NYSEG RG&E

2017 LIFE Regional Meetings

With HEAP comes EAP

The Energy Assistance Program (EAP) offers three components:

- Monthly Bill Credit
- Budget Billing
- Arrears Forgiveness

Monthly Bill Credit

Once a HEAP payment is applied to a NYSEG or RG&E account, the customer is automatically enrolled in EAP and will begin receiving a monthly bill credit.

Important note:

Customers who have HEAP with another fuel vendor are also eligible for the monthly bill credit. However, they must send us a copy of their HEAP award letter to be enrolled in EAP.

Monthly Bill Credit Benefit

Monthly bill credits for the 2016-2017 heating season have been approved by the Public Service Commission (PSC) and are based on which HEAP Tier the customer is in.

Monthly Bill Credit Benefit

Households are placed in the appropriate HEAP Tier (I, II, etc.) based on the household's gross income.

COURTESY: PRISCILLA SCHRUB

Let's take a look at the proposed Bill Credit Schedule for NYSEG…

EAP Bill Credit Amounts:

Proposed Bill Credits for LIRR Customers 2016-2017

NYSEG

Heating type	Tier	Bill Credit Nov 1 2016 - Oct 31 2017
Electric Heating	Tier 1	$18.57
Electric Heating	Tier 2	$18.57
Electric Heating	Tier 3	$21.00
Electric Non Heating	Tier 1	$9.57
Electric Non Heating	Tier 2	$9.57
Electric Non Heating	Tier 3	$13.57
Gas Heating	Tier 1	$13.00
Gas Heating	Tier 2	$13.00
Gas Heating	Tier 3	$15.70
Gas Non Heating	Tier 1	$6.60
Gas Non Heating	Tier 2	$6.60
Gas Non Heating	Tier 3	$7.00

Monthly Bill Credit Benefit

Monthly bill credits for RG&E customers are slightly different but are also based on which HEAP Tier the customer is in.

Let's take a look at the proposed Bill Credit Schedule for RG&E…

EAP Bill Credit Amounts:

Proposed Bill Credits for LIRR Customers 2016-2017		
RGE		
Heating type	Tier	Bill Credit Nov 1 2016 - Oct 31 2017
Electric Heating	Tier 1	$24.00
Electric Heating	Tier 2	$24.00
Electric Heating	Tier 3	$24.00
Electric Non Heating	Tier 1	$5.00
Electric Non Heating	Tier 2	$5.00
Electric Non Heating	Tier 3	$17.00
Gas Heating	Tier 1	$5.60
Gas Heating	Tier 2	$5.60
Gas Heating	Tier 3	$9.40
Gas Non Heating	Tier 1	$2.00
Gas Non Heating	Tier 2	$2.00
Gas Non Heating	Tier 3	$9.00

Monthly Bill Credit Benefit

As an EAP participant, the customer will initially be placed on budget billing.

Customers will have the opportunity to opt out of budget billing.

Monthly Bill Credit Benefit

As an EAP participant, the customer will be referred to the New York State Energy Research and Development Authority (NYSERDA) and may qualify for free energy-saving measures.

Arrears Forgiveness

To qualify for Arrears Forgiveness, a customer must:

- Be enrolled in the Monthly Bill Credit Benefit.
- Have made three payments on their account in the last 12 months.
- Have an account balance of no less than $240 but no greater than $1,500.

Once enrolled in the EAP Arrears Forgiveness benefit:

The account balance is placed in "withheld" status at the time of enrollment.

Customers are <u>required</u> to participate in budget billing.

Once enrolled in the EAP Arrears Forgiveness benefit:

Each time the bill is paid in full and on time, the customer will receive a credit toward their withheld amount. This credit will equal 1/24th of the original withheld amount.

Important Note:

- Arrears Forgiveness is a 36-month program. Any arrears remaining at the end of the program will be considered a previous balance.
- If three consecutive payments are missed, the customer is permanently removed from Arrears Forgiveness.

