



conEdison

www.conEd.com

BILLING & PAYMENT OPTIONS



FAST, EASY, SECURE, GREEN



Payment Options for You

Choice is good — especially when it comes to how you receive and pay your bills. That's why Con Edison offers you billing and payment options that are fast, convenient, secure, and help you better manage energy costs while protecting the environment.

All you have to do is choose the option that's right for you. The information in this guide will help you make that decision. Consider combining some of our programs and services for even more convenience and security.

3 Reasons to go Paperless with e*bill

Easy, Worry-Free

With e*bill, each month we send an e-mail letting you know your bill is available. A link in the e-mail lets you view the bill and gives you the option of paying it electronically — eliminating the hassle of writing and mailing checks, and saving postage.

Secure, Safe

e*bill reduces the risk of personal information being stolen. Your transactions and your personal information are protected.

Clean, Green

Using e*bill saves trees and reduces greenhouse gas emissions resulting from paper production and mail delivery.

For a totally paperless bill transaction — and even more convenience — combine e*bill with our Direct Payment Plan.

To enroll in e*bill visit **conEd.com/paymentoptions**.

Direct Payment Plan — a Worry-Free Way to Pay

Say Good-bye to Checks and the Mail Box

Payments are electronically transferred from your bank account with Direct Payment Plan (DPP). The transfer from your checking or savings account is made 10 days after we send your bill.

Enrolling is Easy

Visit **conEd.com/paymentoptions** and have your account number handy. Click the “Direct Payment Plan” link and enter your bank account information. We will send a letter confirming your enrollment, which will take effect with the following bill. You will know because the bill will say “Direct Payment Plan — Do Not Mail a Payment.” Or you can enroll by calling 1-888-925-5016.


Do electronic payments really benefit the environment?

According to a recent study, if one in five households paid their bills electronically, it would save 151 million pounds of paper, eliminate 8.6 million bags of household garbage, and prevent the production of two million tons of greenhouse gas emissions each year.

Pay by Internet

Visit **conEd.com** and use your account number to log in. You can pay your bill with a checking or savings account, or credit or debit card.

That's it. No more checks to write and trips to the post office.



Payment Express — One Call and Your Bill is Paid!

Payment Express is a toll-free, fully automated service that lets you pay with a credit or debit card, or checking or savings account, over the phone. Just call 1-888-925-5016 and follow the instructions. Be sure to have your account number available.

Important Information about Credit/Debit Card Payments

You can use most major credit cards when you pay by phone, or you can use a debit card with a Master Card logo, or one associated with a major banking network, such as NYCE, STAR, or PULSE.

You are charged a service fee for these transactions by the organization that processes the payment. Con Edison does not receive any portion of that fee. The amount charged for paying your bill with a credit or debit card depends on your account type.

conEd.com/paymentoptions

Pay by Mail

You can pay your bill by mail by returning the payment slip, along with a check or money order made out to Consolidated Edison Company of New York, Inc., to Con Edison, JAF Station, P.O. Box 1702, New York, NY 10116-1702. Do not mail cash.



2 Ways to Pay in Person

Customer Service Walk-In Centers

Our Customer Service Walk-In Centers are open Monday through Friday from 8:30 a.m. to 5 p.m. To find the location nearest you, check your bill, visit **conEd.com/paymentoptions**, or call 1-800-75-CONED (1-800-752-6633).

Authorized Payment Agents

A network of conveniently located authorized payment agents is also available. For the location nearest you, visit **conEd.com/paymentoptions**, or call 1-800-75-CONED (1-800-752-6633).

Online Banking

Convenience, Consolidation, and Conservation

The online bill payment services offered by most banks are another way to pay your Con Edison bill, along with all your other bills, without writing a check. Visit your bank's Web site to learn more about automated bill-payment options.

Trouble Paying Your Bill?

Often we can grant a payment extension or work with you on a payment agreement. If you need assistance in these arrangements, call 1-800-75-CONED (1-800-752-6633).



Make Level Payments All Year Long

Customers whose bills vary greatly throughout the year will find our Level Payment plan a great way to manage bills and budget for energy costs. We estimate your yearly energy costs and spread the payments evenly throughout the year. To realize the full value of this payment option, we recommend you stay with the plan for at least 12 months.

To estimate your annual cost, we look at your energy-use history, weather forecasts, how much we expect to pay to buy the energy you use (we don't mark up that price), and our delivery rates. We then estimate your yearly costs and divide that amount by 12 to determine your monthly "level" payment. We periodically review your account throughout the year to make sure the estimate is on target, and adjust the amount if needed.

