



# Low-Income Forum on Energy

**Welcome!**  
**We will be starting soon.**



## Low-Income Forum on Energy

The Low-Income Forum on Energy Presents:

# Heat Seek NYC

**Nelle Francois, Executive Director  
Heat Seek NYC**

August 24, 2016  
1:30 p.m. – 2:30 p.m. ET



## Low-Income Forum on Energy

### **Working to help low-income New Yorkers address energy issues.**

LIFE, the Low-Income Forum on Energy, is a unique statewide dialogue that brings together organizations and individuals committed to addressing the challenges and opportunities facing low-income New Yorkers as they seek safe, affordable and reliable energy.

Supported by the New York State Public Service Commission and the New York State Energy Research and Development Authority (NYSERDA), the LIFE dialogue encourages an interactive exchange of information and collaboration among the programs and resources that assist low-income energy consumers.



## Low-Income Forum on Energy

### → Monthly webinars

**Wednesday, October 26, 2016 @ 1:00-3:00 p.m. ET**

***HEAP Updates for the 2016-2017 Heating Season***

***Andrew Bryk, NYS HEAP Bureau Chief***

### → Monthly email newsletter

**Sign up at [lifenynews.org](http://lifenynews.org)**

### → Social media

**LinkedIn: Low-Income Forum on Energy**

**Twitter: @LIFEnys**



## Low-Income Forum on Energy

**Find more information on the website**

[nyserderda.ny.gov/LIFE](http://nyserderda.ny.gov/LIFE)

**Join the mailing list**

[www.lifenys.org/signup](http://www.lifenys.org/signup)

**Newsletter suggestions, webinar ideas, event announcements**

[LIFE@nyserderda.ny.gov](mailto:LIFE@nyserderda.ny.gov)

**Contact LIFE**

Phone: 888-521-7120

Email: [LIFE@nyserderda.ny.gov](mailto:LIFE@nyserderda.ny.gov)

# Asking and Responding to Questions

The screenshot displays the Cisco WebEx Event Center interface. The main content area shows a presentation slide with the following text:

**NEW YORK**  
STATE OF OPPORTUNITY.

**Low-Income Forum on Energy**

**Welcome!**  
**We will be starting soon.**

The right-hand sidebar contains a 'Participants' panel with the following details:

- Speaking:
- Panelists: 1
  - NYSERDA Events** (Host, me)
- Attendees: 0 (0 displayed)

Below the participants panel is a 'Q&A' section, which is circled in red. It includes a dropdown menu set to 'All (0)', a text input field, and two buttons: 'Send' and 'Send Privately...'. A red circle highlights the text input field and the 'Send' button. Two yellow arrows point from the right side of the image towards the 'Send' button and the text input field.

At the bottom of the interface, the Cisco logo is visible on the left, and the status 'Connected' is shown on the right.

Type into the text field and click “send.”

# Technical Difficulties or Contacting the Host

The screenshot displays the Cisco WebEx Event Center interface. The main content area shows a slide with the text "NEW YORK STATE OF OPPORTUNITY. Low-Income Forum on Energy" and "Welcome! We will be starting soon." The right-hand sidebar contains several panels: "Participants (1)", "Speaking:", "Panelists: 1" (listing "NYSERDA Events (Host, me)"), "Attendees: 0 (0 displayed)", "Chat", and "Q&A". The "Chat" icon in the top toolbar is circled in red, and the "Chat" panel in the sidebar is also circled in red. Two yellow arrows point to these circled elements. The bottom status bar shows "Connected" and "Speakers: 100%".

Click on the “Chat” icon to activate the chat function.



