

HEAP Office Locations:

Queens:

325 Beach 37th Street
Far Rockaway, NY

Suffolk:

2 South 2nd Street
Deer Park, NY

Nassau:

175 Fulton Avenue
Hempstead, NY

893 East Main Street
Riverhead, NY

3455 Veterans
Memorial Hwy
Ronkonkoma, NY

Senior Citizens

If you are 60 years old or older, disabled, or receive Supplemental Security Income (SSI), you can apply for HEAP at your local senior citizen's office. Applications can also be mailed to you.



The Rockaways:

Department for the Aging Call NYC's 311 Hotline

Nassau County:

Department of Senior Citizen Affairs 516-227-7386

Suffolk County:

Office for the Aging 631-853-8326

LIPA's Household Assistance Rate

LIPA offers reduced rates for customers participating in select assistance programs, including HEAP, Medicaid, Public Assistance, and veteran's benefits.

Visit www.lipower.org/har or call 1-800-490-0025.

Project Warmth

Project Warmth is an emergency assistance program to help families and individuals with energy emergencies. Project Warmth provides a one-time grant for fuel, plus an additional amount for fuel-related electricity. The heating grant may be used to pay for any fuel source such

as oil, gas, electric, propane, etc. Project Warmth will open on December 5, 2011 and is available until funds are exhausted. Contact Project Warmth at **631-940-3757**.

Qualifying for Project Warmth

You are eligible for assistance if:

- You are a resident of Nassau or Suffolk County or the Rockaways
- Demonstrate financial hardship and provide an acceptable explanation for the arrearage
- If you are eligible for HEAP, you **MUST** apply for HEAP before applying for Project Warmth
- You did NOT top off your oil tank during the 2010-2011 heating season

Emergency Assistance from the Department of Social Services

Households experiencing temporary financial difficulties may be eligible for emergency assistance. It is not necessary to apply for ongoing assistance from Social Services in order to qualify for these grants.

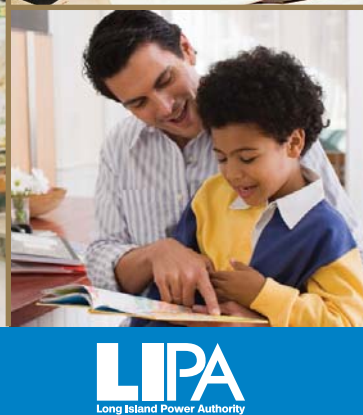
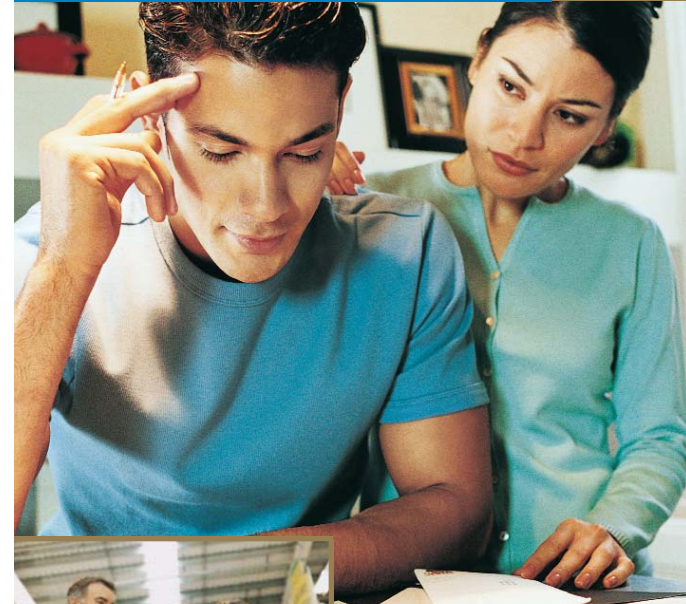
Personas Que Hablan Español

¿Tienes dificultad en manejando sus cuentas? Si quieres obtener una copia de esta información en español, llámenos al **1-800-490-0085**. Hay representantes que hablan español.



www.lipower.org
1-800-490-0025

Do you need help paying your energy bills?



