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 is committed to the communities we serve across Upstate New York.

Niagara Mohawk Power Corporation

- 4,000 employees in upstate New York
- 1.6 million electricity customers; 594,000 gas customers
- Serving customers across 24,000 square miles
- $1.5 billion invested annually in operations and maintenance
- $1 billion of annual capital investment
- $710 million paid in state and local taxes
Consumer Advocacy & Low Income
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 household’s 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**

### Account Balance

**Planned Bill**

<table>
<thead>
<tr>
<th>Escrow Account</th>
<th>Description</th>
<th>Amount Due</th>
<th>Baseline</th>
<th>Adjustment</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>$31.44</td>
<td>74.71</td>
<td>$127.77</td>
</tr>
</tbody>
</table>

**SUMMARY OF CURRENT CHARGES**

- **Gas Service**
  - $31.44
  - $74.71
  - $127.77

**Notes:**
- **Early Payments**
  - Pay up to 5% off your bill for paying early.

**Customer Support**

- **Gas Switching**
  - Contact us to switch to National Grid.

**Important Information:**

- **Customer Service:**
  - 1-800-396-3520
  - www.nationalgrid.com

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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
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

Customer contacts local Weatherization Agency

National Grid reviews whether or not gas is available

Gas is available--Weatherization works directly with customer to gather proper documents

If gas is not available in their area, the customer continues to heat with prior source

Weatherization bids job out to several local HVAC companies and selects lowest bid

Job Installed; rebate app submitted

National Grid reimburses Weatherization agency up to $7,500.00
CIAC Relief Program Process

Weatherization contacts National Grid to review gas availability

National Grid reviews address for gas availability; calculates distance from gas and home count

Home count and distance meets required level to move forward. i.e. 4 homes and 2 low income customers

National Grid contacts other homes to determine interest

Yes, customer document collected and job Installed

Home count and distance does meet required level to move forward. i.e. only 3 homes in 500 and only 1 Low Income

Not enough interest, customer stays with current heating source

National Grid contacts other homes to determine interest
Thank you

NMPC:
Kevin Grandjean
518-433-3002
kevin.grandjean@nationalgrid.com

Tracey Wuest
315-452-7673
tracey.wuest@nationalgrid.com