



# SERVICE MADE SIMPLE

Tools to Manage Your Account



**PSEG LONG ISLAND**

*We make things work for you.*

## You're in Control

PSEG Long Island is committed to Customer Service, Safety, Reliability and Continuous Improvement. With that in mind, we have created ways to help you manage your energy use, pay bills, and report, as well as get updates on outages. Just take a look at all the self-service tools we have, their benefits and how to access them. They are all free and easy to use!

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## My Account

### Manage your account with My Account

My Account is an online tool found in the PSEG Long Island website that helps you manage your account anywhere anytime and on any device.

- View and pay bills
- Analyze your energy usage
- Manage your alert preferences
- Report an outage and get updates
- Manage your billing and payment options
- Update contact info
- Access account history

### It's easy to sign up!

1

Have your account number handy

2

Go to [PSEGLINY.com/account](http://PSEGLINY.com/account)

3

Create a username and password

Log in to My Account

Username

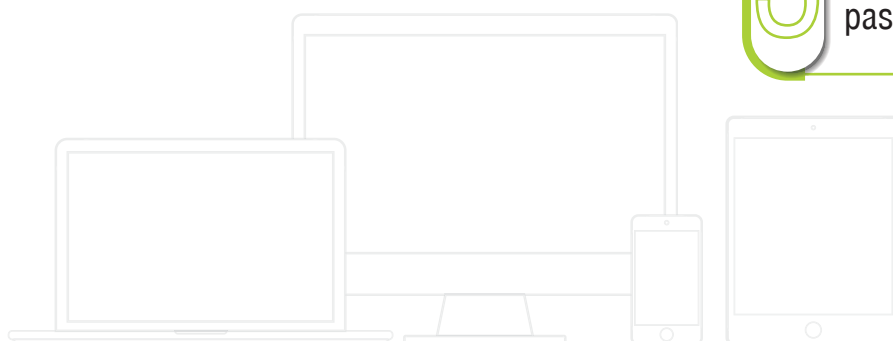
Password

☐ Remember Me

LOG IN

New to My Account? Register Now

[Forgot Password/Username](#)



# Paperless Billing

## Get your bills by email

Paperless billing means you will no longer receive your energy bill by mail. Instead, we'll send you an email with your bill attached as a PDF where you can see your bill amount and due date - you can even pay right from the PDF. It's completely secure and free! Here are some more reasons to get excited:

- 🏠 Get the same bill you're used to, now delivered to your inbox
- 🏠 Compatible with most mobile devices, laptops and smartphones
- 🏠 Access 24 months of past bills and usage history with My Account
- 🏠 No paper bills means less waste and clutter

Ways to go paperless:

### By Text

Text PAPERLESS to PSEGLI (773454) to get your bills by email, instead of in the mail.

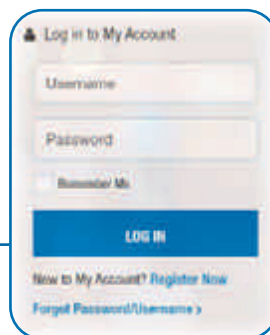
### Or Online

1

Go to  
[PSEGLINY.com/account](http://PSEGLINY.com/account)

2

Log in or register for My Account or scroll down to Paperless Billing and click "start now." To register for My Account or enroll as a guest be sure to have your account number handy



A screenshot of a web form titled "Log in to My Account". It contains three input fields: "Username", "Password", and a radio button labeled "Remember Me". Below the fields is a blue "LOG IN" button. At the bottom, there are two links: "New to My Account? Register Now" and "Forgot Password/Username >".

3

For My Account users, under Account Details go to "change settings" then next to paperless billing click "enroll". For guests, click "enroll"



A screenshot of a web page showing a confirmation message. At the top, it says "Thank you!". Below that, there is a green checkmark icon and a message: "Your account has been successfully updated. You will receive your next bill by email." There are "OK" and "Cancel" buttons at the bottom.

# PSEG Long Island App

## When you are on go

The PSEG Long Island app allows customers to make payments, compare and manage energy use, report an outage, manage payment options and contact customer service. To get started, simply link your My Account to the new PSEG Long Island app.

Features include:

- 🏠 Sign on with touch/facial ID
- 🏠 Receive bill and payment alerts
- 🏠 Report outages and receive status notifications
- 🏠 View My Power Map
- 🏠 Enroll in various programs
- 🏠 Find ways to save



Scan to  
download



## MyAlerts

### Easily set reminders with MyAlerts

MyAlerts sends you reminders and more by text and email. Manage your alert preferences easily online in your My Account profile. Alerts keep you in control of your account with helpful notifications including:

- 🏠 Payment reminders
- 🏠 Report an outage and get updates
- 🏠 Usage information

Setting up alerts is easy!

1

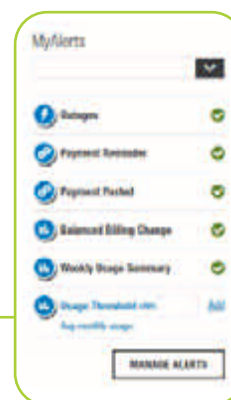
Sign in to My Account via  
[PSEGLINY.com/account](https://PSEGLINY.com/account)

2

Go to your  
My Account  
Dashboard

3

Click  
"Manage Alerts"



# Home Voice Assistant

## Manage your account with Amazon's Alexa or Google Assistant

It's easier than ever to manage your account by voice command through your Amazon Alexa or Google Assistant. Just another way we're using technology to enhance your customer experience.

- 🏠 Pay your bills
- 🏠 Report an outage
- 🏠 Review usage history
- 🏠 Check Meter Reading Dates
- 🏠 Get energy and safety tips

## Getting started is easy

Simply use your voice and say "Alexa, enable the PSEG Long Island skill" or "Okay Google, Talk to PSEG Long Island!" Whichever way you choose, you'll need your My Account login information handy.

1

For Alexa, open the Alexa app on your smart device, tap Skills & Games and search for PSEG Long Island. Select ENABLE. For Google Home, speak "Talk to PSEG Long Island" on your device or google assistant app.

2

Link your PSEG Long Island Account and enter your My Account login information.

