National Grid
Low Income Programs

April 30, 2015 LIFE Conference
Rosanne Small-Morgan, Senior Consumer Advocate
National Grid Low Income Programs

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
Residential Reduced Rates

Eligibility: Customers 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
Residential Reduced Rates

The 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
On Track

- 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
On Track

Eligibility:

- Lives in a one or two-family residence and is a gas heating customer
- Currently responsible for paying the gas bill
- Arrears of $400 or greater on their account
- Gross income at or below 250% of the Federal Poverty Level
- Not have been enrolled in “On Track” in the last 18 months.
Consumer Advocacy

National Grid has 14 Consumer Advocates that cover 48 counties and boroughs – there are 2 Consumer Advocates on Long Island and 2 Consumer Advocates in New York City.

Work one-on-one with customers and agency staff – at agency locations.

Some of the assistance provided to customers experiencing financial difficulties are:

- specialize payment arrangements
- deferred payment agreements
- bill extender program
- third party notification
- hospitalized customer assistance plan
- budget plan
- online bill-pay
Consumer Advocacy

National Grid Advocates work with community agencies and their clients. Equipped with a laptop, our Advocates are ready to review customer accounts, provide individualized bill payment assistance, energy education, and information on low-income programs and other services.
Questions?