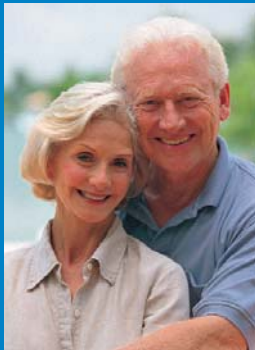




Customer Care

Lighting the Way... Because We Care About Seniors

Seniors are valuable, contributing members of our Long Island community, and at LIPA we recognize your special needs. We have programs in place that have been created for your benefit.



www.lipower.org

Lighting the Way...

We put this guide together to tell you all about our programs and services. We have programs and services that help you save energy . . . recommendations that assure electric safety in your home . . . we even have programs that assist you in finding help to pay your energy bills...and we'd love to visit your organization to talk about those things and more!

Take a look and see if any of these benefit your lifestyle. Make sure you are taking advantage of all we have to offer! And let us know what else we can do to help.

Who is LIPA?

We're a non-profit municipal electric provider. In 1998 we took responsibility for the transmission and distribution of electricity on Long Island. We make no profit; we have no shareholders. Our goal is providing the best electric service available.

Customer Care Programs...because we care about our customers

Large Print and Braille Bills

If you are having difficulty reading your LIPA bill, we have large print bills available. Request one at 1-800-490-0025.

If someone you know is blind and reads Braille, we can also provide them with a summary of their bill in Braille, along with a regular LIPA statement.



Hearing & Speech Impaired Service

We have equipment available at LIPA to receive typewritten messages by telephone from hearing and speech impaired customers who have compatible (TTY) devices at home. Call (631) 755-6660 to use this service.

Customer Care

Peace of Mind Program

You have enough to worry about if you or a loved one falls ill. If you or any member of your immediate family is hospitalized, we will extend the due date of your LIPA bill for 30 days. Call 1-800-490-0025.

Friendly Follow-Up Program

If you are going to be away from your home for an extended length of time, or during illness, the Friendly Follow-Up service provides protection for you. Designate a relative or trusted friend to receive notice if your LIPA bill is overdue. This person is not responsible for paying the bill, but can help you keep track of your LIPA account.

Critical Care Program

LIPA understands the needs of customers using life-support equipment. Additional protections are available during storm emergencies. Please let us know about your needs so we can prepare. Call 1-800-490-0025.



LIPA Consumer Education

We offer free presentations at your civic and community meetings to discuss topics such as storm preparation, energy conservation, services for seniors and the disabled, and other subjects of interest to your group. For more information, or to arrange for a presentation, call 1-800-738-5667.

Outage Callback System

If you call to report an outage LIPA's state-of-the-art telephone system will call you back to provide outage updates and information in the event of an interruption of electric service. It is important that we have your correct telephone number on your LIPA account, to ensure accurate reporting as well as correct callback information.

Lighting the Way...

Energy Saving Tips

It's expensive to live on Long Island. If you are on a fixed income that doesn't change every time your expenses do, we understand and want to help. Here are some helpful ways to lower your electric bill.

The largest users of electricity in your home are your refrigerator(s), freezer(s) and heating and air conditioning systems. If your bill appears to be too high, see if these are the culprits.

■ In winter, are you supplementing your heating system with an electric heater? Electric heaters, even the small ones, consume a lot of electricity. Instead, make sure your heating system is running at peak efficiency. Have an annual tune-up by a licensed professional.

■ In summer, do you have central air conditioning? Turn up the thermostat a few degrees to 76. If you have individual room units make sure that they are the correct size for the room they are cooling, and don't run air conditioning if you are not in the room.

■ Refrigerators and freezers that are more than ten years old use almost twice as much electricity as their modern, ENERGY STAR®-labeled counterparts. How old is yours?

For more energy saving ideas, visit us online to download our brochure, **"53 Ways to Save Energy and Reduce Your Electric Bill,"** or call us at **1-800-490-0025** and request a copy.

CONSERVATION PROGRAMS... LIPA's Clean Energy Initiative

LIPA's commitment to promote clean, renewable electric generation technologies and energy conservation and efficiency is called the Clean Energy Initiative. Clean Energy Programs help the environment and help you save energy dollars as well.

In-Store Lighting Rebates

Lighting Retailers all over Long Island sell light bulbs and fixtures at instantly rebated prices. Compact fluorescent lighting uses 75% less electricity than traditional incandescent bulbs.

Washing Machine Rebate Program

LIPA offers mail-in rebates on qualified ENERGY STAR®-rated washers. Your laundry can be cleaner while you use less water, detergent, and ENERGY! Save money and the environment! ENERGY STAR®-labeled washing machines save about \$100.00 annually on energy and water costs.

Home Energy Analyzer

Learn where your energy dollars are being spent, how you can reduce energy consumption, and better manage your costs. Complete a home energy survey online and LIPA will provide a detailed report at no cost. (Visit www.lipower.org/residential to participate.)

Cool Homes Program

Rebates and energy dollar savings for years to come are available for customers who purchase and install qualified energy-efficient central air conditioners.

Lighting the Way...

Solar Pioneer Program

LIPA offers incentives towards the cost of a qualified Solar Photovoltaic System, which produces clean electricity by capturing the sun's energy. Solar power provides a viable alternative to fossil fuels.

