National Grid
Low Income Programs

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Variety of low income programs using various components

- Arrearage Management
- Energy Efficiency
- Reduced Residential Rates
- Discount/Credit
- Arrears Forgiveness
- Reconnect Fee Waivers
- Fuel Funds

National Grid Consumer Advocacy Group
UNY AffordAbility Program

AffordAbility Program

• Customer is placed on a 24-month payment agreement equivalent to the monthly budget amount less:
  • 5% electric only customers
  • 7.5% electric & gas customers
  • 7.5% gas only customer
• Customers receive a $30 forgiveness credit applied to their account every month that the bill is paid in full and on time.
• Customers participating are referred to NYSERDA's EmPower New York Program.
Low Income Credit Program

- Customers who have received a HEAP payment posted to their National Grid account in the past 14 months are automatically enrolled in the program.
- The monthly credit for electric customers enrolled in the program is $5 for electric non-heating customers and $15 for electric heating customers.
- The monthly credit for customers enrolled in the gas program is $10.50.

Reconnect Fee Waiver

- A one time waiver of the $46 reconnection fee for HEAP recipients who had their service disconnected for non-payment.
Residential Reduced Rates

Eligibility: Customer who are enrolled in one of the following programs:

- Temporary Assistance for Needy Families (Family Assistance)
- Safety Net Assistance
- Supplemental Security Income (SSI)
- Medicaid
- SNAP, Food Stamps
- HEAP
- Veteran's Disability Pension
- Veteran's Surviving Spouse Pension
- Child Health Plus
New York City & Long Island

- Residential Reduced Rates Program offers discount rates to eligible low income customers.

- **Long Island**
  - $7.48 discount in the minimum charge for residential non-heating customers
  - $16.36 discount in the minimum charge for residential heating customers

- **New York**
  - $3.00 discount in the minimum charge for residential non-heating customers
  - $10.50 discount in the minimum charge for residential heating customers
On Track – NYC and Long Island

- An Arrearage Management Program designed to help customers understand how to manage their finances

- Program elements include:
  - Deferred Payment Agreement
  - Money management education
  - Account management
  - Arrears Forgiveness for successful completion of program
1- or 2-family gas heating customer

Arrears of $400 or greater on their account

Gross income at or below 250% of the Federal Poverty Level

Currently be responsible for paying the gas bill.

Not have been enrolled in “On Track” in the last 18 months.
Fuel Funds Administered by HeartShare

**Care and Share Energy Fund**
- Provides financial assistance for households facing energy-related emergencies HEAP eligible households
  - Company contributes $250M
  - Special contribution $1M in May

**Neighborhood Heating Fund**
- 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
- National Grid contributes $150K annually