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February 24, 2022

Via Email

Consolidated Edison Company of New York, Inc.
Attn: Deneen L. Donnley, Esq.
Senior Vice President & General Counsel
4 Irving Place
New York, NY 10003
donnleyd@coned.com

Dear Ms. Donnley:

I write to express concern about the sudden increase in Con Edison's rates for the January 2022 billing cycle, and Con Edison's failure to warn consumers in advance about the increase or to provide an explanation.

Many consumers have complained to the New York Attorney General's Office ("NYAG") that their Con Edison bills for January 2022 are significantly higher than they were in the prior billing cycle. Consumers have complained that the amount Con Edison charged per kWh for electricity almost tripled. In some cases, the total amount due on some bills was two or even three times higher than in the previous billing cycle. Consumers have stated that the sudden change on their bills could not be explained by increased energy use alone. Consumers have also stated that they received no advance warning from Con Edison about the rate increase. Some have also complained that this rate increase is so large that they may have difficulty meeting their monthly expenses.

The NYAG is troubled that Con Edison raised its rates so much and so suddenly without providing any warning or explanation to the public. Accordingly, I write to ask that Con Edison provide to the NYAG and to the public the following information as soon as possible:

- (1) The reason(s) for the sudden increase in rates;

- (2) A description of anticipated rate increases for the next year, and the anticipated reasons for such increases;
- (3) A commitment to communicate clearly with consumers in writing concerning significant rate increases, including by providing a clear and conspicuous explanation in bill inserts and on your website;
- (4) A commitment to provide advance notice about anticipated rate increases, including by providing notice in writing at least one month before an anticipated rate increase of more than 15%; and
- (5) A commitment to provide, in advance of significant rate increases, a reminder to consumers about Con Edison's affordability solutions, including deferred payment agreements and/or other bill assistance programs.

Please contact me as soon as you receive this letter to discuss the above at (212) 416-6189 or kate.matuschak@ag.ny.gov. We thank you for your anticipated cooperation in resolving this matter.

Sincerely,

A handwritten signature in cursive script that reads "Kate Matuschak".

Kate Matuschak
Assistant Attorney General