



Beware of Scammers Pretending to Work for Con Edison



How to Recognize a Real Con Edison Employee

- Ask for ID. You're not being rude. You're being safe.
- Real Con Edison employees and contractors wear a photo ID badge with their name and employee number on it.
- They'll give you their supervisor's name, the unique "ticket" number assigned to your job, and ask you to call us at 1-800-75-CONED. They'll wait patiently while you check.
- Scammers may manipulate your caller I.D. to display our name. If in doubt, hang up and call 1-800-75-CONED (1-800-752-6633).

Don't fall for scams. Con Edison will NEVER:

- Threaten to turn off your electricity or gas without showing you identification.
- Demand immediate payment via a gift card, pre-paid debit card such as MoneyPak, cash app such as Zelle, or cryptocurrency such as bitcoin.
- Request a deposit or payment for a smart meter.
- Direct you to pay bills on any website other than: **conEd.com**, **conEd.com/GuestPayment**, or **webpayments.billmatrix.com/ConEdResidential**

Suspect a scammer?

Call the police. Then call us at 1-800-75-CONED (1-800-752-6633).

Share this information with your neighbors, family, and friends (especially those most vulnerable).



Learn more
conEd.com/ScamAlert
1-800-75-CONED (1-800-752-6633)



Tenga cuidado con los estafadores que pretenden trabajar para Con Edison

¿Cómo reconocer a un empleado verdadero de Con Edison?

- Pida ver una identificación. No está siendo irrespetuoso. Está siendo precavido.
- Los empleados y contratistas verdaderos de Con Edison llevan una tarjeta de identificación con foto que incluye su nombre y número de empleado.
- Le darán el nombre de su supervisor, el número de "ticket" único asignado a su trabajo, y le pedirán que nos llame al 1-800-75-CONED (1-800-752-6633). Esperarán pacientemente mientras usted verifica.
- Es posible que los estafadores manipulen su identificador de llamadas para que se vea el nombre de Con Edison. Si tiene alguna duda, cuelgue y llame al 1-800-75-CONED (1-800-752-6633).

No se deje engañar por estafadores. Con Edison NUNCA:

- Amenazará con cortar su servicio de electricidad o gas sin mostrarle una identificación.
- Exigirá el pago inmediato a través de una tarjeta de regalo, una tarjeta de débito prepagada como MoneyPak, aplicaciones de dinero en efectivo como Zelle o criptomonedas como bitcoin.
- Pedirá un depósito o pago para un contador inteligente.
- Pedirá que realice pagos a través de cualquier sitio web que no sea: conEd.com, conEd.com/GuestPayment, o webpayments.billmatrix.com/ConEdResidential

¿Sospecha que un estafador se ha comunicado con usted?

Llame a la policía. Luego llámenos al 1-800-75-CONED (1-800-752-6633).

Comparta esta información con sus vecinos, familiares y amigos (especialmente con los más vulnerables).



Conozca más en:
conEd.com/ScamAlert
1-800-75-CONED (1-800-752-6633)



Call Before You Dig

New driveway? Planting a tree? Putting in a pool?

Whether you're doing the work yourself or using a landscaper or contractor, whoever is digging must call 811 two to 10 days before excavating on public or private property. Calls are answered around the clock.



When you call, we'll mark the approximate location of our gas pipelines free of charge.

Staying away from these pipelines can prevent damage that can cause a dangerous gas leak. Even the slightest scratch, scrape, dent, or gouge can cause a big problem. Pipeline markers sometimes show approximately where underground pipes are located. These markers show the name and phone number of the pipeline operator, in case of an emergency.

Private Property: What are Your Responsibilities?

The property owner is responsible for providing Con Edison with access to indoor gas piping from the point it enters a building to the gas meter, to perform periodic safety inspections. The property owner is also responsible for the maintenance of gas piping inside buildings.

Large residential (four or more families) and commercial property owners are responsible for the maintenance of all gas piping beyond the property line.

