

Spotlight

Con Edison's Concern Program Newsletter

Spring 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.

Everyone Counts!

Everyone should participate in the 2020 Census. Census results help determine how billions of dollars in Federal funding flow into states and communities every year, so it's important that everyone is counted. The Census Bureau is bound by law to keep all information anonymous and confidential. Learn more at ny.gov/Programs/2020-Census.

Get Help with Your Bill

Visit conEd.com/PaymentPlans to:

- Set up and negotiate a payment agreement—we'll work with you.
- Explore governmental assistance programs.
- Sign up for Level Payments. We estimate your yearly energy costs and spread payments out evenly over 12 months.

The Home Energy Assistance Program (HEAP) offers grants to 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**. Con Edison customers receiving a HEAP grant from another utility or oil company may be eligible for reduced electric rates. Fax a copy of your HEAP grant letter to 1-212-844-0110.

We're Here for You

With so much uncertainty, we don't want you to have to worry about your energy service. While we are making some operational changes to protect you and our workers during the coronavirus outbreak, **we will always respond to emergencies.** Here's what else we're doing:

- Suspending meter readings. If you have access to your meter, you can still report your usage online.
- Walk-in centers are closed.
- Waiving new late-payment fees.

We will not shut off your power if you are having trouble making payments at this time. For more information, go to conEd.com.

Power Problems?

Report outages, and partial, dim, or flickering lights at conEd.com, our mobile app or at 1-800-75-CONED (1-800-752-6633). When you report an outage at your home or business, you'll get regular updates. Give us a cell phone number, and we'll text them to you.

Visit 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 (1-800-752-6633)** immediately.
- If power goes out, turn off appliances, but leave a light switched on so you'll know when service is restored.

Get Help Where You Need it the Most

Many New Yorkers find they have to make difficult decisions about whether to pay for rent, food, medicine or their utility bills. There are more than 30 programs that can make those decisions a little easier. You or your family in New York City may be eligible to receive help with food, money, housing, work and more regardless of immigration status and even if you're already receiving benefits or have a job. Go to access.nyc.gov/eligibility/ to complete a 10-minute questionnaire and find benefits and programs that may be helpful to you.

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.

Don't Fall for Scams

- Beware of people at your door. Real Con Edison employees wear a photo ID. They'll give you their supervisor's name and ask you to call **1-800-75-CONED** to verify their identity.
- 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 through two websites: conEd.com and conEd.com/GuestPayment.
- We would never demand payment via a pre-paid debit card, gift card, Cash App, by bitcoin or through a digital wallet site, such as Venmo.
- We do not charge for the installation of smart meters.
- If you receive a call requesting your account information or other personal identification related to your account, hang up and call 1-800-75-CONED to report the scam.
- Report scams to your local police department.

Learn about common scams at 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.

It's All About Convenience

Find easy ways to pay your bill and more at conEd.com/MyAccount:

- Set up text notifications for bill reminders and payment confirmations in English or Spanish.
- Pay with your bank account, credit card or debit card with no fee.
- Enroll in paperless billing.
- Find tools to understand your energy use and ways to save.

How to Reach Us

1. Go to conEd.com any time.
2. Call Senior Direct at **1-800-404-9097** (Monday through Friday from 8:30 a.m. to 5 p.m.) always speak directly to a Con Edison representative. Or you can call **1-800-752-6633** and select the self-service menu.
3. Write to us at Con Edison, Cooper Station, P.O. Box 138, New York, NY 10276-0138. Always 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.)

Are You Eligible for a Rent Freeze?

SCRIE (Senior Citizen Rent Increase Exemption) and DRIE (Disability Rent Increase Exemption), also known as the NYC Rent Freeze Program, freezes the rent of seniors (62+) and disabled tenants who live in rent-regulated apartments. To qualify, household income must be \$50,000 or less and the applicant must be paying at least one third of their household income toward rent. Visit nyc.gov/rentfreeze for more information.



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 contact them during storms and other emergencies so we can provide important safety information.

Call **1-877-582-6633** or log into conEd.com/MyAccount to complete our online Life Support Equipment form. Or download it at conEd.com/LifeSupportEquipment and email it to LifeSupportEquipment@conEd.com. You'll need your 15-digit account number.

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

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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

Remember to 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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