



## Need Help With Your Bill?

We know times are tough right now, and we can help. If your financial circumstances have changed because of the COVID-19 pandemic, you are eligible for special protections to avoid a service termination, including a no-money-down payment agreement. Find out more at [conEd.com/BillHelp](https://conEd.com/BillHelp) or call us at **1-800-752-6633** for assistance.

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

- Sign into your account to set up payment arrangements at [conEd.com/PaymentAgreement](https://conEd.com/PaymentAgreement). You can choose terms for a flexible payment agreement or an extension if you need more time to pay your bill.
- Sign up for Level Payments at [conEd.com/PaymentPlans](https://conEd.com/PaymentPlans). 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://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**.



## ★ Beat the Heat This Summer

Looking for ways to improve efficiency and control energy costs? Here's how to keep your cool:

- Save money and energy with LED bulbs. LED lightbulbs last 15 times longer than incandescent bulbs, and reduce energy use by about 90%. Get instant discounts on ENERGY STAR LED bulbs at [conEd.com/Lighting](https://conEd.com/Lighting).
- Replace your ugly and aging window AC with an electric ductless mini-split system. It's an energy-efficient and quiet alternative that provides heating, too. Find a local qualified contractor to see if this technology is right for your home at [conEd.com/FindAContractor](https://conEd.com/FindAContractor).
- Keep your home cool in summer and warm in winter. Our partner, Sealed, covers the upfront costs of new insulation and upgraded HVAC, and matches a qualified contractor to help you improve efficiency year-round. Learn more and see if your house qualifies at [conEd.com/Weatherproof](https://conEd.com/Weatherproof).

Find more ways to stay cool and control costs at [conEd.com/EnergySavingTips](https://conEd.com/EnergySavingTips).

## 💰 Summer Bill Outlook

When energy prices fluctuate due to seasonal demand, it can result in higher—or lower—bills for you. Find out more about how this season's prices may affect your bill at [conEd.com/AboutRates](https://conEd.com/AboutRates).

Weather conditions and your individual usage will also affect your bill.

Our Home Energy Analysis tool can give you customized tips and suggestions to help you improve efficiency and control costs this summer—and all year long: [conEd.com/HomeEnergyAnalysis](https://conEd.com/HomeEnergyAnalysis).

## Power Problems?

Report outages, partial, dim, or flickering lights at [conEd.com](https://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. When you report an outage at your home or business, you'll get regular updates.

- Visit [conEd.com/StormCentral](https://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://conEd.com/MyAccount) and use our online forms. Or download the Life Support Equipment form at [conEd.com/LifeSupportEquipment](https://conEd.com/LifeSupportEquipment) and email it to [LifesupportEquipment@conEd.com](mailto:LifesupportEquipment@conEd.com). You'll need your 15-digit account number.

## Make Your Move Smoother

It's easy to stop, start or move service to a new address at [conEd.com/Service](https://conEd.com/Service).



# Community Partnerships

We support hundreds of nonprofits that help strengthen neighborhoods, sustain communities, and improve lives.

## Summer Cycle

On Sundays in May, June, and September, a 13.1-mile loop of the Bronx River Parkway from White Plains to Yonkers is open for biking, walking, and jogging, thanks to Westchester Parks Foundation's Bicycle Sundays Program. [thewpf.org/programs](http://thewpf.org/programs).



Photo: Westchester Parks Foundation



Photo: Jill Jones

## Midsummer Nights

Every summer, Classical Theatre of Harlem kicks off its season with Uptown Shakespeare in the Park at Marcus Garvey Park. Adaptations of classic plays, interpreted through the lens of the African Diaspora and infused with music and dance, are free and unticketed, providing access to Harlem's great art for a culturally diverse audience. [cthnyc.org](http://cthnyc.org)



## Don't Fall for Scams

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.

Scammers can make it look like Con Edison is calling you on your Caller ID. If you ever receive a call asking for payment or other personal information related to your account, hang up and call us: **1-800-75-CONED**. We would never demand payment via a pre-paid debit card, gift card, bitcoin, Cash App or any digital wallet app like Venmo.

Don't pay online unless you are certain you're using Con Edison's automated system. Con Edison payments can only be made through [conEd.com](http://conEd.com) and [conEd.com/GuestPayment](http://conEd.com/GuestPayment).

We do not charge for the installation of smart meters.

Report scams to your local police department. Learn more about common scams at [conEd.com/ScamAlert](http://conEd.com/ScamAlert).

## Call 811 Before You Dig

Are you planning yard work this summer? Hitting a gas line with your shovel or other equipment can seriously injure you. Before digging, call **811** two to 10 days ahead of time (it's the law), so utilities can mark the location of lines for free. Some pipelines are marked with the name and phone of the pipeline operator.

We continuously monitor and inspect our 4,300 miles of natural-gas pipelines. Keeping you safe around them is our top priority. For more information, visit [conEd.com/GasSafety](http://conEd.com/GasSafety) or [npsms.phmsa.dot.gov](http://npsms.phmsa.dot.gov)

## 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](http://conEd.com/GasSafety).

## 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](http://conEd.com/COSafety).

## Watt's New?

Introducing our virtual assistant, Watt. Whether you need to pay your bill, move your service to a new address, or manage how you pay, Watt will walk you through the process, step-by-step, 24 hours a day. During business hours, Watt can also connect you with a customer service representative who can help you resolve special issues. Watt is always learning new skills, so check back often to see what else you can do together. Find Watt on [conEd.com](http://conEd.com)

## We Speak Your Language!

You can now pay your bill, submit a meter reading, report an outage and more using our automated phone service in Spanish, Mandarin, Cantonese, Russian, Polish and Korean. Call **1-800-75-CONED**.

## Spot Steam?

Immediately call **1-800-75-CONED**. Visible steam can reveal a leak and we need to check it out.

 30% post-consumer waste

## Hey, Alexa, Pay My Bill!

You can now use Alexa or Google Assistant to check your account balance, schedule or make a payment, and more with a Google or Alexa device. No device? Use the Alexa or Google Assistant app with your mobile phone.

