

PSEG – LONG ISLAND

Low Income Forum on Energy

Utility Updates

Erin Mullen
Advocacy, Education and Outreach

PSEG Long Island Overview

PSEG Long Island

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



Advocacy, Education and Outreach Staff

- Team of Advocates
 - Tonya Simmons, Western Suffolk, Rockaways
 - Nancy Campo Eastern Suffolk
 - Susan West. Nassau County
- Team of “Everything Else”
 - Diana DiPilato – Assistant Coordinator
 - Erin Mullen - Sr. Supervisor
- Team of 8 Representatives working with Department of Social Services and New York City Human Resource Administration
- Provide advocacy and education through outreach to our customers and partner agencies.
 - 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

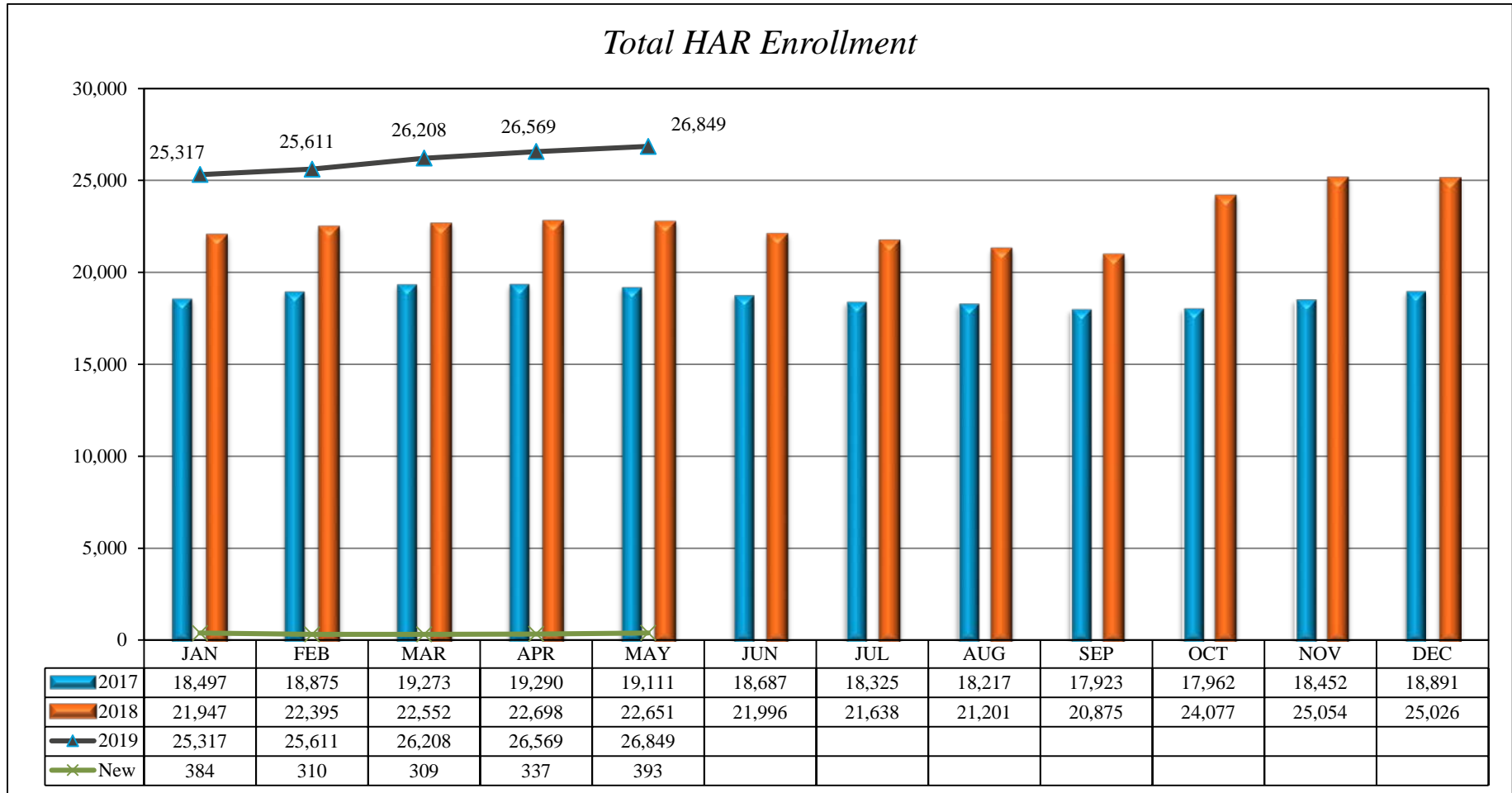
PSEG Long Island Programs and Services

- 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 / Language Line
- Spanish Speaking Customer Service Representatives