If You See Something, Say Something

Con Edison monitors and inspects its 4,300 miles of underground gas pipelines to ensure public safety. Some of these pipelines operate at very high pressures. Help us keep the system safe by reporting any suspicious people or activities around our pipelines. If you see anything unusual, call the police.

Your Safety is Our Priority

To ensure the highest level of safety, service reliability, and security, Con Edison:

- Works with emergency responders and state and local agencies to prevent and prepare for emergencies through training and periodic drills.
- Works closely with communities.
- Uses the latest security and safety technologies and methods.
- Meets or exceeds all federal, state, and local safety regulations for transporting natural gas.
- Constantly examines its system and seeks to improve it.

A summary of these programs can be found at conEd.com/GasSafety.

Find maps of transmission pipelines at <https://pvnpm.phmsa.dot.gov>.

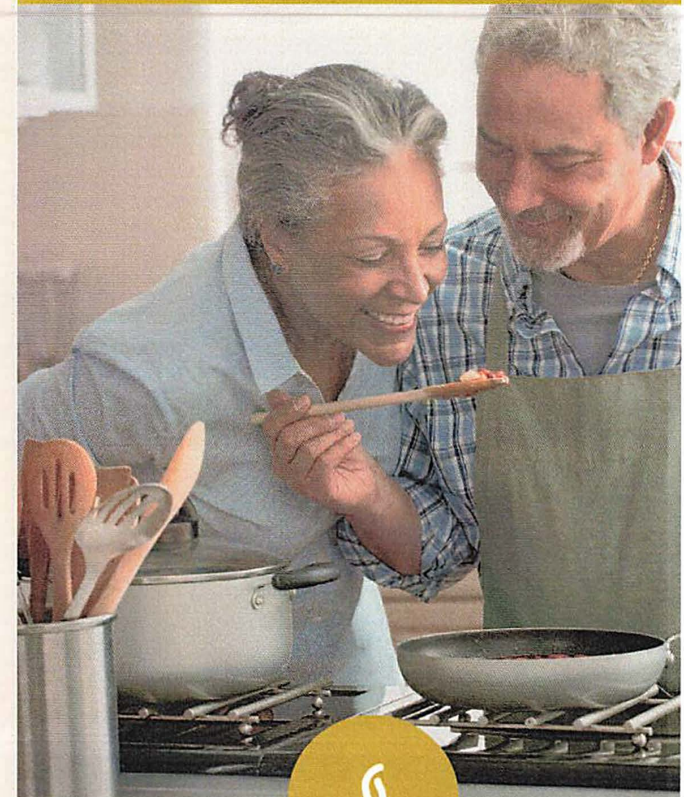
Want to Know More?

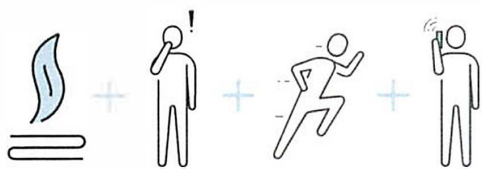
Visit conEd.com/GasSafety.

- National Call Before You Dig Organization, call811.com.
- American Gas Association, aga.org.
- Consumer Products Safety Commission, cpsc.gov.
- Northeast Gas Association, northeastgas.org.

Natural Gas Safety

What You Need To Know





Smell Gas. Act Fast.

- **Smell** — Natural gas smells like rotten eggs.
- **Gas** — If gas is in the air, a spark could cause an explosion. Don't light a match, smoke, flip a switch, ring a doorbell, or touch appliances or electronics, including phones.
- **Run** — If you think there's a leak, get everyone outside right away. If the leak is outside, move to a safe spot far away.
- **Call** — When you're safe, call 911, or Con Edison 1-800-75-CONED (1-800-752-6633). National Grid customers call 1-718-643-4050.

Call even if the odor isn't very strong. Don't assume someone else has already called. You don't have to give your name.

Do You Have a Gas Leak?

Use your senses to find out.

