national**grid**

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

Home Energy Assistance Program (HEAP)

HEAP is a federally funded financial assistance program. Regular HEAP opens November 13, 2017 and Emergency HEAP opens January 2, 2018.

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 2017-2018

Household Size	Income Level*	Household Size	Income Level*
1	$2,318	7	$6,017
2	$3,031	8	$6,150
3	$3,744	9	$6,284
4	$4,457	10	$6,418
5	$5,170	11	$6,733
6	$5,883	11+	Add $523 per person
			*or less per month

....

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 know 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

We strongly recommend that you apply for a regular HEAP Grant early as funds are limited, HEAP opens November 13, 2017.

HEAP Office Locations

Brooklyn   3050 West 21st Street, 3rd Floor
                     Brooklyn, NY 11224

Queens   33-28 Northern Boulevard
                     Long Island City (Mezz. Level)

Staten Island   Staten Island Borough Hall
                     10 Richmond Terrace (Rm. 422A)
                     St. George

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: **1-800-692-0557** for a list of locations where you can apply.

Please bring the following information with you when you pply 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 house hold'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

We recommend that you apply for a regular HEAP Grant early during the HEAP program year to ensure participation in the program.

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 **311**.

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 **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 **718-422-4207**.

Eligibility Requirements are:

▸ Must be a National Grid heating customer

▸ Must be the customer of record

▸ Must exhaust all HEAP you are eligible to receive

Residential Reduced Rate

If you are qualified for and receive HEAP benefits you will be eligible for our Income Eligible Residential Reduced Rate which will be replaced by our new Energy Affordability Program on January 1st. Both the Residential Reduced Rate and the Energy Affordability Program are automatic with the receipt of and continued enrollment in HEAP or another qualifying program. If you are new to HEAP, you will see your monthly bill credit automatically applied to your bill after the grant has been posted to your National Grid Account.

For further information:

Residential Reduced Rate
718-643-4050

Energy Affordability Program
718-403-2216 or email at
EAPNY@nationalgrid.com

This is an important notice.
Please have it translated.

Este é um aviso importante. Queira mandá-lo traduzir.
Este es un aviso importante. Sírvase 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.