

# Low Income Programs and Payment Assistance

# Low Income Programs

- **Number of Customers Enrolled**

- Electric: 395,011
- Gas: 137,418

- **How Customers Are Enrolled**

- Fax: (212) 844-0110
- Email: [lowincomerate@coned.com](mailto:lowincomerate@coned.com)
- Mail: Con Edison PA Central 4 Irving Place 9fl NE, Box 13  
New York, NY 10003
- Semi-annual reconciliation with the NYC Human Resources Administration and the Westchester Department of Social Services

# Electric Low Income Program

- Customers who qualify for the electric low income rate receive a reduction of **\$9.50** to the basic service charge
- To qualify for the electric low income rate, a customer must meet at least one of the following criteria:
  - Enrolled in the **Direct Vendor** or **Utility Guarantee Program**
  - Receiving benefits under:
    - **Supplemental Security Income**
    - **Temporary Assistance to Needy Families**
    - **Safety Net Assistance**
    - **Supplemental Nutrition Assistance Program (SNAP)**
  - Have received a **Home Energy Assistance Program (HEAP)** grant in the preceding 12 months

# Gas Low Income Program

- Cooking gas customers who qualify for the gas low income rate receive a reduction to the basic service charge of **\$1.50**
- Heating customers who qualify for the gas low income rate receive a \$0.4880 per therm discount for usage between **4** and **90** therms. They also receive a reduction to the basic service charge of **\$7.25**
- To qualify for the gas low income rate, a customer must meet at least one of the following criteria:
  - Enrolled in the **Direct Vendor** or **Utility Guarantee Program**
  - Receiving benefits under:
    - **Supplemental Security Income**
    - **Temporary Assistance to Needy Families**
    - **Safety Net Assistance, or Supplemental Nutrition Assistance Program (SNAP), or**
    - **Medicaid**
  - Have received a **Home Energy Assistance Program (HEAP)** grant in the preceding 12 months

# Reconnection Fee Waiver Program

- Customers enrolled in our Low Income programs receive service reconnection fee waivers if their service is interrupted
- Limited to one waiver per customer during the rate plan
- 100% of reconnects received prior to 5:00 PM are attempted the same day

# *EnergyShare* Program

- *EnergyShare*
  - Employee-funded grant program for residential customers with an active disconnect notice and eligibility for government financial assistance and/ or HEAP
  - One-time grant of up to \$200, provided at least one payment has been made

*EnergyShare*  
*helping families in need*

# Payment Assistance

- **Level Payment Plan**

- Customers can spread their payments evenly throughout a 12 month period
- On average, approximately 300,000 customers participate in our Level Payment Plans

- **Payment Agreements**

- We work with customers to arrange suitable payment terms
- If customers are unable to pay under the terms of the standard payment agreement, we work with customers to discuss whether alternate terms can be arranged
- On average, 40,000 customers per month agree to deferred payment plans