3

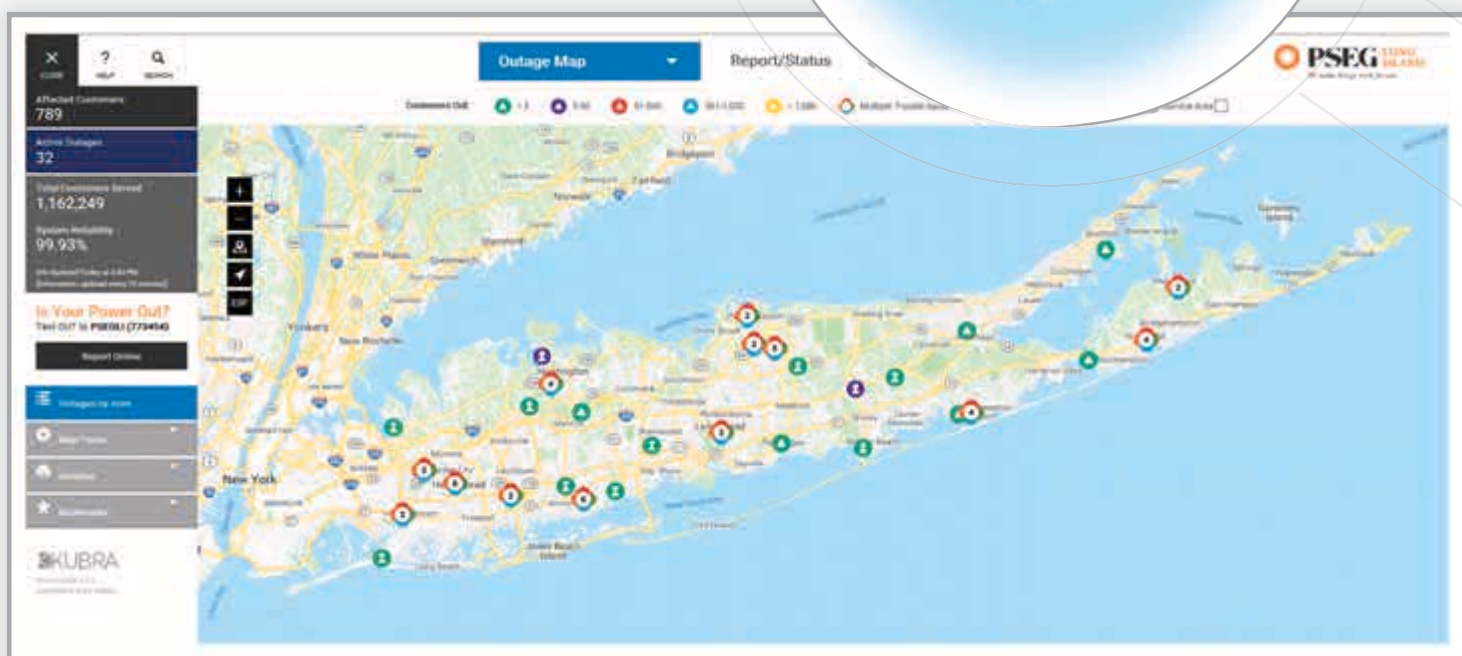
You are now all set to ask Alexa or Google Assistant anything about your bill, payments, usage and more!

For more information go to [PSEGLINY.com/voiceassistant](https://PSEGLINY.com/voiceassistant)

# My Power Map

## View outages in your area

Use our interactive map which provides 24/7 access to real-time updates about outage, crew and restoration information. Go to [mypowermap.PSEGLINY.com](http://mypowermap.PSEGLINY.com)



