

Spotlight

Con Edison's Concern Program Newsletter

Fall 2020

Con Edison's Concern Program

The **Concern** Program is for our customers who are 62 years or older, or blind, have a permanent disability, or under the age of 18. Our representatives can advise Concern customers about bill-paying options, government-aid programs, and other organizations that offer assistance. The Concern Program is free and confidential. The Concern newsletter, Spotlight, is published twice a year.

Bill Help During the Pandemic

We don't want you to worry about your energy service during these difficult times.

If you experienced a change in your financial circumstances as a result of the COVID-19 pandemic, you may be eligible for special protections to avoid terminations of service. Find out more at [conEd.com/BillHelp](https://www.conEd.com/BillHelp) or call us at **1-800-752-6633**.

Other help is available at [conEd.com/PaymentPlans](https://www.conEd.com/PaymentPlans):

- Sign into [conEd.com/MyAccount](https://www.conEd.com/MyAccount) to negotiate a payment agreement.
- Sign up for Level Payments. We estimate your yearly energy costs and spread payments out evenly over 12 months.
- Find out if you qualify for a grant from Con Edison's EnergyShare program, and explore other governmental assistance programs at [conEd.com/BillHelp](https://www.conEd.com/BillHelp).

HEAP offers grants to eligible customers to help pay their energy bills. New York City residents can call the HEAP hotline (**1-800-692-0557**) or **311**. Customers in Westchester can call the Department of Social Services (**1-914-995-5619**). If you receive a HEAP grant from another utility or oil company, you may be eligible for reduced electric rates. Fax a copy of your HEAP grant letter to 1-212-844-0110.

Stay Warm & Save Money

Lower your thermostat at night and add an extra blanket while you're sleeping. You'll reduce heating costs without feeling the chill. Find more ideas at [conEd.com/EnergySavingTips](https://www.conEd.com/EnergySavingTips).

Or, use our Home Energy Analysis tool to get customized tips to help you save, based on information about your home and appliances. Give it a try at [conEd.com/HomeEnergyAnalysis](https://www.conEd.com/HomeEnergyAnalysis).

Power Problems?

Report outages, partial, dim, or flickering lights at [conEd.com](https://www.conEd.com), or use our mobile app for iOS or Android devices, or call **1-800-75-CONED (1-800-752-6633)**.

Be sure we have your current email address and cell phone number so we can contact you during an emergency.

- Visit [conEd.com/StormCentral](https://www.conEd.com/StormCentral) to check your status and see what's happening in your neighborhood.
- Never go near or touch a fallen power line.
- If you see a downed wire, call 1-800-75-CONED immediately.
- If power goes out, turn off appliances, but leave a light switched on so you'll know when service is restored.

Life-Support Equipment and Medical Emergencies

If you or someone in your household uses life-support equipment or has a medical-emergency condition, we need to be able to reach out during storms and other emergencies so we can provide important safety information.

Both life-support equipment and medical-emergency conditions require certification that must be updated periodically.

Get started by calling **1-877-582-6633** or log into [conEd.com/MyAccount](https://www.conEd.com/MyAccount) and use our online forms. Or download the Life Support Equipment form at [conEd.com/LifeSupportEquipment](https://www.conEd.com/LifeSupportEquipment) and email it to LifeSupportEquipment@conEd.com. You'll need your 15-digit account number.

Smell Gas. Act Fast.



Smell: Natural gas smells like rotten eggs.

Gas: If gas is in the air, a spark could cause an explosion. Don't light a match, smoke, flip a switch, ring a doorbell, or touch appliances or electronics, including phones.

Run: If you suspect a gas leak, get everyone out immediately.

Call: When you're safely away from the area, call **911**, Con Edison (**1-800-75-CONED**) or National Grid (**1-718-643-4050**). Don't assume someone else has already called. You can report leaks anonymously.

Learn more at [conEd.com/GasSafety](https://www.conEd.com/GasSafety).

