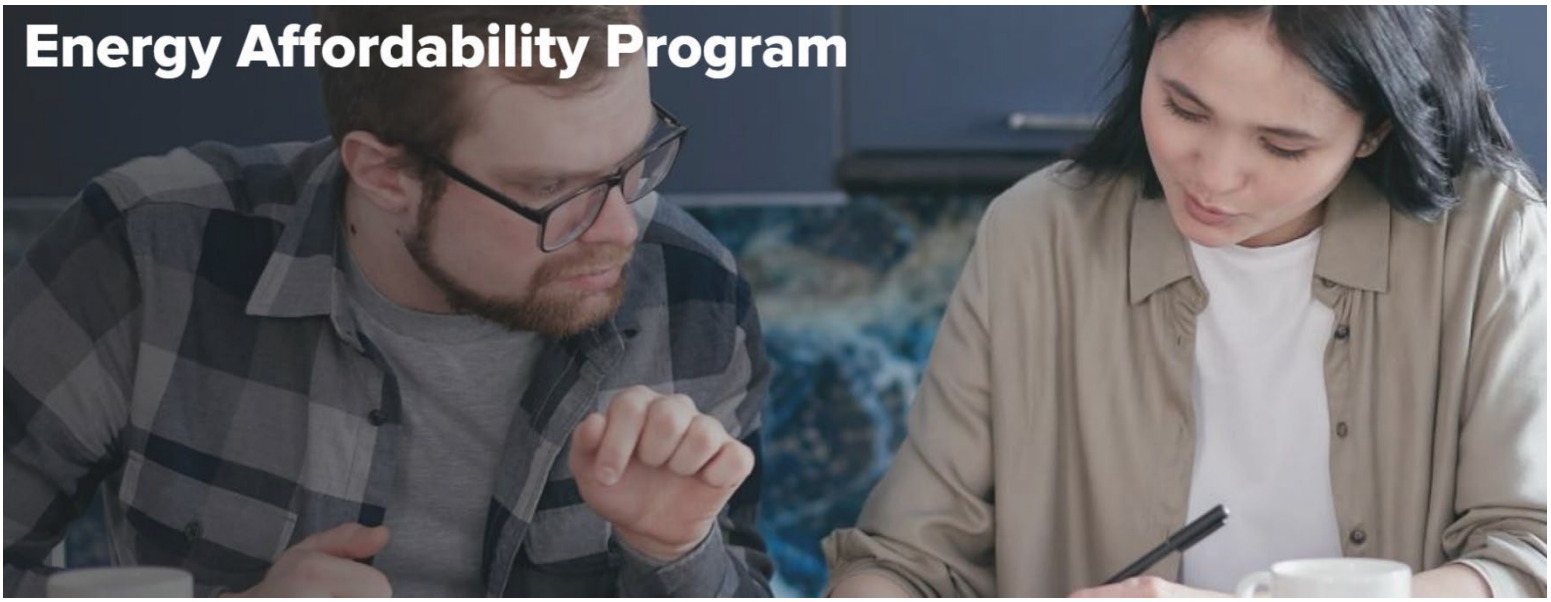
NEW YORK STATE | Department of Public Service

Fact Sheet for Utility Consumers 2026



The New York State Public Service Commission (PSC) oversees electric, natural gas, steam, water, and telecommunications utilities. A critical function of the PSC is to ensure safe, secure, and reliable service at just and reasonable rates.

➢ What is the Energy Affordability Program?

The PSC has a long history of protecting access to energy services for those who may face financial difficulties. In 2016, the PSC directed each of the utilities to establish an Energy Affordability Program (EAP), to provide income-eligible consumers with a discount on their monthly electric and/or natural gas bills. EAP is administered by New York's major electric and natural gas utilities, however smaller utilities like Corning and Liberty St. Lawrence Gas also offer a discount program. The PSC monitors and evaluates the utility affordability bill discount programs and approves measures as needed to strengthen and improve EAP.

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➢ What are the Goals of EAP?

EAP seeks to provide financial relief to income-eligible New York households meeting certain eligibility criteria with the goal of keeping household energy burdens at or below 6%.

The "energy burden" is the percentage of a customer's household income that is spent on household energy.

- Energy costs for low-income customers have historically been a higher portion of their expenses.
- EAP sets an energy burden target level at or below 6% of household income for all New York State utility customers below state or area median income.

Prior to January 2026, EAP provided financial relief for low-income consumers by making their electric and/or natural gas utility bills more affordable through monthly bill discounts. As of January 2026, EAP was enhanced to also offer bill discounts to residential customers who are below annual state or area median income depending on the utility service area.

The PSC approved the following measures to fulfill a program goal of reaching all income-eligible households:

- Established new requirements for utilities to identify and enroll more income-eligible households.
- Mandated that energy utilities automatically enroll low-income EAP participants in budget billing. Customers may opt-out of the budget billing program at any time by contacting their utility.
- Updated and standardized the EAP discount amounts to provide more appropriate discount levels.
- Expanded eligibility to households below state or area median income, depending on utility.

➢ Who is Eligible for Monthly Utility Bill Discounts?

- All New York households below state median income, or area median income for customers served by Con Edison, National Grid NYC, or National Grid Long Island, are eligible to receive monthly discounts through EAP.
- All large electric and natural gas utilities provide the EAP discount to residential customers that receive a Home Energy Assistance Program benefit, regardless of fuel or benefit type. In addition, eligibility for EAP was expanded to include other public assistance programs available for residents of the NY state and/or NY tribal lands:

NYS Assistance Programs	Additional Programs for Tribal Lands
▪ Home Energy Assistance Program (HEAP) ▪ Lifeline Telephone Service Program ▪ Supplemental Nutrition Assistance Program (SNAP) ▪ Medicaid ▪ Veterans Disability or Survivors Pension ▪ Supplemental Security Income (SSI) ▪ Federal Public Housing Assistance ▪ Utility Guarantee/Direct Vendor programs ▪ Temporary Assistance for Needy Families (TANF) ▪ Safety Net Assistance	▪ Bureau of Indian Affairs General Assistance ▪ Head Start ▪ Tribal TANF ▪ Food Distribution Program on Indian Reservations

➢ How Do Energy Customers Apply?

If you receive HEAP and wish to verify if your account is enrolled in EAP, please contact your utility. All other income-eligible customers, including those enrolled in the public assistance programs listed above, may apply online at ny.gov/eap or directly through their utility. More information on EAP, including eligibility and utility contact information, is available at ny.gov/eap.