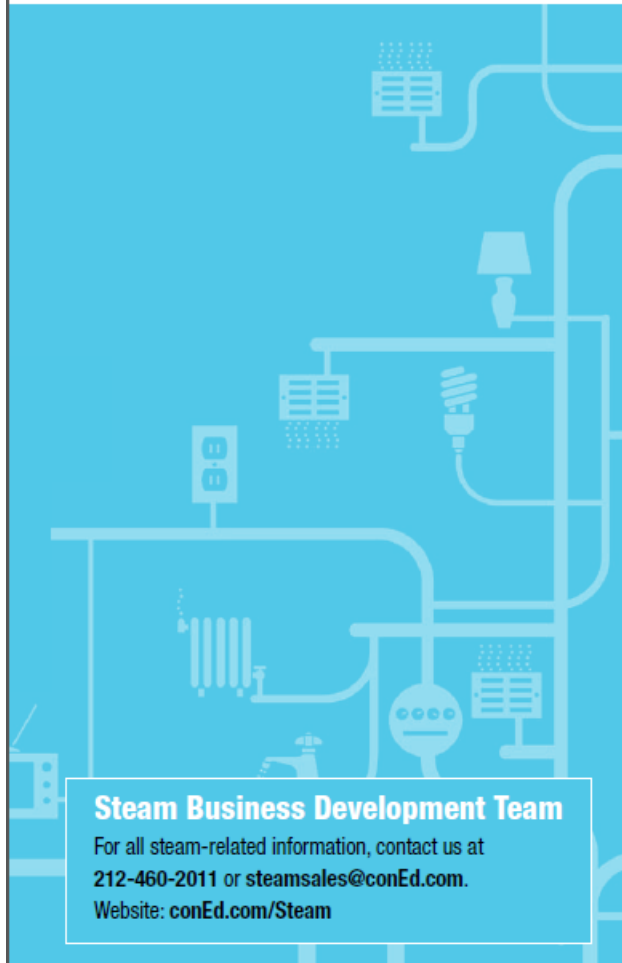
If you see steam on Manhattan streets, immediately call us at **1-800-75-CONED (1-800-752-6633)**.

Steam is caused by water falling on a steam pipe or manhole cover, or a steam leak. We need to check it out. To avoid potential injury, don't walk through the steam or on the manhole cover.



conEdison

conEd.com



Steam Business Development Team

For all steam-related information, contact us at
212-460-2011 or steamsales@conEd.com.

Website: conEd.com/Steam



50% post-consumer waste

April 2012

Exhibit 4 – Hurricane Season Safety Message

----- Forwarded message -----

From: "Con Ed Steam Communications" <Coned@xmr3.com>

Date: Jun 3, 2013 3:12 PM

Subject: Hurricane Test



June 2013

Dear Steam Customer,

Hurricane season is upon us once again. As we saw with Superstorm Sandy last year, and Hurricane Irene the year before, one storm in our area can cause serious damage. We are prepared for storms, and want you to be ready too.

You can prepare for hurricane season by:

Knowing your risk:

- o [Know your evacuation zone and risk of high winds and flooding](#)
- o [Learn more about hurricanes](#)

Taking action:

- o [Develop an emergency plan](#) based on your local hurricane, severe storm, and flooding hazard.
- o Practice how and where you will evacuate if instructed by emergency-management officials.
- o Post your plan where visitors can see it.
- o [Sign up for local alerts from emergency-management officials](#)
- o Obtain a weather radio.
- o Check the weather forecast regularly.

Con Edison is serious about being ready for storms. Through awareness and planning, we want to help you be prepared – and safe – during the summer and fall storm season.

If you have any questions, call us at 1-800-75CONED (1-800-752-6633).

Exhibit 5 - Steam Website



- conEd.com home
- steam
- my steam account
- access steam web self service
- steam safety
- why steam
- new/modified steam service
- maintenance & services
- repairs and rates
- steam rates & incentives
- knowledge center
- careers
- specifications
- environmental programs
- links
- contact information
- steam ombudsman

steam operations

welcome to con edison steam operations

Con Edison District Steam: The Energy Solution for the 21st Century

Con Edison district steam offers you a solution that can help you avoid major capital investment to an on-site boiler plant, and create other revenue opportunities within your building.

We can supply steam to meet all your heating and cooling needs.



Steam Safety

- If you see steam on Manhattan streets, immediately call 1-800-75-CONE. Steam is caused by water falling on a steam pipe or manhole cover, or a steam leak. To avoid potential injury, don't walk through the steam or on the manhole cover.

