

# Whenever You Need It, We Can Help

We recognize that coming together to support one another is so important right now. We're committed to making a positive difference for you and the communities we serve, throughout this crisis and every day.

## We are here to help find a solution right for you.

- If you are struggling to pay your bill, we offer [flexible plans](#) and arrangements for past due balances, along with a range of [payment options](#).
- To speak with one of our experienced consumer advocates, you can send an email to [ConsumerAdvocacyLI@nationalgrid.com](mailto:ConsumerAdvocacyLI@nationalgrid.com), or call **1-800-930-5003**.
- You may qualify for emergency home energy assistance grants or the Energy Affordability Program (EAP). Visit [ngrid.com/discount](http://ngrid.com/discount).
- For business customers, helpful information, including details on the CARES Act, is also available at [ngrid.com/businesshelp](http://ngrid.com/businesshelp).
- We are also adapting support for manufacturers developing new products or processes to produce critical items for the pandemic response. To learn more, click [here](#).

## Ways to Use Less and Save More

If you're using more energy at home now, we can help find ways to save at [ngrid.com/save](http://ngrid.com/save).

Energy savings tips for businesses are also available on the Business version of our web site.

## Option to Help Others in Need

If you would like to help someone in your life by paying all or a portion of their National Grid bill, please contact us. We'll need the following information:

- their name
- service address
- amount you wish to pay
- their phone number (helps ensure payment is applied accurately)

You can choose to notify the recipient of your gift or stay anonymous if you prefer. The payment amount will be reflected in their next bill.

## Doing Our Part

As part of our COVID-19 response, with more than \$500,000 in donations, we continue to expand our community support, helping over 40 organizations across New York, Massachusetts and Rhode Island.

A few local examples:

[United Way of Long Island](#)

[Island Harvest](#)

Read how National Grid teams pulled together to help the US Army Corp of Engineers rapidly transform the SUNY Westbury campus into a 1,000-bed field hospital for COVID-19 patients [here](#).

In your area, you can connect to essential service agencies and resources by calling **211**.

For more local resources and updates, please see New York State's [COVID-19 response website](#).

Our thoughts are with impacted families and individuals, as we wish you and yours continued health and safety. We're in this together.

Thank you.

## This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.

Este es un aviso importante. Sirvase mandarlo traducir.

Avis important. Veuillez traduire immédiatement.

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

Это очень важное сообщение.

Пожалуйста, попросите чтобы вам его перевели.

Đây là một thông báo quan trọng.

Xin vui lòng dịch thông báo này.

## How We're Helping

To support everyone affected during this crisis, we have temporarily:

- Suspended service shut-offs for nonpayment
- Eliminated new late payment fees
- Taken actions to protect you and our employees in the way we work.

[Learn more](#)

## Protect Yourself from Scammers



Unfortunately, scams related to the COVID-19 outbreak are on the rise. *Remember: National Grid never demands payment through the use of a prepaid debit card and never accepts payments through these cards.* Learn more [here](#).

