

National Grid

Advancing Energy Affordability

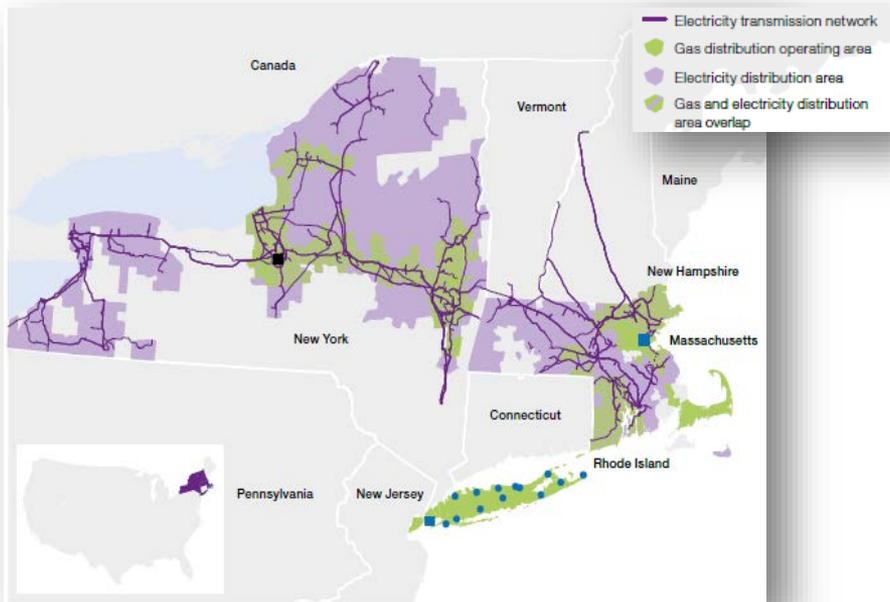
Low Income Forum on Energy
Regional Meeting
Manhattan, NY
June 14, 2019

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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



Neighborhood Heating Fund

Provides financial assistance for eligible households facing energy-related emergencies.

National Grid contributes \$150K annually.

Eligibility Criteria:

- 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 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



Thank you

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