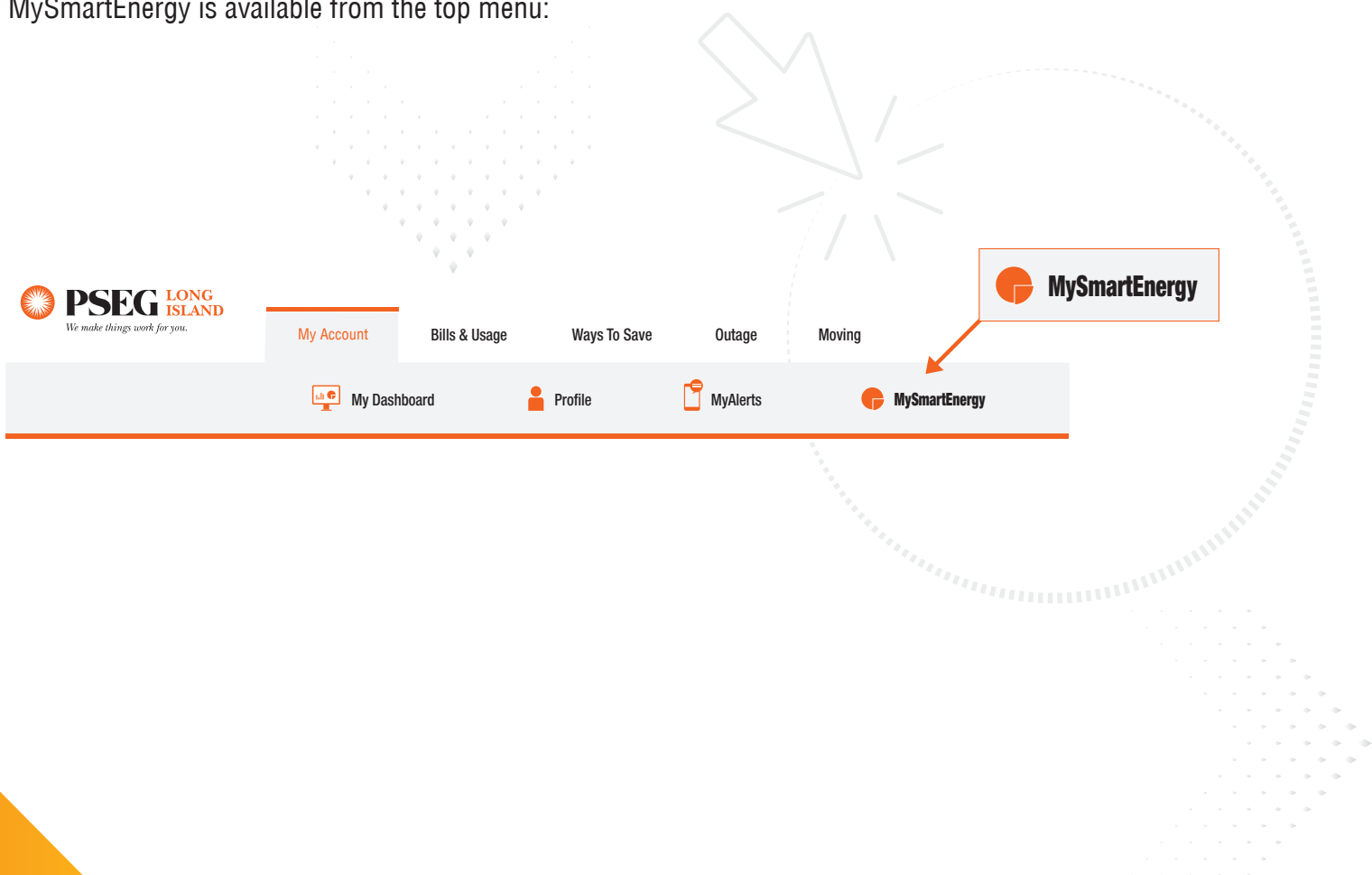
# MySmartEnergy

## Get energy smart with MySmartEnergy

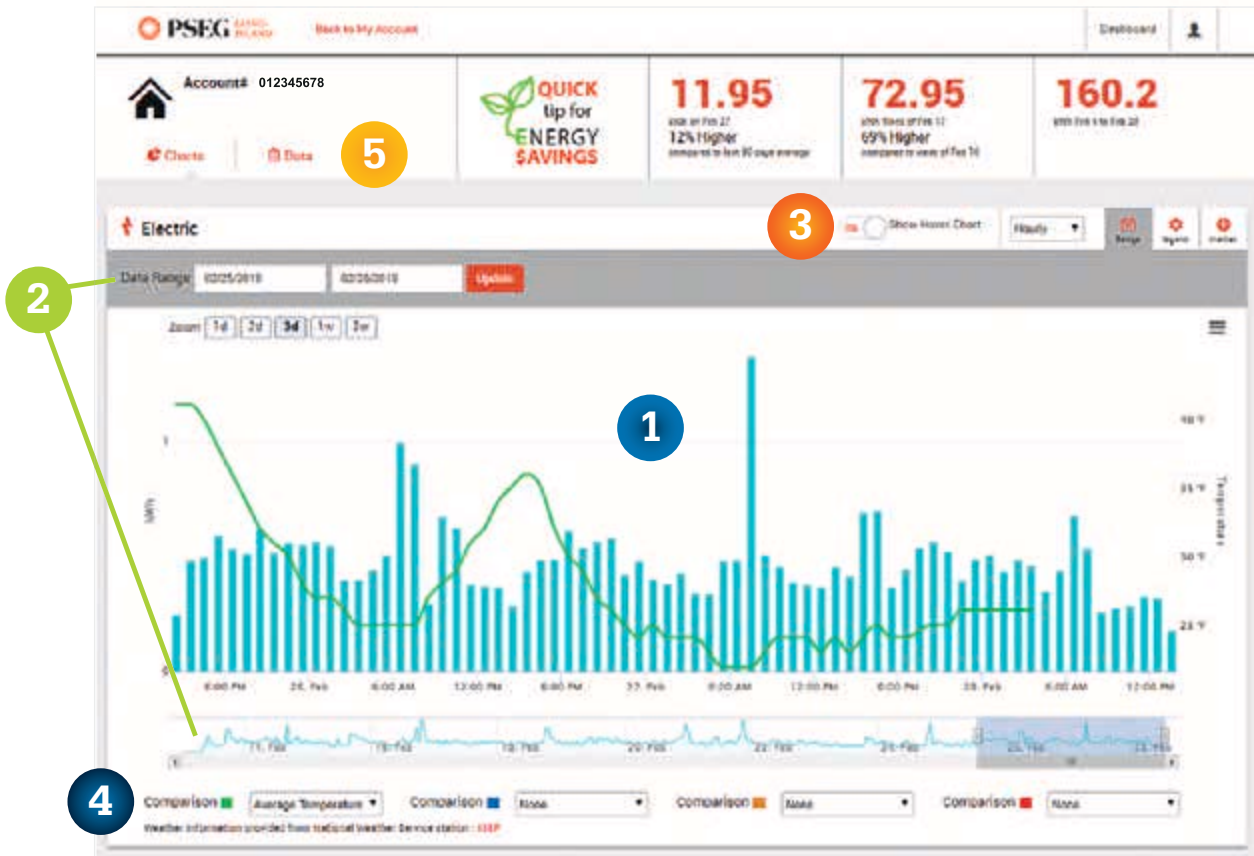
MySmartEnergy is an online energy graph available to you within our free My Account services. You'll have a detailed look at how you use energy – before you're billed – from any device. When you understand your energy use today, you can take steps to lower it tomorrow.

## To Access

Sign in to your My Account. Don't have My Account?  
Go to page one (1) for a step-by-step guide to register.  
MySmartEnergy is available from the top menu:



## The MySmartEnergy graph



### 1 Usage Graph

Shows usage for the selected date range and frequency (see below). Weekends are shaded for easy reference.

### 2 Date Range

Specify a time period here or with the slider below the graph.

### 3 Usage Frequency

Adjusts the bars to show your energy use weekly, daily, hourly or even in 30- or 15-minute increments.

### 4 Comparisons

Up to four color-coded lines can be displayed on the graph to track high, low and average temperatures or your usage in the prior week.

### 5 Data

From this tab you can select from options to download your energy usage, including for a spreadsheet.

To see how simple it is to use the MySmartEnergy tool, go to [PSEGLINY.com/smart](http://PSEGLINY.com/smart) and click "MySmartEnergy Portal" to watch our video.


## Ways to Pay

Take a look at all the convenient ways you can pay your energy bill.

### Text or emoji

To register, text REG to PSEGLI (773454) or sign up for MyAlerts in your My Account then connect your bank account to your PSEG account.

Text these simple commands to PSEGLI (773454): **PAY** — we'll reply with options to select an amount

**SEND** — your phone's lightbulb emoji  to quickly pay the full balance

**BAL** — to check your balance

### Online or by Phone

Go to your My Account and make a secure payment from your bank account using a smartphone, tablet, or computer. To pay by phone, call our automated service at 1-800-490-0025.

### PSEG Long Island App

Download our app and you can pay your bill with a tap from any Android or Apple device. Go to page three (3) and scan our QR code with your phone to download.

### DirectPay

Make automatic payments with no checks or worrisome due dates. Sign up for free at [PSEGLINY.com/account](https://PSEGLINY.com/account)

### Alexa or Google Assistant

Manage your account and pay your bill with Alexa or Google Assistant. Simply say, "Alexa" or "Google" then say "ask PSEG Long Island to pay my bill." To set up, go to page four (4).

### Use Your Credit or Debit Card

Along with your card, please have your PSEG Long Island Customer ID or account number ready. Pay Online\* or call 1-888-608-6669 to make a payment.

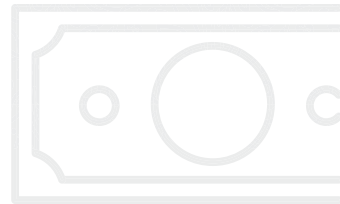
\*This will take you to the secure website of our payment partner, Speedpay®, an ACI Worldwide company.

### By Mail

To pay by mail, send your check or money order (no cash, please) to: PSEG Long Island  
P.O. Box 888, Hicksville, NY 11802

### In Person

All PSEG Long Island Customer Service Centers accept electric bill payments Monday — Friday 8:30 a.m. to 5:00 p.m. unless otherwise noted. You may also pay at any authorized pay station. To find the location nearest you, go to [PSEGLINY.com](https://PSEGLINY.com).



[PSEGLINY.com](https://PSEGLINY.com)





## Understand Your Bill *(continued)*

Each bill includes your energy usage and breakdown of fees such as taxes, power supply, delivery and system charges.

### 8 Usage

This section shows your most recent and previous meter readings and how many days in between. Your current charges are based on the amount of electricity you used over that period of time. When comparing bills, it's also important to consider the number of days in each billing period.

### 9 Balanced Billing

Customers who have balanced billing will see payments made to date and energy used. For more information about balanced billing go to [PSEGLINY.com](http://PSEGLINY.com)

### 10 Delivery & System Charges

These charges are the cost to deliver electricity. It includes operation and maintenance of the electric system.

### 11 Power Supply Charges

This charge is for the cost of electricity which includes the fuel to produce electricity.

### 12 Taxes & Other Charges

This includes NY State Assessments and other charges like Delivery Service Adjustments. See section 13 for a definition of each charge in this section.

### 13 Bill Definitions

We've included the definition of terms like KWH and Revenue-Based PILOTs to give you a better understanding of your bill.

