FACING A HEAT-RELATED ENERGY EMERGENCY?

Contact the following organizations for assistance:

Hotline for Natural Gas/Electric Shutoffs:
If you are threatened with a residential electric or natural gas shutoff, contact the NYS Department of Public Service at 1-800-342-3355 Monday through Friday, 7:30 a.m. to 7:30 p.m.

HEAP Emergency Benefit:
The Home Energy Assistance Program (HEAP) is a federally funded program that helps eligible low-income New Yorkers pay for electricity, propane, natural gas, wood, oil, kerosene, coal or other heating fuel. HEAP also offers an emergency benefit beginning in January for households in a heat or heat-related energy emergency. **The NYS Office of Temporary and Disability Assistance maintains a list of 24-hour emergency contacts for each county in New York State.**

Local Emergency Service Providers:
In the event of a life-threatening emergency, call your local emergency service provider or 911. Human health and consumer assistance organizations like the American Red Cross can provide temporary help in locating services such as shelters and food pantries in your area.

CUSTOMER PROTECTIONS

The New York State Home Energy Fair Practices Act (HEFPA) protects residential electric and natural gas utility customers from shutoffs and provides special protections when a customer's health and safety may be threatened by lack of service. HEFPA requires that your service provider make a special effort to determine if shutting off your heat-related service during the cold weather period between November 1st and April 15th will cause a problem to the health and safety of you or members of your household. For more information about your rights and responsibilities under HEFPA, visit **www.AskPSC.com.**

YOUR ELECTRIC OR GAS UTILITY

For energy-saving tips, payment option plans and financial assistance programs offered by your utility, contact:

Central Hudson Gas & Electric
1-800-527-2714 • www.cenhud.com

Consolidated Edison
1-800-752-6633 • www.coned.com

Corning Natural Gas Corporation
1-800-834-2134 • www.corninggas.com

Liberty Utilities/St. Lawrence Gas
1-800-454-2201 • www.stlawrencegas.com

National Fuel Gas Distribution Corporation
1-800-365-3234 • www.nationalfuel.com

National Grid www.nationalgridus.com
Upstate
1-800-642-4272
Metro (Brooklyn, Queens, Staten Island)
1-718-643-4050
Long Island (including the Rockaway Peninsula)
1-800-930-5003
1-631-755-6200
(for calls outside the territory)

New York State Electric and Gas
1-800-572-1111 • www.nyseg.com

Orange and Rockland
1-877-434-4100 • www.oru.com

PSEG-Long Island
1-800-490-0025 • www.psegliny.com

Rochester Gas and Electric
1-800-743-2110 • www.rge.com

NEW YORK STATE AGENCY CONTACT INFORMATION

NYS Department of Public Service
Helpline: complaints/inquiries on utility service or billing
1-800-342-3377

Hotline: electric or gas shutoffs
1-800-342-3355

Consumer Information:
www.askpsc.com
web.questions@dps.ny.gov

NYS Department of State - Consumer Protection or NYS Attorney General
For complaints and issues with home heating oil and propane:
1-800-697-1220
www.dos.ny.gov/consumer-protection
1-800-771-7755
www.ag.ny.gov/complaint-forms

NYS Energy Research & Development Authority (NYSERDA)
1-866-697-3732
www.nyserda.ny.gov or energyadvisor.ny.gov

NYS Homes and Community Renewal
1-866-275-3427
www.hcr.ny.gov

NYS Office for the Aging
1-844-697-6321
www.aging.ny.gov

NY Connects
1-800-342-9871
www.nyconnects.ny.gov

NYS Office of Temporary and Disability Assistance
1-800-342-3009
www.otda.ny.gov

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TAKE THE CHILL OUT OF YOUR WINTER ENERGY BILLS

CONTROL HEATING COSTS WITH:

- Simple, affordable energy saving tips
- Energy efficiency programs
- Financial assistance programs
- Bill payment options

NEW YORK STATE OF OPPORTUNITY. | Department of Public Service

Winter brings falling temperatures and rising energy costs.

Whether you own or rent, you can take control of your energy use and manage your winter bills. This brochure provides information on energy efficiency improvements that will pay for themselves with increased comfort and energy savings, as well as bill payment options and financial assistance programs that are available to help with energy bills.

