

National Grid

Advancing Energy Affordability

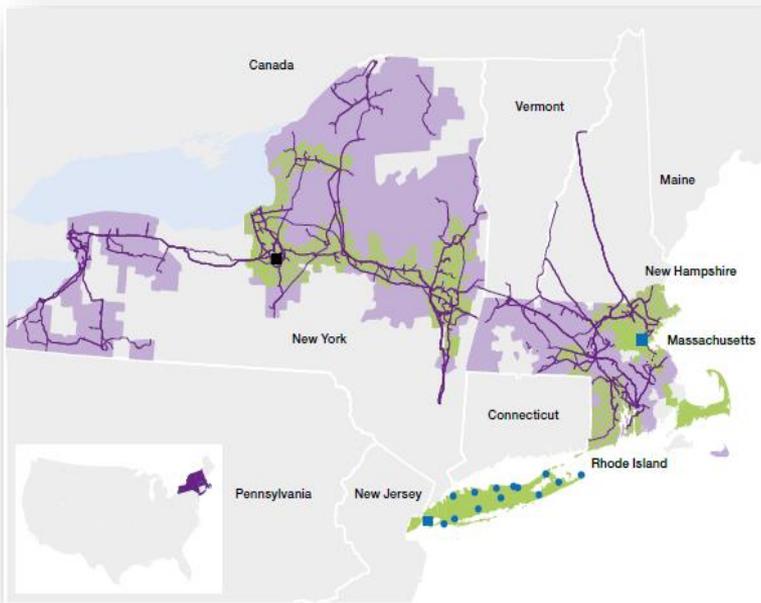
**Low Income Forum on Energy
Regional Meeting**
Lake Placid, NY
May 14, 2019

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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

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 households' 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.



National Grid Utility Service Bill - Example

SERVICE FOR: **nationalgrid** BILLING PERIOD: Mar 18, 2019 to Apr 16, 2019 PAGE 2 of 4
 ACCOUNT NUMBER: PLEASE PAY BY **MAY 11, 2019** AMOUNT DUE

www.nationalgridus.com
 CUSTOMER SERVICE: 1-800-930-5000
 Monday-Friday 8AM-6PM
 GAS EMERGENCIES: 1-800-490-0045
 24 Hours Day - 7 Days Week
 (Don't mix up with 911 emergency
 residential service)
 PAUL ESPINOZA
 1-800-930-5000
 CORRESPONDENCE ADDRESS:
 Accounts Processing KEDLI
 One MetroTech Center
 Brooklyn, NY 11201-0948
 PAYMENT ADDRESS:
 PO Box 11791
 Newark, NJ 07101-9991
 DATE BILL IS DUE: Apr 17, 2019

▶ DID YOU FORGET? ◀
 The total amount due includes an unpaid balance from a previous bill. If you have already paid this balance, please disregard this message. Thank You.

ACCOUNT BALANCE
 Previous Balance
 Payment Received *No payments have been received during the billing period*
 Balance Forward
 Current Charges
 Amount Due ▶

To avoid late payment charges of 1.5%, \$ 2,694.00 must be received by May 11, 2019.

SUMMARY OF CURRENT CHARGES

	DELIVERY SERVICES	SUPPLY SERVICES	TOTAL
Gas Service	\$7.00	70.71	127.77
Total Current Charges	\$ 57.00	\$ 70.71	\$ 127.77

Save time and money! Sign up for paperless billing and receive a \$ 0.35 credit on your monthly bill. Visit our website to enroll today.

➤ Tougher Penalties Help Protect Utility Workers: Our field workers often face a number of challenges while performing their duties, but New York State has new laws in place to help better protect them. Now, any action by a member of the public that prevents a utility worker from performing their job, or causes the worker physical injury, is considered a felony.

GAS USAGE HISTORY (Therms)

Month	Actual	Estimated
Apr 18	78	84
Mar 18	9	9.4

Actual Estimated

KEEP THIS PORTION FOR YOUR RECORDS.
 RETURN THIS PORTION WITH YOUR PAYMENT.

ACCOUNT NUMBER: PLEASE PAY BY **MAY 11, 2019** AMOUNT DUE *(Include amount paid due)*

▶ DID YOU FORGET ? ◀
 ENTER AMOUNT ENCLOSED
 \$ _____
 (This amount number on check and make payable to National Grid)

*AUTO**SCH 5-DIGIT 11550 NATIONAL GRID
 PO BOX 11791
 NEWARK NJ 07101-9991

SERVICE FOR: **nationalgrid** BILLING PERIOD: Mar 16, 2019 to Apr 16, 2019 PAGE 3 of 4
 ACCOUNT NUMBER: PLEASE PAY BY **MAY 11, 2019** AMOUNT DUE

Enrollment Information:
 To enroll with a supplier or charge to another supplier, you will need the following information about your account.

