

# Welcome to NY State's Interagency Winter Preparedness Workshop

**Please note:**

- **Your line is muted on entry**
- **The workshop will begin shortly**
- **For technical difficulties, call: 1-800-342-3330**



Department of Public Service | New York State Energy Research and Development Authority  
NY Power Authority | Office of Temporary and Disability Assistance  
Office for the Aging | Homes and Community Renewal

# Winter Preparedness Workshop

A FREE EVENT OPEN TO THE PUBLIC  
TO LEARN ABOUT WINTER ENERGY AND ASSISTANCE

JANUARY 9, 2025

# Agenda

## 1. Introductions

## 2. Agency Presentations

- HCR
- NYPA
- NYSERDA
- NYSOFA
- DPS
- OTDA

## 3. Q&A

**“From Montauk to Buffalo,  
and everywhere in between,  
New Yorkers are facing  
affordability challenges.”**

GOVERNOR KATHY HOCHUL





# Homes and Community Renewals (HCR)

# Weatherization Assistance Program Overview

**Jasmine Catalano**



**New York State  
Homes and Community Renewal**

# WEATHERIZATION BASICS

- **Intent: increase energy efficiency in housing occupied by low-income persons**
- **Assists all residential types (single-family, multi-family, owner occupied, mobile homes, etc.)**
- **Strong quality assurance component**
- **Emphasis on health & safety**
- **Funded by US DOE and HHS (LIHEAP)**
- **Income eligibility – HEAP guidelines**



**New York State**  
**Homes and Community Renewal**

## WEATHERIZATION FUNDING

- NYS Homes and Community Renewal (HCR) receives annual allocations
- Funds provided by US DOE (Weatherization) and US HHS (HEAP)
- Regular 2024 WAP – \$67.5 Million (6,500 units)
- Bipartisan Infrastructure Law (BIL) – \$289 Million (~18,000 units)
- Average Cost Per Unit ~\$8,000



New York State  
**Homes and Community Renewal**



# PROGRAM STRUCTURE

- Services delivered by non-profit partners
- Households with incomes at or below 60% of state median income are eligible for assistance
- Assisted households are HEAP clients; priority is given to seniors, persons with disabilities, families with children
- Eligibility and building qualification rules
  - 66% of building residents must be low-income
- Owner participation and tenant protections
  - Owners generally provide 25% match
- Process/timing – refer to Policy and Procedure Manual (PPM)



**New York State**  
**Homes and Community Renewal**

# TYPICAL WEATHERIZATION MEASURES

- Investments determined by energy audit
  - Each measure must be cost-effective
- Heating systems
- Air sealing
- Insulation
- Electric baseload reduction
- Health & safety work
- Incidental repairs



**New York State**  
**Homes and Community Renewal**

# STANDARDS AND PROTOCOLS

- Policy and Procedures Manual (PPM)
- Standard Work Specifications
- Weatherization Field Guide
- Quality Control Inspections/Quality Work
- Other state & federal requirements
  - Procurement (formal bidding)
  - Historic review (SHPO)
  - Minority/women owned business utilization (MWBE)



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**Homes and Community Renewal**

# RENEWABLES AND OTHER INNOVATIVE MEASURES

## Weatherization Readiness Funds (WRF)

- \$5.9 million
- Can be used to address building repairs that prevent eligible WAP buildings from being weatherized. The funds can be used to keep projects from being deferred or can work to take them off deferral lists and make them active projects
- Additional emphasis on health & safety measures
- Average Cost Per Unit ~ \$20,000

## Sustainable Energy Resources for Consumers (SERC)

- BIL SERC PY24 - \$25 million (~1500 units)
- Will provide energy retrofits, solar PV, thermal DHW and heat pumps



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**Homes and Community Renewal**

## MAINTAINING THE WHOLE HOUSE APPROACH

- **Weatherization works because it addresses the whole building**
  - **Facilitates coordination with other programs**
  - **Leverages other funding**
  - **Maximizes energy savings**
  - **Preserves housing**
  - **Identifies health, safety, and structural concerns**



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# HEALTHY HOMES AND WEATHERIZATION

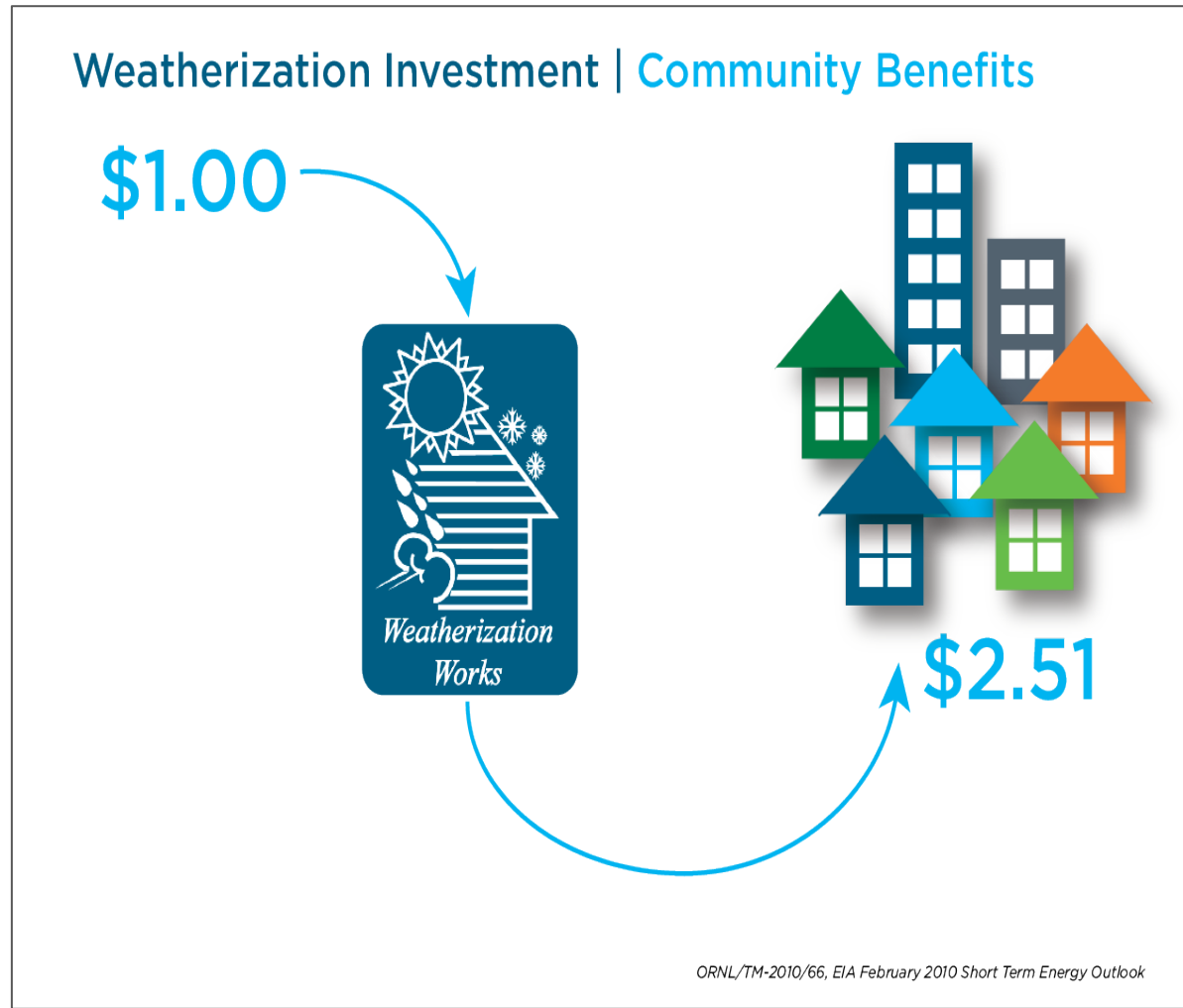
- **Subgrantees must defer work where extensive hazards exist**
  - Use of WRF funds to reduce deferrals where able
- **Trained WAP staff work lead-safe to minimize risks during installation of efficiency measures**
- **They identify and, where possible, correct mold, moisture and other asthma triggers**
- **Also address indoor air quality issues such as carbon monoxide**



