



Supply Prices and Sales Tax for Gas Accounts

In December 2021, we provided information regarding a system issue and that we would be adjusting accounts in January 2022. Unfortunately, it took us longer than expected to fully identify the affected population and update prices/sales tax in our systems.

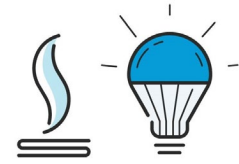
The population has now been fully identified. We are sending out notifications to the affected customers and will begin rebilling after those notifications have been sent. The notification to the customers is on page 2 of this newsletter.

December 2021 Newsletter

In the process of making a system upgrade, supply prices and sales tax on a population of gas accounts were inadvertently changed. We have been working to identify the issue and impacted population of accounts, which we have just completed. We are finalizing the update for all of the proper prices and sales tax values.

The system upgrade affected any bills generated between October 28, 2021 through December 7, 2021. Now that the problem is resolved, we will begin adjusting the incorrect supply bills. We expect the entire process to be complete within the month of January 2022 and we will send another newsletter if the timeline changes.

We apologize for the inconvenience this may have caused.



Dear (Customer Name),

We are writing to apologize about a recent billing error on your account.

We billed the gas supply portion of your bill at an incorrect rate. The account is being adjusted accordingly. You will receive a bill with the correct amount in the very near future. Please accept our regrets for any inconvenience this error has caused you.

If you have any further questions about the adjusted bill or if the amount is more than you can pay right now, call us at 1-800-752-6633 or set up a payment plan at conEd.com/PaymentAgreement. We'll work with you.

Sincerely,

Customer Operations