



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 bill payment options, and financial assistance programs to help manage utility bills.

BILL PAYMENT OPTIONS

Balanced 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; however, it does help you manage your monthly 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 based on your ability to pay. 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

Table with 2 columns: Household Size, Monthly Income. Rows for household sizes 1-13 and an 'Each Add'l' row. Includes a note: *Amount increased per additional household member.

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

Regular Benefit –assists households that pay a high proportion of household income for heat or heat related energy.

Emergency Benefit –assists qualifying income eligible 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.

Heating Equipment Repair and Replacement is available to help income eligible homeowners repair or replace primary heating equipment necessary to keep the home's 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 If you are eligible, you may receive one Cooling Assistance benefit per applicant household for the purchase and installation of an air conditioner or a fan to help your home stay cool.

To learn more visit https://otda.ny.gov/programs/heap/ or contact your local Department of Social Services Office or the NYS HEAP Hotline at 1-800-342-3009 or Nassau County HEAP contact at DSS Phone: (516) 227-8519 or (516) 573-8626 (After Hours), Suffolk County HEAP contact at DSS Phone: (631) 853-8825 or (631) 854-9100 (After Hours).

NYS Electric and Gas Bill Relief Program—Residential customers who receive benefits from a government assistance programs (i.e. HEAP, SNAP) may receive a bill credit on their past-due balance for service through May 1, 2022. To learn more about this program visit: https://www.pseqliny.com/myaccount/customersupport/financialassistance/nys.

Household Assistance Program—is a PSEG Long Island program that provides reduction in the Delivery and System Charge portion of your electricity bill for income-eligible customers. The customer must be the account holder on record for the electric service and the account must be an active account. The customer may be eligible if he/she is a recipient of any of the following programs →

Eligible Programs
Home Energy Assistance Program (HEAP)
Medicaid
Supplemental Nutrition Assistance Program (SNAP)
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

2022 REAP Income Guidelines		
Household Size	Annual Income	Monthly Income
1	\$67,450	\$5,621
2	\$77,050	\$6,421
3	\$86,700	\$7,225
4	\$96,300	\$8,025
5	\$104,050	\$8,671
6	\$111,750	\$9,313
7	\$119,450	\$9,954
8	\$127,150	\$10,596
For each additional person add \$7,700 to Annual Income/\$642 to Monthly Income.		

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 as well as through customer education on energy saving measures. This program provides a free In-Home Energy Survey by a REAP technician. Energy Assessments are being offered in person or remotely. If customers are eligible, they may qualify for installation and/or replacement of energy saving measures such as:

- High-efficiency LED (light-emitting diode) light bulbs.
- Energy efficient appliances—room air conditioner, refrigerator.
- One energy efficient dehumidifier.
- Electric water heater insulating jackets.
- Energy efficient water flow devices.

To learn more PSEG LI consumer assistance programs, visit <https://www.psegliny.com> or call PSEG LI at 1-800-490-0025.

Community-based service programs: Service organizations and local community agencies provide financial aid, counseling services and assistance with utility emergencies.

American Red Cross—responds to emergencies and disasters across the region. Contact the American Red Cross Long Island at 516-747-3500 or visit their website at www.redcross.org/local/new-york/greater-new-york/about-us/locations/long-island.html

BeReadyLI—The BeReadyLI initiative is a collaboration between PSEG Long Island, United Way of Long Island, and 2-1-1 Long Island to help Long Islanders be prepared before, during, and after a disaster. Visit <https://www.bereadyli.org/> to learn more.

Salvation Army—provides recovery efforts for large-scale disasters. Download their Disaster Preparedness Handbook, visit their website at www.salvationarmyusa.org/usn/help-disaster-survivors/, or call 1-800-725-2769.

United Way Long Island—provides vital support to Long Island families to ensure more resilient and equitable communities. Visit www.UnitedWayLI.org call 1-631-940-3700

211 Long Island—provides Long Islanders with free, comprehensive connection to non-emergency health and human services on a day-to-day basis and in times of disaster. Dial 2-1-1 to speak to a call center specialist or visit www.211ny4regions.communityos.org/longisland to search their database for community, social or government services.

Project Warmth— is an emergency assistance program administered by United Way of Long Island to help families and individuals with energy emergencies. Visit www.unitedwayli.org/projectwarmth, call 1-888-774-7633 (Monday-Friday, 9am-5pm), or 2-1-1. 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. Available until funds are exhausted.

To learn more about consumer protections or other utility consumer assistance programs, visit www.dps.ny.gov/longisland/managingutilitycosts or call 1-800-342-3377.