

FAMILY INDEPENDENCE ADMINISTRATION

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POLICY BULLETIN #15-11-SYS

ELECTRONIC FUNDS TRANSFER TO CON EDISON FOR SINGLE ISSUE PAYMENTS OF UTILITY ARREARS

Date: February 17, 2015	Subtopic(s): POS, PAM
This procedure can now be accessed on the FIAweb.	The purpose of this policy bulletin is to inform Utility Liaisons and all staff in the Job Centers that a new process has been developed by Management Information Systems (MIS) to send single issue payments for utility arrears to Con Edison via an electronic funds transfer (EFT). This policy bulletin is informational for all others.
Refer to <u>PD #14-12-ELI</u> .	The Paperless Office System (POS) now has the ability to send EFT payments to Con Edison using a routing option (RO) instead of issuing e-checks. There is no change to the process used by the JOS/Worker to generate the initial request for a utility grant in POS on the Single Issue Benefit Data Entry window.
Refer to PB #15-10-SYS.	EFT payments to Con Edison can be made for the following special grant codes:
	 Code 10 – Utility Grant to Prevent Turn Off/Restore Services (prior to CA); Code 41 – Utility Grant to Prevent Turn Off or Restore Utility Services (Mismanagement); and Code 50 – Non-Recoupable Utility Grant (No Mismanagement).
	Note : Utility grants that were processed prior to the new process will not be impacted.

The JOS/Worker must ensure that the correct 15-digit Con Edison account number is entered in the **Account Number** field on the POS **Arrears/Clearance Information** window, see the screen shot below.

Arrears/Clearance	Arrears/Clearance Information Note: If Gas and Electric utilities are different make a separate entry for each. If the Utilities are from companies other than Con-Ed, you will not be 🔺
	able to obtain/verfly utility account information from that company online. Other Name Is the Name on this Utility bill a person residing in Household? Name On Bill Image: Company online in the set of the
	Company Name Con Edison Company Address 4 Irving Place NW9
	Company City New York Company State NY Company Zip [10003- Company Phone Amount of Current Bill \$488.23 Bill Frequency M Verified Gres C No
	Gas or Electric Service is C On C Off Service End Date 00/00/0000 Are there Arrears? C Yes C No
	Is this a Heat related Utility? (Is gas or electricity Necessary to run the furnace or thermostat?) C Yes C No Utility Guarantee 2 Utility Guarantee 1-Con Edison V Utility Restriction 0- None
	Comments Electric Bill Image: Comments
	OK Cancel
Refer to PD #10-22-SYS.	POS will automatically fill in the correct values for the <i>Pick-Up</i> <i>Codes</i> , <i>Routing Location</i> and <i>Authorization Number</i> fields on the Single Issue Benefit Data Entry window, see the screen shot below.
Data Entry window.	File Edit Tools Window Edit Tools Window Edit Edit Suffice Image: Suffice
	Re-Use Case Number; Center; Hunts Point Job Center Category; FA Request Type: [Additional Payment to Maintain or Restore Utility Services(41 - Recoupable Payment of Utility Arrears]
	What type of grant needs to be issued? © PA C SNAP Total grant amount: \$100.00 View CA Toe Digit Schedule
	POS Rule Status: Passed Pick-Up Codes: PUC 1 - Special Roll Check Issuance Category: Emergency Grants Codes
	Issuance Code: Code 10 - Utility Grant to Prevent Turn-Off or Restore Services Prior to Public Assistar
	Amount From To \$25.00 10/01/2014 10/31/2014 Royal Replaces Restricted Manual Number Manual Manual Manual To Royal Manual Manual Manual Manual
	Meilage
	Done Cancel

	The information that is entered into POS, regarding a utility grant payable to Con Edison, is not directly transmitted into the Con Edison Public Assistance Central (PAC) system. Therefore, the Utility Liaison/Supervisor is responsible for entering the grant information into the PAC system as it was entered into POS.
	The PAC system will generate a Notification to Utility Company (M-858v) form when the grant is successfully processed. The version of the M-858v in the PAC system is not the current version that is generated in POS. The Utility Liaison/Supervisor <u>must</u> print the M-858v that was generated by the PAC system and scan and index the M-858v into the applicant/participant's electronic case record.
Refer to Attachment A .	The Utility Liaison/Supervisor accesses the PAC system online at http://www.coned.com/pac . Refer to the Public Assistance Central Handbook for HRA Users (Attachment A) for instructions on how to navigate the PAC system.
	Note : MIS sends a file to Con Edison that lists all of the single issue payments made. Con Edison uses the file to compare the payments received with the PAC entries to reconcile the accounts of their clients.
	If the utility service has already been shut off or if there is a pending shut off, Con Edison will begin the restoration of the utility service once the Utility Liaison/Supervisor enters the grant information into the Con Edison PAC system.
	When the Group/Unit Supervisor completes the approval activity, s/he must confirm that the JOS/Worker entered the correct 15-digit Con Edison account number.
Refer to <u>PB #13-90-SYS</u> .	If POS is unavailable and the Con Edison payment cannot wait until the system is restarted, the JOS/Worker is required to prepare the Public Assistance Single Issuance Authorization Form (LDSS-3575) in the Paperless Alternate Module (PAM), s/he must be sure to make the same entries on the LDSS-3575 that POS would automatically fill in on the Single Issue Benefit Data Entry window, including:
	 PUC 1 – Special Roll Check in the <i>Pick-Up Codes</i> field; RO94 in the <i>Routing Location</i> field; and Unique authorization number for the utility grant in the <i>Authorization Number</i> field.
	Effective Immediately