### 14 Payment Options

Includes: Online, over the phone, in-person or by mail. For more ways to pay go to page eight (8) in the *Service Made Simple* brochure.

**PSEG LONG ISLAND**  
Member since 2010

Customer ID: 0123-4567-89-0 | Account #: 0123456789

Meter #: 0123456  
Usage  
Actual reading on 03/10/2020: 28028  
Actual reading on 01/09/2020: -27541  
Electricity used in 61 day(s): 487 KWH

**8** Reading: 487 KWH

**Amount Due** \$ 97.00  
Please Pay By: Apr 03, 2020

**DETAILS OF CURRENT ENERGY CHARGES**  
Rate 180 - Residential, General Use

**10** **Delivery & System Charges** \$ 65.89  
The cost to deliver electricity includes operation and maintenance of the electric system, certain on-island generation and certain transition charges of \$0.017367/KWh on behalf of the Utility Debt Securitization Authority, the owner of such transition charges.

**11** **Power Supply Charges** \$ 46.92  
The cost of electricity includes the purchase of fuel (e.g. oil and gas) used to produce electricity and electricity purchased directly.

**12** **Taxes & Other Charges** \$ 8.80

**13** **Bill Definitions**  
KWH - Kilowatt Hour - energy consumed (1,000 watts (yes, ten 100w bulbs) are used for one hour).  
KWH or Demand - The highest amount of electricity used in any 14 hour during the billing period. 1 KWH is equal to 1000 watts.  
Meter Multiplier - Converts recorded use to total use on meters that are designed to only record partial use.  
Basic Service - The minimum daily cost for a 24/7 connection to the electric system.  
Delivery Service Adjustment - Charge or credit applied to balance actual expenses with budgeted expenses. Creates long-term rate stability by accounting for unpredictable costs, including electric response.  
Distributed Energy Resources (DER) Charge - the cost of customer programs such as energy efficiency and conservation, as well as new technologies and methods for producing and storing energy.  
Revenue-Based PILOTs (Payments in Lieu of Taxes) - State and local taxes on utility revenues. This does not include property taxes assessed on the electric system, which make up 15% of your bill.  
Revenue Decoupling Adjustment - Charge or credit applied to balance actual delivery revenue with the approved revenue level.  
Encourages energy efficiency by breaking utility dependence on sales revenue.  
NY State Assessment - Assessment imposed on all utilities and collected on behalf of the State.  
Suffolk Property Tax Adjustment - The amount collected by PSEGIL from Suffolk County customers representing the overpayment of property taxes to the Sherrifham taxing jurisdictions from a court-ordered legal settlement dated January 11, 2020.  
Sales Tax - State and/or local sales taxes.

**14** **Payment Options**  
It's Your Bill. How You pay is Your Choice.  
Online or Phone: Make a payment anytime from a checking or savings account with My Account, by phone or by text. [www.psegilny.com](http://www.psegilny.com) Text PAY PSEGIL (773456) 1-800-480-0026  
DirectPay: Automatic payments from your bank. Skip check and stamps. Never worry about due dates. [www.psegilny.com](http://www.psegilny.com)  
Credit Card: Pay your bill with a credit card online or by phone (fee may apply). [www.psegilny.com](http://www.psegilny.com) 1-800-480-0026  
In Person: Payments are accepted at any customer service center or authorized locations. Locations at [www.psegilny.com](http://www.psegilny.com)  
By Mail: Payments to: PSEG Long Island, PO Box 9050, Hicksville NY 11802-9050. Send correspondence to: PSEG Long Island, PO Box 9083, Melville, NY 11747-0083

**GO PAPERLESS!** To sign up visit [www.psegilny.com](http://www.psegilny.com)

# Take Steps to Assess Your Home Energy Use

Now that you understand your bill, it's time to know how you use energy. Take a look at our step-by-step guide to help you figure out your home's energy use. Once you know how you use energy, you can take actions to help lower usage and cost.

## Step 1: Review Appliances and Energy Cost

Take a look at the estimated cost to run typical home appliances and devices. For an expanded list, visit [PSEGLINY.com/efficiency](http://PSEGLINY.com/efficiency).

	Wattage	Hours used per month	Est. cost per month
Water heater (40 gal.)	4500	33	\$ 31.19
Room Air Conditioner	1000	100	\$ 21.00
Central Air Conditioner (3 ton)	3500	158	\$ 116.13
Range w/ oven	3000	6	\$ 3.78
Dishwasher	1400	18	\$ 5.29
Refrigerator (frost-free, 16 cf.)	200	730	\$ 30.66
Television (Digital, HD, >40")	200	149	\$ 6.26
Cable box	35	538	\$ 3.95
Laptop Computer	60	122	\$ 1.54
Incandescent Bulb	60	90	\$ 1.13
LED Bulb (60W equivalent)	10	90	\$ 0.19
Clothes dryer	2790	24	\$ 14.06
Clothes washer	255	18	\$ 0.96
Pool pump	2500	132	\$ 69.30

## Step 2: Use the Online Home Energy Analyzer

Use our Online Home Energy Analyzer to uncover ways to save energy and money. Just answer some basic questions about your home and you'll get a detailed report with personalized energy saving tips and recommendations.

There are two ways to start:

1. Log in to your My Account. The Online Home Energy Tool will have basic information about your home. Just update to receive even more customized information. Don't have a My Account? It's easy — go to [PSEGLINY.com/account](http://PSEGLINY.com/account) and register.
2. Continue as a guest. You'll still receive a customized report, but the information will not be saved so you will need to re-enter all of the information with every guest login.

## Take Steps to Assess Your Home Energy Use *(continued)*

### **Step 3:** Stay on track with MyEnergy

MyEnergy is an online suite of easy-to-use tools that can help you understand your energy use. You can even create and track energy saving goals — whether you're looking for quick fixes or the most savings. You'll also see comparisons to similar homes in your area.

MyEnergy is completely free and available as part of our My Account online services.

Start now! Log in or register at [PSEGLINY.com/account](https://PSEGLINY.com/account) then scroll down and click MyEnergy.

### **Step 4:** Schedule a Home Energy Assessment

Find out how to reduce your energy usage, and learn about exclusive rebates and financing! We offer a free energy efficiency home assessment to all customers, regardless of your heating fuel source. Depending upon the current situation and potential remaining impacts of COVID-19, this program is offered as either a remote or in-home energy assessment.

### **Want to schedule an appointment?**

Go to [PSEGLINY.com/saveenergyandmoney](https://PSEGLINY.com/saveenergyandmoney) or call us at 1-855-694-3576 to determine your eligibility and schedule an appointment.





# SAVE ENERGY, SAVE MONEY

## Rebates and Green Options



**PSEG LONG ISLAND**

*We make things work for you.*

## More Ways to Save

We want to help you save energy and cut costs by giving you ways to run your home more efficiently.

## Appliances, Lighting, Heating and Cooling

To start, take a look at any appliances, lighting, heating and cooling systems in your home that you can replace with more energy-efficient options. [Check out our list below for rebates\\*](#) on household items that can help put money in your pocket and lower your bills.

