



Consumer Assistance Programs 2024-25



The Department of Public Service and other government agencies provide a variety of services to protect and assist utility customers.

This factsheet contains information on bill payment options, energy saving options, and financial assistance programs to help manage utility bills.

For more details, scan below using your phone's camera.



visit www.dps.ny.gov/ask-psc
call 1-800-342-3377

GOVERNMENT-SPONSORED PROGRAMS

Federal and state programs are available to assist consumers with utility and energy costs.



Home Energy Assistance Program (HEAP):

HEAP is a federally funded program that provides heating grants to help income-eligible consumers pay for their energy costs. Benefits also include heating equipment repair and replacement; cleaning and tuning of equipment to allow for the safe, proper, and efficient operation of the heating equipment; and cooling assistance services to households that include an individual with a documented medical condition that is exacerbated by extreme heat.

Information regarding the HEAP program can be found by:

- Website: visit the NYS Office of Temporary and Disability Assistance at the otda.ny.gov/programs/heap/ and mybenefits.ny.gov. NYC residents visit access.nyc.gov.
- Telephone: call the NYS HEAP Hotline at 1-800-342-3009. NYC residents can call 311.
- Contact a local Department of Social Services Office.



Lifeline Telephone Service:

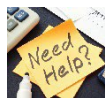
Lifeline is an assistance program offered by many telephone providers, including landline and some wireless and cable companies, to help income eligible consumers save money on their phone bills. Contact your telephone service provider or visit www.dps.ny.gov/lifeline-telephone-service for more details.



Energy Savings Programs: New York State offers energy efficiency measures to help low- and moderate-income households (homeowners or renters) save energy and money toward energy improvements.

- **NYS EmPower+** provides income eligible households with a no-cost home energy assessment to pinpoint where energy and dollars are being wasted. Participants may receive no-cost direct install improvements and financial discounts for energy efficiency improvements not covered by other program incentives. For more information, contact NYS Energy Research & Development Authority (NYSERDA) at www.nyserda.ny.gov/All-Programs/EmPower-New-York-Program or call 1-877- NYSMART.
- **NYS Weatherization Assistance Program** assists income-eligible homeowners and some renters to reduce heating and cooling costs through energy-conservation measures, while also addressing health and safety issues in their homes. Contact the NYS Homes and Community Renewal at www.hcr.ny.gov/weatherization or call (518) 474-5700.

UTILITY-SPONSORED PROGRAMS



NYS major electric and natural gas utilities offer bill management programs and financial assistance programs. Contact your utility to learn more.

- **Deferred Payment Agreements –**
Deferred payment agreements assist consumers who have fallen behind on their bills and cannot pay in full. Your utility can work with you to develop an affordable plan to pay outstanding charges over a specified period based on your ability to pay.
- **Energy Affordability Programs –**
All large electric and natural gas utilities provide discounts to income-eligible consumers on their monthly electric and/ or gas bills. Contact your utility for information on eligibility, monthly benefit amounts, and any application procedures. Utility information is also available at www.dps.ny.gov/energy-affordability-program or by calling 1-800-342-3377.
- **New York Energy Advisor –**
The Energy Advisor is sponsored by NYS energy utilities and NYSERDA and helps connect income- eligible utility consumers with a customized list of energy-related assistance programs. Visit www.energyadvisor.ny.gov/.
- **Billing Management Programs –**
Balanced (or levelized) billing plans provide equal monthly payments to help 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 can help you manage your monthly budget.

COMMUNITY-BASED SERVICE PROGRAMS



Service organizations and local community agencies provide financial aid, counseling, and assistance with utility emergencies. Contact organizations like the [American Red Cross](http://www.americanredcross.org) (800-733-2767), the [Salvation Army](http://www.salvationarmyusa.org) (800-728-7825), and [United Way](http://www.unitedway.org) (2-1-1 or 888-774-7633) to learn more.