

# Financial Help for Struggling Customers

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Check to see if you're eligible for our Energy Affordability Program

**In response to the COVID-19 pandemic, the New York State Public Service Commission has approved the Electric and Gas Bill Relief Program for income-eligible New Yorkers.**

Residential customers who receive qualifying government assistance will have unpaid balances for service through **May 1, 2022** forgiven through a bill credit.

To qualify, you must:

1. Be enrolled in Orange & Rockland's Energy Affordability Program by December 31, 2022.  
or
2. Have received benefits under New York state's Emergency Rental Assistance Program (ERAP) or the Home Energy Assistance Program-Regular Arrears Supplement (RAS).  
If you are enrolled in Orange & Rockland's Energy Affordability program or received ERAP or RAS benefits, your bill credit will be processed automatically, and you do not need to take any action. In addition, your service will not be suspended for non-payment while your bill credit is being processed.

## Enrolling in Our Energy Affordability Program

- You should be enrolled automatically if you receive benefits from a qualifying government assistance program such as Home Energy Assistance Program (HEAP) or DSS Guarantee. Visit [oru.com/NYBillHelp](https://oru.com/NYBillHelp) for the full list of qualifying programs.
- To see if you're enrolled in the Energy Affordability Program, check your bill for Social Benefits or log into [oru.com/MyAccount](https://oru.com/MyAccount).
- If you're not enrolled in the Energy Affordability Program, but qualify, you can sign up at [oru.com/NYBillHelp](https://oru.com/NYBillHelp).

