National Grid
Low Income Programs

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National Grid Low Income Programs

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
Residential Reduced Rates

Eligibility: Customers who are enrolled in one of the following programs:

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

- The Residential Reduced Rates Program offers discount rates to eligible low income customers

New York
- $3.00 discount in the minimum charge for residential non-heating customers
- $10.50 discount in the minimum charge for residential heating customers
On Track

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
Eligibility:

- Lives in a one or two-family residence and is a gas heating customer
- Currently responsible for paying the gas bill
- Arrears of $400 or greater on their account
- Gross income at or below 250% of the Federal Poverty Level
- Not have been enrolled in “On Track” in the last 18 months.
Fuel Funds Administered by HeartShare

Neighborhood Heating Fund

- Provides financial assistance for eligible households facing energy-related emergencies
- National Grid contributes $150K annually

Eligibility

- Eligible customers must live in Brooklyn, Queens, or Staten Island
- Customers must meet the income guidelines of the Home Energy Assistance Program (HEAP). One grant per heating season
Consumer Advocacy

National Grid has 14 Consumer Advocates that cover 48 counties and boroughs – there are 2 Consumer Advocates in New York City and 2 Consumer Advocates on Long Island.

- 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