

December 2025 – Version 2

Energy Affordability Guarantee Pilot Program

Welcome Packet



Department of Public Service
Energy Affordability Guarantee
Pilot Program

Table of Contents

| | |
|--|----|
| Table of Contents..... | 2 |
| Welcome to the Energy Affordability Guarantee Pilot!..... | 3 |
| Pilot Overview | 3 |
| What’s Inside this Welcome Packet | 3 |
| Pilot Administration and Background | 3 |
| Customer Support – Who Do I Reach Out To? | 4 |
| Customer Support – Our Commitments to You | 5 |
| Support Availability | 5 |
| Accessibility & Translation..... | 5 |
| Dispute Resolution Process..... | 5 |
| Pilot Program Description..... | 7 |
| How Does the Program Work?..... | 7 |
| Customer Responsibilities | 8 |
| Minimum Program Eligibility Requirements | 8 |
| What can impact your monthly or annual credit total? | 8 |
| What can impact your participation in the program? | 9 |
| What to do if you’re moving or switching utilities?..... | 9 |
| How can you cancel or opt out of the program? | 9 |
| Program Portal Details | 10 |
| Customer Account and Program Data Portal Overview..... | 10 |
| How To: Login to the Portal..... | 10 |
| How To: Submit Questions, Portal Problems, and Update Your Address | 11 |
| How to: Re-Certify Your Income..... | 12 |
| Frequently Asked Questions (FAQ) | 13 |
| Additional Resources | 16 |
| Energy Affordability Guarantee Pilot Program..... | 16 |
| Consumer Protections..... | 16 |
| Energy Saving Tips..... | 16 |
| Information on Heat Pumps..... | 16 |
| Additional Programs..... | 17 |
| Appendices | 19 |
| Appendix A: Glossary of Pilot Program Terms | 19 |
| Appendix B: Customer Consent to Share Utility Data..... | 21 |
| Appendix C: Required Documents for Income Verification | 22 |

Welcome to the Energy Affordability Guarantee Pilot!

Pilot Overview

The Energy Affordability Guarantee Pilot Program (EAG) provides you with bill payment assistance if needed to ensure that you pay no more than six percent (6%) of your annual household income toward electricity costs. This pilot will serve approximately 1,000 New Yorkers who have electrified their home heating and hot water systems using assistance from the NYSERDA EmPower+ program.

The first two years of the Pilot (Stage 1) will focus on learning more about participants' electricity use after electrifying over two heating and cooling seasons with the Guarantee. Stage 2 of the Pilot will make program adjustments to keep your home energy burden at no more than six percent of your annual household income for the remaining useful life of your heat pump equipment, which we estimate to be 13 years, as long as you remain eligible to participate.

As a participant in this pilot, you are helping make clean energy more affordable for yourself and for other New Yorkers. Thank you!

What's Inside this Welcome Packet

This Welcome Packet includes contact information, the terms of eligibility, details on how to access the program's online portal, and other important information for your participation in the program. Please make sure to review this in full and don't hesitate to reach out with questions.

If any of the terms used in this document are unfamiliar to you, please refer to the [Glossary](#).

In the event of any program updates, the [New York State Department of Public Service Energy Affordability Guarantee Pilot webpage](#) will remain updated with the most up-to-date program information and versions of this Welcome Packet.

Pilot Administration and Background

This pilot program is administered on behalf of the New York State Department of Public Service by an implementation team led by Cadmus (hereinafter referred to as the 'Program Administrator'). The EAG is implemented in partnership with your electric utility company.

This program was first outlined by Governor Hochul in her 2023 State of the State Address. Funding for the multi-year pilot program is provided through a \$50 million appropriation in the FY2025 State Budget. For more, see the New York State Department of Public Service Document and Matter Management System: [CASE 14-M-0565: Proceeding on Motion of the Commission to Examine Programs to Address Energy Affordability for Low Income Utility Customers](#).

Customer Support – Who Do I Reach Out To?

