



336 E 56TH ST APT 4R

41976-33000-5

January 04, 2024

Thank you for establishing your nonresidential account, effective . Please review the information below. If anything is incorrect, please let us know as soon as possible by calling 1-800-752-6633.

Name: CHARLES HENRY PROPERTIES LLC
Service Address: 336 E 56TH ST APT 4R
City, State, Zip: NEW YORK NY 10022
Land Telephone Number: (212) 683-9300
Cell Telephone Number:
E-Mail Address: WCHANG@WARPKNITTRICOT.COM
Con Edison Account Number: 41976-33000-5

Please pay special attention to your electric and gas service rates. As a nonresidential customer, the costs associated with your service can vary significantly depending on your rate classification.

"Your Rights and Responsibilities as a Nonresidential Customer" detailed below, can help you ensure that you are classified under the correct rate, and also contains information on tax exemptions, programs, and optional rates that may help to reduce your energy costs if you qualify. For example:

Institutions that take service for predominantly religious uses, nonprofit veterans' organizations operating posts or halls, and supportive or supervised community residences have the choice of being billed under a residential or nonresidential rate for electric and gas service (this choice may be made separately for each service). While residential electric rates are more economical for most customers, nonresidential rates may be advantageous for customers depending upon their usage. If you believe your organization would benefit from residential rates, please email us at ratechange@conEd.com or call 1-212-780-8899.

We are available 24/7 at 1-800-752-6633 to answer any questions you may have, and we look forward to providing you with the reliable service our customers expect.

Con Edison Customer Operations

CMNRP

Wondering if you can get a better deal on your energy needs? Explore your choices at PowerYourWay.com.

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PO BOX 1702
NEW YORK, NY 10116-1702



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CHARLES HENRY PROPERTIES LLC
336 E 56TH ST APT 4R
NEW YORK NY 10022-4145



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YOUR RIGHTS AND RESPONSIBILITIES AS A NONRESIDENTIAL CUSTOMER

The following provides information about our policies and procedures, and your rights and responsibilities as a nonresidential customer. Your rights are guaranteed under the New York State Public Service Commission (PSC) rules. For more information, visit conEd.com/customercentral/utilitycustomerrights.asp.

How to Reach Us

Call 1-800-75-CONED (1-800-752-6633) 24 hours a day, seven days a week to inquire about your Con Edison service, your Con Edison bill, or to report a service emergency or outage. If you are speech or hearing impaired and have TTD/TTY equipment, use our TTD/TTY service by dialing 1-800-642-2308.

Visit conEd.com to report a service outage or to email us. Direct mail inquiries to Con Edison, Cooper station, P.O. Box 138, New York, NY 10276-0138. Include your account number, telephone number, details about your inquiry, and copies of appropriate documents. Do not send bill payments to this address.

If you are not satisfied with our initial response to your inquiry or concern, please call 1-800-75-CONED (1-800-752-6633) and ask to speak with a supervisor. If you are still not satisfied, you can reach the PSC at www.dps.ny.gov/complaints or the PSC maintains a toll-free line at 1-800-342-3377, open business days between 8:30 a.m. and 4:00 p.m. You can write to the PSC at 90 Church Street - 4th Floor, New York, NY 10007-2919. If your inquiry is about a billing problem, Con Edison will not take credit action on amounts in dispute while your inquiry is being investigated; however, any amount not in dispute must be paid when due.

Power YourWay

With PowerYourWay, customers can buy electricity and/or natural gas supply from an energy services company (ESCO) instead of from Con Edison. Con Edison will continue to deliver your supply safely and reliably and will respond to emergencies. For more information, go to poweryourway.com or call 1-877-668-3234.

Our Deposit Policy

New nonresidential customers may be required to pay a deposit when applying for service. The deposit will be held for three years and may be held longer, depending on your payment history. If you are an existing Con Edison customer, you will not be asked to pay a new or additional deposit unless you make two or more late payments within a 12-month period. You may have to pay a deposit if your financial condition indicates that you are likely to default in the future or if you have filed for reorganization or bankruptcy. A deposit may be required if meter tampering is found.

