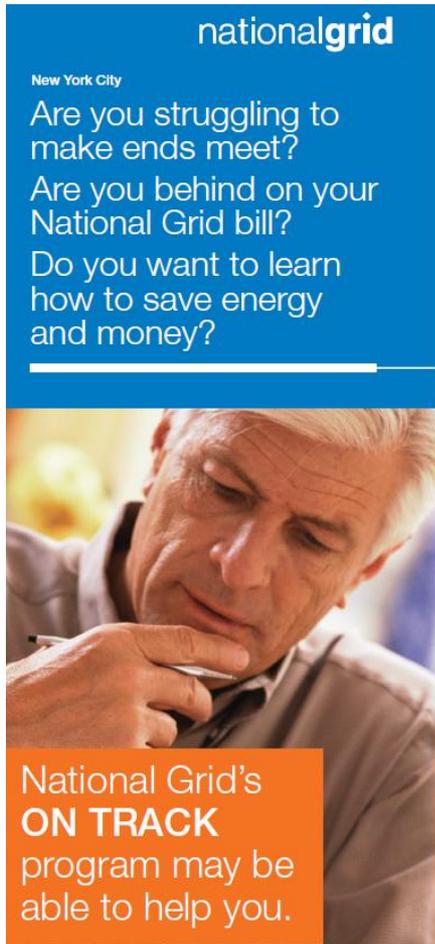


## National Grid Customer Programs and Services



# On Track Program - Overview

A promotional graphic for the National Grid On Track program. It features a blue header with the National Grid logo and three questions in white text. Below the text is a photograph of an older man in a suit, looking thoughtful with his hand to his chin. At the bottom, an orange box contains the text 'National Grid's ON TRACK program may be able to help you.'

nationalgrid

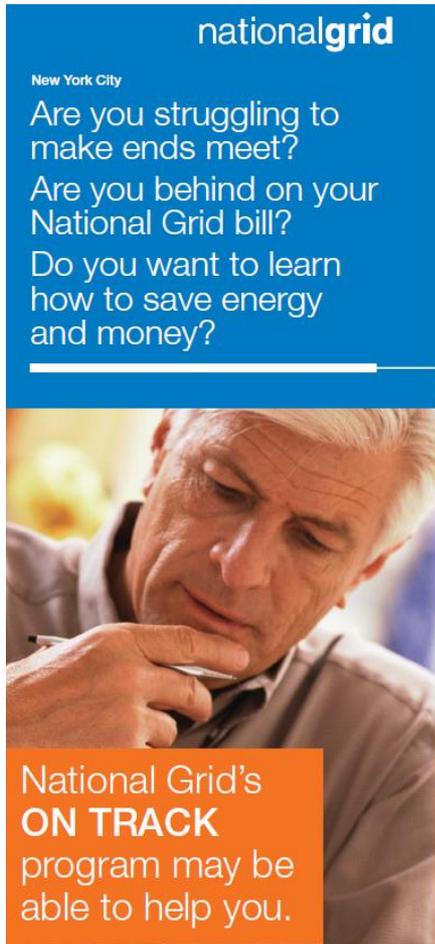
New York City

Are you struggling to make ends meet?  
Are you behind on your National Grid bill?  
Do you want to learn how to save energy and money?

National Grid's  
**ON TRACK**  
program may be able to help you.

- An Arrearage Management Program designed to help customers understand how to manage their finances
- Program elements include:
  - Deferred Payment Agreement
  - Money management education
  - Account management
  - Arrears Forgiveness for successful completion of program

# On Track Program – History

A vertical advertisement for the National Grid On Track program. The top section is a blue banner with the 'nationalgrid' logo in white. Below the logo, the text 'New York City' is written in a small font. The main text in the blue banner asks three questions: 'Are you struggling to make ends meet?', 'Are you behind on your National Grid bill?', and 'Do you want to learn how to save energy and money?'. Below the blue banner is a photograph of an older man with white hair, looking thoughtful with his hand to his chin. At the bottom of the advertisement is an orange banner with white text that reads: 'National Grid's ON TRACK program may be able to help you.'

nationalgrid

New York City

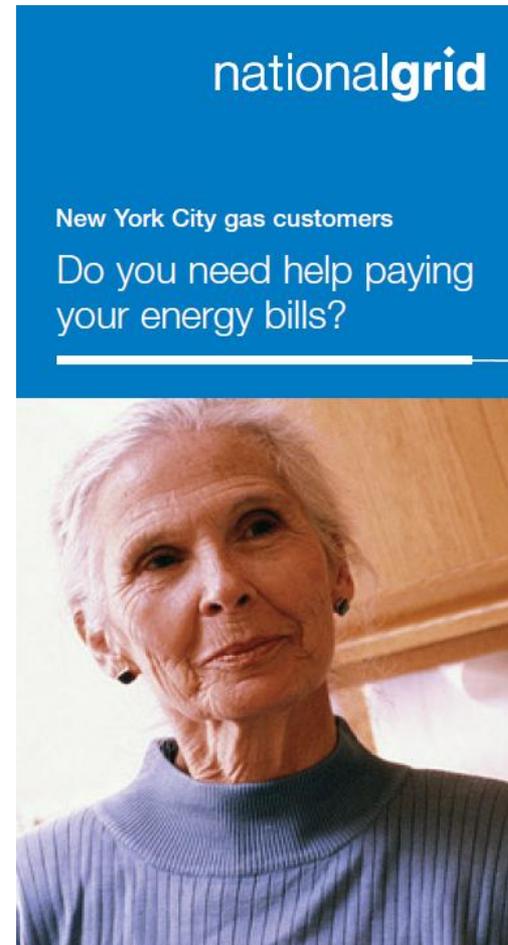
Are you struggling to make ends meet?  
Are you behind on your National Grid bill?  
Do you want to learn how to save energy and money?

