

# NYC UTILITY ASSISTANCE PROGRAMS AND RESOURCES



**HEAP: The Home Energy Assistance Program (HEAP) can help eligible New Yorkers heat their homes.**

## Regular HEAP Benefits

If you are eligible, you may receive one regular HEAP benefit per program year. Households may be eligible based on monthly income or if a member of the household receives SNAP, TA or SSI Living Along benefits and is a US citizen or Qualified Non-Citizen.

## Emergency HEAP Benefits

You could also be eligible for emergency HEAP benefits if you are in danger of running out of fuel or having your utility service shut off.

Regular HEAP benefits typically open on November 1st. Emergency benefits typically open in January. More information, including eligibility, can be found here: [Home Energy Assistance Program \(HEAP\) | OTDA \(ny.gov\)](#)



If you receive benefits from specific governmental programs, you may be eligible to receive monthly discounts on your energy bill and more. ConEd has many programs and plans to help you pay your bill and balance your energy costs.

## Energy Affordability Program

You may qualify for a discount on your monthly energy bill if you receive benefits from the following eligible governmental assistance program. You'll be enrolled automatically if an agency notifies us that you receive benefits from these eligible governmental assistance programs: HEAP, SNAP, SSI, Direct Vendor or Utility Guarantee, TANF, SNA. More information can be found here: [Financial Assistance Programs | Con Edison](#)

You may also qualify for a discount on your monthly bill, and can self-enroll, if you receive benefits from these eligible programs: Medicaid, Federal Public Housing Assistance, Veterans Pension and Survivor Benefits, Lifeline, Head Start, FDPIR. Apply here: <https://www.coned.com/en/accounts-billing/payment-plans-assistance/low-income-enrollment-enquiry>

## Energy Share

If you're a residential customer, you may qualify for up to \$200 toward your bill annually per EnergyShare season. To qualify, you must:

- Have made at least one good-faith payment toward your bill within the last 12 months, and;
- Be eligible for government financial assistance and/or meet federal Home Energy Assistance Program (HEAP) income guidelines.

More information can be found here: [HeartShare Human Services of New York | Energy Assistance & Community Development](#)

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## Level Payment Plan

With a level payment plan, you can avoid surprise high bills and spread your payments out evenly across the year. Most residential customers can enroll. Customers can un-enroll any time.

**Residential customers:** [Log in to My Account](#) to get your level payment amount and sign up.

## Payment Agreement

A payment agreement can help you pay down your outstanding balance in manageable, monthly installments with no fee for residential customers. Log into [My Account](#) to see your options and enroll now.

## Third Party Notification

You can choose a relative, friend, or organization to receive a notice from Con Edison if your bill is overdue and your electric or gas service might be turned off. The third party is not responsible for paying the bill but may be able to help resolve the problem. Please call 1-800-75-CONED (1-800-752-6633) for more information.



## Special Protections from utility shut offs

**Winter:** During the cold weather period of November 1 to April 15, Con Ed has to make special efforts to determine if disconnection of your heat-related service will cause a problem to your health and safety.

**Summer:** ConEd cannot disconnect one day before, any day reaching, and no disconnections for 2 days after a forecast of 93 heat index or above. These rules are temporary and subject to change.

If you need special attention, Con Ed is ready to help. Learn more about Con Ed's free services for residential customers. Special services and protections against utility shut-offs are available if you use Life-Support Equipment, if you have a Medical Emergency, if you are Blind, Visually or Hearing Impaired, if you are 62 or older, or have a permanent disability, or are a domestic violence survivor. More information can be found here: [Special Accommodations | Con Edison](#)

## Your Rights as a Residential Customer

[Consumer Guide: Your Rights as a Residential Gas, Electric or Steam Customer under HEFPA | Department of Public Service \(ny.gov\)](#)

## Problem or complaint?

The DPS toll-free HELPLINE, 1-800-342-3377 between 8:30 a.m. and 4:00 p.m.

If your service has been, or is about to be, terminated for non-payment, or if a utility has refused to provide residential electric, natural gas or steam service, you can call our special toll-free

**Emergency HOTLINE, 1-800-342-3355** between 7:30 a.m. and 7:30 p.m. on business days.