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# NON-ENERGY BENEFITS

# Weatherization provides substantial non-energy benefits



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# INCREASED ACCOUNTABILITY AND WORK QUALITY

- Policy and Procedures Manual updated regularly
- Quality initiatives
  - Quality work plans
  - Standard work specifications
  - Certification and training
- Improved oversight and monitoring
  - Annual evaluations
  - Compliance
- Incorporate innovative technologies



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**Homes and Community Renewal**

## CONTACT US

[weatherization@hcr.ny.gov](mailto:weatherization@hcr.ny.gov)

518-474-5700

Jasmine Catalano

[Jasmine.Catalano@hcr.ny.gov](mailto:Jasmine.Catalano@hcr.ny.gov)



**New York State**  
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**NY Power  
Authority**



Department of Public Service | New York State Energy Research and Development Authority  
NY Power Authority | Office of Temporary and Disability Assistance  
Office for the Aging | Homes and Community Renewal

# **New York Power Authority**

# **Energy Education & Weatherization Workshop**

JANUARY 9, 2025





# New York Power Authority



# **Energy Education and Weatherization Workshop**



# Weatherization Workshop Overview

- Provide easy low-to-no cost ways to conserve energy and lower utility bills while improving comfort
- Interactive hands-on learning
- Workshops are 1 – 1.5 hours long
- Food provided
- Participants receive a free Weatherization Kit with a step-by-step installation manual



# Free Weatherization Kits Include:

- Squeeze Tube Caulk
- LED Night Lights with Photocell
- LED Light Bulb
- Self-Adhesive Door Sweep
- Hot Water Gauge
- Deluxe Shrink Wrap Window Kit
- Self-Adhesive Weather-strip Foam Tape
- Bi Metal Refrigerator Freezer Thermometer
- Smart Power Strip





# Workshop Topics and Goals

## Topics:

- Heating and Cooling
- Water Conservation
- Appliances
- Lighting
- Resources

## Goals:

- Identify the biggest energy users in your home
- Answer energy questions and concerns
- Identify actions that can be taken
- Develop an action plan





# Supporting Community Energy Literacy



- Help alleviate high energy burden faced by some low or middle-income families
- Simple and renter-friendly demonstrations that don't require tools
- Free for your organization and participants

# Stakeholders



- Community Based Organizations
- Housing Services Organizations
- Refugee and Immigrant Centers
- Faith-Based Organizations
- Public Libraries
- Senior Centers
- Housing Authorities

# How to Host a Workshop

- Coordinate workshop logistics
- Distribute information to stakeholders
- Collect event registrations
- Provide support as needed during the event

## Contact Us:



- [Environmental.Justice@nypa.gov](mailto:Environmental.Justice@nypa.gov)
- Matt Caruso: [Matthew.Caruso@nypa.gov](mailto:Matthew.Caruso@nypa.gov)
- Amy Liang: [Xiaoxin.Liang@nypa.gov](mailto:Xiaoxin.Liang@nypa.gov)



- (914) 287-3084



- Visit [nypa.gov](http://nypa.gov)





**NYSERDA**

# **Stay Connected and Informed**

Keep up to date on NYSERDA programs, offerings and information  
[nyserdera.ny.gov](https://nyserdera.ny.gov)



# **Single Family Residential Program EmPower+ Overview**



# EmPower+

- NYSERDA's Single Family Residential programs have served low- and moderate-income households with energy efficiency services for over 20 years.
- EmPower+ provides low- and moderate-income households throughout New York State no-cost home energy assessments and incentives to offset the cost of energy efficiency upgrades with the emphasis on making homes heat-pump ready. Heat pump ready homes have sufficient insulation levels to minimize the cost impact of the home's the transition to electricity.
- The program serves an average of 25,000 households annually through a network of around 200 Participating Contractors and Vendors.

# Customer Eligibility

EmPower+ is open to both owners and renters of:

- Single-family homes and 2-4 unit rental properties
- Renters will need permission from building owner to take advantage of comprehensive energy efficiency measures

## Income Requirements

- Low-Income: Households earning less than 60% State Median Income
- Moderate Income: Households earning between 60% and 80% State Median Income and Area Median Income (whichever is higher)

# EmPower+ Project Funding

EmPower+ provides services statewide; however, program funding source requirements may limit where Program funds can be spent.

