

# In Case You're Asked ...

Information customer service professionals need to help customers

Date: June 17 – 8 a.m.

## TOPIC: The New York State Public Service Commission approved a bill credit program for low- to moderate-income customers, other assistance programs

### SUMMARY:

On June 16, 2022, The New York State Public Service Commission approved a bill credit program for low- to moderate-income customers. Residential customers who receive benefits from a government assistance program (i.e., SNAP (Supplemental Nutrition Assistance Program), HEAP (Home Energy Assistance Program), see full list below) or received benefits from New York State's Emergency Rental Assistance Program (ERAP), will have past-due balances from bills through **May 1, 2022, reduced** through a bill credit.

### WHAT DO I NEED TO KNOW ABOUT THE NEW YORK STATE BILL CREDIT?

As of June 1, 2022, more than 14,000 customers are eligible for this bill credit program.

Customers who are already enrolled in the Household Assistance Program, received ERAP or RAS benefits, a bill credit will be processed automatically and customers do not need to take any action.

Service will not be turned-off for non-payment while the bill credit or ERAP payment is being processed.

If the ERAP application is pending with the New York State Office of Temporary and Disability Assistance, Long Island Housing Partnership for Town of Oyster Bay or Hempstead, or the Town of Islip, the account will not be credited until the customer has been approved for the program, the application has been fully processed **and** the funds have been received.

All customers are responsible for the remaining charges on the account.

Customers are encouraged to continue to pay their bills after May 1, as new arrears will not be included in the utility credit; only arrears prior to May 1 will be included.

The bill credit will be applied after other assistance programs are applied, such as HEAP (Home Energy Assistance Program), RAS and ERAP.

### WHO IS ELIGIBLE FOR THE NEW YORK STATE BILL CREDIT?

Residential customers who are:

1. Enrolled in the Household Assistance Program as of July 1, 2022,
2. Eligible (based on program guidelines below) and enrolled in the Household Assistance Program before Dec. 31, 2022.

**OR**

3. Receiving benefits under New York State's Emergency Rental Assistance Program (ERAP) or the Home Energy Assistance Program - Regular Arrears Supplement (RAS) in the prior heating season,
- AND**
4. Have a past due balance on their account as of May 1, 2022.

### **IF I DON'T OWE ANY MONEY, BUT I STRUGGLED TO PAY MY BILL EVERY MONTH DURING THE PAST TWO YEARS, CAN I RECEIVE A CREDIT?**

We understand that many customers struggled to pay their monthly bills over the last two years, and we appreciate that you were able to avoid arrears. However, this New York State-approved program only addresses those customers who fell behind on their bills. We encourage customers to apply for our household assistance program if they qualify.

### **WHAT PROGRAMS DETERMINE IF I AM ELIGIBLE FOR THE BILL RELIEF?**

You are eligible for the bill relief if:

- Enrolled in PSEG Long Island's Household Assistance Program (eligible programs listed below):
  - HEAP (Home Energy Assistance Program)
  - Medicaid
  - SNAP (Supplemental Nutrition Assistance Program)
  - Supplemental Security Income (SSI)
  - Temporary Assistance - Family Assistance (FA)
  - Temporary Assistance - Safety Net Assistance (SNA)
  - Veteran's Pension - Non-Service Connected Disability
  - Veteran's Surviving Spouse Pension - Non-Service Connected Disability

OR

- You are Approved for the Emergency Rental Assistance Program application (ERAP):
  - Application must be approved and the payment received. Note: ERAP will not place a customer on the household assistance rate as the income levels are above those of HEAP (Home Energy Assistance Program). However, you will still be eligible for the bill credit.

### **WHAT OTHER FINANCIAL ASSISTANCE PROGRAMS ARE CURRENTLY OFFERED BY NEW YORK STATE?**

- **Emergency HEAP** — \$90 million in federal funding through Emergency HEAP was made available to help low- and middle-income New Yorkers avoid having their home heating disconnected or exhausting their heating source amid fuel price increases. This benefit has been extended through Aug. 31. HEAP also provides a **Cooling Assistance benefit of up to \$800** toward the purchase and installation of an air conditioner or fan to keep cool. If you are experiencing an emergency, you can apply for this benefit by reaching out to your local Department of Social Services location, which you can find here: <https://otda.ny.gov/programs/heap/contacts/>
- For low-income households facing no-heat situations, the State Office of Temporary and Disability Assistance is also accepting applications for its **heating equipment repair or replacement benefit**. Eligible homeowners can now apply for up to \$3,000 for repair or \$6,500 for replacement of a furnace, boiler or other direct heating equipment necessary to keep the household's primary heating source working. Additionally, eligible households can

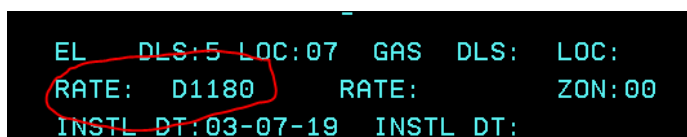
receive energy efficiency services, which includes the cleaning of primary heating equipment to allow for its safe and efficient operation. You can apply for this benefit by reaching out to your local Department of Social Services location, which you can find here:

<https://otda.ny.gov/programs/heap/contacts/>

For more information on HEAP (Home Energy Assistance Program) and federal programs, visit <https://otda.ny.gov/programs/heap/>.

