



CONSUMER ASSISTANCE PROGRAMS

The Department of Public Service provides a variety of services to protect and assist utility customers. This fact sheet provides information on utilities' bill payment options, and financial assistance programs to help manage energy bills.

BILL PAYMENT OPTIONS

Balanced/Budget Billing—a balanced 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; however, it does help you manage your monthly budget.

Deferred Payment Agreement—a deferred payment agreement assists customers who have fallen behind on their bills and cannot pay in full. Your utility can work with you to develop a plan to pay outstanding charges over a specified period of time based on your ability to pay. The length of the agreement and the amount of each monthly payment will be decided between you and your utility.

ENERGY SAVING PROGRAMS & FINANCIAL ASSISTANCE - Federal, Utility, and Community

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 income-eligible consumers pay for their energy costs. Additional information regarding the HEAP program can be found at <http://otda.ny.gov/programs/heap/>, visit [mybenefits](#) webpage, or contact your local Department of Social Services Office or the NYS HEAP Hotline at 1-800-342-3009

- **Regular Benefit** –assists households that pay a high proportion of household income for heat or heat related energy.
- **Emergency Benefit** –assists qualifying income eligible New Yorkers who are facing a heat or heat related energy emergency and do not have resources above the established limits. If you have an emergency, contact your local Department of Social Services office.
- **Heating Equipment Repair and Replacement** is available to help income eligible homeowners repair or replace primary heating equipment necessary to keep the home's primary heating source functional.
- **Clean and Tune Benefit** –includes the cleaning of primary heating equipment, but may also include chimney cleaning, minor repairs, installation of carbon monoxide detectors or programmable thermostats, if needed, to allow for the safe, proper and efficient operation of the heating equipment.
- **Cooling Assistance Benefit** provides for cooling assistance services to HEAP eligible households that include an individual with a documented medical condition that is exacerbated by extreme heat.

2021-2022 HEAP Benefit Maximum Income Levels		
Household Size	Monthly Income	Annual Income
1	\$2,729	\$32,751
2	\$3,569	\$42,828
3	\$4,049	\$52,906
4	\$5,249	\$62,983
5	\$6,088	\$73,060
6	\$6,928	\$83,138
7	\$7,086	\$85,027
8	\$7,243	\$86,917
9	\$7,401	\$88,806
10	\$7,558	\$90,696
11	\$7,715	\$92,585
12	\$7,873	\$94,475
13	\$8,420	\$101,040
Each Add'l	568	6,810
*amount increased per additional household member		

Utility-sponsored programs: Payment assistance programs are available through each of the major natural gas and electric utilities. In addition, income-eligible 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.

Central Hudson	<ul style="list-style-type: none"> • Assistance Program • Save Energy & Money
Con Edison	<ul style="list-style-type: none"> • Payment Plans & Assistance • Save Energy & Money
Corning Natural Gas Corporation	<ul style="list-style-type: none"> • Budget Payment Plan • Customer Service (HEAP Program)
St Lawrence Gas (now Liberty Utilities)	<ul style="list-style-type: none"> • Assistance Programs
National Fuel Gas Distribution Corporation	<ul style="list-style-type: none"> • Residential Assistance Resources
National Grid <ul style="list-style-type: none"> – Long Island (including the Rockaway Peninsula) – Metro (Brooklyn, Queens, Staten Island) – Upstate 	<ul style="list-style-type: none"> • Help Making Payments • Energy Savings Program • Ways to Save
New York State Electric & Gas	<ul style="list-style-type: none"> • HEAP & Energy Assistance Programs • Help with Your Bill • Project Share (Heating Fund Grant)
Orange & Rockland	<ul style="list-style-type: none"> • Payment Plans & Assistance • Save Energy & Money
PSEG – Long Island	<ul style="list-style-type: none"> • Customer Assistance Program • Financial Assistance
Rochester Gas & Electric	<ul style="list-style-type: none"> • HEAP & Energy Assistance Program • Help with Your Bill • Project SHARE (Heating Fund Grant)

Community-based service programs: Service organizations like the [American Red Cross](#) (800-733-2767), [Salvation Army](#) (800-728-7825), [United Way](#) (2-1-1 or 888-774-7633), and local Community agencies provide financial aid, counseling services and assistance with utility emergencies.