



conEdison

www.conEd.com

CUSTOMERS WITH SPECIAL NEEDS



SENIORS & PEOPLE WITH DISABILITIES



Services for Special Customers

Senior Direct

Senior Direct is a priority, toll-free phone service for customers age 62 years or older who have questions about their account or our special programs. Call 1-800-404-9097, Monday through Friday, 8:30 a.m. to 5 p.m., to connect to a representative.

CONCERN Program

The CONCERN Program is for our customers who are 62 years or older, or blind, or have a permanent disability. Our representatives can advise CONCERN customers about:

- bill-paying options
- government-aid programs
- other organizations that offer assistance.

The CONCERN Program is free and confidential. Once enrolled, you'll receive *Spotlight*, a newsletter that features articles on the company's programs and services of special interest to you, as well as information on safety, health, and community events.

Quarterly Billing

If you are age 62 or older, and your Con Edison bills do not exceed \$420 a year, you can arrange to receive bills once every three months. We'll read your meter monthly, but you'll be billed four times a year — in March, June, September, and December.



Third Party Program

Choose a relative, friend, homemaker attendant, or organization to receive a notice from us if your bill is overdue or notices about a possible shut off of service. The person you identify will not be responsible for paying your bill, but may be able to help resolve a problem. This program can be especially helpful if you are ill, elderly, live alone, or travel frequently.

Life-Sustaining Equipment and Medical Hardships

Please let us know if you, someone you know, or a tenant depends on life-support equipment or has a medical hardship. We keep records of these customers so we can contact them in case of an emergency.

Users of life-support equipment should always have an alternate source of electric power, such as a battery back-up system. If you use a generator, be sure that it's adjusted according to the manufacturer's instructions and local building codes, and that it's in a well ventilated area.

It is also a good idea to have a few telephone options (land-line, cordless, cellular) available. For example, if your telephone service is provided by a cable television provider, a power outage may leave you without service. Cordless telephones will not work without electricity. If a major storm is expected, be sure your cell phone is fully charged. Your telephone provider can tell you how a power outage will affect your service.

A decorative header at the top of the page features a light green background with various utility-related icons in a darker shade of green. These icons include a radiation symbol, a water tap, a toilet, a power plug, and a lightbulb.

Braille and Large-Print Bills

We'll mail visually impaired customers an enlarged copy of their Con Edison bill.

We can also arrange to have bills prepared in Braille.

Teletype Communications

Hearing-impaired customers who use telephone-teletype equipment (TDD) can make billing and service inquiries through Con Edison's toll-free TDD service at 1-877-423-4372.

To enroll in any of these programs, apply for large-print or Braille bills, or report a medical condition, please fill out and mail the attached application to:

Con Edison

Cooper Station

P.O. Box 138

New York, NY 10276-0138

Please be sure that we have your current telephone number and e-mail address.

You can call 1-800-75-CONED

(1-800-752-6633) to provide us with this information, or visit **coned.com**.



Convenient, Secure Ways to Pay Your Bill

The speed, convenience, and security of our electronic billing and payment plans can be especially helpful to seniors and people with disabilities:

e*bill — View and pay your bill online, conveniently, securely, and free of charge. Paper bills are eliminated, as well as the monthly ritual of writing and mailing checks.

Direct Payment Plan — Say good-bye to checks and visits to the mailbox. Payments are automatically transferred from your checking or savings account 10 days after we send your bill.

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.

Payment Express — This toll-free, fully automated phone service lets you pay with a credit or debit card, or checking or savings account. Call 1-888-925-5016 and have your account number available.

Online Banking — You can also use the online bill-payment services offered by most banks to pay your bill. Visit your bank's Web site to learn more.

Visit **conEd.com/paymentoptions** or call 1-800-75-CONED (1-800-752-6633) to learn more or enroll in our billing and payment options.

Application for Special Services

Name

Address

City

State

Zip

Phone number (daytime)

(evening)

Con Edison account number (if applicable):

Please enroll me in the:

CONCERN Program. In my household,
(check box)

some all members are age 62 or older

some all members are blind

some all members have a permanent
disability

Quarterly Billing Plan (I am age 62 or older)

Third Party Program

Your third party must fill out and sign the
section below:

***Please let me know if this customer's bill is overdue or
if the service might be turned off. I understand that
I am not responsible for paying the bill.***

Third party name

Address

City

State

Zip

Phone number (daytime)

Phone number (evening)

Third party signature

Date



**The following special hardships exist
in my household:**

Medical hardship (identify)

Life-sustaining equipment (identify)

Please send me a copy of the
Safety for Special Customers brochure,
which includes the Life-Sustaining
Equipment Survey.

Please send:

Enlarged bills

Braille bills

Your signature

Date

