

National Grid

Advancing Energy Affordability

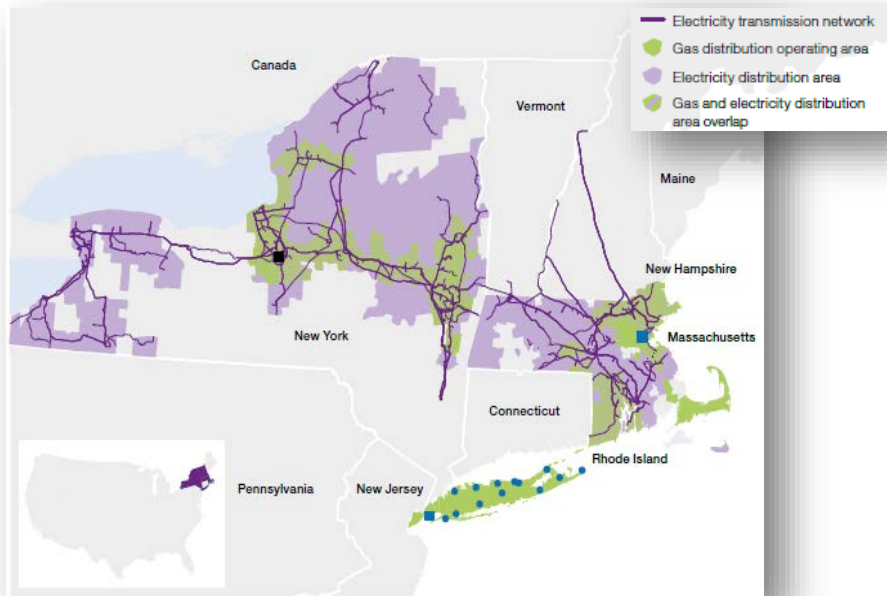
Low Income Forum on Energy
Regional Meeting
Woodbury, NY
June 13, 2019

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National Grid - U.S. Business

National Grid is one of the world's largest investor owned utilities, with more than 7 million gas and electricity US customers and 22,000 employees in the U.S. and U.K.

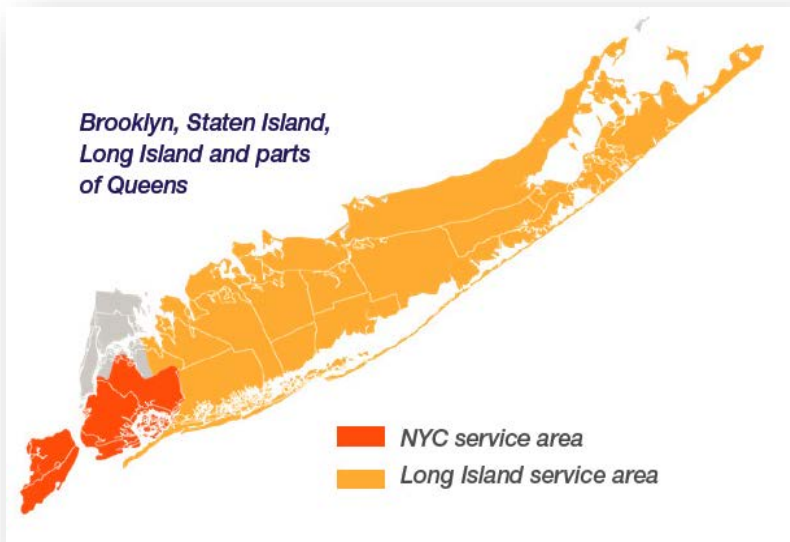


National Grid U.S. by the numbers

- 3.4 million electric customers
- Electricity transmission network of 8,800 miles of overhead line; 100 miles of underground cable, 380 transmission substations
- 3.6 million gas customers
- Gas network of 35,000 miles of gas distribution pipeline; 490 miles of gas transmission pipeline

National Grid Downstate New York (DNY)

