

# Energy Assistance Program



# Facing an energy emergency?

With HEAP comes NYSEG/RG&E's EAP!



energy  
assistance  
program

# With HEAP comes EAP

Energy Assistance Program offers three benefits:

- **Basic Benefit**
- **Arrears Forgiveness**
- **Reconnection Fee Waiver**

# Basic Benefit-Monthly Bill Credit

- Once a HEAP payment is applied to the NYSEG/RGE account (or proof provided it has been sent to another fuel vendor), the customer is automatically enrolled in EAP and will begin receiving a monthly bill credit.
- Bill credit amounts will vary depending on if the customer uses NYSEG/RGE electricity or natural gas as a heating source.
- As an EAP participant, the customer may be referred to the New York State Energy Research and Development Authority (NYSERDA) for free energy saving measures.

# EAP Bill Credit amounts:

Customer Type	NYSEG	RGE*
Electric Non-Heat	\$9.57	\$5.00
Electric Heat	\$18.57	\$24.00
Gas Non-Heat	\$6.60	\$2.00
Gas Heat	\$13.00	\$5.60
Combined Electric Heat/Gas Non-Heat	\$25.17	\$26.00
Combined Gas Heat/Electric Non-Heat	\$22.57	\$10.60

\*RGE RECAP Customers were grandfathered in at \$10.00 for gas heat

# ***Remember:***



- **To continue receiving bill credits, customers must receive HEAP each year.**
- **If HEAP is supplied to another fuel vendor customers must provide us with proof each year by fax, email or U.S. mail.**
- **That's it...there are NO other program requirements!**

# Arrears Forgiveness

To qualify for Arrears Forgiveness, a customer must:

- Be enrolled in the EAP Basic Benefit.
- Have made three payments on their account in the last 12 months.
- Have arrears no less than \$240 but no greater than \$1,500.

# Once enrolled in the EAP Arrears Forgiveness benefit:

- The account balance (arrears) is placed in withheld status at the time of enrollment.
- Each time the NYSEG/RGE bill is paid in full and on time, the customer will receive a credit toward their withheld amount. This credit will equal 1/24<sup>th</sup> of the original withheld amount.

# Important note:

- **Enrollment in Budget Billing is required to participate in the EAP Arrears Forgiveness benefit.**
- **Arrears Forgiveness is a 36-month program. Any arrears remaining at the end of the program will be considered a previous balance.**

# Arrears Forgiveness (Cont'd)

A summary box will be displayed on page 1 of the customer's bill. This will show:

- Program End Date
- Original Withheld Amount
- Previous Withheld Amount
- Forgiveness Amount (on the current invoice)
- Current Withheld Amount

<b>Arrears Forgiveness</b>		<b>Program End Date: 09/2013</b>	
Original Withheld Amount	Previous Withheld Amount	Forgiveness Amount	Current Withheld Amount
661.05	661.05	27.54	633.51

# Arrears Forgiveness (Cont'd)

- **Customers cannot miss three consecutive payments. If three consecutive payments are missed, they will be permanently removed from the program.**

# Example

Month	New Charges	Payment (in full/on time)	EAP Basic Benefit Credit	Arrears Forgiven	Withheld Balance
1	\$100	\$100	\$25.17	\$62.50	\$1,437.50
2	\$100	\$100	\$25.17	\$62.50	\$1,375.00
3	\$100	\$100	\$25.17	\$62.50	\$1,312.50
4	\$100	\$100	\$25.17	\$62.50	\$1,250.00
5	\$100	\$100	\$25.17	\$62.50	\$1,187.50
6	\$100	\$100	\$25.17	\$62.50	\$1,125.00
7	\$100	\$100	\$25.17	\$62.50	\$1,062.50
8	\$100	\$100	\$25.17	\$62.50	\$1,000.00
9	\$100	\$100	\$25.17	\$62.50	\$937.50
10	\$100	\$100	\$25.17	\$62.50	\$875.00
11	\$100	\$100	\$25.17	\$62.50	\$812.50
12	\$100	\$100	\$25.17	\$62.50	\$750.00
<b>Annual Benefit</b>		<b>\$1,052.04</b>	<b>\$302.04</b>	<b>\$750.00</b>	

# *Remember:*



**To remain on the program  
customers need to:**

- **Be enrolled in the Basic Benefit, and**
- **Pay their bills each month in full and on time.**

# Reconnection Fee Waiver

- **Energy Assistance Program customers may be eligible for one reconnection fee waiver a year.**
- **The amount of this credit can be up to 100% of the amount of the reconnection fee assessed at the time of turn on.**

For more information, visit us at [nyseg.com](http://nyseg.com) or [rge.com](http://rge.com),  
 click on: “Your Account” and then on:  
 “Energy Assistance: HEAP and EAP Can Help”

	Your Account	Your Home	Your Business	Usage and Safety	Outage Central	Giving Back	For Suppliers and Partners	Our Company
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- Turn Service On or Off
- Pay Your Bill
- Enroll in Electronic Funds Transfer
- Online Services
- Submit a Meter Reading
- Reading Your Meter
- Reading Your Bill
- Service and Assistance
- Energy Assistance: HEAP and EAP Can Help
- Welcome

### Pay your bill online

Go paper-free and save a tree! Take advantage of NYSEG's online account services. View and pay your bill online – even manage multiple accounts under one login ID. Even if you prefer to receive a paper bill, it's easy to make payments online. You can also use your credit card.

[Find Out How ▶](#)

### in the spotlight

- ▶ [Go worry free with EFT!](#)
- ▶ [Online services available 24/7](#)
- ▶ [Need to find a payment agent?](#)
- ▶ [Welcome to NYSEG](#)



Turn Service On or Off



Online Services



Reading Your Meter



Understand Your Bill

# Contact Information

NYSEG customers who have HEAP with another fuel vendor can send a copy of their HEAP award letter to us at the following:

**NYSEG:**

**Fax:** 1-800-325-9920 OR

**Email:** [energyassistanceprogram@nyseg.com](mailto:energyassistanceprogram@nyseg.com) OR

**Address:** Energy Assistance Program  
New York State Electric & Gas Corporation  
PO Box 5220  
Binghamton, NY 13902-5220

# Contact Information – cont'd

RG&E customers who have HEAP with another fuel vendor can send a copy of their HEAP award letter to us at the following:

**RG&E:**

**Fax:** 585-771-6383 OR

**Email:** [energyassistanceprogram@rge.com](mailto:energyassistanceprogram@rge.com) OR

**Address:** Energy Assistance Program  
Rochester Gas & Electric Corporation  
89 East Ave, Suite 300  
Rochester, NY 14604-9907

# *Questions*

