

Need Help With Utilities?

GAS & ELECTRIC ASSISTANCE

Start Here:

Home Energy Assistance Program (HEAP)

Utility: Primary Heat Source

Eligibility: 18+ and income guidelines (see adjacent chart)

Program: One grant (amount varies) per year

Contact: **DSS HEAP** (under 65), 858-7644

478 Main St., 1st Floor
Buffalo, NY 14202

Senior HEAP (over 65), 858-7870

291 Pearl St., 1st Floor
Buffalo, NY 14202

Emergency HEAP benefit is available if your Regular HEAP benefit is exhausted and you have a shut-off or disconnect notice on your main heat source (gas or electric).

If you have been denied by or have exhausted HEAP try these resources:

Emergency Utility Assistance

Utility: Any utility plus non-utilities such as propane, oil, and wood.

Eligibility: Varies depending on circumstances, no income limit.

Program: If not on Public Assistance, DSS may pay up to 4 months of your past-due utility bills from the date you apply. If on SSI, DSS must pay 4 of the last 10 months of your past utility bills from the date you apply. If on SSI, DSS must also turn utilities back on if they are shut off and guarantee they are on for the next 6 months.

Contact: **Temporary Assistance**, 858-6124

Rath Building
158 Pearl St., 1st floor

Neighbor 4 Neighbor

Utility: National Fuel gas.

Eligibility: 60+ or disabled or medical emergency and all other assistance has been exhausted; proof of age or disability medical statement from doctor needed.

Program: One grant (amount varies, up to \$400) per year.

Contact: **Catholic Charities**, 856-4494

525 Washington Street
Buffalo, NY 14203

Salvation Army, 883-9800 x230

960 Main Street
Buffalo, NY 14202

Low Income Customer Affordability Program (LICAAP)

Utility: National Fuel gas.

Eligibility: Must be HEAP eligible and have at least \$100 in payment arrears on your account.

Program: You can receive discounts of up to 70% off of the regular residential rate determined by household income and size. You can also receive matching debt forgiveness for timely bill payments up to 24 months.

Contact: **National Fuel**, 686-6123 or 1-800-365-3234

Project Share

Utility: NYSEG electric or gas.

Eligibility: 60 + or receiving SSI, SSD, Worker's Compensation, or Veterans Compensation or Veterans Pension or have a verifiable medical condition that would be directly affected by the loss of electricity (i.e., oxygen machine) and must have shut-off notice.

Program: One grant (amount varies, up to \$200) per year.

Contact: **American Red Cross**, 878-2353

WATER & TELEPHONE ASSISTANCE

Lifeline Discounted Telephone Service

Utility: Verizon telephone

Eligibility: Medicaid, Public Assistance, Food Stamps, or HEAP eligible.

Program: Reduced rate on basic monthly charge for telephone service.

Contact: **Verizon**, 800-483-2000

SafeLink Wireless' Lifeline Service

Utility: Cell Phone

Eligibility: Medicaid, SSI, Public Assistance, Food Stamps, or HEAP eligible.

Program: Free Safelink Wireless phone and cellular plan that gives you 68 minutes every month.

Contact: Download application at <http://www.safelinkwireless.com>

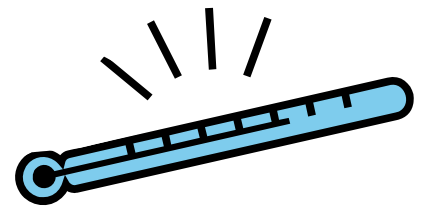
Low Income Seniors Reduced Water Rates

Utility: Water

Eligibility: 65+, owner of residence.

Program: Reduced Rates, sliding scale exemptions.

Contact: **Dept. of Assessment and Taxation**, 851-5747



2009-2010 Regular and Emergency HEAP Eligibility Guidelines

Household Size	Income
1	\$ 0—2,030
2	\$ 0—2,657
3	\$ 0—3,279
4	\$ 0—3,903
5	\$ 0—4,528
6	\$ 0—5,152
7	\$ 0—5,269
8	\$ 0—5,386
9	\$ 0—5,503
10	\$ 0—5,620
11	\$ 0—6,029
11+	+ \$468

Elderly, Blind or Disabled Payment Troubled Residential Assistance Program (EBD PTR)

Utility: National Fuel gas.

Eligibility: Must be HEAP eligible and have must have a \$100 minimum balance owed.

Program: Lower monthly gas rate, debt forgiveness, emergency heating equipment repair or replacement, and conservation measures depending upon individual circumstances.

Contact: **National Fuel**, 1-800-365-3234

National Fuel also offers a variety of payment plans that can help those having a hard time making payments or catching up with arrears including:

- Deferred Payment Arrangements
- Budget Plan
- Extra Security Plan
- Hospitalized Customer Assistance Program

Call National Fuel at 1-800-365-3234 for more information.

Care and Share

Utility: National Grid electric.

Eligibility: 60 + or receiving SSI, SSD, Worker's Compensation, or Veterans Compensation or Veterans Pension or have a verifiable medical condition that would be directly affected by the loss of electricity (i.e., oxygen machine) and must have shut-off notice.

Program: One grant (amount varies, up to \$500 if repairs needed) per year.

Contact: **American Red Cross**, 878-2353



Neighborhood Legal Services, Inc.

