



CONSUMER ASSISTANCE PROGRAMS 2022-23

The Department of Public Service provides a variety of services to protect and assist utility customers. This factsheet provides information on bill payment options and financial assistance programs to help manage utility bills.

BILL PAYMENT OPTIONS

Deferred Payment Agreement - a deferred payment agreement assists consumers who have fallen behind on their bills and cannot pay in full. Your utility can work with you to develop a plan to pay outstanding charges over a specified period based on your ability to pay. The length of the agreement and the amount of each monthly payment will be decided between you and your utility.

Balanced/Budget Billing - a balanced (or levelized) 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; however, it does help you manage your monthly budget.

ENERGY SAVING PROGRAMS & FINANCIAL ASSISTANCE

Government-sponsored programs: Federal and state programs are available to assist consumers with utility costs. Contact the agencies listed below to learn more.

➤ **Home Energy Assistance Program (HEAP):** a federally funded program that provides heating grants to help income-eligible consumers pay for their energy costs. Information regarding the HEAP program can be found by visiting the NYS Office of Temporary and Disability Assistance (OTDA) at the otda.ny.gov/programs/heap/ and mybenefits.ny.gov websites, by calling the NYS HEAP Hotline at 1-800-342-3009. NYC residents can call 311, visit access.nyc.gov, or contact a local Department of Social Services Office. HEAP includes:

- Regular Benefit – assists households that pay a high proportion of house-hold income for heat or heat-related energy.
- Emergency Benefit – assists households who are facing a heat or heat-related energy emergency. If you have an emergency, contact your local Department of Social Services office.
- Heating Equipment Repair and Replacement - helps income eligible homeowners repair or replace furnaces, boilers, and other direct heating equipment necessary to keep their primary heating source functional.
- Clean and Tune Benefit – includes the cleaning of primary heating equipment, but may also include chimney cleaning, minor repairs, installation of carbon monoxide detectors or programmable thermostats, if needed, to allow for the safe, proper, and efficient operation of the heating equipment.
- Cooling Assistance Benefit - provides for cooling assistance services to households that include an individual with a documented medical condition that is exacerbated by extreme heat.

2022-2023 HEAP Benefits Maximum Income Levels	
Household Size	Gross Monthly Income
1	\$2,852
2	\$3,730
3	\$4,608
4	\$5,485
5	\$6,363
6	\$7,241
7	\$7,405
8	\$7,570
9	\$7,734
Maximum income levels increase per additional household member	

- **Low Income Household Water Assistance Program (LIHWAP):** is a drinking water and wastewater emergency assistance program funded through federal resources. Benefits are based on the amount of unpaid water and wastewater bills owed by applicants. This assistance is targeted at low-income households and income guidelines will mirror that of HEAP. Information regarding LIHWAP can be found by visiting otda.ny.gov/programs/water-assistance/.

Utility-sponsored programs: Income-eligible consumers can receive a discount on their monthly electric and/or gas bills, as well as other benefits, depending on the characteristics of the particular utility's program. The chart below includes links to consumer programs available to help manage energy bills.

Central Hudson	<ul style="list-style-type: none"> • Assistance Program • Save Energy & Money
Con Edison	<ul style="list-style-type: none"> • Payment Plans & Assistance • Save Energy & Money (link on homepage)
Corning Natural Gas Corporation	<ul style="list-style-type: none"> • Save Me Money (link on homepage) • Assistance Programs (link on homepage)
Liberty Utilities (formerly St. Lawrence Gas)	<ul style="list-style-type: none"> • Assistance Programs • Energy Efficiency Tips
National Fuel Gas Distribution Corporation	<ul style="list-style-type: none"> • Payment Assistance Programs • Energy Efficiency Programs
National Grid – Long Island (including Rockaway Peninsula) – Metro (Brooklyn, Queens, Staten Island) – Upstate	<ul style="list-style-type: none"> • Preparing for Winter Weather (all territories) • Save Energy & Money (Metro NY link on homepage) • Save Energy & Money (LI link on homepage) • Save Energy & Money (Upstate link on homepage)
New York State Electric & Gas	<ul style="list-style-type: none"> • Energy Assistance Programs • Help with Your Bill • Project Share (Heating Fund Grant)
Orange & Rockland	<ul style="list-style-type: none"> • Payment Plans & Assistance • Save Energy & Money (link on homepage)
PSEG – Long Island	<ul style="list-style-type: none"> • Financial Assistance Programs • Save Energy & Money
Rochester Gas & Electric	<ul style="list-style-type: none"> • Energy Assistance Program • Help with Your Bill • Project SHARE (Heating Fund Grant)

Community-based service programs: Service organizations and local community agencies provide financial aid, counseling services, and assistance with utility emergencies. Contact organizations like the [American Red Cross](#) (800-733-2767), the [Salvation Army](#) (800-728-7825), and [United Way](#) (2-1-1 or 888-774-7633) to learn more.