

## ORANGE & ROCKLAND UTILITIES URGES LOW-INCOME CUSTOMERS TO ENROLL IN THE ENERGY AFFORDABILITY PROGRAM

Orange and Rockland Utilities (O&R) asks customers receiving qualifying government assistance benefits to make sure they are enrolled in the Energy Affordability Program (EAP). This program can provide a discount of up to \$61 on monthly energy bills.

Customers can visit [oru.com/EAP](https://oru.com/EAP).

The EAP provides discounts for qualified low-income customers to limit utility costs to 6 percent of average annual income. The discount is based on a statewide formula that is updated annually and adjusted if delivery costs change.

This program is just one of the steps that Orange & Rockland is taking to ensure that the move away from fossil fuels to a clean energy future does not disproportionately burden low-income customers. Orange & Rockland continues to reach out to customers via emails, social media posts, and other means to encourage enrollment.

### **Enrollment For EAP Is Easier Than Ever**

Customers can [Apply Online](#). Those receiving an eligible government benefit can self-certify that they qualify for this program. Orange & Rockland sends each enrolled customer a letter with details on the monthly discount.

### **Keeping Energy Affordable for Vulnerable Customers**

Orange & Rockland helps customers identify ways to keep energy affordable. By visiting [oru.com/nybillhelp](https://oru.com/nybillhelp) customers can learn about financial assistance, the Home Energy Assistance Program, and the Neighbor Fund. The company also offers special protections and payment programs for [seniors](#), those with [special needs](#), customers experiencing [medical emergencies](#) or [domestic violence](#).

### **Providing Convenient, Flexible Payment Options**

Orange & Rockland offers a wide array of [Payment Plans](#). Customers can find the terms that are right for them by logging into [My Account](#) to see options including:

- ***Budget Billing*** helps customers avoid seasonal price spikes by spreading energy payments out evenly across the year.
- ***Payment Extensions*** give customers up to **10** days of extra time to pay their bill.
- ***Payment Agreements*** allow customers who have fallen behind on their bills some of the most flexible payment terms available. Customers can make a down payment as low as 15 percent of their balance and some customers meeting certain income requirements may qualify for a \$0 down payment. Customers having trouble meeting the terms of a current payment agreement can renegotiate it.

Last year, the New York State Electric and Gas Bill Relief Program provided almost 4,000 residential and over 100 small business Orange & Rockland customers with one-time bill credits automatically applied toward past-due balances for service through May 1, 2022. The total benefit to customers was over \$6.9 million in relief.