



Suffolk County Executive Steven Bellone

Community Update PSEG Long Island March 23, 2020

PSEG Long Island has suspended shut-offs of electric service to residential customers for non-payment. This will give customers experiencing financial difficulties as a result of the outbreak additional time to pay their bills. For more information, visit www.psegliny.com/myaccount.

In keeping with this effort to minimize the financial difficulties of its customers during the outbreak, PSEG Long Island is also waiving new late payment fees until further notice.

The majority of these policies will be in place through the end of April. PSEG Long Island will evaluate the continued need at that time. For additional, or updated information, about PSEG Long Island's response and any operational changes associated with the COVID-19 outbreak, visit PSEG Long Island's coronavirus update webpage: www.psegliny.com/covid19



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Community Update National Grid March 23, 2020

Collections activities & disconnections – We have temporarily suspended collections-related activities, including service disconnections, to lessen any financial hardship caused by the COVID-19 pandemic.

These policies will remain in effect at least until the end of April, when we will evaluate their continued need. Customers looking for more information on payment assistance programs in general can [click here](#).



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Free or Low Cost Wi-Fi

March 28, 2020

Free or low cost Wi-Fi, especially for school children during this time of home schooling.

Free Wifi/internet

Charter Communications (Spectrum) and Comcast are giving households with K-12 and college students, and those who qualify as low-income complimentary Wifi for 60 days

Families who do not have the service will also receive free installation of the service

Both companies are expanding Wifi hotspots to the public within the company's available regions

Call (844) 488-8395 (Charter) or (855) 846-8376 (Comcast) to enroll
Individuals must call company after 60 days, or they will be automatically billed

Unlimited data

Charter, Comcast, AT&T, and Verizon are offering unlimited data plans to customers until May 15 for no additional charge

Safelink Wireless

Eligibility requirements must be met, which are set by each State where the service is provided

To qualify for Lifeline, subscribers must either have an income that is at or below 135% of the federal Poverty Guidelines, or participate in one of the following assistance programs:

- Medicaid
- Supplemental Nutrition Assistance Program (SNAP) Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance (Section 8)
- Veterans and Survivors Pension Benefit

Service is limited to one person per household

Call 1- 800-SafeLink (723-3546) for enrollment and plan changes support

Subscribers can use their own phones:

SafeLink Keep Your Own Smartphone plan requires a compatible or unlocked Smartphone. Most GSM Smartphones are compatible.

Subscribers can get up to 350 minutes and 3GB of data, which includes voice minutes and unlimited texts, voicemail, nationwide coverage and 4G LTE on 4G LTE compatible devices



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HEAP Services

March 26, 2020

During business hours

M-F 8-4pm 631-853-8820

Outside of regular business hours

**Emergency Service should be
contacted at 631-854-9100**