

# At Your Service



## A Guide To LIPA's Programs and Services for Residential Customers



[www.lipower.org](http://www.lipower.org)

1-800-490-0025



# Programs and Services

## At Your Service

LIPA strives to provide you with safe, efficient and reliable electric service. This booklet was designed to provide you with quick and convenient information about all that LIPA has to offer. Keep this as a handy guide to LIPA's programs and services.

## CUSTOMER SERVICE CENTERS

Customer Service Centers are open from 8:30 a.m. to 5 p.m., Monday through Friday, excluding holidays. If you are unsure of our holiday schedule, please call **1-800-490-0025**.

Bellmore	2400 Sunrise Highway Bellmore, NY 11710
Brentwood	1650 Islip Avenue Brentwood, NY 11717
Bridgehampton	Montauk Highway Bridgehampton, NY 11932
Coram	2045 Route 112 Coram, NY 11727
Hewlett	455 Mill Road Hewlett, NY 11557
Hicksville	175 East Old Country Road Hicksville, NY 11801
Melville	15 Park Drive Melville, NY 11747
Patchogue	460 East Main Street Patchogue, NY 11772
Riverhead	117 Doctors Path Riverhead, NY 11901
Roslyn Heights	250 Willis Avenue Roslyn Heights, NY 11557
West Babylon/ Lindenhurst	479 Park Avenue West Babylon, NY 11704

## Si Habla Español

*Y tiene alguna pregunta sobre su cuenta con LIPA, o si desea obtener informacion sobre algunos de nuestros programas, por favor llame a nuestro departamento de Servicio al Cliente y pida hablar con uno de nuestros representantes de habla hispana. El telefono es 1-800-490-0085.*

## If you Have a Power Outage

In the event of an electrical outage, please report it to LIPA immediately by calling **1-800-490-0075** or going to our *Storm Center* at **www.lipower.org**. Outages can be reported quickly through our automated system or online, accessing the address of the outage by using your telephone number. In many cases, we will be able to provide the estimated time when power will be restored. Make sure the phone number on your account is correct. It is essential for accurate reporting. At the time you report an outage, you'll have the option to provide an alternate contact phone number (ex. mobile phone). We will call you when updated restoration information is available.

**When you call our customer assistance center about a billing or service issue, your Customer ID will help to expedite service.**

**Please write your Customer ID below for future reference:**

**1-800-490-0025**

## Manage Your Account Online

LIPA offers convenient 24/7 access to your electric account by visiting **www.lipower.org/account**. It's easy to access your account, find out your balance, see your bills and account history online, enter your meter reading, sign up for *Direct Pay*, *e-LERT*, *Balanced Billing* and more! Visit **www.lipower.org/account** and learn about all of our online services. You can even shop online and purchase energy-saving merchandise. Find out more about our programs and services at **www.lipower.org**.

## Contact LIPA

At LIPA, we dedicate ourselves to providing professional service to all our customers and we welcome the opportunity to be of service. Call us at **1-800-490-0025** (8 a.m. to 8 p.m., Monday to Friday), or visit our Web site anytime at **www.lipower.org**. In case of emergency, to report an electric outage or downed wires, call **1-800-490-0075** (24 hours a day/7 days a week).

# Programs and Services

## Turn on or Transfer Electric Service

When you are opening a new account in a home that already has electric service, please contact us at least 24 hours before the time you want your service started. Service initiations are done Monday through Friday, excluding holidays. Please have the following information ready when calling to turn on service: your new and previous address; new home and business phone number, if available; and information to provide meter access, if necessary. If you are moving to another home within LIPA's service area, please call us at least 48 hours in advance of your move with your new address and the date you will require service. LIPA will coordinate your new service turn-on and the turn-off of service at your previous location.

## Turning Off Electric Service

If you are moving to a location outside LIPA's service area, please notify us at least 24 hours in advance and we will schedule a final meter reading, arrange to turn off service and issue a final bill. Please make sure we have access to your electric meter. If we cannot read your meter, your account will be closed with an estimated reading.

## For Landlords and Tenants



**Landlords** - If you are the owner of a multi-family property and renting to tenants, each unit must have its own electric meter. Each tenant space must be metered separately from the common space such as hallways or outdoor lighting. Under the New York State Shared Meter Law, you may be responsible for paying all utilities as well as a penalty assessment if you are not following these requirements.

**Tenants** - If you are paying for electricity used in an area outside of your rented space, such as hall lighting, you may be eligible for a refund. Call LIPA or visit us online for a copy of the New York State Shared Meter Law.

## Your Phone Service

Cordless phones offer numerous benefits and conveniences. However, unlike traditional corded phones, please remember that cordless phones require power and without special battery back-up will not work during an electric outage.

