



## Steps for Self-Enrollment into your Electric/Natural Gas Utility's Energy Affordability Program

**What is the Energy Affordability Program (EAP)?** The NYS Energy Affordability Program / Low-Income Bill Discount Program provides income-eligible consumers with a discount on their monthly electric and/or gas bills, as well as other benefits, depending on your particular utility's program.

### **Why is the EAP program important? Two reasons:**

1. Low-income customers will save \$ on every bill for 12-14 months (depending on the household and the utility, you could receive anywhere from \$13 per bill to \$75).
2. If you have utility debt from the COVID-19 pandemic, enrolling in the program can erase up to \$4,750 to apply automatically toward any electric or gas bill debt owed up to May 1, 2022. If you already received utility debt assistance in 2022, you unfortunately will not qualify for this debt erasure again.

• **Step 1- Are you a ConEd (Electric/gas) customer and/or National Grid (natural gas) customer?**

● **Step 2 - Please have your utility bill with you or pull one up online**

- Take a look at the bill to see if you are already enrolled in National Grid or ConEd's Energy Affordability Program (EAP). *Attached below are sample bills and sample EAP applications. The sample bills show you where on the bill to check for current enrollment. It may or may not be in that exact place but look for the phrase "Energy Affordability Credit", "Energy Affordability Program", or "Energy Affordability Adjustment"*
- If you do not seem to be enrolled in EAP move to Step 3. If you are enrolled, see Step 4

● **Step 3-** You can apply for the EAP through your utility provider.

- **ConEd** [paper application](#) or [online application](#)
- **National Grid** [paper application](#) or [online application](#)

● You will need the name on the utility account to be the same name on the application

● You will need your utility account number

○ **You will need proof of eligibility through one of the qualifying programs**

- A qualifying program is one of the following:
  - Home Energy Assistance Program (HEAP)
  - Supplemental Nutrition Assistance Program (SNAP) (Food Stamps)
  - Supplemental Security Income (SSI)
  - Medicaid
  - Veterans Disability or Survivors Pension
  - Federal Public Housing Assistance

- Temporary Assistance for Needy Families (TANF)
- Safety Net Assistance
  - For proof of eligibility, you will need to provide an award letter for one of the qualifying programs you are enrolled in
  - The award letter or other proof documentation must have the name of the person receiving the benefit and be a program you have qualified for within the past 12 months. If the person receiving the benefit is not the person on the account, then the award letter/documentation must demonstrate that the receiver of the qualifying program benefits resides at the same address as that associated with the account
  - Note: the person receiving the qualifying benefit (ex. SNAP) need not be the account holder, but **must be a household member**
  - Note: if you believe that you are low-income but not currently enrolled in a qualifying program, you can fill out a [SNAP application](#). If you're approved, then you can use the award letter to submit your EAP application
- **Step 4- If you have any questions or need any other utility assistance, see further resources below**

[Frequently Asked Questions about the Energy Affordability Program](#)

#### OTHER FINANCIAL ASSISTANCE PROGRAMS TO HELP PAY ENERGY BILLS

- Low-Income Home Energy Assistance Program (HEAP) - (closed on March 31, 2023).
- Emergency HEAP (30 days of protection vs shutoffs) (closed on May 19, 2023).
- Heating Equipment Clean and Tune (opened October 3, 2022)
- Heating Equipment Repair/Replace (opened October 3, 2022)
- Cooling Assistance (closed July 14 2023)

**You will notice, most of these programs have closed. If this makes you upset and you still need help with utility debt, please contact Briana Carbajal, WE ACT's State Legislative Manger, either by email at [briana.carbajal@weact.org](mailto:briana.carbajal@weact.org) or phone (646) 574-0773 to set up a 15-minute appointment to talk about your options.**

#### **IF YOU ARE FACING AN ELECTRIC & GAS SHUTOFF:**

- Pay what you can when you can
- Contact your utility to ask if a termination is scheduled and if so when it is
- Have you sought financial assistance for the amount you owe through your local Department of Social Services (DSS) or Human Resources Association NYC ("HRA"), or sought funds from charitable orgs? If you have, please tell your utility and request a hold on your account
- Does someone in the house have a "serious medical condition" or is using "life sustaining equipment"?
- Has your utility offered you an affordable "deferred payment agreement"? If not, we can help you get one.
- Have you filed a complaint with the Dept. of Public Service?