Related Items: <u>PB #15-10-SYS</u> <u>PD #14-12-ELI</u> <u>PB #13-90-SYS</u> <u>PD #10-22-SYS</u>

Attachment:

Attachment A Public Assistance Central Handbook for HRA Users

PUBLIC ASSISTANCE CENTRAL HANDBOOK FOR HRA USERS



Attachment A



Table of Contents

Subject	Page(s)
Login	3
Login: Creating Your Permanent Password	4-5
Processing A Clearance	6-8
Processing An Application	9
Processing A One Shot Application	10-12
Processing A Pending Approval Application	13-15
Processing A Utility Guarantee Application	16-18
Processing A Direct Vendor Application	19-21
Application Type Doesn't Match Clearance	22
Search For An Application	23
Delete An Application	24-25
Change Your Password	26
Log Off	27
If You Need Clearance Information	27

LOGIN

To access this system, double click the Launch Internet Explorer icon on your desk top.



In the address section of the browser, type in the on the following link:

www.coned.com/pac

🚰 @Con Edison: Corporate Portal Home Page - Microsoft Internet Explorer		
File Edit View Favorites Iools Help	И	
🕓 Back 🔻 🕑 👻 📓 🚮 🔎 Search 🤺 Favorites 😥 🛬 💹 👻 🛄 🎇		
Address www.coned.com/pac	💌 🔁 Go	Links »

You will arrive at the **LOGIN** screen. To login to the Public Assistance Central system, enter your Employee/ID number (H0000) and your temporary password. Then press continue.

ConEdison	
	public assistance central
	Login
	Please enter your employee or ID number and password:
	Employee/ID Number:
	Password:
	Continue >>

LOGIN: CREATING YOUR PERMANENT PASSWORD

You will arrive at this screen:

ConEdison	
	public assistance central
home	Change Password
application	
user	Please enter the following information:
log off	Password must be at least 7 characters in length and contains three of the following character classes: Upper case alphabetic, Lower case alphabetic, Number, Punctuation
	New Password:
	Confirm New Password:
	Change Descured N
	Copyright 2007, Consolidated Edison, Inc.

You must create your permanent password.

Your password must be 7 characters in length and contain three of the following character classes:

- 1) Upper case alphabetic
- 2) Lower case alphabetic
- 3) Number
- 4) Punctuation

Example: (Coned#01)

Please write down your new password. This is your permanent password.

LOGIN: CREATING YOUR PERMANENT PASSWORD

You will arrive at the HOME page of the Public Assistance Central system.



Now you're ready to start using the system

PROCESSING A CLEARANCE

To start to process a clearance, move the cursor over the word **ACCOUNT.** A menu will appear that shows clearance. Click on the word **CLEARANCE.**

ConEdison	
home act ount application user log off	public assistance central Home clearance Welcome to Public Assistance Central! Instructions for use of this site: Copyright 2007, Consolidated Edison, Inc.

You will arrive at the following screen:

ConEdison	
	public assistance central
home account	Clear Account
application	Please fill in the following information:
user log off	Account Number:
	Continue >>
	Copyright 2007, Consolidated Edison, Inc.

Enter the customer's Con Edison account number and press continue

PROCESSING A CLEARANCE

You will arrive at the **Clear Account** screen.

ConEdison			
home	public assistance central Clear Account		
application	Please fill in the following information:		
user	Account Number:		
log off	Customer Name on Con Edison Account		
	Welfare Center Contact:		
	Welfare Center Number:		
	Total Clearance Amount:	298.30	
	JV53S Amount:	0.00	
	Type of Application:		
	Name Change:		
	Do you need more time to pay your bill an would like to arrange a payment extension:	ď	
	A/R Balance:	329.30	
	From Date (mm/dd/yyyy):	04/25/2008	
	To Date (mm/dd/yyyy):	07/28/2008	
	***Your client has made the follo \$272 on 6/5/2008, \$0.54 on 6/5/20 ***The current disconnect notice issued on 07/28/2008. The origin expires on 08/13/2008.	wing payments: 08. 9 on this account was al disconnect notice	
	Submit Account Clearance >>		

You will need to type or select the following information:

- Your Welfare Center Number (example 41. not 041)
- Select the type of application
- Select Yes or No if there is a name change
- Select if yes or no if you need an extension

Then press, Submit Account Clearance

PROCESSING A CLEARANCE

You will receive the following screen once the account is cleared.