## Payment Arrangements

If you are having difficulty paying your LIPA bill, we will work with you to arrange a deferred payment plan. We will consider your personal financial situation and your income limitations when working out a payment schedule. In addition, there are programs available for customers in need of financial assistance. See page 14 for more information.

## Billing Questions

If you have questions about your bill, we will be pleased to review your statement with you. For money-saving tips and to review all of our energy-saving programs visit LIPA online at [www.lipower.org/efficiency](http://www.lipower.org/efficiency).

## Paying Your Bill

All bills are due and payable when received. Current charges are considered overdue 23 days after the bill date, at which time a late payment charge may be applied. LIPA bills can be paid by mail, at any of our Customer Service Centers, or online at [www.lipower.org/account](http://www.lipower.org/account).

## Billing & Payment Options

**DirectPay** - Save checks and stamps by having your LIPA bill payment automatically withdrawn from your bank account.

**e-LERT** - Help protect the environment by receiving a paperless bill with an e-mail notification that your bill is ready to be viewed online.

**Why Not Enroll in Both?** – Receive e-mail notification that your bill is ready to be viewed and your payment will be paid automatically.

**Check-By-Phone** - By calling 1-800-490-0025, you can pay your bill over the phone by entering your checking account number.

## Balanced Billing

LIPA's Balanced Billing payment plan spreads out your energy costs over the year. At the end of your billing year, any difference between total payments and your actual energy costs will be added to -- or subtracted from -- your last bill of the budget year. This program does not reduce your total costs, but helps you budget household expenses because you avoid the impacts of seasonal bill fluctuations.

## Our Rates and Your Rights

LIPA has a pamphlet that details your rights as a utility customer and describes our billing rates. It is mailed to every customer annually and is available online at [www.lipower.org](http://www.lipower.org).

## Your Security and LIPA Employee Identification

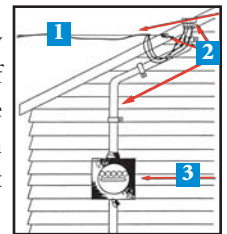
LIPA employees are working throughout Long Island to ensure that LIPA customers have reliable service. Meter readers, linemen and line surveyors may, at times, need access to your property. Every LIPA employee carries an identification card. To verify employment, look for the employee's color photo, name and company name on the card. Always ask to see identification before allowing anyone to enter your home.

## Your Home's Power Supply

Supplying electricity is a serious business and should be treated as such. When mistakes are made, you don't always get a second chance. The safety of your home and family should be foremost in your decision to **always choose a licensed electrician**. A licensed electrician offers safe and reliable service that is performed correctly.

Proper electrical wiring is a critical safety element. Even the smallest electrical mistake can result in major loss, injury or damage. Repairing damage that happens to a home's electrical system is the responsibility of both the homeowner and LIPA. This illustration shows the different areas of responsibility.

**1 SERVICE LINE** – A wire generally runs from the utility pole to the top of a house. It is LIPA's job to maintain the service line and its connections from the pole to the house and repair it when necessary.



**2 ENTRANCE CABLE and POINT OF ATTACHMENT** – The entrance cable connects to the LIPA service wire at the top of the house down to the meter pan, and from the meter pan to the service panel inside the home. The entrance cable is considered part of the home's wiring. If the entrance cable is damaged, it is the homeowner's responsibility to have the cable repaired by a licensed electrician, and it must be repaired before LIPA can safely restore service to your home. The point of attachment, which consists of the weatherhead and an eyebolt, is also the homeowner's responsibility.

**3 METER and METER PAN** – It is LIPA's responsibility to keep your meter in good operating condition. However, the metal base or pan that holds the meter, the connections inside this pan, and everything below the meter and meter pan belong to and are the responsibility of the homeowner. Any repairs required for the meter pan must be performed by a licensed electrician.

# How We Supply Your Power

## Your Home's Electric Service Panel

Your electric service panel connects your home's wiring to the outside power lines. Check your service panel to determine which outlets are on each circuit and mark the breakers or fuses. There are usually several outlets on the same circuit. It is a good idea to label your circuits.



- Never overload your household's electric circuits beyond the circuit's stated capacity.
- If you have a circuit breaker panel and the electricity goes off you should:
  - ✓ Unplug appliances that are affected by the tripped circuit breaker.
  - ✓ Switch the one that's been tripped to the "off" position and then switch it back to the "on" position to reset.
  - ✓ If it trips again, contact a licensed electrician.
- If you have fuses and the electricity goes off:
  - ✓ Unplug appliances that are affected by the blown fuse.
  - ✓ Switch off power at the main switch.
  - ✓ Replace the fuse that has a melted metal strip with a new fuse of the same rating. Never use anything other than a fuse of the same ampere rating as the original.
  - ✓ If the fuse burns out again, contact a licensed electrician.
- If an overloaded circuit is the cause of a power interruption, move appliances on this circuit to an outlet on a different circuit. If the cause was faulty home wiring, consult a licensed electrician.

