

2025 Disadvantaged Communities Report



Introduction

Consolidated Edison Company of New York, Inc. (Con Edison, or the Company) is committed to enhancing collaboration with our customers and stakeholders to improve the quality of life in the neighborhoods we serve and live in, with a focus on disadvantaged communities (DACs). This report is part of that commitment. In 2023, Con Edison agreed to track and report on how its operations affect disadvantaged communities.¹ This includes newer programs, such as building electrification and energy efficiency initiatives, as well as data related to the Company's long running electric and gas operations. Tracking and publishing this information will provide the Company, government officials, stakeholders, and the public with valuable data to inform ongoing implementation of the Climate Leadership and Community Protection Act.

This report is the Company's third annual disadvantaged communities report and builds upon the findings presented in the past two editions. Given the early stage of our reporting efforts, the data herein is a snapshot in time rather than a baseline assessment. While it is possible to make preliminary observations, drawing definitive conclusions about the impacts of Company programs will require a larger dataset. Future iterations of the report are expected to build on this data to reveal a clearer picture that will help steer the Company's future efforts to assist low-income customers and customers living in disadvantaged communities.

Con Edison is dedicated to improving continuously to better serve our community. The Company is pleased to publish this third annual report and looks forward to continued collaboration with customers and stakeholders.

This report presents the requested disadvantaged communities' impacts in the order and formats required under Con Edison's current Rate Plan.

¹ Case 22-E-0064 & 22-G-0065, *Proceeding on Motion of the Commission as to the Rates, Charges, Rules, and Regulations of Consolidated Edison Company of New York, Inc., for Electric Service and Proceeding on Motion of the Commission as to the Rates, Charges, Rules, and Regulations of Consolidated Edison Company of New York, Inc., for Gas Service*, Order Adopting Terms of Joint Proposal and Establishing Electric and Gas Rate Plans With Additional Requirements, Attachment 1, Joint Proposal, Section P, pp. 119-128, Issued and Effective July 20, 2023 ("Rate Plan").

Company Profile and Report Context

As part of Con Edison’s Rate Plan in Cases 22-E-0064 and 22-G-0065, the Company agreed to prepare an annual Disadvantaged Communities Report for filing with the Secretary by May 31 of the year following each rate year. As outlined in the Rate Plan, “Each report will include a narrative discussion of the data reported on, including how the Company tracked and collected the data, [and] any assumptions relied on in the report.” The data covered in the report is set forth in the Rate Plan in Attachment 1, subsection 5 of section P of the Joint Proposal.

Our Commodities

Con Edison provides electric service to approximately 3.7 million customers in all of New York City (except a part of Queens) and most of Westchester County, an approximately 660 square mile service area with a population of more than nine million. Con Edison delivers gas to approximately 1.1 million customers in Manhattan, the Bronx, parts of Queens, and most of Westchester County.

What Is a Disadvantaged Community?

The definition of “disadvantaged community” developed by the New York State Climate Justice Working Group (CJWG) uses 45 indicators to designate a census tract as a disadvantaged community. The indicators are based on environmental burdens, climate change risks, population characteristics, and health vulnerabilities. In addition, the State characterizes households with an annual income at or below 60% of state median income as disadvantaged for clean energy and energy efficiency investments, regardless of whether those households are in areas designated as a disadvantaged community based on the criteria above.

60%	46%	44%
Of New York State's DACS are in New York City	Of Con Edison's Active Accounts are in DACs	Of Electric Customer Meters are in DACs

Data Collection Methodology

To identify if customers fall into a census tract designated as a disadvantaged community, the Company used NYC Geo-Service for the five boroughs and census API for Westchester, Rockland, and Orange Counties to access the census tracts (GEOID) associated with each customer’s location. The Company then matched those census tracts with those published by NYSERDA. This process resulted in the Company's central disadvantaged community data resource, which was the common reference point for the data throughout this report when identifying customers located in disadvantaged communities. Datapoints that could not be identified as disadvantaged communities or non-disadvantaged communities (unknowns) were counted as non-disadvantaged communities. Unknowns accounted for under 2% of the dataset.

In this report, “disadvantaged community” refers to customers located in a census tract meeting the criteria finalized by the CJWG on March 27, 2023 and listed on NYSERDA’s online mapping portal. Additionally, “low-income customers” refers to customers participating in the Company’s Energy Affordability Program. The exception to this distinction is in the Clean Energy Spending data, wherein “disadvantaged community” refers to customers who are either in a disadvantaged community or enrolled in the Energy Affordability Program (i.e., low-income customers) to align with the reports the Company files in Matter 23-02017.²

² Matter 23-02017, *In the Matter of Reporting Investments and Benefits to Disadvantaged Communities*.

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A. Clean Energy Spending

As outlined in the Rate Plan, the Company has agreed to provide data on the 2025 Clean Energy Spending categories across energy efficiency and building electrification programs. This information covers items such as incentive dollars spent, energy savings achieved, number of participants, and average savings achieved in total and in disadvantaged communities. The Company will also describe its efforts to reach disadvantaged communities and low-income customers, provide samples of communication materials directed towards customers in disadvantaged communities, and describe Company engagement and partnerships with community-based organizations that serve disadvantaged communities.

Con Edison's Clean Energy Spending programs, which as of December of 2025 were comprised by the Company's New Efficiency: New York (NENY) building efficiency and electrification programs,³ offer incentives that give customers greater control over their energy use. For example, participating customers can upgrade buildings by replacing fossil fuel heating systems with electric heat pumps or insulating buildings to reduce energy use. Customers may also install more energy efficient equipment in their home or business. For instance, a small business owner may install more efficient refrigerators and display cases to reduce the amount of electricity needed to run those appliances. The Company offers these programs to eligible customers in its service territory, and has also created offerings specifically for customers in disadvantaged communities. In 2025, 53% of the Company's allocated Clean Energy Spending funds were spent in disadvantaged communities.

These programs are key to meeting the State's emissions reduction goals, as building energy use is the leading source of emissions in New York City.⁴ Building efficiency upgrades also present opportunities to deliver clean energy co-benefits to customers, including residents of disadvantaged communities and low-income customers. In addition to helping customers manage their energy consumption, energy efficiency projects reduce harmful pollutants and improve quality of life by making buildings more comfortable via temperature and humidity controls.

Program Overview

Con Edison's clean energy programs incentivize residential, multifamily (five or more units), commercial and industrial (C&I) and small business and non-profit (Small Biz) customers to install energy efficient appliances and equipment and make energy upgrades to buildings. Project types supported in 2025 include:

- Insulating buildings to reduce the energy required to heat and cool spaces (building envelope projects).
- Electrifying space and water heating by installing air-sourced heat pumps (ASHP) or ground source heat pumps (GSHP).
- Installing controls to manage energy use from lighting and appliances (like refrigerators).
- Undertaking additional energy efficiency equipment upgrades, including installing motors and drives, process equipment, and compressed air.

³ Case 18-M-0084, In the Matter of a Comprehensive Energy Efficiency Initiative ("NENY Proceeding").

⁴ See NYC Mayor's Office of Climate & Environmental Justice, "NYC Greenhouse Gas Inventories," climate.cityofnewyork.us, City of New York, 2024.

The Company offers incentives for low-to-moderate income (LMI) customers⁵ through the Affordable Multifamily Energy Efficiency Program (AMEEP), which supports customers making efficiency upgrades in buildings.

Clean Energy Spending Programs in Disadvantaged Communities

In 2025, as noted above, 53% of NENY program incentives went to customers in disadvantaged communities. Tables A1 to A8 show the total incentives paid, energy savings achieved, and number of participants, along with the portion of incentives paid, energy savings achieved, and number of participants in disadvantaged communities.

In 2025, the Company encouraged program participation by customers in disadvantaged communities, including low-income customers, by⁶:

- Offering targeted incentives for customers in disadvantaged communities for participants in the Weather Ready, Residential Clean Heat and Small-Medium Business Clean Heat programs.
- Offering multifamily energy efficiency incentives that help affordable buildings pathways to comply with Local Law 97, in partnership with NYC Housing Preservation and Development.
- Partnering with the Urban Homestead Assistance Board, the Association of Neighborhood and Housing Development, and Kinetic Communities Consulting to promote the benefits of energy efficiency to LMI customers, offer support for affordable cooperative buildings, and refer projects to participate in AMEEP.
- Referring more than 7,637 low-income customers participating in the Company's Energy Affordability Program to EmPower+, the statewide efficiency program that offers incentives to LMI customers living in small residential buildings (one to four family homes).⁷

⁵ Some of the Company's programs are targeted at low-to-moderate-income (LMI) customers; for the purpose of administering the current statewide low-and moderate-income portfolio of energy efficiency and electrification programs, moderate-income customers are defined as households with incomes that are 60% - 80% of either area median income (AMI) or state median income (SMI), depending on which is greater. See NENY Proceeding, 2024 Statewide LMI Implementation Plan (filed November 1, 2024) for further information.

⁶ See Rate Plan, Pp.119-120.

⁷ The Company referred 7,637 electric-only, gas-only, and combination electric and gas customers to EmPower+ over the Energy Affordability Program Year of December 2024 to November 2025. See Case 22-E-0064, Proceeding on Motion of the Commission as to the Rates, Charges, Rules, and Regulations of Consolidated Edison Company of New York, Inc., for Electric Service, et al., Annual Energy Affordability Policy Report (filed January 30, 2026), p.9.

Table A1. 2025 Program Incentive Dollars Spent (Total and in DACs)^{8 9 10 11}			
Program Name	Total Funds Expended (\$)	DAC Funding (\$)	% in DACs
Affordable Multifamily Energy Efficiency Program ¹²	39,028,343	34,479,665	88%
Clean Heat – Commercial & Industrial Air Source Heat Pump	19,976,025	3,102,040	16%
Clean Heat – Commercial & Industrial Ground Source Heat Pump	916,986	-	0% ¹³
Clean Heat – Midstream Heat Pump Water Heater	1,518,844	682,945	45%
Clean Heat – Multifamily Air Source Heat Pump	41,282,713	28,000,252	68%
Clean Heat – Multifamily Ground Source Heat Pump	8,937,736	8,635,249	97%
Clean Heat – Residential Air Source Heat Pump	51,623,447	30,033,468	58%
Clean Heat – Residential Ground Source Heat Pump	3,480,459	607,466	17% ¹⁴
Clean Heat – Small-Medium Business Air Source Heat Pump	11,006,433	4,879,157	44%

⁸ Section A, item i, Total number of incentive dollars spent; item ii, Total number of incentive dollars spent in disadvantaged communities

⁹ The Company has aligned the data shown here to the disadvantaged community data filing made with the PSC in April of this year and its Clean Energy Dashboard Scorecard filing. In these filings, the Company tracks energy savings based on the date projects are acquired and incentive dollars based on the date the incentives were paid. Where the project acquisition date precedes the incentive paid date, this report may show energy savings for a program but no incentives paid. These incentives will appear in subsequent annual reports. See, Matter 23-02017, In the Matter of Reporting Investments and Benefits to Disadvantaged Communities, 2025 Disadvantaged Communities Report (filed April 10, 2026); see, NENY Proceeding, Clean Energy Dashboard Scorecard (filed March 9, 2026).

¹⁰ Funding reported here includes only “place-based funding” or funding that can be traced to a specific location or community, following Department of Public Service guidance. Programs for which the Company does not disburse incentives to customers – like the Home Energy Reports program – are thus not included in this table

¹¹ Where applicable, metrics are presented as a combined total from gas and electric programs with the same name

¹² The Affordable Multifamily Energy Efficiency Program is a combination of comprehensive and non-comprehensive LMI project metrics.

¹³ Data for 2025 reflects one project, which was not in a disadvantaged community.

¹⁴ The portion of benefits going to disadvantaged communities was low in the ground-sourced segment of heat pump programs. In 2025, the program activity for the Residential Ground-Sourced Heat Pump program was concentrated in Westchester County in areas less likely to be designated disadvantaged communities. Drilling the boreholes required to install these systems requires access to open space, which creates a barrier to participation for many customers in New York City. Conversely, the Company has seen more widespread participation in the Residential Air-Sourced Clean Heat program across New York City’s boroughs. The Company has launched a specific disadvantaged community offering for this program to promote participation by customers in disadvantaged communities for both the Residential Air-Source and Residential Ground-Source Heat Pump programs.

Commercial & Industrial ¹⁵	40,220,243	8,079,250	20%
Commercial Kitchen ¹⁶	-212,177	-	-
EmPower+	1,801,007	1,801,007	100%
Instant Lighting	7,264,841	3,698,846	51%
Midstream Water and Space Heating	1,978,818	1,384,974	70%
Multifamily	18,790,448	9,696,193	52%
Multifamily - Fuel-Switch	6,498,236	551,303	8%
Commercial Water Heaters PEI (Pump Energy Index)	173,816	20,000	12%
Pilots	158,176	-	-
Real Time Energy Management	182,722	123,745	68%
Retail Products	4,134,143	2,624,722	63%
Small-Medium Business	20,675,284	9,596,099	46%
Weather Ready ¹⁷	2,696,143	676,272	25%
Total	282,132,686	148,672,653	53%

Table A2. 2025 Program Energy Savings Achieved (Total and in DACs)^{18 19}			
Program Name	Total Energy Savings (MMBtu)	DAC Energy Savings (MMBtu)	% in DACs
Affordable Multifamily Energy Efficiency Program ²⁰	512,826	452,742	88%
Clean Heat – Commercial & Industrial Air Source Heat Pump	133,473	24,263	18%
Clean Heat – Commercial & Industrial Ground Source Heat Pump	2,489	-	-19%
Clean Heat – Midstream Heat Pump Water Heater	10,934	4,951	45%
Clean Heat – Multifamily Air Source Heat Pump	217,565	138,288	64%
Clean Heat – Multifamily Ground Source Heat Pump	46,478	44,764	96%
Clean Heat – Residential Air Source Heat Pump	352,622	187,789	53%
Clean Heat – Residential Ground Source Heat Pump	8,830	1,162	13% ²¹

¹⁵ Metrics are a combined total from the Commercial & Industrial and Commercial & Industrial - Fuel-Switch - Electric programs.

¹⁶ The Commercial Kitchen program has been closed, but residual expenditures are still reported.

¹⁷ Program formerly called Residential Weatherization.

¹⁸ Section A, item iii, Total energy savings achieved; item iv, Total energy savings achieved in disadvantaged communities

¹⁹ Where applicable, metrics are presented as a combined total from gas and electric programs with the same name.

²⁰ The Affordable Multifamily Energy Efficiency Program is a combination of comprehensive and non-comprehensive LMI project metrics.

²¹ See footnote 11.

Clean Heat – Small-Medium Business Air Source Heat Pump	60,501	27,463	45%
Commercial & Industrial ²²	576,328	131,589	23%
Commercial Water Heaters PEI (Pump Energy Index)	3,729	538	14%
EmPower+	6,320	6,320	100%
Instant Lighting	116,214	56,573	49%
Midstream Water and Space Heating	53,556	37,663	70%
Multifamily	354,365	180,296	51%
Multifamily - Fuel-Switch	55,576	-	-
Real Time Energy Management	4,229	1,974	47%
Residential Home Energy Reports ²³	284,216	122,315	43%
Retail Products	1,023,017	612,009	60%
Small-Medium Business	199,483	83,775	42%
Virtual Commissioning	6,665	4,356	65%
Weather Ready ²⁴	13,994	2,827	20%
Grand Total	4,043,415	2,121,658	52%

Table A3. 2025 Total Number of Participants and Average Savings and Incentives by Participant ^{25 26 27}

Participant Type	Program Name	Total Participants	Avg. Incentives by Participant	Avg. Energy Savings by Participant (MMBtu)
Residential	Clean Heat – Midstream Heat Pump Water Heater	753	\$2,017	15
	Clean Heat – Residential Air Source Heat Pump	8,322	\$6,203	42
	Clean Heat – Residential Ground Source Heat Pump	103	\$33,791	86
	EmPower+	849	\$2,121 ²⁸	7

²² Metrics are a combined total from the Commercial & Industrial and Commercial & Industrial - Fuel-Switch - Electric programs.

²³ Residential Home Energy Reports program 2025 year-end savings correspond with Q4 2025 scorecard, whereas the previous 2024 disadvantaged communities report aligned with the Q1 2025 scorecard, and the 2023 disadvantaged communities report aligned with the Q4 2023 year-end savings.

²⁴ Program formerly called Residential Weatherization.

²⁵ Section A, item v, Total number participants; item vii, Average savings and incentives by participant.

²⁶ Where applicable, metrics are presented as a combined total from gas and electric programs with the same name

²⁷ The statewide LMI portfolio of programs define participants on a per unit basis, whereas Con Edison 's building efficiency and electrification programs defines participants on a per customer basis.

²⁸ See footnote 7.

	Residential Home Energy Reports	1,580,862	N/A ²⁹	0.18
	Retail Products	307,494	\$13	3
	Weather Ready ³⁰	1,797	\$1,500	8
Multisector	Pilots	30	\$5,273	-
	Real Time Energy Management	8	\$22,840	529
Multifamily	Affordable Multifamily Energy Efficiency Program	129,271	\$302	4
	Clean Heat – Multifamily Air Source Heat Pump	316	\$130,642	689
	Clean Heat – Multifamily Ground Source Heat Pump	7	\$1,276,819	6,640
	Multifamily	1,459	\$12,879	243
	Multifamily - Fuel-Switch	8	\$812,280 ³¹	6,947
Commercial	Clean Heat – Commercial & Industrial Air Source Heat Pump	56	\$356,715	2,383
	Clean Heat – Commercial & Industrial Ground Source Heat Pump	1	\$916,986	2,489
	Clean Heat – Small-Medium Business Air Source Heat Pump	234	\$47,036 ³²	259
	Commercial & Industrial ³³	388	\$103,660	1,485
	Commercial Water Heaters PEI (Pump Energy Index)	43	\$4,042	87
	Instant Lighting	736	\$9,871	158
	Midstream Water and Space Heating	527	\$3,755	102
	Small-Medium Business	1,643	\$12,584	121
Total		2,034,938	\$3,761,330	22,511

²⁹ The Company does not provide incentives to customers through this program.

³⁰ Program formerly called Residential Weatherization.

³¹ See footnote 7.

³² See footnote 7.

³³ Metrics are a combined total from the Commercial & Industrial and Commercial & Industrial - Fuel-Switch - Electric programs.

Table A4. 2025 Total Number of DAC Participants and Average Savings and Incentives by Participant^{34 35}

Participant Type	Program Name	Total Participants	Avg. Incentives by Participant	Avg. Energy Savings by Participant (MMBtu)
Residential	Clean Heat – Midstream Heat Pump Water Heater	357	\$1,913	14
	Clean Heat – Residential Air Source Heat Pump	4,774	\$6,291	39
	Clean Heat – Residential Ground Source Heat Pump	14	\$43,390	83
	EmPower+	849	\$2,121 ³⁶	7
	Residential Home Energy Reports	634,912	N/A ³⁷	0.2
	Retail Products	193,191	\$14	3
	Weather Ready ³⁸	405	\$1,670	7
Multisector	Pilots	9	-	-
	Real Time Energy Management	-	-	-
Multifamily	Affordable Multifamily Energy Efficiency Program	105,480	\$327	4
	Clean Heat – Multifamily Air Source Heat Pump	154	\$181,820	898

³⁴ Section A, item vi, Total number of participants in disadvantaged communities; item viii, Average savings and incentives by participant in disadvantaged communities.

³⁵ The statewide LMI portfolio of programs define participants on a per unit basis, whereas Con Edison ‘s building efficiency and electrification programs defines participants on a per customer basis.

³⁶ See footnote 7.

³⁷ The Company does not provide incentives to customers for this program.