A Safety Message for our Steam Customers

My Steam Account

- Access Steam Interval Data Portal (SIDP) to review your financial and billing history.
- Access Steam Web Self Service

Latest News

- Building on Steam Webinar
- Hurricane Preparedness
- Negotiated Fuel Cost Program (NFCCP) Summer 2013
- Free One-Time Customer Assessment

All Con Edison steam customers can now receive a free energy efficiency assessment for your building. The assessment will provide you with suggestions on how to become energy efficient and offer best practices for running your building. This is a one-time opportunity to participate. If you are interested, please call 212-460-2011 to schedule an appointment or e-mail us at SteamSales@coned.com.
- Find out how a "Building on Steam" can benefit you.

[Green Your Building and Take the LEED](#)

Steam Operations Pilot Programs

 - Introducing two new programs for our steam customers

Steam Safety Brochure

 - What you need to know to keep your system operating safely and efficiently

Free Customer Seminars

 - Steam Safety, Efficiency, and Maintenance

Steam Efficiency Brochure

 - Improve the efficiency of your building's steam system. It's a win-win proposition.



applying for new or modified Steam service

negotiated fuel cost program enrollment process

Steam Videos

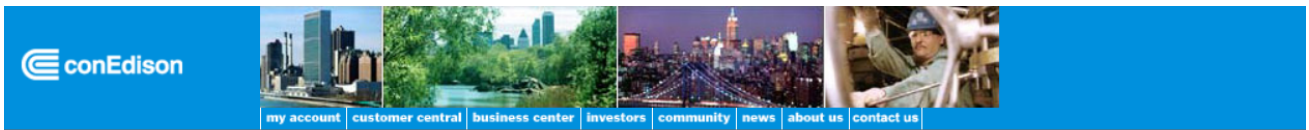
why steam? competitively priced, reliable, clean and efficient, lower maintenance, space saving, environmentally friendly

building on steam pilot programs - demand response (DR), customer sited supply (CSS), steam energy, steam cooling

frequently asked questions

news alerts

Steam Website After



- conEd.com home
- steam
- my steam account
- access steam web self service
- steam safety
- why steam
- new/modified steam service
- maintenance & services
- repairs and rates
- steam rates & incentives
- knowledge center
- careers
- specifications
- environmental programs
- links
- contact information
- steam ombudsman

steam operations

Steam Operations

The nation's largest district system serves more than three million customers and continues to grow. We provide our customers with steam for heat, hot water, air conditioning, dry cleaning, humidification and other benefits. Find out how you can be part of our steam family and apply for new or modified steam service. You can also contact us directly at 212-460-2011.

[APPLY NOW](#)

My Steam Account

- Access Steam Interval Data Portal (SIDP)
- Access Steam Web Self Service
- How to Apply for New or Modified Steam Service

Latest News

- Building on Steam Annual Fall Seminar
- Building on Steam Webinar
- Steam Operations Pilot Programs
- Free Customer Seminars
- Targeted Steam AC Incentive Program
- Steam Best Practices Report
- Con Edison New Bill Design for our Customers
- Summary of "Statement of Fuel Adjustment"

Using Steam

- Steam Safety Brochure
- Building on Steam Brochure
- Steam Efficiency Brochure
- Hurricane Preparedness

If you see steam on a Manhattan street, immediately call 1-800-75-CONED. Steam is caused by water falling on a steam pipe or manhole cover, or a steam leak. To avoid potential injury, don't walk through the steam or on the manhole cover.

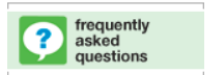
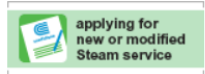
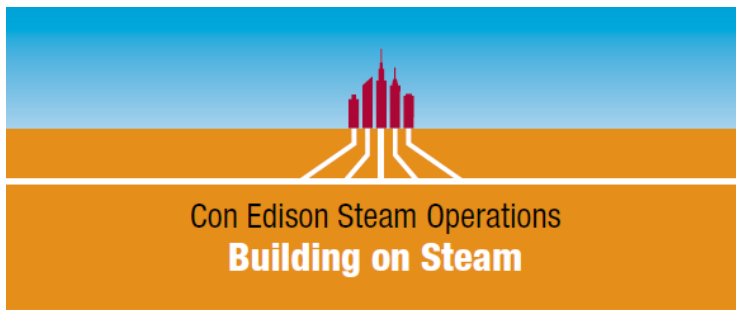


Exhibit 6 - Monthly Customer Seminars



Con Edison Steam Operations **Building on Steam**

Monthly Customer Seminars

Con Edison's Steam Operations is proud to offer our customers a **free**, introductory, half-day seminar, **Steam Safety, Efficiency, and Maintenance**.

