

**PSEG Long Island Assistance -  
516-454-4331**

Our Consumer Advocates can guide you to and help you apply for financial assistance from PSEG Long Island and social service agencies. If you are experiencing a financial hardship, call us at the number above.

**Residential Energy Affordability  
Partnership (REAP)**

REAP is a program offered by PSEG Long Island for income-eligible customers designed to help save energy and lower electric bills. Participants will 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.

Visit us online: [www.psegliny.com/efficiency](http://www.psegliny.com/efficiency) or call 1-800-263-6786 to learn more.

REAP Income Guidelines - 2018/2019		
Size of Household	Annual Income	Monthly Income
1	\$56,700 or less	\$4,725 or less
2	\$64,800 or less	\$5,400 or less
3	\$72,900 or less	\$6,075 or less
4	\$81,000 or less	\$6,750 or less
5	\$87,500 or less	\$7,292 or less
6	\$94,128 or less	\$7,844 or less
7	\$100,450 or less	\$8,371 or less
8	\$110,187 or less	\$9,182 or less

**PSEG Long Island's Household Assistance  
Program (HAP)**

PSEG Long Island offers a discount for customers participating in select assistance programs, including HEAP, Medicaid, Public Assistance, and veteran's disability pension (non-service related).

Visit [www.psegliny.com](http://www.psegliny.com) or call 1-800-490-0025.

**United Way's Project Warmth Program**

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, plus an additional amount for fuel-related electricity. The heating grant may be used to pay for any fuel source such as oil, gas, electric, propane, etc. Project Warmth will open in December 2018 and will be available until funds are exhausted.

Contact Project Warmth in December at 2-1-1 or 1-888-774-7633.

**Qualifying for Project Warmth**

If you are eligible for HEAP, you MUST apply for HEAP before applying for Project Warmth

You may be eligible for assistance if you:

- Are a resident of Nassau or Suffolk County or the Rockaways
- Have a severely overdue bill, demonstrate financial hardship and provide an acceptable explanation for the arrears
- Have not received grants during both of the last two Project Warmth grant periods
- Did NOT top off your oil tank during a prior grant period

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Personas Que Hablan Español ¿Tienes dificultad en manejando sus cuentas? Llamenos al 1-800-490-0085. Hay representantes que hablan español.



**PSEG LONG  
ISLAND**

[www.psegliny.com](http://www.psegliny.com)  
1-800-490-0025

**Do You Need  
Help Paying Your  
Energy Bills?**



**PSEG LONG  
ISLAND**

*We make things work for you.*

If you find it difficult to keep up with energy bills, help may be available from PSEG Long Island and other sources. You may qualify for one or more of these programs, but please reach out to us even if you think you don't qualify.

Home Energy Assistance Program (HEAP)

HEAP is a federally-funded financial assistance program designed to help income-eligible households pay energy bills. It is not a loan. You do not have to repay any assistance received through this program.

There are two types of HEAP grants available, "Regular" and "Emergency" Grants. Depending upon your financial situation, you may qualify for one or both.

To qualify for assistance from HEAP you must:

- Have an energy bill in your name or have your heat included in your rent (apartment or house)
- Have income that falls within the following guidelines:

HEAP Guidelines - 2018/2019			
Size of Household	Income Level*	Size of Household	Income Level*
1	\$2,391	7	\$6,208
2	\$3,127	8	\$6,346
3	\$3,863	9	\$6,483
4	\$4,598	10	\$6,621
5	\$5,334	11	\$6,918
6	\$6,070	12+	Add \$540 per person
*or less per month			

Qualifying for Regular HEAP Grants

- Income-eligible households whose heating costs are included in the rent and who pay for other utilities (electric, gas, oil, etc.)
- Income-eligible households who do not live in government-subsidized housing and have heat utilities included in their rent
- Income-eligible households who pay energy bills directly

Qualifying for Emergency HEAP Grants

- Income-eligible households out of fuel, less than a ¼ tank or 10-day supply, or termination or 72-hour threat of termination of PSEG Long Island service.
- HEAP Emergency Services Unit will address Emergency Fuel needs for consumers who run out of fuel after the DSS offices have closed for business; Evenings after 4:30 p.m., weekends and holidays.

HEAP Emergency Services

Nassau County	.516-573-8626
Suffolk County	631-854-9100
Rockaways	.311

Any consumer in need of Emergency Heating Equipment Repair or Replacement must file an Emergency Temporary Assistance application in person at one of the DSS service centers.

Applying for HEAP

Regular HEAP benefit applications can be processed by telephone, by mail, or by fax. Applications may also be filed online through MyBenefits.gov. You may apply in person, but it is not required.

You will need the following documents for your HEAP application:

- ✓ Your current PSEG Long Island (or other fuel) bill
- ✓ "Final Disconnect Notice" or other shut-off notice
- ✓ Recent pay stub or other proof of your household's total gross monthly income
- ✓ Proof of residence (tax bill, lease, deed or receipt showing your address)
- ✓ Documents identifying each household member (birth certificates, social security cards, school records or drivers' licenses)
- ✓ Proof of qualified alien status if you are not a US citizen

HEAP Contact Information and Locations

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

Nassau County:

175 Fulton Avenue, Hempstead, NY

Suffolk County:

2 South 2nd Street, Deer Park, NY  
Applicants may call: 631-854-6684 or 6685  
Fax: 631-854-6686

200 Wireless Boulevard, Hauppauge, NY  
Applicants may call: 631-853-8820  
Fax: 631-853-8842

893 East Main Street, Riverhead, NY  
Applicants may call: 631-852-3631  
Fax: 631-852-3644

Rockaways:

325 Beach 37th Street, Far Rockaway, NY

Senior Citizens

If you are 60 years old or older, disabled, or receive Supplemental Security Income (SSI), you can apply for HEAP at your local senior citizen's office. Applications can also be mailed to you.

Rockaways	.311
Nassau County	516-227-7386
Suffolk County	631-853-8326

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.