Do you have a question about your enrollment status in the program or eligibility?
Reach out the Energy Affordability Guarantee Pilot Program Administrator:

| EAG Pilot Program Administrator Hotline | EAG Pilot Program Administrator Email |
|---|--|
| 1-877-402-0095 | admin@nyeag.com |

Do you have a question about your utility account, billing questions, or outages?
Reach out to your electric utility provider:

| Utility | Customer Service & Billing | Outage Reporting | Website |
|--|----------------------------|---|--|
| Consolidated Edison | +1 800-752-6633 | +1 800-752-6633 | Consolidated Edison Homepage |
| Orange & Rockland Utilities | +1 877-434-4100 | +1 877-434-4100 Text OUT to 678797 (ORUPWR) | Orange & Rockland Utilities Homepage |
| National Grid | +1 800-642-4272 | +1 800-867-5222 | National Grid Homepage |
| New York State Electric & Gas (NYSEG) | +1 800-572-1111 | +1 800-572-1131 | NYSEG Homepage |
| Rochester Gas & Electric (RG&E) | +1 800-743-2110 | +1 800-743-1701 | Rochester Gas & Electric Homepage |
| Central Hudson Gas & Electric | +1 845-452-2700 | +1 845-452-2700 | Central Hudson Gas & Electric Homepage |
| PSEG Long Island | +1 800-490-0025 | +1 800-490-0075 | PSEG Long Island Webpage |

Customer Support – Our Commitments to You

Support Availability

A dedicated customer service team is responsible for managing customer inquiries via [email \(admin@nyeag.com\)](mailto:admin@nyeag.com) and phone (+1 877-402-0095) during regular business hours (Monday through Friday, 09:00 am – 05:00 pm ET).

We try to respond to all requests in a timely manner to ensure a quick resolution to any potential problems.

Accessibility & Translation

Live language interpretation services are available for those using the customer support hotline.

Translation of materials into the twelve most common languages in New York State is available upon request. Please see the [New York State Language Access Law webpage](#) for more information and the current list of available languages.

Dispute Resolution Process

The Energy Affordability Guarantee Pilot Program is managed by the Program Administrator on behalf of the New York State Department of Public Service. The Program Administrator is responsible for collecting data shared by pilot participants through the program data portal and calculating the EAG credit that a participant receives on their electric bill.

Information is exchanged between the Program Administrator and your electric utility on a regular basis to ensure the correct credit amount is applied to your bill. However, there may be instances when you may find an issue with a credit calculation and wish to file a dispute.

The Program Administrator has a strong commitment to consumer protection and providing swift resolution to customer disputes. We have a dedicated customer service team responsible for managing customer inquiries during regular business hours.

We will follow a multi-step dispute resolution process with direct oversight by New York State Department of Public Service to address any concerns you have about bill credit calculations or other program considerations.

- **YOU CAN INITIATE A DISPUTE BY CONTACTING US VIA EMAIL OR PHONE:** You can initiate the dispute with the Program Administrator via [email](#) or phone (1-877-402-0095). The Program Administrator will take detailed notes of the issue and keep a written record of the dispute tied to your application in the program data portal. The Program Administrator will work with you to understand the dispute and how it was identified.

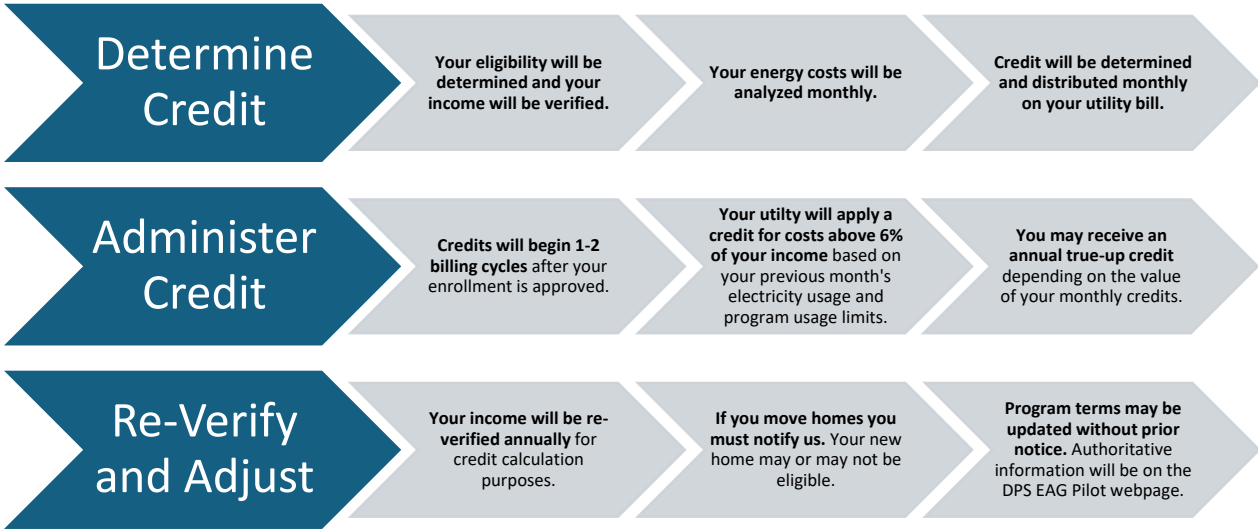
- **WE WILL ACKNOWLEDGE RECEIPT OF YOUR DISPUTE AND INVESTIGATE:** The Program Administrator will acknowledge receipt of the dispute and/or respond to you within two business days. Acknowledgement of the dispute will be in the form of an email to you from the Program Administrator [email address](#). The Program Administrator will begin investigation of the dispute upon receipt and will contact your utility company as necessary to aid in the investigation.
- **WE WILL PROPOSE A RESOLUTION TO YOU AND THE NEW YORK STATE DEPARTMENT OF PUBLIC SERVICE:** The Program Administrator will send a detailed summary of the dispute, subsequent investigation, and the proposed resolution to you and New York State Department of Public Service staff within 10 business days of initially receiving the dispute. The summary will be sent to you via email from the Program Administrator email address.
- **ONCE A PROPOSED RESOLUTION IS MUTUALLY ACCEPTABLE, WE WILL ADDRESS IT AND NOTIFY YOU THAT THE DISPUTE HAS BEEN ADDRESSED AND CLOSED:** If the proposed solution outlined in the dispute summary is acceptable to all parties the Program Administrator will resolve the dispute as agreed upon. The Program Administrator will work with your utility to correct the amount of the EAG credit, typically by adjusting your next electric bill.