Topics include: Steam system overview, meter equipment information, safety issues, and much more.

The seminars are open to building owners, managers, engineers, and maintenance staff. The sessions take place from 8 a.m. to noon in Con Edison's state-of-the-art training facility, The Learning Center, 43-82 Vernon Boulevard, Long Island City.

To register, please contact:

steamcommunications@conEd.com

Continuing education credit is also available. For more information, please contact Steam Business Development at **212-460-2011** or steamcommunications@conEd.com

Seminar Schedule

2013

January 16, 2013
February 20, 2013
March 20, 2013
April 17, 2013
May 15, 2013
June 19, 2013
July 17, 2013
August 21, 2013
September 18, 2013
November 20, 2013
December 18, 2013

We look forward to seeing you at one of our seminars!



Exhibit 7 - Fall 2013 Building on Steam Seminar

Con Edison Steam Operations

BUILDING ON STEAM

WEDNESDAY,
OCTOBER 23, 2013
8 a.m. to 1:30 p.m.

Agenda

Continental Breakfast and Networking

Welcome

Charles Viemeister, *Section Manager, Steam Business Development*

State of the Company

Craig Ivey, *President, Con Edison of New York*

Accomplishments

Saumil Shukla, *Vice President, Steam Operations*

Cost-effective Practices and Application

Robert Forte, *Project Specialist, Steam Business Development*

Michelle Isoldi, *Associate Engineer, Steam Business Development*

Air-conditioning Incentives and Absorption Chiller Technology

Frank Cuomo, *Project Specialist, Steam Business Development*

Douglas Davis, *Director of Marketing, Broad USA*

Break

Recent Highlights - Looking Ahead

John Catuogno, *Department Manager, Customer and Business Services*

Sheria Stallings, *Analyst, Steam Business Development*

Charles Viemeister, *Section Manager, Steam Business Development*

Customer Perspective

Panel of Steam Customers

Offering First-hand Experiences of Designing, Operating, Improving, and Maintaining a "Building On Steam"

Lunch

Exhibit 8 – Third Annual Con Edison Corporate Customer Group Forum
Sponsored by Customer Operations

November 22, 2013

Corporate Customer Group Forum Agenda

8:30am: Breakfast and Networking

9:00am: Opening Remarks, Yvonne Giaramita

9:05am: ACH Payment Process, Frank D'Amadeo

9:20am: Reactive Power and MHP, Mike Gibbons

9:50am: Gas Customer Conversion Group, Christine Cummings

10:10am: Steam Business Unit, Charles Viemeister

10:30am: Break

10:40am: CHP and Solar Power, Margaret Jolly

11:00am: Panel Discussion: Energy Efficiency, Demand Response & Targeted DSM -
Tim Lezgus, Simkho Zirkiyez & Mike Harrington

11:40am: Event Wrap Up, Networking Session, Vincent Marketta

Exhibit 9 – First Annual Steam Services Webinar

From: Steam Communications
Sent: Wednesday, May 08, 2013 10:09 AM
To:
Subject: Building on Steam Webinar



Join us on **Wednesday, June 12** from 11 a.m. to 12:30 p.m. for our first annual Customer Webinar, "Building On Steam."

As valued customers, consultants, property managers, and industry leaders, we want to know what topics you are interested in seeing in our presentation, and we will customize our webinar accordingly.

To register and select the topics that interest you, please click the survey link below: [Steam Webinar 2013 - Building On Steam - Registration](#).

Please register by **Wednesday, May 15** if you are interested in attending. Feel free to forward this invite to any other colleagues that may also be interested in attending.

Further details on the webinar, including the website to log in, will be provided to all registered participants, as the date draws near.

From: Steam Communications
Sent: Friday, May 17, 2013 7:45 AM
Subject: Building on Steam Webinar



Thank you for your input and registering for the **Wednesday, June 12** first annual Customer Webinar, "Building On Steam" from 11 a.m. to 12:30 p.m.

Based on your input, the two topics we will focus on presenting are:

- Benefits of Steam (Cost Saving Initiatives, Space Value, LEED Opportunities) and
- Programs and Services (AC Incentive, Energy Assessment, Steam Interval Data Portal)

In addition, we will provide a brief overview of steam, customer uses for steam, and how and when to involve steam.

If you are still interested in registering, please respond to this e-mail with your name and company.

Further details on the webinar, including the website to log in, will be provided to all registered participants, as the date draws near.

