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# National Grid
# Low Income Programs

**May 5, 2015 LIFE Conference**
**Martani de Rooy, 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

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## 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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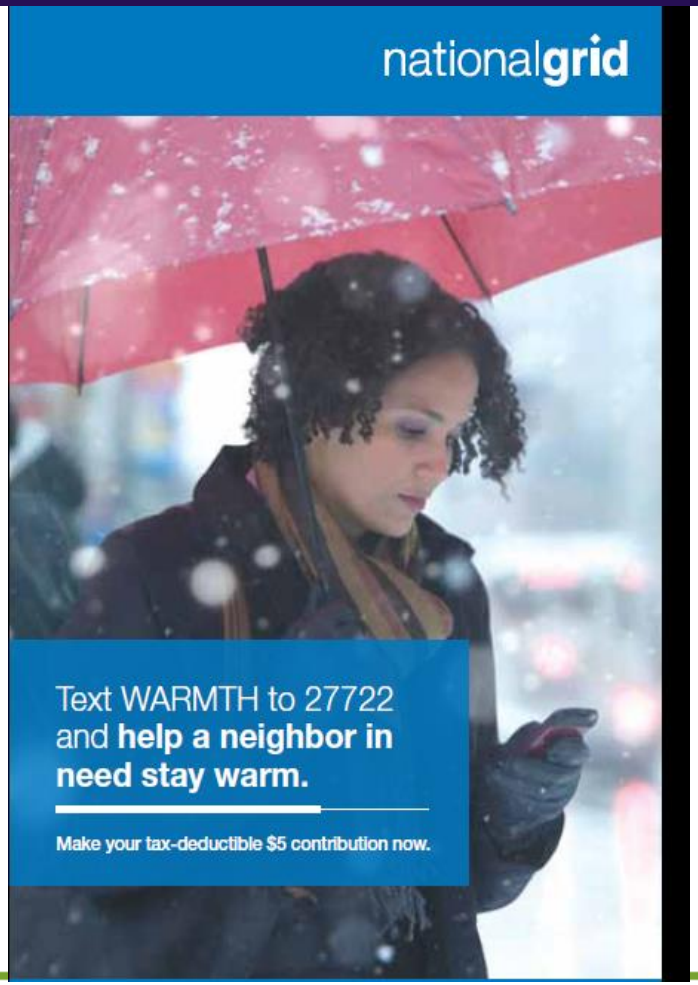
## Care & Share Energy Fund

- 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



# Consumer Advocacy

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## 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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