Current balance due <b>\$34.69</b>	Direct Pay <b>05/13/22</b>
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Account Number:

### Your bill breakdown \$

#### Last billing period

Your billing summary as of May 3, 2022

Remaining balance None

#### Your new charges

Billing period: Mar 29, 2022 to Apr 30, 2022

Electricity charges - for 32 days \$100.74

Gas charges - for 32 days \$67.68

Adjustments -\$133.73

**Total from this billing period \$34.69**

**Total amount due \$34.69**

Direct Payment Plan - The amount of \$34.69 will be automatically deducted from your bank on May 13, 2022.

### Your average daily electric usage 💡



### Your average daily gas usage 🔥



### Messages For You

**🗨️ We're here to help.** If you are having trouble paying your bill, a few minutes is all it takes to set up a payment arrangement. *Need a few more days to pay your bill? No problem.* Visit [conEd.com/PaymentPlans](https://conEd.com/PaymentPlans) to schedule an extension, enroll in a payment agreement and manage your energy bill online.

**🗨️** Due to recent increases in costs for energy supply, bills may increase this month. Con Edison does not set supply costs and does not make a profit on the supply. For help paying bills, visit [conEd.com/BillHelp](https://conEd.com/BillHelp).

**🗨️** As requested, we closed this Con Edison account. This is the final bill for service through APR 30. We enjoy servicing good customers and

especially appreciate that the payments were kept up to date. Please contact us if we can be of further service.

#### 🗨️ ADJUSTMENT INFORMATION

The "Adjustments" amount includes a credit of \$133.73 from the **Energy Affordability Program**.

**🗨️** Do you depend on electric powered Life Support Equipment, respirators (iron lung), apnea monitors (infant monitor), or hemodialysis equipment (kidney machine)? Please let us know so we can contact you in case of an emergency or power outage. Visit [conEd.com/LifeSupportEquipment](https://conEd.com/LifeSupportEquipment) or call: 1-877-582-6633.



# Energy Affordability Program

Formerly the Low-Income Discount Program

You may qualify for a discount on your monthly energy bill if you receive benefits from the following eligible governmental assistance programs.

You'll be enrolled automatically if an agency notifies us that you receive:	If you only receive benefits from the following program(s), you must apply to enroll:
<ul style="list-style-type: none"> <li>— Home Energy Assistance Program (HEAP)</li> <li>— Supplemental Nutrition Assistance Program (SNAP) – NYC SNAP, Westchester SNAP</li> <li>— Supplemental Security Income (SSI)</li> <li>— Direct Vendor or Utility Guarantee</li> <li>— Temporary Aid to Needy Families (TANF) – NYC TANF; Westchester TANF</li> <li>— Safety Net Assistance (SNA) – NYC SNA, Westchester SNA</li> </ul> <p><small>*You can check your enrollment status on page 1 of your bill under Adjustment Information.</small></p>	<ul style="list-style-type: none"> <li>— Medicaid</li> <li>— Federal Public Housing Assistance</li> <li>— Veterans Disability or Survivors Pension</li> <li>— Lifeline Telephone Service Program (Lifeline)</li> </ul> <p><b>If living on tribal lands:</b></p> <ul style="list-style-type: none"> <li>— Bureau of Indian Affairs General Assistance</li> <li>— Head Start</li> <li>— Tribal TANF</li> <li>— Food Distribution Program on Indian Reservation (FDPIR)</li> </ul>

## How to Submit Your Form and Required Documentation

1. Complete your Energy Affordability Program Application online at [conEd.com/EAP](http://conEd.com/EAP).
2. Find your award letter or required documentation proving participation in at least one qualifying program.
3. You can email, fax, or mail a copy of your application and participation proof to:

\*You can also provide proof and complete an application at our Walk-In-Centers.

**Email:** [EAP@conEd.com](mailto:EAP@conEd.com)

**Fax:** 1-212-844-0110

**Mail:** **Energy Affordability Program**  
 Con Edison, PA Central  
 4 Irving Place, 9 Floor, Box 34  
 New York, NY 10003



Tanpri fè yo tradwi mesaj enpòtan sa a.  
 Proszę o przetłumaczenie tej ważnej wiadomości.  
 Попросите перевести это важное сообщение.  
 이 중요 메시지를 번역해주시기 바랍니다.

