

**I receive government assistance. I understand
I will not be asked to pay a deposit.**

I receive Public Assistance (PA). My case number,
which appears on my PA identification card, is:

I receive Supplemental Security Income (SSI).
(Note: SSI benefits are not the same as Social
Security retirement benefits.) My Social Security
number is:

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I have heat-related service.

My primary heating service is started by electricity.

I use an electric heater to supplement the heat
provided by my landlord.

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

Medical emergency (identify)

Life-support equipment (identify)

Please send me information about the Life-
Sustaining Equipment Survey.

Please send:

Enlarged Bills

Braille Bills

Your signature

Date



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**Con
Edison**

- Seasonal service turn-on or turn-off requiring a visit to the premises: \$26.
- Remove or replace damaged meter because customer who controls access did not exercise reasonable care: \$205 for a demand meter and \$86 for a non-demand meter.
- Investigation fee when equipment tampering is found: \$293.
- Request for statement of account (electric and/or gas) for periods greater than two years: \$15 for each year of information more than two years old.
- Remove meter with assistance of city marshal: up to \$140.
- Switch from Retail Choice program to Con Edison's full service electricity and/or gas: \$10. This fee is waived for the first switch during the customer's first year in the Retail Choice program.

Application for Special Services

Please fill out the attached application, checking the appropriate box(es). Sign and date the application and mail it to: Con Edison Customer Outreach, Special Services, 4 Irving Place, Room 1708, New York, NY 10003.

If we do not reconnect your service within 24 hours under the above conditions, except when it is beyond our control, we will pay you \$25 (or \$50 under special circumstances) for each additional day you are without service. We charge \$26 to reconnect service during regular business hours (8 a.m. to 4 p.m. weekdays) and \$28 at all other times. All reconnection charges are subject to applicable sales taxes. However, you are not liable for this charge if:

- We turned off your service in error,
- You received HEAP (Home Energy Assistance Program) benefits within the past 12 months,
- You currently receive SSI benefits,
- You enroll in the Direct Vendor program operated by your local DSS or HRA.

We will charge service-related fees directly to customers to whom they apply. The fees listed here apply to customers with electric service (and gas service where indicated) and, if assessed, will be included in the "Other Adjustments" portion of the bill. Some fees are subject to applicable taxes.

- Check returned dishonored by bank: \$12.
- Reconnect service at the meter after turn-off for non-payment: \$26 during business hours and \$28 at other times.
- Special meter reading (electric and/or gas) \$19.