Pilot Program Description

How Does the Program Work?

New Yorkers who are served by a participating investor-owned utility and who have met the program eligibility requirements in this document will be able to receive a monthly bill credit. This credit is designed so that your annual energy bills do not exceed 6% of your verified household income. Once you are approved under the pilot program, the credit will be disbursed monthly and will be reflected on your electric utility bill.

The Program Administrator will work with you to confirm your eligibility for the program, help administer the credit to make sure you are credited the right amount, manage your experience as a participant in the pilot, re-verify some of your participant information on an annual basis, and update communications materials and the program portal to keep you up to date on changes to the program.



Where and How Will the Energy Affordability Guarantee Pilot Credit Show Up on My Bill?
Your credit will typically be reflected on your monthly bill as a line item under the “Adjustments” and/or “Credits” sections. It will be titled “Energy Affordability Guarantee Credit” or something similar based on your utility.

Customer Responsibilities

To receive EAG credits under this program you must meet program eligibility requirements. You are expected to provide truthful income reporting and timely income re-verification if requested, notify the program if your household income, occupancy, or service address changes, maintain good standing on your utility account per utility rules (e.g., payment of non-covered charges/fees), and meet other requirements at the direction of the Program Administrator.

Minimum Program Eligibility Requirements

In order to be eligible for the pilot program, participants must meet the following requirements:

- Participants must have fully electrified their homes through [NYSERDA's EmPower+ program low-income incentive](#) (annual household income equal to or lower than 60% of the State or Area Median Income, whichever is higher). This includes the installation of an electric heat pump and an electric heat pump water heater, no earlier than May 3, 2023.
- Participants must be enrolled in their utility's Energy Affordability Program (EAP).
- Participants will need to share and certify their household income each year to calculate their Guarantee credit level. If your household income increases following your enrollment in the Pilot, you will remain eligible.
- Participants must reside in the electric utility service territory of Central Hudson, Con Edison, Niagara Mohawk (National Grid Upstate NY), PSEG Long Island, NYSEG, Rochester Gas & Electric, or Orange & Rockland.

What can impact your monthly or annual credit total?

The total dollar value of the credit you will see in your utility bill is primarily affected by your annual household income and your home electricity usage in the previous month.

Your household's gross annual income will be recertified annually by the Program Administrator for the purpose of calculating your updated credit. *Please note that you remain eligible as a program participant even if your income exceeds the 60% of State Median Income / Area Median Income threshold.*

The dollar value charged to you on your utility bill for the volume of electricity used in the previous month as measured in kilowatts per hour (kWh), also known as your volumetric electricity charge, is the dollar value that your credit will be applied against. *Please note that there is a cap for total volumetric electricity usage per month that will be eligible for the credit. Any usage that exceeds one hundred and fifty percent (150%) of the regional average volumetric usage of low-income customers as reported by your utility will not be eligible for credit.*

What can impact your participation in the program?

Many factors can impact your continuing participation under this pilot program. Key items that are likely to affect your continued eligibility under the program can include but are not limited to missing documentation, moving to a new home, and modifications to the home or major appliances that significantly deviate from the conditions that made you eligible for the program in the first place, like removing the heat pump or heat pump hot water heater that was installed via the EmPower+ Program. Please note that any income changes following your initial approval for the program will not affect your ability to continue to participate.

What to do if you're moving or switching utilities?