ConEdison	
home account	public assistance central Clear Account
application user	Account number has been cleared.
log off	Copyright 2007, Consolidated Edison, Inc.

In some account situations, you will receive the following message:



If you receive the following message, do not call. Wait 2 hours, and then process your 858. DO NOT CLEAR THE ACCOUNT AGAIN:

ConEdison	
home	public assistance central
account	Clear Account
application	Unable to clear account due to account condition, please contact PA
user	Central. You may continue with next account.
log off	Copyright 2007, Consolidated Edison, Inc.

PROCESSING AN APPLICATION

To start to process an application, move the cursor over the word **APPLICATION**. A menu will appear that shows process, search and delete. Click on the word **PROCCESS**.

ConEdison	
home account	public assistance central Clear Account
application user log off	process ing information: search delete download
	Copyright 2007, Consolidated Edison, Inc.

contact | search | careers | site map | consolidated edison, inc. | privacy policy

You will arrive at the following screen.

ConEdison		
home account	public assistance central Process Application	
application user	Please enter the Case Number and A Con Edison Account Number:	count Number below:
log off	Application Type:	Please select:
	Case Number:	
	Continue >>	
	Copyright 2007, Consolidated Edison,	Inc.

PROCESSING A ONE SHOT APPLICATION

You will arrive at the Process Application Screen. ConEdison public assistance central **Process Application** home account Please enter the Case Number and Account Number below: application user Con Edison Account Number: log off Application Type: One-Shot -Case Number: Continue >> Copyright 2007, Consolidated Edison, Inc.

To process a One-Shot Application:

- 1) Type in the customer's 15 digit account number
- 2) Click on the drop down menu and select the appropriate Application Type **One-Shot**
- 3) Enter the customer case number (Just the 7 digit number. Do not enter any letters)

PROCESSING A ONE SHOT APPLICATION

You will arrive at the following screen:

Please fill in the following information:			
Customer Name on Con Edison Accou	int		
Does the customer name match the ap	oplication?	Yes C No C	
Note: UGC/DVC clearance recieved on If payment is different please call for a	02/28/2008 for arrearage new clearance amount.	payment of \$ 391.68 for the pe	riod 07/23/2007 to 02/26/2008
Form M-858v (page 1) Rev. 8/23/07		The CITY of Human Resources Family Independent	Administration nce Administration
		Date: 3/4	/2008
		Case Name:	
			-
		Address:	
Con Edison PA	Central		
4 Irving Place, 9	FLNE	Case Number/Category:	
New York, New	York 10003	Center:	
		Utility Account Number:	
This is to inform you that this Adminis	Notification to L	Jtility Company	ed individual.
For emergency assistance cases N	OT being accepted for or	n-going assistance:	00,000,00000
1. Make an arrearage payment o	f\$_391.66	for the period U7/23/2007	to <u>U2/26/2008</u>
Because this individual is NO company should proceed with	T in receipt of on-going pu its normal collection effo	blic assistance or Suppleme ts for all future bills.	ntal Security Income (SSI), your
For ongoing public assistance and §	SSI cases: [🗖 SSI]		
🔲 2. Make an arrearage payment o	ſ\$	for the period	to
	AND)/OR	
VENDOR CASE			
2a. Effective Please send all future bills to to this date may be rejected. A exempt from collection for as assistance or Supplemental or other reasons, we guarant	_, future utility bills will b this agency for payment a All outstanding monies ow long as such participant of Security Income if the coll ee payment of all future ut	e paid by this Administration inter the effective date indicate ved to your company by the at continues to receive or would ection were made. Should re- ility bills for a period of six mo	directly to the utility company. ed above. Any bills submitted prior bove-named participant shall be become in need of public striction not take effect for technical onths from the effective date.
GUARANTEE CASE			
2b. Guarantee payment of all futu participant's case is dosed, w shall be exempt from collecti assistance or Supplemental normal collection efforts for fu named person fail to make pay made to this Administration a	re utility bills for a period whichever comes first. All on as long as such individ Security Income if the colli- ture bills and provide our ayment and your company t the same time the partic	of six months effective from _ outstanding monies owed to y ual continues to receive or w ection were made. Your comp Administration with written no issues a notice of non-paym ipant is issued a notice of no	or until the your company by this individual ould become in need of public bany should proceed with its otification should the above- nent. Such notification should be n-payment.
Application prepared online by:		(ID #	_)
Process Application >>			Print Form

If the customer's name matches the application, click yes. Confirm the amount and click PROCESS APPLICATION.