Deposit Amount: The amount of your deposit will not exceed the cost of twice your average monthly usage. If your usage varied widely, the deposit will not exceed twice your average monthly usage during the peak period. Deposits may be adjusted based on subsequent billing. If our review shows that a deposit reduction is appropriate, we will refund or apply a credit to your account for that portion of your deposit that exceeds the appropriate deposit amount. If you are unable to pay the required deposit amount, you may arrange a payment agreement with us. In lieu of a cash deposit, we may accept an alternative that provides equivalent security, such as an irrevocable bank letter of credit or surety bond.

Deposit Interest: We pay interest on your cash deposit at a rate determined by the PSC. The interest is applied to your account annually on the anniversary of the deposit.

Deposit Refund: After your deposit is held for three years, we will review your payment record to determine if you qualify for a deposit refund credited to your account. Your deposit will be credited or refunded, with interest, if your account is closed with no amount outstanding.

Rate Information

The costs and benefits of service vary under different rate classifications, so it is important for your account to be properly classified. Detailed information about eligibility for service under various classifications is contained in the information attached to the Application for Service and in Con Edison's tariffs and can be viewed at conEd.com/rates or any Customer Service Center or Walk-In Center. Please check your bill to ensure the rate classification shown is consistent with your use of service. A change in your usage may affect the rate applicable to your service. To ensure that you are properly billed, please advise Con Edison immediately of any change.

If your account is eligible under two different rates, let us know which you prefer. Some optional rates require written application and additional information to be provided.

Rate Options for Certain Customers: Religious institutions that take service for uses that are predominately religious, nonprofit corporations that are veterans' organizations operating posts or halls, and community residences that are supportive or supervised living facilities have the choice of being billed under a residential rate for gas and electric service. The choice may be made separately for each service. While residential electric rates are more economical for most customers, nonresidential rates may be advantageous for customers depending on their usage. If you believe your organization would benefit, please e-mail us at ratechange@conEd.com or call us at 1-877-239-1999 for more information.

Residential Rates or Benefits: If the premises is used by you or your employee mainly as a residence, you may be eligible to receive electric service under a residential service classification. Reclassification of your electric service under residential rates may lower your electricity bills. Even if you are not eligible for residential rates, if you use your electric, gas or steam service primarily for residential purposes, you may qualify for certain residential benefits provided under the Home Energy Fair Practices Acts (HEFPA). For details, please go to conEd.com/rates or call us at 1-800-75-CONED (1-800-752-6633).

Economic Development Rates: If you plan to open a new business, expand your existing business or relocate a business to an economic zone, you may qualify for our Economic Development Rate or government benefits. The government offers benefits under the Excelsior Jobs Program, Recharge New York and ECSP. For more information please visit conEd.com/ecodev.

Electric Rates

Most nonresidential electric accounts are classified as **EL2 or EL9**, although there are other rates for less common situations.

The typical EL2 customer (for example, a small store or office building) uses less than 3,000 kilowatt-hours (kWh) a month. When an EL2 customer's usage exceeds 3,000 kWh for two consecutive months, Con Edison will install a demand meter that measures the highest number of kilowatts (demand) of electricity used in any half hour during the billing period as registered on that meter. If we need to install a demand meter, you may need to make physical changes to your electric installation to accommodate a new meter.

If your demand exceeds 10 kW for two consecutive months, the account will be assigned a demand billed service classification, typically EL9. EL9 is a demand billed service classification applicable to customers with high usage such as department stores, large restaurants, supermarkets and office buildings.

Other classifications include rates for redistribution to residential tenants (**EL8 or EL12** for space heating). EL8, EL12, and EL9 customers will be assigned to EL2 if their demand is 5kW or less for 12 consecutive months.

Standby-Service, time-of-use, hourly-pricing and net-metering rates are also available, as are several demand-management programs. For more information, visit conEd.com.