³⁸ Program formerly called Residential Weatherization.

	Clean Heat – Multifamily Ground Source Heat Pump	6	\$1,439,208	7,461
	Multifamily	775	\$12,511	233
	Multifamily - Fuel-Switch	-	-	-
Commercial	Clean Heat – Commercial & Industrial Air Source Heat Pump	17	\$182,473	1,427
	Clean Heat – Commercial & Industrial Ground Source Heat Pump	-	-	-
	Clean Heat – Small-Medium Business Air Source Heat Pump	107	\$45,600	257
	Commercial & Industrial ³⁹	106	\$76,219	1,241
	Commercial Water Heaters PEI (Pump Energy Index)	21	\$952	26
	Instant Lighting	249	\$14,855	227
	Midstream Water and Space Heating	341	\$4,062	110
	Small-Medium Business	723	\$13,273	116
	Total	942,510	\$2,026,699	12,372

Table A5. 2025 Installations by Measure Category for Commercial Programs (Total and in DACs)^{40 41}

³⁹ Metrics are a combined total from the Commercial & Industrial and Commercial & Industrial - Fuel-Switch - Electric programs.

⁴⁰ Section A, item ix, Average savings and incentives by participant in disadvantaged communities; item x, Total installations by measure category in disadvantaged communities. (See also for Tables A6 and A7.)

⁴¹ Where applicable, metrics are presented as a combined total from gas and electric programs with the same name.

Commercial Programs Installations	Total Installations	DAC Installations	% in DACs
Clean Heat – Commercial & Industrial Air Source Heat Pump			
HVAC	76	28	37%
Clean Heat – Commercial & Industrial Air Source Heat Pump Total	76	28	37%
Clean Heat – Commercial & Industrial Ground Source Heat Pump			
HVAC	2	-	0%
Clean Heat – Commercial & Industrial Ground Source Heat Pump Total	2	-	0%
Clean Heat – Small-Medium Business Air Source Heat Pump			
Building Shell	1	-	0%
HVAC	517	241	47%
Clean Heat – Small-Medium Business Air Source Heat Pump Total	518	241	47%
Commercial & Industrial⁴²			
Appliance	1	-	0%
Building Shell	42	7	17%
Compressed Air	11	4	36%
Domestic Hot Water	1	-	0%
HVAC	111	42	38%
HVAC - Control	93	16	17%
Lighting	167	36	22%
Lighting - Control	29	13	45%
Motors and Drives	112	21	19%
Other	2	-	0%
Process Equipment	33	11	33%
Refrigeration	10	4	40%
Commercial & Industrial Total	612	154	25%
Commercial Water Heaters PEI			
Motors and Drives	3	-	0%
Refrigeration	40	21	53%
Commercial Water Heaters PEI Total	43	21	49%
Instant Lighting			
Lighting	1,941	687	35%
Lighting - Control	369	107	29%
Instant Lighting Total	2,310	794	34%
Midstream Water and Space Heating			

⁴² Metrics are a combined total from the Commercial & Industrial and Commercial & Industrial - Fuel-Switch - Electric programs.

Domestic Hot Water	308	189	61%
HVAC	219	152	69%
Midstream Water and Space Heating Total	527	341	65%
Small-Medium Business			
Building Shell	3	1	33%
HVAC	68	11	16%
HVAC - Control	273	102	37%
Lighting	16,680	5,994	36%
Lighting - Control	2,519	542	22%
Motors and Drives	726	287	40%
Refrigeration	1,556	819	53%
Refrigeration - Control	1,890	939	50%
Small-Medium Business Total	23,715	8,695	37%
Virtual Commissioning	-	-	-
HVAC - Control	31	20	65%
Virtual Commissioning Total	31	20	65%
Commercial Total	27,833	10,294	37%

Table A6. 2025 Installations by Measure Category for Multifamily Programs (Total and in DACs)⁴³			
Multifamily Programs Installations Total	Total Installations	DAC Installations	% in DACs
Affordable Multifamily Energy Efficiency Program			
Appliances	4	4	100%
Building Shell	9,456	8,469	90%
Domestic Hot Water	15	10	64%
Domestic Hot Water - Control	39	32	83%
HVAC	46	38	82%
HVAC - Control	422	364	86%
Lighting	7,612	6,017	79%
Motors and Drives	51	34	67%
Affordable Multifamily Energy Efficiency Program Total	17,645	14,968	85%
Clean Heat – Multifamily Air Source Heat Pump			
Building Shell	9	5	56%
HVAC	2,669	1,092	41%
Clean Heat – Multifamily Air Source Heat Pump Total	2,678	1,097	41%
Clean Heat – Multifamily Ground Source Heat Pump			

⁴³ Where applicable, metrics are presented as a combined total from gas and electric programs with the same name.

Building Shell	7	6	86%
HVAC	25	20	80%
Clean Heat – Multifamily Ground Source Heat Pump Total	32	26	81%
Multifamily			
Appliances	1	1	100%
Building Shell	998	760	76%
Domestic Hot Water	14	6	43%
Domestic Hot Water - Control	19	9	47%
HVAC	52	17	33%
HVAC - Control	511	278	54%
Lighting	2,854	610	21%
Motors and Drives	92	9	10%
Multifamily Total	4,541	1,690	37%
Multifamily - Fuel-Switch			
HVAC	8	-	0%
HVAC - Control	1	-	0%
Multifamily - Fuel-Switch Total	9	-	0%
Multifamily Programs Installations Total	24,905	17,781	71%

Table A7. 2025 Installations by Measure Category for Multisector Programs (Total and in DACs)⁴⁴			
Multisector Programs Installations Total	Total Installations	DAC Installations	% in DACs
Real Time Energy Management			
HVAC - Control	8	-	0%
Real Time Energy Management Total	8	-	0%
Multisector Programs Installations Total	8	-	0%

Table A8. 2025 Installations by Measure Category for Residential Programs (Total and in DACs)⁴⁵			
Residential Programs Installations	Total Installations	DAC Installations	% in DACs
Clean Heat – Midstream Heat Pump Water Heater			
HVAC	853	415	49%

⁴⁴ Where applicable, metrics are presented as a combined total from gas and electric programs with the same name.

⁴⁵ Where applicable, metrics are presented as a combined total from gas and electric programs with the same name.

Clean Heat – Midstream Heat Pump Water Heater Total	853	415	49%
Clean Heat – Residential Air Source Heat Pump			
HVAC	21,154	11,568	55%
Clean Heat – Residential Air Source Heat Pump Total	21,154	11,568	55%
Clean Heat – Residential Ground Source Heat Pump			
HVAC	180	23	13%
Clean Heat – Residential Ground Source Heat Pump Total	180	23	13%
EmPower+			
Building Shell	910	910	100%
Domestic Hot Water	25	25	100%
Domestic Hot Water - Control	31	31	100%
HVAC	143	143	100%
HVAC - Control	32	32	100%
Lighting	191	191	100%
Refrigeration	195	195	100%
EmPower+ Total	1,527	1,527	100%
Retail Products			
Building Shell	253,424	147,092	58%
Retail Products Total	253,424	147,092	58%
Weather Ready⁴⁶			
HVAC	6,714	1,480	22%
Weather Ready Total	6,714	1,480	22%
Residential Programs Installations Total	283,852	162,105	57%
Total CES Programs Installations	336,599	190,180	57%

Clean Energy Program Performance Comparison Review

In 2025, Clean Energy Program delivery incentive spending decreased as the NENY funding period came to an end and budgets were adjusted to align with applicable funding period caps. Energy savings in disadvantaged communities decreased marginally relative to the program year spending, while overall equipment/measure installations increased in total. Participation in disadvantaged communities declined by 17% overall from 2024, driven in part by the Company’s strategic closeout of lighting incentives, Smart Kids and Efficiency Starter Kits to focus more on building envelopes and comprehensive efficiency improvements. As a result, multifamily program installations saw the largest growth in 2025, driven by building shell and electrification measures. Overall, installations in disadvantaged communities experienced a 25% proportional increase in 2025 when compared to 2024.

⁴⁶ Program formerly called Residential Weatherization.

Table A9. Incentive and Savings Comparison Summary						
	2024		2025		% Change	
	Total	DAC	Total	DAC	Total	DAC
Incentives	\$380,265,714	\$204,785,586	\$282,132,687	\$148,672,655	-26%	-27%
Energy Savings (MMBtu)	4,360,879	2,486,965	4,043,415	2,121,658	-7%	-15%
Participation	2,087,688	1,130,930	2,034,938	942,510	-3%	-17%
Average Incentive per Participant	\$182	\$181	\$139	\$158	-24%	-13%
Average Energy Savings per Participant	2.09	2.20	1.99	2.25	-5%	2%

Table A10. Installations Comparison Summary						
	2024			2025		
	Total	DAC	% DAC	Total	DAC	% DAC
Installations	298,607	152,685	51%	336,599	190,180	57%
Commercial	23,636	11,391	48%	27,834	10,294	37%
Multifamily	17,917	11,769	66%	24,905	17,781	71%
Multisector	6	3	50%	8	-	-
Residential	257,048	129,522	50%	283,852	162,105	57%

Outreach Efforts and Sample Materials

Please see Appendix 1 for the sample materials described below.

Exhibit A. *Clean Heat Disadvantaged Community-Targeted Email*

Con Edison shared a one-page overview highlighting the key benefits and available incentives for homeowner to invest in air source heat pump systems and weatherization improvements, such as insulation and air sealing.

Exhibit B. *Residential Clean Heat Limited-Time Offer Email*

Con Edison circulated a limited time offer advertising increased incentives for eligible residential customers looking to install air source heat pumps systems.

Exhibit C. *Stakeholder Clean Heat Webinar*

Con Edison held webinars to contractors and industry partners highlighting limited time Ground Source Heat Pumps incentives rates available for disadvantaged communities.

B. Electric Vehicle Make-Ready Program

As outlined in the Rate Plan, the Company has agreed to provide data for 2025 on the Electric Vehicle Make-Ready Program (PowerReady) for light-duty and medium-and-heavy duty vehicles. Following the Rate Plan, the Company added micromobility to the Make-Ready Program, as authorized by the November 2023 Midpoint Order, and has incorporated the related data in this Report.⁴⁷ The data includes incentive funding spent and number of charging plugs installed in 2025 across the service territory and in disadvantaged communities.

A robust electric vehicle (EV) charging network is critical to advancing the clean transportation transition. On-road transportation accounts for 26% of NYC's greenhouse gas emissions.⁴⁸ Largescale adoption of EVs, and corresponding EV infrastructure, is essential to achieving New York's decarbonization goals. New York State's Climate Action Council published a framework to reach CLCPA emissions reduction targets; the framework (known as the Scoping Plan) calls for transportation electrification targets by 2030 and the 2025 State Energy Plan outlines additional action needed to support New York State in achieving these target⁴⁹ Decarbonizing the transportation sector requires meaningful vehicle electrification and corresponding vehicle charging infrastructure. However, even with progress in charger deployment over the last few years, lack of access to EV chargers remains a leading barrier to EV adoption, and charger access is a particularly acute challenge in a dense urban environment like New York City, where many drivers do not have access to at-home charging.⁵⁰ The buildout of EV chargers in parking garages and open parking lots reduces drivers' anxiety about charger access and therefore plays a critical role in encouraging EV adoption. There are myriad benefits to EV adoption, including improved local air quality and lower greenhouse gas emissions. These benefits are particularly meaningful to people in disadvantaged communities, who tend to be most impacted by air pollution.

Con Edison is accelerating EV adoption through a portfolio of initiatives and programs that benefit EV drivers and EV charging developers. The Company's PowerReady Program provides incentives to defray the cost of infrastructure upgrades that support the installation of Level 2 (L2) and direct current fast charging (DCFC) stations.⁵¹ The light-duty vehicle PowerReady program provides incentives to help offset the electric infrastructure costs associated with chargers for light duty EVs, including cars and small vans; the PowerReady Medium-and-Heavy Duty Vehicle (MHDV) Pilot

⁴⁷ Case 18-E-0138, *Proceeding on Motion of the Commission Regarding Electric Vehicle Supply Equipment and Infrastructure* ("EVSE & I Proceeding"), Order Approving Midpoint Review Whitepaper's Recommendations with Modifications (issued November 16, 2023) ("2023 Midpoint Order").

⁴⁸ See New York City Mayor's Office of Sustainability, Con Edison, and National Grid. "Pathways to Carbon-Neutral NYC: Modernize, Reimagine, Reach." April 2021. Available [Carbon-Neutral-NYC.pdf](#)

⁴⁹ See 2025 New York State Energy Plan – Volume II: Analysis Chapters (Pathways Analysis). New York State Energy Research and Development Authority (NYSERDA), July 2025. (See Pathways Analysis section describing the Additional Action scenario.) See Climate Action Council Climate Leadership and Community Protection Act's ("the Climate Action Council") website. Climate Action Council. *Scoping Plan: Full Report*. (December 2022). Available <https://climate.ny.gov/-/media/Project/Climate/Files/NYS-Climate-Action-Council-Final-Scoping-Plan-2022.pdf>

⁵⁰ A Con Edison 2025 survey of drivers (n=1,009) in the service area shows 66% respondents see need for additional chargers, citing charging logistics and not knowing where to charge as a barrier to EV adoption.

⁵¹ A Level 2 or "L2" charging plug uses alternating current (AC) delivering a range of 3-20 kW of power. These are widely used at homes and workplaces and recharge an EV with low battery in 6-8 hours. A DCFC charging plug uses direct current (DC) with power delivery typically between 50 kW and 350 kW. Typically found in highway and high-volume public charging settings, DCFC plugs deliver a full charge in about 30 minutes.

Program provides incentive specifically for chargers serving the MHDV sector, including trucks and buses, which includes vehicles over 10,000 pounds gross vehicle weight.⁵² The PowerReady program also supports the installation of chargers for micromobility devices (e.g., electric bikes and electric scooters); as a more affordable transportation option, these devices expand access to clean transportation. Authorized by the November 2023 Midpoint Order, the micromobility program provides incentives to offset the cost of installing battery or e-bike chargers in disadvantaged communities.

Developers and Con Edison customers can apply to receive the incentives that are capped on a per-plug basis (light-duty L2) or per-kW basis (light-duty DCFC and L2/DCFC for MHDV) through the Company's PowerReady program. The multi-year PowerReady program has an overall goal of installing 21,371 L2 plugs and 3,157 DCFC plugs for light-duty vehicles in New York City and Westchester County and deploying \$21M supporting medium- and heavy-duty charging. This report summarizes the Company's progress in incentivizing the installation of plugs in disadvantaged communities as it strives to achieve its overall plug goals. Statewide funding for EV programs includes \$372 million to support installations in disadvantaged communities.⁵³ The Commission-authorized budget includes a 20% L2 incentive budget carveout and a 25% DCFC incentive budget carveout for light-duty charging in CECONY's service territory. The PowerReady program offers the highest incentive level (up-to 100% of eligible costs, subject to the caps described above) to projects that benefit disadvantaged communities if they meet eligibility requirements. While the broader PowerReady Program is designed to support all EV charging projects in the Company's service territory, providing a higher incentive for plugs benefiting disadvantaged communities signals to the market to invest in charging infrastructure in these communities and recognizes that these project sites may be particularly sensitive to upfront costs as a barrier to charger installation.

The Public Service Commission increased statewide funding for EV programs from \$701 million to \$1.24 billion, with \$372 million in funding to support programs in disadvantaged communities.⁵⁴ This increase in funding allows the Company to maximize the potential of the EV Make-Ready Program to support disadvantaged communities, with a portion of the additional incentive budget carved out for enhanced incentives for plugs in disadvantaged communities.⁵⁵

The chart below shows Con Edison's EV PowerReady Program incentive spend in disadvantaged communities compared to total incentive spend in 2025. Notably, Con Edison distributed incentives to its first PowerReady MHDV Pilot Program and Micromobility Program projects this year. Thirty-eight percent of the total PowerReady program funding paid out has been dispersed to projects located in disadvantaged communities since program inception. PowerReady increased the number of completed L2 and DCFC plugs in disadvantaged communities by 70% compared to 2024, increasing

⁵² U.S. Department of Energy. *Alternative Fuels Data Center* (accessed February 20, 2025). Available at <https://afdc.energy.gov/data/10380>

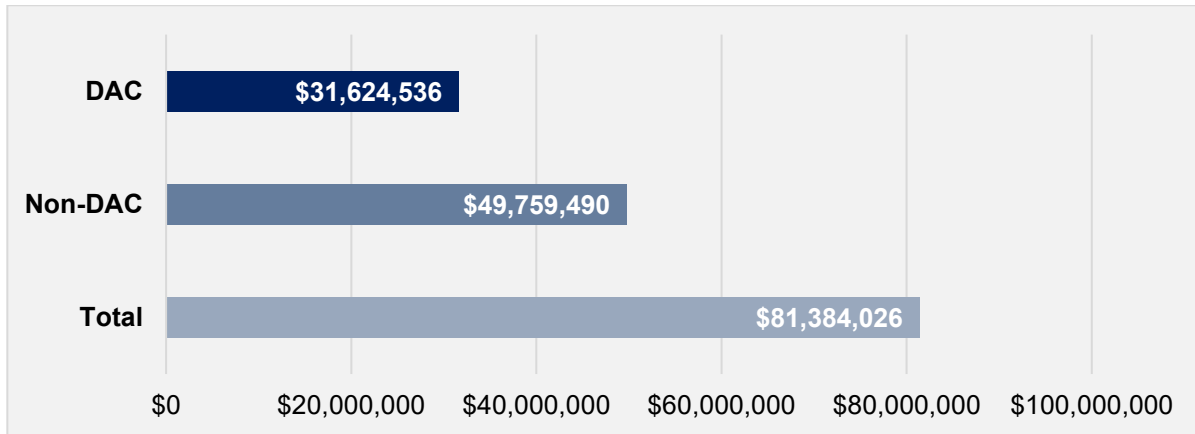
⁵³ See Case 18-E-0138, Proceeding on Motion of the Commission Regarding Electric Vehicle Supply Equipment and Infrastructure, *Order Approving Midpoint Review Whitepaper's Recommendations with Modifications* (November 16, 2023).

⁵⁴ *Ibid.*

⁵⁵ The 2023 Order directed that L2 plugs in multi-unit dwellings can demonstrate this attribute using an affordable housing regulatory agreement with a housing agency or using rent roll where more than 25% of residents earn less than 80% of the area median income; L2 curbside plugs and DCFC plugs must be publicly accessible and located in a disadvantaged community to qualify for enhanced incentives.

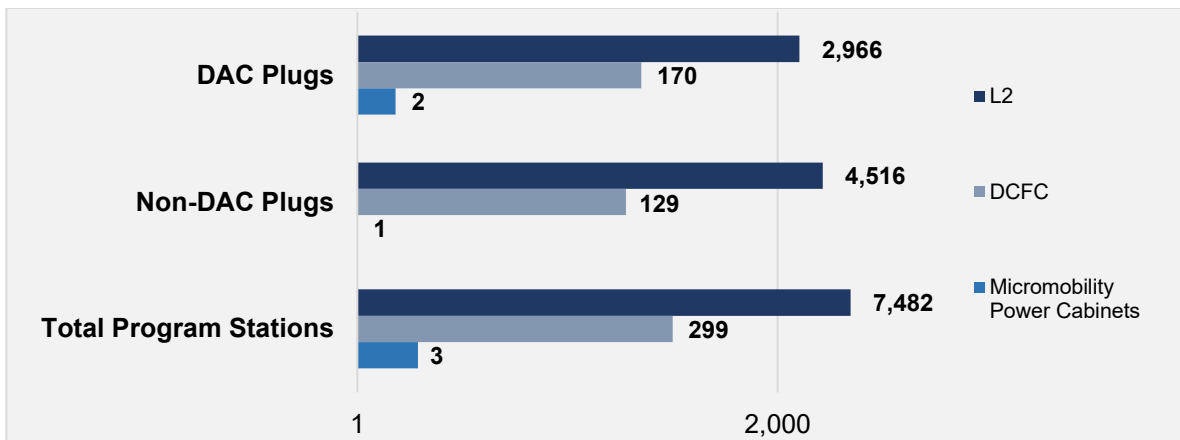
from 1,850 to 3,136 plugs; the share of plugs in disadvantaged communities remained constant at 40% of the total completed. Correspondingly, incentive funding in disadvantaged communities accounted for 39% of total funding spent in 2025; incentive funding distributed in 2025 via the Light-Duty, MHDV Pilot, and Micromobility Programs is illustrated below.

