Welcome!
We will be starting soon.
The Low-Income Forum on Energy Presents:

Heat Seek NYC

Nelle Francois, Executive Director
Heat Seek NYC

August 24, 2016
1:30 p.m. – 2:30 p.m. ET
LIFE, the Low-Income Forum on Energy, is a unique statewide dialogue that brings together organizations and individuals committed to addressing the challenges and opportunities facing low-income New Yorkers as they seek safe, affordable and reliable energy.

Supported by the New York State Public Service Commission and the New York State Energy Research and Development Authority (NYSERDA), the LIFE dialogue encourages an interactive exchange of information and collaboration among the programs and resources that assist low-income energy consumers.
→ Monthly webinars
   Wednesday, October 26, 2016 @ 1:00-3:00 p.m. ET
   *HEAP Updates for the 2016-2017 Heating Season*
   Andrew Bryk, NYS HEAP Bureau Chief

→ Monthly email newsletter
   Sign up at lifenynews.org

→ Social media
   LinkedIn: Low-Income Forum on Energy
   Twitter: @LIFEnys
Find more information on the website
nyserda.ny.gov/LIFE

Join the mailing list
www.lifenys.org/signup

Newsletter suggestions, webinar ideas, event announcements
LIFE@nyserda.ny.gov

Contact LIFE
Phone: 888-521-7120
Email: LIFE@nyserda.ny.gov
Asking and Responding to Questions

Welcome!
We will be starting soon.

Type into the text field and click “send.”
Click on the “Chat” icon to activate the chat function.
Heat Seek | NYC
We keep the heat on
200,000  |  Heating code complaints made to 311 last winter

311 in winter  |  Complaint to #2
Heat Seek sensors automate the data collection process.
THE LAW requires your landlord provide heat and hot water at the following levels from October 1 through May 31:

- From 6 am to 10 pm: If the outside temperature falls below 55 degrees, the inside temperature must be at least 68 degrees everywhere in your apartment.
- From 10 pm to 6 am: If the outside temperature falls below 40 degrees, the inside temperature must be at least 55 degrees everywhere in your apartment.
- Hot water at a minimum 120 degrees at the tap must be provided 24 hours a day, year round.

<table>
<thead>
<tr>
<th>TIME</th>
<th>DATE</th>
<th>TEMP INSIDE</th>
<th>TEMP OUTSIDE</th>
<th>TEMP OF HOT WATER</th>
<th>NOTES</th>
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<td>5:40 PM</td>
<td>Feb 14, 2016</td>
<td>63</td>
<td>14</td>
<td></td>
<td>violation</td>
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<td>61</td>
<td>9</td>
<td></td>
<td>violation</td>
</tr>
</tbody>
</table>

If you have no heat, you should:

- Step 1: Using a thermometer, take the temperature in your bedroom or living room (not in the kitchen). Also, don’t put the thermometer on an exterior wall, as they tend to be colder.
- Step 2: Turn on the radio, TV or the internet and record the temperature outside.
- Step 3: Write down exactly when you recorded the temperature (time and date).
- Step 4: Include any other relevant information in the “Notes” section.
- Step 5: Call 311 and report the temperature in your apartment.
Pilot 2015-2016

- 56 buildings
- 12 court cases initiated
- 8 favorable settlements
- 4 buildings avoided court altogether
Increase enforcement efficiency city-wide

Target bad actor landlords’ portfolios

Fight tenant harassment in rezoning neighborhoods

Fall 2016
If you believe that no New Yorker should go to bed cold, support us in keeping the heat on.

Noelle Francois
Executive Director
noelle@heatseek.org
757.619.9808
Join us for the next webinar:

October 26, 2016 @ 1:00 p.m. – 3:00 p.m. ET

HEAP Updates for the 2016-2017 Heating Season

Andrew Bryk, NYS HEAP Bureau Chief

nyserda.ny.gov/LIFE-Webinar-Series
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