You must promptly notify the Program Administrator if you move to a new residence and/or switch to a different utility provider, as these changes can affect program eligibility and benefits. Eligibility does not automatically transfer to a new address. Your participation will be re-evaluated based on the new service location and utility. To remain eligible, your new home must also be fully electrified and meet all other relevant program requirements.

How can you cancel or opt out of the program?

You may cancel or opt out of the pilot program at any time. To cancel or opt out, please send an email to the program administrator at admin@nyeag.com.

Depending on your utility's billing cutoff, the cancellation will typically take effect within two monthly billing cycles.

After the effective date, program credits or adjustments will stop appearing on upcoming bills. Any past charges or credits already applied will remain unchanged.

Program Portal Details

Customer Account and Program Data Portal Overview

The pilot program portal is available [online](#).

The portal is where you will create and manage your EAG account. This will include managing eligibility information, enrollment status, monthly credit estimates, uploading documents, updating income/household info, and more.

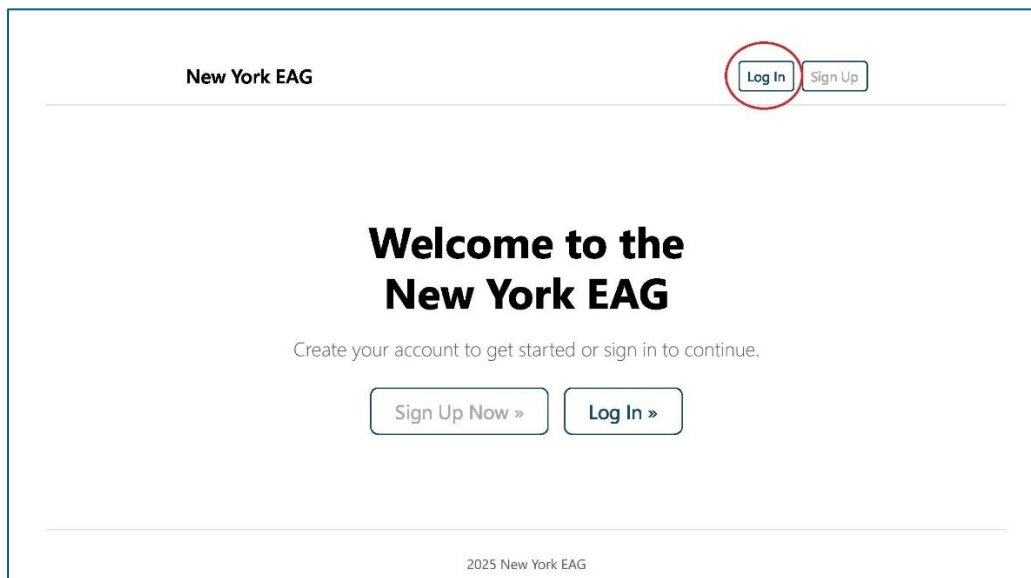
It is also where you will be able to view the calculated Annual Bill Cap (6% of verified annual household income) used to determine your EAG credit.

Where Do I Find Information on EAG Credits Earned and Bills Paid?

Use your utility online portal, not your EAG portal. EAG credits will be reflected as line items on your monthly utility bill. To monitor past bills, credits received, and utility bill payment history you should use your utility account.

How To: Login to the Portal

Navigate in your browser to the [EAG portal](#) and click the “Log In” button to get started.



On the next screen, you will be prompted to enter your email and password to login to the account. Use the same email and password that you created during the Application process.

If you cannot remember your password, click “Forgot password?” and enter your email. If it matches an existing account, you will be prompted to reset your password.

Email and Password were set during the Application process.

Log in to your Account

Email

Enter your email address

Password

Enter your password

Remember me Forgot password?

Log in

How To: Submit Questions, Portal Problems, and Update Your Address

If you need to submit questions, request assistance with issues in the portal, or update your home address, you can use the “Contact Us” feature on the portal.

NEW YORK STATE Department of Public Service Energy Affordability Guarantee Pilot Program

TP Test Profile

Contact Us

Back

Type of Message

Select...

Message

Send Message

Application

Your Application Status: **verify-needed**

Contact Us

Representing a utility or DPS?

- Request Utility Access
- Request DPS Access
- Request NYSERDA Access

Use the *Type of Message* dropdown menu to identify the type of inquiry. Select the option that best matches your reason for contacting us, then type your message in the box below. .

