

**Orange County
Resource Guide for
Energy Services**



Edward A. Diana County Executive

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Orange County, like many Counties throughout the State of New York, is facing rising energy costs. We are committed to helping Orange County's seniors and low-income working families with their home heating costs and improving energy conservation efforts throughout the County.

Use this booklet as a resource to better educate yourself as to the many energy-related services available to you in Orange County, New York. Throughout the pamphlet you will learn the many resources offered by Orange County Government and our non-for-profit partner agencies. Information on HEAP benefits, protective services, weatherization, outreach efforts and financial benefits that may be available to assist families through the winter months.

Carefully review this information and please feel free to call any of our County or non-for-profit agencies for further assistance. Remember, a small amount of energy conservation can produce significant energy savings on a monthly basis.

Edward A. Diana
County Executive



Home Energy Assistance Program (HEAP)

- The Low-Income Home Energy Assistance Program (HEAP) is a federally funded program that assists eligible households in meeting their home energy needs. Applications are taken at local Departments of Social Services. For information on where to apply, call **1-800-342-3009**.

Home Energy Assistance Program (HEAP)

New York's benefit program is structured in such a way that higher benefits are provided to those households that have larger percentages of their income spent on energy costs, that contain a vulnerable individual, and those that have the lowest income.

Home Energy Assistance Program

Eligibility

- You must also live in an eligible housing situation. This generally means that you must either pay directly for heating costs or must pay rent that includes heating costs. If you live in subsidized housing, you must pay heating costs separately from your rent. Individual applicants must be U.S. citizens or qualified aliens.

Home Energy Assistance Program

Income Eligibility

Eligibility for the program is based on income and your housing situation. Your total gross **monthly** income for your household size must be at or below the following:



1	\$1,963
2	\$2,567
3	\$3,172
4	\$3,776
5	\$4,380
6	\$4,984
7	\$5,097
8	\$5,210
Add \$425 for each additional person	

Energy Crisis / Emergency

- If you have an energy related emergency such as a power or gas shutoff or you have less than a seven day supply of heating fuel, emergency services offered through the Department of Social Services can help.
- Emergency Services offered by the DSS include: financial assistance for outstanding energy balances owed to utility and fuel oil providers, furnace repair and replacement, emergency fuel oil deliveries and temporary placement if required.

Energy Crisis / Emergency

- Additional **in home services** may include: assessment, financial assistance, financial management services and on-going assistance regarding outstanding financial issues that may be effecting your ability to afford energy related services.
- Please contact the Department of Social Services at **(845) 291-4000**. After 5:00 PM and on weekends, please contact our After-Hours Help Line, by calling **211** to seek clarification regarding what services are available for your family.

What you may be Eligible for?

- HEAP eligibility is calculated on a point scale, financial benefits range from \$55 to \$500.
- An emergency benefit may be paid only **one time** throughout the heating season to HEAP eligible consumers, the amount of this benefit ranges from \$55 to \$580. (\$800 for oil, kerosene and propane)
- Even if you received the regular and emergency HEAP benefit, you may still be eligible for the Emergency Services described above.

Applying for HEAP

HEAP and Emergency Assistance Application Locations:

141 Broadway, Newburgh, NY 12550
(845) 568-5100

33 Fulton Plaza, Middletown, NY 10940
(845) 346-1120

On the Web:

www.orangecountygov.com

<http://www.otda.state.ny.us>

Additional Resources

- HEAP applications are accepted for Orange County residents over the age of 60 through the Orange County Office for the Aging. Weatherization services that may reduce energy costs are also available for Orange County residents over the age of 60. Contact OFA at **(845) 291-2165**.

Additional Assistance

- Additional assistance can be provided for Orange County residents in need of assistance with our energy programs by contacting the Housing After-Hours Help Line at **2-1-1**.
- The Department of Social Services offers outreach services to vulnerable residents of the County who are experiencing an energy crisis and may not be able to leave their home. For assistance through our Adult Protective Services (APS), please contact our APS staff at **(845) 291-2800**.



Central Hudson Gas and Electric Corporation

Powerful Opportunity Program

The Powerful Opportunity Program (POP) offers assistance to eligible customers of **Central Hudson** who have a past-due balance and may be at-risk of having their utility services disconnected. To be eligible, customers must: heat their home with natural gas or electricity; have a past-due amount of at least \$100; receive a HEAP benefit annually toward their Central Hudson account; and agree to be referred to NYSERDA's EmPower NY Program for energy and weatherization assistance.