National Grid is committed to the future of energy in Downstate New York



The Brooklyn Union Gas Company and KeySpan Gas East Corporation

- 4,000 employees in downstate New York
- 1,800,000 million natural gas customers
- 12,000 miles of existing natural gas pipelines
- \$3 billion of investment planned 2017-2019
- 15,000 new service connections since 2016
- 113 miles of new gas main installed since 2016

Consumer Advocacy & Low Income

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Consumer Advocacy

Consumer Advocates are committed to assisting and providing protections to National Grid's most vulnerable customers (elderly, blind, disabled, fixed and low-income customers, Veterans and their families etc.) in meeting their home energy needs by utilizing their specialized regional knowledge, communication skills and relationships with agency partners.

We assist customers that are experiencing extreme financial hardship or an acute life situation such as: sudden illness, loss of a job, death of an immediate family member, victim of a natural disaster, crime victim, recent divorce, etc.

We offer:

- Specialized payment arrangements
- Billing and Payment Options
- Information on programs and services for meeting their house-holds' energy needs.
- Account protections information
- Health & Safety information
- Energy Efficiency tips



Energy Affordability Program (EAP)

Customers that receive the Home Energy Assistance Program (HEAP) are automatically enrolled in our low-income EAP Program with the receipt of a HEAP payment – HEAP or proof of HEAP with another utility or vendor is the only way on the program. The program offers a monthly bill credit.



Customer Eligibility

You may also qualify by providing documentation of participation in one of the following programs:

- Temporary Assistance for Needy Families (Family Assistance)
- Safety Net Assistance – Public Assistance
- Supplemental Security Income (SSI)
- Medicaid
- SNAP (Food Stamps)
- Veteran's Disability Pension
- Veteran's Surviving Spouse Pension
- Child Health Plus



Fuel Fund Administered by United Way

Project Warmth

Project Warmth is a community-based partnership between National Grid, local businesses, and not-for-profit agencies designed to help Long Island families suffering from recent financial hardships to meet their heating needs, regardless of fuel type.

Eligibility:

Customer must have received HEAP first, and also need a termination notice to apply for Project Warmth. Eligible customers can call United Way's 2-1-1 Information line by dialing 2-1-1 or 1-888-774-7633 for a referral.



Consumer Advocates Grassroots Campaign

Advocates go out into their communities and work with customers and agencies one on one with their laptops.

Examples of agencies:

- Department of Social Service
- Office of the Aging
- Veterans' Organizations
- Senior Housing
- Senior Centers
- Food Banks
- Domestic Violence Shelters



Consumer Advocates in Action



Brentwood Customer Advocate Center Long Island



Thank you

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Income Eligible Energy Efficiency Program — Home Energy Affordability Team (HEATSM)

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Program Scope

- The goals of the program are to achieve energy savings and reduce bill impacts through education and implementation of energy efficiency measures and increase the health, safety, and resiliency of income eligible customers' homes.
- The program was filed as a component of the Company's KEDNY & KEDLI Joint Proposal and approved in December 2016.
- Approved budget: \$1.75 million total for administration, implementation and incentives, with a 15% cap on administrative costs.
- CLEAResult was selected as the program's implementation vendor through the Company's procurement process.
- The program was branded as HEATSM and launched in April 1, 2017.

Program Description — Tier 1

Marketing and Outreach

National Grid's marketing team targets Energy Affordability Program (EAP) participants and customers who received HEAP payments through various marketing channels.

