

Counties we serve

Albany	Fulton	Oneida
Allegany	Genesee	Onondaga
Buffalo	Glen Falls	Ontario
Cattaraugus	Hamilton	Orleans
Cayuga	Herkimer	Oswego
Chautauqua	Jefferson	Otsego
Chenango	Lackawanna	Rensselaer
Clinton	Lewis	St. Lawrence
Columbia	Livingston	Saratoga
Cortland	Madison	Schenectady
Erie	Monroe	Schoharie
Essex	Montgomery	Warren
Franklin	Niagara	Washington
Fredonia	Niagara Falls	Wyoming

Learn more about Energy Efficiency

www.nationalgrid.com/floe
www.thinksmarthinkgreen.com

Resource Contacts

National Grid Customer Service
1-800-642-4272

Credit and Collections
1-800-443-1837

Power Outage/Downed lines
1-800-867-5222

Life Support Outage Hotline
1-800-460-0316

Consumer Appeals Team
1-877-444-6337

Energy Efficiency Program
1-800-716-8099

Contact us at

www.nationalgridus.com
CustomerService@us.ngrid.com
1-800-642-4272

Please ask to speak with a Consumer Advocate for your county.

CM4495 Upstate NY 8/09


This is an important notice.
Please have it translated.

Este é um aviso importante. Quicra mandá-lo traduzir.
Este es un aviso importante. Sirvase mandarlo traducir.
Avis important. Veuillez traduire immediatement.

Questa è un'informazione importante, Si prega di tradurla.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

 Printed on recycled paper



National Grid's Consumer Advocates

Upstate New York

nationalgrid

The power of action.™



Get the help you need

National Grid's Consumer Advocates are here to assist low-income and special-needs customers by meeting their energy needs through early intervention, crisis bill paying management, outreach and education. We work closely with the community agencies that serve our customers to ensure availability of programs and services.



Programs Offered

If you are having difficulty paying your utility bill, National Grid's Consumer Advocates may be able to assist you with information on the following programs and services:

- ▶ **Consumer Appeals Team** — National Grid's appeals team is available should you need to discuss additional payment options
- ▶ **HEAP Program** — Home Energy Assistance Program fund information
- ▶ **Care & Share Fuel Fund** — Additional assistance with paying your bill through our Care & Share Program
- ▶ **Energy Efficiency Incentives** — Rebate programs and weatherization.



Consumer Advocates help customers

Consumer Advocates also provide information and assistance with:

- ▶ Extended payment arrangements
- ▶ Bill paying programs
- ▶ Accessibility of billing for special needs populations

\$ Additional assistance

Speak with a Consumer Advocate in your area for the following additional assistance:

- ▶ We will help connect you with agencies that provide services to our communities including bill payment assistance.
- ▶ Services to homebound customers.
- ▶ Presentations to consumer groups and agencies on financial assistance programs, energy-saving tips and payment options.

National Grid partners with the following agencies to bring you solutions for energy efficiency:

- ▶ New York State Energy Research and Development Authority (NYSERDA)
- ▶ Residential Energy Assistance Programs (REAP)
- ▶ EmPower New YorkSM
- ▶ Assisted Home Performance with ENERGY STAR[®]
- ▶ Energy Services Company (ESCO)

"I would like to thank National Grid for allowing Miguel Santos to speak at our agency. His presentation was extremely informative and well received by all in attendance."

- Program Coordinator
U.S. Customs and Border Protection

"I wanted to take this opportunity to share with you how grateful we are to have Mary Beth Basha as our senior advocate. The dedication and concern that she has given our seniors is immeasurable."

- Ida Benderson
Senior Center, Director



"Thanks to National Grid's good heart, they kept me warm all winter."

-Dorothy White

"I cannot thank you enough for your concern and taking the time to help when I call."

-Customer - thank you card