DETAIL OF CURRENT CHARGES

Delivery Services

Service Period	No. of Days	Current Reading	Previous Reading	Measured Difference	Therms	Therms Used
Mar 18 - Apr 16	29	3377	3214	163	103054	168

NOTE: RATES TO BE PAID ON OR ABOUT May 20

Rate: 140R Gas Resid Home Heating Reduced

Basic Service Charge (including first 2.9 therms)	20.94
Next 45.4 Therms (1.2630 x 45.4 therms)	58.29
Applied Next 119.2 Therms (0.2908 x 119.2 therms)	35.17
Energy Affordability Credit - Tier 3	-57.00
Delivery Rate Adj -0.02641577 x 168 therms	-4.45
System Benefits Charge 0.00677 x 168 therms	1.14
Billing Charge	1.76
NY State and Local Surcharges	1.21
Total Delivery Services	\$ 57.00

Supply Services

Gas Supply 0.42041661 x 168 therms	70.62
NY State and Local Surcharges	0.09
Total Supply Services	\$ 70.71

Consumer Advocates Expos and Grassroots Campaign

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

Some of the agencies we work with are:

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



Consumer Advocates in Action



Income Eligible Natural Gas Conversion Program



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Program Details

Overview:

The goal of the programs is to help assist customers who would never be able to afford a natural gas conversion the opportunity to do so.

The Low Income programs are made up of:

- Enhanced Rebate Conversion Rebates – Effective July 2014 – provides reimbursement of up to \$7500 to Weatherization Agencies assisting low income customers installing natural gas heating equipment.
- CIAC Relief Program – Effective April 2018 – increases footage allowance to 150’.
- Approved budget – **\$1,000,000.00 for incentives.**

Outreach and Marketing:

- Referrals to the programs come from National Grid Consumer Advocates and Weatherization Agencies.



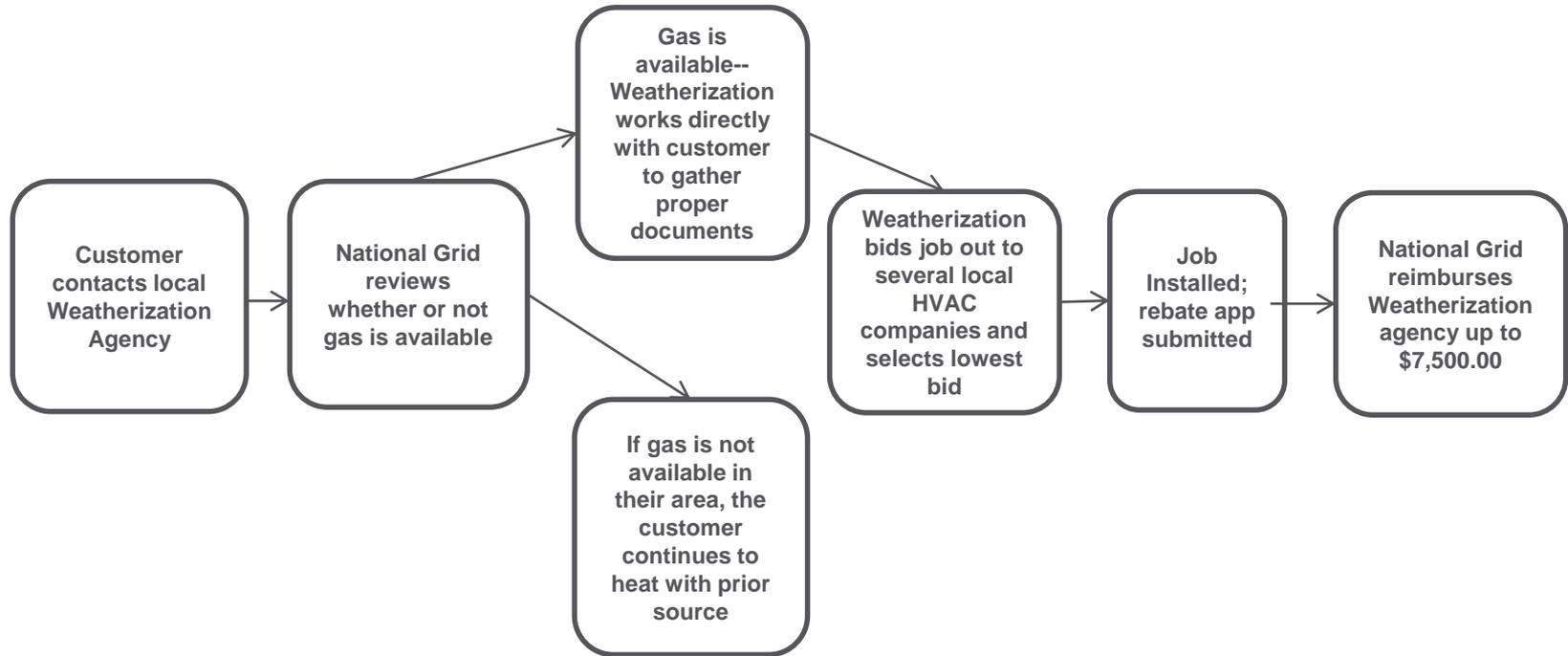
Customer Eligibility

Customer eligibility is based on eligibility for National Grid's other low-income programs such as the Energy Affordability Program (EAP), which qualifies customers if they receive assistance from the following programs:

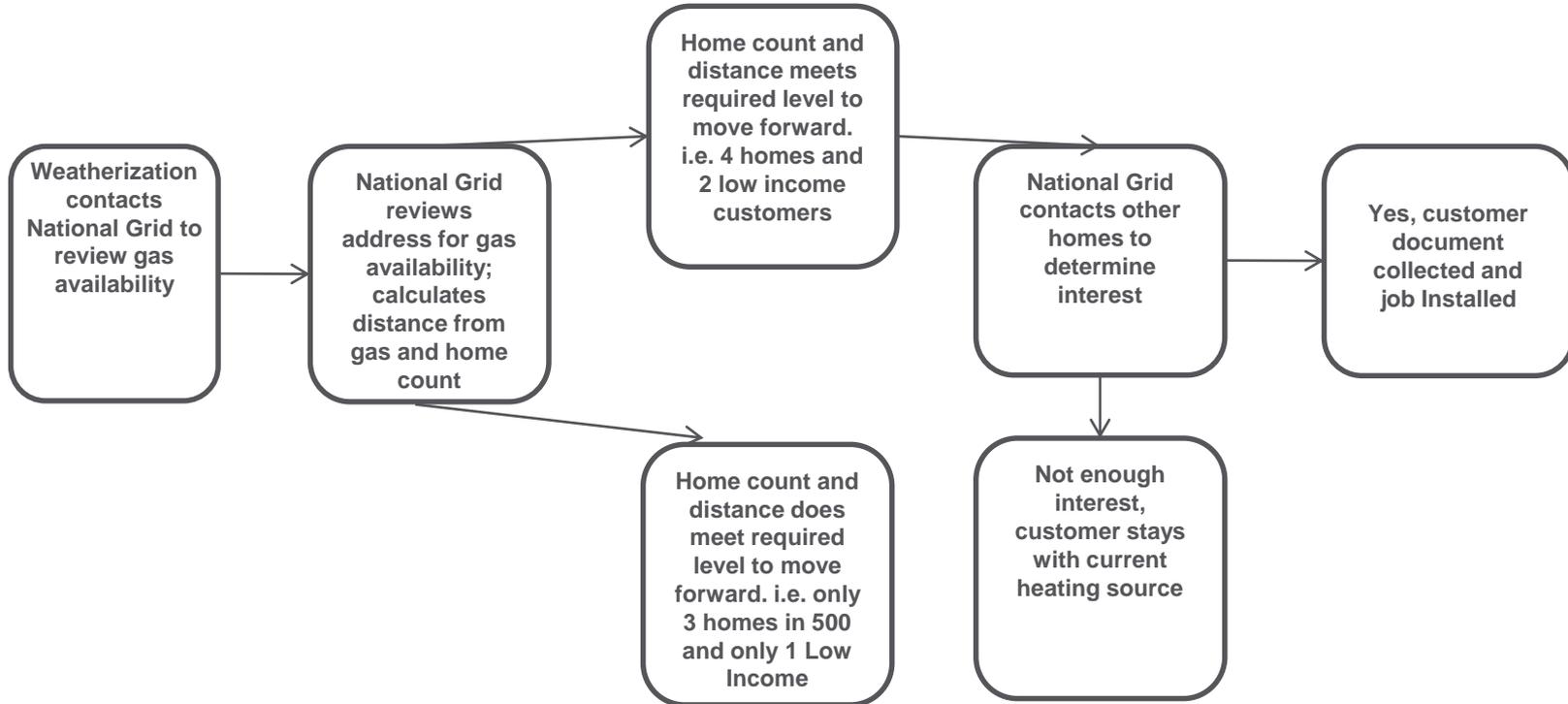
- Home Energy Assistance Program (HEAP)
- Medicaid Supplemental
- Nutrition Assistance Program (SNAP)
- Temporary Assistance for Needy Families (Family Assistance)
- Safety Net Assistance (Public Assistance)
- Supplemental Security Income (SSI)
- Veteran's Disability Pension
- Veteran's Surviving Spouse Pension
- Child Health Plus

Customers not receiving any of the above assistance are eligible if they make less than 60% of the state median income (SMI).

Customer Enrollment Process



CIAC Relief Program Process



Thank you

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