

Manage your utility bills with our Energy Affordability Program

Launching Jan. 1, 2018, the Energy Affordability Program (EAP) assists income-eligible customers with managing home energy bills. EAP is replacing the Residential Reduced Rate Program. EAP is automatic with receipt of and continued 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 identifying National Grid customers in our service territory who have received a HEAP grant on another utility or fuel vendor account via a file match. Customers identified, provided there is a match in our system (account holder/address match), will be placed on the 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 within the last 14 months 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:
Sue Montano – **516-545-4192**
- **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 determined by need and on the customer's HEAP benefit. HEAP benefits are structured in a way to ensure that the households with the greatest need and the highest energy costs receive 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 (130% of the Federal Poverty level) 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**

Current Benefit		Amount
Residential Non-Heating		\$8.81
Residential Heating – Winter		\$45.00
Residential Heating – Summer		\$41.00
New Benefit Amounts:	Non Heat	Heating
Tier 1 - Regular HEAP	\$9.00	\$37.00
Tier 2 - Regular HEAP +1	\$9.00	\$55.00
Tier 3 - Regular HEAP +2	\$9.00	\$74.00
Tier 4 - DV/GU	\$9.00	\$57.00
Tier 5 - Non-Utility	\$9.00	\$37.00

- Households currently on the Direct Voucher (DV) known also as Restriction or Guarantee (GU). – **Tier 4**
- Households who are currently on the income eligible program that qualified based on participation in other qualifying programs
 - ♦ Heating customers - Tier 1
 - ♦ Non-Heating customers - Tier 5
- Households identified on the HRA or OTDA file match discussed above in more detail – **Tier 5**.
- Households that are determined to be in Tier 2 or Tier 3 that receive Emergency HEAP will be moved to Tier 1.
- Households that are determined to be in Tier 4 that come off of DV (Restriction) or Guarantee (GU) are subject to a 14 month look back. If they received HEAP in the last 14 months, they will be placed in the appropriate Tier. If they did not receive HEAP in the last 14 months, they will be placed in Tier 5.

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