- System Benefits Charge (SBC) funded projects are limited to households of the main investor-owned utilities who pay into the SBC (No Long Island or Muni)
- New Efficiency New York projects are funded based on the customer's eligible electric or gas utility
- OTDA/RGGI/State & Federal Funds projects can be used statewide

EmPower+ project approval is subject to the availability of funds at the time of work scope submission.

# Program Overview

- Provides the following at no-cost, for both low- and moderate-income households
  - A home energy assessment
  - Direct Install measures, such as energy efficient lighting, weather stripping
- Provides no-cost or low-cost energy efficiency measures including
  - Insulation and air sealing
  - Replacement of old, inefficient refrigerators and freezers
  - Heating and hot water repair/replacements. For replacements, prioritization of heat pump technology
- Project eligible for Quality Assurance Inspection for up to 1 year following completion of work. Approximately 15% of completed projects are inspected.

# EmPower+ Incentives

For low-income households, EmPower+ covers up to 100% of the cost of eligible work up to the Program caps, with the Program setting the prices for most measures.

- Single-Family Homes - \$10,000 cap
- 2-4 Family Rental Homes - the initial \$10,000 plus \$5,000 for each additional income-eligible unit
- If 50% or more of units are income eligible then entire project is considered low-income



# EmPower+ Incentives

For moderate-income households, the discount is up to 100% of cost of eligible work. Pricing is determined by the household and Participating Contractor.

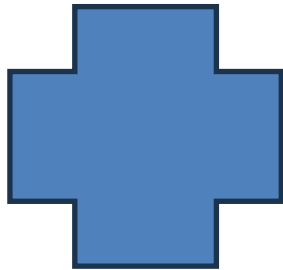
- Single-Family Homes - \$5,000 cap
- 2-4 Family Rental Homes - the initial \$5,000 plus \$2,500 for each additional income-eligible unit
- If 50% of units are income-eligible then entire project is considered moderate-income

Low-interest financing available for low- and moderate-income households with rates ranging from 4.00% - 4.50%

# HEAR/EmPower+ Incentives

- NYSERDA will combine the Home Electrification and Appliance Rebate Program (HEAR) funding with current EmPower+ funding as a single program offering through EmPower+. After the project is complete, the customer will receive a letter telling them the exact amount of HEAR funding they received.

- Current EmPower+
- < 60% SMI (Tier 1)- \$10,000
- 60-80% AMI (Tier 3)- \$5,000



## HEAR- maximum per unit measure incentive

- Heat Pumps- \$8,000
- Heat Pump Water Heaters- \$1,750
- Electrical Service Upgrade (panel box)- \$4,000
- Electrical Wiring Upgrade- \$2,500
- Air Sealing, Insulation and Ventilation- \$1,600

Maximum Incentive \$14,000



## Total maximum possible EmPower+ Funding

Tier 1- \$24,000

Tier 3- \$19,000

(total eligible amount is project-dependent based on the combination of measures)

# Process - Application to Completion

- Customer applies either online or with a paper application the application can be accessed at <https://www.nyserda.ny.gov/empower>
- Contact your [Regional Clean Energy Hub](#)
- Following application, a Program Contractor will schedule a site visit
- No-Cost Home Energy Assessment
  - Identifies opportunities for the household to save energy
  - Energy education provided
  - Direct Install during assessment typically restricted to minor electric savings measures, such as the installation of LED lighting
- Contractor develops a work scope then proposes project to NYSERDA

# Process - Application to Completion

continued...

- Work scope approved by program implementor- auto-approved of CLEAResult reviews approves project, typically within 2 days of project work scope submission.
- Energy efficiency measures installed by the contractor
- Customer confirms project completion
- Contractor uploads completion documentation, program implementor reviews and approves project for payment
- NYSERDA issues payments
- Approximately 15% of projects selected for third-party Quality Assurance Inspection-Inspections completed by Honeywell.

# EmPower+ Referrals

NYSERDA routinely receives referrals from utilities and agencies like OTDA.

- These referrals are households that have been income verified are income-eligible for EmPower+
- Referrals are maintained in a Salesforce database and monthly, households are batched and mailed an application package
- The application package provides information about EmPower+ and an application. The household is provided with a referral code which can be entered online or on the paper application. Applications with a referral code are not required to provide additional income documentation.



# Program Implementation Support Teams

## **Intake Implementation Contractor (Shared Services)-Currently TRC**

- Provide Customer Support for prospective customers
- Review and approve EmPower+ applications
  - Oversees the Call center and Help Desk Ticketing intake and triage up to the work scope

## **Technical Services Contractor- Currently CLEAResult**

- Assign Participating Contractors to projects
- Provide account managers who are assigned to each Participating Contractor and provides Program and technical support as needed
- Review and approve project work scopes
- Oversee Participating Contractor customer concerns and quality assurance compliance
- Review Participating Contractor performance in the Program
- Review and approve Participating Contractor project completion paperwork for payment (part of the transition)

## **Loan Originator-Currently EFS/SlipStream**

- Review and approve loan applications
- Review and approve loans for Single Family Residential projects
- Distribute loan payments to Participating Contractors for completed projects

# Program Implementation Support Teams

## **Quality Assurance Contractor –Currently Honeywell**

Schedule Quality Assurance inspections for 15% of project completions and for households who requested them within one year of project completion

Perform in-field quality assurance inspections and report findings to Participating Contractor and Technical Services Implementor

## **Loan Servicing Contractor-Currently Concord**

Following the completion of a project with a loan, the loan and associated project completion work is transferred from SlipStream to Concord, who will then collect the loan payment from the customer

Maintains the loan and payment processing until the loan obligation is fulfilled

## **Regional Clean Energy Hubs- 12 Regional Awardees**

Help residents, businesses, and multifamily building owners reduce their energy use and energy costs and make informed energy decisions. NYSERDA's partners are dedicated to helping New Yorkers save money and live or work more comfortably.