PROCESSING A ONE SHOT APPLICATION

You will receive this screen indicating the application has been successfully processed.

Application has been successfully processed.			
			Print Form
Form M-858v (page 1) Rev. 8/23/07	۲	The CITY of Human Resource Family Independe	NEW YORK s Administration ence Administration
Con Edison PA Central 4 Irving Place, 9 FLNE New York, New York 100	Da Ca - Ad Ca Ca 003 Ca	nte: <u>3/</u> nse Name: kdress: nse Number/Category:	4/2008
,		ilitu Account Numberi	
	00	inty Account Number.	
Notifica	ation to Ut	ility Company	
This is to inform you that this Administration will t	ake the following	action(s) for the above nan	ned individual.
For emergency assistance cases NOT being acc	epted for on-goin	g assistance:	
☑ 1. Make an arrearage payment of \$_391.68	for the	e period_07/23/2007	to 02/26/2008
Because this individual is NOT in receipt of company should proceed with its normal co	on-going public a ollection efforts for	ssistance or Supplementa all future bills.	I Security Income (SSI), your
For ongoing public assistance and SSI cases: [SSI]		
2. Make an arrearage payment of \$	for the	e period	to
	AND/OR		
VENDOR CASE			
2a. Effective, future util Please send all future bills to this agency f to this date may be rejected. All outstandin exempt from collection for as long as such assistance or Supplemental Security Incor or other reasons, we guarantee payment of	ity bills will be paid or payment after th g monies owed to participant contin ne if the collection f all future utility bi	d by this Administration dire e effective date indicated a your company by the abov ues to receive or would be were made. Should restri- Ills for a period of six month	ectly to the utility company. above. Any bills submitted prior e-named participant shall be come in need of public ction not take effect for technical is from the effective date.
GUARANTEE CASE			
2b. Guarantee payment of all future utility bills participant's case is dosed, whichever con shall be exempt from collection as long as assistance or Supplemental Security Incor normal collection efforts for future bills and named person fail to make payment and y made to this Administration at the same tir	for a period of six i nes first. All outsta such individual co ne if the collection I provide our Admii our company issu me the participant	months effective from nding monies owed to you ontinues to receive or woul were made. Your compan nistration with written notifi es a notice of non-paymen is issued a notice of non-p	or until the r company by this individual d become in need of public y should proceed with its cation should the above- t. Such notification should be ayment.
Application prepared online by:		(ID #)	
Process Application >>			Print Form

Once you've processed the application, you can then process the next application.

PROCESSING A PENDING APPROVAL APPLICATION

Click on application, then process to get to this screen:

ConEdison	
home account	public assistance central Process Application
application user log off	Please enter the Case Number and Account Number below: Con Edison Account Number: Application Type: ON-GOING Case Number:
	Continue >> Copyright 2007, Consolidated Edison, Inc.

To process an On-Going Application:

- 1) Type in the customer's 15 digit account number
- 2) Click on the drop down menu and select the appropriate Application Type **ON-GOING**
- 3) Enter the customer case number (Just the 7 digit number. Do not enter any letters)

PROCESSING A PENDING APPROVAL APPLICATION

You will arrive at the following screen:

ConEdison				
home application	public assistance central Process Application			
user log off	Please fill in the following information: Customer Name on Con Edison Account: Does the customer name match the applicat	on? Yes C No C		
	Note: UGC/DVC clearance recieved on 03/03 If payment is different please call for a new cl	2008 for arrearage payment of \$ 159.87 for the p earance amount.	eriod 12/07/2007 to 02/08/2008	
	Form M-858v (page 1) Rev. 8/23/07	The CITY of Human Resource Family Independe	NEW YORK s Administration nce Administration	
		Date: 3/	4/2008	
		Case Name:		
	Con Edison PA Cent	Address:		
	4 Irving Place, 9 FLN New York, New York	E Case Number/Category: 10003 Center:		
		Utility Account Number:		
	Notifi	cation to Utility Company		
	This is to inform you that this Administration will take the following action(s) for the above named individual.			
	For emergency assistance cases NOT being	accepted for on-going assistance:	to	
	Because this individual is NOT in recei company should proceed with its norm	of on-going public assistance or Supplement al collection efforts for all future bills.	al Security Income (SSI), your	
	For ongoing public assistance and SSI cases	:[□ ssi]		
	☑ 2. Make an arrearage payment of \$ 159.8	7 for the period 12/07/2007	to 02/08/2008	
		AND/OR		
	VENDOR CASE 2a. Effective, future Please send all future bills to this age to this date may be rejected. All outsta exempt from collection for as long as a assistance or Supplemental Security or other reasons, we guarantee payme	utility bills will be paid by this Administration di toy for payment after the effective date indicated ding monies owed to your company by the abor uch participant continues to receive or would be come if the collection vere made. Should restr int of all future utility bills for a period of six mont	ectly to the utility company. above, Any bills submitted prior re-named participant shall be come in need of public iction not take effect for technical hs from the effective date.	
	GUARANTEE CASE			
	2b. Guarantee payment of all future utility b participant's case is dosed, whichever shall be exempt from collection as ton assistance or Supplemental Security I normal collection efforts for future bills named person fail to make payment a made to this Administration at the same	ills for a period of six months effective from comes first. All outstanding monies owed to you a s such individual continues to receive or we come if the collection were made. Your compa and provide our Administration with written noti nd your company issues a notice of non-paymere e time the participant is issued a notice of non-	or until the ir company by this individual Id become in need of public ny should proceed with its ication should the above- nt. Such notification should be payment.	
	Application prepared online by:	(ID #))	
	Process Application >>		Print Form	