# Heat Seek | NYC

*We keep the heat on*

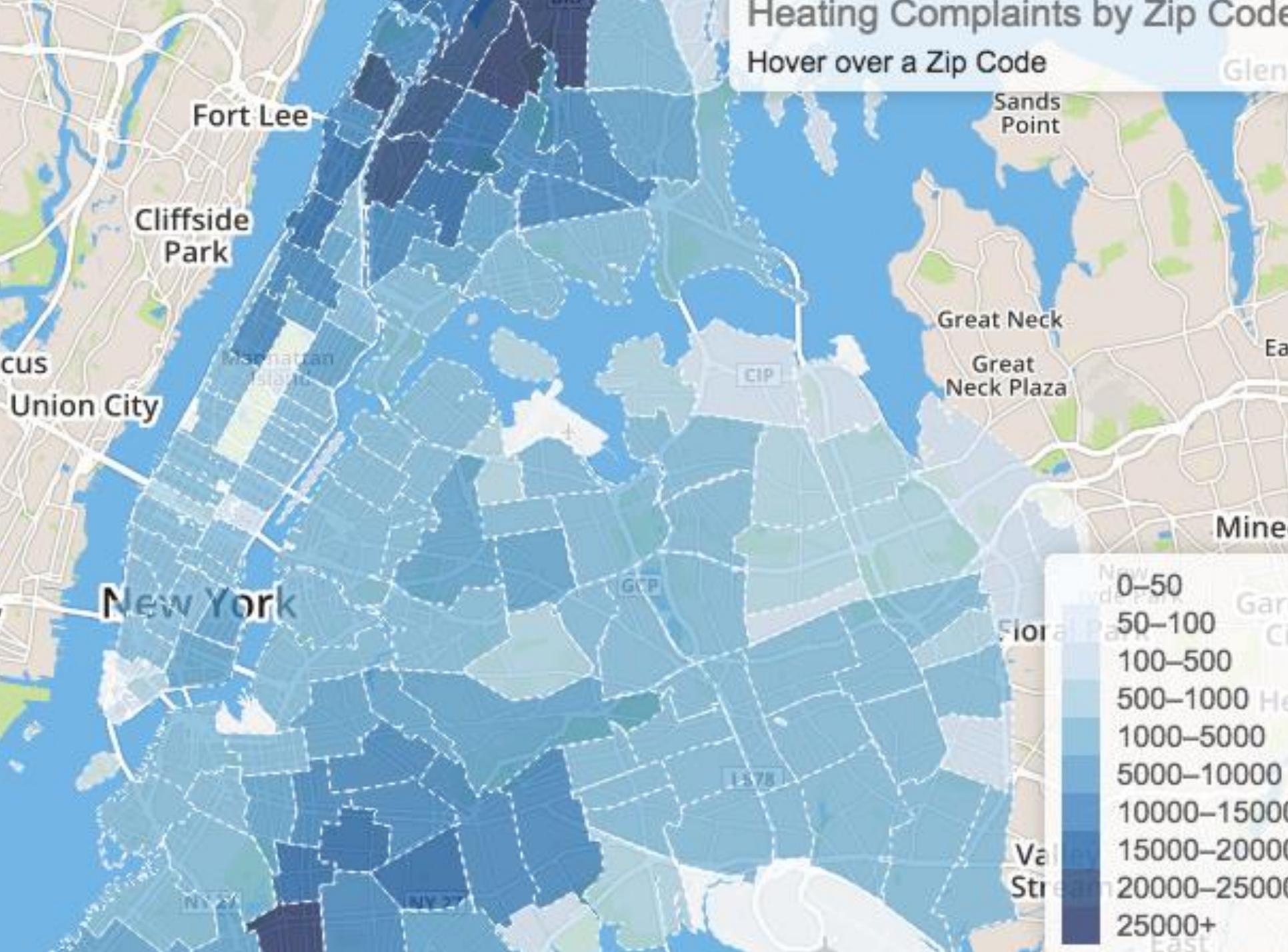
**200,000** | Heating code complaints made to 311 last winter