Exhibit 10 - Turn-on/Turn-off Notice

A Reminder for Our Steam Customers:

As the heating season comes to an end, we want to remind our customers that requests for seasonal adjustments, repairs, and emergencies can be subject to additional fees. Please also remember that there is a charge for all requests to turn off or turn on steam service.

Here is a list of the services and fees:

TYPE OF SERVICE	FEE* (7:30 a.m. – 3 p.m.)**	FEE* (after 3 p.m.)**
Replace 300# flange valve (1" to 4")	\$1,400	\$1,504
Repair/replace trap and equipment	\$554	\$593
Request for investigation of leak, pressure condition, or other equipment problem	\$318	\$364
Service turn-off or turn-on	\$315	\$356
Additional fees related to the services listed above		
Removal of asbestos gasket	\$148	\$153
Material pick-up charge	\$318	\$364

*Charges do not include taxes.

**Service on holidays subject to additional charges.

If you would like Con Edison to turn off steam service after the heating season, please plan ahead. Letting us know two weeks before the date you want service turned off will help us assist you in a timely manner.

If you have any questions about the services listed in the chart, please call 1-800-75-CONED, or if you have any other questions related to our steam business, please call 1-212-780-8855.

Thank you for being a steam customer.

April 2013



Exhibit 11 - Steam Rates Bill Insert

Seasonal Customers

If you would like Con Edison to turn on your steam service, we ask you to plan ahead. Letting us know two weeks before the date you want your service turned on will help us respond in a timely manner. We will return your call and schedule an appointment for the turn on.

There is a charge for the temporary disconnection or reconnection of your service. For each disconnection or reconnection requested by you, the charge will be \$315 during business hours (Monday to Friday, 7:30 a.m. to 3:00 p.m.). The charge for a disconnection or reconnection started or completed during all other hours is \$356.

If you have a question on any of this information, please call 1-800-75-CONED. If you have any questions related to our steam business, please call 1-212-780-8855.

www.conEd.com/steam

(Continued on front)

Dear Steam Customer,

We would like to tell you about several issues of importance.

New steam rates effective as of October 1, 2013

On September 22, 2010, the New York Public Service Commission adopted a three-year steam-rate plan that provided for a temporary rate surcharge of \$31.7 million for the 12 months ending September 30, 2013. To reflect the end of the temporary surcharge, the Company has reduced its base rates for the rate year that commences October 1, 2013. The effect of the rate change is an approximately 3.7 percent decrease on a total bill basis, or a 6.4 percent decrease in pure base revenues, that is, net of fuel costs.

Rates will change again following the outcome of the pending steam-rate case.

(Continued on back)

October 2013



Exhibit 12 – Hot and Cold Weather Management Notice

----- Original Message -----

Subject: Summer Heat

From: Con Ed Steam Communications <Coned@xmr3.com>

To:

CC:



June 2013

Dear Steam Customer,

We want to help you keep cool and save money this summer.

On the hottest days, avoid peak demand charges by using your hybrid cooling system. Using your steam chiller when demand for electricity is highest will reduce your electric bill by lowering your use of electricity.

To learn more about your cooling-plant options and what steam can do for you, contact us at 1-212-460-2011 or SteamSales@conEd.com, or visit us at conEd.com/steam.

Con Edison offers many other ways to help you save money and energy. To learn more, visit conEd.com/greenteam.

We look forward to serving you and thank you for being our customer!

Sincerely,

John Catuogno

John Catuogno
Department Manager
1-212-460-3379
catuognoj@coned.com

-----Original Message-----

From: Con Ed Steam Communications <Coned@xmr3.com>

To:

Sent: 15-Jul-2013 12:54:04 +0000

Subject: Summer Heat



July 2013

Dear Steam Customer,

We want to help you keep cool and save money this summer.

On the hottest days, avoid peak demand charges by using your hybrid cooling system. Using your steam chiller when demand for electricity is highest will reduce your electric bill by lowering your use of electricity.

To learn more about your cooling-plant options and what steam can do for you, contact us at 1-212-460-2011 or SteamSales@conEd.com, or visit us at conEd.com/steam.

Con Edison offers many other ways to help you save money and energy. To learn more, visit conEd.com/greenteam.

We look forward to serving you and thank you for being our customer!

Sincerely,

John Catuogno

John Catuogno

Department Manager

1-212-460-3379

catuognoj@coned.com

From: Con Ed Steam Communications <Coned@xmr3.com>
Date: October 1, 2013 at 1:36:47 PM EDT
To:
Subject: Cold Weather Tips



Dear Steam Customer:

As the weather gets colder and you turn on the heat, we would like to help you save money and get the most out of your steam service.