If the customer's name matches the application, click yes. Confirm the amount and click PROCESS APPLICATION.

PROCESSING A PENDING APPROVAL APPLICATION

You will receive this screen indicating the application has been successfully processed.

Application has been succ	essfully processed.		
			Print Form
application			
user			
log off			
	Form M-858v (page 1) Rev. 8/23/07	The CITY Human Resou Family Indepe	of NEW YORK
		Date:	3/7/2008
		Case Name:	
		Address:	
	Con Edison PA Central 4 Irving Place, 9 FLNE	Case Number/Category	v:
	New York, New York 1000	3 Center:	
		Utility Account Number	:
	Notificat	ion to Utility Compan	v
	This is to inform you that this Administration will tak	e the following action(s) for the above	e named individual.
		nted for on going acceletances	
	For emergency assistance cases NOT being acce	pred for on-going assistance.	
	1. Make an arrearage payment of \$	for the period on-going public assistance or Suppl lection efforts for all future bills.	emental Security Income (SSI), your
	For ongoing public assistance and SSI cases: [ssij	
	2. Make an arrearage payment of \$ 159.87	for the period 12/7/2007	to 2/8/2008
		AND/OR	N
	VENDOR CASE		54
	■ 2a. Effective, future utilit Please send all future bills to this agency fo to this date may be rejected. All outstanding exempt from collection for as long as such assistance or Supplemental Security Incom or other reasons, we guarantee payment of	y bills will be paid by this Administra r payment after the effective date ind monies owed to your company by th participant continues to receive or wu e if the collection were made. Shoul all future utility bills for a period of si	tion directly to the utility company. icated above. Any bills submitted prior ie above-named participant shall be puld become in need of public d restriction not take effect for technical x months from the effective date.
	GUARANTEE CASE		
	2b. Guarantee payment of all future utility bills for participant's case is dosed, whichever come shall be exempt from collection as long as s assistance or Supplemental Security Income normal collection efforts for future bills and named person fail to make payment and yo made to this Administration at the same tim	or a period of six months effective fro es first. All outstanding monies owe such individual continues to receive le if the collection were made. Your o provide our Administration with writte ur company issues a notice of non-p le the participant is issued a notice of	m or until the d to your company by this individual or would become in need of public company should proceed with its in notification should the above- nayment. Such notification should be of non-payment.
	Application prepared online by:	(ID #	<u> </u>
			Print Form
Converight 2007, Consolidated Ed	licon Inc		

Once you've processed the application, you can then process the next application

PROCESSING A UTILITY GUARANTEE APPLICATION

ConEdison	
home	public assistance central Process Application
application user log off	Please enter the Case Number and Account Number below: Con Edison Account Number: Application Type: ON-GOING Case Number:
	Continue >> Copyright 2007, Consolidated Edison, Inc.

Click on application, and then select process to get to this screen:

To process a Utility Guarantee Application:

- 1) Type in the customer's 15 digit account number
- 2) Click on the drop down menu and select the appropriate Application Type **ON-GOING**
- 3) Enter the customer case number (Just the 7 digit number. Do not enter any letters)

PROCESSING A UTILITY GUARANTEE APPLICATION

You will arrive at the following screen:

ConEdison		
p home P application	ublic assistance central rocess Application	
user P log off	lease fill in the following information:	
C D	ustomer Name on Con Edison Account. Des the customer name match the application? Yes R No C	
N If	ote: UGC/DVC clearance recieved on 03/04/2008 for arrearage payment of \$ 645.99 for the period 1.0/02/2007 payment is different please call for a new clearance amount.	to 02/04/2008
	Form M-858v (page 1) Rev. 8/23/07 Human Resources Administra Family Independence Administ	(ORK tion stration
	Date: 3/4/2008	
	Case Name:	
i	Address:	
	Con Edison PA Central	
	New York, New York 10003 Center:	
	Utility Account Number:	
	Notification to Utility Company	
	This is to inform you that this Administration will take the following action(s) for the above name	ed individual.
	For emergency assistance cases NOT being accepted for on-going assistance:	to
	Because this individual is NOT in receipt of on-going public assistance or Supplementa company should proceed with its normal collection efforts for all future bills.	al Security Income (SSI), your
	For ongoing public assistance and SSI cases: [🗖 SSI]	
	2. Make an arrearage payment of \$ 645.99 for the period 10/02/2007	to 02/04/2008
	AND/OR	
	VENDOR CASE	ectivito the utility company
	Please send all future bills to this agency for payment after the effective date indicated i to this date may be rejected. All outstanding monies owed to your company by the above exempt from collection for as long as such participant continues to receive or would be assistance or Supplemental Security income if the collection were made. Should restr or other reasons, we guarantee payment of all future utility bills for a period of six month	above. Any bills submitted prior re-named participant shall be come in need of public ction not take effect for technical hs from the effective date.
	GUARANTEE CASE	
	2b. Guarantee payment of all future utility bills for a period of six months effective from 02/ participant's case is dosed, whichever comes first. All outstanding monies ower do you shall be exempt from collection as long as such individual continues to receive or woul assistance or Supplemental Security income if the collection were made. Your compar normal collection efforts for future bills and provide our Administration with written notif named person fail to make payment and your compary issues a notice of non-paymen made to this Administration at the same time the participant is issued a notice of non-paymen	04/2008 or until the rr company by this individual Id become in need of public ty should proceed with its cation should the above- t. Such notification should be payment.
	Application prepared online by:(ID #)	
	Process Application >>	Print Form

If the customer's name matches the application:

- 1) Click yes
- 2) Confirm the amount3) Then select the box for Guarantee Case
- 4) Click PROCESS APPLICATION.

PROCESSING A UTILITY GUARANTEE APPLICATION

You will receive this screen indicating the application has been successfully processed.

Application has been succe	essfully processed.	
		Print Form
user		
log off	Form M-858v (page 1) Rev. 8/23/07	Resources Administration independence Administration
	Date: Case Name:	3/7/2008
	Con Edison PA Central 4 Irving Place, 9 FLNE Case Number: New York, New York 10003 Center: Utility Account	Category:
	Notification to Utility Co	mpany
	This is to inform you that this Administration will take the following action(s) for	the above named individual.
	For emergency assistance cases NOT being accepted for on-going assistant	ice:
	1. Make an arrearage payment of \$ for the period	to
	Because this individual is NOT in receipt of on-going public assistance company should proceed with its normal collection efforts for all future b	or Supplemental Security Income (SSI), your ills.
	For ongoing public assistance and SSI cases: [
	2. Make an arrearage payment of \$ 645.99 for the period 1	0/02/2007 to 02/04/2008
	AND/OR	
	VERUVECENSE 28. Effective	Iministration directly to the utility company. date indicated above. Any bills submitted prior sany by the above-named participant shall be here or would become in need of public (e. Should restriction not take effect for technical riod of six months from the effective date.
	GUARANTEE CASE	
	2b. Guarantee payment of all future utility bills for a period of six months effi participant's case is dosed, whichever comes first. All outstanding mon shall be exempt from collection as long as such individual continues to assistance or Supplemental Security Income if the collection were mad normal collection efforts for future bills and provide our Administration v named person fail to make payment and your company issues a notice made to this Administration at the same time the participant is issued as	ective from 02/04/2008 or until the les owed to your company by this individual receive or would become in need of public le. Your company should proceed with its with written notification should the above- or fono-payment. Such notification should be a notice of non-payment.
	Application prepared online by:(1D #)
	Process Application >>	Print Form

Once you've processed the application, you can then process the next application

PROCESSING A DIRECT VENDOR APPLICATION

Slick on application, th	en process to get to this sc	ieen.
ConEdison		
home account	public assistance central Process Application	
application	Please enter the Case Number and A	ccount Number below:
user	Con Edison Account Number:	
log off	Application Type:	ON-GOING
	Case Number:	
	Continue >>	
	Copyright 2007, Consolidated Edison,	Inc.

