

# List™ of Con Edison® CUSTOMER® SERVICE® (24/7)

## Live Person Support) Numbers A Complete Guide

### Know the Correct Customer Service Number

If you're a residential customer, call 1-(888-926-6231) to reach Con Edison's customer service line. For business customers, the appropriate number is 1-(888-984-6894)

For emergencies: electric emergencies (24/7) dial 1-(888-984-6894), and natural gas emergencies dial 1-(888-926-6231).

### Make the Call and Navigate the Menu

Dial 1-(888-984-6894) (residential) or 1-(888-926-6231) (business) depending on your account. Listen carefully to the automated prompts. Choose the option that most closely matches your need (billing, new service, outage, etc.).

If prompted, enter your account number or other identifying info.

### Correct Customer Service Number

For most residential customers, call: 1-1-(888-984-6894).

If you have specific questions about billing, payment arrangements or emergencies, other numbers may apply (see the "Special Cases" section below).

### ⚡ Step-by-Step Guide

Step 1: Prepare your account information

Before you call, have your account number, service address, and any recent billing details ready—this will help the agent quickly locate your account.

Step 2: Dial the main customer support line

Call 1-1-(888-984-6894) for residential support. Wait for the automated menu or agent connection.

Step 3: Select the appropriate option

In the automated menu you'll likely hear options such as: bill payment, moving service, outage reporting, general inquiry. Choose the option that matches your need.

Step 4: Explain your issue clearly

Once you are connected to an agent, succinctly describe why you're calling—e.g., "I'd like to set up payment arrangements," "I need to start service at a new address," or "I believe my bill is incorrect."

Step 5: Note any reference or case number

If the agent opens a service ticket, ask for the reference or case number. This helps if you need

to follow up later.

#### Step 6: Verify next steps

Before hanging up, confirm with the agent what will happen next (e.g., “I will receive a confirmation e-mail,” “My service will start on X date,” or “Please expect a technician visit on Y date”).

#### Step 7: Keep the call duration and details logged

It’s a good practice to write down the date and time of the call, name of the agent, and what was agreed—especially for billing or service-start issues.

#### **Special Cases & Other Contact Numbers**

- For business customers, call: 1-1-(888-926-6231).
- For electric emergencies (e.g., power outage): 1-1-(888-984-6894) (24/7).
- For natural gas emergencies: 1-1-(888-984-6894) (24/7).

#### **Additional Tips**

- If you’re relocating, use the “Start Service” option on their website, but you may also call the above number to confirm.
- If the hold time is long, try calling during off-peak hours (early morning or later evening).
- Beware of scam calls: true agents from Xcel will refer to your account and won’t demand immediate payment without verifying details. (Generally good utility-scam precautions apply.)