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

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

OR

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

For more information, visit us at nyseg.com or 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

your account

account management

- Online Services
- Billing & Payment Options
- Account Detail
- Pay Your Bill
- Enroll in eBill
- Enroll in Autopay
- Enroll in Budget Billing
- Turn Service On or Off
- Letter of Credit
- Submit a Meter Reading
- Reading Your Meter
- Reading Your Bill
- Service and Assistance
- Energy Assistance: HEAP and EAP Can Help
- Pay in Person
- Welcome

View your bill online

eBill gives you quick and easy access to your bills when you need them. We’ll notify you when you have a new bill waiting and send you helpful reminders before your payment is due. With 12 months worth of bills all in one place, it’s the easiest way to stay organized. Log in to enroll today!

in the spotlight

- Welcome to NYSEG!
- Enroll in Autopay. We'll do the work, you won't have to lift a finger
- Budget Billing helps you plan ahead
- Energy Assistance: HEAP and EAP can help

Online Services

Manage your account online, view your usage and enroll in other convenient self-service options.

Find out more ▶

Billing & Payment Options

We offer a variety of ways to pay, including hassle-free automatic payments.

Find out more ▶

Reading Your Meter

Always receive a bill based on actual use by sending us a meter reading. We’ll show you how. It’s easy!

Quick Links

- Turn Service On or Off
- Understanding Your Bill
- Online Billing FAQs
- Enroll in Budget Billing

NYSEG RG&E

2017

Project SHARE Heating Fund

The Project SHARE Heating Fund serves NYSEG and RG&E customers who have active disconnection notices.

Eligibility

To be eligible for a grant from the Project SHARE Heating Fund (PSHF), the applicant must:

- **Have an active account with NYSEG or RG&E; and**
- **Have an active disconnect notice; and**
- **Be the customer of record and tenant of record; and**
- **Meet the HEAP income guideline.**

Eligibility – cont'd

Exception: Military

- Active duty military members and well-discharged veterans qualify regardless of income.
- The active account may be in the spouse's or partner's name.
- The military member does not have to reside in the household but the spouse or partner must.
- The household must have an active disconnect notice.

Grants

Customers may apply for a PSHF grant once every 12 months.

The grant amount is for the amount of the disconnect notice up to a maximum of $350

Fuel Neutral

The PSHF is fuel neutral, meaning we also support grants to NYSEG or RG&E customers who heat with oil, propane, kerosene and wood.

Program Administration

The Project SHARE Heating Fund is administered by HeartShare Human Services of New York, an organization that also manages heating funds for other utilities.

HeartShare
HUMAN SERVICES OF NEW YORK

Methods for Applying

Customers interested in applying for a PSHF grant must apply through one of the following:

- **An intake agency – for a current listing of agencies in participating counties go to:**

  www.heartshare.org/programs/energy-assistance/projectshare.html

Or…

Methods for Applying – cont'd

- By calling HeartShare 800.599.4327 between 9 a.m. and 5 p.m., Monday thru Friday, and leaving their contact information. A representative will call the customer back to fill out the application by phone.

Or…

Methods for Applying – cont'd

- **By contacting a NYSEG or RG&E Customer Advocate.**

Success to Date

In 2016, we awarded 2,020 grants totaling $604,773.76.

Of those, 58 grants totaling $20,300 went to suppliers of oil, propane, wood, etc.

Success to Date – cont'd

Since our heating funds started in 1982, we have awarded 59,977 grants totaling more than $16,200,000.

HeartShare Contact Information

For a listing of eligibility guidelines and intake agency locations call 1.844.579.5555 or go to:

www.heartshare.org/programs/energy-assistance/projectshare.html

To apply by phone call 1.800.599.HEART (4327)
Monday thru Friday, from 9 a.m. to 5 p.m.

HeartShare
HUMAN SERVICES OF NEW YORK
1914 A Century of Caring 2014

QUESTIONS
how
when
what
who
why
where
answers
questions

THANK YOU!