Types of Messages you can submit include:

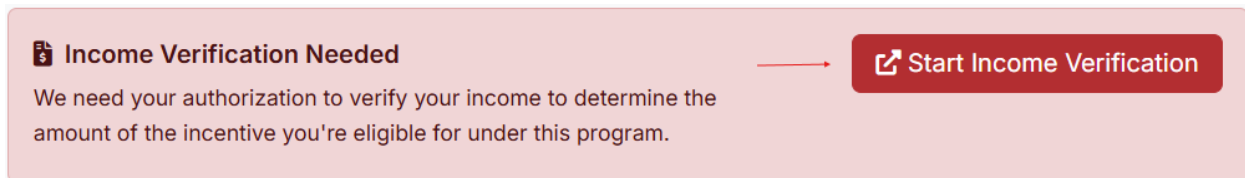
- **QUESTION:** Use this option if you have anything you would like to have clarified by the EAG Implementation Team in relation to your portal access, portal account, or the calculation of your credit. Please note that any questions related to your bills or your electricity service should go directly to your utility.

- **PROBLEM:** Use this option if you are having issues with your portal access, portal account, the calculation of your credit, or other parts of the program. Please note that any problems related to your bills or your electricity service, including outages, should go directly to your utility.
- **I'VE MOVED:** Use this option to let us know your new home address when you relocate your permanent residence from the home that you used to apply for the program. This is important, as eligibility may change based on utility service location, whether your new home has completed qualifying measures under the NYSERDA EmPower+ Program, and other considerations.
- **OTHER:** Use this option if you want to reach the Implementation Team and none of the other options adequately covers what you want to discuss.

For your convenience, you can also reach the EAG Implementation Team by phone at +1 (877) 402-0095, or by email at admin@nyeag.com.

How to: Re-Certify Your Income

Step 1: Complete Income Verification



The screenshot shows a notification box with a light pink background. On the left, there is a red icon of a document with a dollar sign, followed by the text "Income Verification Needed". Below this, a message reads: "We need your authorization to verify your income to determine the amount of the incentive you're eligible for under this program." To the right of the message is a red arrow pointing to a red button with a white icon of a document and the text "Start Income Verification".

If you see this message in the program portal, it means that we need information from you to verify your income.

Complete the income verification process by submitting the requested information and documentation.

Step 2: Submission Review

The program administrator will review your application for completeness and eligibility. You will be contacted via email upon approval of your application, or if additional information is needed.

Frequently Asked Questions (FAQ)

Frequently Asked Questions as of the publication date of this version of the Welcome Packet are listed here.

For the most up-to date FAQ list, see the NY DPS [Energy Affordability Guarantee Pilot Program webpage](#):

| EAG Pilot Program Basics | |
|--|--|
| Q: What is the Energy Affordability Guarantee Pilot? | A: The Pilot supports electrification and energy affordability for 1,000 income-eligible households by providing a supplemental bill credit aimed at limiting a customer’s total household electricity costs to no more than 6% of their annual income. |
| Q: Who can participate in the Pilot? | A: Participants of NYSERDA’s EmPower+ (Tier 1) program who have installed heat pumps and heat pump water heaters are eligible for the Pilot (an annual household income equal to or less than 60% of the State/Area Median Income (SMI/AMI)). Participants must also be enrolled in their utility’s Energy Affordability Program (EAP) to take part in the Pilot. The participant must annually recertify their income so that the participant’s EAG bill credit can be adjusted for income changes. |
| Q: What is the duration of the pilot? | A: Stage 1 will cover the first two years of the Pilot and focus on gathering insights on electricity use characteristics and costs over two heating and cooling seasons. Stage 2 of the Pilot will span an additional estimated 13 years, based on the estimated useful life (EUL) of the equipment installed for the project and the amount of time that the participant remains eligible to participate in the Pilot. |
| Q: Why is the Pilot limited to 1,000 customers statewide? | A: Stage 1 of the Pilot will necessitate close evaluation of a sample of utility customers to refine bill credit calculations to properly account for variation in electricity usage, electric rates, heating degree days, and housing typology. DPS will work with NYSERDA to ensure an equitable distribution of Pilot participants in disadvantaged communities and within in each of the investor-owned utility territories including LIPA |

