

# Customer Resource Check List

**nationalgrid**

Long Island and the Rockaway Peninsula

## ❑ National Grid Consumer Advocates

You are invited to speak with a National Grid Customer Advocate to talk about the resources available to help manage your energy costs. To reach a Consumer Advocate, please visit <https://www.nationalgridus.com/Long-Island-NY-Home/Bill-Help/customer-advocate> or call **1-800-930-5003**.

## ❑ Temporary Assistance (open year-round)

May be available if you are experiencing a utility emergency (shut off notice), have exhausted all the HEAP you are eligible to receive or if HEAP has closed for the season or if you are a non-HEAP eligible customer with extenuating circumstances and have defaulted off a payment agreement with National Grid and have no payment agreement options left. The National Grid customer representative will take a Financial Statement with you and will refer you to your local Department of Social Service County.

## ❑ Helpful resources:

- National Grid Customer Service: **1-800-930-5003**
- Website for information: <https://otda.ny.gov/programs/temporary-assistance/>
- Website for local Counties: <https://otda.ny.gov/workingfamilies/>
- NYS Office of Temporary & Disability Assistance Hotline: **1-800-342-3009**

## ❑ Regular HEAP *(usually runs November – March, the program can be lengthened or shortened depending on fund availability)*. There is typically 1 Regular HEAP payment provided per program year.

- Criteria based on household income and number in household
- If you have not received Regular HEAP, determine if you qualify:
  - <https://otda.ny.gov/programs/heap/>
  - NYS Office of Temporary & Disability Assistance Hotline: **1-800-342-3009**

## ❑ To apply for Regular HEAP:

- You can apply for Regular HEAP on-line at <https://mybenefits.ny.gov/mybenefits/begin>
- **In person** to find your local HEAP District contact: <https://otda.ny.gov/programs/heap/contacts/>

## ❑ Emergency HEAP *(usually runs January – March, the program can be lengthened or shortened depending on fund availability)*. There can be more than 1 Emergency HEAP grant offered per program year.

- Criteria based on household income, number in the household and a recent valid utility disconnect notice/emergency
- If you have received a Regular HEAP grant and have a current valid utility disconnect notice — apply for Emergency HEAP by telephone or
- **In person** to find your local HEAP District contact: <https://otda.ny.gov/programs/heap/contacts/>

### HEAP Opens the Door to:

- National Grid's Energy Affordability Program** is automatic with the receipt of HEAP and affords customers a **monthly bill credit**.
  - You can qualify for EAP through other qualifying programs if you do not receive HEAP or if you heat with another utility or fuel vendor such as:
    - Home Energy Assistance Program (HEAP)
    - Lifeline Telephone Service Program (Lifeline)
    - Supplemental Nutrition Assistance Program (SNAP)
    - Medicaid
    - Veterans Disability or Survivors Pension
    - Supplemental Security Income (SSI)
    - Federal Public Housing Assistance
    - Child Health Plus
    - Tribal Programs
      - Bureau of Indian Affairs General Assistance (if living on tribal lands)
      - Head Start (if living on tribal lands)
      - Tribal TANF (if living on tribal lands)
      - Food Distribution Program on Indian Reservations (if living on tribal lands)
    - Utility Guarantee/Direct Vendor programs
    - Temporary Assistance for Needy Families (TANF)
    - Safety Net Assistance
  - EAP information and self-service application: <https://www.nationalgridus.com/Long-Island-NY-Home/Bill-Help/Energy-Affordability-Program?regionkey=nylongisland&customertype=home> or [ngrid.com/EAP](https://ngrid.com/EAP)
  - Contact the Long Island EAP team by telephone at **718-403-2216** or by email at [EAPLI@nationalgrid.com](mailto:EAPLI@nationalgrid.com)
- HEAP's Heating Equipment Clean & Tune** *(historically runs October of the current year through September of the following year)*
  - To apply contact the local DSS/HRA office: <https://otda.ny.gov/programs/heap/contacts/>
- HEAP's Heating Equipment Repair & Replacement** *(historically runs October of the current year through September of the following year)*
  - To apply contact the local DSS/HRA office: <https://otda.ny.gov/programs/heap/contacts/>
- HEAP's Cooling Benefit** *(historically runs May through August)*
  - To apply contact the local DSS/HRA office: <https://otda.ny.gov/programs/heap/contacts/>
- Energy Assistance for Veteran's** *(Don't forget EAP)*
  - <https://freegrantsforveterans.org/>
  - <https://veterans.ny.gov/>

### Offer to help customers find needed services in New York State:

- NYS Find Services:** <https://findservices.ny.gov/app/survey>

## Energy Efficiency:

**Weatherization Assistance Program (WAP)**

<https://otda.ny.gov/workingfamilies/wap.asp>

**National Grid's HEAT Program for Long Island**

<https://www.nationalgridus.com/Long-Island-NY-Home/Energy-Saving-Programs/Income-Eligible-Program>

**New York Energy Advisor**

• A website designed for income-eligible customers to find information on energy efficiency programs and services: <https://energyadvisor.ny.gov/>

Talk to your landlord about the **New York State Affordable Multifamily Energy Efficiency Program.**

To learn more visit: [ngrid.com/li-ameep](https://ngrid.com/li-ameep)

## Fuel Fund:

**United Way's Long Island's Project Warmth** (call 2-1-1 to find out about program availability)

<https://www.unitedwayli.org/project-warmth-emergency-fuel-fund> or call **2-1-1** or **1-888-774-7633**

## Programs for customers over HEAP eligibility:

**Hope & Warmth Energy Fund** — Customers may call **HeartShare Human Services** to apply at **718-422-4207**.

- Open to National Grid heating customers with an active National Grid account in their name.
- Have arrears of \$200 or more.
- The household must meet NYSERDA's EmPower+ Moderate Income Incentive income guidelines.  
<https://www.nyserda.ny.gov/All-Programs/EmPower-New-York-Program/Eligibility-Guidelines>

**Hearts Fighting Hunger** — Customers may call **HeartShare Human Services** to apply at **718-422-4207**.

- Open to National Grid heating customers with an active National Grid account in their name.
- Have arrears of \$200 or more and must have a vulnerable household that includes a disabled person, child under the age of 18 years of age or a senior (62+) and have had no HEAP payment in the program year.
- The household must meet NYSERDA's EmPower+ Moderate Income Incentive income guidelines.  
<https://www.nyserda.ny.gov/All-Programs/EmPower-New-York-Program/Eligibility-Guidelines>

**National Grid Marketplace**

Visit [ngrid.com/shop](https://ngrid.com/shop) to find top-quality energy saving and connected home products at affordable prices.