Table B1. Total Make-Ready (PowerReady) Incentive Funding Spent in 2025⁵⁶



The chart below shows the number of L2 and DCFC plugs and micromobility power cabinets completed in disadvantaged communities compared to total plugs completed in 2025.

Table B2. Charging Plugs and Cabinets Completed Under the Make-Ready (PowerReady) Program In 2025⁵⁷



Note: Many of the DCFC incentives provided for installations in disadvantaged communities support fleet charging. Fleet depots are more likely to be located in disadvantaged communities, and disadvantaged communities are disproportionately impacted by air pollution from internal combustion

⁵⁶ Section B, item i, Total incremental amount of Make-Ready incentive funding spent in 2025; item ii, Total incremental amount of Make-Ready incentive funding spent in disadvantaged communities in 2025.

⁵⁷ Section B, item iii, Total incremental number of charging plugs installed under the Make-Ready program in 2025; item iv, Total incremental number of charging plugs under the Make-Ready program installed in disadvantaged communities in 2025.

engine vehicles that electric vehicles replace. In 2026, Con Edison expects to continue providing incentives to support the installation of L2 and DCFC plugs in New York City and Westchester County, including in disadvantaged communities.

C. Demand Response

As outlined in the Rate Plan, the Company has agreed to provide data on the 2025 portfolio of Demand Response (DR) programs. The Rate Plan requests reporting on DR program participation in disadvantaged communities and for low-income customers participating in the Company’s Energy Affordability Program (EAP), including metrics for DR program participants and megawatts (MW) committed and delivered in total.

Con Edison offers two categories of DR programs:

- Peak shaving programs reduce demand during peak load hours during the hottest days of the year, when electricity demand is highest, and
- Contingency programs reduce demand when there is an immediate system reliability risk in the local distribution grid.

The Company’s DR programs operate annually during the summer period, from May 1 to September 30. DR programs are open to both large and small customers, including direct metered residential customers. Individual customers can enroll directly in the programs or sign up through an aggregator, which is a third-party that partners with the Company to support customer enrollment and performance in the Company’s DR programs. Customers participating in DR programs can reduce their net demand by curtailing energy usage or using onsite generation or energy storage. Table C1 below provides a summary of the Company’s DR programs.

Program	Category	Description
Commercial System Relief Program (CSRP)	Peak Shaving	CSRP is open to customers throughout the service territory and events are called system-wide. Notifications are sent at least 21 hours prior to a planned event. Events can be called only on weekdays.
Distribution Load Relief Program (DLRP)	Contingency	DLRP is open to customers throughout the service territory. Events can be called any day of the week, including holidays.
Term-Dynamic Load Management (Term-DLM)	Peak Shaving	Participants sign multiyear contracts to provide load relief. Notifications are sent at least 21 hours prior to a planned event. Events can be called only on weekdays.
Auto-Dynamic Load Management (Auto-DLM)	Peak Shaving and Contingency	Participants sign multiyear contracts to provide load relief. Events can be called any day of the week, including holidays.
Bring Your Own Thermostat (BYOT)	Peak Shaving and Contingency	A mass-market program intended for smaller commercial and residential customers with an eligible smart thermostat. For a one-time \$85 incentive, customers can enable their Wi-Fi-controlled thermostat to reduce air conditioning use at times of critical system need.

The tables below show the number of disadvantaged community, low-income, and total program participants (also referred to as “customer enrollments”) in each of the Company’s DR programs in 2025, along with the programs’ committed and delivered load relief (both in MW).

- Committed load relief represents the amount of load relief (MW) customers or aggregators participating in CSRP, DLRP, Term- and Auto-DLM programs commit to deliver for one or more years for any given event in each of the Company’s programs. For BYOT, committed load relief is estimated based on each participating customer’s potential load relief.
- Delivered load relief represents the average amount of load relief (MW) delivered.

Program participants represent the total number of enrollments that participate in the programs, both as direct enrollments and as part of an aggregation. Customers are eligible to enroll in multiple programs as specified in the Electric Tariff.

Table C2. Participation Summary by Customer Group			
Customer Group	Enrollments⁵⁸	Committed Load Relief (MW)	Average Event Reductions (MW)
DAC	37,988 (33%)	389.65 (41%)	299.56 (41%)
Low-Income	9,492 (8%)	6.84 (1%)	2.82 (< 1%)
All Others	69,101 (59%)	558.57 (58%)	434.34 (58%)
Total	116,581	955.06	736.72

Table C3. DAC Program Participation Summary⁵⁹			
Program Name	Program Participants	Committed Load Relief (MW)	Delivered Load Relief (MW)
CSRP	17,052	185.39	130.04
DLRP	16,595	184.89	139.45
Term-DLM	40	4.80	14.71
Auto-DLM	4	11.50	12.97
BYOT	4,297	3.07	2.40
Total	37,988	389.65	299.57

Table C4. Low-Income Program Participation Summary⁶⁰			
Program Name	Program Participants	Committed Load Relief (MW)	Delivered Load Relief (MW)
CSRP	4,431	3.15	1.02

⁵⁸ Per the Electric Tariff, customers are eligible to enroll in multiple DR programs. As such, the number of enrollments does not represent the number of unique customer participants in the Company’s DR programs.

⁵⁹ Section C, item ii, Total program participants in disadvantaged communities; item iv, Total MW committed and delivered by participants in disadvantaged communities and low-income customers participating in the Company’s Energy Affordability Program.

⁶⁰ Section C, item iv, Total MW committed and delivered by participants in disadvantaged communities and low-income customers participating in the Company’s Energy Affordability Program.

DLRP	4,272	3.16	1.38
Term-DLM	-	-	-
Auto-DLM	-	-	-
BYOT	789	0.53	0.41
Total	9,492	6.84	2.81

Table C5. Total Program Participation Summary⁶¹

Program Name	Program Participants	Committed Load Relief (MW)	Delivered Load Relief (MW)
CSRP	46,378	445.92	333.07
DLRP	45,502	448.65	329.66
Term-DLM	142	20.88	35.33
Auto-DLM	6	18.83	20.68
BYOT	24,553	20.78	17.98
Total	116,581	955.06	736.72

In 2025, nearly 38,000 customers in disadvantaged communities were enrolled in the Company’s DR programs, representing 33% of total customer participation. In 2025, Con Edison implemented new initiatives to grow its DR programs both in terms of enrolled MW and number of enrolled customers. The Company expanded its outreach efforts, including multiple email campaigns and direct mail campaigns, as well as highlighting DR rewards programs on Con Edison’s homepage. Email campaigns included a summer preparation email sent in multiple languages. Additionally, the Company generated new customer leads through events, social media marketing, and on-bill credits.

The number of program participants in disadvantaged communities and low-income customers participating in the Company’s EAP increased by 15% and 6% respectively from 2024 to 2025. However, participants in disadvantaged communities saw 4% and 1% decreases in committed and delivered MW. Low-income customers’ committed MW increased by 30% while delivered MW decreased by 15%. The decreases in committed and delivered load relief can be attributed to new regulations that became active in 2025 which decreased participation of fossil fuel generation in the Company’s DR programs.⁶² Additional decreases in delivered load relief may be attributed to customer fatigue due to multiple reasons including weather sensitivity and prolonged heat events.

The Company recognizes the importance of enabling all customers, including disadvantaged community and low-income customers, to participate in its DR programs and will continue to engage disadvantaged community and low-income customers across its DR portfolio through similar efforts and coordination with industry partners.

⁶¹ Section C, item i, Total program participants; item iii, Total MW committed and delivered

⁶² Case 14-E-0423, *Proceeding on Motion of the Commission to Develop Dynamic Load Management Programs*, Petition of Consolidated Edison Company of New York, Inc. for Approval of Changes to its Demand Response Programs (filed November 15, 2023).

D. Distributed Energy Resources (DER)

The following data provides information on the 2025 distribution interconnected projects, including community distributed generation, remote crediting, and net metered DER projects. These requests included items such as number of projects, megawatts (MW) installed, and number of customers or subscribers in total, in disadvantaged communities, and classified as low-income per participation in the Company’s Energy Affordability Program.

DERs are non-utility customer-sided projects such as solar installations, energy storage, or wind that have an operational impact on the grid and can be a source of clean energy.⁶³ The project lifecycle begins when the Company receives an application from a customer or developer (such as a DER installation company) for a DER on the electric distribution system. All DERs capable of exporting to the grid must follow an interconnection review: primarily the standardized interconnection requirements (SIR) for retail DER up to 5MW, though wholesale DER may follow the Utility Process or New York State Independent System Operator (NYISO) process instead.

If the DER produces more energy than is consumed on site, the excess is placed into the Con Edison system at the interconnection point and the customer or developer receives a bill credit. Based on the customer’s or developer’s use case for the DER credits, different compensation and metering types are available in the interconnection process. Compensation options include community distributed generation, remote crediting, and net metering projects.

Table D1. Typical Compensation Types for Distributed Energy Resources	
Community Distributed Generation (CDG, or Community Solar)	A tariff program where a CDG host that installs a DER distributes credits to subscribing customers. Many CDG projects participate in utility consolidated billing (“net crediting”) whereby subscription fees for CDG are collected out of the credit the customer receives. The utility remits these subscription fees, less a 1% admin fee, to the CDG host.
Remote Crediting (RC)	A tariff program whereby a remote crediting host that installs a DER distributes credits to up to 10 accounts associated with the same customer (typically commercial).
Net-Metering (NM)	A tariff program where a customer installs an eligible DER. Excess net monthly energy credits carry over and are applied against future bills.

Table D2 quantifies the number and megawatt capacity of distribution-interconnected projects within the service territory participating in community distributed generation, remote crediting, and net metered installations. The table presents cumulative data from 2018 through 2025, and standalone data for 2025.

⁶³ For the purposes of this report, the DER data for rate year 2023 reflects customer-installed DERs.

Table D2. For All Distribution-Interconnected Projects Including Community DG (CDG), Remote Crediting (RC), and Net Metered (NM) Projects⁶⁴		
	2018 to 2025	2025
Total # of projects	88,150	11,159
Total # of projects in DACs	28,536	3,654
Percentage of projects in DACs	32.4%	32.7%
Total MW installed (All DERs)	1234.34	137.9
Total MW installed in DACs (All DERs)	449.05	43.13
Percentage of MW installed in DACs (All DERs)	36.4%	31.3%

Table D3 illustrates subscribers of host sites for RC and/or CDG projects that are within and outside of disadvantaged communities and subscribers who are identified as low-income.

Table D3. For All Community DG (CDG) and Remote Crediting (RC) Projects⁶⁵		
	2018 to 2025	2025
Total # of subscribers	20,679	1,917
Total # of subscribers in DACs	7,198	983
Percentage of subscribers in DACs	34.8%	51.3%
Total # of subscribers who are low-income customers participating in the Company's Energy Affordability Program	1,917	731
Percentage of subscribers who are low-income customers participating in the Company's Energy Affordability Program	9.3%	38.1%

Table D4 quantifies the total number and megawatt capacity of net-metering distribution-interconnected projects within and outside of disadvantaged communities.

Table D4. For All Net Metering Projects⁶⁶		
	2018 to 2025	2025
Total # of projects	86,186	11,026
Total # of projects installed for low-income customers	5,080	610
Percentage of projects installed for low-income customers	5.9%	5.5%

⁶⁴ Section D, For all distribution-interconnected projects, including community distributed generation, remote crediting, and net metered projects, Con Edison will report: item i, Total number of projects; item ii, Total number of projects in disadvantaged communities; item iii, Total MW installed; item iv, Total MW installed in disadvantaged communities.

⁶⁵ Section D, For all community distributed generation and remote crediting projects, Con Edison will report: item i, Total number of subscribers; item ii, Total number of subscribers in disadvantaged communities; item iii, Total number of subscribers who are low-income customers participating in the Company's EAP.

⁶⁶ Section D, For all net metering projects, Con Edison will report: item i, Total number of projects; item ii, Total number of projects installed for low-income customers; item iii, Total number of projects in disadvantaged communities; item iv, Total MW installed; item v, Total MW installed for low-income customers; item vi, Total MW installed in disadvantaged communities.

Total # of projects in DACs	27,650	3,588
Percentage of projects in DACs	32.1%	32.5%
Total MW installed	775.8	87.5
Total MW installed for low-income customers	26.3	3.4
Percentage MW installed for low-income customers	3.4%	3.9%
Total MW installed in DACs	229.03	28.21
Percentage MW installed in DACs	29.5%	32.24%

For the 2025 edition of this report, we have incorporated the total number of DERs interconnected within the Con Edison territory up to 2025, as well as the number of DERs interconnected specifically in 2025 across all data categories. In 2025, 11,159 DER projects supporting various compensation types were installed, with 32.7% located in disadvantaged communities bringing the total to 88,150 DER projects with 32.4% located in disadvantaged communities. Per the SIR process, developers are responsible for site selection and customer acquisition. The current market is supported largely by residential solar projects and state incentive support is expected to continue to promote DER project installations in disadvantaged communities.

Out of a total of 11,026 net metering projects in 2025, 7.2 % have been installed for low-income customers, bringing the total to 86,186 net metering projects with 5.9% installed for low-income customers. Out of a total of 1,917 CDG and RC subscribers in 2025, 38.1 % are low-income customers who are participating in the Company's Energy Affordability Program increasing the total to 20,679 CDG and RC subscribers with 9.3% low-income customers enrolled in EAP. A total of 419,150 customers are currently meeting the classification of low-income per participation in the Company's Energy Affordability Program. This equates to approximately 0.46 % of the low-income population being supported by CDG project customer acquisition and 0.17% in 2025.

Incentives for support of disadvantaged communities and/or low-income projects stem from NYSERDA via NY-SUN. In addition, on May 16, 2024, the Commission adopted a statewide rollout of an expanded Solar for All program. Solar for All provides a no cost opportunity for customers enrolled in the utility Energy Affordability Programs to participate in community distributed generation (CDG). As part of the statewide program, utilities will aggregate bill credits and distribute them to customers automatically enrolled in each utility's EAP, with an option for customers to opt out.

E. Strategic Electric Capital Investments

As outlined in the Rate Plan, the Company has agreed to provide data on its 2025 discretionary strategic electric capital investments. These include investments in the following capital program categories: environmental, risk reduction, safety and security, and system expansion. Some of these investments aim to enhance future capacity, such as installing additional cables and transformers to meet anticipated increases in demand. This report does not include programs whose work scope and location are not determined by the Company; examples include construction for new customers and emergency replacement of failed equipment.

There is not always a direct correlation between where the Company undertakes investments and the customers who benefit from those investments. The interconnected nature of the electric system means that enhancements made in one area may benefit multiple areas. Similarly, not all work completed in one area necessarily benefits that area (e.g., installation of feeders that pass through one area to connect to another). The disadvantaged community percentages below are estimates based on the number of customers in disadvantaged communities and non-disadvantaged communities connected to the circuits, load areas, or networks enhanced under the covered programs. Of the areas impacted by these investments, 45% are in disadvantaged communities.

These results are in line with historical figures, which have ranged from 40% in 2023 to 50% in 2024, and with the relative distribution of customers across disadvantaged and non-disadvantaged communities. Moreover, given the increase in new investments from 2024 to 2025, the Company's investments affecting disadvantaged communities were higher in nominal dollars in 2025 than in either of the previous two years.

Investment Category	2025 Total Investment	Percentage (%) Affecting DACs
Environmental	\$69,138,825	45%
Risk Reduction	\$385,046,065	44%
Safety and Security	\$17,636,777	45%
System Expansion	\$717,162,322	46%
Grand Total	\$1,188,983,989	45%

Environmental

These investments protect the environment, such as by containing accidental oil leaks from transformers. For example, the Company installed sensors that detect the presence of oil and automatically shut off sump pumps, preventing them from pumping oil-contaminated water into the catch basins leading to waterways. Another program aims to reduce dielectric fluid leaks and increase

⁶⁷ Section E; Con Edison will report its discretionary capital investments in the following capital categories: item i, System Expansion; item ii, Risk Reduction; item iii, Environmental; item iv, Safety and Security.

⁶⁸ Due to the magnitude of certain investments such as transmission work, major projects can cause variations based on the customer composition of the areas where the projects were completed. Calculating expenditures over multiple years will achieve a more accurate representation.

the reliability and operating life of pipe-type transmission facilities by targeting corrosion in the pipe-type transmission feeder system.

Risk Reduction

These investments enhance system reliability and resiliency by reducing the likelihood of equipment failure or minimizing its impact. For example, upgrades of radial overhead systems to loop systems allow for dual power sources to feed customer circuits, rather than a single source, and can automatically isolate a fault on the circuit, restoring power to customers on either side of the fault. Without these enhancements, all customers on a circuit would experience service interruptions until the fault was repaired. Another program proactively replaces substation power transformers nearing the end of their operational lifespan and procures spare units to ensure rapid replacement of any failing transformers. As transformers age, they require more corrective maintenance, and the risk of in-service failure escalates. Operating transformers until they fail is not a best practice, because failures can occur at inopportune times and lead to customer outages, particularly during high-load periods or simultaneous outages. But by proactively replacing aging transformers and quickly replacing failing transformers, the Company can avoid these customer impacts.

Safety and Security

These investments enhance the overall safety and security of the electric system against the threats of sabotage and terrorism. One such program funds upgrades to substation security systems throughout New York City and Westchester, Rockland, and Dutchess counties, including new fencing, surveillance systems, access control systems and perimeter intrusion detection systems.

System Expansion

These investments not only enhance the system's capacity to meet customer demand, but also reduce interruptions during peak demand conditions. These investments are closely tied to forecast load growth and involve work on area stations, creation of new networks, and other enhancements to transmission and distribution systems. Specific projects include transferring loads from one area station to another to alleviate projected overloads and upgrades to facilitate the integration of clean energy sources into the system.

One key program focuses on installing new primary feeders to supply networks across challenging areas known as "crossings." These are locations where electrical infrastructure must span natural and/or artificial barriers, such as rivers, roadways, bridges, and railroad tracks. Connecting a network across these barriers often involves installing feeders in tunnel borings or attached to existing bridges, and thus requires significant planning and coordination, as well as extensive project timelines. Failure to meet these timelines can heighten the risk of outages by contributing to overloads on existing feeders. Another program in this category is the Gateway Park Area Substation, which will add reliability and resiliency to the network and provide additional sub-transmission capacity to meet projected load growth in the Bensonhurst and Brownsville load areas. The increased capacity brought on by the Gateway Park Area Substation offers the potential to minimize impact on customers during an event that limits station capacity.

F. Customer Outages

As outlined in the Rate Plan, the Company has agreed to provide data on 2025 customer outages. This data includes excludable and non-excludable outages system-wide, by network, by customers in disadvantaged communities, and by customers in non-disadvantaged communities.

