

SUMMER 2020 AIR CONDITIONING ASSISTANCE

NYLPI

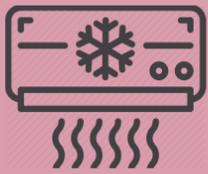
Due to COVID-19, people are spending more time at home and should avoid gathering indoors with other people. Those who are at high-risk from COVID-19, particularly seniors and those with heat or respiratory issues, are also at high risk from extreme heat. This fact sheet explains how to access programs that help New Yorkers afford air conditioning in their homes.

Q: What is Extreme Heat?

A: Extreme heat occurs when, for at least two to three days, temperatures remain above 90 degrees. When your body is exposed to extreme heat, it has to work harder to maintain a normal and healthy body temperature. This can lead to death, and can worsen chronic conditions including cardiovascular and respiratory illnesses. Older Adults and those with pre-existing health conditions are at high risk of the negative effects of extreme heat. You are able to receive alerts through an app on your smartphone, as text messages, and voice calls through 311.

You can sign up for alerts online at

<https://www.advancewarningsystemnyc.org/aws/pub/registration.html>



Q: What assistance is available for cooling?

A: New York City will be providing aid through two different programs:

- GetCool Air Conditioner Program,
- Home Energy Assistance Program (HEAP) Cooling Benefits.

Q: What is the GetCool Air Conditioner Program?

A: New York City is providing free air conditioners to low-income seniors who are identified through the New York City Housing Authority (NYCHA), the Department for the Aging (DFTA), the Human Resources Administration (HRA), and the Department of Housing Preservation and Development (HPD). You may be eligible if you are 60 years or older, do not have an air conditioner, and already participate in one or more City benefit programs. If you are eligible, a case manager will reach out to you. If you have missed a call you can contact the NYCHA Customer Contact Center at 718-707-7771. Assistance is also available in Spanish, Mandarin, and Russian.

Q: What are HEAP cooling benefits?

A: The HEAP program provides assistance for the purchasing and installation of an air conditioner and fans for up to \$800. You may be eligible for cooling assistance if:

- You have a medical condition that worsens with heat
- You and others in your household are U.S. Citizens, permanent residents, or another qualifying immigration status
 - This can be proven through a birth certificate, passport, certificate of citizenship, naturalization certification, license/ID, and Social Security Card
- You do not have a working air conditioner purchased new within the last five years
- You do not live in NYCHA or Section 8
- You receive SNAP, Code A SSI or TA benefits
- You fit into the income guidelines located in the chart

Family Size	Income in a year
1	\$29,928
2	\$39,144
3	\$48,360
4	\$57,564

For more information regarding eligibility, please go to

<https://access.nyc.gov/programs/cooling-assistance-benefit/?print=1>

Q: How do I apply for HEAP?

A: *Priority deadline to apply is June 30th, however you are able to apply until resources run out.* You can send your application through the mail to:

New York City Home Energy Assistance Program
P.O. Box 1401 Church Street Station
New York, NY, 10008

If you regularly receive HEAP benefits for \$21 or more during the 2019-2020 season you can find the application here: <https://access-nyc-s3-uploads.s3.amazonaws.com/uploads/2019/04/LDSS-4992-Cooling-Assistance-Benefit-Rev-5-18.pdf>

If you do not receive

benefits or have never applied for HEAP before, you can apply here: https://access-nyc-s3-uploads.s3.amazonaws.com/uploads/2017/11/HEAP_ApplInst_EN.pdf



Q: What if I am still struggling to pay my electric bill?

A: Due to COVID-19, companies in charge of electric and gas utilities have pledged to suspend disconnections, waive late fees, make reasonable efforts to restore connections, waive reconnection fees, and to place a moratorium on rate increases while the United States remains in a state of emergency.

Additionally, the Public Service Commission is providing relief to all electric customers who are enrolled in the low-income bill discount program. You can call HRA for more assistance at 718-557-1399 or 311. The Salvation Army also has some aid for utilities, which can be found at

<https://centralusa.salvationarmy.org/usc/location-search?location=new+york&cat=7>. Catholic Charities also provides assistance with utilities. If you are in Manhattan or the Bronx, call 888-744-7900 or visit the online form at <https://catholiccharitiesny.org/find-help-form>. If you are Brooklyn or Queens, call 718-722-6001 or fill out the online form at <https://www.ccbq.org/get-help/emergency-assistance/>.

Q: Is there a program that can help me during cooler months?

A: HEAP benefits are also available during the winter to offset heating costs. To check your eligibility go to <https://mybenefits.ny.gov/mybenefits/begin> or call 212-331-3126. HeartShare is a non-profit that assists residents of Brooklyn, Queens, and Staten Island with heating costs. For more information call 718-522-6514 or visit <https://www.heartshare.org/our-programs/energy-assistance-and-community-development/>



**If you need help applying or have questions,
contact HEAP at 212-331-3126, New York City at 311,
or New York Lawyers for the Public Interest at 212-244-4664**