



Programs & Support for Low-to-Moderate Income Customers



Low Income Program

Number of Customers Enrolled:

Electric: **424,230**

Gas: **132,654**



Program Eligibility

If a customer receives benefits from any of the listed governmental programs, they may be eligible to receive monthly discounts on their energy bill.

- Home Energy Assistance Program (HEAP) – You need to have received benefits in the last 12 months.
- Supplemental Nutrition Assistance Program (SNAP) – NYC SNAP, Westchester SNAP
- Supplemental Security Income (SSI)
- Direct Vendor or Utility Guarantee
- Temporary Aid to Needy Families (TANF)
- Medicaid
- Safety Net Assistance (SNA) – NYC SNA, Westchester SNA

Learn more at [Coned.com](https://www.coned.com).

How to Enroll in our Low Income Discount Program

Customers are enrolled automatically if an agency notifies us that they receive benefits from any eligible program.

If a customer is not yet enrolled, please submit documentation by mail, email, or send a copy of by fax to (212) 844-0110.

Con Edison PA Central
4 Irving Place, 9 Floor Box 13
New York, NY 10003

Qualifying customers will also be signed up automatically for our Level Payment Plan. If they are behind in paying their bills, customers will be enrolled once their balance is paid.



Low Income Discounts

Customers who are income eligible will receive discounts under the following **tier structure**:

LOW INCOME TIER LEVEL	TIER DESCRIPTION	ELECTRIC NON HEAT DISCOUNT	ELECTRIC HEAT DISCOUNT	GAS NO HEAT DISCOUNT	GAS HEAT DISCOUNT
TIER 1	Regular HEAP grant less than \$374 or another low income qualifier	\$10	\$10	\$3	\$50
TIER 2	Regular HEAP grant greater than \$374 and less than \$400	\$10	\$10	\$3	\$50
TIER 3	HEAP grant greater than \$400	\$27	\$27	\$3	\$56
TIER 4	UGC or DVC	\$12	\$12	\$3	\$50

The discounts are based on a 30 day bill and are prorated accordingly. Gross receipt tax and sales tax is included as a credit to the account.

Reconnection Fee Waiver Program



Customers enrolled in our Low Income program receive service reconnection fee waivers if their service is interrupted.



Limited to one waiver per customer during each calendar year.



100% of reconnects received prior to 5:00 PM are attempted the same day

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 them to discuss whether alternate terms can be arranged
- On average, 35,000 customers per month agree to deferred payment plans

EnergyShare

Applications: **Available in February at heartshare.org**

**Visit the site for other available grants*

Call (877) 480-7427 for more information

Eligibility: Applicants must exhaust all forms of HEAP before they are able to apply. Applicants must have a disconnection notice on their Con Edison accounts. This grant is available to residents of the five boroughs of New York City and Westchester County and only can be received once every five years.

Grant Amount: Grants up to \$200 are available.



ESCOS – Companies for Low-Income Customers

Utility Expense Reduction LLC

111 John Street, Suite 520

New York, NY 10038

Toll Free Number: 1-888-385-9044

Website: <http://www.uerus.com>

Just Energy New York Corp. d/b/a Just Energy

6345 Dixie Road, Suite 400

Mississauga, Ontario, CA L5T 2E6

Toll Free Number: 1-877-782-5814

Website: <http://www.justenergy.com>



CONCERN Program



Senior Services

If you're 62 or over and your bills total less than \$420 a year, you may qualify for quarterly billing.

If You Are 62+, Blind, or Have a Permanent Disability

You can talk to our specially trained representatives about options to pay your bill, government aid programs that can help you, and more. It's free and confidential. To enroll, call **1-800-75-CONED** and ask for the Special Services application.



Services for Special Customers



If You're Hearing-Impaired, Blind or Visually Impaired

If you'd prefer to get your bill in large type or Braille, or make billing and service inquiries through our toll-free TDD service, please call 1-800-75-CONED (1-800-752-6633) to enroll in this free service.



If You Have a Medical Emergency

If you are hospitalized for 10 days or more, let us know. We can arrange to give you an extra 30 days to pay your bill. Log in to My Account to complete a Medical Emergency form.

Services for Special Customers



If You Use Life-Support Equipment

If you or a member of your family use life-support equipment, please let us know. This way, we'll know that you need special attention in case of an emergency or power outage.

Download and complete a Life-Support Equipment form by logging in to My Account. The form can also be downloaded and returned by mail.



If You'd Like a Third Party to Get Bill Notices

You can choose a relative, friend, or organization to receive a notice from Con Edison if your bill is overdue. The third party is not responsible for paying your bill, but may be able to help resolve the problem. Having a third party involved can be especially helpful if you are ill, elderly, live alone, or travel frequently.

Energy Efficiency Rebates for Residential Customers

- ENERGY STAR Room Air Conditioners (\$30)
- ENERGY STAR Dehumidifiers (\$20)
- ENERGY STAR Washing Machine (\$35)
- ENERGY STAR Pool Pump (\$400 – *save extra \$100 5/1-6/30*)
- Mini-Splits (A/C) (\$100's)
- HVAC Upgrades (up to \$1,000)

Helpful Information:

- Replace older appliances with newer, more energy-efficient models and use up to 30 percent less energy
- Rebates take approximately 6-8 weeks to process



Energy Efficiency Rebates for Multi-Family Customers

- Offers *enhanced* common area incentives for LMI customers living in eligible affordable housing
 - Electric
 - 25-50% higher lamp incentives
 - 20% higher fixture replacement incentives
 - Gas
 - 25-50% higher boiler incentives
 - No cost custom projects for air sealing & 1-2 pipe steam

Helpful Information:

- Free direct install in-unit measures:
- LED lighting, low-flow showerheads, faucet aerators, and thermostatic radio valves (TRVs)

Energy Efficiency Demonstrations – *Launch in 2020*

EnergyFit

- 1,500 electric and gas customers will receive the benefit of energy efficiency upgrades to their 1-4 family homes at no cost.
- The project uses a “Pay for Success” third-party financing structure, and participants are expected to save 15 percent on their electric bill and 13-20 percent on their gas bill.

Locations: Northern Queens | The Bronx | Manhattan | Westchester

Capture the Savings

- A mobile application combines flexible payment and behavior-based energy efficiency messaging.
- The 2,900 directly metered NYCHA and affordable housing residents who use the app and energy efficiency measures are expected to see a minimum of 4 percent savings on their monthly electric bill.

Locations: The Bronx | Queens | Manhattan

Shared Solar & Community Power Demonstrations

Community Power

350 direct-metered customers living in NYCHA and affordable housing who sign up and are selected will get a share of 1 MW of solar energy produced in their community and save \$7- \$10 per month on their electric bill.

Locations: Upper Manhattan | The Bronx | Brooklyn

Shared Solar

- Low-income customers will benefit from solar panels placed on Con Ed-owned buildings
- The program will provide 1,000 customers with 2.6 megawatts of power
- Participants are expected to save \$5 per month

Locations: Valhalla | Astoria | College Point | Brownsville