Table F1. Key Terms	
Distribution Network	Electric distribution system design in which distribution power lines are interconnected in a mesh-like manner. This creates multiple paths for electricity to flow from the source to the load, thereby minimizing the impact of faults. If one line or transformer fails, power supply to customers can be maintained via alternate paths. The network design is predominantly seen in the underground system.
Non-Network Distribution	Electric distribution system design in which power flows in a single path from the source (substation) to the load (customer). If a fault occurs along this path, the affected section loses power until repairs are made. The non-network design is most commonly seen in the radial or overhead system (e.g., power lines on poles).
Distribution Secondary	Any circuit distributing electricity at standard service voltage (120/208 Volts).
Feeder	Any circuit that delivers power at 4,000, 13,000, 27,000, or 33,000 Volts.
Distribution Load Area	Any operational area in which more than 10% of customers are supplied with electricity via overhead lines.
Outage	The loss of service for five minutes or more, for one or more customers, because of one or more electrical component failures.
Interruption	See “Outage” definition.
SAIFI	System Average Interruption Frequency Index, or SAIFI, indicates the average number of times that a customer is interrupted per 1,000 customers served during the year.
CAIDI	Customer Average Interruption Duration Index, or CAIDI, measures average interruption duration time (customers-hours interrupted) for those customers that experienced an interruption during the year.
Excludable	Outages that are omitted from the Company’s SAIFI and CAIDI metrics. They are caused by one of the following: <ul style="list-style-type: none"> - A storm that affects 10% or more of customers in an operating area or when customers in an operating area are out of service for 24 hours or more. - Other events outside of the Company’s control, such as coastal flooding or water main breaks.

Non-Excludable	<p>Non-excludable outages count against the Company's SAIFI and CAIDI metrics. Common causes of non-excludable outages include:</p> <ul style="list-style-type: none"> - Equipment failure (e.g., transformer failure). - Cable failure. - A wire down due to interference from a tree but not related to a storm. - A storm that affects less than 10% of the customers in an operating area, or when customers in an operating area are out of service for fewer than 24 hours.
Meter	<p>A device that measures the amount of electric energy consumed by customer equipment.</p>
N-2	<p>N-2 is a design standard that ensures a system maintains full functionality when up to two major system components fail. In the Company's network design philosophy, N-2 refers to networks that will provide adequate service at peak load with the loss of up to two distribution feeders supplying the network.</p>
N-1	<p>N-1 is a design standard that ensures a system maintains full functionality when up to one major system component fails. In the Company's network design philosophy, N-1 refers to networks that will provide adequate service at peak load with the loss of up to one distribution feeder supplying the network.</p>

The Company has two types of electric distribution designs: network and non-network. The network is predominantly underground, and associated customers are supplied with power via an interconnected grid. The non-network design consists predominantly of electric lines on poles (overhead).

Both network and non-network areas are subject to outages, which are tracked throughout the year. New York State Department of Public Service (NYSDPS) mandates that all New York utilities track and report the SAIFI and CAIDI metrics annually and has established thresholds that each utility must meet. Not all outages, however, count against a company's SAIFI and CAIDI figures.

The data below includes excludable and non-excludable outages systemwide in both network and non-network load areas. In 2025, there were 472,062 non-excludable customer outages within the Company's service territory. Of these outages, 47,290 (10.02%) occurred within a network, while 424,772 (89.98%) occurred within a non-network load area. Over the same period, 59,585 excludable outages were recorded, with 24,792 (41.61%) occurring within a network and 34,793 (58.39%) occurring within a non-network load area. The total number of systemwide outages in 2025 was

531,647, with 72,082 (13.56%) occurring within a network and 459,565 (86.44%) occurring within a non-network load area. The major difference in the number of outages between network and non-network load areas is not unexpected, given the non-network system’s reliance on overhead lines, which are more vulnerable to weather impacts.

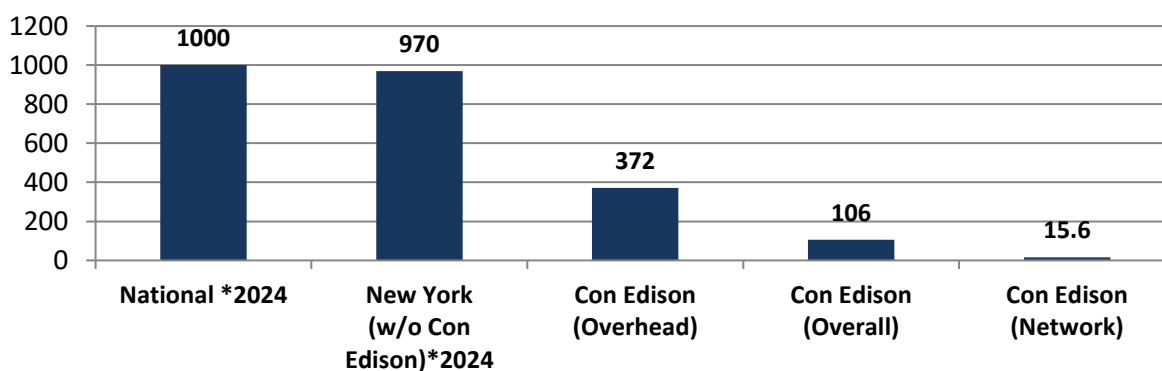
Table F2. Excludable and Non-Excludable Outages System-Wide, Network and Non-Network⁶⁹					
	Network	Network % of Total	Non-Network	Non-Network % of Total	Total
Non-Excludable	47,290	10.02%	424,772	89.98%	472,062
Excludable	24,792	41.61%	34,793	58.39%	59,585
Grand Total	72,082	13.56%	459,565	86.44%	531,647

Con Edison’s network grid is one of the most reliable in the nation. The Company’s network is nine times more reliable than the national average due to the redundancies in the primary feeders and the secondary grid. The secondary grid supplies the customer with electricity and is interconnected, like a spider’s web. This allows for multiple network components to fail without the customer losing power.

The N-2 network system design is another reason the grid is so dependable. Con Edison’s N-2 design criteria dictate that even on the hottest day of summer, a network will be able to operate with two of its primary feeders out of service. The primary feeders on a network share the electric load; if a feeder is out of service, the others pick up its load. Most networks are designed to the N-2 standard. Con Edison has network systems in Brooklyn, the Bronx, Manhattan, and Queens.

The chart below shows the difference in reliability between the Company’s network and non-network systems compared to the national average and New York average customer interruption rate.

Table F3. Customer Interruption Rate 2025⁷⁰
 Customers Interrupted per 1,000 Customers Served (Non-Excludable Outages)



⁶⁹ Section F, item i, Excludable and non-excludable outages system-wide, network and non-network.

⁷⁰ Section F, item i, excludable and non-excludable outages system-wide, network and non-network.

Excludable and Non-Excludable Outages by Network and Non-Network Load Area

The following tables show the number of excludable and non-excludable outages by network and non-network load areas during 2025. Con Edison defines an electric “customer” as a meter, not the ultimate end user. Not all buildings are metered in the same manner; one building might have a master meter, meaning an outage would count only as one customer. For example, Rockefeller Center is a master-metered building; thus, if Rockefeller Center has an outage, it counts as one outage. Other buildings, however, have many meters that more closely reflect the number of end users of electricity. In that case, the count of outages would be much higher.

Key for Tables F4 – F6	
	Primarily DAC
	Primarily Non-DAC

Table F4. Outages in Areas Only Supported by Non-Network Load Areas ⁷¹				
Load Area	Borough / County	Non-Excludable	Excludable	Grand Total
Fox Hills	Staten Island	24,456	14,525	38,981
Fresh Kills	Staten Island	17,428	630	18,058
Grasslands	Westchester	5,934	365	6,299
Mohansic	Westchester	4,389	92	4,481
Pleasantville	Westchester	7,179	638	7,817
Wainwright	Staten Island	12,897	347	13,244
Willowbrook	Staten Island	22,172	1,069	23,241
Woodrow	Staten Island	12,395	80	12,475

⁷¹ Section F, item ii, excludable and non-excludable outages by network and non-network load area. This table reflects non-network outages in the Company’s service territory, in areas that are only supported by non-network load areas.

Table F5. Outages in Areas Only Supported by Networks⁷²				
Network	Borough / County	Non-Excludable	Excludable	Grand Total
Bay Ridge	Brooklyn	23	0	23
Beekman	Manhattan	106	108	214
Borden	Queens	934	179	1,113
Bowling Green	Manhattan	62	0	62
Brighton Beach	Brooklyn	1,525	0	1,525
Canal	Manhattan	1,315	0	1,315
Central Bronx	Bronx	814	0	814
Central Park	Manhattan	109	0	109
Chelsea	Manhattan	23	0	23
City Hall	Manhattan	106	108	214
Columbus Circle	Manhattan	196	0	196
Cooper Square	Manhattan	1,081	0	1,081
Cortlandt	Manhattan	1,661	1,985	3,646
Crown Heights	Brooklyn	6	0	6
Empire	Manhattan	3,558	0	3,558
Fashion	Manhattan	3	0	3
Fordham	Bronx	2	0	2
Grand Central	Manhattan	2	0	2
Greenwich	Manhattan	604	0	604
Harlem	Manhattan	2	0	2
Herald Square	Manhattan	107	0	107
Hudson	Manhattan	70	0	70
Kips Bay	Manhattan	126	0	126
Lenox Hill	Manhattan	902	0	902
Lincoln Square	Manhattan	16	0	16
Long Island City	Queens	0	110	110
Madison Square	Manhattan	1,508	663	2,171
Park Place	Manhattan	296	0	296
Pennsylvania	Manhattan	38	0	38
Plaza	Manhattan	29	0	29
Prospect Park	Brooklyn	27	0	27
Roosevelt	Manhattan	1	0	1
Sheridan Square	Manhattan	1,119	586	1,705
Sunnyside	Queens	30	0	30
Sutton	Manhattan	1,128	0	1,128

⁷² Section F, item ii, excludable and non-excludable outages by network and non-network load area. This table reflects network outages in the Company's service territory, in areas that are only supported by networks.

Triboro	Manhattan	226	487	713
Washington Heights	Manhattan	4	0	4
West Bronx	Bronx	9	0	9
Yorkville	Manhattan	579	0	579

Table F6. Outages in Areas Supported by Both by Networks and Non-Network Load Areas⁷³						
Network or Load Area	Borough / County	NON-NETWORK		NETWORK		Total
		Non-Excludable	Excludable	Non-Excludable	Excludable	
Borough Hall	Brooklyn	0	0	835	2,044	2,879
Buchanan	Westchester	551	0	1,423	1,875	3,849
Cedar Street	Westchester	16,087	948	1	0	17,036
Elmsford No. 2	Westchester	16,183	1,110	85	0	17,378
Flatbush	Brooklyn	5,546	36	1,648	2,322	9,552
Flushing	Queens	19,002	514	1,013	682	21,211
Granite Hill	Westchester	11,396	1,748	792	0	13,936
Jackson Heights	Queens	928	0	0	0	928
Jamaica	Queens	14,734	1,477	14	0	16,225
Maspeth	Queens	0	0	0	3	3
Millwood West	Westchester	1,119	0	1,162	642	2,923
Northeast Bronx	Bronx	31,064	1,022	833	533	33,452
Ocean Parkway	Brooklyn	907	0	0	0	907
Ossining West	Westchester	0	0	0	1	1
Park Slope	Brooklyn	0	0	2	2	4
Richmond Hill	Queens	4,853	199	1,665	1,243	7,960
Ridgewood	Brooklyn	14,073	1,492	59	0	15,624
Riverdale	Bronx	12,962	0	1,241	0	14,203
Rockview	Westchester	50,292	185	954	1,014	52,445

⁷³ Section F, item ii, excludable and non-excludable outages by network and non-network load area. This table reflects outages in the Company's service territory in areas that have both networks and non-network load areas.

Sheepshead Bay	Brooklyn	0	0	1	0	1
Southeast Bronx	Bronx	6,222	1,324	0	0	7,546
Washington Street	Westchester	3,544	0	1,778	1,663	6,985
White Plains	Westchester	2,255	692	905	917	4,769
Williamsburg	Brooklyn	0	0	0	4	4

An additional analysis was performed using the outage records reported monthly and annually to NYSDPS. These records include a unique identifier for each outage. Using the identifier, the records were cross-referenced with a database that contains all customers. Each meter had been updated to contain a DAC or non-DAC flag. Through the unique identifier, the number of disadvantaged community or non-disadvantaged community customers interrupted for each record was identified. Applying this methodology shows that out of 531,647 customer outages, 167,965 (31.59%) occurred in a disadvantaged community, while 363,682 (68.41%) occurred in a non-disadvantaged community.

	DAC Customer Interruptions	Non-DAC Customer Interruptions	Total Customer Interruptions
Non-Excludable	153,080	318,982	472,062
Excludable	14,885	44,700	59,585
Grand Total	167,965	363,682	531,647
	31.59%	68.41%	

While customers in disadvantaged communities represented 31.59% of interruptions, they constitute nearly 45 percent of the 3,784,131 electric customers in the Company's service territory. The distribution by county is as follows:

⁷⁴ Section F, item iii, excludable and non-excludable outages by customers in disadvantaged communities and by customers in non-disadvantaged communities.

Table F8. Percentage of Network and Non-Network Customers Systemwide				
Borough / County	DAC	DAC % of System Total	Non-DAC	Non-DAC % of System Total
Bronx	458,353	12.11%	58,636	1.55%
Brooklyn	410,012	10.84%	666,904	17.62%
Manhattan	266,031	7.03%	517,109	13.67%
Queens	315,621	8.34%	524,021	13.85%
Staten Island	50,398	1.33%	137,329	3.63%
Westchester	188,317	4.98%	191,400	5.06%
Grand Total	1,688,732	44.63%	2,095,399	55.37%

As a result, customers in disadvantaged communities experienced fewer outages, on average, than customers in non-disadvantaged communities, with 0.10 outages per customer in disadvantaged communities and 0.17 outages per customer in non-disadvantaged communities. The distribution of outages per customer by county is as follows:

Table F9. Percentage of Network and Non-Network Customers Interrupted Systemwide				
Borough / County	Outages in DACs	Interruptions per DAC Customer	Outages in Non-DACs	Interruptions per Non-DAC Customer
Bronx	40,771	0.09	20,944	0.36
Brooklyn	26,412	0.06	75,034	0.11
Manhattan	2,563	0.01	7,757	0.02
Queens	18,078	0.06	65,371	0.12
Staten Island	22,132	0.44	83,867	0.61
Westchester	58,010	0.31	110,708	0.58
Grand Total	167,965	0.10	363,682	0.17

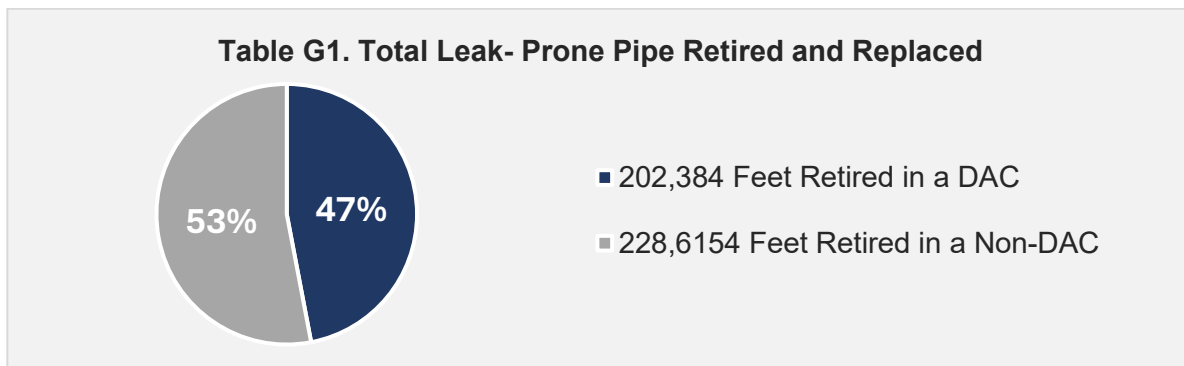
G. Main Replacement Program

As outlined in the Rate Plan, the Company has agreed to provide data on the 2025 main replacement program. This data includes items such as footage of leak prone pipe replaced or retired, and emissions reductions in total and in disadvantaged communities.

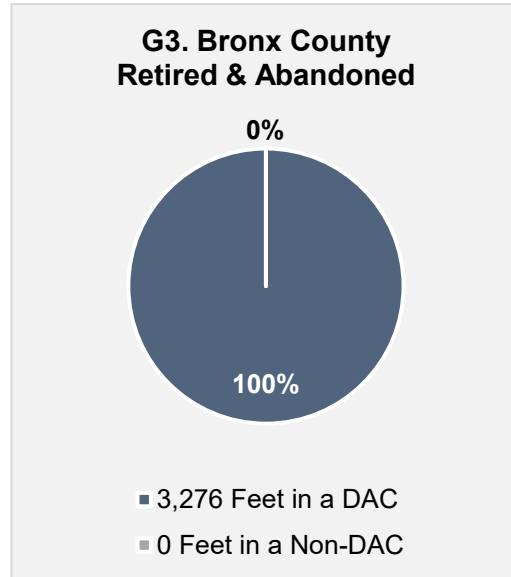
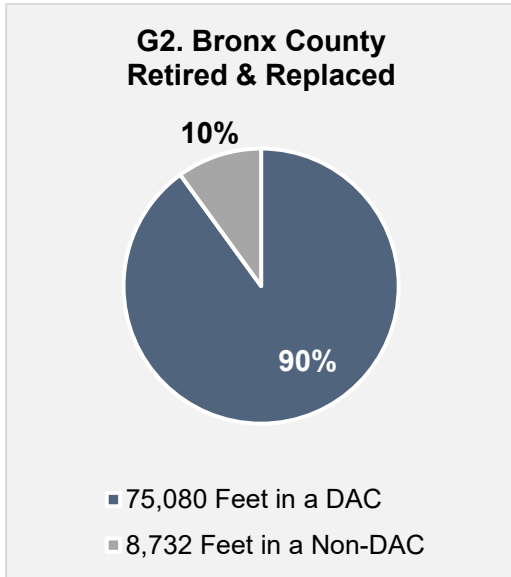
Con Edison’s gas distribution system covers the entirety of Bronx County and New York County, most of Westchester County, and a relatively small portion of Queens County (the balance of Queens is served by National Grid). Main replacement, also referred to as leak-prone pipe (LPP) replacement, is the Company’s largest safety-related gas program. LPP replacement is conducted systematically to reduce the risk of leaks that could result in injuries or property damage and to reduce methane (CH₄) emissions. Materials that are considered leak-prone include cast iron, wrought iron, and bare (or unprotected) steel.

The “main replacement program” is known as the “Gas Infrastructure Replacement or Reduction Program” to reflect the Company’s intention to encourage and support electrification programs as part of its clean energy commitment. Reduction efforts include the elimination of LPP through implementation of non-pipes alternatives (NPAs) and system “simplification,” or the elimination of redundant mains. While simplification does not reduce throughput, it does reduce the risk of leaks and frees space in congested roadways for non-fossil fuel alternatives such as electric or geothermal installations.

