



nationalgrid

New York City gas customers

# Do you need help paying your energy bills?

Income-eligible households who need help paying energy bills may be able to get financial assistance from one or more of the following:

- ▶ Home Energy Assistance Program (HEAP)
- ▶ City of New York Human Resources Administration
- ▶ Neighborhood Heating Fund

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**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.

這是一個重要的通知。請翻譯一下。

התמךרת י צר ת . מ מ ר א ט ח ! א ד ה

এটি একটি গুরুত্বপূর্ণ বজিঞপ্তা। অনুগ্রহ করে এটি অনুবাদ করে ননি।

Sa a se yon avi enpòtan. Tanpri, fè li tradwi.

טצעזרעביא עטיב . גאזאנא עקיטכיוו א זיא סאד

# Home Energy Assistance Program (HEAP)

HEAP is a federally funded financial assistance program.

HEAP is designed to help income-eligible households pay energy bills. It is not a loan and you do not have to pay back any money given to you.

Remember, there are two types of HEAP grants available, regular grants and emergency grants. Depending on your financial situation you may qualify for one or both grants.

## Income Qualifications to Receive HEAP

If your monthly income is no greater than the amounts listed below, you may qualify for a grant to help pay your heating bill.

### HEAP Guidelines 2025-2026

Household Size	Income Level*	Household Size	Income Level*
1	\$3,473	8	\$9,218
2	\$4,542	9	\$9,419
3	\$5,611	10	\$9,619
4	\$6,680	11	\$9,820
5	\$7,749	12	\$10,020
6	\$8,818	13	\$10,221
7	\$9,018	+13	Add \$687 per person

We strongly recommend that you apply for a regular HEAP Grant early as funds are limited.

## **To qualify for a Regular HEAP grant you must:**

- ▶ Pay directly for heat or pay rent (apartment or house) which includes heating costs, and
- ▶ Have household income that falls within HEAP's guidelines (above), or
- ▶ Receive assistance from at least one of the following programs: Supplemental Nutrition Assistance Program (SNAP – formerly known as Food Stamps), Temporary Assistance (Safety Net or Family Assistance), Supplemental Security Income (SSI)
- ▶ Pay heating costs directly if you live in government subsidized housing

## **Emergency HEAP Grants**

Households having a heating emergency may also be eligible for an emergency HEAP grant in addition to the regular grant.

## **Qualifying for Emergency HEAP Grants:**

- ▶ The applicant must be the customer of record
- ▶ Income-eligible households having a heating emergency
- ▶ All eligibility requirements for Regular HEAP must be met
- ▶ You are out of fuel, or you have less than one quarter tank of fuel oil, kerosene or propane or have less than a ten (10) day supply of wood, wood pellets, corn, or other deliverable heat source.
- ▶ You must present a disconnection notice

## **HEAP Office Locations**

To drop off an application or get in-person assistance.

### **Coney Island Job Center**

1912 Mermaid Avenue, 1st Floor, Brooklyn 11224

### **Crotona Job Center**

1910 Monterey Avenue, 3rd Floor, Bronx 10457

### **Lower Manhattan**

109 East 16th Street, 8th Floor, New York 10003

### **Queens Job Center**

32-20 Northern Blvd, 2nd Floor, Long Island City 11101

### **Richmond Job Center**

201 Bay Street, 1st Floor, Staten Island 10301

## **HEAP Information Line**

We strongly urge you to take advantage of the Home Energy Assistance Program grants which may be available to you. For more information, call:

**1-718-557-1399** to request an application by phone or for operator assistance.

## **Please bring the following information with you when you apply for HEAP:**

- ▶ Your current National Grid (or other fuel) bill
- ▶ “Final Disconnection Notice” or other shut-off notice
- ▶ Recent pay stub or other proof of your household’s total gross monthly income
- ▶ Proof of residence (tax bill, lease, deed or rent receipt showing your address)
- ▶ Documents identifying each household member (birth certificates, social security cards, school records or drivers’ licenses)
- ▶ Proof of qualified alien status if you are not a US citizen

## Senior Citizens Information

If you are 60 years of age or over, disabled, live alone or receive SSI you can apply for HEAP at your local senior citizen's center. Applications can also be mailed to you by calling **1-718-557-1399**.

## Emergency Grants

Households experiencing temporary financial difficulties may be eligible for an emergency grant from the City of New York Human Resources Administration (HRA) at any time during the year. You may not have to apply for ongoing Public Assistance or any other form of Government Assistance in order to qualify. Depending on your financial circumstances, these types of grants may or may not have to be paid back.

Call HRA at **1-718-557-1399** for more information. Customers facing after hours emergencies should call **311** or **911**.

## Neighborhood Heating Fund

Neighborhood Heating Fund (NHF) is a program designed to assist low-income households in National Grid's service area to pay their heating bills. This program is sponsored by National Grid and administered by HeartShare Human Services of New York in National Grid's service-territory of Brooklyn, Queens and Staten Island. Funds are limited and only available during the winter months. For more information, please call **1-718-422-4207**.

### Eligibility Requirements are:

- ▶ Must be a National Grid heating customer
- ▶ Must be the customer of record
- ▶ Must exhaust all HEAP grants you are eligible to receive

## **Energy Affordability Program (EAP)**

If you are qualified for and receive HEAP benefits you will be eligible for our Energy Affordability Program. The Energy Affordability Program enrollment is automatic with the receipt of and/or continued enrollment in HEAP or other qualifying programs. If you are new to HEAP, you will see your monthly EAP bill credit automatically applied to your bill after the grant has been posted to your National Grid Account.

### **For further information:**

Energy Affordability Program

**718-403-2216** or email at

**EAPNY@nationalgrid.com** or visit

**ngrid.com/eapnyc** for all programs