### ENERGY STAR® Certified Appliances

Advanced Power Strips	\$20
Air Purifiers	\$40 or \$50
Clothes Dryers	\$50
Dehumidifiers	\$30
Electric Freezer	\$30
Heat Pump Water Heater	\$650
Lawn Equipment (Chargeable)	\$25-\$50
Pool Pumps + Heat Pump Heaters	\$150-\$650
Refrigerator Recycling Earn	\$50
Electric Vehicle Smart Charger	\$500

### Most Efficient 2020 Appliances

Clothes Dryers (Heat Pump)	\$250
Clothes Washers	\$40
Dishwashers	\$40

### ENERGY STAR Certified Lighting

LED Lightbulbs	<i>Varies by product</i>
Bulk Lighting Purchase	<i>up to \$2.50 (per LED bulb and fixture)</i>

### Cooling and Heating

Heat Pump Options — there are special rebates through our Home Comfort Program

Smart Thermostats	\$35
Learning Thermostats	\$50

For more information or to access our online rebate forms, go to [PSEGLINY.com/efficiency](https://PSEGLINY.com/efficiency)

# Go Green!

Going green is also a great way to save energy and money! Our eco-friendly options will benefit you and the Long Island we love! Check out our rebates\* and programs below.

## Electric Vehicles

With an electric vehicle you can save money on gas and shrink your carbon footprint! There are also state incentives, programs and rebates including:

- 🏠 \$500 Smart Charger Rebate
- 🏠 Smart Charge Rewards program where you'll get cash back when you charge smart.

For more information, go to [PSEGLINY.com/goelectric](https://PSEGLINY.com/goelectric)



## Geothermal Energy

Tap into your backyard for your heating, cooling and water needs with a geothermal/ground source heat pump. These systems are significantly more efficient than conventional heating and cooling units.

Benefits include:

- 🏠 Geothermal Rebate Program: \$1,000 or \$2,000 per ton depending on the efficiency level of the equipment.
- 🏠 Residential Energy Efficiency Property Credit which qualifies you for a tax credit.



## Solar Energy

Solar energy is one of the cleanest forms of renewable energy. When you go solar, you'll cut energy costs and help the environment too! We have two great ways to participate.

### Solar + Energy Storage

When you install solar plus energy storage in your home, you have access to:

- 🏠 stored power during an outage
- 🏠 enhanced federal and state incentives
- 🏠 extra savings by participating in special energy programs



### Community Solar

If you want to power your home with solar energy, but your home isn't ideal to catch the sun's rays, community solar may be perfect for you! Community Solar allows customers to power their homes with solar energy produced in a separate sunny area of your community.

For more information on Geothermal or Solar Energy, go to [PSEGLINY.com](https://PSEGLINY.com) and search "green energy".

\*Terms and conditions are subject to change without notice, including early termination of promotions. Rebates available exclusively to qualified PSEG Long Island residential customers. PSEG Long Island administers the rebate programs on behalf of the Long Island Power Authority, the rebate program sponsor. Please visit [PSEGLINY.com/efficiency](https://PSEGLINY.com/efficiency) for more details.





# 66 WAYS TO SAVE ENERGY

Simple Energy-Efficient Tips to Lower Your Bill



**PSEG LONG ISLAND**

*We make things work for you.*

**Keep in mind** that with changes in our lifestyles we now have more appliance and electronics choices available at home such as smartphones, tablets, e-readers, HDTVs, and others that were not common 10 years ago. You can enjoy these conveniences and still save energy and money. We hope this booklet helps you make better energy choices, become more energy-efficient, lower your bill, and ultimately reduce your carbon footprint.

## Contents

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## Lighting

Making improvements to your home's lighting is one of the simplest and least expensive ways to reduce your energy costs because lighting accounts for about 12% of your home's electric use. New technologies can reduce the amount of energy used for lighting in your home by 75% or more.

Use light emitting diode (LED) bulbs in all table, floor lamps, and light fixtures in your home. These bulbs use up to 90% less energy than incandescent bulbs while providing the same amount of light. You can save even more since these newer bulbs can last 15 times longer than traditional bulbs. Although efficient bulbs cost a bit more, they pay for themselves by saving energy over their lifetime. Today, efficient options are available for virtually every fixture and need.

- 1 Always look for the ENERGY STAR® label when purchasing lighting products.
- 2 Consider installing timers or occupancy sensors to turn off the lights when you leave a room.
- 3 The same technology in the form of motion detectors outdoors will also save energy while providing security.
- 4 Three-way lamps make it easier to keep lighting levels low when brighter light is not needed. Dimmers can vary the level of illumination according to how much light you may need. Make sure you purchase efficient bulbs specifically made for either technology.
- 5 Use fluorescent fixtures with reflective backing and electronic ballasts for your workroom, garage, and laundry areas for better efficiency and illumination.
- 6 LED holiday lighting comes in a variety of festive styles and colors, uses up to 90% less energy, and stays cool to the touch.

## Refrigerators & Freezers

Like other appliances that heat and cool, refrigerators and freezers are big energy users and have to be “on” all the time.

- 7** A new refrigerator with an ENERGY STAR label is at least 10% more efficient than new conventional models and can save hundreds of dollars over its lifetime if you replace a unit that's more than 10 years old. Consider a model rated ENERGY STAR Most Efficient for the biggest savings.
- 8** Make sure the seals on your refrigerator and freezer fit tightly. A door seal leak allows cool air to escape, forcing your refrigerator to use more energy to keep food cold. Test the seal by closing the door over a piece of paper that is half in and half out of the refrigerator. If you can pull the paper out easily, the latch may need to be adjusted or the seal replaced.
- 9** Vacuum and clean condenser coils on your refrigerator twice a year. Always leave space between the refrigerator and surrounding walls to allow air to circulate.
- 10** Be sure to place your refrigerator away from appliances that generate heat, such as ovens and dishwashers. Otherwise the refrigerator will have to work much harder to cool and its efficiency will decrease.
- 11** Don't keep your refrigerator or freezer too cold. Check temperature settings by placing a thermometer in the appliance for one hour. Refrigerator temperature should be 35-38 degrees Fahrenheit and freezer temperature should be 5 degrees Fahrenheit.
- 12** If you have an old working refrigerator or freezer in the basement or garage, it could be costing you an extra \$200 or more per year. We'll pick it up for recycling, give you a rebate and you'll save energy and money.



## Laundry

Grandma was ahead of her time. In the summer months, save energy like she did by simply drying your clothes using a clothes line in your backyard. The dollar savings will make it worth your while.



- 13** In addition to buying ENERGY STAR certified clothes washers, check the Modified Energy Factor (MEF) information on the label. The higher the MEF the more efficient the clothes washer.
- 14** Ninety percent of the energy your washer uses goes toward heating the water. Save by using hot water only for heavily soiled laundry, especially since today's detergents are formulated to work just as well in cold water.
- 15** Front load washers are gentler, more effective and much more energy efficient than traditional top-loading clothes washers.
- 16** For greater efficiency, always run the washer and dryer when you have a full load of laundry.
- 17** ENERGY STAR certified dryers use 20% less energy than conventional models. Heat pump dryers offer double the efficiency and include ventless models that allow for placement virtually anywhere in your home.
- 18** A dryer with a "moisture sensing" device saves energy by shutting off automatically when it senses your clothes are dry.
- 19** Clean your dryer's lint filter after every load to improve air circulation and efficiency. Lint build up blocks air flow and lengthens drying time.

