PSEГ – LONG ISLAND

Low Income Forum on Energy
Utility Updates

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

PSEG Long Island Call Center
1-800-490-0025
Customer Service Centers

**Suffolk County**

**Melville**
15 Park Drive
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

Temporarily Closed

**Patchogue**
460 E Main St
Patchogue, NY 11772

**Coram**
2045 New York 112
Coram, NY 11727
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
- To be filled – Payment Assistance Outreach Assistant
  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 - 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
Information & Referral Line:
(516) 454-4331

Consumer Advocacy Email:
ConsumerAdvocacyLI@PSEG.com
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
    - Veteran’s Pension
    - Veteran’s Surviving Spouse Pension
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

<table>
<thead>
<tr>
<th>Household Size</th>
<th>Annual Gross Income</th>
<th>Monthly Gross Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$52,038</td>
<td>$4,337</td>
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<tr>
<td>2</td>
<td>$59,472</td>
<td>$4,956</td>
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<td>3</td>
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<td>$5,576</td>
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<td>4</td>
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<td>$7,682</td>
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<tr>
<td>8</td>
<td>$98,129</td>
<td>$8,177</td>
</tr>
</tbody>
</table>

For each additional person over 8 people, add $5,947 to annual income ($496 monthly income).

*(primary residences only)
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
Social Media Resources
Social Media Resources

For the latest information on low income programs, energy saving tips, storm tracking, job openings, community events...

- Like our page on Facebook:
  PSEG Long Island (#PSEGLI)

- Follow us on Twitter:
  PSEG Long Island (@PSEGLI)

- View us on You Tube:
  You Tube (@PSEGLI)

- Visit our website for more information and downloadable brochures:
  https://www.psegliny.com (Financial Assistance)
Additional Commitments

• To provide information for community advocates through:
  – Quarterly Newsletters
  – Spring Workshops
  – Annual Fall Energy Forum
  – Tabling Events
  – Social Media
  – Committee Memberships
  – Training
  – Agency Partnerships
  – Customer Office Fairs