Work with households to complete Program paperwork and foster them through NYSERDA's residential programs

# Helpful Links and Contacts

- EmPower+ Program website: [www.nyserda.ny.gov/empower](http://www.nyserda.ny.gov/empower)
- Income Guidelines: <https://www.nyserda.ny.gov/All-Programs/EmPower-New-York-Program/Eligibility-Guidelines>
- Application: [www.nyserda.ny.gov/empower-apply](http://www.nyserda.ny.gov/empower-apply)
- Program Manual and Program Updates: <http://hpwescontractorsupport.com/>
- Regional Clean Energy Hubs: <https://www.nyserda.ny.gov/All-Programs/Regional-Clean-Energy-Hubs>
- Questions 1-866-NYSERDA, [info.residential@nyserda.ny.gov](mailto:info.residential@nyserda.ny.gov)

# Regional Clean Energy Hubs



# Background

- Up to \$61 million allocated over 4 years to establish Clean Energy hubs in each economic development region of NYS
- Funded through Clean Energy Fund (Statewide LMI Portfolio) and Regional Greenhouse Gas Initiative (RGGI)
- Delivered through community-based organizations and non-profit organizations with demonstrated reach in disadvantaged communities; 12 hubs in total (3 in NYC)

Region	Counties Served	Contact
Capital Region	Albany, Columbia, Greene, Rensselaer, Saratoga, Schenectady, Warren and Washington	Susan Cotner ( <a href="mailto:energy@ahphome.org">energy@ahphome.org</a> )
Central New York	Cayuga, Cortland, Madison, Onondaga and Oswego	EnergySmart CNY ( <a href="mailto:energyadvisor@agreeny.org">energyadvisor@agreeny.org</a> )
Finger Lakes	Genesee, Livingston, Monroe, Ontario, Orleans, Seneca, Wayne, Wyoming and Yates	AMPED Coordinator ( <a href="mailto:hub@climategfl.org">hub@climategfl.org</a> )
Long Island	Nassau and Suffolk	Michael Fiorentino ( <a href="mailto:licleanenergy@cornell.edu">licleanenergy@cornell.edu</a> )
Mid-Hudson	Dutchess, Orange, Putnam, Rockland, Sullivan, Ulster and Westchester	Mid-Hudson Energy Choices ( <a href="mailto:MidHudsonEnergy@cornell.edu">MidHudsonEnergy@cornell.edu</a> )
Mohawk Valley	Fulton, Herkimer, Montgomery, Oneida, Otsego and Schoharie	Mohawk Valley Energy Smart Choices ( <a href="mailto:energyandenv@cornell.edu">energyandenv@cornell.edu</a> )
NYC Bronx/Brooklyn	Bronx and Kings (Brooklyn)	Bronx & Brooklyn Hub Coordinator ( <a href="mailto:Connect@BxBKEnergyHub.org">Connect@BxBKEnergyHub.org</a> )
NYC Manhattan	New York (Manhattan)	Eliza Klein ( <a href="mailto:eliza.klein@weact.org">eliza.klein@weact.org</a> )
NYC Queens/Staten Island	Queens and Richmond (Staten Island)	Maya Sunil (S.I.) ( <a href="mailto:msunil@nhsofsi.org">msunil@nhsofsi.org</a> ) Kieran Micka-Maloy (Qns) <a href="mailto:kmickamaloy@prattcenter.net">kmickamaloy@prattcenter.net</a> Carol Townsend (Qns) ( <a href="mailto:ctownsend@nhsofqueens.org">ctownsend@nhsofqueens.org</a> )
North Country	Clinton, Essex, Franklin, Hamilton, Jefferson, Lewis, and St. Lawrence	Erin Griffin ( <a href="mailto:egriffin@adirondack.org">egriffin@adirondack.org</a> )
Southern Tier	Broome, Chemung, Chenango, Delaware, Schuyler, Steuben, Tioga, and Tompkins	Smart Energy Choices ( <a href="mailto:smartenergychoices@cornell.edu">smartenergychoices@cornell.edu</a> )
Western New York	Allegany, Cattaraugus, Chautauqua, Erie, and Niagara	PUSH Green Hub Coordinator ( <a href="mailto:pushgreen@pushbuffalo.org">pushgreen@pushbuffalo.org</a> )



# Regional Clean Energy Hub Objectives

**Increase awareness of and access to clean energy solutions and opportunities.**

**Increase public participation in energy planning and program coordination activities.**

**Increase uptake of clean energy projects, with support for accessing wrap around services/resources.**

**Increase partnerships and diversity of contractor that result in scalable activities and projects.**

**Advance local capacity to engage with community members about clean energy policy, technologies and opportunities.**

**Support career pathways for individuals currently residing in DACs and priority populations.**

# Regional Clean Energy Hub Activities

- **Outreach & Awareness** – conduct outreach focused on disadvantaged communities, to provide access to available programs and resources, with the goal of increasing participation within programs and access resources.
- **Campaigns** – conduct targeted community campaigns with the goal of aggregating demand to reduce soft costs and to move toward a more integrated approach to community campaigns and a more robust, technology agnostic model that will promote a range of clean energy technologies and solutions.
- **Energy Education** - Conduct energy literacy and energy education opportunities as part of events, campaigns, or as stand-alone events.
- **Partnerships** – Through existing relationships, or the ability to form relationships with, external entities and partners currently operating in disadvantaged communities to increase access to and accelerate participation in clean energy programs and solutions

# Regional Clean Energy Hub Activities

continued...

- **Project Coordination** - Provide program and loan application assistance, work with partner organizations to refer customers and coordinate NYSERDA -funded projects with other local, state, or federal programs and resources.
- **Equitable Engagement & Regional Capacity Building** - Implement strategies for comprehensive stakeholder engagement in the form of a Regional Equitable Engagement Plan. Use a variety of methods to collect feedback and share information that ensures awarded funds provide direct, meaningful, and measurable benefits to disadvantaged communities.
- **Workforce and Small Business Development** - Work with local training partners and clean energy businesses, to contribute to increased workforce development and economic opportunity for people and businesses in disadvantaged communities to fully participate in the clean energy economy.
- **Local Project Support** - address barriers to engagement in the clean energy economy or other needs in disadvantaged communities.