### HOW DO I KNOW IF I AM ENROLLED IN THE HOUSEHOLD ASSISTANCE PROGRAM?

You will see a D before their rate code on their bill. You can also see this on the CUST screen



EL DLS:5 LOC:07 GAS DLS: LOC:  
RATE: D1180 RATE: ZON:00  
INSL DT:03-07-19 INSL DT:

### WHAT HAPPENS IF I AM ALREADY ENROLLED IN THE HOUSEHOLD ASSISTANCE PROGRAM, AND I HAVE A PAST DUE BALANCE?

If you are already enrolled in the Household Assistance Program, or if you received ERAP, we will automatically issue a credit to your account in July/August. Your updated account balance will be reflected on the next bill.

### WHY AM I NOT ON THE HOUSEHOLD ASSISTANCE RATE IF I RECEIVED ERAP?

Customers who received ERAP will receive the bill credit. However customers are not eligible to obtain the monthly bill discount. Customers in receipt of ERAP may apply for the household assistance rate if they qualify for one of the programs listed below.

- HEAP (Home Energy Assistance Program)
- Medicaid
- SNAP (Supplemental Nutrition Assistance Program)
- SSI (Supplemental Security Income)
- Temporary Assistance – FA (Family Assistance)
- Temporary Assistance – SNA (Safety Net Assistance)
- Veteran’s Pension - Non-Service Connected Disability
- Veteran’s Surviving Spouse Pension - Non-Service Connected Disability

### IF I WAS ENROLLED IN THE HOUSEHOLD ASSISTANCE RATE BUT FORGOT TO RENEW, CAN I STILL GET A CREDIT?

Yes, PSEG Long Island will include customers who enroll now until Dec. 31, 2022. Customers who enroll will receive the following benefits:

- A monthly discount on their bills.
- A bill credit for the past due balance prior to May 1, 2022 (if applicable).
- We will not turn off service for non-payment until after Sept. 1, 2022.

### HOW CAN I ENROLL IN THE HOUSEHOLD ASSISTANCE RATE?

Customers can enroll by visiting:

<https://www.psegliny.com/myaccount/customersupport/financialassistance/householdassistance>

Customers can download the application, determine the proof of eligibility needed, and return it to us at the address below along with the application for processing:

PSEG Long Island  
ATTN: BOC/Payment Assistance  
P.O. Box 9083  
Melville, NY 11747

Completed applications can also be emailed to [consumeradvocacyli@pseg.com](mailto:consumeradvocacyli@pseg.com)

Note to rep: *If you need to email or mail the application, please check PRO.*

### **SHOULD I ENROLL IN THE HOUSEHOLD ASSISTANCE RATE IF I MEET THE ELIGIBILITY CRITERIA BUT DON'T OWE ANY MONEY?**

YES! PSEG Long Island offers a monthly bill discount: The average customer on the program will save around \$35 per month, which adds up to approximately \$400 per year!

### **WHAT IS PSEG LONG ISLAND DOING TO HELP CUSTOMERS STRUGGLING WITH THEIR ENERGY BILLS?**

If customers are struggling with their energy bills, we are here to help. We are ready and willing to partner with households who have fallen behind on their bills, as we have been throughout the pandemic. That commitment is not going away. We offer many programs to help people in arrears, including deferred payment agreements, low-income electric rates, and more.

PSEG Long Island continues to partner with social service agencies and perform outreach to customers who have fallen behind on their bills.

For the past seven months, PSEG Long Island field representatives have been making customer visits, connecting one-on-one with residential customers who have past-due account balances to discuss payment methods, accept a payment or work out a payment plan to pay down balances over time. In that time, representatives have visited with more than 47,000 residential customers and 10,000 of those customers have entered into deferred payment agreements. PSEG Long Island representatives work with customers to find the best solution for the household.

### **DOES PSEG LONG ISLAND HAVE OUTREACH PROGRAMS TO ASSIST CUSTOMERS?**

PSEG Long Island's Customer Advocacy team works year-round to provide customers with crucial information, utilizing email and social media, hosting educational webinars, and conducting proactive phone outreach. These outreaches also include energy efficiency tips, referrals for additional assistance for food insecurity and housing concerns, and help applying for the federally funded, statewide HEAP (Home Energy Assistance Program).

