



Project SHARE Heating Fund



Effective January 1, 2014

NYSEG and RG&E combined their heating funds. The new program, the Project SHARE Heating Fund, serves customers of NYSEG and RG&E with energy emergencies.



Eligibility

To be eligible for a grant from the Project SHARE Heating Fund (PSHF), the applicant must:

- **Have an active account with NYSEG or RG&E; and**
- **Have an energy emergency; and**
- **Be the customer of record and a tenant of record; and**

Eligibility – cont' d

- Meet the HEAP income guideline.
Exception:
Active duty military members and well-discharged veterans may qualify regardless of income.



Grants



Customers may apply for a PSHF grant once every 12 months.

The maximum grant amount is \$350.

Methods for Applying

Customers interested in applying for a PSHF grant must apply through one of the following:

- an Intake Agency – for a current listing of agencies in participating counties go to:

[http://www.heartshare.org/programs/energy-assistance/
projectshare.html](http://www.heartshare.org/programs/energy-assistance/projectshare.html)

Or...

Methods for Applying – cont' d

- **by calling 800-599-4327 – a HeartShare representative will fill out the customer's application by phone if they are unable to visit an Intake Agency. Or...**
- **by contacting a NYSEG or RG&E Customer Advocate if special handling is required.**



Fuel Neutral

The PSHF is fuel neutral, meaning we support grants to customers who use other forms of energy besides electricity and natural gas, for example, oil, propane, kerosene and wood.



Success to Date

From January 1st through May 23rd, we have awarded 1,433 grants totaling \$495,733.66.

Of those, 285 grants totaling \$99,400 went to alternate fuel suppliers for oil, propane, wood, etc.



Contributing to the Project SHARE Heating Fund

There are three ways to donate to the PSHF:

- ***Automatic Giving*** is in response to customer requests for convenience in contributing to the PSHF. This easy method for giving adds an amount specified by the customer to each NYSEG or RG&E customer bill. Customers can increase, decrease or cancel the amount at any time. To sign up for Automatic Giving call NYSEG at 1.800.572.1111 or RG&E at 1.800.743.2110. Or...



Contributing to the Project SHARE Heating Fund – cont' d

- **Customers can add EXACTLY \$1, \$2, or \$5 to their bill payment. Or...**
- **Mail checks or money orders payable to "Heart Share/Project SHARE Heating Fund" in any amount to:**

**Project SHARE Heating Fund
12 Metro Tech Center, 29th Floor
Brooklyn, NY 11201**



All donations are tax deductible.

Program Administration

The Project SHARE Heating Fund is administered by HeartShare Human Services of New York, an organization that manages heating funds for other utilities.



Program Administration

HeartShare is celebrating it's 100th anniversary this year. They started out as an orphanage in 1914 and built a network of services to nurture and support children, adults and families in order to expand opportunities and enhance lives.

Today 29,000 children, adults and families rely on HeartShare programs.

FAQs

Q. Are customers able to apply online themselves?

A. No, applicants for a Project SHARE Heating Fund grant must apply through an Intake Agency or by calling HeartShare's 800# or through a NYSEG/RG&E Advocate.



FAQs - continued

Q. Will the Project SHARE Heating Fund close after the heating season?

A. The Project SHARE Heating Fund will be open for applications until such time as it runs out of funds. The Iberdrola Foundation contributes generously to the fund once each year. It is also subsidized by customers and employees who donate throughout the year.



FAQs - continued

**Q. How long does it take to process a grant request?
Does HeartShare notify the customer with the results
or does the agency?**

A. Grants are processed within 72 hours. HeartShare notifies the agency first and then follows up with a letter to the applicant. The agency should contact the customer unless the grant is being denied, then HeartShare will contact the customer directly.



FAQs - continued

Q. Will the PSHF help with weatherization repairs?

A. Weatherization assistance is no longer available through the utility heating fund. Please refer customers seeking weatherization assistance to:

New York State Weatherization Assistance Program at
<http://www.nyshcr.org/programs/weatherizationassistance/>

NYSERDA – New York State Energy Research and Development Authority at <http://www.nyserda.ny.gov/>



FAQs - continued

Q. What happens if my client's termination notice is for less than \$350 – i.e. \$280 and the account balance is also \$280. How much will be applied to the customer's account?

A. The grant amount would be \$280 to cover the termination notice and result in a 30-day hold.

Rule of thumb: The grant amount will be \$350 unless the account balance is less. However, a grant will never result in a credit balance on an account.

HeartShare contact information

For a listing of eligibility guidelines and Intake Agency locations call 1-844-597-5555 or go to <http://www.heartshare.org/programs/energy-assistance/projectshare.html>.

To apply by phone call 1-800-599-HEART (4327) Monday thru Friday, from 9:00 am to 5:00 pm.