Click on application, then process to get to this screen:

To process a Direct Vendor Application:

- 1) Type in the customer's 15 digit account number
- 2) Click on the drop down menu and select the appropriate Application Type **ON-GOING**
- 3) Enter the customer case number (Just the 7 digit number. Do not enter any letters)

PROCESSING A DIRECT VENDOR APPLICATION

You will arrive at the following screen:

ConEdison			
home	public assistance central Process Application		
user	Please fill in the following information:		
log off	Customer Name on Con Edison Account: Does the customer name match the application? Yes C No C		
	Note: UGC/DVC clearance recieved on 02/29/2008 for arrearage payment of \$ 147.45 for the period 11/16/2007 to 02/25/2008 If payment is different please call for a new clearance amount.		
	Form M-858v (page 1) Rev. 8/23/07 The CITY of NEW YORK Human Resources Administration Family Independence Administration		
	Date:		
	Case Name:		
	Address:		
	Con Edison PA Central		
	4 Irving Place, 9 FLNE Case Number/Caregory:		
	Utility Account Number:		
	Notification to Utility Company		
	This is to inform you that this Administration will take the following action(s) for the above named individual.		
	For emergency assistance cases NOT being accepted for on-going assistance:		
1. Make an arrearage payment of \$ for the period to			
	Because this individual is NOT in receipt of on-going public assistance or Supplemental Security income (SSI), your company should proceed with its normal collection efforts for all future bills.		
	For ongoing public assistance and SSI cases: [🗖 SSI]		
	AND/OR		
	VENDOR CASE		
✓ 2a. Effective 02/25/2008 future utility bills will be paid by this Administration directly to the utility com Please send all future bills to this agency for payment after the effective date indicated above. Any bills subn to this date may be rejected. All outstanding monies owed to your company by the above-name d participant exempt from collection for as long as such participant continues to receive or would become in need of pub assistance or Supplemental Security Income if the collection were made. Should restriction not take effect f or other reasons, we guarantee payment of all future utility bills for a period of six months from the effective			
	GUARANTEE CASE		
	2b. Guarantee payment of all future utility bills for a period of six months effective from or unbil the participant's case is dosed, whichever comes first. All outstanding monies owed to your company by this individual shall be exempt from collection as long as such individual continues to receive or would become in need of public assistance or Supplemental Security Income if the collection were made. Your company should proceed with its normal collection efforts for future bills and provide our Administration with written notification should the abovename d person fail to make payment and your company issues a notice of non-payment. Such notification should be made to this Administration at the same time the participant is issued a notice of non-payment.		
	Application prepared online by:		

If the customer's name matches the application:

- 5) Click yes
- 6) Confirm the amount
- 7) Then select the box for Vendor Case
- 8) Click PROCESS APPLICATION.

PROCESSING A DIRECT VENDOR APPLICATION

You will receive this screen indicating the application has been successfully processed.

Application has been succe	essfully processed.		
			Print Form
user			
log off			
	Form M-858v (page 1) Rev. 8/23/07	The CITY of N Human Resources A Family Independence	EW YORK dministration Administration
		Date: <u>3/7/20</u> Case Name:	08
		Address:	
	Con Edison PA Central 4 Irving Place, 9 FLNE New York, New York 10003	Case Number:Category; Center: Utility Account Number:	
	Notificati	on to Utility Company	
	This is to inform you that this Administration will take	the following action(s) for the above named	individual.
	For emergency assistance cases NOT being accept	ed for on-going assistance:	
	1. Make an arrearage payment of \$	for the period	.to
	Because this individual is NOT in receipt of on-going public assistance or Supplemental Security Income (SSI), your company should proceed with its normal collection efforts for all future bills.		
	For ongoing public assistance and SSI cases: [🗐 🤤	SI]	
	2. Make an arrearage payment of \$ 147.45	for the period 11/16/2007	to 2/25/2008
		AND/OR	
	VENDOR CASE 2a. Effective 2/25/2008 , future utility b Please send all future bills to this agency for p to this date may be rejected. All outstanding m exempt from collection for as long as such par assistance or Supplemental Security income i or other reasons, we guarantee payment of all	IIs will be paid by this Administration directly ayment after the effective date indicated abor onies owed to your company by the above-n- licipant continues to receive or would becom the collection were made. Should restriction future utility bills for a period of six months fr	r to the utility company. re. Any bills submitted prior arned participant shall be tein need of public tagt take effect for technical orn the effective date.
	GUARANTEE CASE		
	2b. Guarantee payment of all future utility bills for a participant's case is dosed, whichever comes shall be exempt from collection as long as su assistance or Supplemental Security Income i normal collection efforts for future bills and pro named person fail to make payment and your made to this Administration at the same time to	period of six months effective from first. All outstanding monies owed to your co h individual continues to receive or would b (the collection were made. Your company si vide our Administration with written notificati company issues a notice of non-payment. S he participant is issued a notice of non-paym	or until the mpany by this individual acome in need of public hould proceed with its on should the above- uch notification should be hent.
	Application prepared online by:	(ID #)	
			Print Form

Once you've processed the application, you can then process the next application

APPLICATION TYPE DOESN'T MATCH CLEARANCE

If the original clearance and the application you're processing do not match, you will receive the following screen:

ConEdison	
home application user	public assistance central Process Application
log off	The application type entered does not match type on the Clearance for this account. Do you wish to override the application type to One Shot? Yes, Continue >> No, Go Back >>
	Copyright 2007, Consolidated Edison, Inc.
	contact search careers site map consolidated edison, inc. privacy policy

Click YES if you wish to override. If you click **NO**, you will be returned to the HOME page to start over.