Central Hudson Gas and Electric Corporation

Powerful Opportunity Program

Central Hudson will work with participating customers to develop a monthly budget amount for their on-going (current) utility charges. Customers are responsible for paying that budget amount every month. Each month the customer pays their monthly budget amount on-time and in-full, Central Hudson will credit their account for 1/24th of their past-due amount (up to a monthly credit amount of \$100 per month). After paying all currently budget bills on-time and in-full for 24 months, the customer's past-due amount will be \$0.



Central Hudson Gas and Electric Corporation

Powerful Opportunity Program

For example, if you have an unpaid balance of \$900, we will credit your account for \$37.50 ($\$900/24$ months) each month you pay your current budget bill on-time and in-full for 24 months. At the end of 24 months, you will owe Central Hudson \$0. However, if your unpaid balance is \$2,640, we will credit your account for \$100 ($\$2,640/24$ months = \$110, but maximum credit is \$100 per month) each month you pay your current budget bill on-time and in-full for 24 months. At the end of the 24th month, you will owe Central Hudson \$240; which you will be required to pay.



Central Hudson Gas and Electric Corporation

Powerful Opportunity Program

For more information or for an application to the POP Program, call Central Hudson at **845-486-5787**.

Regional Economic Community Action Program (RECAP)

- **Mission Statement:** To mobilize and coordinate public and private resources to address the basic needs of low-income families while they attain the skills, knowledge, motivation and opportunities needed to become economically self-sufficient.



RECAP

Weatherization Program

Services include:

- Side-wall insulation.
- Attic insulation and repairs.
- Repair or replacement of broken doors and broken windows.
- Caulking and weather-stripping where needed.

RECAP

Weatherization Program

- Energy efficient lighting, showerheads, aerators, smoke detectors, and carbon monoxide detectors are provided.
- Heating systems may also be cleaned and serviced.
- Replacement of inefficient refrigerators and inadequate electric hot water heaters may also be provided.

RECAP

Weatherization Program

Eligibility

- If you are receiving Supplemental Security Income, Temporary Assistance, Food Stamps, or HEAP benefits at the time of the application, you are automatically eligible for Weatherization services: otherwise, household size, and family income determine eligibility.
- Call (845) 342-3978 for assistance.

RECAP

Energy Star Services

- RECAP through its involvement with the Assisted Home Performance with Energy Star Program- Sponsored by NYSERDA provides services to homeowners with incomes below 80% of the state median income level. The program provides a complete home analysis for clients to determine the most cost effective, energy efficient manner in reducing energy burden on low to moderate income families. Call (845) 342-3978 for assistance.

Empower NYSM

Offered by the Newburgh Community Action
Committee and Orange County Cornell
Cooperative Extension

Empower NYSM

EmPower New YorkSM assists low and limited income Orange County residents in reducing their energy costs by providing energy efficiency measures, energy use management education, and financial management education.

EmPower NYSM

Customers who live in a 1-to-4 family home, and either participate in a utility payment assistance program or have a household income below 60% of state median income are eligible (i.e. HEAP eligible) for EmPower New YorkSM.

EmPower NYSM

- *The Program includes the following components:*
- A packet of energy savings products and fact sheet sent to the participants' home.
- Installation of energy efficiency measures in the home and in-home energy education. Energy use management and financial management education workshops.

EmPower NYSM

Based on where you live, two agencies can offer the Empower NYSM Program.

- Western Portions of the County (Middletown, Port Jervis, Monroe – The Cornell Cooperative Extension of Orange County.
- Eastern Portions of the County – the Newburgh Community Action Committee.

Information on each agency will follow



Cornell University
Cooperative Extension
Orange County

Cooperative Extension Orange County

- Cornell Cooperative Extension Orange County offers both energy use management and financial management education workshops. These workshops, while targeting EmPower NYSM participants, are free and open to the general public and provide useful information at any income level.
- Pre-Registration is required. To learn about the location of the workshops in your area, visit the Cornell Cooperative Extension website: <http://www.ccetompkins.org/EmPowerNY> or contact Cornell Cooperative Extension Orange County at **845-344-1234**.

Newburgh Community Action Committee (NCAC)

- Newburgh Community Action Committee, Inc., is a multi-funded private nonprofit community based organization designed to identify, mobilize and fully utilize all available resources (local, state, national, public and private) toward the eradication of the causes, conditions and effects of poverty.
- Newburgh Community Action Committee (NCAC) has provided services to clients in Orange County since 1965.



