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National Grid Low Income Programs



**May 12, 2015 LIFE Conference
Miguel Santos, Consumer Advocate**



National Grid Low Income Programs

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Variety of low income programs using various components

- Arrearage Management
- Energy Efficiency
- Reduced Residential Rates
- Discount/Credit
- Arrears Forgiveness
- Reconnect Fee Waivers
- Fuel Funds
- National Grid Consumer Advocacy Group



UNY AffordAbility Program

AffordAbility Program

- Customer is placed on a 24-month payment agreement equivalent to the monthly budget amount less:
 - 5% electric only Customers
 - 7.5% electric & gas customers
 - 7.5% gas only customer
- Customers receive a \$30 forgiveness credit applied to their account every month that the bill is paid in full and on time.
- Customers participating are referred to [NYSERDA's EmPower New York Program](#).



Upstate Low Income Programs

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Low Income Discount Program

- Customers who have received a HEAP payment posted to their National Grid account in the past 14 months are *automatically* enrolled in the program
- The monthly credit for electric customers enrolled in the program is **\$5** for electric non-heating customers and **\$15** for electric heating customers.
- The monthly credit for customers enrolled in the gas program is **\$10.50**

Reconnect Fee Waiver

- A one time waiver of the **\$46** reconnection fee for HEAP recipients who had their service disconnected for non-payment



Care & Share Administered by HeartShare

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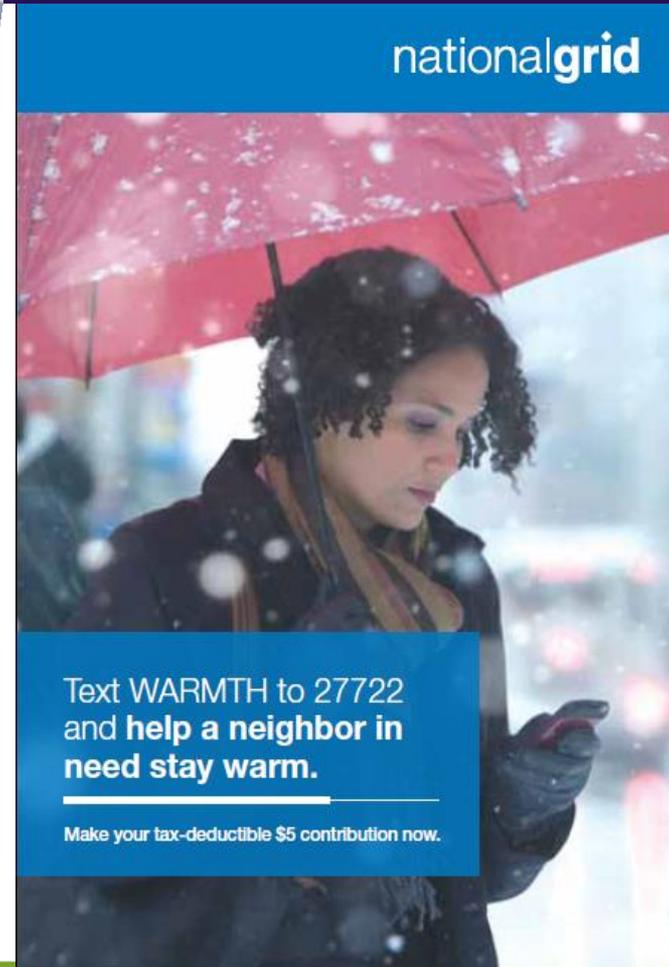
Care & Share Energy Fund



- Provides financial assistance for eligible households facing energy-related emergencies
 - Company contributes \$250K
 - Special contribution \$1M in May 2014

Eligibility Requirements

- National Grid customer – fuel blind
- Meet the income guidelines of the HEAP Program
- The household must exhaust all HEAP assistance for which they are eligible



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Text WARMTH to 27722
and **help a neighbor in
need stay warm.**

Make your tax-deductible \$5 contribution now.



Consumer Advocacy

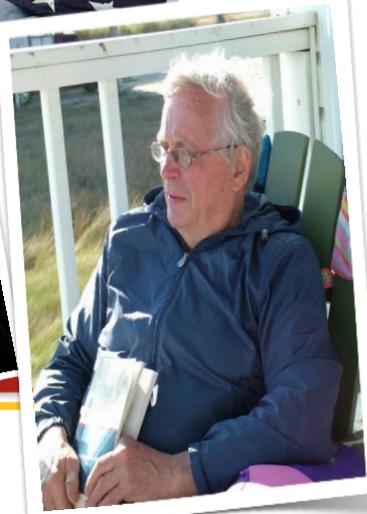
- National Grid has 14 Consumer Advocates that cover 48 counties and boroughs – there are 10 Consumer Advocates in Upstate NY
- Work one-on-one with customers and agency staff – at agency locations
- Some of the assistance provided to customers experiencing financial difficulties are:
 - specialize payment arrangements
 - deferred payment agreements
 - bill extender program
 - third party notification
 - hospitalized customer assistance plan
 - budget plan
 - on line bill-pay



Questions?

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A document form with a yellow pencil resting on it. The form has several fields and labels, including "IDENTIFICATION NUMBER", "FIRST, MIDDLE AND LAST", "LAST, MIDDLE INITIAL AND LAST", "CITY, STATE AND ZIP CODE", and "PLEASE ATTACH A STATEMENT OF...". There is also a blue banner at the bottom that says "ONLY IF IT HAS CHANGED SINCE...".