請完成此重要訊息的翻譯。  
 Por favor, este mensaje debe traducirse.  
 يُرجى ترجمة هذه الرسالة الهامة.  
 ביטע זעצט איבער דעם וויכטיגן מעסעדזש.

## Energy Affordability Program Application

If you receive benefits from a governmental assistance program, you may qualify for a discount. Please fill out this form and return it to us with your supporting documentation via email, fax, or mail.

Customer / Account Owner:	Benefit Qualifying Person, if different than customer:
Mailing Address:	Apartment / Unit Number, if applicable:
City:	State:                      Zip Code:                      Phone:
Account Number:	Email:

### Qualifying Assistance Programs

Please select the qualifying assistance programs in which you're enrolled. You must be enrolled in at least one program to qualify for this discount.

- |   |   |
|---|---|
| <input type="checkbox"/> Home Energy Assistance Program (HEAP)            | <input type="checkbox"/> Utility Guarantee / Direct Vendor programs                                   |
| <input type="checkbox"/> Lifeline Telephone Service Program (Lifeline)    | <input type="checkbox"/> Temporary Assistance for Needy Families (TANF)                               |
| <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP) | <input type="checkbox"/> Safety Net Assistance  |
| <input type="checkbox"/> Medicaid   | <input type="checkbox"/> Bureau of Indian Affairs General Assistance (if living on tribal lands)      |
| <input type="checkbox"/> Veterans Disability or Survivors Pension         | <input type="checkbox"/> Head Start (if living on tribal lands)                                       |
| <input type="checkbox"/> Supplemental Security Income (SSI)               | <input type="checkbox"/> Tribal TANF (if living on tribal lands)                                      |
| <input type="checkbox"/> Federal Public Housing Assistance                | <input type="checkbox"/> Food Distribution Program on Indian Reservations (if living on tribal lands) |

### Eligibility Requirements

To prove participation in one of the above programs, customers must submit an award letter or a document that includes their name or the name of their Benefit Qualifying Person (BQP), the name of the qualifying program and the government Tribal entity, or program administrator that issued the document. All documentation must have an issue date within the last 12 months or a future expiration date that aligns with the benefit period.

If the name of the Benefit Qualifying Person (BQP) is different than the name on the Con Edison account, we will accept and enroll customers into the program as long as the address on the award letter or document is the same as what is on the account.

### Customer/Benefit Qualifying Person Certification and Authorization

(If the customer is applying based on BQP's enrollment in a qualifying program, both the customer and BQP must sign below.)

I certify that the information above is correct. By signing this form, I allow Con Edison to share and verify information in my application or documentation for this program with third parties. I also allow third parties to give Con Edison, or representatives or agencies of the federal, state, or local government, information or documentation requested about me related to this and related programs. This information will be shared to help process my application and for ongoing participation and compliance with the program. Information that Con Edison and a third party may share about me:

- Information about my application, program participation, and eligibility.
- Information and documentation about utilities, payment history, employment history, income, application status, and award information for benefits or utilities assistance.

Customer Signature:	Date:	Benefit Qualifying Person / Signature if applicable:	Date:
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**Enrollment Information**

To enroll with a supplier or change to another supplier, you will need the following information about your account:

Acct No: Cycle: 13,

**Gas Usage History**

Month	Therms	Month	Therms
Aug 21	04	Mar 22	04
Sep 21	04	Apr 22	03
Oct 21	05	May 22	04
Nov 21	04	Jun 22	03
Dec 21	07		
Jan 22			
Feb 22	05		

**Choosing an Energy Supplier** You can choose who supplies your energy. No matter which energy supplier you choose, National Grid will continue to deliver energy to you safely, efficiently and reliably. We will also continue to provide your customer service, including emergency response and storm restoration. National Grid is dedicated to creating an open energy market that lets you choose from a variety of competitive energy suppliers, who may offer different pricing options. For information on authorized energy suppliers and how to choose, please visit us online at [ngrid.com/li-energychoice](http://ngrid.com/li-energychoice)