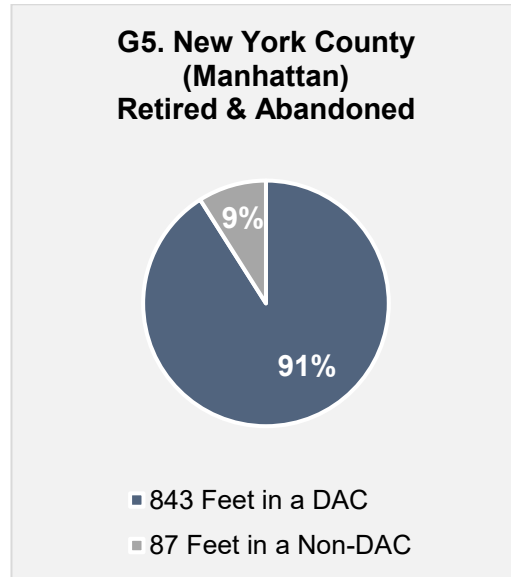
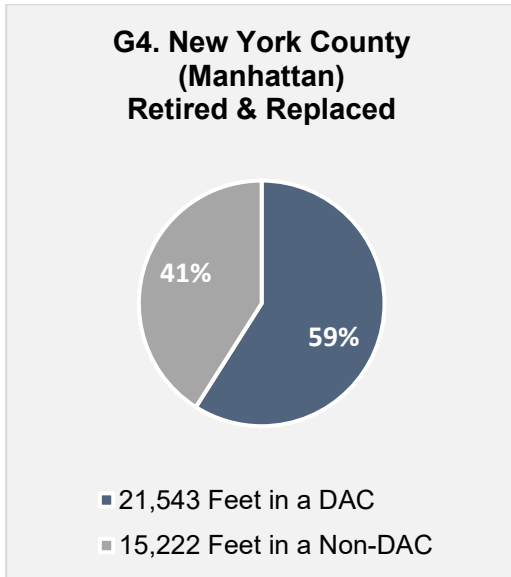
In 2025, the Company completed 82 miles of leak-prone pipe removal across its service area, completing a three-year commitment of 240 miles. The Company retired more than two and a half miles of leak-prone pipe from the inventory that was not replaced.⁷⁸ Disadvantaged communities accounted for 47% (38 miles) of the total miles of pipe, while non-disadvantaged communities accounted for the remaining 53% (44 miles). Nearly half of the company’s gas distribution system is in Westchester County, which is why it accounts for an almost equal amount of main replacement. The chart below shows the systemwide percentage of main replacement that occurred in disadvantaged communities and non-disadvantaged communities.



The charts below show the total footage of leak-prone pipe replaced in and outside of disadvantaged communities on a county basis. The amount of pipe that has been retired and replaced is shown separately from the amount of pipe that has been retired and⁷⁵ Miles have been rounded.

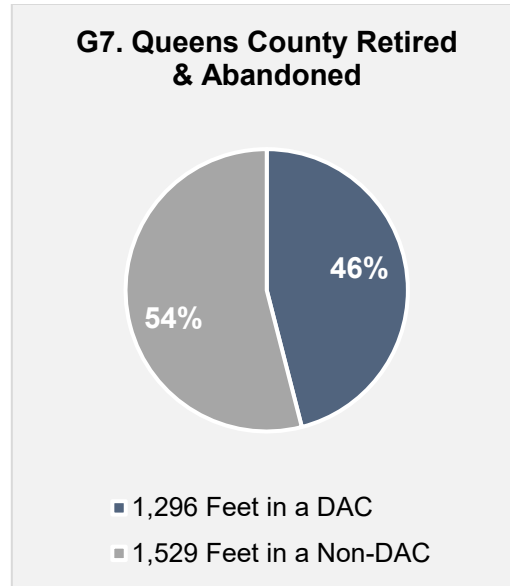
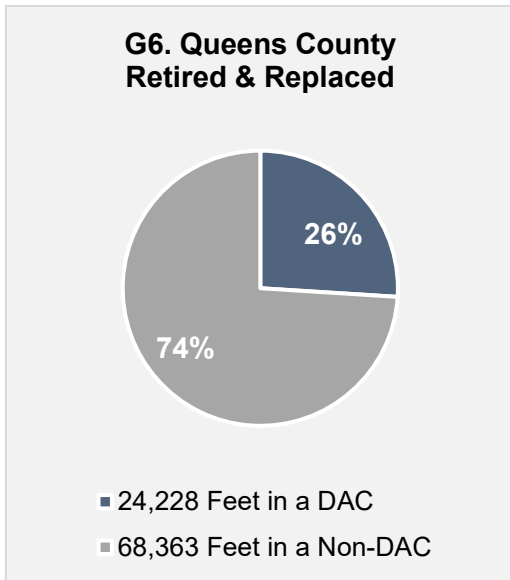


Bronx County retired and replaced 16 miles of leak-prone pipe and abandoned 0.6 miles.

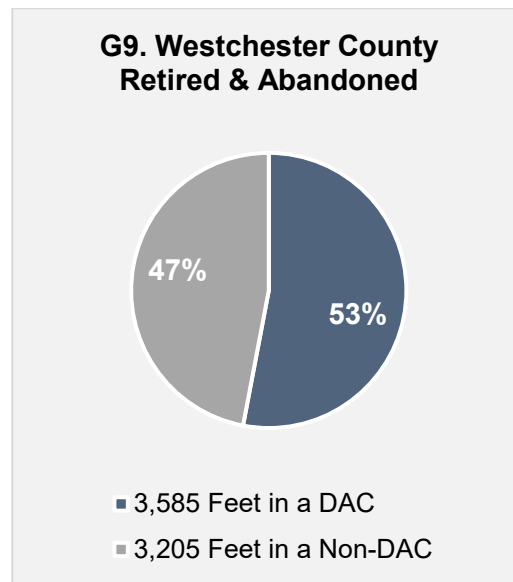
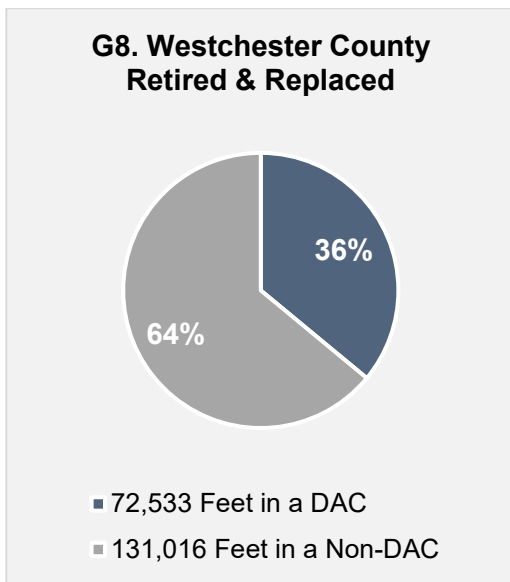


Manhattan County retired and replaced 7 miles of leak-prone pipe and abandoned 0.2 miles.

⁷⁵ Section G, item i, Total footage of leak-prone pipe retired systemwide, on a borough or county basis; item ii, Total footage of leak-prone pipe retired in disadvantaged communities, on a borough or county basis; item iii, Total footage of leak prone pipe replaced system-wide, on a borough or county basis; item iv. Total footage of leak prone pipe replaced in disadvantaged communities, on a borough or county basis.



Queens County retired and replaced 17.5 miles of leak-prone pipe and abandoned 0.5 miles.



Westchester County retired and replaced 38.6 miles of leak-prone pipe and abandoned 1.3 miles.

Emissions Reductions

Methane (CH₄) emissions reductions achieved through the replacement of leak-prone pipe are reported below. For the purposes of this report, we do not distinguish between types of replacement piping, whether plastic or protected steel. This data has been calculated using the EPA Methane Challenge methodology (see 40 CFR Part 98 Subpart W) and is provided in metric tons.

Table G10. Emissions Reductions		
Total mT CH4 in Non-DACs	117.50	46%
Total mT CH4 in DACs	140.36	54% ⁷⁶
Grand Total	257.86⁷⁷	

The greatest reduction in methane emissions occurred in Westchester County, which accounted for more than 55% of the total reduction. Bronx County saw the highest reduction among disadvantaged communities, with 62 mT eliminated, which accounts for almost 94% of the total reduction within Bronx County.

⁷⁶ Section G, item vi, Total emissions reductions in disadvantaged communities due to leak-prone pipe replacement and retirement (calculated using the EPA Methane Challenge Methodology).

⁷⁷ Section G, item v, Total emissions reductions system-wide due to leak-prone pipe replacement and retirement (calculated using the EPA Methane Challenge Methodology).

H. Leak Repairs

As outlined in the Rate Plan, the Company has agreed to provide data on the 2025 leak repair program. This data includes leaks repaired system-wide in total and in disadvantaged communities.

As discussed above in the Main Replacement section of this report, Bronx and New York counties are served by Con Edison’s gas distribution system, as are Westchester County and portions of Queens County, with the remainder served by National Grid. Nearly half of the Company’s gas distribution system is in Westchester County. While main replacement is a program to remove leak-prone pipe (that is, pipe that is more likely to leak) from the system for safety and emissions reduction benefits, leak repairs address components that have already been identified as leaking. The main replacement program is effective in terms of preventing leaks. Additionally, Con Edison has a comprehensive leak detection and repair program, whereby it routinely seeks, finds, and fixes leaks in a timely fashion.

The Company classifies leaks in accordance with Commission regulations using a risk-based numeric ranking system. It responds to every potential leak call immediately, with the assumption that it could be a Type 1 leak, which is considered hazardous. The Company’s crews classify confirmed leaks appropriately after investigation.⁷⁸ Gas Construction crews are immediately dispatched in the case of a Type 1 leak. Type 2 and 2A leaks require repair by code and are addressed and prioritized by hazard level. The Company is unique in that it also repairs Type 3 leaks, which do not pose a safety risk, but are a source of greenhouse gas (methane) emissions.

Con Edison's leak management program has maintained a consistent and effective approach year over year. The Company repairs all leaks, irrespective of their designation or location. In 2025 Con Edison repaired 7,476 components (pipes, fittings, valves, connections, etc.) that were leaking, with 3,671 unique tickets. The Company also out-performed state-mandated targets for leak response and leak repairs.⁷⁹ Thirty-four percent of leaks repaired systemwide in 2025 occurred in disadvantaged communities, while 66% of the leaks repaired were in non-disadvantaged communities.

Area	Non-DAC Repairs	DAC Repairs	Grand Total
Manhattan	1,309	491	1,800
Queens	1,563	281	1,844
Westchester	1,886	1,094	2,980
Bronx	163	689	852
Grand Total	4,921	2,555	7,476

⁷⁸ The Company, and on many occasions, the fire department, respond to all odor calls.

⁷⁹ Repairs include damages caused by third-party contractors.

⁸⁰ 82 Section H, item i, Total leaks repaired systemwide, on a borough or county basis; item ii, Total leaks repaired in disadvantaged communities, on a borough or county basis. Repairs include damages caused by third-party contractors.

I. Clean Energy Jobs

As outlined in the Rate Plan, the Company has agreed to provide data on the 2025 efforts to train residents of disadvantaged communities for clean energy jobs. This information includes details of the Clean Energy Academy, the number of students enrolled, the number of graduates of the program, and the number of jobs placed as a result of the program.

The Clean Energy Academy (the Academy) is a clean energy workforce development training program that provides community members with training to support the clean energy economy in the region, directly contributing to the Company's Clean Energy Commitment. The Academy is funded by the NYSERDA Energy Efficiency and Clean Technology Training (PON 3981) program, through which the Company and its partners have secured over \$4.9 million to support a broad curriculum. Training supports a variety of local partner organizations with varying needs. Each curriculum offered aligns with Con Edison's clean energy goals. Clean job creation is integral to bolstering an economy that will foster a sustainable future for our communities.

The Academy has continued to expand and refine its programming throughout 2025. In Q1, the Academy secured additional funding under the NYPA Clean Energy Workforce Development Initiative to train new and incumbent workers in HVAC and heat pump systems, with a focus on serving participants from disadvantaged communities. Recruitment, curriculum development, and preparation for the Advanced HVAC Load Calculations to Drive Electrification course were key activities during the first quarter.

In Q2, the Academy launched new initiatives including the NYPA HVAC & Heat Pump Systems program and advanced its Climate Tech Academy in partnership with Life3 and the JPI Group. The Academy also submitted proposals for the Electrical Efficiency Technicians and Installers program and a Hot Water Heat Pump technician training initiative under NYSERDA PON 3981. The Staten Island Jewish Community Center (SIJCC) partnership advanced with a completed cohort and two additional cohorts scheduled before the end of 2025.

In Q3, the Advanced HVAC Load Calculations course continued to demonstrate strong demand and enrollment. The Con Edison Mentorship Program remained active, pairing alumni with Con Edison staff across the Company's clean energy divisions.

In Q4, the Academy successfully completed additional NYPA HVAC & Heat Pump cohorts, advanced contracting for the Climate Tech Academy (anticipated launch in Q1 2026), and continued refining apprenticeship-aligned pathways. The annual Con Edison Graduation was hosted at Con Edison headquarters with more than 150 attendees.

Willdan Energy Solutions is the Company's implementation partner, and NYSERDA is the funding arm of the Clean Energy Academy. Con Edison serves as program advisor and steers the curriculum as industry needs change. A consortium of local minority-owned businesses supports program management.

The Academy offers courses in lighting, electrical, building envelope, HVAC (Heating, Ventilation, and Air Conditioning), DHW (Domestic Hot Water), clean heat technologies,

advanced load calculations, carbon accounting, and climate technology roles. Most instruction remains virtual, supplemented by hands-on field training and applied capstone projects. The virtual format continues to reduce transportation barriers and improve accessibility for participants from disadvantaged communities.

In 2025, there were 432 students enrolled in the Academy and 310 graduates. Of the graduate pool, approximately 143 were active job seekers. A total of 77 graduates were placed in career advancement outcomes, including 22 in full-time employment, 27 in internships or part-time roles, and 28 in advanced formal training. Additional participants were upskilled and/or received promotions as a result of participation. Based on participant intake data, 50% of Clean Energy Academy hires lived in disadvantaged communities at the time of enrollment.

In 2025, our placement outcomes shifted due to several key dynamics. We launched our first dedicated youth-focused training cohorts in partnership with the Staten Island Jewish Community Center and Henry Street Settlement, leading to a younger demographic of 18-to-24-year-olds. This naturally increased internship placements over full-time roles. Additionally, we introduced our first NYSERDA PON 3981 incumbent-worker-only training, the Advanced HVAC Load Calculations for Building Electrification, which upskilled existing professionals rather than placing new job seekers.

The table below includes both unique and non-unique 2025 totals. In the non-unique totals, students who participated in more than one course are counted once for every course they took. In the unique data, students are counted only once, regardless of how many courses they took.

Table I1. 2025 Year Totals		
	Unique	Non-Unique
Type of clean energy workforce development program if other than the Clean Energy Academy	The Academy is the only clean energy workforce development program the Company operated in 2025.	The Academy is the only clean energy workforce development program the Company operated in 2025.
Number of programs the Company offers or participates in if other than the Clean Energy Academy and details on the program	N/A	N/A
Location of [the Academy]	Hybrid	Hybrid
Number of students enrolled in [the Academy]	432	515
Number of students that graduate from [the Academy]	310	393
Number of jobs placed as a result of [the Academy]	49	57
Number of graduate students from [the Academy] the Company has	0	0

hired, and the type of jobs at Con Edison for which they were hired		
Whether or not the Con Edison jobs and hires from the [the Academy] are in the clean energy field	No: 0	No: 0
Total number of hires at Con Edison from [the Academy] who resided in a disadvantaged community at the time of enrollment in the program	0	0

J. Customer Operations

In the Rate Plan (p. 126), the Company agreed to provide the following Customer Operations data on the Annual Disadvantaged Communities Report: annual data on the Energy Affordability Program, residential electric and gas usage, arrears, deferred payment agreements, and service disconnections and restorations in total and in disadvantaged communities.

Note that for items that are cumulative in nature, this section reflects data for the Rate Year. For items that are expressed as a point in time, the report reflects data as of a point in time in December of the just-concluded Rate Year.

Energy Affordability Program Outreach

This section includes descriptions of the Company's efforts to promote, educate, and outreach to customers about the Energy Affordability Program (EAP) in both disadvantaged communities and non-disadvantaged communities. It includes information concerning outreach strategies, communication campaigns directed toward customers in disadvantaged communities, and Company engagement and partnerships with community-based organizations that serve disadvantaged communities.

The Company's EAP provides bill discounts to residential electric and gas customers who receive benefits under qualifying public assistance programs and waives reconnection fees for participating customers.

The Company also collaborates with HeartShare, which administers the EnergyShare program, to provide financial help to customers experiencing difficulty paying their bills.

Outreach and Education Campaigns Promoting the EAP⁸¹

In 2025, the Company implemented outreach and education initiatives to promote the EAP and related resources across its service territory, with dedicated efforts in disadvantaged communities. These activities included multilingual communications, targeted campaigns, enhanced call center support, participation in community events, and partnerships with local organizations. The Company informed customers about EAP eligibility, enrollment procedures, available assistance programs, and energy efficiency resources. Focus was placed on reaching new residential customers, residents with limited English proficiency, and those at risk of energy insecurity.

The Company collaborated with community partners, held educational events, and advocated for State and federal resources supporting low-income customers. Looking ahead, the Company plans to expand these activities, increasing accessibility and support for vulnerable populations.

Please refer to the Company's 2026 Annual Outreach and Education Plan⁸² for a detailed description of outreach strategies, sample materials campaigns statistics (e.g., number of customers touched in disadvantaged communities, community partnerships, and advocacy efforts related to energy affordability).

⁸¹Section J, item i, Promotion, education and outreach of the EAP program in disadvantaged communities and non-disadvantaged communities.

⁸² See, Case 22-E-0064, *Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of Consolidated Edison Company of New York, Inc. for Electric Service, et al.*, Consolidated Edison Company of New York Outreach and Education Plan 2025- 2026 (filed April 1, 2026)

Customer Service Operations Data

Most of the metrics covered in this section measure basic residential customer service transactions or activities performed by the Company as part of its core business. This includes customers' total and average usage amounts for electric and gas, number and dollar value of unpaid residential accounts that are 60 to 90 days overdue, number and dollar value of unpaid residential accounts that are 90 or more days overdue, number of residential service disconnections for non-payment, number of residential service restorations due to payment, number and dollar value of residential customers with DPAs, number of customers enrolled in the EAP, amount expended for electric and gas EAP discounts, and total number of residential customers in disadvantaged communities and non-disadvantaged communities. Each of these requirements is referenced in the corresponding tables below.

Table J1. Residential Electric Usage – 2025⁸³					
	DAC	Non-DAC	Total	DAC % of Total	Non-DAC % of Total
Total amount of residential electric usage (kWh)	5,223,783,448	7,980,741,755	13,204,525,203	40%	60%
Average electric usage per residential customer (kWh) [Average of the monthly average usage]	347.1	992.2	1,339.3	26%	74%

Table J2. Residential Gas Usage – 2025⁸⁴					
	DAC	Non-DAC	Total	DAC % of Total	Non-DAC % of Total
Total amount of residential gas usage (ccf)	274,398,088	407,249,123	681,647,211	40%	60%
Average gas usage per residential customer (ccf) [Average of the monthly average usage]	54.10	184.19	238.29	23%	77%

⁸³ Section J, item ii, Total amount of residential electric usage in disadvantaged communities and non-disadvantaged communities; item iii, Average electric usage per residential customer in disadvantaged communities and non-disadvantaged communities.

⁸⁴ Section J, item ii, Total amount of residential gas usage in disadvantaged communities and non-disadvantaged communities; item iii, Average gas usage per residential customer in disadvantaged communities and non-disadvantaged communities.