## Dishwashers

Washing dishes by hand may not save energy or money. In fact, running a full dishwasher typically uses less hot water than hand washing.

- 20** ENERGY STAR certified dishwashers are 10% more efficient than conventional dishwashers, using less energy and less water than conventional models.
- 21** When shopping for a new dishwasher, look for models that require less hot water. Dishwashers differ in the number of gallons of hot water used in the wash cycle. Using a new ENERGY STAR certified dishwasher instead of hand washing dishes can save nearly 5,000 gallons of water per year. The manufacturer's specifications or the Energy Guide label should list this information.
- 22** Take advantage of the energy saving control on many dishwashers. It turns off the heat during the drying cycle. Opening the dishwasher after the rinse cycle and letting the dishes air dry is also an easy way to save energy.



## Cooking

There are many steps you can take to conserve energy while cooking, such as using the correct oven temperature and using smaller cooking appliances such as microwave ovens to prepare food.

- 23** A microwave oven is an energy-efficient alternative to a conventional oven. It cooks food more quickly and wastes less heat than an electric oven.
- 24** Use pots and pans that are properly-sized to “fit” your stove top burners. Using a small pan on a large burner wastes energy and can be a safety hazard. Cookware with flat bottoms and tight covers are best.
- 25** When preparing meals in your oven, choose foods that are cooked at about the same temperature. That way your oven can cook several dishes at the same time.
- 26** Avoid “peeking” by opening the oven door. Each “peek” lowers the oven temperature.



## Consumer Electronics

ENERGY STAR certified office and imaging products use 40% less electricity than conventional electronic products.

- 27** Turn off electronics such as personal computers, monitors, copiers, and printers when they are not in use.
- 28** Just be aware that many electronics continue to draw power when they are switched off and still plugged in — accounting for 75% of the electricity they use in the average home. This is often referred to as “phantom load” and can occur with DVRs, televisions, mobile device chargers, and kitchen appliances. Avoid phantom load by simply unplugging the item when not in use.
- 29** Preventing phantom load is made easier with Advanced Power Strips. You can control power to multiple devices at once, plus they provide surge protection.
- 30** Consider a multifunction device which combines a number of operations into one device, such as a printer/scanner/copier combo.
- 31** Turn your computer monitor off instead of using a screen saver. Screen savers prevent your monitor from going into sleep mode, increasing energy use.
- 32** Ink jet printers can be as much as ninety percent more efficient than a laser printer.



## Consumer Electronics *(continued)*

- 33** Consider a laptop over a traditional desktop computer. They are not just more convenient but use less electricity. ENERGY STAR computers and monitors save energy only when the power management features are activated. Read the owner's manual for more information.
- 34** ENERGY STAR certified cordless phones use about half the energy used by a standard cordless phone.
- 35** Always be sure to turn the TV off when no one is watching. Consider plugging your DVD and other video components into an Advanced Power Strip so that when the TV is turned off, the other components will turn off too.
- 36** ENERGY STAR certified televisions use about 25% less energy than standard units. Choose the "home" or "standard" picture setting over "vivid" or "retail," which require 15-30% more power.



## Cooling

Cooling your home uses more energy (and energy dollars) than any other "comfort system" in your home. You can save money and increase your comfort by properly maintaining and upgrading your equipment.

- 37** It is important that a new central air conditioning system be properly-sized based on the Air Conditioning Contractors of America (ACCA) "Manual J" guidelines, which consider more than just your home's square footage. Properly-sized and installed units reduce humidity, making for a more comfortable as well as an efficiently cooled home.
- 38** If you have central air conditioning, regular maintenance is essential to keep it working efficiently. Keep the condenser unit's coils and fins clean. Remove grass, leaves, and other debris that may collect on them. Keep shrubbery away from your air conditioner because it can block vents and reduce the unit's ability to exhaust air.
- 39** If your system is 10 or more years old, it could be 40% less efficient than today's high-efficiency systems and not providing the comfort you expect. PSEG Long Island offers rebates when you install or replace a central air conditioner. See our current offers at [PSEGLINY.com/homecomfort](http://PSEGLINY.com/homecomfort).
- 40** Always look for ENERGY STAR equipment with high Seasonal Energy Efficiency Ratio (SEER) for optimum efficiency and lower cooling bills. Also, quality installation includes proper sizing, testing and commissioning of your system. A poor installation can reduce performance by 30% or more.



## Cooling *(continued)*

- 41** The location of your room air conditioner has a lot to do with how efficient it will be. Try to locate your units on the north, east or the best-shaded side of your home. A unit exposed to direct sunlight has to work much harder and use more energy to cool your home.
- 42** Regular maintenance will ensure that your room air conditioner operates efficiently throughout the summer. Check the filter once a month by holding it up to a bright light. If you cannot see through it, it's time to clean or replace the filter. Also check your owner's guide to find out how to safely clean the condenser coils and fins on the outside of the unit.
- 43** Seal spaces around the air conditioner with caulking to prevent cool air from escaping and hot air from entering.
- 44** Fans can make your air conditioner's job easier. Pedestal and ceiling fans improve the air circulation in your home, allowing you to raise the air conditioner's thermostat. When it is not too hot, consider using portable or ceiling fans instead of air conditioners.
- 45** Whole-house fans help cool your home by pulling cool air through the house and exhausting warm air through the attic. They are most effective when operated at night and when the outside air is cooler than the inside.
- 46** To stay most comfortable during the hottest hours of the day, do your cooking, ironing, laundry and bathing in the early morning or late evenings. These activities all increase the level of humidity in your home, making it less comfortable. By using heat-generating appliances in the early morning or late evening, when the outside temperature is still not so high, your home will stay cooler.
- 47** Turn off kitchen, bath, and other exhaust fans as soon as they are no longer needed after cooking or bathing. This type of fan removes cooled air from your home.
- 48** Storm windows keep cool air in and hot air out. Weatherstripping and caulking windows and doors will also keep cool air from leaking out and hot air from entering.
- 49** On hot summer days the temperature in your attic can reach 150 degrees. Improving the ventilation in your attic will lower the temperature of the entire house and make your air conditioner's job much easier.
- 50** Depending on the size of your home, you can save three percent on your cooling costs for every degree you raise your thermostat in the summer. Raising the thermostat from 73 to 78 degrees will have minimal impact on your comfort while saving up to fifteen percent in cooling costs.
- 51** Don't set your thermostat at a colder setting than normal when you first turn on your air conditioner. This will not cool your home any faster and could result in excessive cooling and an additional expense, as the unit will need to work harder.

## Hot Water

Electric hot water heaters are the second largest energy user in the home. Even if your water heater is oil- or gas-fired, electricity is needed to run the circulator motor, which brings the hot water to your sink or shower. Using hot water efficiently can add up to big savings.