**IMPORTANT:** The National Electric Code requires that your service panel be grounded to your home's water piping. If this wire is missing or its connection is corroded or broken, contact a **licensed electrician for repairs.**

## Your Electric Meter

Your electric meter records the actual amount of electricity you use. LIPA reads your meter regularly so we can send you a bill that reflects your actual usage. We also give you the option of reading your own meter.

Indoor meters, pets or locked gates can prevent us from reading your meter. If we are not able to get a reading, we will estimate your usage and issue a bill that will be based on your previous usage history and other factors that could affect the amount of electricity you use.

Prolonged periods of estimated readings could lead to inaccurate billing and we must read your meter to ensure you are billed correctly. If we are unable to read your meter for three months in a row, we will put a note on your bill requesting that you supply a reading or make a special appointment for us to get a reading.

If, after an extended period, we are unable to obtain a reading of your meter, you or your building operator may be subject to a \$25.00 (plus tax) non-access fee on your electric bill. To avoid this charge and assure accurate billing, please make use of any of the above options to provide us with a meter reading.

A simple, step-by-step explanation on how to read your meter is available online at in the "Electric Service & Rates" section of [www.lipower.org](http://www.lipower.org). A free information booklet about your meter is also available. If you want a copy, or have any questions about LIPA's meter reading and access policy, please feel free to contact us.

## Call Before You Dig- Call 811

If you're planning a construction project, work safely. Be sure your work will not endanger underground gas pipes or electric cables. Before you start digging, drilling or excavating, call 811 at least two working days ahead of time. If necessary, the location of any pipes or cables will be marked on your property. If you hire contractors, please remind them that they are obligated by law to call 811 before excavating.

# How We Can Help You Save

## Contact LIPA's Infoline

We offer a wide variety of programs through our Efficiency Long Island initiative to help our customers be more energy efficient and control energy costs. You can get answers to questions about all of LIPA's efficiency and renewables programs and other energy related issues by calling **1-800-692-2626** or visiting our Web site at [www.lipower.org/efficiency](http://www.lipower.org/efficiency).



## Cool Homes Program

Thinking about central air conditioning? Whether you need a new installation or a replacement, you'll get maximum comfort and savings with an expert installation from a LIPA Cool Homes contractor. Save money with rebates, plus energy savings year after year.

## In-Store Lighting Rebates

Lighting retailers all over Long Island sell energy efficient light bulbs and fixtures at instantly rebated prices. Visit us at [www.lipower.org/efficiency](http://www.lipower.org/efficiency) for details.

## Energy Efficient Product Rebates

Did you know that investing in energy efficient products will keep your electric costs down in your home? LIPA will help you save even more with rebates on efficient products for use throughout your home.

LIPA is a proud sponsor of ENERGY STAR® and encourages you to buy appliances and lighting products that have earned the ENERGY STAR label. You'll save energy, money, and help protect the environment.

Through LIPA's energy efficiency efforts, every Long Island appliance retail store now carries refrigerators, dehumidifiers,

and dishwashers that bear the ENERGY STAR label. To learn more about LIPA's Energy Efficient Products program or view a list of the current product rebates, visit us online at [www.lipower.org/efficiency](http://www.lipower.org/efficiency).

## Home Performance

LIPA also works with ENERGY STAR on programs that improve overall home performance. Whether you're building or remodeling, LIPA can help make your home healthier and more energy-efficient.

## Home Energy Analyzer

Learn where your energy dollars are being spent and how you can reduce energy consumption and manage costs. Complete a home energy survey online about the heating and cooling systems, water heating and appliance use in your home, and LIPA will provide a detailed report to you at no cost.

## Refrigerator Recycling

That old refrigerator or freezer in the basement or garage is not worth the additional cost on your electric bill.

By recycling your old appliance, you can save \$200 or more a year on your energy bill. You'll also receive a rebate from LIPA. We make it easy for you to save the environment and your wallet. Call **1-866-761-2722** to schedule your free pickup.



# How We Can Help You Save

## Solar Pioneer Program

Capturing the sun's energy through solar photovoltaics (PV) to produce clean electricity provides a viable alternative to fossil fuels. LIPA offers valuable rebates toward the cost of a qualified PV system. Visit our Web site at [www.lipower.org/solar](http://www.lipower.org/solar).



## Backyard Wind Initiative

Utilizing wind turbines to generate electricity is a relatively new technology, but the idea of using wind for energy is an age-old concept. With recent advances in wind technology, today's sophisticated wind turbines are increasingly being recognized as a clean, "green" way to generate much needed electricity.

With LIPA's Backyard Wind Initiative, you can get a rebate and continue to enjoy the financial and environmental benefits that come from generating your own clean, renewable electricity from the wind.

