

You may opt out if you wish!



National Grid has been directed to provide the Massachusetts Department of Public Utilities with a list of our residential customers in Massachusetts. We are requested to provide this information every three months to the Massachusetts Executive Office Health and Human Services (EOHHS).

The list is compared to a listing from EOHHS of residents who receive assistance from the Department of Transitional Assistance (DTA) and will determine whether you qualify for our discount rate. If you qualify, but do not already receive this rate, you will be automatically enrolled without taking any action. If approved, the rate on your bill will appear as R2.*

If you do not want to be included on this list, please contact us to be removed. You are still eligible for the discount rate even if you ask to be removed from the list.

To be removed from the EOHHS List:

Telephone: 1-877-504-9018

Email: customerservice@nationalgrid.com

Internet: www.nationalgridus.com

Mail: National Grid, EOHHS Opt Out
P.O. Box 960, Northborough, MA 01532

Due to the timing of this notice and when the list is sent to EOHHS, it is possible that you will be included. Once you have notified us that you do not want your information sent to EOHHS, we will remove your information from subsequent lists.

**If you are currently a customer on the R2 rate, you are not able to opt out at this time. Should this change, you will be notified. Thank you.*

CM4393 (9/17)



Want to save money? Could you use a discount?

If you meet certain criteria, you may be eligible for a discount on your electric rate and/or arrears forgiveness — here's how.

If you are a residential customer and meet the requirements listed, you may be eligible for a discount on your monthly electric bill and arrears forgiveness.

This will not only save money, but will not affect the benefits you currently receive.

Discount Rate

Eligibility Criteria:

- You are a residential customer (primary dwelling only),
- Your electric bill is in your name,
- Your household income does not exceed 60% of the state median income level based on a household's gross income. A household that is income eligible under LIHEAP shall be eligible for the low-income electric discount, or You are currently receiving benefits under a means-tested program.

Qualifying means-tested programs are:

- EAEDC
- Food Stamps
- Head Start
- Mass Health
- National School Lunch Program
- Public Housing
- School Breakfast Program
- Supplemental Security Income
- TAFDC
- Veterans Chapter 115 Benefits
- Veterans DIC Surviving Parent or Spouse
- Veterans Non-Service Disability Pension

- Fuel Assistance
- Women, Infants and Children

How to apply:

Additional benefits may qualify you for the discount rate. For more information, please print the application at <https://www.1.nationalgridus.com/PaymentAssistance>, send an email to customerservice@nationalgrid.com or call our toll-free number at **1-800-322-3223**.

For complete details for all these programs, as well as additional payment options, please go to www.nationalgridus.com or call our customer service number at **1-800-322-3223**.

Arrearage Management Program (AMP)

AMP provides arrears forgiveness to income-qualified residential customers. Participants must accept and stay current with monthly Budget Billing payments to receive monthly arrears forgiveness.

Weatherization Assistance Program (WAP)

WAP helps low income households reduce heating bills by providing whole-house energy efficiency (also called weatherization) services to households that qualify for LIHEAP. Priority of service is given to those households with elderly, disabled, children (6 and under), LIHEAP high-energy users, and Native Americans. Homeowners and tenants with their landlord's permission are eligible.

Fuel Assistance Income Guidelines

2017-2018

New Applications will be taken beginning November 1, 2016. Local Community Action Agencies administer the program and will accept Fuel Assistance applications. To find the agency serving your community call **1-800-632-8175**.

To qualify, your income must be no greater than the limit listed below for your family size:

Number of Households Members	Fuel Assistance Annual Income Limits
1	\$34,380
2	\$44,958
3	\$55,537
4	\$66,115
5	\$76,693
6	\$87,272
7	\$89,255
8	\$91,239
9	\$93,222
10	\$95,206