Gas Rates

GS2 applies to service used by most non-residential gas customers for heating, cooking, and other purposes in premises such as office buildings and restaurant kitchens. If you are not eligible for the residential rates (**GS1**) or the residential heating rate (**GS3**), which is applicable to single family homes and apartments as well as to multiple dwellings, you will likely take service under **GS2** for your own nonresidential use, for redistribution to tenants, or for the operation of equipment such as space heating or water-heating equipment used for the common benefit of the occupants in a two or three-family house that you own but where you do not live.

GS3 also applies to service for heating in a two or three-family home where the landlord is an occupant and the customer of record.

Under both GS2 and GS3, a reduced rate for gas supplied to air-conditioning equipment is available during the period from June 14 to October 14; you must apply and qualify for this rate.

GS13-Seasonal Off-Peak Firm Sales Service applies to service for customers who use gas only during the period of April 1 to October 31 of each year. Gas can be used for any purpose during this period. The gas service must be metered separately from other gas uses at the premises, and there is a penalty for using gas outside of the April through October period.

GS12-Dual-Fuel Service applies to service for customers who have a dual-fuel (gas and oil) burner or an alternative energy source and who agree to interrupt their gas use at certain times. **GS12** customers can be served under either of two rates - an interruptible rate or an off-peak firm rate. For more, visit conEd.com/rates/gas.asp.

GS9-Gas Transportation Service is comprised of several categories. To review these, visit conEd.com/rates/gas.asp.

Steam Rates

Most nonresidential steam customers are classified as SC-1 or SC-2. SC-1 applies to service to small commercial and residential properties, such as dry cleaners, small office buildings and residential or commercial brownstones. SC-2 service applies to high-usage customers. For more, visit conEd.com/rates/steam.asp or call 1-212-460-2011 for more information.

Our Payment Policy

Your payment is considered late if it is not received by the due date on the bill. We may assess a late payment charge of 1.5 percent per month on all balances not received by the due date. If we make a billing mistake that results in an overpayment, we may be required to refund the overpayment with interest. Con Edison offers free bill-paying options and other services that make it easier for you to do business with us. Customers with bank accounts can use our e*bill program, our Direct Payment Plan, our automated Payment Express at 1-888-925-5016, or the pay online option at conEd.com. You can also pay in person for no additional charge at authorized payment agents and at our walk-in service centers. You can combine e*bill and direct payment options for added convenience.

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Pay by Mail: Use our return envelope or send to:

Please be sure to affix a first-class stamp and ensure the return address shows through the envelope window:

Consolidated Edison
PO Box 1702
New York, NY 10116-1702.

Make your check payable to Consolidated Edison. Do not send cash, and do not mail correspondence to this address. When you provide a check as payment, you authorize us to either use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check. You will not receive your check back from your financial institution.

Payment Agreements: If you are having difficulty paying your Con Edison bills, you may be eligible for a payment agreement.

Special Services

In the following circumstances, we will not turn off your service for nonpayment to a premises occupied by residential tenants or occupants without making extra attempts to assist you.

- **Cold Weather:** We will not turn off heat-related service to residents at your premises between November 1 and April 15 without first trying to contact you to determine if loss of heat could pose a serious health or safety problem to any resident. If we find that turning off service might affect the health or safety of a residential tenant or occupant, we will ask the local department of social services to help, and we will continue your service for at least 15 additional business days.
- **Life Support Equipment:** If electricity is needed to operate life support equipment (LSE) for someone residing at your premises, whether an occupant or a tenant, who does not have a Con Edison electric account, please notify us. The company will use this information to contact you or that person in the event of an emergency affecting electric service. If your account is subject to being turned off for nonpayment, we will continue service provided we receive medical certification from a doctor or local board of health about the person using LSE. Once we have this information, we will send you a letter each year asking you to verify that there is still a person on the premises using LSE.

BUDGET BILLING Plan: You may be able to spread your energy payments more evenly throughout the year with our BUDGET BILLING Plan.

Vision Impaired: If you have poor eyesight, Con Edison offers Braille and Enlarged Print bills.

For more information on any of these special protections or to apply, please visit coned.com or contact us at the numbers previously supplied.