



# Financial Assistance Programs Available to our Customers

We're committed to ensuring you have access to the tools and support you need to manage your bills and understand your rights as a customer. Below are some helpful resources available to support you with your Metergy bill.

## Energy Assistance Program (EAP)

EAP provides eligible low-income customers who are billed on the utility residential rate a flat monthly credit on their electricity bills, with additional benefits if your household income is at or below 130% of the federal poverty level, includes a vulnerable individual (62 years of age or older, below 6 years of age, or suffers from a permanent disability), or if you receive public assistance.

If you are eligible to receive EAP, Metergy will conduct a monthly assessment to ensure that you are being billed on the lowest available rate.

### LEARN MORE

- Contact us at 1-888-422-9319 or at [CustomerService@MetergySolutions.com](mailto:CustomerService@MetergySolutions.com) to request a Special Protections Form, and return the completed form by mail or email.
- **NYC Residents:** Visit Con Edison's website to learn more about current EAP credit amounts at [www.Coned.com/En/Accounts-Billing/Payment-Plans-Assistance/Energy-Affordability-Program](http://www.Coned.com/En/Accounts-Billing/Payment-Plans-Assistance/Energy-Affordability-Program) (credit amounts vary by utility).

## Payment Arrangement Options

If you require support with an overdue balance on your Metergy account, we offer **Deferred** and **Standard Payment Arrangements** to support you. Please note that payment arrangements are issued in addition to your regular monthly invoice.

### DEFERRED PAYMENT ARRANGEMENTS (DPA)

DPAs are offered to customers at risk of disconnection. The format, terms, and process for DPAs are set by the New York Department of Public Service (16 NYCRR 11.10). This option is also available if your consumption is calculated using estimates, and you receive a "true-up" greater than \$100.

### STANDARD PAYMENT ARRANGEMENTS

Standard Payment Arrangements are available to support all customers with an outstanding balance on their account. These payment arrangements are based on internal terms and conditions set by Metergy Solutions.

### LEARN MORE

- Contact our Customer Service Center at **1-888-422-9319** or email us at [CustomerService@MetergySolutions.com](mailto:CustomerService@MetergySolutions.com).

## Emergency Utility Assistance (NYC Residents Only)

The Human Resources Administration (HRA) provides emergency utility assistance for families or individuals who are elderly, blind, disabled, mentally impaired or residing in a neglected or hazardous environment. Metergy will help you provide any documentation requested by the HRA.

### LEARN MORE

- Call the HRA at **718-557-1399** or apply online at [Access HRA](#).

## Budget/Levelized Billing

Budget Billing allows you to manage your electricity bill balance by splitting your monthly payments into 12 equal amounts, based on your average consumption. Once your plan has been created, you'll pay the same amount per billing period for the next year. This option is only available to customers who do not have overdue account balances.

### LEARN MORE

- Contact our Customer Service Center at **1-888-422-9319** or email us at [CustomerService@MetergySolutions.com](mailto:CustomerService@MetergySolutions.com).

## Home Energy Assistance Program (HEAP)

HEAP provides cash assistance to support eligible customers with their utility bills. Please note that this resource is primarily for customers who pay for heating services.

To determine HEAP eligibility, submit an application through your local social services agency. Once you confirm your eligibility, the Office of Temporary Disability Assistance (OTDA) will send payments on your behalf directly to Metergy (a licensed HEAP vendor), and the credit will apply to your account.

### LEARN MORE

- Visit the [NYC.gov](http://NYC.gov) webpage.
- Explore the New York Office of Temporary and Disability Assistance (OTDA) at [OTDA.ny.gov/Programs/HEAP/](http://OTDA.ny.gov/Programs/HEAP/).



### Have a question about the Financial Assistance programs available to you?

Contact our Customer Service Center at **1-888-422-9319** (Monday through Friday, 8:30 AM to 5:00 PM ET) or email [CustomerService@MetergySolutions.com](mailto:CustomerService@MetergySolutions.com) to learn more about program eligibility.