



Health

Healthy NYC Household Energy Needs Survey

What is the Household Energy Needs Survey?

The Household Energy Needs Survey is conducted by the NYC Department of Health and Mental Hygiene (Health Department) to learn if New Yorkers have access to the energy and other utilities they need at home, and how this may impact health and well-being.

What does the survey ask about?

The survey asks about your household energy use, how you heat and cool your home, clean energy and energy efficiency, energy costs, and your health. The survey also asks about COVID-19. Some of the questions in this survey may not seem directly related to health. We are trying to get a fuller picture of whether you have access to the energy and other utilities you need at home, and how this may impact health and well-being. **You can choose not to answer any question — participation is completely voluntary.**

How do I know this study is legitimate or what if I need more information?

For more information and to verify the legitimacy of the survey, visit nyc.gov/health/nycsurveys or contact 888-692-0023 or HealthyNYC@health.nyc.gov.

How is the Health Department going to use the survey information?

The Health Department will combine your answers with the answers from other participants to better understand if New Yorkers have access to the household energy they need and what resources are needed to make NYC healthier and more energy efficient. The survey information will also be used to improve energy assistance programs.

Is participant information confidential? Will participant privacy be protected?

The Health Department will share the anonymous survey results of participants with the public to learn more about the health of New Yorkers. We make every effort to protect your privacy and keep your personal information confidential. Research documents are kept on password-protected computers, and only a limited number of authorized people have access. **If a person chooses not to participate, it will not affect any benefits that they or their family receive from any government agency.**

How do I take the survey over the phone?

If you cannot take the survey online, call 888-692-0023 to take the survey by phone. If a staff person is not available, leave a voicemail with your full name, phone number, participant ID and the best time to reach you, and we will return your call. You can also email HealthyNYC@health.nyc.gov with this information and we will call you back. We no longer offer paper surveys.

How long will my gift card take to arrive?

Receiving a gift card by email may take up to three weeks. Mailed gift cards may take up to six weeks to arrive. Electronic gift cards (those received by email) can only be used for online purchases.

Where does the gift card come from so I can look out for it?

Electronic gift cards are emailed from "Healthy NYC via Tremendous" (rewards@tremendous.com) and mailed gift cards have the following return mail address:

Healthy NYC, Division of Epidemiology, NYC Department of Health and Mental Hygiene, 42-09 28th Street, Long Island City, NY 11101.

How can I get help with paying utility bills and reducing energy costs?

The **Home Energy Assistance Program (HEAP)** helps homeowners and renters with low incomes pay for utility and heating bills and air conditioners. To learn more, visit www1.nyc.gov/site/hra/help/energy-assistance.page, or call the NYC Human Resources Administration (HRA) HEAP unit at 212-331-3126 or **311**.

The **One-Shot Deal** provides emergency financial assistance to people who cannot afford an expense. To learn more, visit access.nyc.gov/programs/one-shot-deal/, or call the HRA Infoline at 718-557-1399.

The **New York State (NYS) Weatherization Assistance Program** helps reduce heating and cooling costs for income-eligible homeowners and renters by providing free services that help conserve energy. To learn more, visit hcr.ny.gov/weatherization.

COVID-19 Information and Resources

What can I do to protect myself or my family from COVID-19?

Health Department guidance includes getting vaccinated, wearing a face mask, keeping physical distance from others, washing your hands often and getting tested if you have any symptoms. Individuals who feel sick should stay home. To learn more about COVID-19 and how to prevent its spread, visit nyc.gov/health/coronavirus. For real-time updates, text “COVID” to 692-692. Message and data rates may apply.

For information about COVID-19 vaccines, visit nyc.gov/covidvaccine. To find a COVID-19 vaccination site near you, visit vaccinefinder.nyc.gov. For information about COVID-19 testing in NYC, visit nyc.gov/covidtest.

I am feeling upset, angry or frustrated. Does the City provide any help for this?

We encourage you to contact **NYC Well** at 888-NYC-WELL (888-692-9355). Counselors are available to listen and help, 24/7. The help line is free and confidential, and interpretation is available in over 200 languages. Visit nyc.gov/nycwell for details.

We understand home is not always safe. Visit nyc.gov/nychope to find **services for domestic and gender-based violence survivors**. You are not alone. Call NYC’s 24-hour hotline at 800-621-4673 or **911** for emergencies.

How can I get help with a health issue or support from the City?

For information on **where to get help for a health issue**, call the NYC Health Department at **311** or visit nyc.gov/311. For support for **food, employment, health insurance, housing and more**, call 311 or visit nyc.gov/coronavirus to get information about resources.

What if I have other questions?

Participants can email HealthyNYC@health.nyc.gov or call 888-692-0023.

Para obtener más información sobre este estudio, visite nyc.gov/health/healthynyc.

如需了解关于本项研究的更详细信息，请访问 nyc.gov/health/healthynyc。

若需瞭解關於本項研究的更詳細資訊，請造訪 nyc.gov/health/healthynyc。

Чтобы узнать больше об этом исследовании, посетите веб-страницу nyc.gov/health/healthynyc.