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John B. Rhodes, Chair

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**PSC Streamlines Bill Payments for Con Edison Customers
— Online Payment Agreements Help Customers Maintain Gas, Electric Service —**

ALBANY —The New York State Public Service Commission (Commission) today approved Consolidated Edison Company of New York, Inc.’s (Con Edison) implementation of an electronic deferred payment agreement (e-DPA) program for residential electric and gas customers. This program is expected to enable Con Edison to achieve greater success in executing written DPAs and provide ease of access to its customers.

“Electronic deferred payment agreements are a sensible approach to modernizing these agreements for our digital times,” **said Commission Chair John B. Rhodes.** “Providing customers with an easier and more convenient option to arrange a deferred payment agreement will help to maintain customers’ utility service, which is beneficial to both the customer and the company.”

New York utilities are required to make reasonable efforts to contact customers or applicants by phone, mail, or in person to offer a DPA and negotiate terms tailored to the customer’s financial circumstances. New York State’s Public Service Law requires utilities to offer DPAs to residential customers to allow for repayment of arrears over time. Approving the use of electronic DPAs recognizes that customer expectations have evolved, and they have increasingly adapted to conducting electronic and online business transactions. The option of entering into an e-DPA allows customers avoid disconnections or potential delays in restoring service, thereby avoiding unnecessary hardship.

The implementation of an e-DPA process will enable Con Edison to achieve greater success in executing written DPAs and provide ease of access to its customers, while maintaining compliance with the guidelines established in the Home Energy Fair Practices Act (HEFPA). Moreover, Con Edison has developed a risk assessment for the use of e-DPAs to provide adequate levels of security, authentication, integrity, and protection against repudiation, and reasonably balances the costs and convenience of the security measures with transactional risks.

Today’s decision may be obtained by going to the Commission Documents section of the Commission’s Web site at www.dps.ny.gov and entering Case Number 16-M-0501 in the input box labeled "Search for Case/Matter Number". Many libraries offer free Internet access. Commission documents may also be obtained from the Commission’s Files Office, 14th floor, Three Empire State Plaza, Albany, NY 12223 (518-474-2500). If you have difficulty understanding English, please call us at 1-800-342-3377 for free language assistance services regarding this press release.