

Low Income Programs and Vulnerable Population Outreach

Low Income Program

- **Number of Customers Enrolled**

- Electric: 446,317
- Gas: 137,800

- **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

Low Income Program Qualifiers

- To qualify for Con Edison's 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)**
 - **Medicaid**
 - Have received a **Home Energy Assistance Program (HEAP)** grant in the preceding 12 months

Electric Low Income Program

- Customers who qualify for the electric low income rate receive a reduction of **\$10.00** to the basic service charge

Gas Low Income Program

- Cooking gas customers who qualify for the gas low income rate receive a reduction to the basic service charge of **\$3.00**
- 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**

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

EnergyShare Program

- *EnergyShare*
 - Grant program for residential customers
 - HEAP eligible
 - Once every 5 *EnergyShare* seasons
 - 1 good faith payment on account in last 12 months
 - Active disconnect notice
 - Grant of up to \$200

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, 35,000 customers per month agree to deferred payment plans

Outreach & Education

- Who?

- Seniors
- Families
- Children

- How?

- Community Events
- Partnerships (Scholastic, DC Comics)
- Email Blasts
- Direct Mailings
- Community Relationships/Presentations