



COVID-19 Resources for Commercial Customers

Con Edison understands that these are hard times for many businesses, and we want to help. If you are a business owner having difficulty paying your bill:

- We are now offering a flexible payment agreement can help you pay down your outstanding balance.
- You can make a down payment of 15% of your balance and you will have 12 months to pay your remaining balance.
- Other arrangements are also available. Call us at 1-800-75-CONED (1-800-752-6633) to discuss terms.

In the area of energy savings programs for commercial customers, right now may not be the right time, but our SMB Program is a great resource for anyone interested in saving energy and money in the future:

- You can sign up for a free energy assessment where we come out and help you identify quick, easy ways to go green and run a more comfortable and cost-efficient practice.
- Con Edison will cover approximately half the cost when a customer commits to energy saving upgrades in lighting, refrigeration, heating, ventilation, air conditioning (HVAC), and gas.
- SMBs who have followed our equipment upgrade recommendations have reduced their energy consumption by 30% on average and these system upgrades will help you save energy long-term and will typically pay for themselves over time.
- We also have a [Neighborhood Program](#) (SMBs, Commercial + Industrial): which specifically targets customers in two electric networks in North Brooklyn – comprised of Greenpoint, Williamsburg, parts of Bed-Stuy, and most of Ft. Greene/Clinton Hill, and Park Slope.
- These programs go beyond the standard incentives because they serve to reduce overall system demand through customer sided solutions.
- To learn more, visit <https://www.coned.com/en/save-money/rebates-incentives-tax-credits> and click on *Savings for Business Customers*

Frequently Asked Questions for Commercial Customers

1. Has Con Edison been reading indoor meters?

During COVID-19, to keep our customers and our workforce safe, we temporarily suspended reading most indoor meters. When we are unable to obtain a meter reading, we estimate bills based on past usage. Any high or low estimate is adjusted when we get an actual reading.

2. When did Con Edison resume reading indoor meters?

We resumed reading indoor meters in July. Expect to see your meter reader on your scheduled meter reading date. If your meter is not read on the scheduled date, please call us at 1-800-75-CONED (1-800-752-6633) for an appointment.

3. How can I tell if Con Edison read my meter or if my bill is estimated?

On the second page of your bill, it will show you if the meter reading is estimated or if we obtained an actual reading.

**Electricity you used during this 29 day billing period
from Jul 09, 2020 to Aug 07, 2020**

Rate: EL9 General Large

Meter#

We measure your electricity by how many kilowatt hours (kWh) you use. One kWh will light a 100 watt bulb for 10 hours. The meter multiplier is the factor by which the meter reading difference is multiplied to determine your usage. Demand or kW is the highest amount of electric usage in any half hour during the billing period.

Aug 07, 20 reading 48501 estimated

Jul 09, 20 reading ~~-48315~~ actual

Reading difference 186

Meter multiplier X40

Your electricity use 7,440 kWh

Your estimated demand use 12.40 kW

4. How can I schedule a meter reading appointment?

Call us at 1-800-75-CONED (1-800-752-6633) to schedule your appointment.

5. Why did I receive an adjusted bill(s)?

When we read your meter, we adjusted your bill(s) to reflect how much energy you actually used since meter reading was put on hold.

6. What happened to the payments I made before my bill(s) were adjusted?

All payments that you made remain credited to your account.

7. Why am I being charged for demand when my business was closed?

If you've closed your business, your electric usage may be close or near zero. In this case, your bill will include a minimum charge for demand. This amount is charged to recover fixed costs to deliver power even if you don't use electricity. Please pay what you can to cover these charges.

We will adjust your bills as necessary once we read your meter. The adjusted bills will include a minimum charge for demand even if you haven't used any power.

These are difficult financial times. We are here to help you now and will be there to help address any outstanding balance when the situation is resolved.