

# 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 Income Basic Service Charge Credit. 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 (OTDA), are using a file match to identify 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 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.

## 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-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**.
- Households currently on the Direct Voucher (DV) or Guarantee (GU) – **Tier 4**.
- Households identified on the OTDA file match discussed above in more detail – Heating – **Tier 1** and Non-Heating – **Tier 5**.

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New Energy Affordability Program	Tiers	Benefit Amounts	Benefit Amounts
Residential Heating		Gas	Electric
Tier 1 - Regular HEAP <b>or</b> EHEAP only <b>or</b> non-utility	Tier 1	\$3	\$11
Tier 2 - Regular HEAP +1 add-on	Tier 2	\$10	\$29
Tier 3 - Regular HEAP +2 add-ons	Tier 3	\$29	\$47
Tier 4 - DV/GU	Tier 4	\$12	\$31
Tier 5 - Misc. HEAP Payment Amounts	Tier 5	\$3	\$11
Non-Heating Discount		Gas	Electric
Tier 1 - Regular HEAP <b>or</b> EHEAP only	Tier 1	\$3	\$11
Tier 2 - Regular HEAP +1 add-on	Tier 2	\$3	\$29
Tier 3 - Regular HEAP +2 add-ons	Tier 3	\$3	\$47
Tier 4 - DV/GU	Tier 4	\$3	\$31
Tier 5 - Non-Utility <b>or</b> misc. HEAP payment amount	Tier 5	\$3	\$11

- 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 more information about the Energy Affordability Program, contact: 866-305-1915 or AffordAbility@nationalgrid.com**