Sometimes circumstances make it difficult to pay your LIPA bill. We are providing this guide to help make it easier to locate and get assistance. If you need help making payments, you may be eligible for benefits from one or more of these programs.

LIPA Assistance – 1-800-266-1923

LIPA's Consumer Advocates can provide guidance and assistance in applying for various social services programs for customers experiencing financial problems. Learn more at www.lipower.org/residential or call the number shown above.

LIPA's Residential Energy Affordability Partnership (REAP)

REAP is a program offered by LIPA for income-eligible customers designed to help save energy and lower electric bills. Participants will receive a FREE home survey and a REAP technician may install energy-saving measures such as compact fluorescent bulbs, an energy-efficient refrigerator, water flow devices, air sealing and more. Visit us online at www.lipower.org/residential or call 1-800-263-6786 to learn more.

REAP INCOME GUIDELINES - 2011/2012

SIZE OF HOUSEHOLD	ANNUAL INCOME	MONTHLY INCOME
1	\$51,989 or less	\$4,332 or less
2	\$59,416 or less	\$4,951 or less
3	\$66,843 or less	\$5,570 or less
4	\$74,270 or less	\$6,189 or less
5	\$80,212 or less	\$6,684 or less
6	\$86,153 or less	\$7,179 or less
7	\$92,095 or less	\$7,675 or less
8	\$98,036 or less	\$8,170 or less

For each additional person over 8 people, add \$4,494 to annual and \$375 to monthly

Home Energy Assistance Program (HEAP)

HEAP is a federally-funded financial assistance program designed to help income-eligible households pay energy bills. It is not a loan. You do not have to repay any assistance received through this program.

There are two types of HEAP grants available, "Regular" and "Emergency" Grants. Depending upon your financial situation, you may qualify for one or both.

To qualify for assistance from HEAP you must:

- Have an energy bill in your name or have your heat included in your rent (apartment or house)
- Have income that falls within the following guidelines:

HEAP GUIDELINES - 2011/2012

SIZE OF HOUSEHOLD	INCOME LEVEL*	SIZE OF HOUSEHOLD	INCOME LEVEL*
1	\$2,146	7	\$5,571
2	\$2,806	8	\$5,695
3	\$3,466	9	\$5,818
4	\$4,127	10	\$5,942
5	\$4,787	11	\$6,136
6	\$5,447	12+	Add \$478 per person

*or less per month

Qualifying for Regular HEAP Grants

- Income-eligible households whose heating costs are included in the rent and who pay for other utilities (electric, gas, oil, etc.)
- Income-eligible households who **do not** live in government-subsidized housing and have heat utilities included in their rent
- Income-eligible households who pay energy bills directly

Qualifying for Emergency HEAP Grants

- Income-eligible households having a heating emergency
- All eligibility requirements for regular HEAP must be met
- You have less than seven days supply of fuel (oil)
- Your service is disconnected or you are scheduled to have your service disconnected. You must present a Disconnection Notice.

You may also qualify for an Emergency HEAP Grant for your heating equipment if the system is not working, is unsafe, needs maintenance or repair work and you are unable to pay for those repairs, and you meet the regular HEAP income and eligibility requirements.

Please bring the following information with you when you apply for HEAP:

- ✓ Your current LIPA (or other fuel) bill
- ✓ "Final Disconnect Notice" or other shut-off notice
- ✓ Recent pay stub or other proof of your household's total gross monthly income
- ✓ Proof of residence (tax bill, lease, deed or rent receipt showing your address)
- ✓ Documents identifying each household member (birth certificates, social security cards, school records or drivers' licenses)
- ✓ Proof of qualified alien status if you are not a US citizen

HEAP Information Lines

The Rockaways 800-692-0557
 Nassau County 516-565-4327
 Suffolk County 631-853-8825