Table J3. Unpaid Residential Accounts That Were 60 to 90 Days Overdue as of 12/31/2025⁸⁵				
	Accounts	Accounts % of Total	Amount	Amount % of Total
Total in DAC	252,171	66%	\$49,573,352	65%
Total in Non-DAC	129,138	34%	\$26,519,485	35%
Total	381,309	100%	\$76,092,837	100%

Table J4. Unpaid Residential Accounts That Were 90 Or More Days Overdue as of 12/31/2025⁸⁶				
	Accounts	Accounts % of Total	Amount	Amounts % of Total
Total in DAC	227,566	68%	\$545,824,316	69%
Total in Non-DAC	107,484	32%	\$249,080,630	31%
Total	335,050	100%	\$794,904,946	100%

Table J5. Residential Service Disconnects and Restorations – 2025⁸⁷					
	DAC	Non-DAC	Total	DAC % of Total	Non-DAC % of Total
Number of residential service disconnections for non-payment	118,404	72,968	191,372	62%	38%
Number of residential service restorations due to payment	101,739	65,647	167,386	61%	39%

Table J6. Residential Customers with DPAs as of 12/31/2025⁸⁸				
	Accounts	Accounts % of Total	Amount	Amount % of Total

⁸⁵ Section J, item iv, Number of unpaid residential accounts that are 60 to 90 days overdue in disadvantaged communities and non-disadvantaged communities; item v, Dollar value of unpaid residential accounts 60 to 90 days overdue in disadvantaged communities and non-disadvantaged communities.

⁸⁶ Section J, item vi, Number of unpaid residential accounts that are 90 or more days overdue in disadvantaged communities and non-disadvantaged communities; item vii, Dollar value of unpaid residential accounts that are 90 or more days overdue in disadvantaged communities and non-disadvantaged communities.

⁸⁷ Section J, item viii, Number of residential service disconnections for non-payment in disadvantaged communities and non-disadvantaged communities; item ix, Number of residential service restorations due to payment in disadvantaged communities and non-disadvantaged communities.

⁸⁸ Section J, item x, Number of residential customers with DPAs in disadvantaged communities and non-disadvantaged communities; item xi, Dollar value of residential DPAs in disadvantaged communities and non-disadvantaged communities.

Total in DAC	135,253	63%	\$220,968,214	64%
Total in Non-DAC	78,589	37%	\$122,335,146	36%
Total	213,842	100%	\$343,303,360	100%

Table J7. Number of Customers Enrolled in the Energy Affordability Program as of 12/31/2025^{89w}					
	Electric-only	Gas-only	Dual Service	All Service Types	All Service Types % of Total
Total in DAC	184,532	1,114	93,210	278,856	66%
Total in Non-DAC	117,813	406	22,386	140,605	34%
Total	302,345	1520	115,596	419,461	100%

Table J8. Amount Expended for EAP Discounts – 2025⁹⁰			
	Electric	Gas	All Service Types
DAC	\$128,986,182	\$22,904,198	\$151,890,380
Non-DAC	\$63,415,143	\$15,691,183	\$79,492,290
Total	\$192,638,756	\$38,743,914	\$231,382,670
% of total in DAC	67%	59%	66%
% of total in non-DAC	33%	41%	34%

Table J9. Total Residential Customers as of 12/31/2025⁹¹					
	DAC	Non-DAC	Total	DAC % of Total	Non-DAC % of Total
Total Number of Residential Customers	1,370,398	1,767,211	3,137,609	44%	56%

⁸⁹ Section J, item xii, Number of customers enrolled in the EAP in disadvantaged communities and non-disadvantaged communities.



⁹⁰ Section J, item xiii, Amount expended for electric and gas EAP discounts in disadvantaged communities and non-disadvantaged communities.

⁹¹ Section J, item xiv, Total number of residential customers in disadvantaged communities and non-disadvantaged communities.

Appendix 1. Clean Energy Spending Sample Materials

Exhibit A. Clean Heat Disadvantaged Community-Targeted Email

Don't miss these cost-saving incentives View online



Get Efficient Home Upgrades for Less

The Smarter Way to Comfort

How it Works:
Choose one of our participating contractors who will come to your home, recommend equipment that fits your needs, and tell you how much it will cost with our incentives. The contractor will then perform the work and subtract the rebate amount from your final invoice.

Insulation & Air Sealing Benefits:

- Keeps the warm air out and cool air in during the warmer months
- **Up to \$2,500 off** installation costs

Learn more about [insulation and air sealing](#).

An **air-source heat pump** moves existing heat in the air from one place to another using electricity. In the summer, it moves heat from inside a building to the outside like an air conditioner. In winter, it works in reverse, extracting heat from outside to bring it inside.

More Air-Source Heat Pump Benefits:

- Provides dual heating/cooling
- Sleek, quiet, and won't block your windows with unsightly A/C units
- Great for inconsistent temperatures within different areas of your home
- Easier to maintain than older fuel systems
- Get **up to \$12,000 off** the cost when you install air-source heat pumps

Take advantage of these incentives to get a more comfortable home!

Manage your account on the go. Download the Con Edison app.












Exhibit B. Residential Clean Heat Limited-Time Offer Email

Hurry, offer ends 5/31 [View online](#)



Keep Cool All Summer Long

For a limited time, we're offering **up to \$12,000 in incentives** to upgrade to an energy-efficient mini split!

If your A/C is old, inefficient, or needs frequent maintenance, now is the best time to make the switch before the weather warms up.

Offer ends 5/31.

Get Dual-Purpose Tech
Cool and heat your home with the same high-efficiency equipment. No more unsightly window A/C's, or furnaces or boilers crowding your basement.






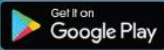

Increase Home Comfort & Control
A mini split allows you to tackle hard-to-cool or heat areas of your home and enjoy zoned control in every room.

It's Easy to Participate
Your contractor will guide you through the whole process, and get you your incentive instantly—no waiting for a check in the mail.

Kick off your project today!

[Get Started](#)

Manage your account on the go. Download the Con Edison app.



Residential 2025 LTO for GSHP Projects

To be eligible for Residential 2025 LTO, GSHP projects must meet the following deadlines:

- Pre-approval requests must be submitted by May 31, 2025
- Installed with final applications submitted by November 30, 2025

Residential Ground Source Heat Pump Rates				
	Non-DAC		DAC	
	Single Family Home	Apartment	Single Family Home	Apartment
Base Incentive Rates	\$25,000	\$12,500	\$35,000	\$17,500
2025 LTO Incentive Rates	\$30,000	\$15,000	\$40,000	\$20,000

If you have any questions on the Residential GSHP 2025 LTO, please reach out to: Geothermal@coned.com

Filing a Case on Project Center

- All non-residential Clean Heat projects are required to submit MCID numbers to determine service adequacy
- To obtain an MCID number, contractors need to file a case on Project Center
 - Project Center can be used across all devices and browsers
- How to file a case on Project Center:
 - [Register](http://www.coned.com/es) at www.coned.com/es
 - Emails must be registered in Project Center to create or view cases
 - Case contacts will receive an *email* with the MCID number
- Only **primary customer** or **primary contractor** can:
 - Add or make changes to contacts
 - Make appointments
 - Accept/ Decline cost estimates

Digital Resources Toolkit

The Digital Resources Toolkit helps Participating Contractors stay up to date on Program best practices and provides valuable information for your customers.

- **Available Resources:**

- Learning the Basics: FAQs, sell sheets, and Program guides
- Tools for Submitting Successful Projects: Project checklists and photo submission guide
- Connecting with Customers: Ad co-op templates and asset request form
- Resources for Customers: Buying guide, FAQs, operating tips & tricks, Select Pricing Plan Guide
- Newsletters & Announcements: Archive of recent Program emails



Table of Contents

Program Information for Contractors

- Learning the Basics
- Tools for Submitting Successful Projects
- Connecting With Customers

Resources for Your Customers

Newsletters

Announcements

Questions? Let Us Help.

Resources for Your Customers

Get materials to guide your customers through every step of their heat pump projects.

Customer Buying Guide - Clean Heat



- Introduce heat pump technology to help customers find the right equipment for their specific needs.
- [Download](#) | [Print](#)

Appendix 2. 2024 Clean Energy Spending Data

Table A1. 2024 Program Incentive Dollars Spent (Total and in DACs)			
Program Name	Total Funds Expended (\$)	DAC Funding (\$)	% in DACs
Affordable Multifamily Energy Efficiency Program ¹³	77,558,050	71,602,722	92%
Clean Heat – Commercial & Industrial Air Source Heat Pump	14,233,506	3,436,916	24%
Clean Heat – Commercial & Industrial Ground Source Heat Pump	1,526,891	-	0% ¹⁴
Clean Heat – Midstream Heat Pump Water Heater	1,790,099	655,300	37%
Clean Heat – Multifamily Air Source Heat Pump	42,663,626	27,928,074	65%
Clean Heat – Multifamily Ground Source Heat Pump	6,693,753	6,579,092	98%
Clean Heat – Residential Air Source Heat Pump	94,920,742	45,204,005	48%
Clean Heat – Residential Ground Source Heat Pump	5,455,378	547,990	10% ¹⁵
Clean Heat – Small-Medium Business Air Source Heat Pump	10,421,345	3,285,890	32%
Commercial & Industrial ¹⁶	51,280,519	8,885,679	17%
Commercial Kitchen	474,600	216,700	46%
Efficiency Starter Program - LMI	84,015	84,015	100%
EmPower+	1,409,607	1,409,607	100%
Instant Lighting	4,473,123	1,718,406	38%
Marketplace	53,844	17,900	33%
Midstream Water and Space Heating	1,471,341	1,206,857	82%
Multifamily	34,557,141	15,476,005	45%
Multifamily - Fuel-Switch	917,694	39,643	4%
Commercial Water Heaters PEI (Pump Energy Index)	8,984	704	8%
Pilots	128,224	47,296	37%
Real Time Energy Management	186,163	105,798	57%
Retail Lighting ¹⁷	(569,734)	(434,114)	-76%
Retail Lighting - LMI	1,009,602	1,009,602	100%
Retail Products	8,074,692	5,117,078	63%
Small-Medium Business	17,674,899	9,180,221	52%
Smart Kids	862,636	845,316	98%
Weather Ready ¹⁸	2,904,973	618,886	21%
Total	380,265,714	204,785,586	54%

Table A2. 2024 Program Energy Savings Achieved (Total and in DACs)			
Program Name	Total Energy Savings (MMBtu)	DAC Energy Savings (MMBtu)	% in DACs
Affordable Multifamily Energy Efficiency Program ²¹	483,052	439,980	91%
Clean Heat – Commercial & Industrial Air Source Heat Pump	61,309	10,598	17%
Clean Heat – Commercial & Industrial Ground Source Heat Pump	3,717	-	0% ²²
Clean Heat – Midstream Heat Pump Water Heater	7,685	3,728	49%
Clean Heat – Multifamily Air Source Heat Pump	155,733	99,387	64%
Clean Heat – Multifamily Ground Source Heat Pump	25,135	24,886	99%
Clean Heat – Residential Air Source Heat Pump	563,575	240,396	43%
Clean Heat – Residential Ground Source Heat Pump	13,617	1,080	8% ²³
Clean Heat – Small-Medium Business Air Source Heat Pump	41,270	16,139	39%
Commercial & Industrial ²⁴	330,993	96,256	29%
Commercial Water Heaters PEI (Pump Energy Index)	592	23	4%
Efficiency Starter Program - LMI	8,324	8,324	100%
EmPower+	4,342	4,342	100%
Instant Lighting	79,292	28,446	36%
Marketplace	998	357	36%
Midstream Water and Space Heating	25,939	14,473	56%
Multifamily	292,367	105,777	36%
Multifamily - Fuel-Switch	16,684	1,043	6%
Real Time Energy Management	1,815	1,031	57%
Residential Home Energy Reports ²⁵	298,526	127,114	43%
Retail Lighting - LMI	31,263	31,263	100%
Retail Products	1,695,384	1,107,423	65%
Small-Medium Business	180,049	94,989	53%
Smart Kids	27,604	27,604	100%
Weather Ready ²⁶	11,614	2,303	20%
Grand Total	4,360,879	2,486,965	57%

Table A3. 2024 Total Number of Participants and Average Savings and Incentives by Participant				
Participant Type	Program Name	Total Participants	Avg. Incentives by Participant	Avg. Energy Savings by Participant (MMBtu)
Residential	Clean Heat – Midstream Heat Pump Water Heater	538	\$3,327	14
	Clean Heat – Residential Air Source Heat Pump	12,813	\$7,408	44
	Clean Heat – Residential Ground Source Heat Pump	145	\$37,623	94
	Efficiency Starter Program - LMI	12,893	\$7	1
	EmPower+	582	\$2,422 ³⁰	7
	Marketplace	1,389	\$39	1
	Residential Home Energy Reports	1,237,910	_ ³¹	0.24
	Retail Lighting	-	-	-
	Retail Lighting - LMI	78,408	\$13	0.40
	Retail Products	514,639	\$16	3
	Smart Kids	70,910	\$12	0.39
Weather Ready ³²	1,348	\$2,155	9	
Multisector	Pilots	20	\$6,411	-
	Real Time Energy Management	6	\$31,027	302
Multifamily	Affordable Multifamily Energy Efficiency Program	151,045	\$513	3
	Clean Heat – Multifamily Air Source Heat Pump	240	\$177,765	649
	Clean Heat – Multifamily Ground Source Heat Pump	5	\$1,338,751	5,027
	Multifamily	1,275	\$27,104	229
	Multifamily - Fuel-Switch	9	\$101,966 ³³	1,854
Commercial	Clean Heat – Commercial & Industrial Air Source Heat Pump	34	\$418,633	1,803

	Clean Heat – Commercial & Industrial Ground Source Heat Pump	1	\$1,526,891	3,717
	Clean Heat – Small-Medium Business Air Source Heat Pump	217	\$48,025 ³⁴	190
	Commercial & Industrial ³⁵	315	\$162,925	1,052
	Commercial Kitchen	-	-	-
	Commercial Water Heaters PEI (Pump Energy Index)	12	\$749	49
	Instant Lighting	569	\$7,861	139
	Midstream Water and Space Heating	367	\$4,009	71
	Small-Medium Business	1,998	\$8,846	90
	Total	2,087,688	3,914,497	15,350

Table A4. 2024 Total Number of DAC Participants and Average Savings and Incentives by Participant

Participant Type	Program Name	Total Participants	Avg. Incentives by Participant	Avg. Energy Savings by Participant (MMBtu)
Residential	Clean Heat – Midstream Heat Pump Water Heater	208	\$3,150	18
	Clean Heat – Residential Air Source Heat Pump	5,972	\$7,569	40
	Clean Heat – Residential Ground Source Heat Pump	14	\$39,142	77
	Efficiency Starter Program - LMI	12,893	\$7	1
	EmPower+	582	\$2,422 ³⁸	7
	Marketplace	455	\$39	1
	Residential Home Energy Reports	507,667	- ³⁹	0.25
	Retail Lighting	-	-	-
	Retail Lighting - LMI	78,408	\$13	0.40
	Retail Products	315,085	\$16	4
	Smart Kids	70,910	\$12	0.39

	Weather Ready ⁴⁰	266	\$2,327	9
Multisector	Pilots	2	\$23,648	-
	Real Time Energy Management	3	\$35,266	344
Multifamily	Affordable Multifamily Energy Efficiency Program	136,137	\$526	3
	Clean Heat – Multifamily Air Source Heat Pump	176	\$158,682	565
	Clean Heat – Multifamily Ground Source Heat Pump	4	\$1,644,773	6,221
	Multifamily	618	\$25,042	171
	Multifamily - Fuel-Switch	1	\$39,643	1,043
Commercial	Clean Heat – Commercial & Industrial Air Source Heat Pump	3	\$1,145,639	3,533
	Clean Heat – Commercial & Industrial Ground Source Heat Pump	-	-	-
	Clean Heat – Small-Medium Business Air Source Heat Pump	103	\$31,902	157
	Commercial & Industrial ⁴¹	90	\$98,730	1,070
	Commercial Kitchen	-	-	-
	Commercial Water Heaters PEI (Pump Energy Index)	2	\$352	12
	Instant Lighting	174	\$9,876	163
	Midstream Water and Space Heating	193	\$6,253	75
	Small-Medium Business	965	\$9,513	98
Total	1,130,930	\$3,284,542	13,613	

Table A5. 2024 Installations by Measure Category for Commercial Programs (Total and in DACs)			
Commercial Programs Installations	Total Installations	DAC Installations	% in DACs
Clean Heat – Commercial & Industrial Air Source Heat Pump			
HVAC	45	4	9%

Clean Heat – Commercial & Industrial Air Source Heat Pump Total	45	4	9%
Clean Heat – Commercial & Industrial Ground Source Heat Pump			
HVAC	2	-	0%
Clean Heat – Commercial & Industrial Ground Source Heat Pump Total	2	-	0%
Clean Heat – Small-Medium Business Air Source Heat Pump			
HVAC	458	201	44%
Clean Heat – Small-Medium Business Air Source Heat Pump Total	458	201	44%
Commercial & Industrial⁴⁴			
Appliances	2	2	100%
Building Shell	80	21	26%
Compressed Air	11	4	36%
Domestic Hot Water	2	1	50%
HVAC	59	17	29%
HVAC - Control	64	21	33%
Lighting	55	13	24%
Lighting - Control	11	5	45%
Motors and Drives	56	13	23%
Process Equipment	26	7	27%
Refrigeration	2	1	50%
Commercial & Industrial Total	368	105	29%
Commercial Water Heaters PEI			
Motors and Drives	19	2	11%
Commercial Water Heaters PEI Total	19	2	11%
Instant Lighting			
Lighting	1,549	473	31%
Instant Lighting Total	1,549	473	31%
Midstream Water and Space Heating			
Domestic Hot Water	210	92	44%
HVAC	110	64	58%
Midstream Water and Space Heating Total	320	156	49%
Small-Medium Business			
Building Shell	7	6	86%
Domestic Hot Water	2	-	0%
HVAC	36	25	69%
HVAC - Control	55	28	51%
Lighting	17,909	8,760	49%
Lighting - Control	102	67	66%

Motors and Drives	725	373	51%
Refrigeration	986	602	61%
Refrigeration - Control	1,053	589	56%
Small-Medium Business Total	20,875	10,450	50%
Commercial Total	23,636	11,391	48%

Table A6. 2024 Installations by Measure Category for Multifamily Programs (Total and in DACs)			
Multifamily Programs Installations Total	Total Installations	DAC Installations	% in DACs
Affordable Multifamily Energy Efficiency Program			
Lighting	-	-	
Appliances	1	1	100%
Building Shell	4,394	4,156	95%
Domestic Hot Water	1,037	971	94%
Domestic Hot Water - Control	72	69	96%
HVAC	113	105	93%
HVAC - Control	219	199	91%
Lighting	5,207	3,950	76%
Lighting - Control	4	4	100%
Motors and Drives	10	8	82%
Affordable Multifamily Energy Efficiency Program Total	11,057	9,464	86%
Clean Heat – Multifamily Air Source Heat Pump			
Building Shell	12	7	58%
HVAC	1,047	764	73%
Clean Heat – Multifamily Air Source Heat Pump Total	1,059	771	73%
Clean Heat – Multifamily Ground Source Heat Pump			
HVAC	16	14	88%
Clean Heat – Multifamily Ground Source Heat Pump Total	16	14	88%
Multifamily			
Building Shell	747	415	56%
Domestic Hot Water	111	85	77%
Domestic Hot Water - Control	1	-	0%
HVAC	96	19	20%
HVAC - Control	329	140	43%
Lighting	4,453	859	19%
Motors and Drives	39	1	3%
Multifamily Total	5,776	1,519	26%

Multifamily - Fuel-Switch			
Building Shell	-	-	
HVAC	9	1	11%
HVAC - Control	-	-	
Multifamily - Fuel-Switch Total	9	1	11%
Multifamily Programs Installations Total	17,917	11,769	66%

Table A7. 2024 Installations by Measure Category for Multisector Programs (Total and in DACs)			
Multisector Programs Installations Total	Total Installations	DAC Installations	% in DACs
Real Time Energy Management			
HVAC - Control	6	3	50%
Real Time Energy Management Total	6	3	50%
Multisector Programs Installations Total	6	3	50%

