

LOOKING FOR HELP WITH SUMMER UTILITY BILLS?

Learn about programs that can protect your utility services and assist you in managing your bills.

Scan to visit www.dps.ny.gov/summer
or call 1-800-342-3377



**Department
of Public Service**

NEW YORK'S ENERGY OUTLOOK

SUMMER 2022



Department
of Public Service

The news is full of stories about energy. Whether it is gasoline, fuel oil, natural gas, or electricity, the forces of supply and demand are having an impact on the commodities that are important to all of us.

What to Expect

On a statewide basis, the New York Independent System Operator (NYISO) forecasts that New York's peak demand for electricity for the period from June through September will be 31,765 megawatts (MW). A review of the electric system and utility preparedness indicates that New York will have 41,049 MW worth of capacity resources. As such, the state should have enough electricity to meet summer peak demand and have required levels of reserve power to provide a cushion in case of severe hot weather.

Summer Pricing Outlook

In general, energy bills are expected to be about 12% higher on average than last summer. On a statewide average basis, a typical residential customer that uses 600 kWh of electricity per month is expected to pay about \$50 per month for supply. Full service residential supply bills will vary from this estimate based on the customer's location and utility.

Bill costs will also depend on the actual, rather than estimated, energy prices. The commodity price of electricity or natural gas rises and falls based on many factors, including weather, the balance between supply and demand, and the current global unrest. When there is a widespread and prolonged heat spell, overall demand for energy increases, which puts upward pressure on prices. Any change in the cost of supply can have a significant impact on the overall energy bill.

Controlling Your Energy Bills

An energy bill consists of two parts: delivery and supply. The *delivery* charge is the cost to transport the energy to you throughout the utility's system. This fee is regulated by the NYS Public Service Commission. The *supply* charge is the cost of the electricity or natural gas commodity itself. The supply price is determined in a competitive marketplace and is not controlled by the Commission or the utilities. The utilities do not make a profit from the supply charge.

Your energy bill depends on how much electricity or natural gas you use and the rate you are paying. In general, the more energy you use, the higher your bill will be. You can control your energy costs by making energy efficiency improvements to reduce energy consumption.

Maintaining Reliability

On an extremely hot day - when electricity usage is at or near its peak - New York's electric utilities may take special steps to maintain the reliability of the state's electrical system. Utilities may:

- Issue an "energy alert" and public appeals to customers to reduce their energy use voluntarily.
- Contact large business customers directly to request that they reduce their energy use.
- Activate demand reduction programs for large customers.

If the need to reduce usage continues, utilities may:

- Institute electric voltage reductions.
- Request assistance from nearby electric systems.
- Cut electricity supplies to customers in certain areas.



If there is an Energy Alert: you should make every effort to reduce your electricity use. Turn off all non-essential electrical devices, lights, and appliances. Your actions can help maintain steady and uninterrupted service.



CONSUMER ASSISTANCE PROGRAMS

Fact Sheet
2021-2022

This information is provided by the New York State Department of Public Service for customers of PSEG Long Island. The Department of Public Service provides a variety of services to protect and assist utility customers. This fact sheet provides information on bill payment options, and financial assistance programs to help manage utility bills.

BILL PAYMENT OPTIONS

Balanced 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. PSEG Long Island 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 PSEG Long Island.

FINANCIAL ASSISTANCE PROGRAMS- Federal, Utility, and Community

Home Energy Assistance Program (HEAP) —is a federally funded program that helps income eligible New Yorkers pay for electricity, propane, natural gas, wood, oil, kerosene, coal or other heating fuel. The amount of funding is limited, assistance services will be provided on a first come, first served basis. HEAP has six components:

- **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** If you are eligible, you may receive one Cooling Assistance benefit per applicant household for the purchase and installation of an air conditioner or a fan to help your home stay cool. Only one air conditioner or fan, not to exceed \$800 with installation, will be provided per applicant household. No additional HEAP cash benefits are available. Apply from May 2 to August 31, 2022

2021-2022 HEAP Benefit Maximum Income Levels		
Household Size	Monthly Income	Annual Income
1	\$ 2,729.00	\$32,751
2	\$ 3,569.00	\$42,828
3	\$ 4,409.00	\$52,906
4	\$ 5,249.00	\$62,983
5	\$ 6,088.00	\$73,060
6	\$ 6,928.00	\$83,138
7	\$ 7,086.00	\$85,027
8	\$ 7,243.00	\$86,917
9	\$ 7,401.00	\$88,806
10	\$ 7,558.00	\$90,696
11	\$ 7,715.00	\$92,585
12	\$ 7,873.00	\$94,475
13	\$ 8,420.00	\$101,040
Each Add'l	+568*	\$6,810

*Amount increased per additional household member.

To learn more: visit <https://www.otda.ny.gov/programs/heap/> or contact your local Department of Social Services Office or the NYS HEAP Hotline at 1-800-342-3009 or Nassau County HEAP contact at DSS Phone: (516) 227-8519 or (516) 573-8626 (After Hours), Suffolk County HEAP contact at DSS Phone: (631) 853-8825 or (631) 854-9100 (After Hours).

Household Assistance Program—is a PSEG Long Island program that provides reduction in the Delivery and System Charge portion of your electricity bill for income-eligible customers. The customer must be the account holder on record for the electric service and the account must be an active account. The customer may be eligible if he/she is a recipient of any of the following programs:

Eligible Programs
Home Energy Assistance Program (HEAP)
Medicaid
Supplemental Nutrition Assistance Program (SNAP)
Supplemental Security Income (SSI)
Temporary Assistance - Family Assistance (FA)
Temporary Assistance - Safety Net Assistance (SNA)
Veteran's Pension - Non-Service Connected Disability
Veteran's Surviving Spouse Pension - Non-Service Connected Disability

REAP 2021-2022 Income Guidelines		
Family Size	Annual Income	Monthly Income
1	\$66,450	\$5,537
2	\$75,950	\$6,329
3	\$85,450	\$7,120
4	\$94,900	\$7,908
5	\$102,500	\$8,541
6	\$110,100	\$9,175
7	\$117,700	\$9,808
8	\$125,300	\$10,441
8+	\$7,600*	\$633*
*amount increased per additional household member		

Residential Energy Affordability Partnership (REAP)—is a PSEG Long Island program for income-eligible customers designed to help them save energy and lower their electric bills. This is done by increasing the energy efficiency of a customer's home as well as through customer education on energy saving measures. This program provides a free In-Home Energy Survey by a REAP technician. Due to the COVID-19 pandemic, PSEG is limiting in-home audit programs. Remote Energy Assessments are now being offered. If customers are eligible, they may qualify for installation and/or replacement of energy saving measures such as:

- High-efficiency LED (light-emitting diode) light bulbs.
- Energy efficient appliances—room air conditioner, refrigerator.
- One energy efficient dehumidifier.
- Electric water heater insulating jackets.
- Energy efficient water flow devices.

To learn more PSEG LI consumer assistance programs, visit <https://www.psegliny.com> or call PSEG LI at 1-800-490-0025. Visit <https://www.psegliny.com/myaccount/customersupport/financialassistance/covid> to learn more about COVID-19 Assistance and Resources.

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

Project Warmth— is an emergency assistance program administered by United Way of Long Island to help families and individuals with energy emergencies.

- 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. Available until funds are exhausted.

To learn more about consumer protections or other utility consumer assistance programs, visit <https://www.dps.ny.gov/summer> or call 1-800-342-3377.