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
  – 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