

## **Other programs available include:**

### **HEAP (Home Energy Assistance Program)**

- Provides financial grants to income-eligible households to help pay heating and/or utility bills.

### **EMERGENCY HEAP ASSISTANCE**

- Emergency financial assistance for income-eligible households that have had their utility service shut off for non-payment or have a pending shut-off.

### **TEMPORARY ASSISTANCE**

- On-going assistance for eligible households with little or no financial resources.

Contact Ulster County Department of Social Services at 845-334-5436 to find out information and eligibility requirements for HEAP programs. Assistance is determined by number of individuals in the home and income level. Applications are available at DSS and Community Action offices in Ellenville, Highland and Kingston. You will need to provide identification for each person in the household, proof of income, fuel/electric bill, and a mortgage or rent receipt.

**Seniors over 60** years of age must apply through the Office for the Aging at 845-340-3456.

**Seniors receiving Food Stamps** should apply through the Dept. of Social Services at 845-334-5436.

## **Additional Resources:**

- Catholic Charities: 845-340-9170
- People for People Fund: 845-343-1663
- Salvation Army: 845-331-1803
- Ulster County Community Action: 845-338-8750
- Dial 211: a free and confidential help-line linking people to services
- RUPCO: 845-331-2140
- DID YOU KNOW that sometimes your congregation has a fund to help with emergencies?

Produced by RUPCO and UlsterCorps

Do you  
need help  
paying  
your  
heating  
bill?

There are  
resources in  
Ulster County  
available  
to help

**What to do first when you know you cannot pay your Central Hudson bill:**

If you know that you cannot pay your bill on the due date, call a customer service representative to get an extension (up to the next bill issue date). If you need additional time, other payment arrangements can be made. You will be required to do a financial statement over the phone providing basic information about your income and any hardships you may have recently suffered that have impacted your income.

Call Customer Service at:  
1-800-527-2714 or 845-452-2700.

**Central Hudson has programs to help: Budget Billing** allows you to spread your bills evenly over 12 months to avoid fluctuations in bill amounts due to high usage for winter's cold and/or summer's heat. The average monthly bill payment is determined by the annual (12 months actual usage) utility costs for the residence divided by 12. The result is a monthly Budget Bill which you should plan to pay for eleven months per year. At the twelfth month, the bill will include an adjustment (either plus or minus) to reflect the actual charges over the previous eleven months. Budget Billing is available for everyone, however if you are in a new apartment unit, the budget will be based on the previous year (previous tenants usage), until you have lived there for a year, then it will be based on your usage.

**The Powerful Opportunity Program (POP)** is a temporary payment assistance program that helps eligible customers pay off their past due balance up to any amount over a 24-month period and stay current with future monthly budget bills.

Eligibility requirements include:

- Have a past due balance of at least \$100
- Use (and pay for) Central Hudson natural gas or electricity as a primary heating source
- Enroll to receive monthly Budget Bills
- Meet HEAP (Home Energy Assistance Program) income guidelines and receive a HEAP benefit toward your Central Hudson account each year
- Be able to pay a discounted Budget Bill in full

**Deferred Payment Agreement** allows customers facing a financial hardship to pay charges owed on your account over time, based on your ability to pay. To qualify, you must complete a financial statement. The past due amount will be paid in monthly installments, while current and future bills are paid in full and on time.

**The Good Neighbor Fund**

provides a 'last resort' grant to help pay your energy bills if you have exhausted all other forms of public and private assistance.

\* If you have a shared meter situation in your apartment and Central Hudson is not aware of it, you should contact Customer Service.

For additional information or applications, please contact

**Central Hudson at  
845-452-2700 or  
1-800-527-2714  
www.centralhudson.com**