- 52** If you have an automatic dishwasher, the hot water heater setting can be lowered to 120-140 degrees and the dishwasher will still clean your dishes effectively.
- 53** Repair leaky faucets promptly. A leaky faucet wastes gallons of water in a short period of time. A small drip can be the equivalent of wasting a bathtub full of hot water each month.
- 54** Bathing uses the most hot water in the average household. To save energy, take short showers instead of baths. Any hot water you can save not only reduces your energy bill for heating the water, but reduces your water bill as well.
- 55** Lower your water heater temperature to 120° F (or “Warm”). You may save even more energy by wrapping an older water heater in a special insulation blanket. A quick check: if your water heater is warm to the touch, additional insulation may be needed.



## Heating

All heating systems need electricity to operate. An energy-efficient furnace alone will not have as great an impact on your energy bills as using a “whole-house approach”. By combining proper equipment maintenance with appropriate insulation, weather stripping, and thermostat settings, you can cut your energy use for heating and reduce environmental emissions.

- 56** Check the filters in your forced-air heating system monthly and replace or clean them when they become dirty.
- 57** Have your heating system checked periodically by a properly trained licensed professional.
- 58** Properly insulating walls, ceilings, floors, hot air ducts and hot water pipes significantly reduces the loss of heat.
- 59** At the same temperature, dry air makes you feel colder than moist air. Maintaining home humidity will produce personal comfort at a lower thermostat setting.
- 60** Insulate heating hot air ducts and hot water pipes that provide heat to the rooms in your home.
- 61** Purchase a programmable thermostat to automatically raise and lower the temperature in your home according to your lifestyle. You can easily save 10% on heating and cooling costs by properly setting and maintaining a programmable thermostat. Keep your heating thermostat at the lowest temperature comfortable for you.



- 62** Storm windows and doors are big energy and money savers. They can reduce heating costs by as much as 15% by preventing warm air from escaping. Double-glazed and thermopane windows or even clear plastic across windows can minimize heat escape.
- 63** Portable electric heaters are costly to run – consider replacing traditional electric heating with an efficient electric heat pump system.
- 64** Let the sunlight in! Open curtains, blinds and shades over windows facing the sun to help keep your home warm and reduce heating needs.
- 65** Clean warm-air registers, baseboard heaters, and radiators as needed. Make sure they are not blocked by furniture, carpeting, or drapes.
- 66** Keep the fireplace damper closed tightly when not in use.



PSEG Long Island's efficiency programs can help you use less energy and lower your energy costs.

If you would like more information about PSEG Long Island's programs, or if you have any questions, please visit us at [PSEGLINY.com](http://PSEGLINY.com) or call our Energy Infoline at 1-800-692-2626.





# HELP IS AVAILABLE

Financial Assistance for Those in Need



**PSEG LONG ISLAND**

*We make things work for you.*

## 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 event 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 aid you need.

## PSEG Long Island Programs

### 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 survey and a REAP technician will provide energy-saving tips and may install energy-saving measures such as compact fluorescent bulbs, energy efficient appliances, water flow devices, and potentially more. Depending upon the current situation and potential remaining impacts of COVID-19, this program is offered as either a remote or in-home energy assessments. Visit [PSEGLINY.com/efficiency](https://PSEGLINY.com/efficiency) or call 1-800-263-6786 to learn more.

### Household Assistance Rate

PSEG Long Island's Household Assistance Rate provides a bill credit on electric accounts that qualify with a Federal or State Social Service Program, including: HEAP, Medicaid, Temporary Assistance, SNAP and SSI.

### 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 flyer.

Our services are free and completely confidential. If you need assistance please contact our Consumer Advocates by emailing [consumeradvocacyli@PSEG.com](mailto:consumeradvocacyli@PSEG.com) or by calling 516-454-4331 Monday - Friday from 8:30am - 4pm. We encourage you to reach out to us even if you think you do not qualify for the programs listed here.

**PSEGLINY.com**

## Other Programs

### Home Energy Assistance Program – HEAP

HEAP is a federally-funded program designed to help income-eligible households pay energy bills and is available at the beginning of the heating season. 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. The Office of Temporary and Disability Assistance provides more information at [otda.ny.gov/programs](http://otda.ny.gov/programs)

### HEAP Contact Information

Nassau County 516-565-4327 / Rockaways 1-800-692-0557 / Suffolk County 631-853-8825

### Emergency Energy 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 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 anytime, 24 hours a day, 7 days a week or find services Online at [www.211longisland.org](http://www.211longisland.org).

### Project Warmth

Project Warmth, administered by United Way of Long Island, is an emergency assistance program to help families and individuals with energy emergencies. Project Warmth provides a one-time grant for fuel, and/or fuel-related electricity that does not need to be repaid. Assistance becomes available at the beginning of the heating season until funds are exhausted. Contact Project Warmth at 2-1-1 or 1-888-774-7633.

### 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 someone who has contacted you claiming to be from PSEG Long Island, please call us at 1-800-490-0025.

To learn more about these programs, visit [PSEGLINY.com/myaccount/customersupport/financialassistance](http://PSEGLINY.com/myaccount/customersupport/financialassistance) or call 1-800-490-0025.





# CARING FOR OUR CUSTOMERS

Customized Programs & Protections



**PSEG LONG ISLAND**

*We make things work for you.*

## Caring for Our Customers with Specific Needs

PSEG Long Island is committed to improving the quality of life within our service territory. That is why we offer an array of services for customers with specific needs. Information about these and other programs is available 24 hours a day, 7 days a week at [PSEGLINY.com](http://PSEGLINY.com)

## Special Protections for Medical Emergencies

PSEG Long Island provides additional time so that payment arrangements can be made for customers or their immediate family members who are ill or have a chronic medical condition. Customers in this situation must provide PSEG Long Island with a Medical Certificate from a doctor, local Board of Health, nurse practitioner, or physician assistant, and the certificate must state:

- Why the electric service is required during the health emergency
- The medical professional's name, address, telephone number and license number
- The customer's name, address, telephone number and account number

We will continue the electric service for thirty (30) days. We will not terminate electric service during a medical emergency; however, the customer is still responsible for the payment of the PSEG Long Island bill.

Senior Citizens 62 years or older and those with disabilities should also contact us so that appropriate protections, as needed, may be provided.

## Critical Care Program

If you or a member of your household relies on life-support equipment, file a medical certificate with us from your doctor, local Board of Health, nurse practitioner, or physician assistant, and we will note your PSEG Long Island account and tag your meter as "Critical Care." When we anticipate a severe storm, we will call you as a reminder to make advance preparations.

Listed below are 11 devices which meet the medical criteria for life-support equipment.

- |                             |                                |                          |
|-----------------------------|--------------------------------|--------------------------|
| ■ Apnea Monitor for Infants | ■ IV Medical Infusion Machine  | ■ Rocking Bed Respirator |
| ■ Cuirass Respirator        | ■ Oxygen Concentrator          | ■ Suction Machine        |
| ■ Hemodialysis Machine      | ■ Positive Pressure Respirator | ■ Tank Type Respirator   |
| ■ IV Feeding Machine        | ■ Respirator/Ventilator        |                          |

Additional devices may qualify as life-support equipment if certified by a physician.