# Regional Clean Energy Successes

- **Clean Energy Program Referrals: 8,124**
- **Outreach Efforts: 2,104**
- **People Engaged: 81,999**
- **New Partnerships: 100**
  - **20 with municipalities**

Data is self reported

# NYSERDA Contacts

## EmPower+ Program

Single Family Residential Team

- Uthman Aziz [uthman.aziz@nyserda.ny.gov](mailto:uthman.aziz@nyserda.ny.gov)

## Regional Clean Energy Hub

Energy and Climate Equity Team

- Jessica Ortiz-Lomasney [jessica.Ortiz@nyserda.ny.gov](mailto:jessica.Ortiz@nyserda.ny.gov)
- Lori Clark [lori.clark@nyserda.ny.gov](mailto:lori.clark@nyserda.ny.gov)



**Office for  
the Aging**

## **A Winter Energy & Safety Resource for Older Adults**

**Alicia Saure**  
**Local Program Operations**



# New York State Office for the Aging (NYSOFA)

*It is the mission of the New York State Office for the Aging to help all older New Yorkers to be as independent as possible for as long as possible, with an emphasis on hard-to-serve and diverse populations. NYSOFA fulfills this mission through advocacy, development, and delivery of person-centered, consumer-oriented, and cost-effective policies, programs, and services that support and empower older adults and their families, in partnership with a network of public and private state and community organizations.”*

- Promoting/administering person-centered **programs and services** for older adults, caregivers and persons with disabilities.
- Aging Network partnerships: **59 county-based Area Agencies on Aging (AAAs)** and nearly **1,200 community organizations**.
- Recognizing access to affordable energy is a driver of social determinants of health, NYSOFA partners with other NYS agencies on initiatives dedicated to improving access to energy affordability, energy efficiency and access, including:
  - *NYSOFA and the aging network provide outreach, information and assistance to beneficiaries on the Home Energy Assistance Program (HEAP); NYSOFA participates in: HEAP Interagency Taskforce; Weatherization Policy Council; Extreme Heat Workgroup; Emergency Management Access & Functional Needs Workgroup; Interagency Winter Workshops, etc.*

## Combating Ageism and Stereotypes

### The Social, Economic & Intellectual Contributions of Older NYers

- There are 4.6 million New Yorkers age 60+ (ranking NY fourth in the nation).
- **935,000 individuals age 60+** contribute **495 million hours** of community service at an economic value of **\$13.8 billion**.
- **64% of individuals age 60+** own their own homes and have **no mortgage, contributing directly to the local tax base**.
- **4.1 million caregivers** (average age of 64) provide unpaid care for a loved one at a total market value of **\$32 billion**.
- Individuals age 50+ account for the most **volunteering, philanthropy, entrepreneurs, and donation activities** in the U.S.
- **80% of NYS Retirement System Payouts Stay in NY** (\$10.6 billion annually).

# Older Adults and Energy Costs

## What is an Energy Burden?

Energy burden is the percentage of gross household income that is spent on energy costs.

Households with the highest energy burdens:

- Older adults
- Low income
- Persons with disabilities
- Native Americans
- Racial and ethnic minorities
- Renters and residents of multifamily units
- Other disadvantaged communities

Learn more: <https://www.energy.gov/eere/energy-equity-and-environmental-justice>

(Source: Office of Energy Efficiency & Renewable Energy)



**Office for  
the Aging**

# Older Adults and Cold – An Increased Risk

Older adults are more likely to have certain chronic medical conditions that make it harder to stay warm:

- Diabetes can prevent blood from flowing normally to provide warmth.
- Thyroid problems can affect the body's ability to maintain a normal body temperature.
- Parkinson's disease and arthritis can make it challenging to put on more clothes, use a blanket, or get out of the cold. This can cause increased risk of falls.
- **Certain medications** can reduce blood flow to the extremities. (This includes some **over-the-counter** cold and flu medications, and **prescription medicines** used to manage blood pressure.) Check with your health care professional.

Source: NIH National Institute on Aging (NIA).

# Health and Safety Risks-Right at Home

About 20% of injuries related to exposure to cold occur **inside** the home. Older adults and persons with disabilities are the highest risk groups and face poorer health outcomes.

Hypothermia occurs when the body's core temperature drops below 95°F. Hypothermia can also occur at cool temperatures (above 40°F) if you become chilled from rain, sweat, or being in cold water.

Health risks of hypothermia include arrhythmia (irregular heartbeat), heart failure, and damage to the kidneys or liver. Hypothermia affects the brain and makes it difficult to think clearly, so people may not realize what is happening and that they need help. It's important to be aware of warning signs and early symptoms, including:

- Cold feet and hands
- Puffy or swollen face
- Pale skin
- Shivering or shaking
- Slowed or slurred speech
- Feeling sleepy, angry, or confused

Source: NIH National Institute on Aging (NIA).

## **Increasing Awareness and Making Connections Our AAA/Network Provider Strengths**

**NYSOFA's partnership with 59 AAAs (also known as offices for the aging) and 1,200 community partners offers:**

- A trusted and established network serving vulnerable populations with a 40-year record of strong community-based relationships.**
- Experience with hospital transitions, evidence-based programs, and cultural and linguistic competence.**
- A holistic approach, helping people at home, serving as the “eyes and ears” for medical professionals across all settings.**
- A single point of entry for individuals needing an array of support services.**
- Serving clients for life – not episode-focused, nor insurance-driven.**



# Our Infrastructure: By the Numbers

- 59 county-based AAAs and 1,176 contractors supporting the community-based care needs of older adults and their caregivers
- 777 senior centers
- 819 congregate meal sites
- 315 central kitchens
- 2,057 home-delivered-meal routes
- 41 highest-level evidence-based interventions (EBIs) serving 35,651 older New Yorkers

