



NEW YORK STATE SENATOR

Brad Hoylman-Sigal

Letter to Con Edison

Senator Brad Hoylman-Sigal & Manhattan Elected Officials

March 26, 2025

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March 20, 2025

We are writing to express concern regarding Con Edison's new collection protocol for significant outstanding arrears. We appreciate Con Edison's desire to address delinquent accounts; however, we want to ensure the new protocol does not harm residents, especially at-risk and vulnerable populations, through abrupt service shutoffs. We are deeply concerned about the impact on households that may lose essential services like heat and hot water, particularly during inclement weather or colder months. We respectfully request Con Edison's consideration of the following:

1. Provide our offices with a list of buildings in our respective districts that are currently under notice of potential service discontinuation and develop a proactive notification system to keep local officials informed when buildings are at risk of losing service.

2. Offer or negotiate payment plans with building owners in arrears before resorting to disconnection.
3. Outline Con Edison's policy for identifying and protecting both residential and commercial buildings with at-risk residents, such as seniors, individuals with disabilities, and families with young children, and any measures taken to provide extended deadlines or other accommodations before services are disconnected.
4. Consider expanding the CONCERN program to include units with at least one resident who meets the eligibility criteria.

We are eager to work with Con Edison to ensure that service interruptions are minimized and that our most vulnerable constituents are protected.

Thank you in advance for your prompt attention to this matter and for any information or clarification you can provide.