## Our Response During Major Storms

We will conduct additional outreach to special protection and Critical Care customers regarding major weather events, but we cannot guarantee priority during power restoration efforts. When there is a severe storm, we work to restore service to all customers as quickly as possible. Restoration efforts that will get power on for the most number of customers at once receive priority. Each customer is responsible for making alternate arrangements for any medical or other special needs in the event of a power outage.

## Large Print Bill and Braille Bill

The Large Print bill is designed for our customers who have difficulty reading a regular bill. The print is 55% larger than our regular bill, and can be mailed along with your billing statement.

Customers who read Braille may request a summary of their bill converted to Braille, which will be sent to them along with their bill.

For more information on the Braille bill, or to request a Large Print bill or Braille bill, call us at 1-800-490-0025 or **enroll on the attached card and return it to us.**

## Friendly Follow-up Program

This program allows a customer to designate a relative, trusted friend, or social service agency to receive an extra copy of your PSEG Long Island bill should it become overdue.

This extra protection can help you keep your account current if you're planning a long vacation, live alone or are unable to make timely payments for other reasons such as illness or an emergency.

The person chosen to receive notification from us will not be responsible for paying the bill, but can help keep track of the electric account and follow-up with us.

**If you would like to participate, please complete the enrollment form attached and return it to us.**

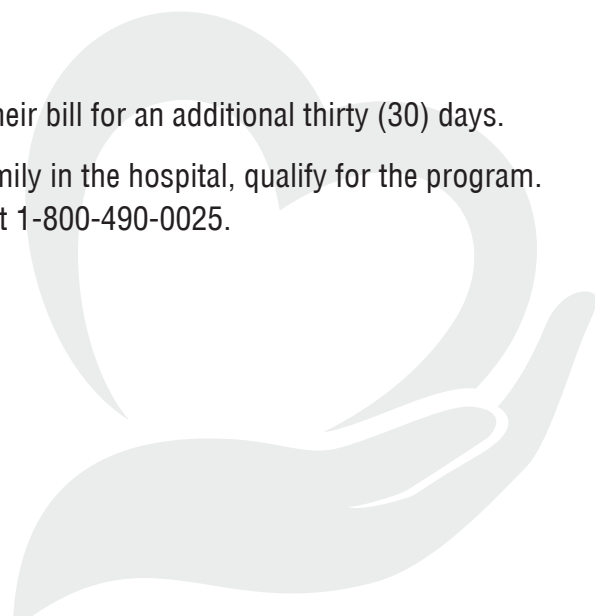
## Peace of Mind Program

This assistance plan for hospitalized customers extends the due date of their bill for an additional thirty (30) days.

Customers who are hospitalized, or have an immediate member of the family in the hospital, qualify for the program. To learn more or to apply for the Peace Of Mind Program, please call us at 1-800-490-0025.

## Hearing/Speech Impaired — TDD Services

Customers who are hearing or speech impaired can call our TDD (Telecommunications Device for the Deaf) Service for assistance at 631-755-6660.



## Ensure Your Power Supply is Protected

PSEG Long Island continually maintains and reinforces the electric system to minimize power interruptions. However, high winds, tree branches, lightning, or ice can occasionally disrupt electric service. There are preventive measures you can take to maintain your life-support equipment, such as:

- Consider having a licensed electrician install a standby generator. Please check with your local municipality regarding any generator regulations.
- Contact your local fire and police departments and inform them of your health situation. Find out now what kind of assistance (such as transportation or first aid) they can offer during a power outage.
- Develop a network of friends, relatives and neighbors you can rely on for help.
- Arrange to stay with a friend or relative in the aftermath of a major storm. Check now to see which person's home can accept your equipment without difficulty. Have alternate sites in case your first choice is also without power.
- Let us know immediately if you change your telephone number or if your situation changes and there is no longer a need for the equipment.

## Si Habla Español

Si tiene alguna pregunta sobre su cuenta con PSEG Long Island, o si desea obtener información sobre algunos de nuestros programas, por favor llame a nuestro departamento de Servicio al Cliente y pida hablar con uno de nuestros representantes que habla español al teléfono 1-800-490-0085.

## Enrollment Form

- ☐ I would like to join the Friendly Follow-Up Program
- ☐ Please send me a Large Print bill
- ☐ Please send me a Braille bill
- ☐ I would like to join the Critical Care Program
- ☐ I am 62 years or over and disabled
- ☐ I would like to enroll in Peace of Mind

Please Print

Name \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Town \_\_\_\_\_

State \_\_\_\_\_ ZIP \_\_\_\_\_

Phone # \_\_\_\_\_ Date \_\_\_\_\_

Account # \_\_\_\_\_

For Peace of Mind Only

Hospital Name \_\_\_\_\_

Doctor's Name \_\_\_\_\_

For Friendly Follow-Up Only

Person/Agency \_\_\_\_\_

Address \_\_\_\_\_

\_\_\_\_\_

Town \_\_\_\_\_

State \_\_\_\_\_ ZIP \_\_\_\_\_

Phone # \_\_\_\_\_

\_\_\_\_\_

Authorized Signature

Please return this completed form and medical certification letter using one of the methods below to:

PSEG Long Island

Attn: Customer Safeguard Solutions

Mail: 15 Park Drive, Melville, NY 11747

Fax: 631-844-3635

Email: MEDICALNOTES@PSEG.com

please cut here

To learn more about any of these  
programs or if you have special  
needs not addressed here please  
call 1-800-490-0025.





## Self-Service Programs

View and pay bills, report outages, get updates, receive alerts and more! Manage your account 24/7 with these handy tools.



### **MyAccount**

Visit [PSEGLINY.com/account](https://PSEGLINY.com/account)

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### **MyAlerts**

Text REG to PSEGLI (773454)

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### **Paperless Billing**

Visit [PSEGLINY.com/paperless](https://PSEGLINY.com/paperless)

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### **PSEG Long Island Mobile App**

Download the PSEG Long Island app to your iPhone or Android device

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### **Voice Assistance**

Enable the PSEG Long Island skill for Alexa or Google Assistant. Visit [PSEGLINY.com/voiceassistant](https://PSEGLINY.com/voiceassistant)

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### **Energy Efficiency**

Rebates for efficient appliances, heating and cooling systems and more. Visit [PSEGLINY.com/efficiency](https://PSEGLINY.com/efficiency)



## Important Contact Numbers



### **Customer Service**

8 a.m. - 8 p.m. / Monday - Friday

Residential 1-800-490-0025

Para español 1-800-490-0085

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### **Power Outages & Downed Wires**

1-800-490-0075

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### **Claims Department**

Nassau/Queens 516-949-8668

Suffolk 516-949-8669

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### **Consumer Advocates**

Professionals who can guide you to utility assistance programs 516-454-4331

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### **Peace of Mind program**

If you, or an immediate family member, are hospitalized, we can extend your bill due date for an additional 30 days. 1-800-490-0025

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### **Income-eligible programs**

Residential Energy Affordability Partnership — REAP  
1-800-263-6786

Home Energy Assistance Program — HEAP

Nassau County 516-565-4327

Suffolk County 631-853-8825

Rockaways 1-800-692-0557