Here's what you can do:

- Consider preheating your building overnight so temperatures are comfortable the next day and you avoid peak-demand charges.
- Close all windows and loading-dock doors not in use, and fix building air leaks to keep warm air in and cold air out.
- Reduce temperatures in unoccupied or noncritical spaces to reduce demand.
- Clean heat-exchanger surfaces on air-handling equipment and hot-water heat exchangers.
- Inspect and maintain your steam traps to reduce steam loss and the possibility of condensate buildup.
- Identify and repair any steam leaks.
- Calibrate control devices.
- Replace missing or damaged insulation on steam piping.

If you are a demand-billed customer, consider modifying your operations to reduce the on-peak demand charge, which is in effect from 6 a.m. to 11 a.m. weekdays for the December through March billing periods. You can:

- Start your fans earlier to avoid the start-up spike during the on-peak period.
- Reduce the space air-temperature set-points by a few degrees during the on-peak period.
- Raise the secondary hot-water temperatures before 6 a.m.
- Implement STEEMs (storage of thermal energy in existing mechanical systems).

For more tips to help you save, read our [report on best practices](#).

If you have any questions, please contact us at 1-212-460-2011 or SteamSales@coned.com, or visit conEd.com/steam.

----- Original Message -----

Subject: Cold Weather

From: Con Ed Steam Communications <Coned@xmr3.com>

To:

Sent: Tuesday, November 12, 2013



This is a message from Con Edison about your steam service. As you know, frigid temperatures are forecasted for tonight and tomorrow. We are fully prepared to meet your energy needs. You may also want to conserve where possible. You can reduce your peak demand by starting up earlier on Wednesday morning and by reducing temperatures during peak periods.

For more conservation tips log on to http://www.coned.com/steam/cold_weather_management.asp. Please ensure this message is passed on to the building engineer or other appropriate personnel.

Thank
you.

Exhibit 13 – Gas Additions

CUSTOMER NEWS



HIGHLIGHTS:

- Gas safety tips
- Get help with your bills
- EnergyShare with New Yorkers in need



FALL 2013

Put Your Fridge On An Energy Diet

Meter Operations Supervisor Dashawn Daley will show you how you can take a bite out of your energy bill with these easy tips to run your refrigerator more efficiently. Scan the code to watch this video, or visit conEd.com/videos to see these and other energy-saving tips.

Weather Watch

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

- Prepare an emergency kit with water, nonperishable food, a battery-operated radio, flashlights and batteries, and a first-aid kit (including prescription medicines).
- Keep your cell phone fully charged.
- Fill your car's gas tank.
- Never go near or touch a fallen power line.
- If you see a downed wire, call 1-800-75-CONED (1-800-752-6633) immediately.

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

Sandy, a Year Later

A year after Superstorm Sandy wrecked our region, Con Edison is investing \$1 billion over the next four years on storm-protection improvements like higher flood barriers, submersible electric equipment in flood-prone areas, and utility poles that can withstand winds up to 110 mph. We're also doing more to keep our customers informed during severe weather. Check our outage map, report a power problem, get a restoration estimate, and find storm safety tips at conEd.com. Follow us on Facebook or Twitter at Con Edison, and try out the free My Con Edison app for iPhone and Android.

Save Money and Energy



Heating and Cooling Rebates

Cut heating and cooling costs by up to 30 percent by upgrading to high-efficiency technology. Customers in one-to-four-family homes can get rebates of up to \$1,000 for installing eligible energy-efficient equipment, including furnaces, water and steam boilers, heat pumps, central A/Cs, programmable thermostats, and duct and air sealing.

Recycle Your Spare Fridge or Freezer

Save up to \$100 a year in energy costs by getting rid of that clunky, inefficient freezer or second fridge in your one-to-four-family home. We'll pick up, recycle it for free, and give you \$50. Call 1-800-430-9505 to schedule a pick up. Appliances must be in working condition.

Get a Free Smart Thermostat

Control your central heating and A/C system, and save energy with our free smart thermostat, valued at \$300. Program it using the Internet or your smartphone. To learn more, call 1-866-521-8600, or visit conEd.com/cool.

Upgrade and Save at Multifamily Buildings

If you own or manage a multifamily building, schedule a free energy survey. Your building may qualify for rebates of up to \$15,000 if you install high-efficiency equipment.

Save Big at Your Business

The Green Team offers small businesses free energy surveys and incentives that can cover up to 70 percent of the cost of heating, cooling, and lighting upgrades. Larger commercial properties can qualify for big rebates for lighting, electric, and gas equip-

Assault is Wrong

Some of our field representatives have been assaulted recently while trying to do their jobs. Not only is this wrong, we never want to see this happen.

