

## UTILITIES ASSISTANCE - Broome

**HEAP Home Energy Assistance Program** (November 17h through March 16th)  
 May help repair/replace furnace up to \$650

<b>Broome County Social Services</b> - DSS clients, those who receive food stamps, those with SSI/SSD, and those who did not get HEAP last year.	<b>778-2638</b>
<b>Broome County Office for Aging</b> - those 60+ yrs AND who do not get food stamps.	<b>778-2063</b>
<b>EMERGENCY HEAP</b> - Contact your food stamp worker or caseworker. 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).	<b>In person</b>

### NYSEG (New York State Electric & Gas) [www.nyseg.com](http://www.nyseg.com)

<i>If you are having a problem paying your NYSEG bill, first contact:</i>	<b>Customer Service Representative</b> If you are still not satisfied, ask to speak to a supervisor.	<b>1-800-572-1111</b>
<i>If you are blind, disabled, senior, or on life sustaining equipment, contact:</i>	<b>NYSEG Consumer Advocate</b>	<b>1-888-315-1755</b>
<i>If you have fallen behind in your bill and fall within income guidelines, you may be eligible for this program:</i>	<b>Energy Assistance Program</b>	<b>762-4916</b>
<i>If you are still not satisfied, please contact:</i>	<b>Consumer Appeals</b>	<b>1-800-231-2888</b>

### 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: Written letter of referral from recognized social agency outlining need and financial situation of local area resident. May take 7-10 days to process.

**Possible referring agencies for Lend-A-Hand are:**

- Broome County Urban League.....723-7303
- Opportunities for Broome .....723-6493
- Clergy, Hospital Social Workers, School Nurses & Social Workers & Guidance Counselors

## WEATHERIZATION & HOME IMPROVEMENT - Broome

<p><b>Broome County Office for Aging Senior Helpers</b> (previously GROW)</p>	<p>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. <i>Workers are Broome County residents 55+ yrs.</i></p>	<p style="text-align: center;"><b>778-6105</b></p>
<p><b>First Ward Action Council</b> (Home Repair Program)</p>	<p>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. <i>Eligibility: Low-income senior citizens and/or persons with disabilities who are living in Broome County.</i></p>	<p style="text-align: center;"><b>772-2850</b></p>
<p><b>Tioga Opportunities Inc.</b> (Weatherization)</p>	<p>Provides weatherization assistance to Broome County residents to reduce heating costs by insulating and weatherproofing dwellings. <i>(Three-year waiting list)</i></p>	<p style="text-align: center;"><b>687-0944</b> <b>1-877-786-2419</b></p>
<p><b>USDA Rural Development</b></p>	<p>Provides loans to very low income households that own and live in a <u>rural area</u> 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. <i>Eligibility: Rural residents within income guidelines.</i> <b>DOES NOT HAVE EMERGENCY FUNDS.</b> <b>MAY TAKE UP TO 90 DAYS TO PROCESS REQUEST.</b></p>	<p style="text-align: center;"><b>753-0851 Ext 4</b></p>
<p><b>Binghamton Planning, &amp; Housing and Community Development</b></p>	<p>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. <i>Eligibility: City of Binghamton resident within income guidelines.</i></p>	<p style="text-align: center;"><b>772-7028</b></p>



[www.helpme211.org](http://www.helpme211.org)  
Dial: 2-1-1 or 1-800-901-2180

