LIFE Conference
May 2016
Consumer Advocacy Components

- Consumer Advocates
- Low Income Programs
- Proactive Outreach & Education
- Storm Restoration Efforts
- Community Partnerships
Customer Assistance EXPO

Newest Initiative – Life Can be Hard but finding assistance shouldn’t be

Purpose to provide a our low income customers a way to connect with the resources they need, all under one roof in one day
Expos offer opportunities:

• To work one-on-one with customers and agencies in their neighborhoods
• To work as a community team – maximizing resources
• More importantly they provide hope to customers who feel like there is no place to turn
Customers are beyond grateful:

- “I signed up for HEAP & Food Stamps – this made it so easy”
- "I didn’t know National Grid had such nice people to talk to"
- "You guys are truly angels for wanting to help people"
- "Thank you so much for all the help"
- "You really do have people who care"
- “I had lost hope, but thanks to being here, my hope is renewed, and I now have a fighting chance of getting out of our mess”
Our low income partners see a great benefit of the events:

- County caseworker, “NG did more concrete assistance in a few hours than most agencies can do in a month”

- Buffalo: “The EXPO gave the community an opportunity to talk to NG about their issues and to learn what assistance and programs are available. Excellent outreach”

- County caseworker: “Like you we too have been labeled unfavorably at times, it’s nice to know we have the public the human side of our business”
Recent EXPO Events

Recent Customer Assistance EXPOs:

- March 17  Bay Shore
- April 6th  Syracuse
- April 6th  Brooklyn
- April 14th Hempstead
- April 28th Hudson
- May 18th  Wyandanch
- May 18th  Staten Island
Upcoming Customer Assistance EXPOs:

- June 1st: Buffalo
- June: Queens
- June 29th: Schenectady
- July: Jefferson County
- August: Oswego
- August: Coney Island
- September: Dunkirk
- September: Syracuse
- September: Bedford-Stuyvesant
QUESTIONS?