



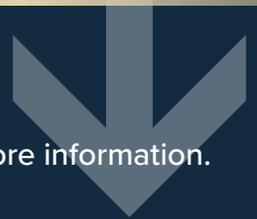
Community Advocate Resource NEWSLETTER



Summer 2025

PSEG Long Island's Consumer Advocacy Programs and Services

Click on the programs below for more information.



<p>Household Assistance Program (HAP)</p>	<p>Residential Energy Affordability Partnership (REAP)</p>	<p>Peace of Mind</p>	<p>Home Energy Assistance Program (HEAP)</p>
<p>A monthly discount program for eligible customers.</p> <p>CLICK HERE</p>	<p>A free in home energy efficiency audit with a \$50 bill credit.</p> <p>CLICK HERE</p>	<p>Bill extension program for people that are hospitalized</p> <p>CLICK HERE</p>	<p>A federally funded program to assist with cooling and heating expenses.</p> <p>CLICK HERE</p>
<p>Financial Hardship Agreement</p>	<p>Payment Locations</p>	<p>Friendly Follow Up</p>	<p>Critical Care</p>
<p>Payment plans for people struggling to make ends meet</p> <p>CLICK HERE</p>	<p>Visit the Kiosks to Pay Your Bill with Cash, Check or Credit. We have a new location in Patchogue.</p> <p>CLICK HERE</p>	<p>Friendly bill reminder for those forgetting to make payments</p> <p>CLICK HERE</p>	<p>Program for people on Life Support Equipment that requires electricity</p> <p>CLICK HERE</p>

ACTIVE PROGRAMS

HOUSEHOLD ASSISTANCE PROGRAM (HAP)

The Household Assistance Program provides a bill credit on every electric bill for customers who receive benefits from certain non-utility financial assistance programs. The program enrollment is for 18 months with a renewal notice sent on the 14th month.

TO APPLY

Complete one page application (Available on our website) Attach copy of one of the following (dated within 12 months):

- HEAP Award Letter
- Medicaid Benefit Confirmation Letter (All Medicaid Accepted*)
- Child Health Plus*
- Federal Lifeline *
- Federal Public Housing*
- Proof of Public Assistance
- SNAP Award Letter
- SSI Award Letter (SSA, SSDI, ARE NOT ELIGIBLE)
- US Veteran's/Surviving Spouse Pension (Non-service connected disability only/Income eligibility required)

Email Application to
PSEG-LI-ConsumerAdvocacy@pseg.com
Or print and send by mail:

PSEG Long Island
ATTN: BOC/Payment Assistance
PO BOX 9083
Melville, NY 11747

** Please allow 2-3 weeks for processing by US Mail, for a faster response please email or go online for the webform.**

TABLE OF CONTENT

Active Programs

Household Assistance Program.....2
REAP.....3
NY State Essential Plan Cooling Program.....3

Community Events4

Legal Services of Long Island4

Free Live Webinars5

Summer Outreach Opportunities5

Residential Agreement Option6

Consumer Advocacy & Services6

**NEW
WEBFORM
AVAILABLE**



REAP

Residential Energy Affordability Partnership

PSEG Long Island's REAP program helps income-eligible customers lower their energy costs by finding household energy-saving opportunities. It can also provide energy-saving appliances and devices installed **FREE**.

- This is a year-round program, available **once every five years** per location, not customer.
- In-Home Energy Survey by a REAP technician and installation of energy saving measures
- **\$50 bill credit** after completed visit
- **Call: (800) 263-6786**
- **Email: reapli.gr-mfc@lmco.com**

Who Is Eligible for REAP?

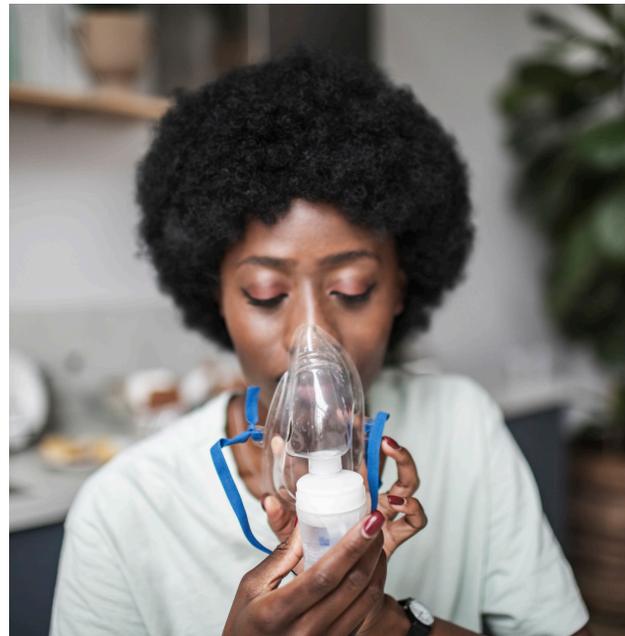
PSEG Long Island customers* who live in a 1 to 4 family dwelling for renters and homeowners that meet these income guidelines.

