

For National Grid's residential customers in New York

HEAP and Energy Assistance

Funds May Be Available For You

How To Get Help Paying Your Energy Costs

What Is HEAP?

The federally funded Home Energy Assistance Program, often called HEAP, helps income-eligible families pay their energy bills. If you are eligible, HEAP can help you pay for:

- ▶ Electricity
- ▶ Natural gas
- ▶ Heating oil
- ▶ Coal
- ▶ Propane
- ▶ Wood
- ▶ Kerosene

How much HEAP pays depends on:

- ▶ Your household income
- ▶ How many people live in your household and how old they are
- ▶ The kind of heating system you have
- ▶ How much your heating fuel costs compared to your income

Even if heat and utilities are included in your rent, HEAP may be able to help you.

Who Can Get HEAP

HEAP eligibility is based on income and your housing situation. If you are a United States citizen or a qualified alien, you may be eligible for HEAP if:

- ▶ Your income is at or below the current income guidelines for your household's size, OR you receive Food Stamps
- ▶ You receive Temporary Assistance (Safety Net or Family Assistance)
- ▶ You receive Supplemental Security Income (SSI)
- ▶ You live in subsidized housing and pay directly for heating costs

If you receive some form of assistance and have questions about HEAP or your eligibility, contact your local Department of Social Services or call the HEAP Hotline:

Upstate **1-800-342-3009**
NYC & Rockaways **1-800-692-0557**
Nassau County **516-565-4327**
Suffolk County **631-853-8825**

Your local Department of Social Services decides who is eligible for HEAP benefits.

How to Apply for HEAP

If you received HEAP benefits last year, you may be mailed an application. If you do not receive one, call your local Department of Social Services.

If you have moved since receiving your last HEAP benefits, call your local Department of Social Services and/or your local Office for the Aging and give them your new mailing address.

If you are applying for HEAP benefits for the first time and are 59 and under, contact your local Department of Social Services to set up an interview.

If you are 60 and over and are applying for HEAP for the first time, contact your local Office for the Aging or call the New York State Office for the Aging hotline at **1-800-342-9871**.

If you are disabled, or your work schedule makes it impossible for you to apply in person, you may send a friend or relative to apply for you. This person will need to bring all of the documents related to your application. This includes a note saying you sent the person to apply for you.

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This is an important notice. Please have it translated.

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Это очень важное сообщение. Пожалуйста, попросите чтобы

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What To Bring When You Apply

Before you apply for HEAP, check with your local Department of Social Services to confirm what you'll need to bring. Items you may be asked for include:

- ▶ A copy of your current rent, lease or mortgage receipt.
- ▶ A current utility bill, or your landlord's statement that heat and utilities are included in your rent.
- ▶ Proof of total monthly income for all members of your household for the month in which you apply. Please bring all that you have of the following:
 - ▶ Pay stubs for the four (4) previous weeks
 - ▶ Unemployment Insurance Benefits book
 - ▶ Bankbook or statements
 - ▶ Copies of Social Security and pension checks
 - ▶ Direct deposit statements
 - ▶ Business records, if you are self-employed
- ▶ For each person in the household, one of the following: birth or marriage certificates, school or baptismal records, Social Security cards or driver's licenses.

Emergency HEAP Benefits

If you are eligible for HEAP and have an energy-related emergency, you may apply for emergency benefits at your local Department of Social Services. Emergency benefits are in addition to regular HEAP benefits.

Energy-related emergencies include:

- ▶ A shut-off of gas and/or electricity service
- ▶ A 72-hour notice of termination, or a Final Termination Notice
- ▶ You are out or have less than seven days' supply of heating fuel, propane, wood or coal
- ▶ You own your heating system and it is not working

AND

- ▶ Your income is below current income

guidelines or you receive Family Assistance, Safety Net Assistance, Food Stamps or Supplemental Security Income



- ▶ The heating and/or electricity bill is in your name
- ▶ You are the tenant of record
- ▶ You do not have the resources to meet the emergency

If you receive HEAP, you may also qualify for weatherization services and furnace replacement. Call your local Community Action Agency.

More Information Is Available

For more information about HEAP and the services provided, contact:

- ▶ Your local Department of Social Services HEAP office
- ▶ NYS HEAP Hotline: **1-800-342-3009**
- ▶ NYC HEAP Hotline: **1-800-692-0557**
- ▶ Office for Aging Hotline: **1-800-342-9871**

Other Energy Assistance Programs

- ▶ Emergency Public Assistance
- ▶ Emergency Aid to Families
- ▶ Emergency Home Relief
- ▶ Emergency Aid to Adults (SSI)

Public Assistance

Contact your local Department of Social Services for more information about other public assistance programs.

Care & Share Energy Fund (Upstate)

Call **1-800-642-4272** to see if funds are available.

Neighborhood Heating Fund (NYC)

Call **718-522-6514** to see if funds are available.

Project Warmth (LI)

Call **631-940-3757** to see if funds are available.

Having Trouble Paying Your Bill?

If you are having financial problems, call National Grid at **1-800-443-1837** for information about our payment options.

National Grid Consumer Advocates

If you are having financial difficulties, or are unable to apply for energy assistance programs on your own, call **1-800-642-4272** (Upstate NY), or **1-800-266-1923** (LI), for the name and telephone number of the Consumer Advocate nearest you.

National Grid is an international energy delivery company. In the U.S., National Grid delivers electricity to approximately 3.3 million customers in Massachusetts, New Hampshire, New York and Rhode Island and manages the electricity network on Long Island under an agreement with the Long Island Power Authority (LIPA). It is the largest distributor of natural gas in the northeastern U.S., serving approximately 3.4 million customers in Massachusetts, New Hampshire, New York and Rhode Island. National Grid also owns over 4,000 megawatts of contracted electricity generation that provides power to over one million LIPA customers.

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