

[Excerpts of emails forwarded to:

- 1) Ms. Rachel Burd (Associate Director of PULP), the only person in Albany who had intervened on my behalf when ConEd turned off my E&G service for five months in 2018;
- 2) Mr. Rhodes, Chairman of NYSPSC; and
- 3) Ms. Vega, CE CSRep.]

RE: COLLUSION BETWEEN CONED & LANDLORDS

[REDACTED]

[REDACTED]

1. We received 6 threats from ConEd in 2013 for “WE, THE TENANTS” to pay the bill of more than \$4,000 - and then “WE” sue the landlord - or they would turn off service at [REDACTED].
2. As in the [REDACTED], [REDACTED] did all the dirty work [construction as harassment, threats, intimidation, etc.] to remove rent-stabilized tenants from the buildings being renovated; then, [REDACTED] moved in to buy up the renovated properties; “... residents of [REDACTED], after spending five months without cooking gas ... won a court settlement in which Westminster agreed to ... give rent-stabilized tenants 60 percent off their rent for the time without gas ...”.
3. First page of email forwarded to NYSPSC:

21 September 2018

NYS Department of Public Service  
PSC at Office of Consumer Services  
Three Empire State Plaza  
Albany, NY 12223-1350

Attention: Mr. Rhodes, Chairman

Dear Mr. Rhodes,

With reference to all correspondence forwarded to NYSPSC from October 2015-February 2018 and, in addition, all correspondence forwarded to your attention on 12 March and 8 April 2018, ConEd has yet to respond to any of my questions forwarded to them since 1 September 2015.

Owing to the fact that we still do not have any meters at [REDACTED]  
[REDACTED] I am respectfully submitting the following information for your perusal:

1. After traveling outside of the country for several months, I spoke with Mr. Jones (?) at ConEd on Sunday, 9 September 2018, at approximately 0730 to inform him that I had no electricity or gas in my apartment:

Telephone conversation with ConEd employee on 9 September 2018

a. Mr. Jones informed me that both gas and electricity had been turned off in my apartment on 7 June 2018, because ConEd found wires attached to my meter and discovered that "electricity was being stolen from ConEd".

b. I asked if ConEd had conducted an investigation in order to find out who put the wires there, but he responded in the negative.

c. I then asked Mr. Jones if someone was "also stealing gas" from my apartment, to which he replied in the negative.

d. My next question was: "Why was the gas turned off if no one was 'stealing gas' from my apartment?"

e. Mr. Jones replied: "For safety reasons. ConEd could not leave the gas

on when you are away for such a long time."

f. I then told Mr. Jones that I had been traveling outside the country several months of every year for more than 20 years and ConEd never made any attempt to turn off the gas. Why was ConEd so concerned about turning off the gas this year in 2018? Was it because I filed an official complaint with NYSPSC? [which I will not cancel until all my questions are answered and meters are installed]

g. Mr. Jones made no attempt to respond to my question.

h. I asked if the landlord had been informed, to which he replied in the affirmative.

[If NYSPSC can get a copy of the taped conversation from ConEd, I'll gladly transcribe it for your perusal.]

Telephone conversation with [REDACTED] property manager, [REDACTED], on 9 September 2018

After informing her about the previous conversation with Mr. Jones, she replied that:

i. She had not been informed about my gas and electricity being turned off and she offered her assistance to have them restored.

j. She also remarked: "You always turn everything off when you go away, don't you?"

k. "Yes", I replied. [Then, I related the above-mentioned conversation about the gas, because [REDACTED] and the two latest supers know that I go to [REDACTED] for the winter - usually from January until June, circumstances permitting.]

l. [REDACTED] continued: "ConEd has scheduled many meetings with us about the electrical wiring for the meters, but their reps never show up."

2. I shall explain my conclusions based on evidence not previously submitted to NYSPSC and in connection with several of the 29 emails included in encl. #1, which are being submitted to [REDACTED] as I am now certain that [REDACTED] is colluding with ConEd regarding the matter of the lack of meters at [REDACTED] for more than 3.5 years.

## Arbitrary adjustments from ConEd

4. All tenants received “arbitrary adjustments” from ConEd at the end of August 2015. Ms. S. Miller was assigned to my case. We spoke by telephone and I sent her an email on 1 September 2015 to which she never responded. Since 1 September 2015, every question I had about my account has been ignored by every CS rep from ConEd.

5. First red flag: I received a higher “adjustment” than my neighbors living in [REDACTED]. I live on the second floor and my neighbors live on the fourth [top] floor - which is much colder in the winter and much hotter in the summer:

(a) Two tenants occupy apartment [REDACTED] they have 2 air conditioners and live on the premises almost all year round;

(b) One tenant occupies apartment [REDACTED] he has 1 AC and 6 fans to alleviate the intense heat during the summer months; he also lives on the premises most of the year.

