

CON EDISON TO CUSTOMERS: WE'RE ALL IN THIS TOGETHER

NEW YORK - Con Edison has expanded its efforts to support New Yorkers as they face the challenges of the coronavirus (COVID-19). The company is committed to helping New York get through this difficult time.

"While so much is changing each day, one thing I know is how committed all Con Edison employees are to delivering safe and reliable energy to our customers every day," said John McAvoy, chairman and CEO of Con Edison. "That commitment will continue through this difficult time, and we are doing everything to keep both our customers and our employees safe. Now, more than ever, we need to support each other."

- **First, safety:** Con Edison is always ready to respond to every emergency. The energy company's managers and crews are committed to keeping New York safe and the service reliable.
- **Second, interacting with Con Edison employees:** If utility workers knock on your door, they will carry proper identification. They will explain that they are following [U.S. Centers for Disease Control](#) and New York State and City health and safety guidelines to reduce the transmission of the virus
 - They'll ask if anyone in the household is ill and discuss how they may carry out their tasks with everyone's safety and comfort in mind. If you have an appointment with us, please let us know if you or anyone in your premises is quarantined by calling 1-800-75-CONED (1-800-752-6633). All company employees and contractors are advised to follow social distancing guidelines.
- **Third, the bills:** Con Edison will not shut off electric, natural gas or steam service due to payment difficulties resulting from the health crisis. And we are waiving new late-payment charges for all customers. What's more, we're suspending the fee usually charged to a customer who is unable to grant access to their property. Of course, we will continue to shut off service when there is a safety issue.

Con Edison Customer Service Centers remain open, but it is better for customers to pay bills online at [My Account](#). It's fast and easy.

Next, meter readings and program visits to your home: The last thing New Yorkers want right now is unscheduled or non-emergency visits. Meter readers will not enter customers' homes to read meters. Customers with indoor meters can report their usage online. [Click here](#) to find out how.

The company has paused energy efficiency service visits to all residential customers' homes in both New York City and Westchester County. In addition, energy efficiency visits also have been suspended to businesses in Westchester County.

Con Edison has been installing millions of smart meters all around town to give customers more control over their energy use. But for now, smart meters will be installed only if they are on the outside of buildings, in multi-family building basements, or in apartment buildings' designated areas. No work will be done inside living areas.

We also are pausing new meter installations for customers who rely on life-support equipment. The current meters work fine, and new replacements can be made when the crisis subsides.

Con Edison is committed to helping fellow New Yorkers live safely and securely during this difficult time. We'll do everything we can to deliver the energy you need to keep things going where it matters most: Home.