After 12 months, we reconcile the difference between what you paid and the actual amount of energy you used. If you used less energy than you paid for, we credit your account, or you can request a refund. If, on the other hand, you used more energy than you paid for, you are responsible for the difference.

For more information or to enroll in the Level Payment plan, call 1-800-75-CONED (1-800-752-6633) or visit **conEd.com/paymentoptions**.

Visit conEd.com

You can view your account history, find energy-saving tips, enter a meter reading, learn how to stay safe when storms hit, and much more.

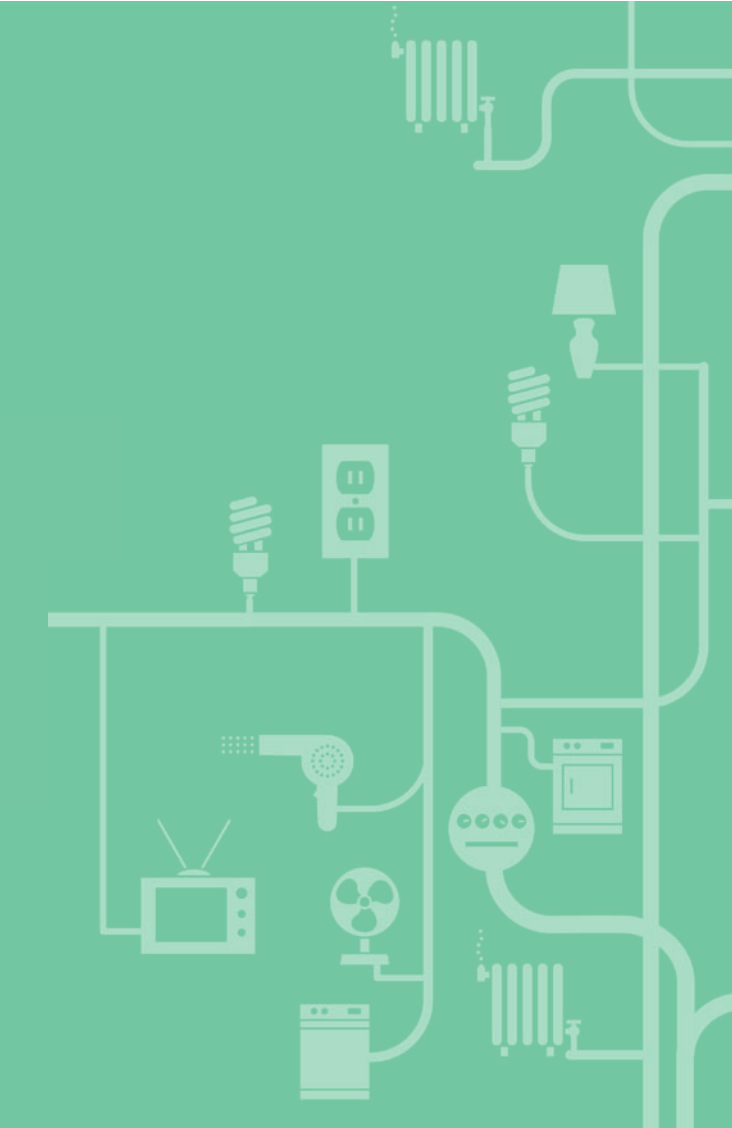
Web pages many of our customers find helpful and informative are:

- **My Account (conEd.com/myaccount)** — Check your balance, submit a meter reading, enroll for special services, and more.
- **The Power of Green (conEd.com/thepowerofgreen)** — Packed with energy-efficiency tips that help you save money and the earth.
- **EnergyNY (conEd.com/energyny)** — Learn how Con Edison is investing in and for New York's future with its EnergyNY Plan.
- **Report an Electric Service Problem (conEd.com)** — Let us know if you experience an outage, or partial, dim, or flickering lights.
- **Storm Central (conEd.com/stormcentral)** — Vital information to help you stay safe before, during, and after a storm.
- **Con Edison Kids (conEd.com/kids)** — Kids and teachers will find games and all kinds of energy information.
- **Newsroom (conEd.com/newsroom)** — Learn about the electric, gas, and steam systems that deliver the energy you use.
- **Becoming a Customer (conEd.com/becomingacustomer)** — Details on how to become a customer.
- **Understanding Your Bill (conEd.com/understandingmybill)** — Find out what all the information on your bill means.
- **Document Center (conEd.com/documents)** — View and download forms, contracts, procedures, tariffs, and other documents.



conEdison

www.conEd.com



30% post-consumer waste

March 2009
968-8953