



call 1-800-752-6633. Si usted prefiere recibir mensajes de factura y otros avisos en español, llámenos al 1-800-752-6633.

We promise prompt, courteous, and friendly service. If, after talking with our representative, you feel your concern has not been resolved, you should ask to speak with a supervisor who will review the situation with you. If you still disagree with our findings, you can contact the PSC at [dps.ny.gov/complaints](http://dps.ny.gov/complaints), or by phone at 1-800-342-3377 on business days between 8:30 a.m. and 4 p.m., or by mail at 90 Church Street, 4th Floor, New York, NY 10007-2919.

If your complaint is about an Energy Service Company (ESCO), please call the Competitive Energy Hotline at 1-888-697-7728, weekdays from 8:30 a.m. to 4 p.m., except holidays.

### Rate Options

Religious institutions, veterans' organizations, and some community residences have the choice of being billed under either residential or non-residential rates. While residential rates are more economical for most customers, non-residential rates can be more favorable for certain customers.

### Income-Eligible Customers

If you receive SSI, TANF, Medicaid, SNA, SNAP (food stamps), Federal Public Housing Assistance, Direct Vendor, or U/G grants, or have received a HEAP grant payable to any utility or heating provider in the preceding 12 months, you may be eligible for monthly discounts on your energy bill. For a complete list and to enroll, please visit [conEd.com/BillHelp](http://conEd.com/BillHelp) or call 1-212-780-8899.

### Voluntary Time-of-Use Delivery Rates

If you choose our time-of-use rate, you'll pay less during off-peak periods than you would under our standard small commercial or residential rates, and more during peak and summer super-peak times. TOU off-peak is midnight to 8 a.m.; peak is 8 a.m. to midnight; and summer super-peak is June 1 to September 30, 2 to 6 p.m.

If you were billed under a time-of-use rate prior to March 1, 2014, you can choose to be billed using those time periods, or peak: 10 a.m. to 10 p.m. and off-peak: 10 p.m. to 10 a.m. For more information, visit [conEd.com/TOU](http://conEd.com/TOU) or call 1-877-806-2830.

### Changes in Your Use of Energy

Please let us know if you make changes to your premises, add equipment, or change your type of usage (residential to non-residential). Changes such as these may affect your service classification and the amount you pay. If you are eligible under two different service rates, you may choose the more beneficial rate.

### New Applications for Service

Applicants for service must have paid in full all bills on their past account or agree to a deferred-payment plan before a new account can be opened. Exceptions will be made only if the past-due balance is subject to a pending complaint or Con Edison is notified that it will receive payment from a government benefit program. We will notify you by letter within three business days of receiving your application if it has been denied. The letter will state the reason(s) for denial and what you must do to be approved, and will inform you of your right to have the matter investigated by the PSC.

### Our Deposit Policy

New accounts may be required to pay a deposit, which will earn interest at a rate set by the PSC and will be returned after one year if your payment record is satisfactory. You may also be required to pay a deposit if:

- You did not pay two or more bills consecutively without making a partial payment or at least half of the amount owed; or
- Your service is shut off for non-payment of bills within the past six months.

Customers who are 62 years old or older or customers who receive governmental assistance may not be required to pay a deposit.

### Shop for Energy Suppliers

You can buy your electricity and/or gas supply from an energy services company (ESCO) instead of from Con Edison. If you choose to buy from an ESCO, Con Edison will continue to deliver your energy safely and reliably and will respond to emergencies. To learn more, call 1-877-668-3234 or visit [PowerYourWay.com](http://PowerYourWay.com).

HEFPA requires that Con Edison and ESCOs provide consumer protections and follow HEFPA procedures before disconnecting your electric or gas service. If you buy your electricity and/or gas from an ESCO, you will receive a bill from Con Edison for delivery charges that may also include your ESCO supply charges. Con Edison may

disconnect delivery service and the ESCO supply service if you do not pay all of the charges on your bill. If you receive a separate bill from your ESCO for supply, your ESCO must notify you if your energy supply will be disconnected for nonpayment.

### Payment Options

You may pay your bill online or sign up for Auto Pay at [conEd.com/MyAccount](http://conEd.com/MyAccount). If you don't have an account, you can create one or pay online at [conEd.com/GuestPay](http://conEd.com/GuestPay). You can call Payment Express at 1-888-925-5016. In addition, authorized payment agents throughout the area accept Con Edison bill payments without additional charges. Or you can use our return envelope to pay by mail. Mail payments to Consolidated Edison, JAF Station, P.O. Box 1702, New York, NY 10116-1702 (Do not send cash and do not mail correspondence to this address).

We offer a Level Payment Plan to spread your payments evenly over 12 months. If you are having payment problems, we'll make every effort to work with you before disconnecting your service.

You may be eligible for emergency benefits or other assistance programs. If we terminate your service for nonpayment, we will do so between 8 a.m. and 4 p.m., Monday through Thursday. We will reconnect service within 24 hours, if possible, when the amount due is paid; if you make the down payment on a payment agreement; if your health or safety is threatened; or if a payment is guaranteed by a social services agency. Con Edison will negotiate in good faith with any customer to set up a payment agreement. If you are required to provide financial information for this purpose, we will treat all information confidentially. No action will be taken to collect amounts in dispute while your inquiry is investigated. Any amount not in dispute must be paid when due.

### Safety Turn-off Procedure

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

### Shared Metering

Shared metering exists when a tenant's meter registers electric, gas, or steam service used in the tenant's dwelling and also service used in any part of the building which is not within the

## APPLICATION FOR SPECIAL SERVICES

Name	
Address	Apt.
Town/City	ZIP code
Telephone (daytime)	(evening)
Email address	
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Account number (as shown on bill)	

### Please enroll me in the:

- CONCERN Program. To be eligible, all members of the household must meet at least one of the criteria below (select all that apply):
- are age 62 or older     have a permanent disability  
 are blind     are under the age of 18
- Level Payment Plan  
 Quarterly Billing Plan (I am age 62 or older)  
 Third-Party Program  
Your third party must read, fill out, and sign the section below:

***Please let me know if this customer's bill is overdue or if the service might be turned off. I understand that I am not responsible for paying the bill.***

Third-party name		
Address	Apt.	
Town/City	State	ZIP code
Telephone (daytime)	(evening)	
Third-party signature	Date	

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