

# 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 current Residential Reduced Rate Program. The program is automatic with receipt of and continued enrollment in the Home Energy Assistance Program (HEAP).

National Grid and New York City's Human Resources Administration is identifying 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 HEAP payment is received or 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 EAP.
- Customers that are on the current income eligible program and qualified by participating in other qualifying programs, not HEAP, will be grandfathered and will continue to receive the heating discount.

## Program Benefits:

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

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**Benefit Calculation with Chart:**

EAP bill credits are determined by need and by 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 will receive a \$26 add-on. (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**
- Customers that are currently on the Direct Voucher (DV) also known as Direct Vendor or Guarantee. (GU) – **Tier 4**
- Households identified on the HRA file match discussed above in more detail. – Heating – **Tier 1** and Non-Heating – **Tier 5**
- Households that were on the previous income eligible program at the time of conversion to the new program that were qualified by one of the other qualifying programs. – **Tier 6**
- 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 and come off of DV or 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.

Current Benefit		Amount
Residential Non-Heating		\$3.00
Residential Heating – Winter		\$25.00
Residential Heating – Summer		\$19.00
New Benefit Amounts:	Non Heat	Heating
Tier 1 - Regular HEAP	\$3.00	\$17.00
Tier 2 - Regular HEAP +1	\$3.00	\$33.00
Tier 3 - Regular HEAP +2	\$3.00	\$51.00
Tier 4 - DV/GU	\$3.00	\$35.00
Tier 5 - Non-Utility	\$3.00	\$17.00

**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 in Brooklyn, Queens, and Staten Island contact:  
 Patrick Clark – **718-270-0161**

**To get enrolled in the program  
 or for more information, contact:  
 718-403-2216 or  
 EAPNY@nationalgrid.com**