

National Grid Consumer Advocacy & Low Income Programs



Low Income Programs

New York - Upstate

Program	Description / Eligibility
<p>Affordability Program</p>	<p><u>Description</u></p> <ul style="list-style-type: none"> Customer is placed on a 24-month payment agreement and receives a monthly deferral rate of 5% (electric only customer) or 7.5% (combined electric and gas or gas only customer) deferred from their average monthly bill amount. The customer receives a \$30 forgiveness credit applied to their account every month that the agreed upon payment amount has been paid in full and on time. <p><u>Eligibility</u></p> <ul style="list-style-type: none"> Customer has received HEAP and/or Emergency HEAP in the past 14 months and has not participated in the program in the past 4 years. Customer has defaulted on a minimum payment agreement. Eligible customers will be contacted by National Grid
<p>Low Income Discount Electric Program</p>	<p><u>Description</u></p> <ul style="list-style-type: none"> \$5 credit deducted from the basic service charge for electric non-heating customers. \$15 credit deducted from the basic service charge for electric heating customers. <p><u>Eligibility</u></p> <ul style="list-style-type: none"> Electric customer who has received a HEAP payment posted to their National Grid account in the past 14 months

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<p>Low Income Discount Gas Program</p>	<p>Description</p> <ul style="list-style-type: none"> ◆ \$10.00 credit deducted from the basic service charge. ◆ Automatic enrollment when customer has received a HEAP payment posted to their National Grid account in past 14 months. <p>Eligibility</p> <ul style="list-style-type: none"> ◆ Must be a gas customer or combination gas & electric customer.
<p>Care and Share</p>	<p>Description</p> <ul style="list-style-type: none"> ◆ Care & Share was founded by National Grid in 1981 to help low-income families and individuals with elevated bills meet their monthly payments. This year, HeartShare Human Services of New York was asked to administer the fund. ◆ Annual grant is \$200 or a lesser amount owed on the National Grid bill <p>Eligibility</p> <ul style="list-style-type: none"> ◆ HEAP Eligible
<p>Waiver of Reconnection Charge</p>	<p>Description</p> <ul style="list-style-type: none"> ◆ Provides a one-time waiver of the \$46 reconnection charge for HEAP recipients. ◆ The reconnect waiver is applied automatically