

PSEG – LONG ISLAND

Low Income Forum on Energy

Suzanne Brienza – PSEG Long Island
Director of Revenue Operations



PSEG Long Island Overview

PSEG Long Island

- Electric Utility
- Manage transmission and distribution system for LIPA
- 2,000 employees
- Serving 1.1 million customers throughout Long Island & The Rockaways



Customer Service Centers

Nassau County & The Rockaways



Hewlett

455 Mill Rd

Valley Stream, NY 11581

Roslyn Heights

250 Willis Ave

Mineola, NY 11501

Rockaway

68-20 Rockaway Beach Blvd

Arverne, NY 11692

Hours: 8:00am-4:00pm

Seaford

3524 Merrick Rd

Seaford, NY 11783

Hicksville

175 E. Old Country Rd

Hicksville, NY 11802

Temporarily Closed

PSEG Long Island Call Center

1-800-490-0025

Customer Service Centers

Suffolk County

Melville

15 Park Dr
Melville, NY 11747

Lindenhurst/ W Babylon

479 Park Ave
Lindenhurst, NY 11757

Brentwood

1650 Islip Ave
Brentwood, NY 11717

Riverhead

117 Doctors Path
Riverhead, NY 11901

Bridgehampton

Montauk Hwy
Bridgehampton, NY
11932



Patchogue

460 E Main St
Patchogue, NY 11772

Coram

2045 New York 112
Coram, NY 11727

PSEG Long Island

Call Center

1-800-490-0025

Low Income Programs & Consumer Advocacy Staff

- **Gail Massaro – Senior Supervisor**
Oversee Low Income Programs, Consumer Advocacy and DSS
- **Nancy Campo – Payment Assistance Outreach Coordinator**
Develop, train and communicate Low Income Programs
- **Samantha Eddy – Payment Assistance Outreach Assistant**
Manage Advocacy Information and Referral Line, and assist Outreach Coordinator
- **Tonya Simmons – Consumer Advocate**
Manage customer referrals for Eastern and Western Suffolk County
- **Susan West – Consumer Advocate**
Manage customer referrals for Nassau County and The Rockaways

PSEG Long Island - Low Income Programs and Services

- Consumer Advocacy
- Household Assistance Rate
- Residential Energy Affordability Partnership Program (REAP)
- Special Protections for Medical Emergencies
- Critical Care Program
- Large Print Bill and Braille Bill
- Friendly Follow-Up Program
- Peace of Mind Program
- Hearing/Speech Impaired-TDD Services
- Spanish Speaking Customer Service Representatives

Consumer Advocacy – Information & Referral Line

Information & Referral Line:

(516) 454-4331



Consumer Advocacy Email:

ConsumerAdvocacyLI@PSEG.com

Consumer Advocacy - Advocates

- PSEG Long Island Advocates:
 - Tonya Simmons – Suffolk County
 - Susan West – Nassau County & The Rockaways
- Advocates:
 - Assist vulnerable customers experiencing financial hardships
 - Partner with community agencies to coordinate services
 - Manage accounts to secure benefits and maintain service
 - Advocate for customers who encounter obstacles with the benefit process

Household Assistance Rate

- Reduced Rate for Eligible Residential Customers
- Eligibility Requirements:
 - Complete one page application
 - Attach copy of one of the following:
 - Public Assistance Identification Card
 - Medicaid Card
 - SNAP Card
 - SSI Award Letter
 - HEAP Award Letter
 - Award letter from the Veteran's Administration
 - Child Health Plus Card



PSEG Long Island Programs - REAP

What is REAP?

- The Residential Energy Affordability Partnership (REAP) is a FREE weatherization program offered by PSEG Long Island, designed to help save energy and lower energy bills.
- Participation includes an In-Home Energy Survey by a REAP technician and installation of energy saving measures.

PSEG Long Island Programs - REAP

Who Is Eligible for REAP?

- PSEG Long Island customers* who live in a 1 to 4 family dwelling and meet these income guidelines

Family Size	Annual Income	Monthly Income
1	\$53,410	\$4,451
2	\$61,040	\$5,087
3	\$68,670	\$5,723
4	\$76,300	\$6,358
5	\$82,404	\$6,867
6	\$88,508	\$7,376
7	\$94,612	\$7,884
8	\$100,716	\$8,393

For each additional person over 8 people, add \$6,104 to annual income (\$509 monthly income).

*(primary residences only)

PSEG Long Island Programs - REAP

What to Expect

- Free Home Energy Survey by a REAP technician
- Inspection of
 - Electric appliances
 - Lighting
 - Heating system
 - Other electric energy consuming equipment to determine efficiency
- Safety testing of combustion appliances such as heating and hot water systems
- Evaluation of energy usage and discussion about steps to improve energy efficiency

PSEG Long Island Programs - REAP

How to Participate

Find out if you qualify for REAP

Call us at:

(800) 263-6786

Email:

REAPLI@pseg.com



Find out more at www.psegliny.com