

CUSTOMER NEWS



HIGHLIGHTS:

- Holiday tipping tips
- HEAP can help
- Power problems? Let us know!



WINTER 2013



Weather Watch

Be prepared for severe weather. Here are some tips to stay safe before, during, and after storms.

- Prepare an emergency kit with water, nonperishable food, a battery-operated radio, flashlights and batteries, and a first-aid kit (including prescription medicines).
- Keep your cell phone fully charged.
- Fill your car's gas tank.
- 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.

Visit conEd.com/stormcentral to check our outage map, report a problem, or learn more safety tips.

Keep Us On Our Feet



Please keep the path to your meter clear, for our safety, and yours. Make sure stairways are well-lit and in good repair.

Please clear the area leading to and around your meter, and keep it free of trash, leaves, snow and ice, tools, and other obstacles. Taking a few minutes to give us safe, clear access will help you avoid an estimated bill.

Sincerely,

Your meter reader

Winter Heating Bills Should Hold Steady

Con Edison customers can expect their winter heating bills to be about the same as last year's. Save money by switching from heating oil to less-expensive natural gas. Con Edison gas customers can visit conEd.com/gasconversions, or call **1-800-643-1289** to learn more.

Visit us at
conEd.com



Recycle Old CFLs

Compact fluorescent light bulbs (CFLs) are designed to last a lot longer than standard bulbs. When they do burn out, bring them to any Home Depot, Lowe's, or IKEA store for recycling.

Hold On to Your Heat!

Try these no-cost or low-cost tips to keep your home warmer this winter. Con Edison's Fred Simms shows you how to check your house for drafts, and recommends the best temperatures to set your thermostat on cold winter nights. Scan the code to watch this video, or visit conEd.com/videos to find this and other energy-saving tips.



Scan the code to watch Fred.



Here are some more easy ways to save energy and money this winter:

- Set your thermostat to 68° during the day and 60° at night.
- Move drapes or furniture away from radiators.
- Change or clean furnace filters at least once a month. Dirty filters make furnaces work harder and use more energy.

Find 100+ tips to save energy at conEd.com/thepowerofgreen.



A Tip About Tipping

Our customers are among the city's most generous people! We know that because you often contact us with praise about our employees' good work. And we appreciate it!

As the holiday season approaches, some people feel inclined to offer Con Edison workers a tip or other token of appreciation to thank them for their service. While we appreciate the thought, *a job well done is our job*. We are prohibited from accepting gratuities or gifts of any kind.

When or if you wish to express your appreciation regarding our service, you can ask the employee for his or her manager's phone number, e-mail address, or send us a letter to Con Edison, Cooper Station, P.O. Box 138, New York N.Y. 10276-0138. Include the employee's name and ID number if you have it. That's the best way to let us know you're happy with the job we've done.

The Green Team: Save Money and Energy

Recycle Your Fridge or Freezer

Save up to \$100 a year in energy costs by getting rid of that clunky, inefficient freezer or fridge taking up space in your one- to four-family home. We'll pick up, recycle it for free, and give you \$50. Call **1-800-430-9505** to schedule a pick up. Appliances must be in working condition.

Get a Free Smart Thermostat

Control the temperature of your central heating and A/C system, and save energy with our free smart thermostat, valued at \$300. Program it using the Internet or your smartphone. To learn more, call **1-866-521-8600**, or visit conEd.com/cool.

Upgrade and Save at Multi-Family Buildings

If you own or manage a multi-family building, schedule a free energy survey. A Green Team energy specialist will identify improvements to help you save money and energy. Your building may qualify for rebates up to \$15,000 if you install high-efficiency lighting or heating equipment.

Restrictions apply. For details, eligibility, and more information about these energy-saving programs, visit conEd.com/greenteam, or call **1-877-870-6118**.



Heating and Cooling Rebates

Upgrade to high-efficiency technology and you could cut heating and cooling costs up to 30 percent. Customers in one-to-four-family homes can get rebates of up to \$1,000 for installing eligible energy-efficient equipment, including furnaces, water and steam boilers, heat pumps, and duct and air sealing.

Save Big at Your Business

The Green team offers small businesses free energy surveys and incentives that can cover 70 percent of the installation cost of heating, cooling, and lighting upgrades.

Larger commercial properties can qualify for big rebates for lighting, electric, and gas equipment upgrades, incentives for custom energy-efficiency measures, and energy-efficiency studies.



Green is In

Going paperless could be your way to the catwalk during New York's Fashion Week. Just sign up for **e*bill** by January 15, 2014, and we'll enter you into a contest for two tickets to the Michael Kors runway show on February 12, 2014 during Fashion Week at Lincoln Center. The winner will also have the opportunity to meet Michael Kors himself.

e*bill is the convenient, secure, paperless way to receive and review your bill online. We donate \$1 to tree-planting with every enrollment. Sign up at conEd.com/ebill.

The contest is not open to Con Edison or Con Edison affiliates employees, or their family members.