**#2** | Complaint to 311 in winter



# Heating Complaints by Zip Code

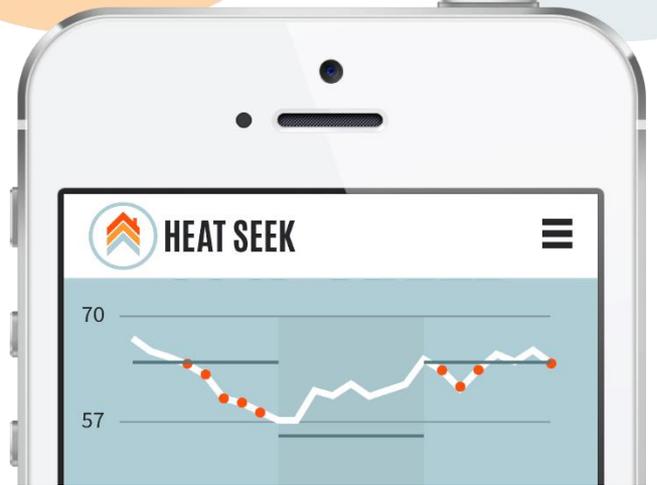
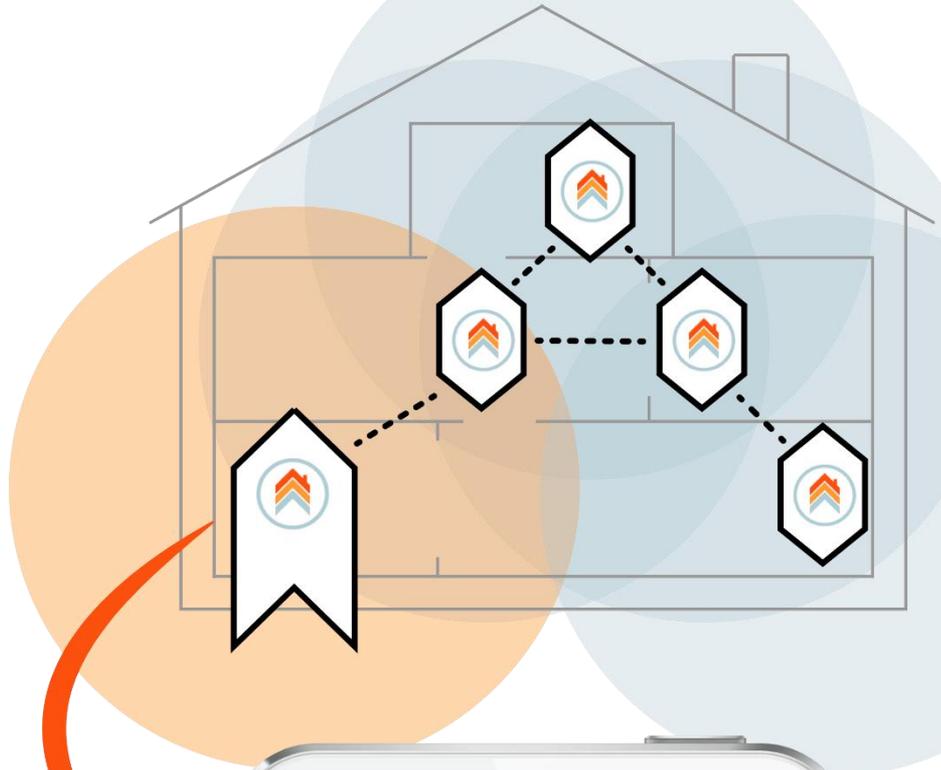
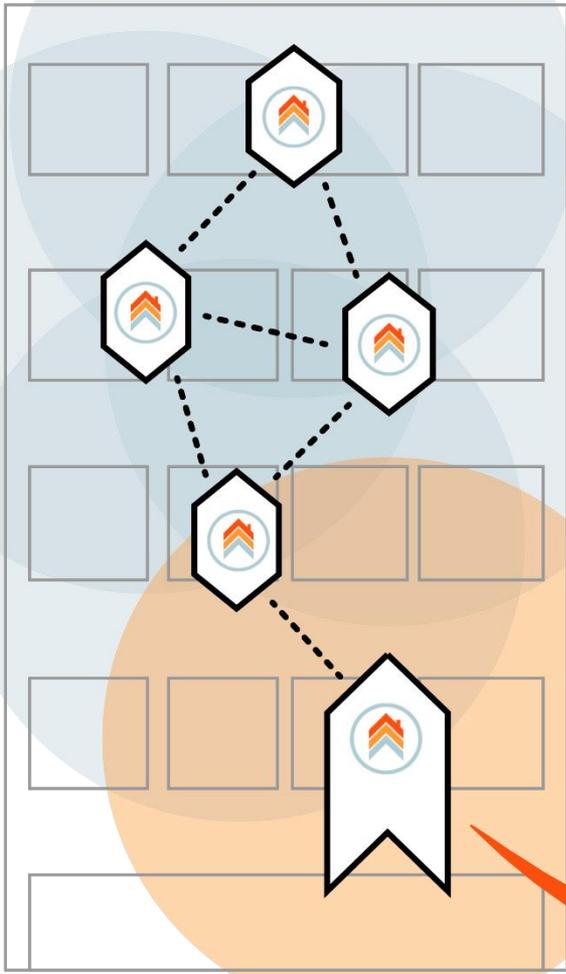
Hover over a Zip Code





Heat Seek sensors  
automate  
the data collection  
process.