In the past several months, more than 10,000 state-administered HEAP (Home Energy Assistance Program), Emergency HEAP and Regular Arrears Supplement payments have been processed for PSEG Long Island customers, providing important relief during the winter heating season. These payments also enroll customers in PSEG Long Island's reduced Household Assistance Rate.

To learn about all current programs, scan the QR code below with your smartphone camera or go to [psegliny.com/assistance](https://www.psegliny.com/assistance).



### WHERE CAN CUSTOMERS LEARN MORE ABOUT AVAILABLE ASSISTANCE?

For more information on PSEG Long Island financial assistance programs, visit <https://www.psegliny.com/myaccount/customersupport/financialassistance>. Programs available for customers, both internal and externally run, include:

- **Household Assistance Program** – PSEG Long Island’s Household Assistance Program provides a monthly credit on electric bills for customers who receive benefits from specific federal and state assistance programs. Enrollment is open, and if approved, is effective for 18 months. It is also renewable. For more information, contact PSEG Long Island’s Consumer Advocacy group at [consumeradvocacyLI@pseg.com](mailto:consumeradvocacyLI@pseg.com) or visit [www.psegliny.com/myaccount/customersupport/financialassistance](https://www.psegliny.com/myaccount/customersupport/financialassistance).
- PSEG Long Island’s **Residential Energy Affordability Partnership** (REAP) program can help income-eligible customers save energy and lower energy bills. It starts with a free In-Home Energy Survey and potentially free efficiency upgrades. For more information, visit <https://www.psegliny.com/myaccount/customersupport/financialassistance/reap>
- If you receive benefits from HEAP (Home Energy Assistance Program), or other programs including Medicaid, Temporary Assistance and SNAP (Supplemental Nutrition Assistance Program) you may qualify for our **Household Assistance Program** with a monthly electric bill discount, **additional protection from service termination** until September 2022 and potentially a state-funded **arrears forgiveness credit** toward your balance. Call us at 516-454-4331 or 631-755-3407 or send an email to [consumeradvocacyLI@pseg.com](mailto:consumeradvocacyLI@pseg.com).
- A Deferred Payment Agreement that can help you pay off a balance over time with monthly payments as low as \$10, in addition to new monthly bills.
- Energy efficiency programs for long-term savings, including our free **REAP program** for income-eligible customers that includes an energy, health and safety assessment of your home.

In addition, please be aware of the following educational webinars. Registration is required:

#### July 21, 2022 at noon:

Registration Link—

[https://pseg.zoom.us/webinar/register/WN\\_Yws3sNJDRDuHIoP4kAfIQa](https://pseg.zoom.us/webinar/register/WN_Yws3sNJDRDuHIoP4kAfIQa)

#### Aug. 18, 2022 at noon:

Registration Link —

[https://pseg.zoom.us/webinar/register/WN\\_m7e4WIk2S0yLn92OJ6\\_Ufg](https://pseg.zoom.us/webinar/register/WN_m7e4WIk2S0yLn92OJ6_Ufg)

#### Sept. 15, 2022 at 1 p.m.:

Registration Link—

[https://pseg.zoom.us/webinar/register/WN\\_Vd2C6mmoRP6ouiU36wkFwQ](https://pseg.zoom.us/webinar/register/WN_Vd2C6mmoRP6ouiU36wkFwQ)

## DOES PSEG LONG ISLAND HAVE OTHER TOOLS TO HELP CUSTOMERS CUT THEIR ENERGY COSTS?

PSEG LONG ISLAND offers these tools to help customers cut their energy costs:

- **Home Energy Analyzer** – a do-it-yourself online tool that uses a simulation model to validate how energy is used in the home.
- **My Energy Profile** – an online suite of easy-to-use tools that can help a customer understand energy usage and how to conserve it. With this tool, customers can track energy efficiency efforts over time and see comparisons to similar homes in the area.
- **Energy Efficiency Rebates** – PSEG Long Island offers rebates on products including LED light bulbs, advanced power strips and major appliances such as dryers and heat pump water heaters.

For more information on energy and money saving programs and tips, visit

<https://www.psegliny.com/efficiency>.

## ARE PSEG LONG ISLAND'S WALK-IN OFFICES CURRENTLY OPEN?

For the health and safety of our employees and customers, our walk-in offices are currently closed. Please be aware that you can make a payment with most major credit and debit cards with no fees - <https://internet.speedpay.com/pseglongisland> or call 1-888-608-6669.

You may also contact us at 1-800-490-0025, Monday to Friday, from 8:00 a.m. to 8:00 p.m.

Please reach out as soon as possible.