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# LIPA NEWS



www.lipower.org

## LIPA Working for You

As recent global events continue to cause volatility in energy prices, there is no better time than now for our customers to invest in energy efficiency. LIPA is here to help you with that investment.

LIPA's customer-funded Efficiency Long Island initiative provides our customers the opportunity to pursue energy efficiency measures through rebates and financial incentives encouraging them to go green while helping to lower energy bills, reduce our carbon footprint, and make a positive impact on our environment.

Whether it's something simple like switching to more efficient light bulbs in a residential household or remodeling a new efficient commercial building, LIPA's efficiency programs have worked to save all of our customers- residential, commercial, not-for-profit and municipalities, millions of dollars while becoming stewards of the environment.

Right now our residential customers can take advantage of numerous programs such as LIPA's Cool Homes Program, which offers rebates on new efficient central air conditioners or heat pumps when installed by a participating contractor. We can also help with larger projects through LIPA's Home Performance with ENERGY STAR®, which provides LIPA customers with a certified contractor to perform a Comprehensive Home Assessment (CHA). The Home Performance contractor will also provide a cost estimate to implement the recommended efficiency improvements. LIPA even has a refrigerator recycling program that pays you \$35 to recycle your old inefficient refrigerator/freezer which will help to save you money.



Income-eligible LIPA customers can also participate in energy efficiency measures through LIPA's Residential Energy Affordability Partnership (REAP).



In these challenging economic times, LIPA is working hard for our customers to make energy efficiency measures more affordable everyday. We encourage you to visit our web site at [www.lipower.org/efficiency](http://www.lipower.org/efficiency) for a complete list of programs to help you start saving energy and money today.

## It's Getting Easier to Give your House a Check-up

How do you know if your house is operating at top efficiency? The answer is a home energy audit. Now, how do you know you'll get an audit that you can trust?

### Choosing the Right Contractor

Starting this year, Suffolk County will require that a contractor using the term "home energy audit" register with the Department of Consumer Affairs and be certified by an organization such as the Building Performance Institute (BPI). Nassau County is considering similar rules. BPI sets the industry standards for assessing and improving the energy performance, as well as, the health and safety of homes.

### Look to LIPA

LIPA already has a list of independent, BPI-accredited home improvement contractors. When you choose one of these contractors, it's your assurance that you'll get a proper audit and qualify for the maximum LIPA rebates on energy efficiency improvements. You will have a thorough review of your home that will identify the best ways for you to save energy and money.

To get started, call LIPA at 1-800-692-2626 or visit [www.lipower.org/efficiency](http://www.lipower.org/efficiency).



## SURGE PROTECTION FOR YOUR BILL

To protect your sensitive electronics, LIPA recommends the use of surge suppressors. To avoid a surge in your electric bill, we recommend Balanced Billing.

Unlike payments for rent or a mortgage, your electric bill probably fluctuates throughout the year. If you're frustrated with trying to predict how much your next bill will be, enroll in our free Balanced Billing plan.



Based on your usage history, we project how much electricity you'll use in the year ahead. That amount is simply divided into 12 convenient, monthly payments. So when the cost of summer cooling comes along, there are no bill surprises. We review your charges throughout the year, so if there is any significant change to your projected usage, your monthly payment could change. But at the end of a year on Balanced Billing, you will always pay only for what you have actually used.

To find out what your payment would be and enroll for free, go to "My Account" at [www.lipower.org](http://www.lipower.org) or call 1-800-490-0025.

## HAVE A PLAN BEFORE PLANTING

In no time, spring planting projects will be underway all across Long Island. Make sure yours takes into consideration the surroundings below and above ground.

Before any excavation project, you or your contractor is required by law to contact the NYC/LI One Call Center by calling 811 from 2-10 days before beginning work. This will alert the owners of nearby underground facilities to mark their locations, preventing unnecessary damage. There is no charge for this service.

When planting trees, you should also consider what will happen once a tree reaches its ultimate size. Will it be too close to your house, driveway or sidewalks? Will it interfere with buried or overhead utility lines?

A little planning right now can help prevent future power interruptions to you and your neighbors. For more information, visit us online at [www.lipower.org](http://www.lipower.org) or call us at 1-800-490-0025.



## SAFETY SPOTLIGHT

### Before You Let Anyone Into Your Home ...

Check identification - every time. Our employees are in the communities we serve every day. For your safety, be sure to check the ID of anyone requesting to enter your home. Each of our employees carries an ID card with a LIPA logo and color photo.

## NEW! HOUSEHOLD ASSISTANCE RATE

We are pleased to introduce a new way to save money for income-eligible customers. Our new Household Assistance Rate reduces the Delivery & System Charges portion of the bill. If you have a LIPA account in your name and receive benefits from at least one the following programs, you may qualify:

- Public Assistance
- Medicaid
- Food stamps
- Supplemental Security Income (SSI)
- Home Energy Assistance Program (HEAP)
- Veteran's Disability Pension
- Veteran's Surviving Spouse Pension
- Child Health Plus

For more information about this new rate, visit [www.lipower.org](http://www.lipower.org) or call us at 1-800-490-0025.

## HABLAMOS SU IDIOMA

LIPA is pleased to offer bill messages and other communication in Spanish. Call us at 1-800-490-0025 to choose this free option. You can also speak with a Spanish-speaking representative or use our automated phone services, which are also available in Spanish.

LIPA se complace en ofrecerle los mensajes de las facturas y otra comunicación en español. Llámenos al 1-800-490-0025 para escoger esta opción gratis. Usted puede hablar también con un representante Hispano o utilizar nuestros servicios automatizados de teléfono, que están también disponibles en español.



## Working for Long Island



### These Savings are No Fiction

LIPA is dedicated to helping Long Islanders save money on energy costs, from John Q. Public to our public libraries. Recently, libraries in Nassau and Suffolk took advantage of LIPA's efficiency and renewable energy programs to reduce their impact on the environment, and taxpayers. The Long Beach Public Library installed a zero-emission solar power system that will save money and have the same environmental impact as removing two dozen cars from the road. The Westhampton Free Library's new solar power installation and efficient lighting upgrades will save it more than \$10,000 each year in energy costs. LIPA rebates helped both libraries significantly reduce the cost of these economically and environmentally beneficial upgrades. For these institutions that do so much lending of their own, LIPA was happy to lend a hand.