

Manage your utility bills with our Energy Affordability Program

On Jan. 1, 2018, a new program called the Energy Affordability Program (EAP) was launched to help income-eligible customers manage their home energy bills. EAP replaced the Residential Reduced Rate Program. EAP is automatic for customers that maintain enrollment in the Home Energy Assistance Program (HEAP).

National Grid and the State Office of Temporary Disability Assistance, HEAP Bureau and New York City's Human Resources Administration, are using a file match to identify National Grid customers in our service territory whose HEAP grant has been applied to another utility or fuel vendor account. Customers identified by this file match will be enrolled in the new program.

Program Eligibility:

- Enrollment is automatic if a Home Energy Assistance Program (HEAP) payment has posted to the National Grid account within the last 14 months or shows documentation* of one of the following other qualifying programs:

Temporary Assistance for Needy Families
(Family Assistance)

Safety Net Assistance – Public Assistance

Supplemental Security Income (SSI)

Medicaid

SNAP (Food Stamps)

Veteran's Disability Pension

Veteran's Surviving Spouse Pension

Child Health Plus

*Documentation: Public Assistance ID Card, Medicaid Card, Food Stamp Card, award letter from SSI, award letter from HEAP, award letter from the Veteran's Administration or Child Health Plus Card.



- Customers whose HEAP grant went to another utility or fuel vendor can provide proof of receipt of HEAP and will be placed on the Energy Affordability Program (EAP).

Program Benefits:

- A monthly bill credit
- Automatic enrollment into our Budget Plan (if you have no past-due balance at the time of enrollment) unless you opt-out.

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Energy Efficiency:

Energy Efficiency is a critical component to help assist income eligible customers in managing their energy costs.

- **Gas Conversion:**
 - ◆ Up to a \$7,500 rebate for income eligible customers. For more information, contact: Christine Kiviat – **516-545-4694**
- **Home Energy Affordability Team (HEAT)**
 - ◆ National Grid’s new energy efficiency program provides free home energy assessments and other energy efficiency services for income eligible customers. Eligibility will be determined at the time the customer applies for benefits, and will be based upon eligibility for benefits under the Company’s current income eligible programs (i.e., Residential Reduced Rate) which will be replaced by the Energy Affordability Program (EAP) on Jan. 1, 2018. Call toll free **1-844-375-4328** or Email: NGRIDHEAT@Clearesult.com

Benefit Calculation with Chart:

EAP bill credits are based on the customer’s HEAP benefit. HEAP benefits are structured in a way that gives households with the lowest incomes and the highest energy costs the highest benefit. Income, energy costs, family size, and the presence of a vulnerable household member, are all taken into account.

- Regular HEAP benefits include a base benefit – **Tier 1**
 - ◆ If applicable, two add-ons are available to assist the neediest households.
- Households whose income falls within the lowest income levels will receive a \$26 add. (HEAP + 1) – **Tier 2**
- Households with a vulnerable member (under age 6, age 60 or older, or permanently disabled) will receive a \$25 add-on. (HEAP + 1) – **Tier 2**
- Households may receive both add-ons, if eligible, for a total increase of \$51 to the base benefit. (HEAP + 2) – **Tier 3**
- Households currently on the Direct Voucher (DV) also known as Restriction or Guarantee (GU). – **Tier 4**

New Benefit Amounts:	Non Heat	Heating
Tier 1 - Regular HEAP or EHEAP only or non-utility heat	\$9.00	\$37.00
Tier 2 - Regular HEAP +1 add-on	\$9.00	\$55.00
Tier 3 - Regular HEAP +2 add-ons	\$9.00	\$74.00
Tier 4 - DV/GU	\$9.00	\$57.00
Tier 5 - Non-Utility non-heating or misc. HEAP payment amount or qualifying program customers	\$9.00	\$37.00

- Households who are currently on the Energy Affordability Program that qualify based on participation in other qualifying programs – **Tier 5**
- Households identified on the HRA file match discussed above in more detail. – Heating – **Tier 1** and Non-Heating – **Tier 5**.
- For households that are determined to be in Tier 4 and come off of DV or GU, there will be look back on their account to determine when the last HEAP payment was received. If the customer has received HEAP in the current HEAP season they will be placed in the appropriate Tier. If the customer did not receive HEAP in the current HEAP season, they will be placed in Tier 5.

Updates to program:

- If a customer falls in more than one Tier, the customer will be placed in the Tier with the higher credit amount. A customer that receives both Regular HEAP and EHEAP in the same HEAP season, will be placed in the Tier with the higher credit amount.

To get enrolled in the program or for more information, contact:
800-298-7715 or
EAPLI@nationalgrid.com