

We're *Here* to Help

Energy bills can be a significant household expense and it's understandable that it can sometimes be a struggle to keep up. Unemployment, disability, a medical emergency or other unexpected events can impact your ability to pay. Energy assistance programs from PSEG Long Island and other sources are available and we can help get you the help you need.



PSEG LONG ISLAND PROGRAMS

Household Assistance Program

A discount is available for customers participating in these assistance programs: Child Health Plus, Federal Lifeline Program, Federal Public Housing Assistance, Home Energy Assistance Program (HEAP), Medicaid, Supplemental Nutrition Assistance Program (SNAP), Supplemental Security Income (SSI), Temporary Assistance - Family Assistance and Safety Net Assistance, United States Veterans Disability Pension/ Surviving Spouse Pension — Non-Service Connected Disability, Veterans Pension or Survivors Benefit.

Visit psegliny.com/assistance or call **1-800-490-0025**.

Deferred Payment Agreement (DPA)

PSEG Long Island is dedicated to helping customers maintain their service. If you've fallen behind on your account, you may be eligible to make payments over time. Please speak with one of our representatives today to see how we can help.

Residential Energy Affordability Partnership – REAP

REAP is a program for income-eligible customers designed to help save energy and lower electric bills. Participants receive a FREE home energy survey and a REAP technician will provide energy-saving tips and may install energy-saving measures such as LED bulbs, energy-efficient appliances, water flow devices, and potentially more.

Visit psegliny.com/efficiency or call **1-800-263-6786** to learn more.

Friendly Follow-Up Program

Designate a relative, trusted friend, or social service agency to receive an extra copy of an overdue electric bill – for a little extra protection. The designee will not be responsible for payment, but can follow-up with us.

Call **1-800-490-0025** or download the application at psegliny.com.

Peace of Mind Program

Customers who are hospitalized, or who have an immediate member of the family in the hospital, can have the bill due date extended for an additional 30 days.

To learn more or to apply please call us at **1-800-490-0025**.

OTHER PROGRAMS

Home Energy Assistance Program – HEAP

HEAP is a federally-funded program designed to help income-eligible households pay energy bills. It provides a grant that you do not have to repay. You must have an energy bill in your name or have your heat included in your rent and meet specific income guidelines. Applications are accepted by telephone, by mail and online.

HEAP Contact Information

Nassau County	516-565-4327
Rockaways	718-557-1399
Suffolk County	631-853-8825

Emergency Assistance from the Department of Social Services

Households experiencing temporary financial difficulties may be eligible for emergency assistance. It is not necessary to apply for ongoing assistance from Social Services in order to qualify for these grants.

Many Helping Hands. One Phone Call.

2-1-1 Long Island, a free, 24/7 service from United Way of Long Island, can direct you to a wide range of services, including financial assistance and help with heating and health-related issues. Call **211** or find services online, anytime at www.211longisland.org.

Consumer Advocates

Our Consumer Advocates are professionals who can guide you to utility assistance programs. Their mission is to help you maintain service, manage energy expenses and make informed energy decisions.

Advocates will work with you to determine your eligibility for a variety of programs including those described in this brochure.

Our services are free and completely confidential. If you need assistance please contact our Consumer Advocates at **631-755-3407**. We encourage you to reach out to us even if you think you do not qualify for the programs in this brochure.

Protect Yourself and Your Account



PSEG Long Island employees carry full-color identification cards with a photo and company logo. Always ask for ID when anyone requests access to your home or property. We will never contact you to request personal information or demand immediate payment by one, specific payment method. If you have any concerns about a contact from someone claiming to be from PSEG Long Island, please call us at **1-800-490-0025**.



psegliny.com/assistance

1-800-490-0025



Terms and conditions are subject to change without notice, including early program termination. PSEG Long Island administers these programs on behalf of the Long Island Power Authority, the programs' sponsor.



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Help is *Available*

if you're struggling to keep
up with energy expenses.



Financial Assistance