**JANE DOE**

800 STREET NAME, ZIP CODE, BOROUGH

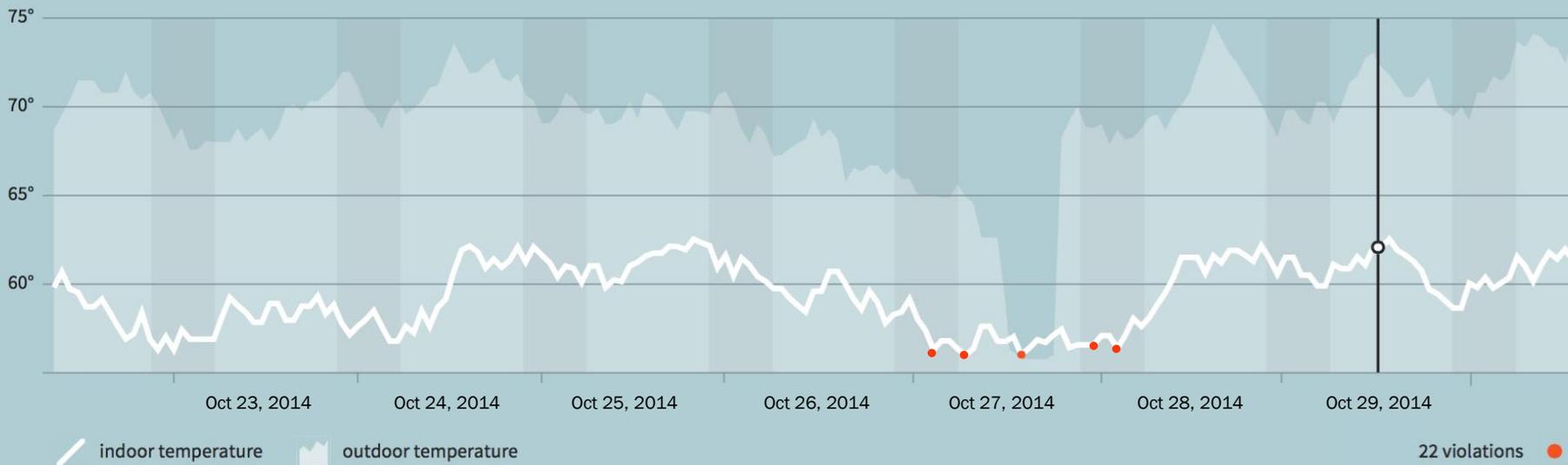
[DOWNLOAD REPORT \(PDF\)](#)

**54°**

CURRENT TEMPERATURE

**22**

VIOLATIONS THIS SEASON



22 violations ●

# HEAT LOG

**THE LAW** requires your landlord provide heat and hot water at the following levels from October 1 through May 31:

- From 6 am to 10 pm: If the outside temperature falls below 55 degrees, the inside temperature must be at least 68 degrees everywhere in your apartment.
- From 10 pm to 6 am: If the outside temperature falls below 40 degrees, the inside temperature must be at least 55 degrees everywhere in your apartment.
- Hot water at a minimum 120 degrees at the tap must be provided 24 hours a day, year round.

**If you have no heat, you should:**

- Step 1: Using a thermometer, take the temperature in your bedroom or living room (not in the kitchen). Also, don't put the thermometer on an exterior wall, as they tend to be colder.
- Step 2: Turn on the radio, TV or the internet and record the temperature outside.
- Step 3: Write down exactly when you recorded the temperature (time and date).
- Step 4: Include any other relevant information in the "Notes" section.
- Step 5: Call 311 and report the temperature in your apartment.



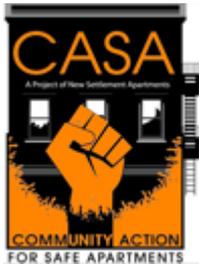
TIME	DATE	TEMP INSIDE	TEMP OUTSIDE	TEMP OF HOT WATER	NOTES
5:40 PM	Feb 14, 2016	63	14		violation
4:40 PM	Feb 14, 2016	61	14		violation
3:40 PM	Feb 14, 2016	60	14		violation
2:40 PM	Feb 14, 2016	59	15		violation
1:40 PM	Feb 14, 2016	59	15		violation
12:40 PM	Feb 14, 2016	59	15		violation
11:40 AM	Feb 14, 2016	59	15		violation
10:40 AM	Feb 14, 2016	59	15		violation
9:40 AM	Feb 14, 2016	59	14		violation
8:40 AM	Feb 14, 2016	60	12		violation
7:40 AM	Feb 14, 2016	61	11		violation
6:40 AM	Feb 14, 2016	61	9		violation