National Grid's  
**ON TRACK**  
program may be able to help you.

- One of the first arrearage management programs in the country
- Began in the NYC service area in 1993 and is now expanded to include Long Island (1998) and Massachusetts (2003)
- On Track seeks to serve 2,400 gas heating households in Brooklyn, Queens and Staten Island and 1,000 gas heating households on Long Island and 100 in MA

# Eligibility Requirements

- 1- or 2-family gas heating customer
- Arrears of \$400 or greater on their account
- Gross income at or below 250% of the Federal Poverty Level
- Currently responsible for the gas bill.
- Not have been enrolled in “On Track” in the last 18 months.



# On Track Program Components



Susan West, Defensora del Consumidor, con Lea Robinson

*"Susan es mi angel," dice Lea. "Me ha ayudado a ponerme al día y ahora mis facturas de luz y gas son las primeras facturas que pago. No gasto dinero en cosas que no necesito. Conservo la energía pero los precios están subiendo en todas partes y sigue siendo una lucha."*

*-Lea Robinson  
Hempstead, Long Island, NY*

*"Diciembre de 2008 fue una época difícil para mí. Estaba atrasado con los pagos de mis facturas y necesitaba ayuda. Kate Ruta me ayudó y me llama cada mes con actualizaciones. Cada llamada que recibo de Kate me mantiene optimista. Quiero darles las gracias por tener a personas como Kate trabajando para ustedes pero, sobre todo, para el consumidor".*

*-Paul Pietrowski*

- Individualized Customer Service for 18 months
- Financial and energy management home study course
- Social Service case management, if needed
- Arrears forgiveness
- Low-income rates

# Enrollment Process

- On Track Representatives:
  - Discuss program requirements with customer
  - Review their financial ability to adhere to an affordable payment agreement

Eligible Customers are then:

- Enrolled in National Grid's Balanced Billing Plan
- Negotiate a deferred payment agreement based on the customer's ability to pay – may be as low as \$10 per month to cover the arrears

## Upon Enrollment On Track Customers Receive:

- A welcome letter with a copy of the payment plan for their records
- An On Track Kit that includes a Personal Budget Planning Booklet and energy savings information
- The On Track general phone number and the name and direct phone number of the Representative assigned to them
  - Consistent, personal contacts allows National Grid Rep to develop a rapport with the customer
  - Through trusting relationships, customers are more likely to strive to make timely payments and to address an issue when one arises.

# Ongoing Support

- Accounts are reviewed monthly by the representative
- Thank you letters sent to customers who make timely payments
- Reminder letter sent to those who miss payments
- When customer is delinquent for the 2nd consecutive month, a letter is sent followed up by a phone call from their assigned representative
- Customers with challenging situations are referred to a Consumer Advocate

# Consumer Advocate

- Works more closely with the customer to identify underlying problems and help customers gain access to resources and public entitlements
- Advocate may renegotiate the payment agreement or grant an extension giving the customer extra time to make a payment
- If necessary, the Advocate schedules a home visit to meet with the customer
- Advocate will work with the customer until assistance is no longer needed or until the end of the program

# Residential Reduced Gas Rates



# Residential Reduced Rate

National Grid offers reduced gas rates to eligible residential customers on Long Island and New York City. The discount provides a significant reduction in the Gas Delivery Charge. Customers must currently be enrolled in at least one of the following programs and have gas heating or non-heating service, to be eligible for the reduced rate.

# Residential Reduced Rate

Qualifying Programs are:

Home Energy Assistance Program

- Medicaid
- Food Stamps (SNAP)
- Temporary Assistance for Needy Families (Family Assistance)
- Safety Net Assistance – Public Assistance
- Supplemental Security Income (SSI)
- Veteran’s Disability Pension
- Veteran’s Surviving Spouse Pension
- Child Health Plus

Customers can call the customer service number on their bills for information on how to apply for the Reduced Rate.

# Payment Assistance Programs



Neighborhood Heating Fund  
Project Warmth

# Neighborhood Heating Fund

Neighborhood Heating Fund (NHF) is a program designed to assist low-income households in National Grid's service area to pay their heating bills. This program is sponsored by National Grid and administered by HeartShare Human Services of New York in National Grid's service territory of Brooklyn, Queens and Staten Island.

To be eligible for a grant through this program, customers must be HEAP eligible. A maximum grant of \$200 is allowed per customer per heating season. The customer must have an outstanding balance on their account. For more information, customers can call (718) 422-4207 or (718) 422-4228.

# Project Warmth

Project Warmth is an emergency assistance program to help families and individuals with energy emergencies. Project Warmth provides a one-time grant for fuel, plus an additional amount for fuel-related electricity. The heating grant may be used to pay for any fuel source, such as oil, gas, electric, propane etc.

To be eligible for Project Warmth, customers must reside in Nassau or Suffolk County or the Rockaways and be eligible for HEAP.

For more information, customers can call 631-940-3757.