## Net Metering

Net metering is available to customers with solar or wind power systems. With net metering, you are billed only for net consumption, which is the amount of electricity consumed minus the amount of electricity produced by the renewable energy system.

If you generate more electricity than you consume in a month, the excess energy produced is "banked" and can be used to offset future bills. At the end of each 12-month period, LIPA will purchase any remaining energy in your energy "bank" at LIPA's avoided cost rate.

Net metering is authorized for a residential solar or wind customer-generator, equal to or less than 25 kW.

## Solar Hot Water Program

If you currently have an electric hot water heater in your home, you can have the sun provide **70% or more** of your hot water needs. Save on a solar hot water system with a rebate from LIPA. Visit our Web site at [www.lipower.org/solar](http://www.lipower.org/solar).

## Geothermal Heat Pump Rebate

Geothermal systems are up to four times as efficient as the most efficient fossil fuel furnace. Instead of burning a combustible fuel to make heat, they simply move heat that already exists underground. You can save on heating and cooling costs. With a LIPA rebate, you'll save even more.

## LIPAEdge

LIPAEdge is an energy conservation program to help you get the most out of your energy dollars, while helping Long Island's electric system operate as efficiently as possible.

We want to help you manage your busy lifestyle and get the most out of your energy dollars. That is why LIPA is committed to using cutting "edge" technology to ensure that you get not only reliable service, but even more.

## LIPA Green Choice Program

LIPA's Green Choice program allows you to purchase environmental attributes produced by "green power" - electricity that is generated using cleaner, renewable resources like wind, hydropower and bio-energy. This voluntary program helps support the development of the renewable power sources of tomorrow.

## Residential Energy Affordability Partnership (REAP) (1-800-263-6786)

Lower income customers can get help reducing their bills by installing cost-effective electric energy efficiency measures through extensive in-home energy education and counseling. REAP works directly with weatherization providers, offering qualifying customers free installation of cost-effective electric energy-saving measures.



# Special Services

LIPA is committed to improving the quality of life within our service territory. That is why we offer an array of services for customers with special needs. Knowing about these services may help you or your loved ones, now or in the future. Call us at **1-800-490-0025** to discuss any of these programs or visit [www.lipower.org](http://www.lipower.org).

## Household Assistance Rate

LIPA offers reduced rates for customers participating in at least one of the following programs: HEAP, Medicaid, Food Stamps, Temporary Assistance for Needy Families or Safety Net Assistance, SSI, Veteran's Disability Assistance or Veteran's Surviving Spouse Pension, or Child Health Plus. Visit [www.lipower.org/HAR](http://www.lipower.org/HAR).

## Home Energy Assistance Program (HEAP)

A federally-funded assistance program designed to help income-eligible households pay energy bills. It is not a welfare program or loan and you do not have to pay back any assistance provided to you through this program. Contact your local social services agency.

## Consumer Advocates/Energy Grant Assistance

If you are facing financial hardships, we have Consumer Advocates who can make payment agreements, arrange energy budgets, and provide help when applying for various financial assistance programs on a confidential basis. Federal and state programs provide assistance to customers who are income-qualified to help them meet heating and other energy costs. Call **1-800-266-1923** to learn more.

## Project Warmth

Project Warmth is an energy assistance program that helps qualified families and individuals with heating emergencies. The program provides a one-time grant during the winter months. For further information and guidelines, call the United Way of Long Island at **631-940-3757**.

## Large Print and Braille Bills

If you are having difficulty reading your current bill, you can request a large print bill. If someone you know is blind and reads Braille, we will provide them with a summary of their bill in Braille, along with a regular LIPA statement.

## Hearing & Speech Impaired Service

We have special equipment to receive typewritten messages by telephone from hearing and speech impaired customers who have compatible (TDD) devices at home. Please call **631-755-6660** to use this service.

## Peace of Mind Program

If you or any member of your immediate family is hospitalized, we will extend the payment date of your LIPA account 30 days during your hospitalization.

## Friendly Follow-Up Program

Designate a relative or trusted friend to receive notice that your LIPA bill is overdue. This person is not responsible for paying the bill, but can help you keep track of your LIPA account. At times of lengthy absences from your home or during illness, this service provides helpful protection for you.

## Critical Care Program

If someone in your family uses life-support equipment, please let us know about it. Call now at **1-800-490-0025**. This service provides additional protections for you and is critical during storms or major outages.

## Pool Safety Surveys

If your proposed pool site is located near power lines, we will send an expert to conduct a survey to assess the safety of your location. To arrange for a free survey, call us at the phone number nearest to your home.

*Western Nassau/Queens*

(516) 792-7112

*Central Nassau*

(516) 545-2242

*Western Suffolk*

(631) 348-6044

*Eastern Suffolk*

(631) 548-7042