CONTROL YOUR **HEATING COSTS**

Winter heating bills can be some of our highest household bills of the year, and you or someone you know may need financial help this heating season. New York State's utilities and energy service companies offer bill payment options, financial assistance programs and energy efficiency programs to help consumers with their heating costs.

LOOK FOR PAYMENT ASSISTANCE PROGRAMS

- **Government-sponsored programs** – Contact your county's Department of Social Services or Office for Aging to learn about assistance programs such as the Home Energy Assistance Program(HEAP), a federally funded program that provides heating grants to help low-income consumers pay for their energy costs. HEAP can also pay to clean and maintain your furnace through the "Clean and Tune" program.
- **Community-based service programs** – Service organizations like the American Red Cross, Salvation Army, United Way and local Community Action Agencies provide financial aid, counseling services and assistance with utility emergencies.
- **Utility-sponsored programs** - Payment assistance programs are available through each of the major natural gas and electric utilities. In addition, eligible low-income customers can receive a discount on their monthly electric and/or gas bills, as well as other benefits, depending on the characteristics of the particular utility's program. For more information, contact your utility directly.

CONSIDER BILL PAYMENT OPTIONS

- **Budget Billing** – A balanced, or levelized, billing plan provides equal monthly payments. The plan helps even out bills that are high in one season and low in another so that your charges remain the same throughout the year. The payment plan does not reduce your overall energy bill for the year, but does help you manage your budget.
- **Deferred Payment Agreement** – A deferred payment agreement assists customers who have fallen behind on their bills and cannot pay in full. Your energy provider can work with you to develop an affordable plan to pay outstanding charges over a specific period of time. The length of the agreement and the amount of each monthly payment will be decided between you and your provider based on your ability to pay.

BE ENERGY EFFICIENT AND SAVE

Your heating costs are made up of the cost of your fuel and the amount you use. You can stretch your energy dollars by taking basic steps to reduce your usage: the less fuel you use to heat your home, the more you will save.

ENERGY EFFICIENCY PROGRAMS

In addition to low-cost or no-cost steps you can do yourself, New York State and the state's utilities offer several programs to improve the energy efficiency of your home. These improvements will help lower your energy use this winter and make your energy bills more affordable for years to come. There are also programs to help low-income customers with energy efficiency solutions, sometimes at no cost to the resident.

- **Electric and Natural Gas Utilities**
  Utilities offer a variety of energy efficiency programs to help consumers lower their energy use. For details on each utility's current programs contact your electric or natural gas utility.
- **NYS Energy Research and Development Authority (NYSERDA)**
  NYSERDA offers a variety of residential programs that provide financial incentives and low cost financing to help make energy efficiency improvements more affordable. In addition, there are programs that offer energy efficiency improvements and financial and energy management education for low-income customers. To learn more, call 1-866-697-3732 or visit **www.nyserda.ny.gov or www.energyadvisor.ny.gov**
- **NYS Homes and Community Renewal (NYSHCR)**
  NYSHCR oversees the NYS Weatherization Assistance Program (WAP) which provides income-eligible families and individuals with energy efficiency measures designed to reduce the amount of energy required to heat and cool homes, and provide hot water.
  The WAP program includes:
  - Weather-stripping and caulking
  - Wall and attic insulation
  - Heating system improvements or replacement
  - Hot water tank and pipe insulation

  These and other WAP services are available to both homeowners and renters, with priority given to senior citizens, families with children, and persons with disabilities. To learn more about the program, call 1-518-474-5700 or visit **www.hcr.ny.gov/weatherization**

WASTE BUSTING **ENERGY TIPS**

- Install LED bulbs, which use at least 75 percent less electricity and last 25 times longer than incandescent bulbs.

- Open your shades and drapes during the day to let the sun's warmth in, and close them at night to keep cold air out.

- Close your fireplace flue when not using it.

- Insulate your attic and foundation space.
- Insulate your hot water pipes — and set your water heater no higher than 120 degrees.
- Insulate and seal heating ducts to prevent wasting 10-20 percent of your energy.

- Close vents in rooms not in use.

- Use ENERGY STAR appliances.
- Have your furnace or boiler inspected.
- Clean or replace your furnace filter once a month.
- Use your utilities budget plan.

- Caulk cracks around windows and doors.

- Lower your thermostat—for every degree you lower it, you could save 3 percent on your heating bills.
- Use a programmable thermostat to save about $200 a year.