REAP Income Guidelines - 2025		
SIZE OF HOUSEHOLD	MONTHLY INCOME	ANNUAL INCOME
1	\$4,429.33 or less	\$53,152.00 or less
2	\$5,793.33 or less	\$69,520.00 or less
3	\$7,156.00 or less	\$85,872.00 or less
4	\$8,520.00 or less	\$102,240.00 or less
5	\$9,882.67 or less	\$118,592.00 or less
6	\$11,245.33 or less	\$134,944.00 or less
7	\$11,501.33 or less	\$138,016.00 or less
8	\$11,757.33 or less	\$141,088.00 or less
9	\$12,013.33 or less	\$144,160.00 or less
10	\$12,268.00 or less	\$147,216.00 or less

NY STATE ESSENTIAL PLAN COOLING PROGRAM

Help staying cool for those with asthma

NY State of Health provides free air conditioners to certain individuals with persistent asthma. Persistent asthma means experiencing symptoms much of the time or daily asthma medication is needed to control symptoms. You must also be a member of NY State of Health's Essential Plan healthcare program and meet other eligibility requirements.



Learn more at <https://info.nystateofhealth.ny.gov/coolingprogram>.

PSEG LONG ISLAND COMMUNITY EVENTS

Our **Power to Feed Program** is a partnership with Island Harvest to collect food and household items for our neighbors facing food insecurity. Please join us at any of the following collection events at these Stop & Shop locations between 9 AM - 3 PM.

**POWER
to FEED**



JULY	
25	385 Route 25A, Miller Place
AUGUST	
8	95 Old Country Road, Carle Place
22	3577 Long Beach Road, Oceanside
SEPTEMBER	
5	8101 Jericho Tpk., Woodbury
19	365 Route 109, West Babylon (Open until 4 PM)

COMMUNITY PARTNER HIGHLIGHT



Legal Services of Long Island About:

We are highly experienced in poverty law and, from our beginnings, have focused on cases dealing with the survival needs of people with low incomes, involving shelter, food, healthcare, and family issues.

Public benefit programs and the preservation of housing are priority areas. We help our clients combat the serious housing problems they face,

especially relating to evictions, poor housing conditions, and foreclosures. We are also committed to ensuring that government benefits, particularly public assistance, Medicaid, SNAP benefits (food stamps), SSI, and emergency services including temporary shelter, are provided fairly to those who are eligible.

Our Education and Disability Rights Project serves students experiencing homelessness by representing students

in residency disputes and assisting them to access services and transportation.

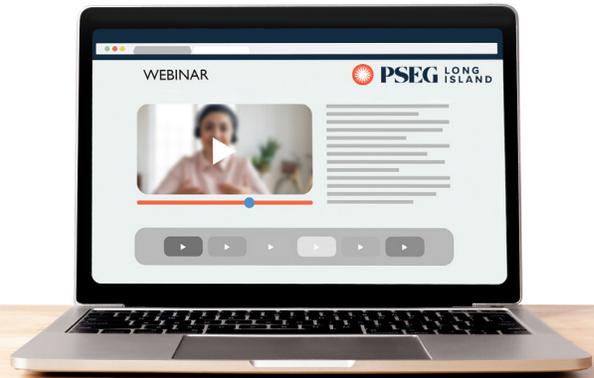
Legal Services Available:

**Consumer Law
Education
Family Law
Housing Law
Medical
Public Benefits
Social Security
Veterans**

For More information visit: <https://legalservicesli.org/>

FREE LIVE WEBINARS

Our Consumer Advocacy Team presents up-to-date information on PSEG Long Island programs, social services and information about how to save energy and money.



