

UTILITY ASSISTANCE-BROOME COUNTY

HEAP Home Energy Assistance Program (November 14th through March 15th)

Broome County Social Services - DSS clients, those who receive food stamps, and those who did not get HEAP last year.	607-778-1100
Broome County Office for Aging - those 60+ yrs AND those with SSI/SSD AND those who do not get food stamps. If getting SNAP, call 607-778-1100 x 5.	607-778-2063
EMERGENCY HEAP - If you did not receive HEAP last year, apply at DSS, Oakdale Commons, 501 Reynolds Rd, Johnson City	IN PERSON

[NYSEG \(New York State Electric & Gas\) www.nyseg.com](http://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
NYSEG Credit Department- If you are are in electric shut-off status.	1-888-315-1755
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

NYS Public Service Commission Shut-off Protection Hotline 1-800-342-3355

You may qualify for utility shut-off protection, Nov 1st - Apr 15th, if you are blind, disabled, 62+ yrs or using life-support equipment. Call your service provider first and request the shut-off protection.

6/17/25