

National Grid Customer Assistance EXPOs

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LIFE Regional Meeting Saratoga Springs

May 6, 2015



Consumer Advocacy Components

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Consumer Advocate Grassroots

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Event	Location	Date	Special notes
Rensselaer County Department of Social Services	Troy	Weekly	Thursday 8:30 am – 4:30 pm
Albany County Department of Social Services	Albany	Weekly	Tuesday and Friday 1:00 pm to 4:30 pm
Bethesda House	Schenectady	Weekly	Tuesday 9:00 am – 4:00 pm
Schenectady Community Action Program (SCAP)	Schenectady	Weekly	Wednesday 9:00 am – 4:00 pm
Domestic Violence Task Force	Schenectady	Monthly	Wednesday 10:00 am – 11:30 am
EDDY Senior Care	Schenectady	Monthly	Wednesday 1:00 am – 2:00 pm
Schenectady County Department of Social Services	Schenectady	Weekly	Thursday 9:00 am – 4:00 pm
Washington County Department of Social Services	Fort Edward	Weekly	Tuesday 9:00 am – 12:30 pm



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Customer Assistance EXPO

Connect With Those Who Care

Life can be hard but finding assistance shouldn't be.

Thursday, June 5th
10 am - 3 pm
Syracuse EOC
100 New Street
Syracuse

Please join us on June 5th at the Syracuse Educational Opportunity Center and meet with assistance program experts.

You will be able to connect with the resources your family needs, all under one roof, all in one day.

DSS Temporary Assistance
SNAP
Child Care
Office of the Aging
Salvation Army
Catholic Charities
Syracuse Educational Opportunity Center

Literacy CNY
Food Bank CNY
Good Samaritan
NYS PSC Outreach
R.E.A.C.E.
EnPower Energy Efficiency Program

- 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

Customer Assistance EXPO

Opportunities

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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



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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"**



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- 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, its nice to know we have the public the human side of our business”



Upcoming EXPO Events

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Upcoming Customer Assistance EXPOs:

- May 7 Syracuse
- June 3 Oswego
- June 11 Buffalo
- June 24 Utica
- August 14 Albany
- September 23 Troy



QUESTIONS?

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