Advocacy Education Outreach - Highlights

- Household Assistance Rate – 26,849
 - 1/1/19 increase in assistance averaging \$25 /month for non heating electric customers
 - Average 44 day bill \$149 743 KWH Savings \$42.
 - LI School Social Workers Network
 - Brentwood, Hempstead, North Shore School Districts
 - Nassau & Suffolk Library System, United Way of Long Island
 - Partnered with REAP joint “tag lines”
 - **Energy Forum October 18, 2019**
 - New agencies in Far Rockaway, Long Beach, Coram, Bellport include area supermarkets to capture SNAP; Northwell Health Med Stations for Medicaid
 - Realignment of resources, relationships with County Agencies
 - Implemented new processes to ensure continuous enrollment

Advocacy Education Outreach - Highlights



PSEG Long Island's Household Assistance Rate

- Provides a monthly credit on the customers electric bill based on the number of days in the billing cycle, usage, heating or non heating accounts, and amount of the HEAP Award.
- **Eligibility Requirements:**
 - Complete one page application
 - Attach copy of one of the following:
 - Public Assistance Identification Card
 - Medicaid
 - SNAP
 - SSI Award Letter
 - HEAP Award Letter
 - Veteran's Pension Non Service Connected Disability
 - Veteran's Surviving Spouse Pension Non Service Connected Disability



PSEG Long Island Programs - REAP

What is REAP? The Residential Energy Affordability Partnership (REAP) is a FREE income eligible program offered by PSEG Long Island, designed to help save energy and lower energy bills. The program qualification is based on the household annual income and number of members in the home.

- Participation includes an In-Home Energy Survey by a REAP technician and installation of energy saving measures.
- Free Home Energy Survey by a REAP technician w/ inspection of:
 - Electric appliances, lighting, heating system 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

- In 2019 to date, there have been 931 REAP visits performed for income eligible customers; Direct Installs have included: 369 window room air conditioners, 139 dehumidifiers, 72 refrigerators, 932 smart strips and over 13,000 LEDs.
- YTD, the PSEG Long Island REAP Program electronic “blasts” sent to low-to-moderate income customers have resulted in a 27% scheduling rate and the PSEG Long Island Assistance Programs electronic “blasts”, REAP has received over 170 emails for highly potential REAP customer visits.

PSEG Long Island- Highlights

*Coming soon to a neighborhood near you:
PSEG Long Island's 'My Smart Energy Lab'*

From showcasing the benefits of smart meters to teaching children about electrical safety, PSEG Long Island has a new, interactive educational tool it plans to bring to neighborhoods and civic events to engage people of all ages. The My Smart Energy Lab hits the road in a few weeks.

The 48-foot trailer is powered entirely by roof-mounted solar panels. Its 12 interactive learning stations start by teaching visitors the basics of the electrical grid before answering questions like which household devices use the most power, which special electric rate is right for them, and which portions of a home's electrical equipment are the customer's responsibility and which are PSEG Long Island's.

Automatic Metering Infrastructure

SMART METERS

AMI:
Automated
Metering
Infrastructure



What does a Smart Meter do?

- Provides a two-way communication using a low level radio frequency (RF). This is commonly found in everyday devices like cellphones and baby monitors.
- Captures data every 15 minutes and stores the data for transmission.

Eliminates estimated bills and billing errors and provides quicker notification of outages

Customers can securely access more information about their energy through an on-line management tool (*this will help with managing how energy is used throughout the house*).

Behavior of usage will also change in the household

Detects tampering of service

- Thank you to all the individuals that partner with and assist in securing benefits for our customers, support our programs and outreach efforts. Together we make a difference.
- Questions