- **Smell** — A distinctive, strong odor similar to rotten eggs.
- **See** — A white cloud, mist, fog, bubbles in standing water, blowing dust, or vegetation that appears to be dead or dying for no reason.
- **Hear** — A roaring, hissing, or whistling sound.

Safety Starts in Your Home

- Make sure all burners are turned completely off when you're done cooking and before you leave the house.
- Your pilot light should always be on. Blowing out the pilot doesn't stop gas from escaping and can create a dangerous condition.
- Call a professional if you need to move or replace a gas-fired appliance like a stove or clothes dryer.
- Regularly check the flexible connector that brings the gas to the appliance. Over time, it may become brittle and develop small cracks that cause a gas leak. If the connector is old and dried out, replace it.
- Don't step, sit, lean, or place any objects on flexible connectors attached to appliances.
- Prevent gases from entering your home through sewer lines by making sure that indoor sewer-line caps are in good shape and attached tightly.
- Keep cleaning products, gasoline, paints, and other flammable materials away from gas appliances.
- Keep kids away from gas appliances.
- Have your heating and ventilation system serviced regularly, and don't let snow, ice, leaves, or other debris block their vents and exhaust ducts.
- Keep a clear path to and around your gas meter. Use a brush, not a shovel, to remove snow and ice from around your gas meter and the pipes leading to it.

Smart Gas Detectors Sniff Out Danger

We're installing natural gas detectors that use smart technology in communities we serve, as part of a new pilot program.

The free device sounds an alarm when it detects a potential leak. And it also alerts us.

Go to conEd.com/NaturalGasDetector.

Be Aware of Carbon Monoxide Danger

Carbon monoxide (CO) is a poisonous gas that can cause illness or death. CO has no smell, color, or taste. Every fuel-burning appliance like a stove, boiler, water heater, clothes dryer, space heater, or generator can make CO if it's not working properly.

The easiest and best way to protect yourself and your family from carbon monoxide is to install a carbon monoxide detector. It's also the law: New York City requires that every home have one. Check the batteries monthly and replace them once a year.

Here are some more ways to protect yourself:

- Know the signs of CO poisoning – headaches, chest tightness, dizziness, nausea, and fatigue – and make a plan for what to do if the alarm sounds.
- If you suspect CO poisoning, get outside and call 911.
- If your CO alarm goes off, but no one is showing symptoms of CO poisoning, open windows, turn off all potential CO sources, and leave. Have a technician inspect your appliances, detector, and chimneys.
- Be sure generators and appliances are working properly and up to building code.
- Have all heating systems, vents, and flues inspected and cleaned each year by a qualified technician. Make any necessary adjustments or repairs immediately.
- Make sure your furnace or boiler's air intake is clear and well ventilated.
- Never use a gas range or oven to heat your home.
- Don't use propane or kerosene auxiliary heaters indoors, or in any enclosed space. They can cause CO to build up, and they're illegal in New York City and parts of Westchester County.
- Only use barbecue grills outdoors; never in an enclosed porch or garage area.
- Never leave your car, lawn mower, or snow blower running in a garage, shed, or other enclosed space.



Energy Affordability Program

Formerly the Low-Income Discount Program

You may qualify for a discount on your monthly energy bill if you receive benefits from the following eligible governmental assistance programs.

You'll be enrolled automatically if an agency notifies us that you receive:	If you only receive benefits from the following program(s), you must apply to enroll:
<ul style="list-style-type: none">Home Energy Assistance Program (HEAP)Supplemental Nutrition Assistance Program (SNAP) – NYC SNAP, Westchester SNAPSupplemental Security Income (SSI)Direct Vendor or Utility GuaranteeTemporary Aid to Needy Families (TANF) – NYC TANF; Westchester TANFSafety Net Assistance (SNA) – NYC SNA, Westchester SNA <p><small>*You can check your enrollment status on page 1 of your bill under Adjustment Information.</small></p>	<ul style="list-style-type: none">MedicaidFederal Public Housing AssistanceVeterans Disability or Survivors PensionLifeline Telephone Service Program (Lifeline) <p>If living on tribal lands:</p> <ul style="list-style-type: none">Bureau of Indian Affairs General AssistanceHead StartTribal TANFFood Distribution Program on Indian Reservation (FDPIR)

How to Submit Your Form and Required Documentation

1. Complete your Energy Affordability Program Application online at conEd.com/EAP.
2. Find your award letter or required documentation proving participation in at least one qualifying program.
3. You can email, fax, or mail a copy of your application and participation proof to:

*You can also provide proof and complete an application at our Walk-In-Centers.