# Home and Community Based Services Provided by the Network of Aging Professionals

- Home delivered meals (HDMs)
- Congregate meals
- Nutrition counseling and education
- Senior center programming
- Health promotion and wellness
- Evidence Based Interventions: CDSMEs, fall prevention, etc.
- Volunteer opportunities
- Caregiver supports
- Respite
- Legal services
- Home modifications, repairs
- Info and Assistance – i.e., HEAP, SNAP, Weatherization Assistance Programs.
- NY Connects (ADRC) – LTSS I&A/R, options counseling, benefits and application assistance
- Health Insurance Information, Counseling and Assistance (HIICAP)
- Personal Care Level I and II (non-Medicaid)
- Case management
- Ancillary services such as Personal Emergency Response System (PERS) and assistive devices
- Innovative technologies addressing social isolation – ElliQ, Blooming Health, GetSetUp
- Social adult day services
- Transportation to needed medical appointments, community services and activities
- Employment – Title V
- Long Term Care Ombudsman



# NYSOFA's Partners in Promoting Energy Efficiency and Affordability

- **Energy Research and Development Authority (NYSERDA):** Clean Energy Hubs
- **Office of Temporary and Disability Assistance-Home Energy Assistance Program (HEAP):** Benefit Programs Include Heating & Cooling, Clean and Tune, Equipment Replacement and Repair
- **NYS Power Authority:** Weatherization Programs, Environmental Justice
- **Homes and Community Renewal (HCR):** Weatherization Assistance Program
- **Department of Public Service (DPS):** Energy Affordability Program

Office for the Aging  
New York State Office for the Aging  
Nov 1 · 🌐

Office of Temporary and Disability Assistance · Follow  
Nov 1 · 🌐

Applications for the Home Energy Assistance Program open Nov. 1. Eligible households can receive up to \$996 to help heat their homes this winter. <https://otda.ny.gov/programs/heap/>

**Don't let home heating bills freeze your budget!**  
More than 1.7 million New Yorkers received heating aid last year.  
You may be eligible.

NEW YORK STATE  
Office of Temporary and Disability Assistance  
Home Energy Assistance Program

# Connecting with Help and Assistance

**NY Connects:** a trusted one-stop for information about long term services and supports in every community.

- Personalized referral and application assistance.
- Online resource directory: <https://www.nyconnects.ny.gov/>.
- Statewide telephone line: **1-800-342-9871** – connects callers with local offices for assistance.

# Connecting with Help and Assistance

**AAA Directory:** contact your local Area Agency on Aging directly to connect with programs and services

<https://aging.ny.gov/local-offices>

**Health Insurance Information Counseling and Assistance Program (HIICAP):** Specially trained counselors answer questions about Medicare and long-term care insurance at HIICAP counseling sites.

<https://aging.ny.gov/health-insurance-information-counseling-and-assistance-program-hiicap>.

**The Long Term Care Ombudsman Program (LTCOP):** Regional Ombudsmen help older adults and people with disabilities who live in facility settings understand and exercise their rights.

<https://aging.ny.gov/long-term-care-ombudsman-program>.

Call (855) 582-6769 to reach your Ombudsman.



# **NYS DEPARTMENT OF PUBLIC SERVICE**



# NYS Department of Public Service

## NYS Public Service Commission

- **Regulates** the state's electric, gas, steam, telecommunications, and water utilities.
- **Oversees** the cable industry.
- **Ensures** safe, secure, and reliable access to utility services at just and reasonable rates.



# Energy Affordability Program (EAP)

- Participating customers are automatically enrolled in the utility's budget or levelized billing plan. Customers may opt out.
- In August 2021, the PSC made significant improvements to the EAP including:
  - Modified discount calculation to better reflect actual customer data.
  - Expanded eligibility criteria to capture more low-income customers.
  - Development of uniform self-certification process to enroll in EAP

# Who can benefit from EAP?

- Utility customers in receipt of public assistance through various programs. For example, National Grid is below:

- **HEAP**
- **Supplemental Nutrition Assistance Program (SNAP)**
- **Bureau of Indian Affairs General Assistance**
- **Tribally-Administered Temporary Assistance to Needy Families**
- **Tribal Head Start**
- **Food Distribution Program on Native American Reservations**

- **Federal Lifeline Program**
- **Child Health Plus**
- **Utility Guarantee/Direct Vendor programs**
- **Temporary Assistance for Needy Families (TANF)**
- **Safety Net Assistance**
- **Veterans Disability Pension/Surviving Spouse Pension**
- **Federal Public Housing**
- **Medicaid**
- **Supplemental Security Income (SSI)**

# Who can benefit from EAP?

- If utility customers are not auto-enrolled in EAP and are receiving benefits from a qualified program, contact the utility by:
  - Phone
  - Email
  - Other digital service

A promotional banner for Con Edison with a dark background and a woman's face partially visible on the right. The text is white and blue.

**Contact Con Edison**

Whether you call, write, or visit we will do our best to provide quick and courteous service.

**LIVE CHAT**   **EMAIL**   **1-800-752-6633**

# EAP (Low-Income Credit) Information Sources

Utility	Web Address
Central Hudson	<ul style="list-style-type: none"><li>○ <a href="https://www.cenhud.com/en/account-resources/assistance-programs/">https://www.cenhud.com/en/account-resources/assistance-programs/</a></li></ul>
Con Edison	<ul style="list-style-type: none"><li>○ <a href="https://www.coned.com/en/accounts-billing/payment-plans-assistance/help-paying-your-bill">https://www.coned.com/en/accounts-billing/payment-plans-assistance/help-paying-your-bill</a></li></ul>
National Fuel	<ul style="list-style-type: none"><li>○ <a href="https://www.nationalfuel.com/utility/payment-assistance-programs/">https://www.nationalfuel.com/utility/payment-assistance-programs/</a></li></ul>
National Grid	<ul style="list-style-type: none"><li>○ <a href="https://www.nationalgridus.com/Upstate-NY-Home/Bill-Help/Energy-Affordability-Program">https://www.nationalgridus.com/Upstate-NY-Home/Bill-Help/Energy-Affordability-Program</a></li><li>○ <a href="https://www.nationalgridus.com/NY-Home/Bill-Help/Energy-Affordability-Program?regionkey=nymetro&amp;customertype=home">https://www.nationalgridus.com/NY-Home/Bill-Help/Energy-Affordability-Program?regionkey=nymetro&amp;customertype=home</a></li><li>○ <a href="https://www.nationalgridus.com/Long-Island-NY-Home/Bill-Help/Energy-Affordability-Program?regionkey=nylongisland&amp;customertype=home">https://www.nationalgridus.com/Long-Island-NY-Home/Bill-Help/Energy-Affordability-Program?regionkey=nylongisland&amp;customertype=home</a></li></ul>
NYSEG	<ul style="list-style-type: none"><li>○ <a href="https://www.nyseg.com/web/nyseg/account/waystopay/helpwithbill/heap-and-eap-programs">https://www.nyseg.com/web/nyseg/account/waystopay/helpwithbill/heap-and-eap-programs</a></li></ul>
O&R	<ul style="list-style-type: none"><li>○ <a href="https://www.oru.com/en/accounts-billing/payment-assistance">https://www.oru.com/en/accounts-billing/payment-assistance</a></li></ul>
RG&E	<ul style="list-style-type: none"><li>○ <a href="https://www.rge.com/web/rge/account/waystopay/help-with-bill/eap">https://www.rge.com/web/rge/account/waystopay/help-with-bill/eap</a></li></ul>