So, if you have a disagreement with the company or one of its employees, don't let things escalate.

Contact us and let us know. But please don't resort to violence. It's just not worth it.



Recycle CFLs

Compact fluorescent light bulbs (CFLs) are designed to last a lot longer than standard bulbs. When they do burn out, recycle them! Home Depot, Lowe's and IKEA stores will recycle used CFLs for you.

Call us at 1-800-75-CONED

Clear a Path



Please keep the path to your meter clear, for our safety and yours. Make sure stairways are well-lit and in good repair. Please clear the area leading to and around your meter and keep it free of

Clean, Green Steam

We're using more natural gas at our steam-generating plants, which helps us reduce emissions and lower fuel costs. That means cleaner air and lower bills for steam customers. For more information, call 1-212-460-2011.

**Exhibit 14 – Customer Seminar and Energy Assessment
Program**

CUSTOMER NEWS



HIGHLIGHTS:

- Holiday tipping tips
- HEAP can help
- Power problems? Let us know!



WINTER 2013

EnergyShare helping families in need

Help keep the lights and heat on for a New Yorker in need. Con Edison's EnergyShare program, a fund administered by HeartShare Human Services of New York, helps eligible residential customers get a grant of up to \$200 for their energy bills, once every five years. The program is funded with tax-deductible contributions from caring customers, Con Edison employees, and the public. Con Edison matches each dollar. Add exactly \$1 to your monthly bill and it will be donated automatically. Or, text the word "SHARE" to 27722 to make a one-time donation of \$5. Visit conEd.com/energyshare to learn more, or call 1-800-75-CONED.

Get Help Managing Your Bills

Your bill can vary throughout the year, so why not try our Level Payment plan to manage bills and budget for energy costs. We estimate your yearly energy costs and spread payments out evenly over 12 months.

Waiting for payday? Request a payment extension of up to 20 days. If you're having difficulty paying your bill, we will work with you to set up a payment agreement.

For details on all these programs, visit conEd.com/managemybills.

HEAP Can Help

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

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

pay bills, manage multiple accounts, update your contact information, and more.

Take Care of Your Heating System

If you use natural gas heat, have your heating and ventilation systems serviced regularly. Don't enclose your gas meter. Use a brush instead of a shovel to keep snow, ice, leaves, and other debris from blocking the vents and exhaust ducts.

Stay Safe Around Natural Gas Pipelines

Con Edison continuously monitors and inspects more than 4,300 miles of natural-gas pipelines. Keeping them safe is a top priority.

Here's what you need to know:

- Signs that can identify a gas leak include a foul odor like rotten eggs, a white cloud, mist, fog, or bubbles in standing water, and a roaring, hissing, or whistling sound.
- If you suspect a gas leak, leave your home or building immediately and take others with you.
- DO NOT do anything that could create a spark, such as light a match, smoke, use the phone, turn lights or appliances on or off, or start a car.
- If the odor is faint, open the windows before you leave.
- Once you're a safe distance away, call 1-800-75-CONED to report the leak. National Grid customers should call 1-718-643-4050.

Call before you dig! The law requires you to call 811 two to 10 days in advance of digging, so utility companies can mark the approximate location of the lines for you. Some pipelines are marked with the name and phone number of the pipeline operator.

For more information, visit conEd.com/customercentral/gassafety or www.npms.phmsa.dot.gov.



Call us at
1-800-752-6633



Building Minds in the Bronx

Mind-Builders Creative Arts Center in the Bronx is now moving into its stellar, newly renovated facility with free and affordable classes. Mind-Builders provides quality instruction in a nurturing family atmosphere for various forms of dance, music, theater, martial arts, visual arts, and community folk-culture research. Registration is also going on now for the free teen theater program, African drum, and for Zumba and Salsa adult drop-in classes. Visit mind-builders.org.

Brooklyn Information and Culture

BRIC presents contemporary art, performing arts, and community media programs that reflect Brooklyn's creativity and diversity. BRIC also provides resources to launch, nurture, and showcase artists and media makers. The organization advances access to and understanding of arts and media by presenting free and low-cost programming, and by offering education and other public programs to people of all ages. Visit bricartsmedia.org.

Did you know: Con Edison has coordinated over 104 volunteer events through October 2013, including 18 in the month of October alone.

Free Programs for Steam Customers

Steam customers can take advantage of free, half-day seminars offered each month on steam safety, efficiency, and maintenance. For more information, e-mail SteamCommunications@conEd.com. You can also schedule a free on-site energy-efficiency assessment with one of our engineers. Call 1-212-460-2011 or e-mail SteamSales@conEd.com.

