Consumer Advocacy Components

- Consumer Advocates
- Low Income Programs
- Proactive Outreach & Education
- Community Partnerships
- Storm Restoration Efforts
<table>
<thead>
<tr>
<th>Event</th>
<th>Location</th>
<th>Date</th>
<th>Special notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rensselaer County Department of Social Services</td>
<td>Troy</td>
<td>Weekly</td>
<td>Thursday 8:30 am – 4:30 pm</td>
</tr>
<tr>
<td>Albany County Department of Social Services</td>
<td>Albany</td>
<td>Weekly</td>
<td>Tuesday and Friday 1:00 pm to 4:30 pm</td>
</tr>
<tr>
<td>Bethesda House</td>
<td>Schenectady</td>
<td>Weekly</td>
<td>Tuesday 9:00 am – 4:00 pm</td>
</tr>
<tr>
<td>Schenectady Community Action Program (SCAP)</td>
<td>Schenectady</td>
<td>Weekly</td>
<td>Wednesday 9:00 am – 4:00 pm</td>
</tr>
<tr>
<td>Domestic Violence Task Force</td>
<td>Schenectady</td>
<td>Monthly</td>
<td>Wednesday 10:00 am – 11:30 am</td>
</tr>
<tr>
<td>EDDY Senior Care</td>
<td>Schenectady</td>
<td>Monthly</td>
<td>Wednesday 1:00 am – 2:00 pm</td>
</tr>
<tr>
<td>Schenectady County Department of Social Services</td>
<td>Schenectady</td>
<td>Weekly</td>
<td>Thursday 9:00 am – 4:00 pm</td>
</tr>
<tr>
<td>Washington County Department of Social Services</td>
<td>Fort Edward</td>
<td>Weekly</td>
<td>Tuesday 9:00 am – 12:30 pm</td>
</tr>
</tbody>
</table>
Customer Assistance EXPO

- Newest Initiative – Life Can be Hard but finding assistance shouldn’t be
- Purpose to provide our low income customers a way to connect with the resources they need, all under one roof in one day
Expos offer opportunities:

- To work one-on-one with customers and agencies in their neighborhoods
- To work as a community team – maximizing resources
- More importantly they provide hope to customers who feel like there is no place to turn
Customer Assistance EXPO

Customers are beyond grateful:

- “I signed up for HEAP & Food Stamps – this made it so easy”
- "I didn’t know National Grid had such nice people to talk to"
- "You guys are truly angels for wanting to help people"
- "Thank you so much for all the help"
- "You really do have people who care“
- “I had lost hope, but thanks to being here, my hope is renewed, and I now have a fighting chance of getting out of our mess”
Customer Assistance EXPO

- Our low income partners see a great benefit of the events:
  - County caseworker, “NG did more concrete assistance in a few hours than most agencies can do in a month”
  - Buffalo: “The EXPO gave the community an opportunity to talk to NG about their issues and to learn what assistance and programs are available. Excellent outreach”
  - County caseworker: “Like you we too have been labeled unfavorably at times, its nice to know we have the public the human side of our business”
Upcoming Customer Assistance EXPOs:

- May 7  Syracuse
- June 3  Oswego
- June 11 Buffalo
- June 24 Utica
- August 14 Albany
- September 23 Troy
QUESTIONS?