When I questioned ConEd why I was given a higher “adjustment”, they acknowledged the “arbitrary” nature of their “adjustments” by eventually sending me a cheque for under \$8 to lower my adjustment to that of my neighbors on the top floor [less than \$200].

[I do not mean to sound petty, because this is an insignificant amount of money. I simply wish to expose ConEd's "arbitrary" billing practices that they wish to impose on all of their customers.]

If the electric bill of the tenants living on the fourth floor is 2-3x higher than mine, how can ConEd justify giving us the exact same "adjustment"? Please compare the bills: I usually spend less than \$60 per month for both gas and electricity. I do NOT have the following:

- 2 ACs
- 6 fans
- toaster oven
- hair dryer
- cable TV
- internet
- land-based telephone.

6. Second red flag: A new tenant in a recently renovated apartment on the first floor had received an "adjustment" of more than \$400. When he questioned the bill, the CS rep told him it was based on consumption from the previous year. The problem in this case is: the new tenant had only been living on the premises several months; therefore, their "adjustment" had been based on electricity consumed by the previous tenant from the previous year.

7. Excerpt from email to ConEd [Ms. Vega], dated 30 November 2015:

"7. ConEd sent me a billing history that claimed I had used more than 100 Kwh during heating season from 10/22/2013-1/24/2014, during which time I would not even use a fan, nor do I have cable television. If I do not use 100 Kwh in the middle of summer, how could I possibly consume more than 100 Kwh in the fall/winter? (RED FLAG #3)

"8. As stated in Item #3, para. 2, above, ConEd requested payment for a higher amount of electricity "allegedly consumed when I was out of the country". (RED FLAG #4)

"3. I do not agree entirely with your first sentence, because I left New York on 10 January 2015, at which time I turned off the refrigerator.

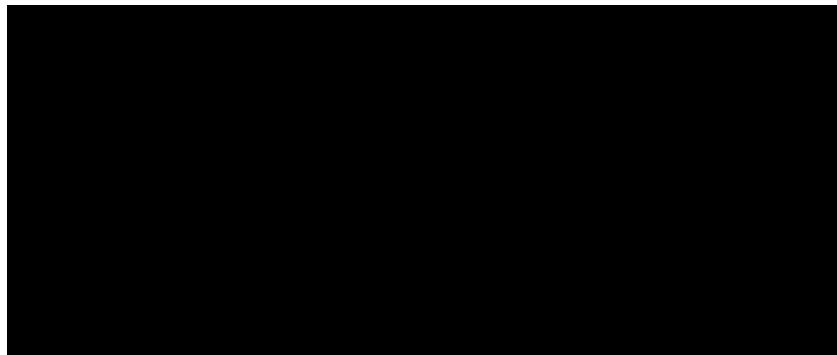
"[ConEd meter readings are not accurate. I shall give you just one example that will also contradict your statement in the first sentence of para. 1): according to ConEd's website, my electric bill was higher when I was out of the country (e.g., February 2014). The meter readings should have recorded zero usage from 20 January-May 2015, because I turn off all electrical appliances, including the refrigerator, when I leave New York for several months. I left New York on 20 January 2014 and returned in May, but I paid \$73.23 on 6 February, a higher amount than what I paid on 8 January (\$70.56) when I was in New York City for the entire month using all electrical appliances.]"

8. ConEd also claims I consumed more electricity when I was in [REDACTED] for the month:

"Past billing

"2. On 23 December 2015, I forwarded an email to Mrs. Vega with copies of the following information:

"1. Please refer to copies of my passport pages in encl. #1. I flew from [REDACTED], on 1 November 2011 and flew back to NYC on 30 November 2011:



[REDACTED]

"2. However, ConEd has indicated that my "ACTUAL" consumption for this time period is the following:

	Kwh		Therm	
10.21.11	74	\$33.89	4	\$22.86
(I was in NYC for this entire period.)				
11.22.11	63	\$32.72	3	\$23.42
(I flew to [REDACTED] on 11.1.2011.)				
12.22.11	66	\$30.91	3	\$22.16
(I returned to [REDACTED] on 12.1.2011.)"				

[ALL OF THIS INFORMATION AND MUCH MORE HAS  
ALREADY BEEN FORWARDED TO NYSPSC.]"

When I questioned ConEd about this bill, their CS rep told me it was due to an increase in the price of oil!! I replied that the price of oil can increase to \$1,000 per barrel; if I am out of the country for a month and unable to consume any electricity, then the electric bill should have been closer to "0".