SEARCH FOR APPLICATION

To search for an application, move the cursor over the word **APPLICATION**. A menu will appear that shows process, search and delete. Click on the word **SEARCH**.

ConEdison		
	public assistar	nce central
home	Home	
application	process	
user	search	lic Assistance Central!
log off	delete	
	If you come acros a one-shot deal pl are looking to ider	s an account that was checked off as a UGC on the paperwork but was in fact lease take a print out of the account and bring it to either Mike or Lynda. We ntify which centers are not accurate
	HAPPY HOLIDAY	'SI
	Instructions for us	e of this site:
	Copyright 2007, C	onsolidated Edison, Inc.

You will arrive at the Application Search Screen.

ConEdison		
	public assistance central	
home	Application Search	
account application	Please enter the Case Number and/or A	count Number below:
user	Application Type:	Please select:
log off	Case Number:	
	Con Edison Account Number:	
	Employee ID Number:	
	Center Number:	•
	Please choose a process type:	Yes C No C
	Search >>	
	Copyright 2007, Consolidated Edison, In	2.

You can search for an application in several ways. You can search by **Case Number (No letters), Con Edison Account Number, Employee ID Number or Center Number. You can also search by date range and either Applications or Payments** made by selecting "Please choose a process type". In all cases, you will also need **the Application Type** to do your search.

DELETE AN APPLICATION

To delete for an application, move the cursor over the word **APPLICATION**. A menu will appear that shows process, search and delete. Click on the word **DELETE.**

ConEdison		
	public assistance central	
home	Application Search	
application	process	
user	search Number and/or Acc	ount Number below:
log off	delete	One-Shot 💌
	Case Number:	
	Con Edison Account Number:	
	Con Edison Employee Number:	
	Please choose the process type and date	Yes O No O
	Search >>	

You will arrive at the Delete Application Screen.

ConEdison	
	public assistance central
home	Delete Application
account	Please enter the Case Number below:
user	Application Type: Please select:
log off	Case Number:
	Continue >>
	Copyright 2007, Consolidated Edison, Inc.
	contact search careers site map consolidated edison, inc, privacy policy

To delete an application

- 1) Select the appropriate Application Type from the drop down menu
- 2) Enter the Case Number (7 digits no letters)
- 3) Click Continue

Note: Applications that needs to be deleted must be done the same day and by the employee who input the application.

DELETE AN APPLICATION

You will arrive at the following screen:

ConEdison	PAC header image	
home	public assistance central Delete Application	
user	Application Information:	
log off	Case Number: Account Number:	
	Type of Application:	ONE-SHOT
	Application Delivery Method:	HRA
	Effective Date: Check Delivery Method:	2/26/2008
	J053 Amount:	\$0.00
	Delete Application >>	

Click on DELETE APPLICATION to delete the application

CHANGE YOUR PASSWORD

To change your User Password, move the cursor over the word **USER**. A menu will appear that shows change password. Click on **CHANGE PASSWORD**.

ConEdison		
	public assistan	ice central
home	Home	
application	change password	lic Assistance Central
log off		
	If you come across a one-shot deal ple are looking to ident	an account that was checked off as a UGC on the paperwork but was in fact ease take a print out of the account and bring it to either Mike or Lynda. We tify which centers are not accurate
	HAPPY HOLIDAYS	3/
	Instructions for use	e of this site:
	Copyright 2007, Co	onsolidated Edison, Inc.

You will arrive at the Change Password Screen.

ConEdison	
home	public assistance central Change Password
application user log off	Please enter the following information: Password must be at least 7 characters in length and contains three of the following character classes: Upper and a state of the following character
	New Password:
	Change Password >>
	Copyright 2007, Consolidated Edison, Inc.

Your password must be 7 characters in length and contain three of the following character classes: Upper case alphabetic, Lower case alphabetic, Number Punctuation Example: (Coned#01)

Password Restrictions

Passwords can not be changed more than one time in a 7 day period.

Login Restrictions

If the is no input activity for 15 minutes, the system will automatically log you off.

LOG OFF

To log off, click on the **LOG OFF** selection.

You will arrive at the following screen:

ConEdison	
	public assistance central
	You are now logged off
	Return to PAC application

IF YOU NEED CLEARANCE INFORMATION

Please call the Con Edison general number at (212) 780-6565 for clearance information.