May 6, 2015  LIFE Conference
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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.
Upstate Low Income Programs

Low Income Discount 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.
Care & Share Energy Fund

- Provides financial assistance for eligible households facing energy-related emergencies
  - Company contributes $250K
  - Special contribution $1M in May 2014

Eligibility Requirements

- National Grid customer – fuel blind
- Meet the income guidelines of the HEAP Program
- The household must exhaust all HEAP assistance for which they are eligible
Consumer Advocacy

National Grid has 14 Consumer Advocates that cover 48 counties and boroughs – there are 10 Consumer Advocates in Upstate NY

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
- on line bill-pay
Questions?