PSEG – LONG ISLAND

Low Income Forum on Energy

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

**Temporarily Closed**

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

Suffolk County

**Melville**
15 Park Dr
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

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

**Coram**
2045 New York 112
Coram, NY 11727

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PSEG Long Island
Call Center
1-800-490-0025
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

- **Samantha Eddy** – Payment Assistance Outreach Assistant
  
  Manage Advocacy Information and Referral Line, and 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
PSENG 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 – Information & Referral Line

Information & Referral Line:
(516) 454-4331

Consumer Advocacy Email:
ConsumerAdvocacyLI@PSEG.com
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
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
    - Award letter from the Veteran’s Administration
    - Child Health Plus Card
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.
Who Is Eligible for REAP?

- PSEG Long Island customers* who live in a 1 to 4 family dwelling and meet these income guidelines

<table>
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<tr>
<th>Family Size</th>
<th>Annual Income</th>
<th>Monthly Income</th>
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<tbody>
<tr>
<td>1</td>
<td>$53,410</td>
<td>$4,451</td>
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<tr>
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<td>$5,087</td>
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<tr>
<td>7</td>
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<tr>
<td>8</td>
<td>$100,716</td>
<td>$8,393</td>
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</table>

For each additional person over 8 people, add $6,104 to annual income ($509 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