

UTILITIES - TIOGA

HEAP Home Energy Assistance Program November 17th through March 16th
Emergency HEAP only through Department of Social Services

Tioga County Social Services	Social Services clients Those receiving SNAP , cash assistance, SSI or SSDI	607-687-8300
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NYSEG (New York State Electric & Gas) www.nyseg.com

Customer Service Representative	If you are having a problem paying your NYSEG bill, first contact this number. If you are still not satisfied, ask to speak to a supervisor	1-800-572-1111
Energy Assistance Program	If you have fallen behind in your bill and fall within income guidelines, you may be eligible for this program:	1-800-572-1111
Consumer Appeals	If you are still not satisfied, please contact:	1-800-231-2888
HEARTSHARE	NYSEG Project Share program administered by HeartShare. Provides financial assistance for energy-related emergencies for NYSEG customers who require help to pay for basic energy needs (up to \$350) once every twelve months who receive HEAP or are within the HEAP guidelines. HEAP and EMERGENCY HEAP MUST BE EXHAUSTED BEFORE APPLICATION. May help pay for oil, gas, electricity, propane or wood. Active duty military personnel and well-discharged veterans who have an energy emergency may qualify regardless of income.	1-800-599-4327

New York State Public Service Commission

Shut off Protection Hotline 1-800-342-3355

Shut off Protection Hotline You may qualify for utility shut-off protection, November 1st through April 15th, if you are blind, disabled, 62+ years or using life-support equipment. Call your service provider first and request the shut-off protection.

PENELEC (FirstEnergy Corp)

Consumer Assistance & Referral Evaluation Service (CARES)	May provide short-term assistance to customers with special needs.	1-800-207-9276
Consumer Assistance Program (CAP)	Helps residential customers maintain electric service and eliminate past-due balance based on percentage of income and debt forgiveness.	1-800-207-9276

WEATHERIZATION & HOME IMPROVEMENT

<p>Tioga Opportunities Inc. Energy Services(Weatherization Program)</p>	<p>Provides weatherization assistance to reduce heating costs by insulating and weatherproofing dwellings. EmPower NY provides: energy audits; weather stripping, caulking and air sealing; repair/replace heating systems; insulation of walls, floors and attics, high energy appliance and lighting replacement.</p>	<p>687-0944 1-877-786-2419</p>
<p>USDA Rural Development</p>	<p>Provides loans to very low income households that own and live in their own <u>rural area</u> single-family home that needs repairs and are unable to get loan elsewhere. Maximum loan \$20,000 1% up to 20 yrs term. Grants may be possible for applicants 62+ yrs who cannot afford loan for essential repairs (max grant \$7500). Loan and grant purposes include: winterizing, purchase/repair of heating system, structural repair, water/sewage connect fees, and similar uses. Information and applications mailed upon request.</p> <p>DOES NOT HAVE EMERGENCY FUNDS. MAY TAKE UP TO 120 DAYS TO PROCESS REQUEST.</p> <p>Eligibility: Rural residents; income guidelines.</p>	<p>607-753-0851 Ext 4</p>
<p>Other Resources</p>		
<p>Lend-A-Hand</p>	<p>Provides emergency assistance for utility shut-offs to low-income families and/or individuals referred by agency aware of need and situation. Assistance provided under specific guidelines when help not available from other sources. Fund may assist with utilities, heating fuel. Payment made directly to vendor. Eligibility: Written letter of referral from recognized social agency outlining need and financial situation of local area resident. May take 7-10 days to process.</p> <p style="text-align: center;">Possible referring agencies for Lend-A-Hand are:</p> <p style="text-align: center;">Clergy, Hospital Social Workers, School Nurses & Social Workers & Guidance Counselors</p>	
<p>Catholic Charities, Tioga County Outreach</p>	<p>May provide limited utility emergency financial assistance on case-by-case basis.</p>	<p>414-1023</p>
<p>Tioga County Rural Ministry</p>	<p>May provide emergency assistance with small loan for fuel or utilities.</p>	<p>687-3021</p>
<p>Susquehanna River Region ★ 2-1-1TM Get Connected. Get Answers.</p>	<p style="text-align: center;">www.helpme211.org</p> <p style="text-align: center;">Dial: 2-1-1 or 1-800-9012180</p>	<p style="text-align: right;">1/9/19</p>