National Fuel Gas Distribution
Consumer Business Division

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Low Income Customer Affordability and Assistance Programs (LICAAP)

This program offers:

- **Discounted Rate**
- **Debt forgiveness**
- **Twelve months ended March 2015:**
  - **Over 12,000 customers enrolled**
  - **Success rate at 46%**

Emergency Heating Repair and Replacement (EHRR)

Criteria for the program:

- **The customer/homeowner does not have heat to their primary heat source**
- **Do not have funds to have equipment repaired**
- **Are income eligible (HEAP guidelines)**

This season:

- **Repaired over 250 units**
- **Replaced over 170 units**

New York HEAP Residential Assistance Service

Eligibility Criteria:

- **Recipient of 2014 – 2015 HEAP Basic or Emergency grant**
- **Automatically enrolled**

Benefit:

- **Discount of $12.50 January – May**

To-date over 67,000 customers received discount

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Questions?