# Energy Affordability Guarantee Overview

- Established in 2023 State of the State
- Guarantee intended to mitigate energy burden impact for low-income households that fully electrify (heat pump for space and water heating) through NYSERDA EmPower+
- Guarantee to be provided for the useful life of the equipment (estimated to be 15 years)
- Will be administered as a pilot to inform policy, strategy, and programs to support electrification in the low-income market segment
- Guarantee pilot approved by Public Service Commission on August 15, 2024 and funded through FY25 NYS Budget Appropriation (\$50M)
- Staff implementation plan filed November 15, 2024 (14-M-0565)
- Pilot launch expected Q1 2025



# Expanded EAP Discount Program

- The 2023/2024 NYS Budget Appropriation established an expanded affordability program.
- Qualifying customers are below the state or area median income but do not currently qualify for EAP.
- The criteria and procedures for the expanded discount program is being discussed in the EAP Working Group.

# The Department of Public Service Long Island (DPS LI)



- The LIPA Reform Act established a Long Island branch of DPS to provide regulatory oversight and review of electric service operation and customer service practices on Long Island.

# DPS Long Island

DPS LI monitors and reviews the Long Island Power Authority (LIPA) and its service provider, PSEG Long Island (PSEG LI), in several key areas.

Staff evaluates plans for upgrading electricity infrastructure, checks PSEG LI's performance against set goals related to customer service and operations, and tracks actual costs versus budgeted amounts. Regular audits assess LIPA's management practices to improve efficiency and service quality, while external audits ensure that financial records are accurate and compliant with regulations.

DPS primary role is to ensure reliable and safe electric, gas, steam, telecommunications, and water services to homes and businesses at fair rates while protecting the environment.

<https://dps.ny.gov/dps-long-island>



# DPS Long Island Outreach Team

Xenia Vega	516-490-2323	<a href="mailto:Xenia.Vega@dps.ny.gov">Xenia.Vega@dps.ny.gov</a>
Jill Wasser	516-490-2335	<a href="mailto:Jill.Wasser@dps.ny.gov">Jill.Wasser@dps.ny.gov</a>
Manuel Mathew	516-490-2327	<a href="mailto:Manuel.Mathew@dps.ny.gov">Manuel.Mathew@dps.ny.gov</a>



**Email: [Consumer.Outreach-LI@dps.ny.gov](mailto:Consumer.Outreach-LI@dps.ny.gov)**

# Winter Preparedness Web Page

- Visit our dedicated webpage [dps.ny.gov/winter](https://dps.ny.gov/winter)
  - Winter forecast and energy prices
  - Consumer protections
  - Manage heating costs
  - Conserve energy
  - Winter safety
  - Winter publications
  - Links to NYS and utility programs and services

# Consumer Assistance Events

## ➤ Multi-agency sponsored events:

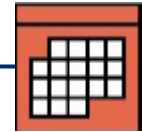
- Virtual Workshops for Consumer Leaders: 11/21/24 and 1/9/25
- In-person Energy Fairs open to the Public.
- Attendees encouraged to bring utility bill and any documentation verifying any assistance they may be receiving.

## ➤ Elected Official/Consumer Groups sponsored events:

- DPS Staff will participate in sponsored community events throughout the state.

## ➤ Staff participation requests:

- To request DPS participation/speaker, contact DPS at [Consumer.Outreach@dps.ny.gov](mailto:Consumer.Outreach@dps.ny.gov)



*For dates, times and  
locations of events,  
visit  
[dps.ny.gov/winter](https://dps.ny.gov/winter)*





# **Office of Temporary and Disability Assistance (OTDA)**

A group of diverse people, including men and women of various ethnicities, are sitting around a table in a meeting. They are looking at documents and talking. The image is faded and serves as a background for the text.

# Home Energy Assistance Program (HEAP)

2024-2025

## 2024-2025 HEAP Funding

Nationwide LIHEAP funding: \$3.7 billion, 90% released to date

New York State's share to date: \$360 million



# 2024-2025 HEAP

Component	Opening Date	Closing Date
Regular	November 1, 2024	March 17, 2025
1 <sup>st</sup> and 2 <sup>nd</sup> Emergency	January 2, 2025	March 17, 2025
HERR	October 1, 2024	September 30, 2025
Clean and Tune	October 1, 2024	September 30, 2025
Cooling	April 15, 2025	August 29, 2025

**Note: Program dates may be shortened or extended based on federal funding and demand.**

# 2024-2025 Income Guidelines

Income Eligibility Guidelines*		
HH Size	Tier I	Tier II
1	0 - 1,631	1,632 - 3,322
2	0 - 2,214	2,215 - 4,345
3	0 - 2,797	2,798 - 5,367
4	0 - 3,380	3,381 - 6,390
5	0 - 3,962	3,963 - 7,412
6	0 - 4,545	4,546 - 8,434
7	0 - 5,128	5,129 - 8,626
8	0 - 5,711	5,712 - 8,818
9	0 - 6,294	6,295 - 9,010
10	0 - 6,877	6,878 - 9,201
11	0 - 7,459	7,460 - 9,393
12	0 - 8,042	8,043 - 9,585
13	0 - 8,625	8,626 - 9,952
14+	+582**	+672**

- Households with 1-12 individuals are set at 60% State Median Income
- Households with 13 or more individuals are set at 150% of the Federal Poverty Level
- Tier I guidelines are set at 130% of FPL

# Regular Benefit Component

- The Regular benefit is a one-time annual supplement designed to assist eligible households with the cost of heating their homes.
- The Regular benefit component opened on November 1, 2024 and is scheduled to operate until March 17, 2025.
- Regular benefits may be paid to households that:
  - Heat their home with gas or electric utility
  - Heat their home with a deliverable fuel
  - Pay indirectly for their heat in the form of rent
- Benefit amounts range from \$21-\$996 depending on the household's heating type, income tier, and household composition.