**DETAIL OF CURRENT CHARGES**

**Delivery Services**

Service Period	No. of days	Current Reading	Previous Reading	Measured CCF	Therm Factor	Therms Used
Jun 14 - Jul 15	31	284 Actual	281 Actual	3	1.02835	3

METER NUMBER NEXT SCHEDULED READ DATE ON OR ABOUT Aug 16

RATE Rate 120R Gas Resid General Use Reduced

Basic Service Charge (including first 3.1 therms)	20.41
Energy Affordability Credit - Tier 1	-3.00
Delivery Rate Adj 0.01382624 x 3 therms	0.06
Billing Charge	1.32
NY State and Local Surcharges	0.84
NY State Sales Tax 4.5 %	0.86
<b>Total Delivery Services</b>	<b>\$ 20.49</b>

**Supply Services**

SUPPLIER National Grid

Gas Supply 0.87526773 x 3 therms	2.63
NY State and Local Surcharges	0.06
NY State Sales Tax 4.5 %	0.12
<b>Total Supply Services</b>	<b>\$ 2.81</b>

**Other Charges/Adjustments**

Paperless Billing Credit	-0.41
<b>Total Other Charges/Adjustments</b>	<b>-\$ 0.41</b>



# Energy Affordability Program Application

Discount rate for eligible residential customers

**nationalgrid**

## Upstate New York

Please complete this form and return to National Grid by email, fax, or direct mail:

E-mail: [Affordability@nationalgrid.com](mailto:Affordability@nationalgrid.com) | Fax: 1-315-460-7620

Mail: ATTN: Energy Affordability Program, National Grid, 300 Erie BLVD West C-3, Syracuse, NY 13202

Customer Name:	Benefit Qualifying Person if different than Customer:		
Mailing Address:	Apartment#:		
City:	State: <b>NY</b>	Zip:	Phone:
Account Number:	Email:		

Please check the program from which you now receive assistance:

- |   |   |
|---|---|
| <input type="checkbox"/> Home Energy Assistance Program (HEAP)            | <input type="checkbox"/> Bureau of Indian Affairs General Assistance (if living on tribal lands)      |
| <input type="checkbox"/> Lifeline Telephone Service Program (Lifeline)    | <input type="checkbox"/> Head Start (if living on tribal lands)                                       |
| <input type="checkbox"/> Supplemental Nutrition Assistance Program (SNAP) | <input type="checkbox"/> Tribal TANF (if living on tribal lands)                                      |
| <input type="checkbox"/> Medicaid   | <input type="checkbox"/> Food Distribution Program on Indian Reservations (if living on tribal lands) |
| <input type="checkbox"/> Veterans Disability or Survivors Pension         |   |
| <input type="checkbox"/> Supplemental Security Income (SSI)               |   |
| <input type="checkbox"/> Federal Public Housing Assistance                |   |
| <input type="checkbox"/> Child Health Plus                                |   |
|   | <input type="checkbox"/> Utility Guarantee / Direct Vendor programs                                   |
|   | <input type="checkbox"/> Temporary Assistance for Needy Families (TANF)                               |
|   | <input type="checkbox"/> Safety Net Assistance  |

## Eligibility Requirements

To prove participation in one of the above programs, customers must submit an award letter or a document that includes their name or the name of their benefit qualifying person (BQP), the name of the qualifying program, and the government, Tribal entity or program administrator that issued the document. All documentation must have an issue date within the last 12 months or a future expiration date that aligns with the benefit period.

## Customer/Benefit Qualifying Person Certification and Authorization

(If Customer is applying based on BQP's enrollment in a qualifying program, both Customer and BQP must sign below.)

I certify that the information above is correct. By signing this form, I allow National Grid to share and verify information in my application or documentation for this program with Third Parties. I also allow Third Parties to give National Grid, or any representatives or agencies of the federal, state, or local government, information or documentation requested about me related to this and related programs. This information will be shared to help process my application and for ongoing participation and compliance with the program.

Information that National Grid and a Third Party may share about me:

- Information about my application, program participation, and eligibility.
- Information and documentation about utilities, payment history, employment history, income, application status, and award information for benefits or utilities assistance.

Signature \_\_\_\_\_ Date \_\_\_\_\_

Benefit Qualifying Person Signature \_\_\_\_\_ Date \_\_\_\_\_

Contact National Grid's Energy Affordability Program Administrators at: 1-866-305-1915