

Consumer Advocacy

National Grid's Consumer Advocates can provide guidance and assistance in applying for various social services programs for customers experiencing financial problems. Call **1-800-930-5003**.

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 **EAPLI@nationalgrid.com** or **ngrid.com/discounts** for all programs

Emergency Assistance from the Department of Social Services

Households experiencing temporary financial difficulties may be eligible for emergency assistance. It is not necessary to apply for ongoing assistance from Social Services in order to qualify for this type of grant.

Personas Que Hablan Español

Si habla español, por favor llame al **1-800-930-5003** en Nassau o Suffolk o Rockaways.

Project Warmth

Project Warmth is United Way of Long Island's emergency assistance program to help financially struggling families and individuals with energy emergencies during the winter season. The project provides one-time assistance for fuel and/or fuel-related electricity emergencies.

A customer may use a Project Warmth heating grant to pay for any fuel source: oil, gas or electric, propane, kerosene, coal, wood and a fuel related electric bill if electricity is needed to operate the heating source. The program is scheduled to open December 1, 2020 and is available until funds are exhausted.

Eligibility requirements include:

- ▶ A heating and/or fuel-related electric bill in applicant's name and address that is in termination, pending disconnect or severely overdue or be financially unable to secure heating oil/propane/kerosene etc. when the tank is empty/near empty.
- ▶ Live in Nassau County, Suffolk County or the Rockaway area in Queens
- ▶ Demonstrate financial hardship and provide an acceptable explanation for arrears.
- ▶ If household is HEAP eligible, clients must apply to Emergency HEAP, if open, before Project Warmth.

For a referral to a Project Warmth application site: Call **2-1-1** (or **1-888-774-7633**) for United Way of Long Island's Information and Referral call center or visit **www.211longisland.org**.

Senior Citizens

If you are 60 years of age or older, disabled, or receive SSI, you can apply for HEAP at your local senior citizen's office. Applications have been mailed out to those households where the head of the household received a benefit in 2019-20 and the household contains an individual age 60 or older or disabled.

The Rockaways | Rockaway Peninsula **800-692-0557**
Nassau County | FCA for the Aging **516-227-7386**
Suffolk County Department for the Aging **631-853-8326**



nationalgrid

Do you need help paying your energy bills?

Long Island gas customers

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 immédiatement.

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.

Sometimes circumstances make it difficult to pay your National Grid bill. We understand, and have collected this information as a guide to make it easier for you to get assistance. If you need help making payments, you may be eligible for benefits from one or more of these programs.

Home Energy Assistance Program (HEAP)

HEAP is a federally funded financial assistance program. Regular HEAP opens November 2, 2020 and Emergency HEAP opens January 4, 2021.

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 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 2020-2021

Household Size	Income Level*	Household Size	Income Level*
1	\$2,610	7	\$6,775
2	\$3,413	8	\$6,926
3	\$4,216	9	\$7,077
4	\$5,019	10	\$7,227
5	\$5,822	11	\$7,378
6	\$6,625	11+	Add \$560 per person *or less per month

Qualifying for Regular HEAP Grants

- ▶ 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

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 Disconnect Notice

We strongly recommend that you apply for a regular HEAP Grant early as funds are limited, HEAP opens November 2, 2020.

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

- ▶ Your current National Grid (or other fuel) bill
- ▶ “Final Disconnect Notice” or other shut-off notice (For Emergency HEAP)
- ▶ 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

HEAP Information Lines

The Rockaways.....**800-692-0557**
 Nassau County.....**516-565-4327**
 Suffolk County **631-853-8825** (main)
 or **631-853-8820**
 (for SNAP and Public Assistance recipients)

HEAP Office Locations

Rockaway Peninsula 325 Beach 37th Street
 Far Rockaway, NY 11691

Nassau 175 Fulton Avenue, 4th Floor
 Hempstead, NY 11550

Suffolk Southwest DSS, 2 South 2nd Street
 Deer Park, NY 11729

Riverhead DSS, 893 East Main Street
 Riverhead, NY 11901

Smithtown DSS, 200 Wireless Boulevard
 Hauppauge, NY 11788