



CONSUMER ASSISTANCE PROGRAMS

This information is provided by the New York State Department of Public Service for customers of PSEG-Long Island.

The Department of Public Service provides a variety of services to protect and assist utility customers. This fact sheet provides information on PSEG-Long Island's bill payment options, and financial assistance programs to help manage energy bills.

BILL PAYMENT OPTIONS

- Budget Billing— a balanced billing plan provides equal monthly payments. The plan helps even out bills that are high in one season and low in another so that your charges remain the same throughout the year. The payment plan does not reduce your overall energy bill for the year, but does help you manage your budget.
- Deferred Payment Agreement— a deferred payment agreement assists customers who have fallen behind on their bills and cannot pay in full. PSEG-Long Island can work with you to develop a plan to pay outstanding charges over a specified period of time. The length of the agreement and the amount of each monthly payment will be decided between you and PSEG-Long Island.

FINANCIAL ASSISTANCE PROGRAMS- Federal, Utility, and Community

- **Household Assistance Rate (HAR)** — this PSEG-Long Island program provides reduction in the Delivery and System Charge portion of the electricity bill. The customer has to be income-eligible to be on this rate. Also, the customer has to be the account on record for the electric service and the account has to be an active account. The customer may be eligible if he/she is a recipient of one of the following programs:
 - HEAP
 - Medicaid
 - Food Stamps
 - Temporary Assistance for Needy Families
 - Safety Net Assistance - Public Assistance
 - Supplemental Security Income (SSI)
 - Veteran's Disability Pension (not compensation)
 - Veteran's Surviving Spouse Pension
 - Child Health Plus

A customer can be enrolled on the HAR program in several ways:

- the customer may be enrolled in this rate if PSEG-Long Island is notified by an assistance agency that a customer is a recipient of one of the programs mentioned above
- the customer fills out an application and provides proof of eligibility
- customers who are on Direct Voucher or SSI Guarantee with DSS or customers who receive HEAP are automatically enrolled

To learn more: visit <http://www.psegliny.com> and search for Household Assistance Rate

- **Residential Energy Affordability Partnership (REAP)** — is a PSEG-Long Island program for income-eligible customers designed to help them save energy and lower their electric bills. This is done by increasing the energy efficiency of a customer's home and also through customer education on energy saving measures.

This program provides a free In-Home Energy Survey by a REAP technician. If customers are eligible, they may qualify for installation and/or replacement of energy saving measures such as:

- high-efficiency compact fluorescent bulbs
- up to two energy efficient window air conditioners
- one energy efficient dehumidifier
- electric water heater insulating jackets
- energy efficient water flow devices

To learn more: visit <http://www.pseqliny.com> and search for REAP

➤ **Home Energy Assistance Program (HEAP)** — is a federally funded program that helps eligible low-income New Yorkers pay for electricity, propane, natural gas, wood, oil, kerosene, coal or other heating fuel. The amount of funding is very limited, assistance services will be provided on a first come, first served basis. HEAP has four components:

- Regular Benefit Component assists households that pay a high proportion of household income for heat or heat related energy.
- Emergency Benefit Component assists qualifying low-income New Yorkers who are facing a heat or heat related energy emergency and do not have resources above the established limits. If you have an emergency, contact your local Department of Social Services office.
- The HEAP Heating Equipment Repair and Replacement Component is available to help eligible low-income homeowners repair or replace primary heating equipment necessary to keep the home's primary heating source functional.
- The Cooling Assistance Component provides for cooling assistance services to HEAP eligible households that include an individual with a documented medical condition that is exacerbated by extreme heat.

To learn more: visit <http://otda.ny.gov/programs/heap/> or contact your local Department of Social Services Office or the NYS HEAP Hotline at 1-800-342-3009.

➤ **Project Warmth**— is an emergency assistance program administered by United Way of Long Island to help families and individuals with energy emergencies.

- is a one-time grant for fuel, plus an additional amount for fuel related electricity
- the heating grant may be used to pay for any fuel source such as oil, gas, electric, propane, etc.
- is available until funds are exhausted
- Customer eligibility requirements can be found on the Project Warmth website

To learn more: visit <http://www.unitedwayli.org/projectwarmth>

If you have additional questions about the Department of Public Service, please contact us at 1-888-275-7721 or visit our website at www.dps.ny.gov/longisland/