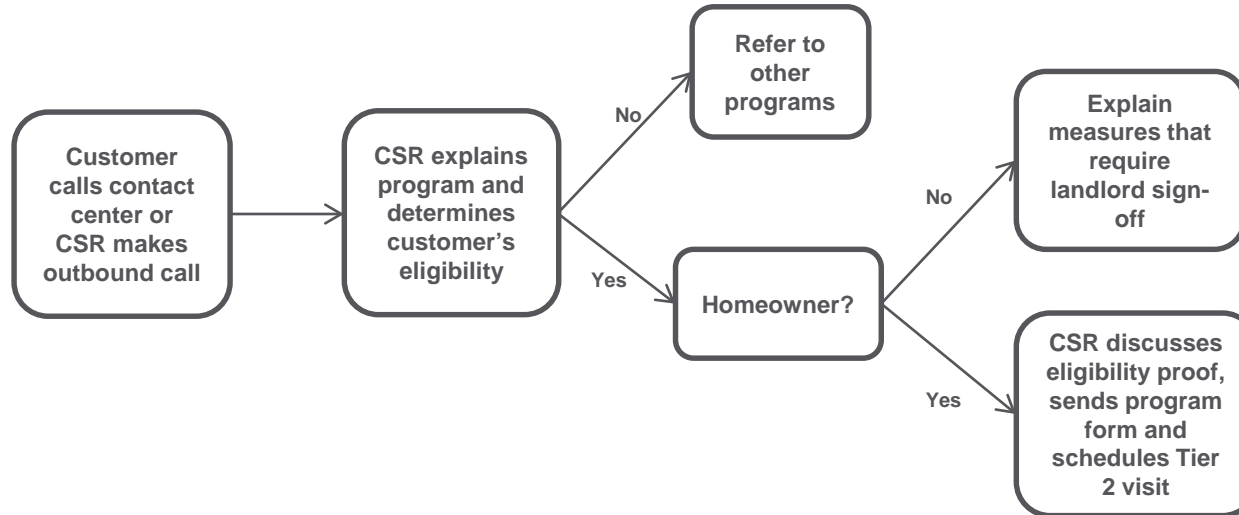
Referrals for additional services for income qualified customers are received from the National Grid Income Eligible Natural Gas Conversion Program.

CLEAResult performs the following outreach tasks:

- Conducts outbound calls to approved customer lists
- Works with National Grid and PSEG Long Island consumer advocates to identify potentially eligible participants
- Participates in community events that provide education and outreach to customers

Customer Enrollment Process

CLEAResult operates a Customer Contact Center that provides full service to customers; available M-F, 8am-6pm



Program Description — Tier 2

Home Energy Assessment & Health and Safety Check

The HEA is a “walk-through” style energy evaluation of a customer’s home, focusing on how all the household systems work together, and identifying any elements of concern or areas for improvement.

As part of the HEA, the gas appliances, heating system and gas energy-consuming equipment are examined to determine their impact on the home’s energy efficiency.

During the HEA, the following measures may be installed in the customer’s home:

- Faucet Aerator .5 & 1.0 gpm
- Low Flow Showerhead 1.5 gpm
- Low Flow Handheld Showerhead 1.5 gpm

Program Description — Tier 3

- **Prescriptive Measures - Recommendations from Home Energy Assessment and Health and Safety Test**
 - Smart Programmable Thermostat
 - Air Sealing
 - Duct Sealing
 - CO Detector
 - Attic Prep Work (baffling, soffit vents, etc.)
 - Attic Insulation
 - Attic Hatch (zipper tent, kneewall hatch, ceiling hatch, drop tent)
 - Air Leakage Sealing
 - High Efficiency Heating Equipment (Gas Furnaces, Boilers)
 - Energy Star Tankless Water Heater
 - Energy Star Storage Tank Water Heater

Program Description — Tier 4

Custom - Health and Safety & Resiliency

- Miscellaneous Tier 4 Project (other Health and Safety fixes, etc.)
- Smoke Detectors
- T&P Drip Tubes
- Ventilation Improvements
- Emergency Heat Referrals

Earnings Adjustment Mechanism

An Earnings Adjustment Mechanism (EAM) was filed with the PSC in order to earn on REV-aligned activities that are intended to produce deeper and longer lasting beyond those of traditional Energy Efficiency programs.

- Tier 3: 0.007% of annual budget per household served
- Tier 4: 0.014% of annual budget per household served

Thank you

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