Steam Safety

If you see steam on Manhattan streets, immediately call us at 1-800-75-CONED (1-800-752-6633). Visible steam is caused by water falling on a steam pipe or a manhole cover, or a steam leak, and we need to check it out.

30% post-consumer waste

Exhibit 15 – Negotiated Fuel Cost Letters



Consolidated Edison Company
of New York, Inc.
4 Irving Place
New York NY 10003
www.conEd.com

May 1, 2013

**Re: Negotiated Steam Fuel Cost Program
For SC2 & SC3 Customers**

Dear Steam Customer,

Con Edison is pleased to offer you a Negotiated Steam Fuel Cost Program that will allow you to obtain a fixed price for a portion of your steam fuel cost for the coming summer period (June 2013 – August 2013). The volume of steam used, for which the fuel price may be fixed cannot exceed 60% of the average of your monthly usage during comparable months over the past two years. The program will help to reduce volatility in fuel cost, but the fixed price may turn out to be higher or lower than the actual monthly market price.

If you would like to enroll in the Negotiated Steam Fuel Cost Program go to www.coned.com/steam and click on the *Negotiated Fuel Cost Program Enrollment Form*. To participate in this program, you must notify the company by returning a signed base agreement between May 9 and May 14, 2013. This agreement will stipulate the monthly volume of steam for which you authorize the company to obtain a fixed fuel cost on your behalf and the method for confirming acceptance of the fixed cost (i.e., fax or e-mail). Please note that the **enrollment form must be submitted by Monday, May 13, 2013** in order to receive and return the signed Customer Base Agreement by end of business Tuesday, May 14, 2013.

The company will then notify all customers (who have executed base agreements) of the fixed cost that has been established and the time frame within which the customer may accept the company's offer to provide steam at that cost, for the volume stated in the signed base agreement.

To accept the offer, you must notify the company by returning the signed form according to the base agreement's established process and within the specified time frame. If you accept the company's offer, you will be required to pay the agreed-upon fixed cost, in lieu of the average cost of fuel, for the agreed-upon volume of steam for the specified months.

If you have any questions concerning the Negotiated Steam Fuel Cost Program, contact the Steam Business Development group at 1-212-460-2011.

Sincerely,

A handwritten signature in cursive script, appearing to read 'S. Stallings'.

Sheria Stallings
Steam Business Development Group



Consolidated Edison Company
of New York, Inc.
4 Irving Place
New York NY 10003
www.conEd.com

October 24, 2013

**Re: Negotiated Steam Fuel Cost Program
For SC2 & SC3 Customers**

Dear Steam Customer,

Con Edison is pleased to offer you the opportunity to participate in our Negotiated Steam Fuel Cost Program, which will allow you to obtain a fixed price for a portion of your steam fuel cost for the coming winter period (December 2013 – March 2014). The volume of steam used, for which the fuel price may be fixed, cannot exceed 60% of the average of your monthly usage during comparable months over the past two years. The program will help to reduce volatility in fuel cost, but the fixed price may turn out to be higher or lower than the actual monthly market price.

If you would like to enroll in the Negotiated Steam Fuel Cost Program go to www.coned.com/steam (on October 29th) and click on the *Negotiated Fuel Cost Program Enrollment Form*. To participate in this program, you must notify the Con Edison by returning a signed base agreement between October 29 and November 4, 2013. This agreement will stipulate the monthly volume of steam for which you authorize the Company to obtain a fixed fuel cost on your behalf and the method for confirming acceptance of the fixed cost (i.e., fax or e-mail). Please note that the **enrollment form must be submitted by 5pm, on Friday, November 1st** in order to receive and return the signed Customer Base Agreement by Monday, November 4, 2013

We will then notify all customers (who have executed base agreements) of the fixed cost that has been established and the time frame within which the customer may accept the Company's offer to provide steam at that cost, for the volume stated in the signed base agreement.

To accept the offer, you must notify us by returning the signed Transaction Confirmation Form according to the base agreement's established process and within the specified time frame. If you accept the Company's offer, you will be required to pay the agreed-upon fixed cost, in lieu of the average cost of fuel, for the agreed-upon volume of steam for the specified months.

If you have any questions concerning the Negotiated Steam Fuel Cost Program, contact the Steam Business Development group at 1-212-460-2011.

Sincerely,

Sheria Stallings
Steam Business Development Group

**Exhibit 16 – Advertisement in *Green Building and Design*
Magazine and Article**



Con Edison can help you **save energy and money**, and **protect the environment**.

