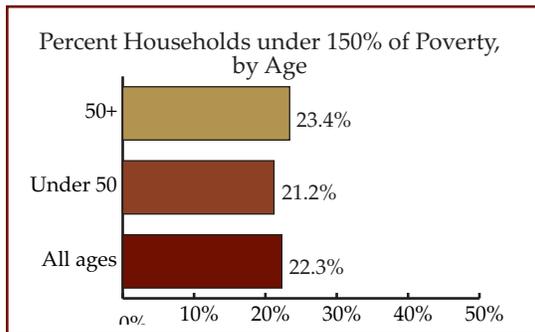


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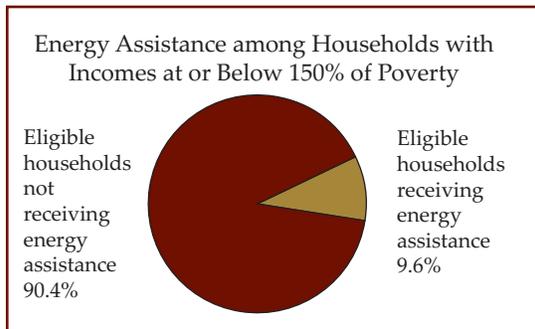
New York

New York in Brief (2006)

Total state population:	19,306,183
State median income:	\$69,354
Percent households age 50+:	48.1%

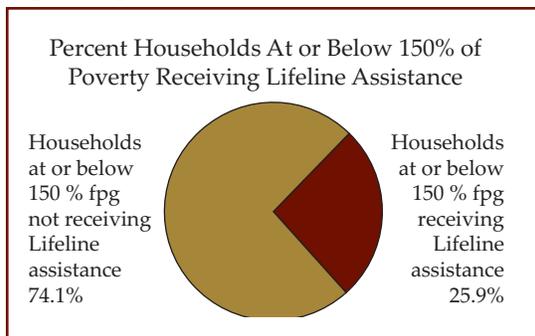


Energy Assistance



Telephone Assistance

Telephone penetration rate in state: 89.5%



Telephone Assistance

Lifeline and Link-Up are the primary sources of telephone assistance for low-income households in New York.

Lifeline

Lifeline provides participating low-income households with a monthly credit toward the price of basic local telephone service.

Benefits (2006)

Maximum monthly credit: \$13.50

Basic federal support: \$8.25

State support: \$3.50

Federal match: \$1.75

Funding (2005)

Federal: \$49,231,524

State: \$17,941,056 (est.)

The state contribution to the Lifeline program is collected through the Targeted Accessibility Fund (TAF) of New York and distributed to local telephone providers to cover the difference between the provider's retail rate and the rate charged to a Lifeline customer, minus any eligible federal Lifeline support.

TAF is financed through a 0.6% surcharge on the total regulated intrastate retail end-user revenues generated by all carriers operating in New York. Telecommunications providers must make their required contributions to TAF using only their current revenues; they are not permitted to use a separate line item charge to recover these costs from customers.

Eligibility (2006)

State residents who participate in any of the programs listed below are automatically enrolled in the Lifeline program. The New York State Office of Temporary and Disability Assistance (OTDA) sends a list of program participants monthly to Verizon (the state's largest carrier), which matches customers

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on this list to eligible subscribers. Verizon subsequently sends out letters to newly certified customers and asks customers no longer on the list to recertify.

- Food stamps
- Home Energy Assistance Program (HEAP)
- Family assistance
- Medicaid
- Safety Net assistance
- Supplemental Security Income (SSI)
- Veterans' disability pension
- Veterans' surviving spouse pension

State residents who do not participate in any of these programs also may be eligible for Lifeline if they furnish proof that their household income meets income guidelines set annually for the Home Energy Assistance Program (HEAP).

Participation (2005)

Households served: 427,168

Participation rate: 18.6% (based on 200% of the federal poverty guideline)

Link-Up

Qualified customers receive a discount on the price of installing new telephone service.

Benefits (2006)

Link-Up subscribers receive the following:

- A credit of \$30 or a 50% reduction, whichever is less, on the charges customers pay for connecting to new telephone service
- The option of deferring payment on the balance of the connection fee (up to \$200) with no interest charges for a period not to exceed one year

Funding (2005)

Federal: \$880,986

Eligibility (2006)

Eligibility requirements are the same as for Lifeline.

Participation (2005)

Households served: 342,246

Energy Assistance

Low-income energy assistance programs in New York include the following:

- Low-Income Home Energy Assistance Program (LIHEAP)—Home Energy Assistance Program (HEAP)
- Weatherization Assistance Program (WAP)
- New York Energy \$mart

Low-Income Home Energy Assistance Program (LIHEAP)—Home Energy Assistance Program

The federal Low-Income Home Energy Assistance Program (LIHEAP) provides the state of New York with a block grant to help eligible low-income households meet their immediate home energy needs. With this grant, New York distributes payments through its Home Energy Assistance Program (HEAP), which includes two categories of assistance: heating and crisis. The state also uses a portion of the grant to supplement funding for New York's Weatherization Assistance Program (WAP). Weatherization is provided through the New York State Division of Housing and Community Renewal (DHCR).

Benefits (FY2005)

Heating: \$400 maximum per household

Crisis: Ranges \$100–\$735, depending on type of emergency, income level, and household size

Clients receive one benefit a year. Benefits are paid to the energy provider unless the client's home energy costs are included in rent, in which case the payment is sent directly to the client. Heating assistance is available from early November to mid-May; crisis assistance is available from November to mid-May.

Funding (FY2006)

Total: \$468,885,118

Federal \$468,885,118

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Regular net block grant: \$247,980,132
One-time additional net block grant:
\$2,860,473
Total emergency/cont.: \$131,276,466
Other: \$25,510,000
FY2005 LIHEAP carryover funds
FY2005 leveraging incentive program
Weatherization: \$39,440,000
Department of Energy: \$21,818,047

The New York State Office of Temporary and Disability Assistance contracts with community action agencies throughout the state to accept applications, determine eligibility, notify clients, and make payments on behalf of clients not receiving food stamps or public assistance. The state office authorizes automatic assistance payments to eligible food stamp and public assistance households. Branch offices of the Department for the Aging, located in most counties across the state, are responsible for certifying HEAP eligibility for individuals age 60 and older, and SSI recipients living alone or with a spouse only.

New York usually allocates initial LIHEAP funding in the following manner:

Heating assistance:	57%
Crisis assistance:	18%
Weatherization:	15%
Administration, etc.:	10%

Eligibility (FY2006)

State residents with household incomes at or below of 150% of poverty or 60% of the state median income (whichever is greater) are eligible for HEAP assistance. Households that live in an eligible shelter situation or participate in at least one of the following programs are also eligible:

- Temporary assistance (both Temporary Assistance for Needy Families[TANF] and Safety Net)
- Nontemporary assistance food stamp recipients
- Supplemental Security Income (SSI)

Participation (FY2005)

Households served by program component:
Heating: 849,073
Winter/year-round crisis: 153,025
Weatherization: 7,621

Weatherization Assistance Program (WAP)

Through the Weatherization Assistance Program (WAP), the U.S. Department of Energy provides New York with a formula distribution grant to help low-income residents—especially those 60 years and older, disabled, or living with young children—increase the energy efficiency of their homes, reduce their energy expenditures, and improve health and safety. The New York program is administered through the New York State Division of Housing and Community Renewal (DHCR).

Benefits (FY2006)

Maximum benefit per household: \$4,000 for one-to four-dwelling homes; \$4,000 for multifamily dwellings

Weatherization technicians use energy audits to identify and implement energy-saving measures for each home. Examples of these measures may include the following:

- Insulating attics, floors, water heaters, and exposed pipes
- Tuning up, repairing, or replacing the furnace or heating unit and/or air conditioner
- Providing ventilation fans—including electric, attic, ceiling, or whole-house fans—to increase air circulation
- Stopping air infiltration by weather-stripping and caulking around doors and windows, replacing broken glass panes, and installing storm windows

Funding (FY2006)

Total: \$58,439,835
Federal: \$58,439,835
Department of Energy: \$21,818,047
LIHEAP funding: \$36,621,788

Energy and Telephone Assistance in the States

The New York State Division of Housing and Community Renewal, Office of Community Development, distributes grants to 72 local service providers, including local government offices, community action agencies, and nonprofits. These agencies accept applications, determine eligibility, and provide weatherization services, such as performing energy audits and implementing suggested measures.

Service providers are currently coordinating weatherization services with the New York State Energy Research and Development Authority (ERDA) as New York transitions to a deregulated utility market. ERDA has been designated by the New York State Public Service Commission (PSC) to provide residential conservation services to prepare customers for a fully deregulated market environment. WAP and ERDA are attempting to coordinate their programs wherever possible to assure that low-income clients continue to receive their current level of services.

Eligibility (FY2006)

Households with total incomes at or below 60% of the state median income are eligible for assistance. Households enrolled in any of the following programs are also eligible for assistance:

- Supplemental Security Income (SSI)
- Home Energy Assistance Program (HEAP)
- Public assistance
- Food stamps

Elderly householders, families with children, disabled citizens, and households spending a disproportionate share of income on home energy are given priority for weatherization services.

Participation (2004)

Households served: 11,831

New York Energy Smart

New York Energy Smart's low-income program, established by the New York State Public Service Commission (PSC) in January 1998 and renewed in 2001 and again in 2005, is designed to reduce

the energy burden of low-income customers of the state's investor-owned utilities by improving energy efficiency. The New York Energy Smart program encompasses a number of public benefit programs, including low-income assistance programs, that otherwise might not develop in a competitive energy marketplace.

Benefits

Assisted Multifamily Program (AMP).

Created as the Direct Installation Program and later becoming the Publicly Assisted Housing Program, this program provides financial incentives, training, and technical assistance to encourage builders to incorporate energy-efficient design and equipment in New York's public housing. The aim of the program is to reduce energy costs for low-income households, increase health and safety, and increase comfort. The Department of Housing and Community Renewal works with ERDA to coordinate AMP and WAP for maximum benefit. AMP's 2006–2007 goal is to provide services to 29,640 units at a total cost of \$15,000,000.

Low-Income Single Family Home Performance Program. This comprehensive program consists of two components: Assisted Home Performance with ENERGY STAR (HPwES) and Assisted New York ENERGY STAR Labeled Homes (NYESLH). While these programs are a part of New York's residential market-rate initiatives, they offer additional benefits to low-income clients. The programs offer energy-efficiency education to low-income home owners and technical assistance, incentives, and training to home-improvement contractors and home builders serving this sector. The NYESLH program also offers eligible home buyers a \$500 incentive to offset the cost of purchasing energy-efficient appliances. The goal of the Low-Income Single Family Home Performance Program is to lend assistance in the construction of 800 new homes, at a total cost of \$7,560,000.

EmPower New York. This program combines the original EmPower New York program administered by Niagara Mohawk and NYSEG and the Weatherization Network Initiative (WNI) launched by ERDA in 2003. It offers services to improve household energy

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affordability and comfort, including insulation, heating systems repair and replacement, air sealing, and health and safety measures. The program also serves as an entry point for customers eligible for utility payment assistance programs. EmPower New York delivers services through community-based organizations (CBOs). Households receiving services also receive energy-efficiency education and invitations to energy-use and financial management workshops. The 2006–2007 goal of EmPower New York is to provide services to 6,300 households at a cost of \$9,900,000.

Buying Strategies and Energy Awareness Program. This multisegment program includes Buying Strategies, Targeted Marketing and Outreach, Energy Smart Students, and the Low-Income Forum on Energy (LIFE). The components all provide education, communication, and marketing support to low-income and underserved populations in New York.

Buying Strategies. ERDA, in cooperation with the New York State Office of Temporary and Disability Assistance (OTDA), uses HEAP funds to leverage approximately \$60,000,000 to buy home heating fuel on behalf of low-income New Yorkers. The goal of this component is to leverage \$4,000,000 through buying strategies.

Targeted Marketing and Outreach. ERDA employs nontraditional marketing and advertising targeted to hard-to-reach low-income residents such as the elderly or residents of rural areas. These methods include articles and ads in community newspapers as well as radio advertising and themed events. The program aims to reach 1,000,000 more people through marketing and advertising efforts.

Low-Income Forum on Energy (LIFE). LIFE is composed of representatives from state agencies, utilities, state associations, and community-based organizations. LIFE was first developed as a forum to discuss low-income energy issues and has expanded to also include discussion of urgent energy issues of the day. This component aims at reaching 3,000 additional low income individuals through seminars and workshops.

Energy Smart Students. The Energy Smart Students (ESS) program offers professional development and curriculum training to K–12 classroom teachers so that they may in turn teach their students about energy and its impact on the environment and economy. This component aims at reaching 20,000 students in schools serving large low-income populations.

Funding (2006)

Total: \$38,034,000 (based on five-year plan)

New York Energy Smart is administered by the New York State Energy Research and Development Authority (ERDA) and funded through a systems benefit charge (SBC) on the electricity transmitted and distributed by the investor-owned utilities in the state.

Eligibility (2006)

Eligible households have incomes between 60% and 80% of the state median income.

Participation (2006)

Not available

Seasonal, Health-, and Income-Related Disconnection Policies

Seasonal

Between November 1 and April 15, utilities in New York seeking to disconnect service to a residence with blind, disabled, or older (age 62 and older) household members must contact the customer, by telephone or in person, at least 72 hours before disconnection, and determine if the customer or any household member would suffer an impairment to health if the disconnection occurred. The utility must offer such customers a deferred-payment arrangement. New York prohibits disconnection during these protection dates if such an action would prove harmful to the health or safety of the customer or a household member.

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Health

New York prohibits disconnection of residential service to customers who require utility service to maintain a life-sustaining device. The state also requires natural gas and electric utilities to delay for up to 30 days disconnection of residential service if a medical doctor or local board of health certifies in writing that a customer or other household resident suffers from a serious illness or medical condition. A medical certificate may be renewed for an additional 30 days (or 60 days in the case of a chronic condition) with a doctor's verification of the continuing medical emergency and the customer's demonstrated inability to pay the bill.

Income

The state requires utilities to contact social service officials within three to five days after serving final termination notices to customers known to be receiving public assistance, state payments, or Supplemental Security Income benefits. Such notification must state the amount of the arrears.

Deferred Payments

The state requires utilities to offer customers in danger of disconnection a deferred-payment agreement with terms suited to the customer's financial situation. Payment agreements must offer installment payments as low as \$10 per month.