



PSEG Long Island Financial Assistance

November 2023

Agenda

- Consumer Advocacy
- Home Energy Assistance Program
- United Way – 211
- Household Assistance Program – HAP
- Residential Energy Affordability Partnership Program – REAP
- Residential Agreements
- Additional Programs

Advocates

- Assist vulnerable customers experiencing financial hardships
- Partner with community agencies to coordinate services
- Manage accounts to secure benefits and maintain service
- Advocate for customers who encounter obstacles with the benefit process
- Proactive outreach to customers for assistance
- Participate in community outreach events



Consumer Advocacy – Information & Referral Line

Information & Referral Line:

(631) 755-3407

Consumer Advocacy Email:

ConsumerAdvocacyLI@PSEG.com

Consumer Advocacy Website:

www.psegliny.com/myaccount/financialassistance



Home Energy Assistance Program – HEAP Overview

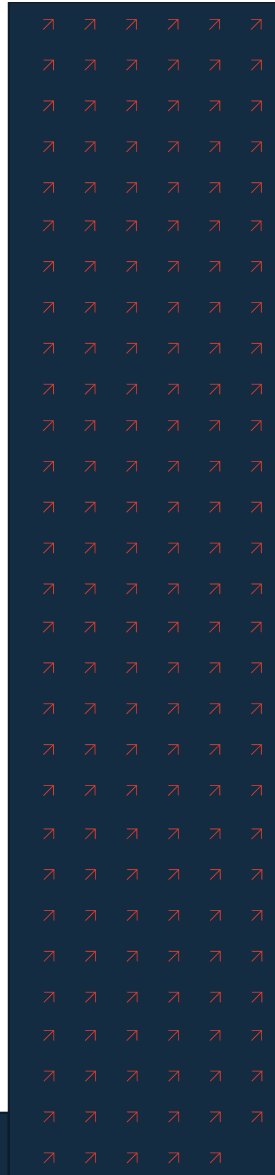
Federal program that assists low-income New Yorkers with the cost of heating their homes –

HEAP – What is HEAP Overview:

- Federally funded program
- Assists low income households in meeting their home energy needs
- Benefit is a Grant – **no payback**
- Income eligibility requirements
- Open during the heating season (typically November – March)
- Mybenefits.ny.gov

HEAP components:

- Regular HEAP scheduled to open November 1, 2023
- Emergency HEAP - scheduled to open January 2, 2024
- Heating Repair and Replace – scheduled to open October 2023
- Clean and Tune – scheduled to open October 2023
- Cooling – scheduled to open May 2024



Home Energy Assistance Program - HEAP

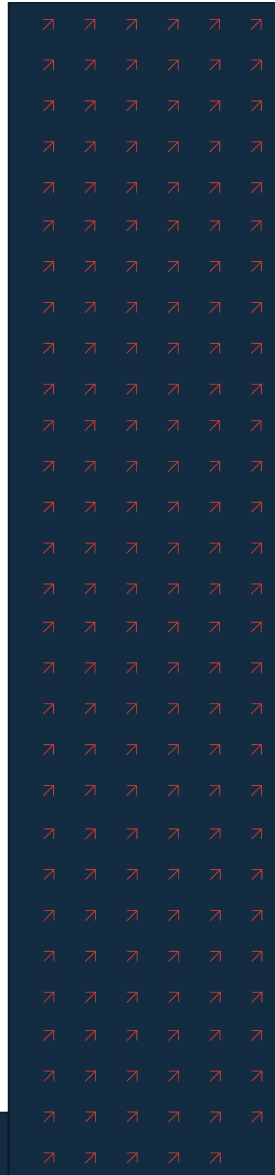
Regular HEAP: [Mybenefits.ny.gov](https://mybenefits.ny.gov) (Overview)

- ❑ Scheduled to open November 1, 2023
- ❑ Used for Primary Heating Source ONLY
- ❑ Once a year benefit
- ❑ Must be income eligible
- ❑ Apply: mybenefits.ny.gov



Emergency HEAP: scheduled to open January 3, 2024

- ❑ Used for emergencies with a Disconnect notice (within 7 days) or in need of oil
- ❑ Can be used for primary heating source or any heat related emergency
 - ❑ Electric, oil, gas, etc...
- ❑ Must be income eligible and lack financial resources to pay the bill
- ❑ Second benefit announced
- ❑ Nassau: 516 227-1482 Suffolk: 631-853-8825/8820 Rockaways: 800-692-0557



