

# Financial Help for Struggling Customers

Check to see if you're eligible for our Energy Affordability Program

**In response to the COVID-19 pandemic, the New York State Public Service Commission has approved the Electric and Gas Bill Relief Program for income-eligible New Yorkers.**

Residential customers who receive qualifying government assistance will receive a bill credit for any past-due balance for service through **May 1, 2022**. *Note: All customers are responsible for bills for service after May 1.* To qualify for a bill credit, you must:

1. Be enrolled in Con Edison's Energy Affordability Program by December 31, 2022.
- or
2. Have received benefits under New York state's Emergency Rental Assistance Program (ERAP) or the Home Energy Assistance Program-Regular Arrears Supplement (RAS).

If you are enrolled in Con Edison's Energy Affordability program or received ERAP or RAS benefits, your bill credit will be processed automatically, and you do not need to take any action. In addition, your service will not be suspended for non-payment while your bill credit is being processed.

## Enrolling in Our Energy Affordability Program

- You should be enrolled automatically if you receive benefits from a qualifying government assistance program such as Supplemental Nutrition Assistance Program (SNAP) or Supplemental Security Income (SSI). See the full list of qualifying programs [conEd.com/EAP](https://conEd.com/EAP).
- To see if you're enrolled, log into [conEd.com/MyAccount](https://conEd.com/MyAccount) or [check your bill](#) for Adjustment Information.
- If you're not enrolled in the Energy Affordability Program, but qualify, you can sign up online through [conEd.com/MyAccount](https://conEd.com/MyAccount).