URBAN  
JUSTICE  
CENTER



Brooklyn Legal Services Corporation A

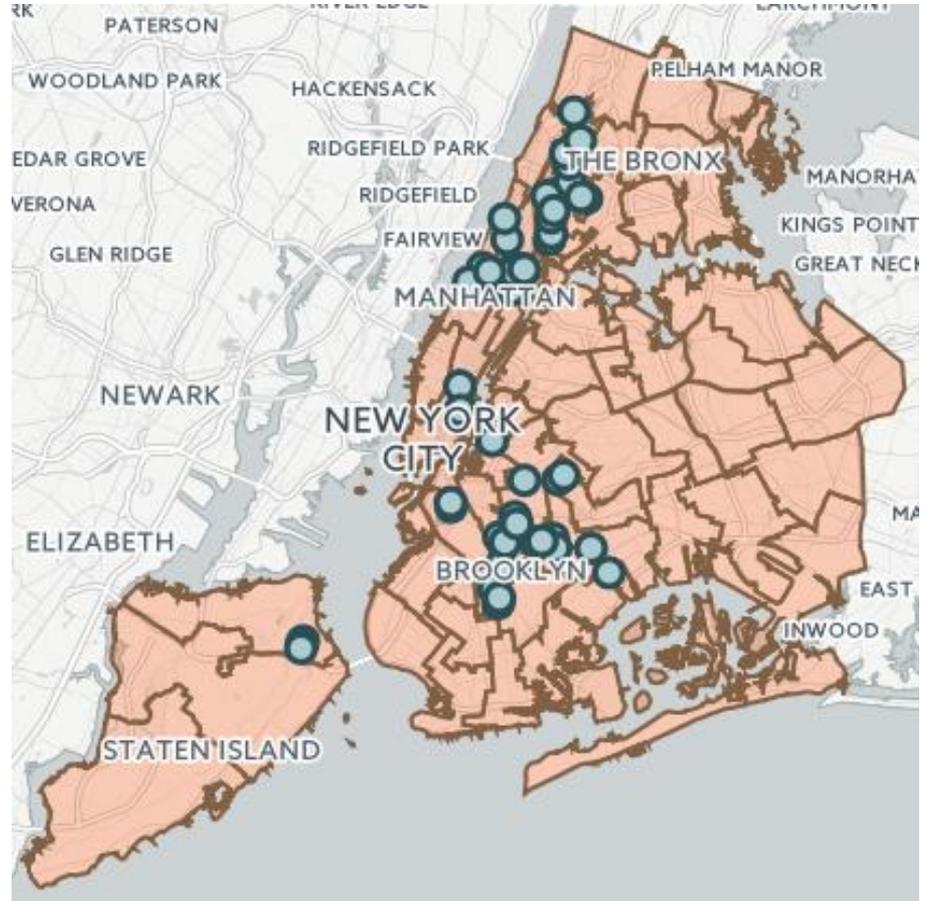


P.A.L.A.N.T.E.



# Pilot 2015-2016

- 56 buildings
- 12 court cases initiated
- 8 favorable settlements
- 4 buildings avoided court altogether





**Fall 2016**

Increase  
enforcement  
efficiency city-wide

Target bad actor  
landlords' portfolios

Fight tenant  
harassment in  
rezoning  
neighborhoods

*If you believe that no New Yorker  
should go to bed cold,  
support us in **keeping the heat on.***

**Noelle Francois**  
Executive Director  
[noelle@heatseek.org](mailto:noelle@heatseek.org)  
757.619.9808



## Low-Income Forum on Energy

Join us for the next webinar:

**October 26, 2016 @ 1:00 p.m. – 3:00 p.m. ET**

## **HEAP Updates for the 2016-2017 Heating Season**

**Andrew Bryk, NYS HEAP Bureau Chief**

[nyscrda.ny.gov/LIFE-Webinar-Series](http://nyscrda.ny.gov/LIFE-Webinar-Series)



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**Join the mailing list**

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**Newsletter suggestions, webinar ideas, event announcements**

[LIFE@nysesda.ny.gov](mailto:LIFE@nysesda.ny.gov)

**Contact LIFE**

Phone: 888-521-7120

Email: [LIFE@nysesda.ny.gov](mailto:LIFE@nysesda.ny.gov)