Electrifying Your Home and Heat Pumps

| | |
|--|--|
| Q: Where can I learn more about electrifying my home? | A: To help New Yorkers access and navigate opportunities in the clean energy economy, NYSERDA created the Regional Clean Energy Hubs. Hubs help and provide information to individuals, small businesses, and affordable housing owners about the benefits of the clean energy economy, ways to reduce energy use and costs, and how to make more informed energy decisions. View the list of Clean Energy Hubs to connect with your Hub and learn more. NYSERDA also has information, surveys, and guides on homeowner electrification. |
| Q: What is the effective useful life (EUL) of a heat pump? | A: An EUL reflects an estimated amount of time that the equipment will remain functional. Heat pumps come in multiple types and configurations that each contribute to the equipment’s effective useful life (EUL) For this Pilot, an EUL of 15 years is assigned to heat pumps. |
| Q: Is there a comprehensive guide/manual that would optimize the usage (including tips and maintenance requirements) and possibly extend the EUL of the appliances? | A: The New York State Energy Research and Development Authority maintains several fact sheets, guides, and resources for making the most out of your new heat pump. See the “Clean Heating and Cooling” for up-to-date materials. |
| Q: My electricity bills have increased since I had my heat pump installed, why is that? | A: A whole-home system may be able to eliminate your fuel bill, but because heat pumps require electricity to run, you may have a higher electric bill — the increase in this bill will be offset by the elimination of your fuel bills. With a whole-home system, you can expect immediate savings if you currently heat with oil, propane, or electric baseboards. The Energy Affordability Guarantee Pilot will further protect income-eligible households who electrify against unexpected increases in home energy costs. |

| About Empower+ | |
|---|---|
| Q: Why is participation in EmPower+ a prerequisite to enrolling in the Pilot? | A: The 2023-2024 State Budget directed the Department to establish a program “to provide an energy affordability guarantee to participating residential customers in the EmPower Plus Program administered by NYSERDA who electrify their homes in accordance with program standards required by the authority.” The Public Service Commission interpreted that language as an explicit prerequisite to enrolling in the Pilot. |
| Q: How can I enroll in EmPower+? | A: NYSERDA’s The EmPower+ application allows low- to moderate-income residents to apply for energy efficiency incentives. This program is available for both owners and renters of 1-to-4 family homes. When you apply for the program, you will have the opportunity to select a program contractor or the program can assign one for you. If you are working with a NYSERDA energy advisor, you’ll have the opportunity to include that in your application so they can follow the progress of your application and project. If you have any questions on NYSERDA’s 1-to-4 family programs or on the application process, please call 866-NYSERDA, reach out to your Clean Energy Hub , or email NYSERDA at: info.residential@nyserda.ny.gov . |
| Guarantee Credits | |
| Q: How does the Guarantee affect other credits on my electric bill? | A: Participants must be enrolled in their utility’s Energy Affordability Program (EAP) to take part in the Pilot. Once enrolled, customers will see a modification to their EAP credit. Even if the participant is enrolled in budget billing, has a deferred payment agreement (DPA), or has arrears, they are still eligible for the Guarantee if they meet the other eligibility criteria. |
| Q: I am moving from my home, what will happen to the Guarantee Credit that I am receiving? | A: If a participant resides in a rental property and moves to a new housing situation, that dwelling must also be eligible for Empower+ services, or eligibility to receive the Guarantee would be suspended. For a tenant moving into a rental property that was previously occupied by a Pilot participant, the tenant must be determined to be income eligible to receive the Guarantee. |
| General | |
| Q: If I don’t qualify for the Guarantee, what else can I do to save on energy costs? | A: Many energy efficiency programs exist to help New Yorkers lower their energy consumption and costs through in-home energy upgrades. Other programs like the Home Energy Assistance Program (HEAP), the Energy Affordability Program (EAP) and the Statewide Solar for All program, provide low-income customers with bill credits to make their bills more affordable. Contact your local Clean Energy Hub to learn about programs you could be eligible for and ways to save energy and money. |

Additional Resources

Energy Affordability Guarantee Pilot Program

- This program was first outlined by Governor Hochul in her 2023 State of the State Address. Funding for the multi-year pilot program is provided through a \$50 million appropriation in the FY2025 State Budget. See the [New York State Governor's Office press release](#).
- In July 2025, the New York State Public Service Commission (Commission) adopted a new enhanced energy affordability policy (EEAP) that will provide energy bill discounts to gas and electric utility customers below median income, who do not qualify for existing low-income Energy Affordability Policy (EAP) programs. This new program expands the State's existing goal of holding low-income households' energy utility bills to six percent or less of household income. The new policy also addresses program integration, eligibility, enrollment, benefit levels, utility budget levels and bill impacts, program evaluation, and coordination with other State affordability programs. See the [New York State Department of Public Service press release](#).
- For more information, see the New York State Department of Public Service Document and Matter Management System: [CASE 14-M-0565: Proceeding on Motion of the Commission to Examine Programs to Address Energy Affordability for Low Income Utility Customers](#).