EnergyShare

helping families in need

Help keep the lights and heat on for a New Yorker in need. Con Edison's *EnergyShare* program, a fund administered by HeartShare Human Services of New York, helps eligible residential customers get a grant of up to \$200 for their energy bills, once every five years. The program is funded with tax-deductible contributions from caring customers, Con Edison employees, and the public. Con Edison matches each dollar. Add exactly \$1 to your monthly bill and it will be donated automatically. Or, text the word "SHARE" to 27722 to make a one-time donation of \$5. Visit conEd.com/energysshare to learn more, or call 1-800-75-CONED.

Get Help Managing Your Bills

Your bill can vary throughout the year, so why not try our **Level Payment** plan to manage bills and budget for energy costs. We estimate your yearly energy costs and spread payments out evenly over 12 months.

Waiting for payday? Request a **payment extension** of up to 20 days. If you're having difficulty paying your bill, we will work with you to set up a **payment agreement**.

For details on all these programs, visit conEd.com/managemybills.

HEAP Can Help

The Home Energy Assistance Program (HEAP), offers grants to income-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.

If you are a Con Edison customer and receive a HEAP grant from another utility or oil company, you may be eligible for reduced electric rates. To qualify, fax a copy of your HEAP grant award letter to 1-212-844-0110.

Lights Out? Flickering? Tell Us!

Did you know that only 10 to 15 percent of our customers report power outages? Don't assume your neighbor already called. We need to hear from you, too! If you lose electricity, or have partial, dim, or flickering lights, let us know right away. Call 1-800-75-CONED (1-800-752-6633) or log on to conEd.com and click "Report an electric service problem." When using the Web, have your account number or the telephone number on your account handy.



An Easier Way to Do Business

Managing your account at conEd.com is now easier and more secure. Log in with a username and password to pay bills, manage multiple accounts, update your contact information, and more.

Take Care of Your Heating System

If you use natural gas heat, have your heating and ventilation systems serviced regularly. Don't enclose your gas meter. Use a brush instead of a shovel to keep snow, ice, leaves, and other debris from blocking the vents and exhaust ducts.

Stay Safe Around Natural Gas Pipelines

Con Edison continuously monitors and inspects more than 4,300 miles of natural-gas pipelines. Keeping them safe is a top priority.

Here's what you need to know:

- Signs that can identify a gas leak include a foul odor like rotten eggs, a white cloud, mist, fog, or bubbles in standing water, and a roaring, hissing, or whistling sound.
- If you suspect a gas leak, leave your home or building immediately and take others with you.
- DO NOT do anything that could create a spark, such as light a match, smoke, use the phone, turn lights or appliances on or off, or start a car.
- If the odor is faint, open the windows before you leave.
- Once you're a safe distance away, call 1-800-75-CONED to report the leak. National Grid customers should call 1-718-643-4050.

Call before you dig! The law requires you to call 811 two to 10 days in advance of digging, so utility companies can mark the approximate location of the lines for free. Some pipelines are marked with the name and phone number of the pipeline operator.

For more information, visit conEd.com/customercentral/gassafety or www.npms.phmsa.dot.gov.



Call us at
1-800-752-6633

the power of Giving

We support hundreds of nonprofit organizations that focus on education, the environment, arts, civics, and community partnerships.

Time Travel on Staten Island

Churn butter, watch the tinsmith at work, and bake bread the old-fashioned way at Historic Richmond Town. This 50-acre village is a living museum showcasing the diverse American experience from the early days of Dutch and English settlers. More than 30 original historic structures are located throughout the town, including the Voorlezer's House, built in the 1690s, and the general store, which dates back to the 1860s. Visit historicrichmondtown.org.



Building Minds in the Bronx

Mind-Builders Creative Arts Center in the Bronx is now moving into its stellar, newly renovated facility with free and affordable classes. Mind-Builders provides quality instruction in a nurturing family atmosphere for various forms of dance, music, theater, martial arts, visual arts, and community folk-culture research. Registration is also going on now for the free teen theater program, African drum, and for Zumba and Salsa adult drop-in classes. Visit mind-builders.org.

Brooklyn Information and Culture

BRIC presents contemporary art, performing arts, and community media programs that reflect Brooklyn's creativity and diversity. BRIC also provides resources to launch, nurture, and showcase artists and media makers. The organization advances access to and understanding of arts and media by presenting free and low-cost programming, and by offering education and other public programs to people of all ages. Visit bricartsmedia.org.

***Did you know:** Con Edison has coordinated over 104 volunteer events through October 2013, including 18 in the month of October alone.*

Free Programs for Steam Customers

Steam customers can take advantage of free, half-day seminars offered each month on steam safety, efficiency, and maintenance. For more information, e-mail SteamCommunications@conEd.com. You can also schedule a free on-site energy-efficiency assessment with one of our engineers. Call 1-212-460-2011 or e-mail SteamSales@conEd.com.

Steam Safety

If you see steam on Manhattan streets, immediately call us at 1-800-75-CONED (1-800-752-6633). Visible steam is caused by water falling on a steam pipe or a manhole cover, or a steam leak, and we need to check it out.