

PSEG – 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

Consumer Advocacy – Information & Referral Line

Information & Referral Line:

(516) 454-4331

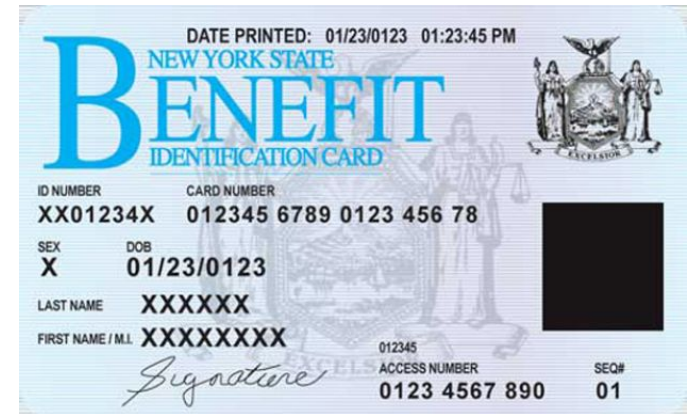


Consumer Advocacy Email:

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



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

PSEG Long Island REAP Program		
Household Size	Annual Gross Income	Monthly Gross Income
1	\$52,038	\$4,337
2	\$59,472	\$4,956
3	\$66,906	\$5,576
4	\$74,340	\$6,195
5	\$80,287	\$6,691
6	\$86,234	\$7,186
7	\$92,182	\$7,682
8	\$98,129	\$8,177

For each additional person over 8 people, add \$5,947 to annual income (\$496 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:

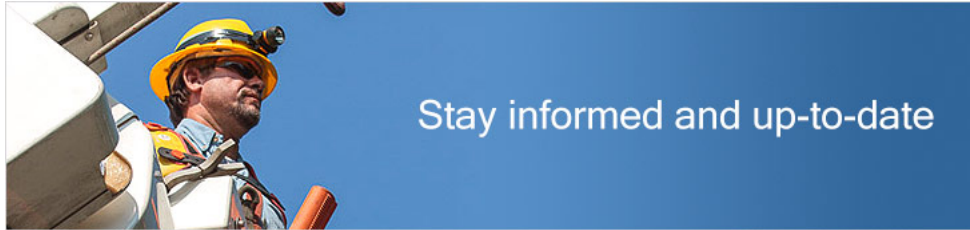
(800) 263-6786

Email:

REAPLI@pseg.com



Find out more at www.psegliny.com



Stay informed and up-to-date

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