To help you go green and improve your bottom line, we offer:

- Rebates and incentives to install high-efficiency electric and gas equipment
- Savings on an energy-efficiency study

Call us at **1-877-797-6347**
or visit conEd.com/energysavings.



conEdison

Invest in Steam

Join a long list of satisfied customers and choose Con Edison steam to heat and cool your building. Steam can help you save money, increase valuable space, and improve your effect on the environment. Using steam can help you improve your Energy Star™ rating and earn seven different credits toward LEED (Leadership in Energy and Environmental Design) certification. We use clean-burning fuel to produce steam, and state-of-the-art technology to reduce emissions. For more about what steam can do for your building, call us at **1-212-460-2011** or visit conEd.com/steam.

SEPTEMBER/OCTOBER 2013



Shape Shifter

Edward Minskoff and Fumihiko Maki team up for the highly efficient, delightfully shaped 51 Astor Place

By Benjamin van Loon

PROJECT

Location New York City

Size 440,000 ft²

Cost \$300 million

Completed 2013

Program Office building

TEAM

Developer Edward J. Minskoff
Equities

Architect Fumihiko Maki, Maki
and Associates

Associate Architect Adamson
Associates International

Structural Engineer Ysrael
Seinuk

Mechanical Engineer Flack +
Kurtz

Geotechnical Engineer
Mueser Rutledge Consulting
Engineers

Landscape Architect Thomas
Balsley Associates

Telecommunications Eze
Castle Integration

It's a rectangle, on top of a rhombus, on top of an irregular pentagon. It has an address, comprises 440,000 square feet in Manhattan, is targeting LEED Gold certification, and is the newest and most provocative high-rise office building north of Delancey. Designed by Pritzker Prize-winning architect Fumihiko Maki, whose signature style blends Eastern and Western influence and plays with material interaction, the 13-story 51 Astor Place stands not only as a relevant architectural entry in the neighborhood (it's part of the same streetscape as Cooper Union), but doubles as a bold developmental experiment.

According to Edward J. Minskoff of New York's Edward J. Minskoff Equities (EJME), the developer of 51 Astor that was able to secure a \$160 million construction loan despite having no committed tenants at the time, both the architecture and the development are representative of a new phase of office tower construction. "It's rare that you can get an iconic location like this—an entire square block—unencumbered," Minskoff says. "There is excellent retail, proximity to mass transit, two major universities, dozens of restaurants, walking distance from four different hotels—these are all things you need for an office building."

Minskoff is no stranger to working with top-tier architects, and having developed nearly 37 million square feet across the country—some in conjunction with names such as SOM, Cesar Pelli, Kohn Pederson Fox, I.M. Pei—he has likewise developed

a reputation for targeting unique projects that go beyond pure utility. "We interviewed four or five architects for 51 Astor but decided that Maki would be a great fit for us," Minskoff says. "We created a very efficient floor plate and a very tight core, and Maki's office worked very well with us."

With a black and silver, low-E, reflective glass exterior and an aluminum curtainwall enveloping the entrance to diminish heat gain, the building has a cool, unaffected, and modern appeal. The building entrance is accented with an art installation by Jeff Koons in the lobby and a sculpture in the outdoor plaza. These features are typical of both Maki's architecture and Minskoff's artistic interests.

Beyond aesthetics, however, what's happening behind the scenes is just as impressive. Firstly, Maki's design solves the problem of being seated on an irregular site. Although the floor plates go from 42,000 square feet in the base to 25,000 square feet in the tower, with roughly 14 to 18 feet from slab to slab, the building wastes no space by offering private green roofs on the fifth floor (the rhombus). Two cooling towers, with a combined capacity of 1,400 tons, deliver water-cooled air-conditioning operated on a variable air volume system to each of the floors, and there is space for a third 700-ton tower to handle increased tenant load if necessary.

Minskoff also contracted Eze Castle Integration to develop a state-of-the-art, 'fully redundant' telecommunications system for 51 Astor, good news for the high-profile tenants 51 Astor is expected to attract. "There has been a lot interest in full-floor tenancies," Minskoff says. "This building has significantly changed the entire neighborhood."

GREEN

Certification LEED Gold (expected)

Site Urban infill, public transit access

Water Green roofs on two floors

Energy 8 watts per rentable square foot, 460-volt three-phase main service

Exhibit 17 – Advertisement in Crain’s Program



Join a long list of satisfied customers and choose Con Edison steam.

Steam service can help you:

- free up space for more profitable uses
- remove development restrictions
- eliminate carbon emissions
- improve your ENERGY STAR ratings
- simplify operations
- manage costs

For more about what steam can do for your building, visit coned.com/steam or call 1-212-460-2011.