Consumer Protections

- New York State Department of Public Service - [Consumer Guide: Your Rights as a Residential Gas, Electric or Steam Customer](#)
- New York State Department of Public Service [Consumer Guide: Reading Your Meter](#)
- More New York State Department of Public Service [Publications](#)

Energy Saving Tips

- NYSERDA [Fact Sheet: 35 Easy Ways to Save Energy and Money](#)

Information on Heat Pumps

- NYSERDA [Fact Sheet: Heat Pumps Residential: Best Practices for Your New Heat Pump](#)
- NYSERDA [Fact Sheet: Heat Pump Water Heaters: For Residential Properties](#)
- NYSERDA [Fact Sheet: Heat Pump Water Heater Maintenance Tips](#)
- NYSERDA [Fact Sheet: Air Source Heat Pump Maintenance Tips for Homeowners](#)
- NYSERDA [Fact Sheet: Air Source Heat Pump Operating Tips for Homeowners](#)
- NYSERDA [Fact Sheet: Regional Clean Energy Hubs](#)

Additional Programs: Energy Efficiency, Energy Bill Assistance, and Other Support

Energy Efficiency

- New York State Homes and Community Renewal [New York State Weatherization Assistance Program \(WAP\)](#)
- NYSERDA [EmPower+ Program](#)
- NYSERDA [New York State Affordable Multifamily Energy Efficiency Program](#)
- NYSERDA / Joint Utilities of New York State [New York State Clean Heat Program](#)

Energy Bill Assistance

- New York State Office of Temporary and Disability Assistance (OTDA) [Home Energy Assistance Program \(HEAP\)](#)
- New York State Department of Public Service [Energy Affordability Program](#)

Other Support Programs

- NYSERDA [New York Energy Advisor](#): NY Energy Advisor makes energy savings more accessible to all New Yorkers. We provide income-eligible families and owners of affordable housing with a customized list of energy programs and services.
- NYSERDA [MyEnergy](#): A portal for residential clean energy where you can keep track of your home energy improvement projects, all in one place.
- NYSERDA [Regional Clean Energy Hubs](#): Administered by NYSERDA, Hubs help and provide information to individuals, small businesses, and affordable housing owners about the benefits of the clean energy economy, ways to reduce energy use and costs, and how to make more informed energy decisions.

Utility Low-Income Affordability/Electrification Programs

| Utility | Customer Service & Billing | Outage Reporting | Energy Affordability Program Website | Incentives Website |
|--|----------------------------|--|--|--|
| Consolidated Edison | +1 800-752-6633 | +1 800-752-6633 | Financial Assistance Programs: EAP, HEAP & More Con Edison | Save With Rebates and Energy Saving Incentives Con Edison |
| Orange & Rockland Utilities | +1 877-434-4100 | +1 877-434-4100 Text OUT to 678797 (ORUPWR) | Payment Plans and Assistance Orange & Rockland | Rebates, Incentives, and Tax Credits Orange & Rockland |
| National Grid | +1 800-642-4272 | +1 800-867-5222 | Energy Affordability Program National Grid | Energy Saving Services & Rebates National Grid |
| New York State Electric & Gas (NYSEG) | +1 800-572-1111 | +1 800-572-1131 | HEAP and EAP Programs - NYSEG | Residential Rebates and Programs - NYSEG |
| Rochester Gas & Electric (RG&E) | +1 800-743-2110 | +1 800-743-1701 | HEAP and EAP Programs - RGE | Residential Rebates and Programs - RGE |
| Central Hudson Gas & Electric | +1 845-452-2700 | +1 845-452-2700 | Assistance Programs | Residential Incentives |
| PSEG Long Island | +1 800-490-0025 | +1 800-490-0075 | Save Energy, Save Money - PSEG Long Island | Incentives for Long Island Residents - NYSEDA |

Appendices

Appendix A: Glossary of Pilot Program Terms

In addition to those listed here, see the [PSC Energy Glossary](#) for common energy terms and definitions.

| Term | Definition |
|--|---|
| Air Source Heat Pump | Heat pumps are all-in-one heating and air conditioning systems that are specifically designed to work efficiently in cold climates. Cold-climate air source heat pumps extract heat from the air outside and distribute it inside buildings. This process is reversed during warmer months to provide cooling by drawing heat out of a building's interior. |
| Annual Bill Cap | To determine if you will receive a credit on your electricity bill the Pilot Program team compares the total electricity costs on your bills against your reported income. A credit is applied to your bills when electricity costs exceed 6% of household income for the year. This is the Annual Bill Cap. |
| Building Electrification | Converting building systems that use fossil fuels (gas, oil, or propane) to high-efficiency electric equipment that is increasingly powered by clean and renewable electricity. |
| EmPower+ Program | The EmPower+ Program is a New York State incentive program managed by the New York State Energy Research and Development Authority (NYSERDA). The program helps New Yorkers save energy and money for energy improvements in their homes. |
| Energy Affordability Guarantee (EAG Credit) | Energy Affordability Guarantee Credit (EAG Credit) refers to the total reduction in your bill each month calculated to ensure you don't pay more than 6% of your annual household income toward electricity. |
| Energy Affordability Program (EAP) | In 2016, the PSC adopted a statewide Energy Affordability Program (EAP), which provides income-eligible consumers with a discount on their monthly electric and/or natural gas bills. The program is administered by New York's major electric and natural gas utilities. |

