

I have/a resident of my house has a Life Support Hardship (*type*):

I receive government assistance.

I receive public assistance (PA). My case number is:

I receive Supplemental Security Income (SSI). Note SSI benefits are not the same as Social Security retirement benefits. My Social Security number is:

Please send:

Enlarged Bills Braille Bills

Please send me more information about:

- Balanced Billing DirectPay Program
 Please enroll me in the Friendly Follow-Up Program
 Online Services

To Be Completed by “Caregiver”

Please let me know if this customer’s bill is overdue or if the service might be turned off. As “Caregiver” I understand that I am not responsible for payment of the bill.

Caregiver/Agency

Address _____ Apt. _____

Town/City _____ Zip _____

Tel. # Daytime _____ / Evening _____

Caregiver Signature _____

If we do not reconnect your service within 24 hours of meeting the above conditions – except when it is beyond our control – we will pay you a fee for each additional day you are without service.

We usually don’t ask new residential customers to pay a deposit when opening an account unless you’re a short-term or seasonal customer, or you have an overdue amount on a previous LIPA account. Existing customers may be asked to pay a deposit if their account is delinquent or had been disconnected for non-payment during the last six months. Deposits will earn interest at a rate set by the Long Island Power Authority. We will hold the deposit for one year. If your payments are not delinquent during that year, we will refund your deposit plus interest.

If you are a residential building tenant, you are not obligated to pay for electric service for any area outside your own dwelling unit. For more information about Shared Meter conditions, please call 1-800-490-0025.

If you live in a building with three or more apartments where your landlord fails to pay the electric bill for which he or she is responsible, you may be able to keep the service on if you join with the other tenants to pay the bill. The tenants only have to pay the current bill and you can, by law, deduct your share from your rent.

Your Rights as a LIPA Residential Customer

As a residential customer of an electric utility, you have certain rights assured under the Home Energy Fair Practices Act (HEFPA). This pamphlet is an overview of those rights and LIPA’s policies and procedures. For more information on your rights as a residential customer, please see LIPA’s Tariff for Electric Service, located on our Web site, www.lipower.org.

Our representatives are available to assist you at 1-800-490-0025. If you have an electric emergency, please call us at any time of the day or night at 1-800-490-0075. Hearing or speech-impaired customers can use our special TDD communication system at 631-755-6660. If you would like to contact us by mail, write to:

Long Island Power Authority
PO Box 9083
Melville, NY 11747

Your satisfaction is important to us, therefore, if after speaking with one of our representatives, you believe your question has not been answered, please ask to speak with a supervisor. However, if after speaking with a supervisor you are still not satisfied, you may call the Long Island Power Authority at 1-877-ASK-LIPA (1-877-275-5472) from 9:00 a.m. to 5:00 p.m., Monday through Friday.

Our bills show the amount of electricity you use. You'll receive a bill monthly or bi-monthly depending upon the type of service you have. Balanced billing divides your electric cost into monthly payments. LIPA bills can be paid by mail, in person at our Customer Service Centers, by phone using our automated payment service or online at www.lipower.org. With our free DirectPay program you can transfer your bill payments automatically from your bank account 20 days after your bill date.

We read your meter because it measures and records the actual amount of electric you use, which enables us to send you an accurate bill. Making sure your electric bills are accurate and correct is both important to LIPA and to you, that's why we make every attempt to read your meter regularly. If we are unable to read your meter for three consecutive billing cycles we will put a message on your bill asking for a reading or to make a special appointment for us to do it. However, if your meter has not been read for five consecutive bills, you or your building owner may be subject to a \$25 (plus tax) charge.

If you are having difficulty paying your bill, please contact us by phone or in person in order to make a Payment Agreement. We can determine the length of the agreement and the amount of each monthly payment. If you can show financial need, you may not have to make a down payment on monies owed and installment payments may be as low as \$10 per month. We will make every effort to help you find a way to pay your bill. Our Consumer Advocates may be able to help you get assistance from other sources. If you heat your home with electric, we will not shut off your service between November 1 and April 15 without first trying to contact you or another adult in your household. If loss of service poses a serious health or

safety problem, we will continue service for at least 15 days and try to arrange a payment agreement.

Regardless of your payment history with us, we will continue electric service if your health or safety is threatened. When we become aware of such hardship cases, we will refer them to the Department of Social Services. LIPA will NOT shut off your service under the following hardship conditions:

Medical Hardship - You must provide a medical certificate from your doctor or local Board of Health.

Life-Support Equipment - If you have life-support equipment and a medical certificate.

If you are Hospitalized - If you or a member of your immediate family is hospitalized you may receive a 30-day extension.

While we are working with you to develop a payment agreement, or to obtain financial assistance for you, we will not shut off service. Special protections may be available if you and all those living with you are age 62 or over, age 18 or younger, blind or disabled. To ensure that you receive all the protections you are eligible for, please contact a company representative and identify yourself. LIPA services also include the Friendly Follow-Up program, which can help prevent an electric shut-off by designating a "Caregiver" as an additional contact to receive duplicate copies of past due notices. For more information please complete and return the form in the back of this pamphlet or visit our Web site at www.lipower.org.

In the event your service has been shut off, we will reconnect it within 24 hours once you have either paid the amount due or signed a Payment Agreement. We will also reconnect service if you face a serious health or safety threat, we receive a notice of payment from a social service agency, or if we determine, within our discretion, that it would be appropriate to do so. There is a charge to turn your service back on during normal business hours and after 5:00p.m.

SPECIAL PROTECTIONS REGISTRATION FORM

Please complete this form if you qualify for any special protections described in the pamphlet. Return this form to:

Long Island Power Authority
P.O. Box 9083
Melville, NY 11747

ACCOUNT INFORMATION

(Be sure to complete before mailing)

Name _____

Address _____

Apt. _____

Town/City _____

Zip _____

Tel. # Daytime _____

Evening _____

Account Number (as shown on bill) _____

I would like to be considered for Special Protections.

In my household (*Check*):

- All members are 62 years of age or over, and /or under age 18
- All members are blind (legally or medically)
- All members have a permanent disability
- I have/a resident of my house has a Medical Hardship (type):

(Over)