Newburgh Community Action Committee (NCAC)

Services will be targeted to customers on the basis of energy usage and the potential for energy saving measures. If you are interested in participating in this program or need assistance, contact Newburgh Community Action at **(845) 562-0100** and speak with Sherrie Sanders at ext 20 or Denise Lowe at ext 16.

Orange County Resources

The Good Neighborhood Fund

- Offered by the CH Energy Group, Inc. and administered through the Salvation Army, the Neighbor Fund provides “last resort” grants towards CH Energy Group, Inc. bills for local residents. To apply, contact the Salvation Army in Newburgh at **(845) 562-0413**.


Orange County Resources

The Good Neighborhood Fund

- Orange and Rockland offers a Neighbor Fund, administered through the Salvation Army in Middletown and Port Jervis, NY. Grants may be awarded as a last resort for all types of energy assistance, including assistance with O&R utility costs.
- Middletown: (845) 343-0821, Port Jervis: (845) 856-3214.

The United Way of Orange County


- The Board of Directors of the Orange County United Way has recently approved making available a portion of its targeted care grant funds for home heating energy assistance. The funds will be targeted to address unmet home heating energy assistance needs of Orange County residents. Please contact the United Way office at **(845) 457-4774** for additional information and eligibility requirements.

Hudson Valley Region 

2-1-1

Get Connected. Get Answers.

Dutchess • Orange • Putnam
 Rockland • Sullivan • Ulster • Westchester



211 is a free information and referral service

Get Connected Get Answers.

I'm having trouble paying my bills... Who can I call?	My spouse gets violent... what can I do?
I need to find some activities for my child. Where can I go?	My father fell again. I just can't be there all the time. Who can I call for help?
I want to volunteer. Who do I call?	I'm addicted to drugs...how can I stop?

For any health and human services questions

CALL

Hudson Valley Region 

2-1-1

Get Connected. Get Answers.

Dutchess • Orange • Putnam
 Rockland • Sullivan • Ulster • Westchester



Orange County Resources

Project SHARE

- NYSE&G offers a fund administered through the Red Cross. Project SHARE helps eligible customers pay for energy emergencies such as fuel bills, repairs to heating equipment, home weatherization and water heater replacements. Contact your local Red Cross chapter for an application.

Orange County Office for the Aging

HEAP Application Assistance

- The Orange County Office for the Aging provides assistance with HEAP applications for Orange County residents over the age of 60. Applications can be accepted through OFA and processed for an energy benefit through the Department of Social Services. To be prescreened for HEAP call our Central Intake number at **(845) 291-2165**.

Orange County Office for the Aging

Weatherization (WRAP)

- OFA also offers the WRAP Program, which provides outreach to low-income elder residents who face high energy costs and energy related health or safety problems that may be alleviated through the installation or repair of existing heating equipment. Weatherization services are offered for residents based on age and HEAP, eligibility. To be pre-screened for the WRAP Program, call our Central Intake number at **(845) 291-2165**.

Orange County Department of Social Services

Adult Protective Services

- Older residents of the County of Orange are vulnerable during the winter months. The isolation created by cold temperatures and severe inclement weather place many older residents at risk during the winter months. Many times, our older residents are unaware that assistance may be available for them, including energy assistance.

Orange County Department of Social Services

Adult Protective Services

- New York State's Protective Services for Adults Program, provided through local County Departments of Social Services, has been created by law to aid in the protection of impaired adults over the age of 18 who may be at risk of harm or neglect and who do not have a responsible helper available to provide assistance. Adult Services in Orange County are offered through the Department of Social Services, for information call **291-2800**.

Orange County Department of Social Services

Adult Protective Services

Who may be Eligible for Assistance?

- Orange County Residents
 - Who are above the age of 18.
 - Who are ill or disabled.
 - Who are at risk of harm or neglect (including self-neglect).
 - Who do not have a responsible helper in the community.

Orange County Department of Social Services

Adult Protective Services include:

- Prompt investigation and assessment.
- Confidential reporting.
- Case management services designed to keep people at home.
- Home visits to assist with HEAP applications for residents who may not be able to leave their home.

Energy Web Sites

www.nyserda.org

www.getenergysmart.org

www.chenergygroup.com (Central Hudson)

www.oru.com (O&R Utility Co.)

www.nyseg.com (NYSEG)

www.dps.state.ny.us (NYS Public Service
Comm.)

www.oilheatamerica.com