Don't Fall for Scams

Beware of people at your door: Real Con Edison employees wear a photo ID. You can verify their identify by calling **1-800-75-CONED**.

Scammers can make it look like Con Edison is calling you on your Caller ID. It's called spoofing—but don't be fooled! If you ever receive a call asking for money, your account information or other personal identification related to your account, hang up and call us: **1-800-75-CONED**.

- Don't pay over the phone unless you are certain you're using Con Edison's automated system. Con Edison payments can only be made on [conEd.com](https://www.conEd.com) either through MyAccount or Guest Payment.
- We would never demand payment via a pre-paid debit card, gift card, bitcoin, Cash App or any digital wallet app like Venmo.
- We do not charge for the installation of smart meters.
- Report scams to your local police department.

Learn about common scams at [conEd.com/ScamAlert](https://www.conEd.com/ScamAlert).



Protect Yourself From This Deadly Gas

Carbon monoxide (CO) is odorless, colorless, and it could be deadly.

Know the signs of CO poisoning—headaches, shortness of breath, dizziness, nausea, and fatigue.

Leave the area immediately and call **911** if you suspect CO poisoning.

Once a year, replace the batteries in your CO detector, and clean heating systems, vents, chimneys, and flues. Learn more at conEd.com/COSafety.

Get Healthcare in NYC

NYC Care guarantees low-cost and no-cost services to all New Yorkers who do not qualify for or cannot afford health insurance based on federal guidelines. You can enroll regardless of immigration status or ability to pay. Your membership card grants access to health care at all NYC Health + Hospitals locations. You can choose your own primary care provider; receive preventive care like vaccinations, routine screenings and mammograms; get mental-health support and substance-abuse services; and get access to low-cost prescription medications, among other benefits. Learn more at nyccare.nyc.

Ride for Half Fare

Fair Fares NYC gives income-eligible New Yorkers a 50% discount on subway and bus fares. Find out if you qualify at nyc.gov/fairfares. New Yorkers who are 65 years of age or older or have a qualifying disability are also eligible for reduced fares on trains and buses.



Be Safe: Apply Online for Benefits

Stop the spread and stay safe from coronavirus by applying online for important benefits. NYC residents can apply for SNAP, Cash Assistance or other benefits at access.nyc.gov or by calling **718-557-1399** or **311**. Westchester residents can apply for benefits online at MyBenefits.ny.gov or by calling **1-914-995-5619**.

How to Reach Us

1. Call Senior Direct at **1-800-404-9097** (available Monday through Friday from 8:30 a.m. to 5 p.m.) to speak directly to a Con Edison representative. Or call **1-800-752-6633** and select the self-service menu.
2. For access and information about your account, go to conEd.com and click my account. The website also offers information on energy savings, customer news, special services, storms and other emergencies, and other information.
3. Write to us at Con Edison, Cooper Station, P.O. Box 138, New York, NY 10276-0138. Be sure to include your account number, telephone number, details about your inquiry, and copies of appropriate documents, if possible. (Do not mail bill payments to this address.)

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Phone Numbers Every Senior Should Have Handy

HEAP Hotline	1-800-692-0557
Meals on Wheels.....	311
Social Security/Medicare	1-800-772-1213
The NYC Rent Freeze Program	311
Senior Citizen Information	311
Human Resources Administration Infoline	1-718-557-1399
Westchester Department of Social Services	1-914-995-5619
Supplemental Security Income.....	1-800-772-1213
American Red Cross	1-877-733-2767
Medicare Rights Center	1-800-333-4114

Dial 311 to access nonemergency New York City government services. This multilingual service is answered by an operator 24 hours a day, seven days a week.

Use 311 to:

- Find out if alternate-side-of-the-street parking is in effect
- Report loud noise, public nuisances, or a blocked driveway
- Find your neighborhood library and its operating hours
- Report a pothole
- And much more!

In an emergency, you should still call 911.

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Con Edison 4 Irving Place, New York, NY 10003-3598