



## Con Edison Enters Smithsonian as Leader in Information Technology

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**NEW YORK, April 6 /PRNewswire/** -- The Smithsonian Institution honored Consolidated Edison Company of New York, Inc., for its innovative Intell-A-Check customer service system at a ceremony held earlier this week in the nation's capital.

The Windows-based desktop application eliminates the need to write and mail checks. Instead, customers are able to directly call account representatives and provide their checking account information for account deduction.

"The Intell-A-Check system is just one more example of how we use cutting-edge technology to provide the very best service for our customers," said Marilyn Caselli, vice president, customer operations. "We are honored to receive this award that recognizes our program and its applications as the first of its kind in the utility industry."

The Computerworld Smithsonian Program identifies individuals and organizations whose use of information technology results in positive social, economic and educational change. The utility was among a group of more 400 winners worldwide that were selected to receive the prestigious award.

The award also earned Con Edison a permanent place in the Research Collection that incorporates information-technology innovations since the development and use of Morse Code. The Intell-A-Check system will be included in the Information Age Exhibit at the Smithsonian Institution's National Museum of American History.

Con Edison customers have been benefiting from the Intell-A-Check program since 1996. The program is just one payment alternative that is available for Con Edison's three million customers. There is a 24-hour toll-free number, 800-75CONED, to reach Customer Service for inquiries and other transactions. Customers can access the 24-hour toll free number to make bill payments, report service problems, obtain account information, or open and close accounts without leaving their homes or businesses.

Customers also can pay their bill by Electronic Funds Transfer or enroll in Con Edison's Direct Payment Plan and have their bill paid automatically each month. In addition, customers can make payments and transact business over the Internet by accessing Con Edison's Customer Service On Line at <http://www.coned.com>.

Con Edison is one of the nation's largest utility companies, with approximately \$7 billion in annual revenues and approximately \$14 billion in assets. The company, a subsidiary of Consolidated Edison Inc., provides electric, gas and steam service to more than three million customers in New York City and Westchester County, New York. For additional financial, operations and customer service information, visit Con Edison's web site at <http://www.coned.com>.

**SOURCE:** Con Edison