| Term | Definition |
|---|--|
| Effective useful life (EUL) | An estimation of how long it may be assumed that an installed measure, like your heat pump or heat pump water heater, will continue to operate and generate energy savings. |
| Heat Pump Water Heater | Heat pump water heaters are a highly efficient way to heat water, using electricity to pull heat from the surrounding air and transfer it to water enclosed in a tank. |
| Home Energy Assistance Program (HEAP) | Home Energy Assistance Program, or HEAP, is a federally funded program administered locally by the New York State Office of Temporary and Disability Assistance (OTDA). The program provides financial and technical support to assist New Yorkers in meeting their immediate home energy needs. |
| Investor-Owned Utility (IOU) | Investor-owned utilities (IOUs) are monopoly electricity and gas service providers regulated by the New York State Department of Public Service. There are six IOUs in New York State, operating collectively as the 'Joint Utilities of New York'. |
| Low-to-Moderate Income (LMI) | Low income is defined as a total household income that is less than 60% of the State median income and that qualifies for HEAP. Moderate income is defined as total household income that is less than 80% of the State or Area Median Income, whichever is higher. This can vary by county. |
| New York State Department of Public Service (DPS) | A state agency established by law with oversight responsibilities regarding the operation of regulated monopoly utilities. They are the administrators of this program in partnership with your electricity utility. |
| New York State Energy Research & Development Authority (NYSERDA) | The New York State Energy Research and Development Authority (NYSERDA) works to promote energy efficiency, renewable energy, and emissions reduction across New York's economy and energy system. They administer financial and technical assistance to support these goals, including via the EmPower+ Program. |

Appendix B: Customer Consent to Share Utility Data

As part of the application process, you agreed to abide by the following customer consent regarding the transfer of utility data:

I agree and authorize my electric and gas utility's sharing of my monthly billing information for two years prior to my participation in the Energy Affordability Guarantee Pilot (Pilot) including electric and gas consumption and associated cost, and my monthly electric billing information going forward for the duration of my participation in the Pilot, including electricity consumption, associated cost, the amount of monthly Energy Affordability Program credits or other bill credits such as those associated with the Home Energy Assistance Program or a community solar subscription received, and my participation in budget billing or deferred payment agreement programs, or in arrears with New York State Department of Public Service (DPS) Staff and its agents or authorized representatives for the purposes of supporting my participation in the Pilot. I agree and authorize NYSERDA to share the information provided in my EmPower+ application and the details of my EmPower+ project with New York State DPS Staff and its agents or authorized representatives for the purposes of supporting my enrollment into the Pilot. I also agree and authorize the DPS Staff and its agents or authorized representatives to share my participation status in the Pilot with my electric and/or gas utility and NYSERDA, including its agents or authorized representatives.

Appendix C: Required Documents for Income Verification

As part of your submission, we will reference tax information from the Internal Revenue Service (IRS).

If we are not able to verify income with the IRS, we will use the Sixty Percent (60%) of Estimated State Median Income / Area Median Income for your area of New York State and your self-reported household income to determine your household income for purposes of calculating the credit.

The Program will require documentation to support your self-certification. Participants may self-certify their income by providing the program administrator with documentation of their total household income from all applicable sources, including:

- Alimony
- Annuities
- Disability (Short Term or Long Term)
- Estates or Trusts
- Gambling or Lottery Winnings (Net)
- Interest Income
- Insurance Proceeds or Dividends
- Pension or Retirement Account
- Rental Income
- Royalties
- Salaries/Wages
- Self-Employment Income
- Social Security
- Social Security Disability
- Tax Documentation
- Unemployment
- Veteran's Benefits
- Worker's Compensation

For a list of potential documentation and how that documentation may be used to calculate your annual household income see the table on Pages 3 - 5 of the [NYSERDA EmPower+ Program Manual](#).

Do not hesitate to reach out to the Program Administrator team via phone, email, or the portal with questions related to the process for income verification. Please be advised that the New York State Department of Public Service will have final decision-making authority regarding the sufficiency of self-reported documentation, including any subsequent determination that additional documentation is required.