

Talking Points on Con Ed Rate Case

- Under the current rate structure, almost 50 percent of Con Edison's customers cannot afford their utility bills.
- Con Edison also has failed to enroll over 150,000 eligible and needy low-income customers into their existing Reduced Rate Programs for residential Electric or Gas service.
- Con Edison has neither offered nor suggested improved enrollment procedures.
- As of March 2016, more than 300,000 residential customers, or 10.3% of Con Edison's total residential customers, were more than 60 days behind in paying their bills, compared to the over 270,000 residential customers, or 9.9% of total residential customers, who'd fallen behind as of January 2005.
- The total amount of residential customer debt 60 days or older in 2016 is one and a half times what it was in 2005.
 - Residential customers in Con Edison's service areas owed over \$250 million, or \$825 per customer, compared to 2005, when residential customers only owed just over \$100 million—\$370 on average per customer.
- The number of residential accounts in arrears has increased only 10% since 2005; however, the amount of debt owed per customer has more than doubled. This indicates that the financial strain on individual customers who fall behind today is substantially worse than it was in 2005.
- The aggregate number of customers behind on their payments has increased 10% since 2005.
- The annual number of termination notices Con Edison has issued since 2005 has increased by 75%.
- There has been a steady rise in the rate of default on deferred payment agreements (DPAs) since 2013.
- Con Edison's current proposal does not include an increase in discounts or an expansion of eligibility criteria for its Reduced Rate Plans to offset the rate increases it is requesting.
- Con Edison in fact suggests lowering the targeted amount for plan discounts to account for a lower participation level it somehow forecasts.
- Despite underenrollment, higher rates, and no proposed increase in its Reduced Rate Plans, Con Edison emphasizes that somehow all qualifying electric and gas customers will continue to be accepted in the plans.

- In 2015, more than 2.5 million final termination notices were issued to Con Edison's residential customers. That is an increase of 1 million notices over the nearly 1.5 million that were issued in 2005—1 million more notices in only 10 years.
- In 2015 alone, service to nearly 70,000 households was shut off. When you realize that each customer account is roughly 2.5 people, that means that almost 200,000 people in Con Edison's service territory had their energy service shut off.
- As of March 2016, nearly 140,000 residential customers with arrears greater than 60 days needed to negotiate deferred payment agreements (DPAs), compared to only 89,000 such agreements in January of 2005.
- For the twelve months ending March 2016, an average of 11.3% of customers entering into DPAs had defaulted on their agreements. This was the highest rate of default in any twelve-month period between January 2005 and the present—including during the 2008 financial crisis and the Great Recession.
- Beginning in 2009, Con Edison initiated over 175,000 meter-removal actions against its residential and non-residential customers that owed it money.
- The Company's current enrollment and its enrollment targets for its Reduced Rate Plan—and their funding—are woefully inadequate. Anyone eligible for food stamps, or SNAP, should be enrolled in Con Edison's Electric Reduced Rate Plan.
 - A minimum of 158,204 customers eligible for food stamps are not participating in the Company's Electric Reduced Rate Plan.