# Regular Heaters Benefit Amounts

## Base Amounts:

- Oil, Kerosene, Propane \$900
- Wood, Coal, other deliverables \$635
- Natural gas or electric \$400

## Heater household add-ons:

- Households with income in Tier I \$61
- Households with a vulnerable member \$35

(child under 6, adult age 60 or older, or disabled individual)

# Regular Heat-Included Benefit Amounts

## Renter's Benefits:

- \$50 for households with income in Tier I
- \$45 for households with income in Tier II
- \$21 (“heat and eat”) for households in subsidized housing, group homes and congregate care facilities

There are no add-ons for Regular heat-included or heat and eat benefits.

# How to Apply for HEAP

Eligible applicants may receive one Regular HEAP benefit per program year.

Applicants may apply for HEAP benefits in 3 ways:

- Autopay
- Online
  - via myBenefits for areas outside NYC  
[www.myBenefits.ny.gov](http://www.myBenefits.ny.gov)
  - ACCESS HRA for NYC  
<https://a069-access.nyc.gov/accesshra/login>
- Paper HEAP Application (LDSS-3421)

Households interested in any HEAP benefit should be directed to their local Social Services District:  
[www.otda.ny.gov/programs/HEAP/contacts](http://www.otda.ny.gov/programs/HEAP/contacts).

# Emergency HEAP Benefits

The Emergency benefit component opened on January 2, 2025.

Emergency HEAP benefits assist eligible households that do not have resources above the established limits in meeting their immediate heat or heat related emergency.

- Oil, kerosene, propane = \$900
- Wood, coal, other deliverable = \$635
- Heat-related electric = \$185
- Natural gas heat only = \$400
- Natural gas and electric = \$585
- Electric heat = \$585
- Temporary Relocation up to \$500 per program year
- Propane Installation/Deposit up to \$500 per program year

# Other HEAP Benefits

## Heating Equipment Repair and Replacement (HERR)

- Available to eligible homeowners with non-operational heating equipment in need of repair or replacement

## Heating Equipment Clean and Tune (C&T)

- Available to eligible homeowners to have their primary heating equipment cleaned and tuned

## Cooling Assistance Component – opening April 15, 2025

- Provides an air conditioner to eligible households that contain someone with a medical condition made worse by heat

# HEAP Publications for Ordering

## Beat the heat with **HEAP!**

If the heat affects your health you may be eligible for HEAP cooling assistance.

**You may qualify for a HEAP cooling benefit if your household:**

- Has a member with a documented medical condition worsened by heat
- Gross monthly income meets current HEAP guidelines
- Received a regular HEAP benefit greater than \$21 in the current program year or resides in government subsidized housing with heat included in your rent
- Did not receive a HEAP funded air conditioner within the past 5 years

Learn more about the HEAP Cooling Benefit at:  
[otda.ny.gov/programs/heap/#cooling-assistance](https://otda.ny.gov/programs/heap/#cooling-assistance)  
or **1-800-342-3009**

**Tip to get cool:**

- Stay indoors in air conditioning
- Drink plenty of cool nonalcoholic and caffeine-free liquids
- Take a cool shower or bath

For more extreme heat advice, visit:  
[www.health.ny.gov/extremeheat](http://www.health.ny.gov/extremeheat)



**NEW YORK**  
STATE OF  
OPPORTUNITY

**HEAP**  
Home Energy  
Assistance Program

A Program of the Office of Temporary and Disability Assistance  
Pub-5182 (Rev. 04/21)

## No Cost Clean and Tune

Through the Home Energy Assistance Program, New Yorkers may be eligible to have their heating equipment cleaned and tuned at no cost.

**Improved safety and efficiency**  
— which means —  
**Lower heating costs**  
— and greater —  
**Peace of mind**

Your clean and tune may include a battery-powered carbon monoxide (CO) alarm to make sure your furnace and other fuel-burning appliances are not producing dangerous CO gas. For more information, visit [otda.ny.gov/programs/heap/#tune-benefit](https://otda.ny.gov/programs/heap/#tune-benefit).

Contact your local department of social services to apply: [otda.ny.gov/programs/heap/contacts](https://otda.ny.gov/programs/heap/contacts)



**NEW YORK**  
STATE OF  
OPPORTUNITY

**HEAP**  
Home Energy  
Assistance Program

A Program of the Office of Temporary and Disability Assistance  
Pub-5157 (Rev. 02/20)

Order copies through  
OTDA:  
<https://otda.ny.gov/programs/publications/order/form.asp>



# OTDA Contact Information

NYS Office of Temporary and Disability Assistance  
Employment and Income Support Programs  
HEAP Bureau, Floor 11B  
40 North Pearl Street  
Albany, NY 12243

Telephone Number: (518) 473-0332

Fax Number: (518) 474-0985

Vendor Hotline: (866) 270-4327 (HEAP)

Client Hotline: (800) 342-3009

Email: [NYSHEAP@otda.ny.gov](mailto:NYSHEAP@otda.ny.gov)

Website:

[www.otda.ny.gov/programs/heap](http://www.otda.ny.gov/programs/heap)

Online HEAP Application/  
myBenefits Website:

[www.mybenefits.ny.gov](http://www.mybenefits.ny.gov)



# Questions

**“Throughout our history, New York has led the nation in the fight to create a society where everyone can get ahead. As high costs have hit New Yorkers hard, I’ve made it my mission to make life more affordable for families across our state.”**

**GOVERNOR KATHY HOCHUL**



**Department of Public Service | New York State Energy Research and Development Authority  
NY Power Authority | Office of Temporary and Disability Assistance  
Office for the Aging | Homes and Community Renewal**