Home Energy Assistance Program - HEAP

Heating Equipment Repair or Replace –Scheduled to open October 2023

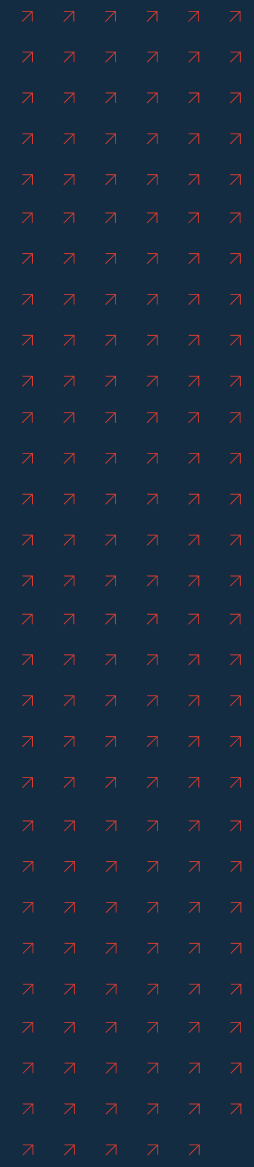
- Eligible homeowners can qualify for a Heating Equipment Repair or Replacement benefit. The program will repair or replace the furnace, boiler and other direct heating equipment necessary to keep their home's primary heating source working.
- Benefit amounts are based on the actual cost incurred which can be up to \$4,000 for a repair and up to \$8,000 for a replacement.

Clean and Tune –Scheduled to open October 2023

- Eligible household can receive energy efficiency service, which include the cleaning of primary heating equipment, may also include chimney cleaning, minor repairs and installations of CO detector or programmable thermostats. This service is up to \$400.
- Must be the homeowner to qualify.
- Equipment is more than 12 months old, not cleaned within the last 12 months and do not have a service contract.

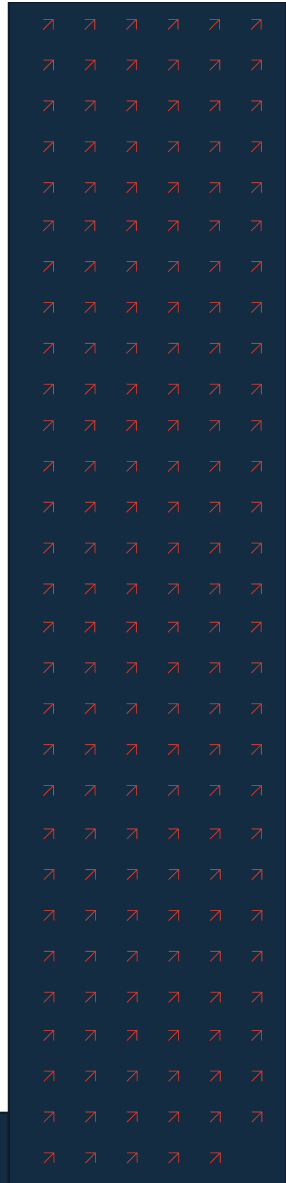
Cooling - Scheduled to open May 2024

- Eligible households may receive an air conditioner unit up to \$800 to help keep cool in the summer months that have a medical documented condition that is exacerbated by heat. A household can qualify once every five years for the cooling program.



Home Energy Assistance Program – HEAP 2023 - 2024

Household Size	Maximum Gross Monthly Income
1	\$3,035
2	\$3,970
3	\$4,904
4	\$5,838
5	\$6,772
6	\$7,706
7	\$7,881
8	\$8,056
9	\$8,231
10	\$8,407
11	\$8,582
12	\$8,890
13	\$9,532
Each additional	Add \$642



2-1-1 Long Island

Free non-emergency information and referral service that connects Long Island residents to health and human services

Two ways to connect:

- By Phone: Dial 2-1-1 (Nassau and Suffolk Counties)
- By Phone: Dial 3-1-1 (Rockaways)
 - 24/7
- Online: www.211longisland.org
 - Available 24/7
 - A searchable database that has more than 9,000 program listings and community resources