Email: EAP@conEd.com

Fax: 1-212-844-0110

Mail: **Energy Affordability Program**
Con Edison, PA Central
4 Irving Place, 9 Floor, Box 34
New York, NY 10003



Tanpri fè yo tradwi mesaj enpòtan sa a.
Proszę o przetłumaczenie tej ważnej wiadomości.
Попросите перевести это важное сообщение.
이 중요 메시지를 번역해주시기 바랍니다.

請完成此重要訊息的翻譯
Por favor, este mensaje debe traducirse.
يرجى ترجمة هذه الرسالة الهامة.
ביטע זעצט איבער דעם וויכטיגן מעסעדזש.

Energy Affordability Program Application

If you receive benefits from a governmental assistance program, you may qualify for a discount. Please fill out this form and return it to us with your supporting documentation via email, fax, or mail.

Customer / Account Owner:

Benefit Qualifying Person, if different than customer:

Mailing Address:

Apartment / Unit Number, if applicable:

City:

State:

Zip Code:

Phone:

Account Number:

Email:

Qualifying Assistance Programs

Please select the qualifying assistance programs in which you're enrolled. You must be enrolled in at least one program to qualify for this discount.

- | | |
|---|--|
| <input type="checkbox"/> Home Energy Assistance Program (HEAP) | <input type="checkbox"/> Utility Guarantee / Direct Vendor programs |
| <input type="checkbox"/> Lifeline Telephone Service Program (Lifeline) | <input type="checkbox"/> Temporary Assistance for Needy Families (TANF) |
| <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP) | <input type="checkbox"/> Safety Net Assistance |
| <input type="checkbox"/> Medicaid | <input type="checkbox"/> Bureau of Indian Affairs General Assistance
(if living on tribal lands) |
| <input type="checkbox"/> Veterans Disability or Survivors Pension | <input type="checkbox"/> Head Start (if living on tribal lands) |
| <input type="checkbox"/> Supplemental Security Income (SSI) | <input type="checkbox"/> Tribal TANF (if living on tribal lands) |
| <input type="checkbox"/> Federal Public Housing Assistance | <input type="checkbox"/> Food Distribution Program on Indian Reservations
(if living on tribal lands) |

Eligibility Requirements

To prove participation in one of the above programs, customers must submit an award letter or a document that includes their name or the name of their Benefit Qualifying Person (BQP), the name of the qualifying program and the government Tribal entity, or program administrator that issued the document. All documentation must have an issue date within the last 12 months or a future expiration date that aligns with the benefit period.

If the name of the Benefit Qualifying Person (BQP) is different than the name on the Con Edison account, we will accept and enroll customers into the program as long as the address on the award letter or document is the same as what is on the account.

Customer/Benefit Qualifying Person Certification and Authorization

(If the customer is applying based on BQP's enrollment in a qualifying program, both the customer and BQP must sign below.)

I certify that the information above is correct. By signing this form, I allow Con Edison to share and verify information in my application or documentation for this program with third parties. I also allow third parties to give Con Edison, or representatives or agencies of the federal, state, or local government, information or documentation requested about me related to this and related programs. This information will be shared to help process my application and for ongoing participation and compliance with the program. Information that Con Edison and a third party may share about me:

- Information about my application, program participation, and eligibility.
- Information and documentation about utilities, payment history, employment history, income, application status, and award information for benefits or utilities assistance.

Customer Signature:

Date:

Benefit Qualifying Person / Signature if applicable:

Date: