UTILITIES ASSISTANCE - Broome

HEAP *Home Energy Assistance Program* *(November 14th through mid March 15th)*
May help repair/replace furnace up to $650

Broome County Social Services - DSS clients, those who receive food stamps, and those who did not get HEAP last year.	**607-778-1100 x 8**
DSS Furnace Repair & Replacement Program	**607-778-1100 x 8**
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, 36 Main St, Binghamton, at 8:30am Mon/Wed/Thu/Fri (NOT Tue AM) or at 1pm Mon-Fri. DSS will accept 10 completed applications at the beginning of each session).	**In person**

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**
NYSEG Credit Department	If you are having a problem paying your bill.	**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**
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.	**844-579-5555**

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.

Lend-A-Hand

Provides emergency assistance 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: May take 7-10 days to process.

Opportunities for Broome ……..607-723-6493

WEATHERIZATION & HOME IMPROVEMENT - Broome

Broome County Office for Aging Senior Helpers ***(previously GROW)***	Provides employment service matching older job seekers (55+ yrs) with people needing personal care, companions, repairs, maintenance, yard work, driving, housekeeping, and help with household chores for a fee. Long-term, short-term, or one-time jobs. Individuals or families of any age are welcome to call to request a match with a worker. *Workers are Broome County residents 55+ yrs.*	**607-778-2411**
First Ward Action Council ***(Home Repair Program)***	Provides mobile mini-repair service to do small home repair, such as: leaky faucets, railings, wheelchair ramps, safety devices, locks, etc. and to provide technical referrals when necessary. May rebuild stairs, repair leaky faucets, repair railings, and build wheelchair ramps. May do minor weatherization. Resident responsible for cost of materials needed. *Eligibility: Low-income senior citizens and/or persons with disabilities who are living in Broome County.*	**607-772-2850**
Tioga Opportunities Inc. ***(Weatherization)***	Provides weatherization assistance to Broome County residents to reduce heating costs by insulating and weatherproofing dwellings. *(Three-year waiting list)*	**607-687-0944** **1-877-786-2419**
USDA Rural Development	Provides loans to very low income households that own and live in a rural area in their own 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. *Eligibility: Rural residents within income guidelines.* ***DOES NOT HAVE EMERGENCY FUNDS. MAY TAKE UP TO 90 DAYS TO PROCESS REQUEST.***	**607-753-0851 x 4**
Binghamton Planning, & Housing and Community Development	Provides housing rehabilitation programs and first-time home buyer programs. to income-eligible households. Provides accessibility grants for improvements to homes or rental units for occupants with disabilities. *Eligibility: City of Binghamton resident within income guidelines.*	**607-772-7028**