To learn more about these programs visit our Web site at www.lipower.org or call 1-800-692-2626.

SAFETY INFORMATION FOR SENIORS

Identification

Ask for identification before you allow someone you don't know to enter your home. All LIPA representatives carry identification cards with color photos.

Electric Safety

- Don't overload electric outlets
- Never use candles or open flames for illumination
- Never leave electric heaters and hot plates unattended
- Check electric cords for visible damage. Cracked and frayed cords are dangerous
- Keep appliances unplugged around water... appliances immersed in water can cause a lethal electric shock

Safeguard Your Home Against Carbon Monoxide

Carbon monoxide is a colorless, odorless, toxic gas which can be produced when combustion of any fuel takes place without enough oxygen. You cannot see it or smell it; carbon monoxide can accumulate without notice and cause death.

- Have your heating system checked annually by a qualified professional

Customer Care

- Check vents, flue pipes and chimneys for corrosion or blockages
- Never run your car, emergency portable generator, or any fuel burning equipment (like small barbecues), in an enclosed space or garage...even with the door open. Look for warning signs of carbon monoxide poisoning...flu-like symptoms that disappear outdoors, high indoor humidity with persistent condensation and stuffy or stale air inside your home.

FINANCIAL ASSISTANCE

Home Energy Assistance Program (HEAP)

For many years you paid tax dollars to the federal government. Maybe you still do. Some of those taxes were used to fund the HEAP program, which helps income-eligible households pay energy bills. It is not a welfare program or loan and you do not have to pay back any money you receive. Think of it as money you saved for energy expenses for a rainy day...and the rainy day is NOW. Payments run from about \$100 to over \$300. This program is only available from November 1 to April 15, annually, but you can receive these funds every year as long as you are eligible. **For HEAP information call:**

The Rockaways - 800-692-0557

Nassau County - 516-565-4327

Suffolk County - 631-853-8825

Project Warmth

Do you have an “energy emergency” and need assistance paying your LIPA bill? Project Warmth helps families and individuals with a one-time grant for fuel, in addition to one for fuel-related electricity. The heating grant may be used to pay for any fuel source; oil, gas, propane etc. Project Warmth opens annually in early December and is open until funds are exhausted. Contact Project Warmth at 631-940-3757.

Lighting the Way...

Residential Energy Affordability Program (REAP)

Income-eligible customers can get help reducing their energy bills by installing cost-effective, electric, energy-efficient measures and through education and counseling. REAP technicians will come to your home and inspect your lighting, heating system, and other electric equipment to determine just how energy-efficient they are.

You are eligible for REAP if:

- you have a LIPA account number
- your house is a one to four family dwelling
- you meet the income guidelines

Call 1-800-263-6786 to find out current income guidelines and how REAP can help you.

PAYING YOUR BILL

LIPA bills can be paid by mail using our postage paid envelope, at any of our Customer Service Centers, via telephone or online at www.lipower.org/myAccount.



Payment Arrangements are available if you are having difficulty paying your bill. We will consider your financial situation and income limitations when working out a down payment and payment schedule.

Easy Payment Options

Balanced Billing

Help budget your monthly expenses with our Balanced Billing Plan, which spreads out your electricity costs over the year. This plan does not reduce your total costs, but helps you

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budget household expenses; and is especially beneficial for those on a fixed income. Balanced Billing helps smooth out seasonal fluctuations ... like air conditioning costs in the summer... in your billing.

DirectPay - Save time, save money and save trees! Have your LIPA payment automatically withdrawn from your bank account. No more writing checks...cut down your bill paying time. Less check writing means less paper use; less paper use



is good for the environment.

eLERT – Go paperless. LIPA will send email notification that your bill is ready to be viewed online.

EasyStreet –The ultimate time & money saver! We will send email notification to you that your LIPA bill is ready to be viewed, and, your payment is automatically deducted from your bank account.

To learn more about these programs visit www.lipower.org or call 1-800-490-0025.

Lighting the Way...

Visit us online or call 1-800-490-0025 and request our brochure, “64 Ways to Make Your Home a Safer Place.”

Visit Our Web site

You can access your account, find out your balance, see your bills and account history online, enter your meter reading, sign up for DirectPay, eLERT, Balanced Billing and more! Visit www.lipower.org/myAccount and learn about all of our online services. You can also shop online and purchase energy saving merchandise. Find out more about our programs and services at www.lipower.org.

Si Habla Espanol

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 1-800-490-0025.

Today’s seniors are healthier and more active than ever. They like to be in the know... about everything from computer technology to saving the environment. We hope that the information included in this booklet was helpful.

CUSTOMER SERVICE CENTERS

Our Customer Service Centers are open from 8:30 a.m. to 5:00 p.m. Monday through Friday, excluding holidays. You can make a payment or speak to a Customer Representative if you have questions about your LIPA bill.

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 Road Melville, NY 11747
Patchogue	460 East Main Street Patchogue, NY 11772
Riverhead	117 Doctor's Path Riverhead, NY 11901
Roslyn Heights	250 Willis Avenue Roslyn Heights, NY 11557
West Babylon/ Lindenhurst	479 Park Avenue West Babylon, NY 11704



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