Project Warmth - Long Island's Fuel Fund

A non-government, island-wide emergency fuel fund that is a safety net for individuals and families experiencing an emergency and unable to pay their heating bill. Opens December 18, 2023

Eligibility:

- ❑ Must exhaust HEAP benefit first (if eligible)
- ❑ Customer must have proof of hardship

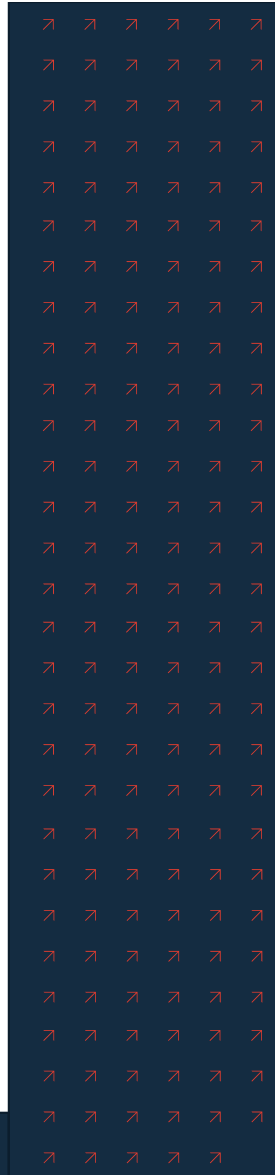


Approval:

- ❑ One time benefit to assist with primary heating source or heat related emergency
- ❑ Benefit will hold service for 30 days
- ❑ Can assist LNP customers with turn on

How to apply:

- ❑ Contact: 2-1-1 or 888-774-7633



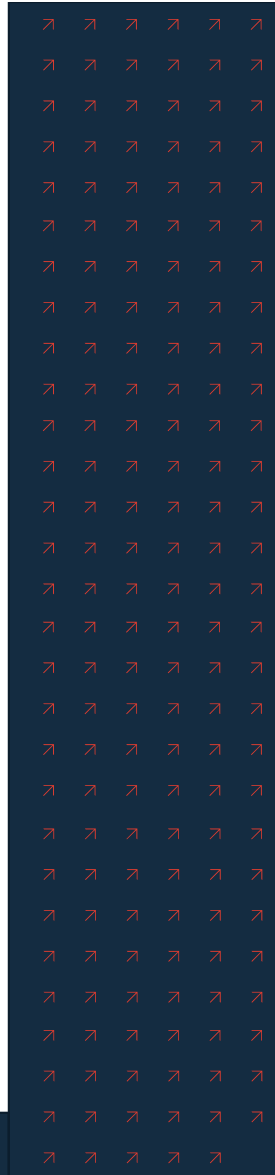
PSEGLI Household Assistance Program (HAP)

HAP is a reduced rate program for residential customers who are in receipt of a social service program.

➤ Complete one page application with a copy **documentation dated within the last 12 months:**

- HEAP Award Letter
- SNAP Award Letter
- SSI Award Letter
- Child Health Plus
- Federal Lifeline Program
- Medicaid Benefit Confirmation Letter *
- Veteran's Pension **
- Veteran's Surviving Spouse Pension **
- Or proof of Public Assistance
- *Medicaid based on household income it is not for adoption, disability or with a spend down
- **Non Service Connected Disability

--Customers are Automatically enrolled in HAP when notification is received by an assistance agency.--



PSEGLI Household Assistance Program (HAP)

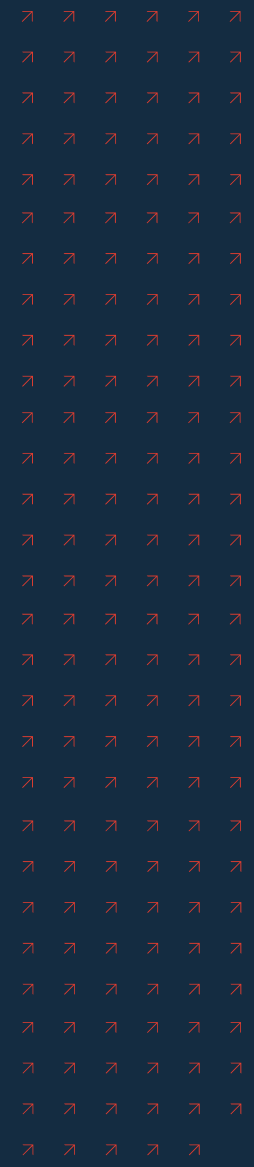


➤ HAP:

- Automatically enrolled in Balance Billing unless customer opts out.
- HAP is an 18 month program - Month 14 an automatic enrollment letter is sent out to the customer for renewal. **Documentation must be dated within 12 months of the renewal submission**

➤ Approval:

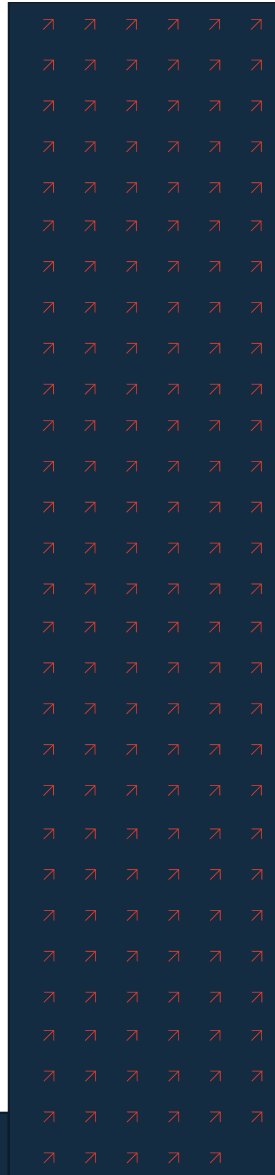
- Customer will know they have been enrolled in HAP when the rate code is preceded by a “D”
- Customer will get a bill message on the first month they are put on the program
- HAP provides a monthly discount of approximately \$40.50



PSEGLI Residential Energy Affordability Partnership - REAP

What is REAP?

- The Residential Energy Affordability Partnership (REAP) is a FREE weatherization program offered by PSEG Long Island, designed to help save energy and lower energy bills
- This program is a year round program and it is once every five years per location, not customer.
- Participation includes an In-Home Energy Survey by a REAP technician and installation of energy saving measures
- Call : (800) 263-6786
- Email: reapli.gr-mfc@lmco.com



Residential Energy Affordability Partnership - REAP

Who Is Eligible for REAP?

- PSEG Long Island customers* who live in a 1 to 4 family dwelling and meet these income guidelines

Size of Household	Maximum Gross Annual Income	Maximum Gross Monthly Income
1	\$45,632 or less	\$3,803 or less
2	\$59,680 or less	\$4,973 or less
3	\$73,728 or less	\$6,144 or less
4	\$87,760 or less	\$7,313 or less
5	\$101,808 or less	\$8,484 or less
6	\$115,856 or less	\$9,655 or less
7	\$118,840 or less	\$9,873 or less

Home Energy Efficiency – psegliny.com/efficiency

Managing Energy Usage

A typical home has dozens of electronics and appliances, each requiring a certain amount of power, or watts, to operate. The electric meter measures the combined wattage used over time, which then determines the charges on your electric bill.

But power can't be measured in pints or pounds. Electrical energy is measured in kilowatt-hours - or kWh. It's not as intimidating as it sounds:

1,000 (kilo) Watts used for one hour = 1 kWh

Here's another way to look at it:

1 kWh = ten 100W bulbs or one 1000W appliance used for one hour

Knowing the wattage of a particular device will help you calculate how many kWh it will use.

For example, an efficient 18W LED bulb (100W incandescent equivalent) used for 3 hours a day over 30 days will use 1.62 kWh:

18W * 90 hours ÷ 1000 = 1.62 kWh

Watts. The Cost.

Using that same 18W bulb as an example, here's a simple equation to estimate the cost of a device's energy use:

$$\frac{\text{Wattage} \times \text{Hours Used per Month} \times \text{Cost per kWh}}{1000} = \text{Cost per Month}$$

18 X 90 X 21¢ = 34¢

1000

(That's **82% less** than running a standard 100W bulb for the same amount of light!)

Saving energy and money is as easy as managing electronics use, like by turning them off when not needed, and choosing devices and appliances that use energy more efficiently.

See the back for more savings ideas.