Table A8. 2024 Installations by Measure Category for Residential Programs (Total and in DACs)			
Residential Programs Installations	Total Installations	DAC Installations	% in DACs
Clean Heat – Midstream Heat Pump Water Heater			
Domestic Hot Water	538	208	39%
Clean Heat – Midstream Heat Pump Water Heater Total	538	208	39%
Clean Heat – Residential Air Source Heat Pump			
HVAC	30,247	13,063	43%
Clean Heat – Residential Air Source Heat Pump Total	30,247	13,063	43%
Clean Heat – Residential Ground Source Heat Pump			
HVAC	190	17	9%
Clean Heat – Residential Ground Source Heat Pump Total	190	17	9%
EmPower+			
Appliances	30	30	100%
Building Shell	427	427	100%
Domestic Hot Water	4	4	100%
Domestic Hot Water - Control	29	29	100%
HVAC	8	8	100%
HVAC - Control	48	48	100%
Lighting	199	199	100%
Refrigeration	105	105	100%

EmPower+ Total	850	850	100%
Marketplace			
Appliance - Controls	66	23	35%
Appliances	5	3	60%
Domestic Hot Water - Control	8	4	50%
HVAC	2	-	0%
HVAC - Control	1,620	553	34%
Lighting	278	81	29%
Marketplace Total	1,979	664	34%
Retail Lighting - LMI			
Lighting	21	21	100%
Retail Lighting - LMI Total	21	21	100%
Retail Products			
Building Shell	217,608	112,646	52%
Retail Products Total	217,608	112,646	52%
Smart Kids		-	
Domestic Hot Water - Control	594	594	100%
Lighting	594	594	100%
Smart Kids Total	1,188	1,188	100%
Weather Ready⁴⁸		-	
Building Shell	4,427	865	20%
Weather Ready Total	4,427	865	20%
Residential Programs Installations Total	257,048	129,522	50%
Total CES Programs Installations	298,607	152,685	51%

Table A9. Incentive and Savings Comparison Summary						
	2023		2024		% Change	
	Total	DAC	Total	DAC	Total	DAC
Incentives	\$262,524,921	\$129,680,235	\$380,265,714	\$204,785,586	45%	58%
Energy Savings (MMBtu)	4,019,790	1,659,904	4,360,879	2,486,965	8%	50%
Participation	2,338,666	1,205,001	2,087,688	1,130,930	-11%	-6%
Average Incentive per Participant	\$112	\$108	\$182	\$181	62%	68%
Average Energy Savings per Participant	1.72	1.38	2.09	2.20	22%	60%

Table A10. Installations Comparison Summary							
	2023			2024			% DAC 2023-2024
	Total	DAC	% DAC	Total	DAC	% DAC	
Installations	56,951	21,436	38%	298,607	152,685	51%	13%
Commercial	6,591	2,549	39%	23,636	11,391	48%	10%
Multifamily	3,010	2,049	68%	17,917	11,769	66%	-2%
Multisector	-	-	-	6	3	50%	50%
Residential	47,350	16,838	36%	257,048	129,522	50%	15%

Appendix 3. 2024 Electric Vehicle Make-Ready Program Data

Table B1. Total, Incremental Make-Ready Incentive Funding Spent in 2024

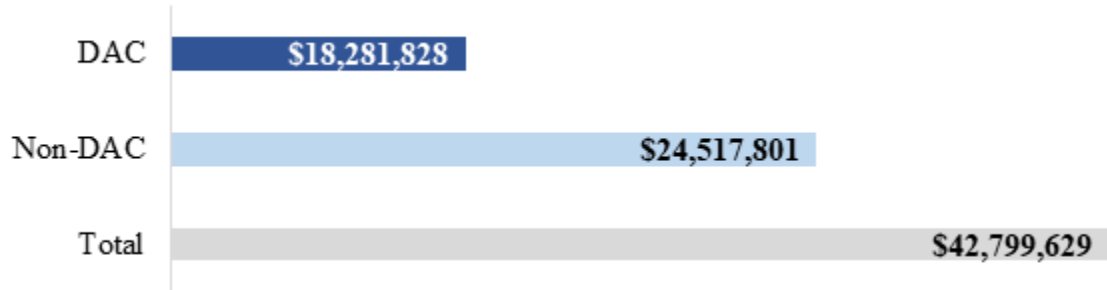
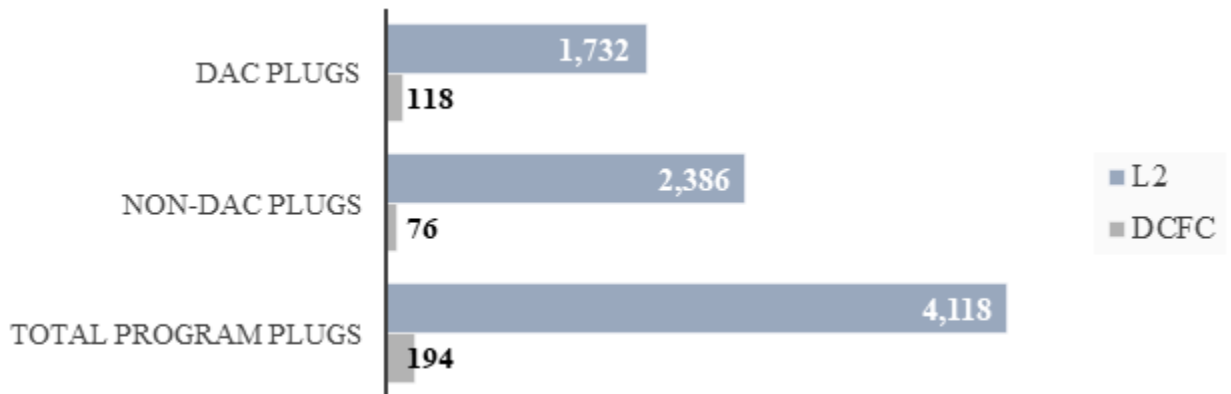


Table B2. Incremental Charging Plugs Completed Under the Make-Ready Program In 2024



Appendix 4. 2024 Demand Response Data

Table C2. Participation Summary by Customer Group			
Customer Group	Participants	Committed Load Relief (MW)	Average Event Reductions (MW)
DAC	32,919 (32%)	404.87 (41%)	303.07 (40%)
Low-Income	8,929 (9%)	5.26 (1%)	3.33 (0%)
Total	104,025	998.11	766.94

Table C3. DAC Program Participation Summary			
Program Name	Program Participants	Committed Load Relief (MW)	Delivered Load Relief (MW)
CSRP	14,414	191.42	134.64
DLRP	13,444	193.16	148.70
Term-DLM	152	4.07	3.87
Auto-DLM	4	11.50	12.10
BYOT	4,905	4.72	3.77
Total	32,919	404.87	303.07

Table C4. Low-Income Program Participation Summary			
Program Name	Program Participants	Committed Load Relief (MW)	Delivered Load Relief (MW)
CSRP	4,184	2.23	0.96
DLRP	3,632	2.02	1.55
Term-DLM	10	0.01	0.02
Auto-DLM	0	0.00	0.00
BYOT	1,103	1.01	0.80
Total	8,929	5.26	3.33

Table C5. Total Program Participation Summary			
Program Name	Program Participants	Committed Load Relief (MW)	Delivered Load Relief (MW)
CSRP	40,534	466.20	326.68
DLRP	38,649	472.51	374.05
Term-DLM	708	11.50	12.83
Auto-DLM	4	20.40	32.29
BYOT	24,130	27.50	21.09
Total	104,025	998.11	766.94

Appendix 5. 2024 Distributed Energy Resources Data

Table D2. For All Distribution-Interconnected Projects Including Community DG (CDG), Remote Crediting (RC), and Net Metered (NM) Projects⁶³		
	Up to 2024	2024
Total # of projects	76,991	10,555
Total # of projects in DACs	24,882	3,584
Percentage of projects in DACs	32.3%	34%
Total MW installed (All DERs)	1,096.44	182.54
Total MW installed in DACs (All DERs)	405.92	64.62
Percentage of MW installed in DACs (All DERs)	37%	35.4%

Table D3. For All Community DG (CDG) and Remote Crediting (RC) Projects⁶⁴		
	Up to 2024	2024
Total # of subscribers	18,762	1,498
Total # of subscribers in DACs	6,215	843
Percentage of subscribers in DACs	33.1%	56.3%
Total # of subscribers who are low-income customers participating in the Company's Energy Affordability Program	1,186	334
Percentage of subscribers who are low-income customers participating in the Company's Energy Affordability Program	6.3%	22.3%

Table D4. For All Net Metering Projects⁶⁵		
	Up to 2024	2024
Total # of projects	75,160	10,436
Total # of projects installed for low-income customers	4,470	752
Percentage of projects installed for low-income customers	5.9%	7.2%
Total # of projects in DACs	24,062	3,545
Percentage of projects in DACs	32%	40%
Total MW installed	688.3	165.7
Total MW installed for low-income customers	22.9	3.4
Percentage MW installed for low-income customers	3.3%	2%
Total MW installed in DACs	200.82	25.82
Percentage MW installed in DACs	29.2%	15.6%

Appendix 6. 2024 Strategic Capital Investments Data

Table E1: Strategic Electric Capital Investments		
Investment Category	2024 Total Investment	Percentage (%) Affecting DACs
Environmental	\$70,779,794	53%
Risk Reduction	\$514,647,065	52%
Safety And Security	\$24,106,971	54%
System Expansion	\$367,058,018	46%
Grand Total	\$976,591,848	50%

Appendix 7. 2024 Customer Outages Data

Table F2. Excludable and Non-Excludable Outages System-Wide, Network and Non-Network					
	Network	Network % of Total	Non-Network	Non-Network % of Total	Grand Total
Non-Excludable	42,926	11.01%	346,971	88.99%	389,897
Excludable	16,948	18.71%	73,619	81.29%	90,567
Grand Total	59,874	12.46%	420,590	87.54%	480,464

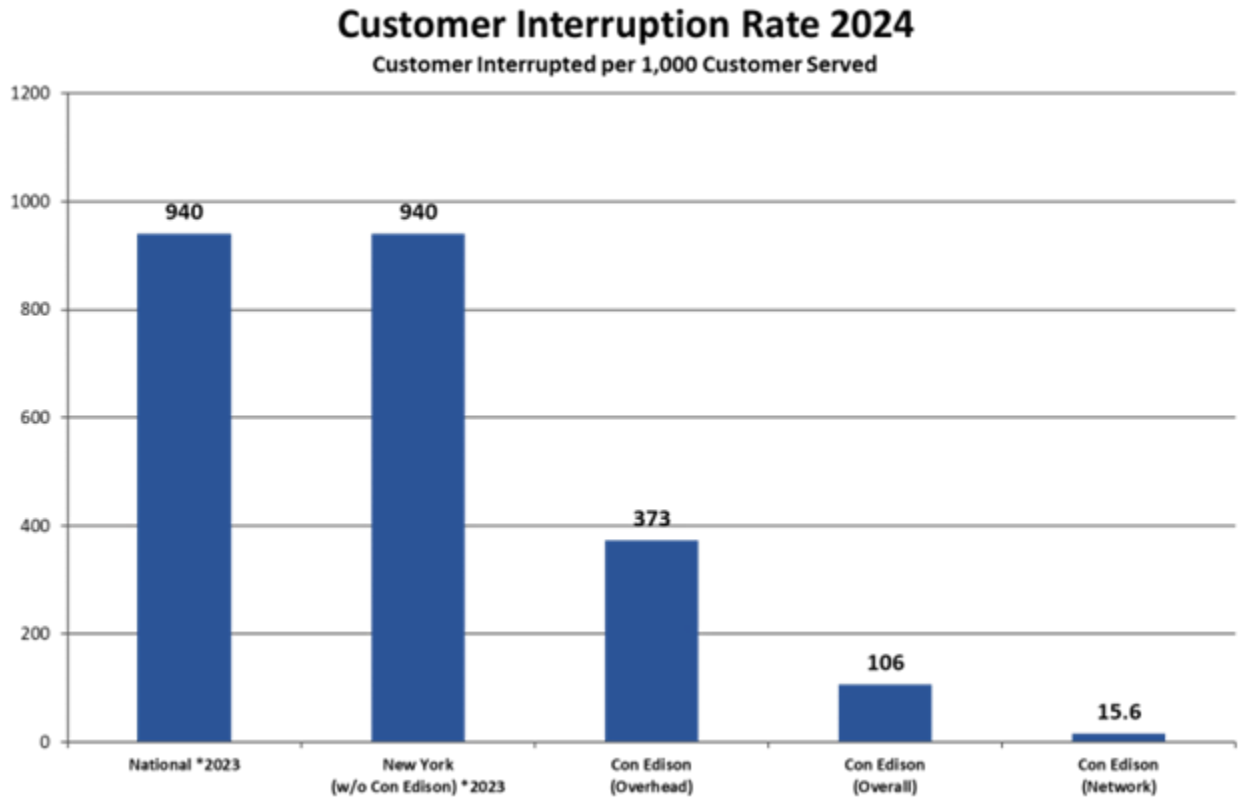


Table F4. Outages in Areas Only Supported by Non-Network Load Areas ⁶⁹				
Load Area	Borough / County	Non- Excludable	Excludable	Grand Total
Fox Hills	Staten Island	23,968		23,968
Fresh Kills	Staten Island	15,533		15,533
Grasslands	Westchester	4,399	2,100	6,499
Mohansic	Westchester	2,626	67	2,693
Pleasantville	Westchester	7,590	5,223	12,813
Wainwright	Staten Island	18,708		18,708
Willowbrook	Staten Island	12,679		12,679

Woodrow	Staten Island	16,286		16,286
KEY				
	PRIMARILY DAC			
	PRIMARILY NON-DAC			

Table F5. Outages in Areas Only Supported by Networks⁷⁰				
Network	Borough / County	Non-Excludable	Excludable	Grand Total
Bay Ridge	Brooklyn	1,278	1,446	2,724
Beekman	Manhattan	404		404
Borden	Queens	11	42	53
Bowling Green	Manhattan	3		3
Brighton Beach	Brooklyn	308	8	316
Canal	Manhattan	17	7	24
Central Bronx	Bronx	1,051		1,051
Central Park	Manhattan	581	20	601
Chelsea	Manhattan	413	22	435
City Hall	Manhattan	143	1	144
Columbus Circle	Manhattan	101	11	112
Cooper Square	Manhattan	678	61	739
Cortlandt	Manhattan	3		3
Crown Heights	Brooklyn	1,236	1,098	2,334
Empire	Manhattan	8		8
Fashion	Manhattan	306		306
Fordham	Bronx	4,357		4,357
Grand Central	Manhattan	4		4
Greenwich	Manhattan	100		100
Harlem	Manhattan	1,211	84	1,295
Herald Square	Manhattan	1		1
Hudson	Manhattan	54		54
Kips Bay	Manhattan	91	40	131
Lenox Hill	Manhattan	1,101	14	1,115
Lincoln Square	Manhattan	639	1	640
Long Island City	Queens	2,329	242	2,571
Madison Square	Manhattan	116	26	142
Park Place	Manhattan	38		38
Pennsylvania	Manhattan	15		15
Plaza	Manhattan	10		10
Prospect Park	Brooklyn	229	564	793
Roosevelt	Manhattan	208		208
Sheridan Square	Manhattan	696	45	741
Sunnyside	Queens	246	244	490

Sutton	Manhattan	11		11
Triboro	Manhattan	388	163	551
Washington Heights	Manhattan	1,682	1	1,683
West Bronx	Bronx	1,210		1,210
Yorkville	Manhattan	597	218	815
KEY				
	PRIMARILY DAC			
	PRIMARILY NON-DAC			

Table F6. Outages in Areas Supported by Both by Networks and Non-Network Load Areas⁷¹						
Network or Load Area	Borough / County	Non-Network		Network		Grand Total
		Non-Excludable	Excludable	Non-Excludable	Excludable	
Borough Hall	Brooklyn	1,526		877	688	3,091
Buchanan	Westchester	14,956	2,139	72		17,167
Cedar Street	Westchester	18,115	4,545	4		22,664
Elmsford No. 2	Westchester	12,729	7,649			20,378
Flatbush	Brooklyn	4,237	56	2,117	1,159	7,569
Flushing	Queens	11,263	165	1,115	242	12,785
Granite Hill	Westchester	15,104	4,286	463		19,853
Jackson Heights	Queens	1,178	1	917	359	2,455
Jamaica	Queens	13,914	371	804	317	15,406
Maspeth	Queens	10,881	13	3,389	675	14,958
Millwood West	Westchester	11,717	2,777	1		14,495
Northeast Bronx	Bronx	23,531	10,982	727		35,240
Ocean Parkway	Brooklyn	27,892	6	970	845	29,713
Ossining West	Westchester	7,953	4,342			12,295
Park Slope	Brooklyn	3,861		1,444	1,129	6,434
Richmond Hill	Queens	6,721	746	2,077	863	10,407
Ridgewood	Brooklyn	297	3	1,427	3,362	5,089
Riverdale	Bronx	4,318	3,287	253		7,858
Rockview	Westchester	6,846	3,597	52		10,495
Sheepshead Bay	Brooklyn	35		684	384	1,103

Southeast Bronx	Bronx	5714	115	1022		6851
Washington Street	Westchester	12,350	8,919	7		21,276
White Plains	Westchester	7,288	4,912	347		12,547
Williamsburg	Brooklyn	6		1,907	1,851	3,764
KEY						
	PRIMARILY DAC					
	PRIMARILY NON-DAC					

Table F7. Excludable and Non-Excludable Outages by Customers in DACs and Non-DACs⁷²			
	DAC Customers Interrupted	Non-DAC Customers Interrupted	Total Customers Interrupted
Non-Excludable	128,811	261,086	389,897
Excludable	35,904	54,663	90,567
Grand Total	164,715	315,749	480,464
	34.28%	65.72%	

Table F8. Percentage of Network and Non-Network Customers Systemwide				
Borough / County	DAC	DAC % of System Total	Non-DAC	Non-DAC % of System Total
Bronx	416,963	11%	44,302	1%
Brooklyn	386,484	10%	607,622	16%
Manhattan	263,679	7%	518,622	14%
Queens	364,609	10%	632,000	17%
Staten Island	50,429	1%	134,986	4%
Westchester	195,590	5%	204,731	5%
Grand Total	1,677,754	44%	2,142,263	56%

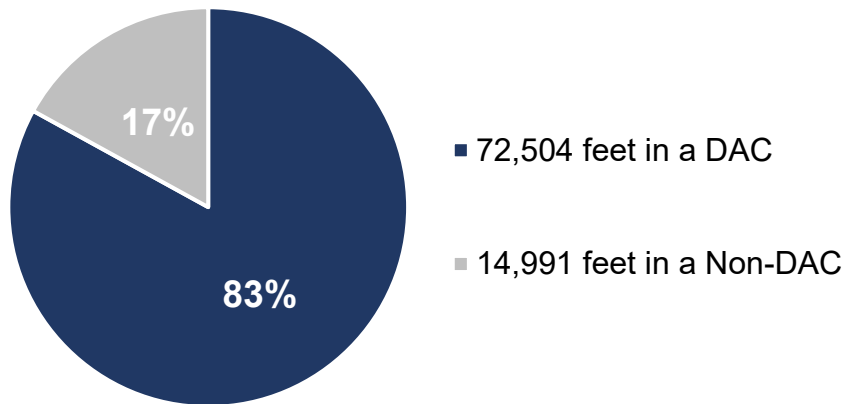
Table F9. Percentage of Network and Non-Network Customers Interrupted Systemwide				
Borough / County	DAC	DAC % of System Total	Non-DAC	Non-DAC % of System Total
Bronx	38,472	1.01%	18,095	0.47%
Brooklyn	19,607	0.51%	43,323	1.13%
Manhattan	3,789	0.10%	6,544	0.17%
Queens	16,676	0.44%	51,238	1.34%
Staten Island	21,379	0.56%	65,795	1.72%
Westchester	64,793	1.70%	130,753	3.42%
Grand Total	164,715	4.31%	315,749	8.27%

