



Consumer Assistance Programs 2025-26

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

This fact sheet contains information about energy-saving options, financial assistance programs, and bill payment options 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 help consumers with utility and energy expenses.



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

- **NYS EmPower+** offers income-eligible households a free direct-install upgrades and financial discounts for energy efficiency upgrades not covered by other program incentives. For more information, contact NYS Energy home energy assessment to determine where energy and money are being wasted. Participants can receive no-cost Research and Development Authority (NYSERDA) at www.nyserdera.ny.gov/All-Programs/EmPower-New-York-Program or call 1-877-NYSMART.
- The **New York State Weatherization Assistance Program** helps homeowners, and some income-eligible renters reduce heating and cooling costs through energy conservation measures, while addressing health and safety issues in their homes. Contact NYS Home and Community Renewal at www.hcr.ny.gov/weatherization or call (518) 474-5700.



Financial Assistance Programs: Utility bills can be some of our highest household expenses. You or someone you know may face financial difficulties and need assistance.

Energy: The Home Energy Assistance Program provides heating subsidies to help income-eligible consumers pay for their energy expenses. For more information, visit the NYS Office of Temporary and Disability Assistance at otda.ny.gov/programs/heap/, mybenefits.ny.gov, or call 1-800-342-3009. New York City residents can visit access.nyc.gov or call 311.



Telecommunications: New York State offers assistance programs for certain telephone and broadband services for income-eligible consumers.

- Lifeline Telephone Service is an assistance program offered by many phone providers, including landline companies, some cable and most wireless companies, to help income-eligible consumers save money on their phone bills. Contact your phone service provider or visit www.dps.ny.gov/lifeline-telephone-service for more information.
- NYS Affordable Broadband program assists households struggling to afford broadband service. The program requires internet providers serving over 20,000 customers to offer reduced-cost residential broadband plans to qualifying households. Contact your local service provider to learn more.

UTILITY-SPONSORED PROGRAMS



New York State's leading electric and natural gas utilities offer bill management programs and financial assistance programs. Contact your utility company for more information.

- **Deferred Payment Agreements** –
Deferred payment agreements help consumers who have fallen behind on their bills and are unable to pay in full. Your utility company can work with you to come up with an affordable plan that allows you to pay for outstanding expenses over a set period based on your ability to pay.
- **Energy Affordability Programs** –
All major electric and natural gas utilities offer discounts to income-eligible consumers on their monthly electric or gas bills. Contact your utility company for information on requirements, monthly benefit amounts, and application procedures. You can also get information at <https://dps.ny.gov/energy-affordability-program>.
- **Utility Grant Funds** -
All major electric and natural gas utilities have partnerships with charities that can provide a limited number of grants to households in need. The Department has links on our web site to all the utility programs at <https://dps.ny.gov/additional-utility-grant-programs>.
- **New York Energy Advisor** –
The Energy Advisor is sponsored by New York State Energy Service Companies and NYSERDA and helps connect income-eligible utility consumers with a personalized list of energy-related assistance programs. Visit www.energyadvisor.ny.gov/.
- **Billing Management** –
Balanced (or leveled) billing plans provide equal monthly payments to help balance bills that are high in one season and low in another, so that your charges stay the same throughout the year. The payment plan does not reduce your total energy bill for the year; however, it can help you manage your monthly budget.

COMMUNITY SERVICE PROGRAMS



Local service organizations and community agencies provide financial aid, counseling services, and assistance in case of utility emergencies. Contact organizations such as 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) for more information.



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General Inquiries
1-800-342-3377



Website
www.dps.ny.gov