ESTIMATED ENERGY COSTS TO RUN TYPICAL HOME APPLIANCES AND DEVICES

	Wattage	Hours Used per Month	Est. Cost per Month
Home Comfort			
Water heater (40 gal.)	4500	33	\$ 31.19
Room Air Conditioner	1000	100	\$ 21.00
Central Air Conditioner (3 ton)	3600	158	\$ 116.13
Kitchen			
Range w/ oven	3000	6	\$ 3.78
Dishwasher	1400	18	\$ 5.29
Microwave oven	1100	6	\$ 1.39
Toaster oven	1051	3	\$ 0.66
Refrigerator (frost-free, 16 cf.)	200	730	\$ 30.66
Entertainment			
Television (Digital, HD, >40")	200	149	\$ 6.26
Video game system	36	34	\$ 0.26
Cable box	35	538	\$ 3.95
DVR	17	60	\$ 0.21
Home Office			
Laptop Computer	60	122	\$ 1.54
Mobile device charger	5	90	\$ 0.09
Lighting			
Incandescent Bulb	60	90	\$ 1.13
LED Bulb (60W equivalent)	10	90	\$ 0.19
Laundry			
Clothes dryer	2790	24	\$ 14.06
Clothes washer	255	18	\$ 0.96
Outdoors			
Pool pump	2500	132	\$ 69.30

Your costs may vary based on factors including the number, wattage and age of your electronics, household size and your usage habits.

For an expanded list, visit www.psegliny.com/efficiency



PSEGLI Residential Customer Agreement Options

Two types of residential agreements.

- **Standard Agreement** - 15% down payment of the arrears and the remaining balance over 10 months.

EX. Arrears are \$1,000. The down payment would be \$150 and the remaining \$850 would be divided by 10 equaling \$85 a month in addition to your current bill.

- **Disclosure of Customer Resources (DCR)** – No downpayment and your current bill plus \$10 a month towards the arrears. Financial disclosure of all household income for the prior month and all paid expenses during that same time.

Eligible paid expenses, automobile insurance, rent, mortgage, utility (water, gas, oil), homeowners insurance, property taxes. Depending on the number of children and adults in the household, allotment for Food, Telephone and Personal are factored in.



Critical Care Program

- If a household member relies on life-support equipment they can,
 - File a medical certificate with PSEG Long Island from a certified medical professional or Board of Health
 - The PSEG Long Island account will be noted as “Critical Care”
 - When a severe storm is anticipated, PSEG Long Island will contact the customer so they may wish to make advanced preparations

Qualifying Life Support Devices

- | | |
|--------------------------------|-------------------------------|
| □ Infant Apnea Monitor | □ Respirator/Ventilator |
| □ Cuirass Respirator | □ Hemodialysis Machine |
| □ Positive Pressure Respirator | □ Rocking bed Respirator |
| □ Suction Machine | □ Oxygen Concentrator |
| □ IV feeding Machine | □ IV medical Infusion Machine |
| □ Tank Type Respirator | |

Friendly Follow Up Program

- Our Friendly Follow-Up Program allows customers to designate a relative, trusted friend or social service agency to receive an extra copy of their electric bill should it become overdue
- This extra protection can help keep the account current if the customer is planning a long vacation, lives alone or is unable to make timely payments for other reasons such as illness or an emergency
- The person chosen to receive notification from us will not be responsible for paying the bill, but can help keep track of the electric account



Peace of Mind Program

- This assistance plan for hospitalized customers extends the due date of their bill for an additional 30 days
- Customers who are hospitalized, or have an immediate member of the family in the hospital, qualify for the program

Additional Services

Large Print, Braille and Spanish Bills

Hearing/Speech Impaired – TDD Services

Spanish Speaking Representatives



Referral Program Information

PSEGLI Programs – Psegliny.com

- Billing, account questions, agreements, payments – 1 800 490 0025 / Outages 1 800 490 0075
- Consumer Advocacy – Consumeradvocacyli@pseg.com
- Consumer Advocacy – 631 755 3407
- Residential Energy Affordability (REAP) 1 800 263 6786

State, Federal, Non-Profit Programs – Opening November 2023

- HEAP <https://mybenefits.ny.gov>
 - The Rockaways: 1 800 692 0557
 - Nassau County: 1 516 227 1482
 - Suffolk County: 1 631 853 8825
- Project Warmth – call 211 (Nassau and Suffolk Counties)
311 (Rockaways)





Thank
you