Appendix 8. 2024 Main Replacement Data

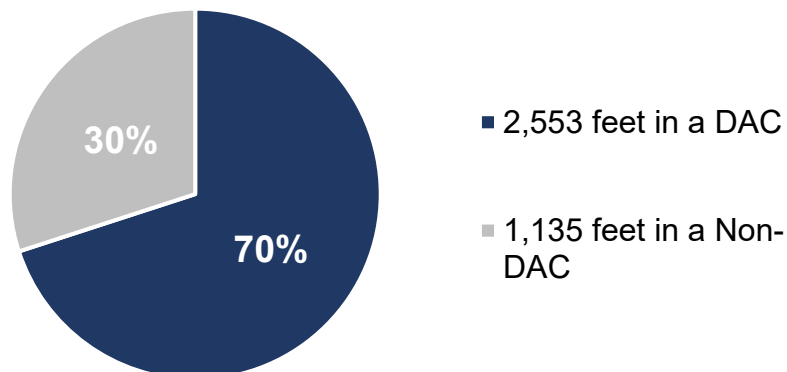
Table G1. Total Leak- Prone Pipe Retired and Replaced



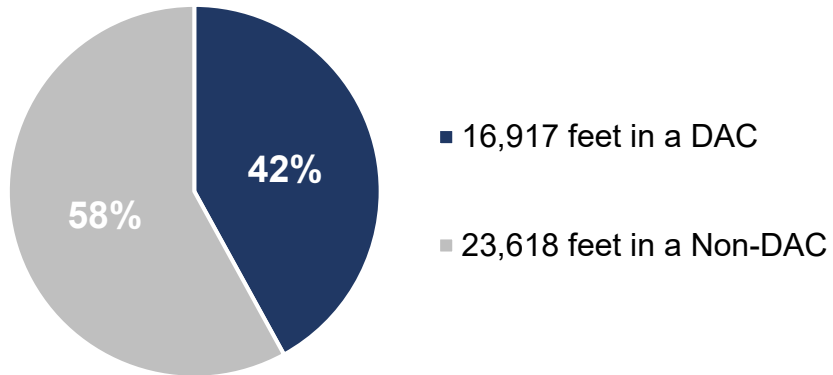
G2. Bronx County - Retired & Replaced



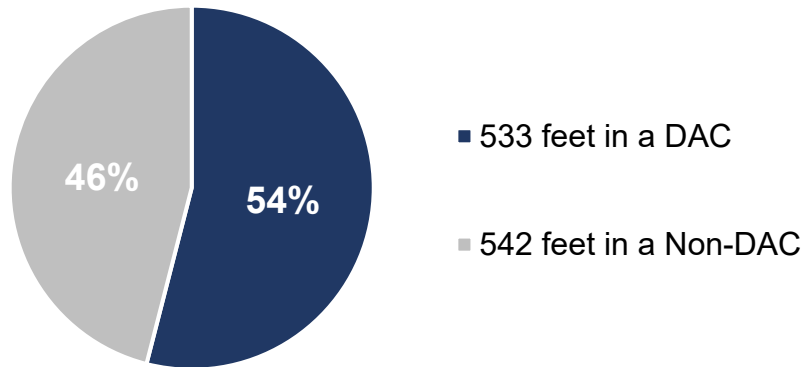
G3. Bronx County - Retired & Abandoned



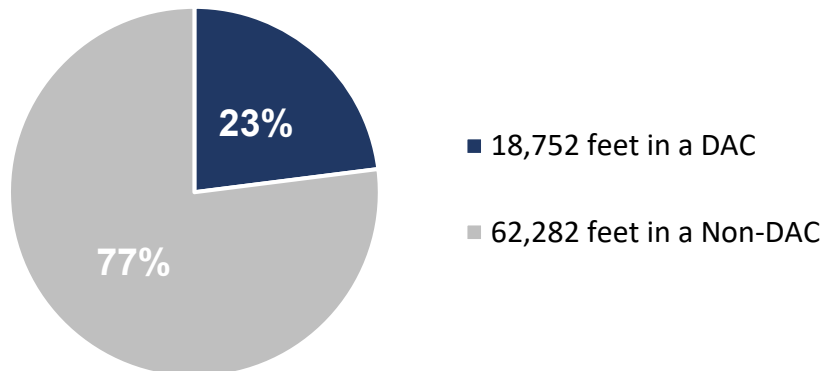
G4. Manhattan County - Retired & Replaced



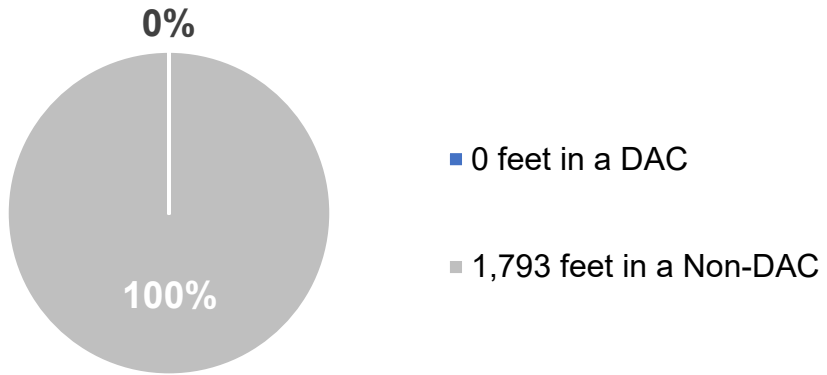
G5. Manhattan County - Retired & Abandoned



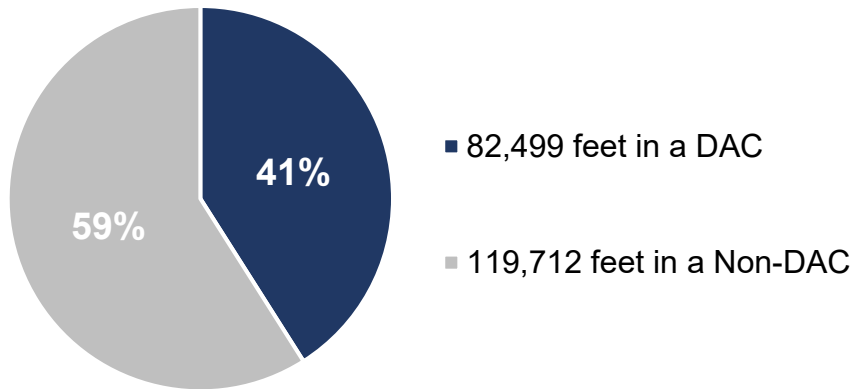
G6. Queens County - Retired & Replaced



G7. Queens County - Retired & Abandoned



G8. Westchester County - Retired & Replaced



G9. Westchester County - Retired & Abandoned

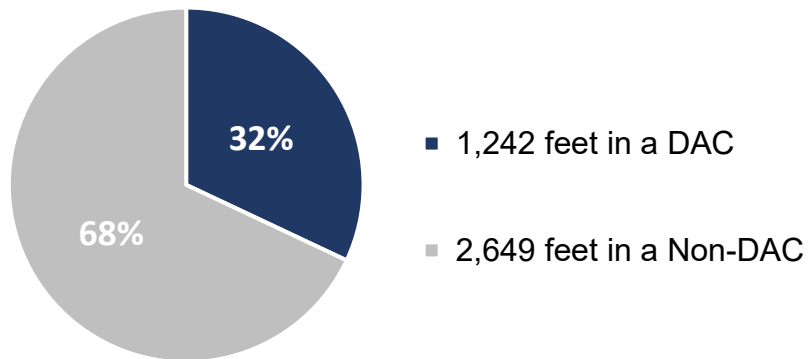


Table G10. Emissions Reductions		
Total mT CH4 in Non-DACs	116.03	48%
Total mT CH4 in DACs	125.19	52% ⁷⁶
Grand Total	241.22⁷⁷	


Appendix 9. Leak Repairs Data

Table H1. Total Leaks Repaired in DACs and Non-DACs			
Area	Non-DAC Repairs	DAC Repairs	Grand Total
Manhattan	1,242	462	1,704
Queens	1,321	245	1,566
Westchester	2,176	1,279	3,455
Bronx	365	1,212	1,577
Grand Total	5,104	3,198	8,302

Appendix 10. 2024 Clean Energy Jobs Data

Table I1. 2024 Year Totals		
	Unique	Non-Unique
Type of clean energy workforce development program if other than the Clean Energy Academy	The Academy is the only clean energy workforce development program the Company operated in 2024.	The Academy is the only clean energy workforce development program the Company operated in 2024.
Number of programs the Company offers or participates in if other than the Clean Energy Academy and details on the program	N/A	N/A
Location of [the Academy]	Online; Zoom	Online; Zoom
Number of students enrolled in [the Academy]	390	435
Number of students that graduate from [the Academy]	290	321
Number of jobs placed as a result of [the Academy]	87	89
Number of graduate students from [the Academy] the Company has hired, and the type of jobs at Con Edison for which they were hired	1; Senior Specialist Customer Energy Solutions	1; Senior Specialist Customer Energy Solutions
Whether or not the Con Edison jobs and hires from the [the Academy] are in the clean energy field ⁸¹	No: 0	No: 0
Total number of hires at Con Edison from [the Academy] who resided in a disadvantaged community at the time of enrollment in the program	0	0

Appendix 11. Customer Operations Sample Materials



Programa de Energía Asequible

Conocido anteriormente como el Programa de Descuento para Personas de Bajos Ingresos

Usted puede tener derecho a un descuento en su factura mensual de energía si recibe beneficios de alguno de los programas de asistencia pública indicados a continuación.

Será inscrito automáticamente en nuestro programa si una oficina del gobierno nos notifica que usted recibe beneficios del:	Si sólo recibe beneficios de los siguientes programas, deberá solicitar ser inscrito en nuestro programa:
<ul style="list-style-type: none"> — Programa de Asistencia para el Consumo de Energía del Hogar (HEAP) — Programas de Vendedor Directo o Garantía de Servicio Público — Asistencia Temporal para Personas Necesitadas (TANF) – NYC TANF; Westchester TANF — Asistencia de Protección Social (SNA) – NYC SNA, Westchester SNA <p style="font-size: small;">*Puede verificar su estado de inscripción en la página 1 de su factura, en la sección "Adjustment Information" (Información de Ajustes).</p>	<ul style="list-style-type: none"> — Programa de Asistencia Nutricional Suplementaria (SNAP) – NYC SNAP, Westchester SNAP — Ingresos del Seguro Suplementario (SSI) — Medicaid — Asistencia Federal de Vivienda Pública — Pensión de Discapacidad para Veteranos o Beneficiarios para sus Sobrevivientes — Programa de Servicio Telefónico Lifeline (Lifeline) <p>Si vive en tierras tribales:</p> <ul style="list-style-type: none"> — Asistencia General de la Oficina de Asuntos Indígenas — Head Start — TANF Tribal — Programa de Distribución de Alimentos en Reservas Indígenas (FDPIR)

Cómo presentar su formulario y la documentación requerida


1. Complete su solicitud del Programa de Energía Asequible en línea, en conEd.com/EAP.
2. Busque su carta de concesión del beneficio o la documentación requerida que demuestre su participación en al menos uno de los programas que califican.
3. Puede enviar la copia de su solicitud y prueba de participación por email, fax o correo a:

*También puede proporcionar la documentación y completar su solicitud en uno de nuestros centros de atención al cliente sin cita previa.

Email: EAP@conEd.com

Fax: 1-212-844-0110

Correo: [Energy Affordability Program](mailto:EnergyAffordabilityProgram@conEd.com)
Con Edison, PA Central
4 Irving Place, 9 Floor, Box 34
New York, NY 10003



Tanpri fi yo tradeti mesaj empöitan sa a.
Proszę o przełumaczenie tej ważnej wiadomości.
Попросите перевести это важное сообщение.
이 중요 메시지를 번역해주시기 바랍니다.

請完成此重要訊息的翻譯。
Por favor, este mensaje debe traducirse.
يرجى ترجمة هذه الرسالة الهامة.
जलतय प्रवेत संत तयके संत संत संत

我领取政府补助，我明白我不需要支付押金。

我领取公共援助 (PA)，我的案件编号 (显示在我的 PA 身份证上) 为：_____

我领取社会安全生活补助 (SSI)。(备注：SSI 福利不同于社会保障退休福利，您需要提供证明文件，例如您的 SSI 批准函。)

我享有供暖相关服务。

我的主要供暖服务由电力驱动。

我使用电暖器补充房东提供的供暖。

本户存在以下特殊情况：

医疗健康状况 (请说明)：_____

生命维持设备 (请说明)：_____

请发送：

放大版账单 盲文版账单

您的姓名 _____ 日期 _____

邮寄至：

Con Edison, Customer Special Services, 30 Flatbush Avenue, 5th Floor, Brooklyn, NY 11217



欲了解账单费用详情及查看当前市场费率标准，请访问 conEd.com/UnderstandYourRate。

您可能符合紧急福利或其他援助计划的申请资格。在终止供电前，我们将竭尽全力与您协商解决方案。如果您因未支付费用而终止服务，我们将在正常工作日的周一至周五上午 8 点至下午 4 点之间执行此操作。在以下情况下，我们将尽可能于 24 小时内恢复供电：您支付了应付金额；您根据付款协议支付了首付款；您的健康或安全受到威胁；或者付款由社会服务机构担保。Con Edison 将本着诚意与每位用户协商制定付款协议。若您需为此目的提供财务信息，我们将对所有信息予以保密。

安全关闭程序

一旦发现严重的安全或技术问题，我们可随时终止供电服务。问题解决后，我们将尽快恢复供电。

共享计量

共享计量是指租户的电表不仅记录了其住所内使用的电力、燃气或蒸汽服务用量，还记录了建筑物内不属于该租户住所的任何部分 (例如走廊和楼梯间的照明) 所使用的服务用量。这是违法的。如果您作为租户，被要求支付您住所之外的服务费用，您的房东可能需要对共享计量所产生的费用负责，并可能被记录在案以承担该服务的费用。

特殊保护措施

Con Edison 为老年人、盲人、残障人士、医疗危重患者及依赖电力生命维持设备者提供特殊保护。我们提供季度计费计划、第三方通知计划以及放大字体账单或盲文账单服务。请致电我们进行注册，或提交本手册附页的申请表。

在健康或安全紧急情况下，我们不会中断供电服务。每年 11 月 1 日至次年 4 月 15 日期间，若未成功联系成年住户成员，我们不会中断供暖相关服务 (包括告知使用辅助电暖的用户)。若新电将引发严重健康或安全问题，我们将至少维持供电 15 天并协助制定付款计划。用户仍需承担账单责任并应尽力支付。对于未单独计量供暖的双户住宅，若服务中断可能影响其他住户，我们将同步通知相关人员。当预测气温 (含风寒效应) 达到或低于 32°F 时，我们将不会中断服务。当地热指数预测达到或超过 90°F 的前一日及当日，我们将不会中断服务。若热指数超过 90°F，后续连续两日亦暂停供电。

如果您是家庭暴力的幸存者，并且当前与施暴者共用同一个账户，您有权选择退出您的能源服务合同，无需支付任何费用、罚金或手续费。前提是您需要提供书面证明。请注意：在您姓名从账户中移除前，您可能需承担账户产生的欠费责任。请访问 conEd.com/SpecialServices 了解更多信息。


付款政策

若未在那单显示的到期日前付款，则视为逾期付款，所有拖欠款项可能按月收取 1.5% 的滞纳金。若因我方计费错误导致用户多付费，您可能需要连本带息退还多收款项。

您也可以索取两年份的账户报表以供查阅。

电话访问

无法控制电表访问权限的用户须向 Con Edison 申报责任方。如果 Con Edison 无法获取电表读数，您可能受到处罚。



您作为按住宅或宗教场所收费用户的权利和责任

Con Edison 已于 2021 年 12 月 1 日起在费率条款中新增条款，声明：接受服务即表示您同意我们通过电话、自动语音呼叫、电子邮件或短信就公用事业服务与您联系。您可致电 1-800-75-CONED 或回复短信“STOP”选择退出。紧急情况下，Con Edison 可不顾退出状态联系您。

根据纽约公共服务委员会 (Public Service Commission, PSQ) 的规定，《家庭能源公平实践法案》(Home Energy Fair Practices Act, HEPPA) 以及《能源消费者保护法》(Energy Consumer Protection Act)，电力、天然气和蒸汽公用事业的住宅用户享有全面的保护。本手册概述了 Con Edison 的政策与流程，以及您作为用户的权利。要查看 Con Edison 的电价表，请访问 conEd.com/Rates。

我们随时为您提供帮助

若您对账单有疑问或疑虑，或需报告紧急情况，请致电 1-800-75-CONED。我们提供全天候每天 24 小时、每周 7 天的服务。您也可登录 conEd.com 在线申请服务、缴纳账单或设置付款协议。您还可亲临我们的接待中心办理业务。有关地点，请访问 conEd.com/PaymentOptions。

您亦可通过邮寄方式联系我们：Con Edison, Cooper Station, P.O. Box 138, New York, NY 10276-0138。听力障碍用户可拨打免费 TDD 服务热线 1-800-642-2308。如果您宁愿使用西班牙语，请拨打 1-800-75-CONED。若您希望接收西班牙语账单及通知，请拨打 1-800-752-6633。

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Appendix 12. 2024 Customer Operations Data

Table J1. Residential Electric Usage – 2024⁸³				
	DAC	DAC % of Total	Non-DAC	Non-DAC % of Total
Total amount of residential electric usage (kWh)	5,455,330,732	40%	8,331,039,856	60%
Average electric usage per residential customer (kWh) [Average of the monthly average usage]	353.2	N/A	417.1	N/A

Table J2. Residential Gas Usage – 2024⁸⁴				
	DAC	DAC % of Total	Non-DAC	Non-DAC % of Total
Total amount of residential gas usage (ccf)	264,936,296	41%	381,682,391	59%
Average gas usage per residential customer (ccf) [Average of the monthly average usage]	56.2	N/A	95.3	N/A

Table J3. Unpaid Residential Accounts That Were 60 to 90 Days Overdue as of 12/31/2024⁸⁵				
	Total Accounts	% of Accounts	Total Amount	% of Amount
Total in DAC	312,470	64%	\$55,040,891	63%
Total in Non-DAC	178,175	36%	\$32,362,554	37%

Table J4. Unpaid Residential Accounts That Were 90 Or More Days Overdue as of 12/31/2024⁸⁶				
	Total Accounts	% of Accounts	Total Amount	% of Amount
Total in DAC	264,398	65%	\$563,924,629	66%
Total in Non-DAC	144,161	35%	\$292,120,672	34%

Table J5. Residential Service Disconnects and Restorations – 2024⁸⁷				
	Total in DAC	DAC % of Total	Total in Non-DAC	Non-DAC % of Total
Number of residential service disconnections for non-payment	17,869	60%	12,076	40%

Number of residential service restorations due to payment	13,481	59%	9,544	41%
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Table J6. Residential Customers with DPAs as of 12/31/2024⁸⁸				
	Total Accounts	% of Accounts	Total Amount	% of Amount
Total in DAC	121,203	60%	\$139,350,179	59%
Total in Non-DAC	81,767	40%	\$97,352,921	41%

Table J8. Amount Expended for EAP Discounts – 2024⁹⁰			
	Electric	Gas	% of Total
Total in DAC	\$162,532,290	\$28,964,404	62%
Total in Non-DAC	\$95,845,105	\$22,786,170	38%