Next Live Webinar:

When: Jul 17, 2025

3:00 PM

Topic: PSEGLI Financial Assistance Programs 2025

[Register](#) in advance for this webinar

When: Aug 7, 2025

3:00 PM

Topic: PSEGLI Financial Assistance Programs 2025

[Register](#) in advance for this webinar

SUMMER OUTREACH OPPORTUNITIES

Our Advocate Team is available to visit your site this summer. Please email us, consumeradvocacyli@pseg.com, to schedule any of the following:

- Community Presentations
- On-Site Enrollment
- Staff Trainings

Please share our newest flyer with your community to share the details about the PSEG Long Island discount program and payment agreement options.

**PSEG Long Island
Summer Advocacy Flyer
([Click here](#))**

Receive an *Electric Bill Discount* of \$45 or More Every Month

Enrolling is easy!
Simply scan the QR code to go to our online application.

Qualifying Programs
Submit proof of enrollment dated within 12 months for one of the following programs:

<input type="checkbox"/> Home Energy Assistance Program (HEAP)	<input type="checkbox"/> Federal Lifeline Program
<input type="checkbox"/> Medicaid	<input type="checkbox"/> Temporary Assistance — Family Assistance (FA)
<input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP)	<input type="checkbox"/> — Public Assistance (PA)
<input type="checkbox"/> Federal Public Housing	<input type="checkbox"/> Veterans Disability Pension — Non-Service Connected Disability
<input type="checkbox"/> Child Health Plus	<input type="checkbox"/> Veterans Survivors Benefits (Must meet income guidelines)
<input type="checkbox"/> Supplemental Security Income (SSI) (not Social Security Retirement/SSD)	

Behind on Your Bills? Payment Agreement Options

- Standard Agreement** — 15% down payment of the arrears. Pay the remaining balance in 10 monthly installments plus all new bills.
- Financial Hardship Application** — No down payment. Pay as low as \$10 per month plus your new bills until the arrears have been paid. An application is required with the documentation about household income and paid expenses for the past 30 days.

Entering into a payment agreement will stop late fees and keep your service on.
Call the PSEG Long Island Customer Assistance Center:
1-800-490-0025
Spanish Representatives — **1-800-490-0085**
Monday — Friday **8:00 AM - 8:00 PM**

Enroll today
Visit psegfly.com/financialassistance select Household Assistance Program to apply

or Email Us:
PSEG-LI-ConsumerAdvocacy@pseg.com
or Mail to PSEG Long Island
ATTN: BOC/Payment Assistance
PO BOX 9088
Melville, NY 11747

If you need additional support, contact your local social services office
The Rockaways: **718-537-1399**
Nassau County: **516-227-1482**
Suffolk County: **631-853-8825**

PSEG LONG ISLAND

3/0018 8_25

RESIDENTIAL AGREEMENT OPTIONS

Sometimes circumstances make it difficult to pay your energy bill. We understand and help is available. Please call **1-800-490-0025** and speak with a Customer Service representative today. PSEG Long Island offers a couple of options when it comes to staying on track with your bill and avoid late payment fees.

Standard Agreement - 15% down payment of the arrears and the remaining balance over 10 months.

EX. Arrears are \$1,000.

The down payment would be \$150 and the remaining \$850 would be divided into 10 payments equaling \$85 a month in addition to your future bills.

Financial Hardship Application – No down payment. Pay as low as \$10 per month plus your new bills until the arrears have been paid. An

application is required with the documentation about household income and paid expenses for the past 30 days.

Depending on the number of children and adults in the household, allotment for food, telephone and personal items are factored in.

Entering into a payment agreement will stop late fees and keep your service on.

Customers facing financial hardship and seeking assistance are encouraged to call **1-800-490-0025**

For more information or to fill out the Financial Hardship Application:

Completed Applications can be emailed to:

[**Melvilleco@pseg.com**](mailto:Melvilleco@pseg.com)

[**Click here!**](#)



6

CONSUMER ADVOCACY & SERVICES



Our consumer advocates are here to help guide you through various utility assistance programs. Their mission is to help you maintain service, manage energy expenses and make informed decisions. Services are free and confidential.

For more information on Consumer Advocates,

[**Click here!**](#)



Our team is available to:

- Provide on-site/virtual trainings
- Host tabling events
- Assist your clients with one on one support

Contact us to connect with our team

ConsumerAdvocacyLI@pseg.com

Phone: 631-755-3407

We recently developed a program and services quick reference guide to help our community partners support their clients.

Click [**HERE**](#) to print out a copy.

