Customer Resource Check List

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Metro New York

■ 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/NY-Home/Bill-Help/customer-advocate or call 1-718-643-4050.

☐ 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: 1-718-643-4050
- Website for information: https://otda.ny.gov/programs/temporary-assistance/
- Website for local Counties: https://otda.ny.gov/workingfamilies/dss.asp
- 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/
 - HEAP information for New York City: NYC HEAP Infoline at 718-557-1399

☐ To apply for Regular HEAP:

- To have an application mailed in (NYC only): 718-557-1399
 In NYC applications can be mailed to:
 NYC Human Resources Administration HEAP, PO Box 1401, Church Street Station, New York, NY 10008
- 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 at **718-557-1399**.

Customer Resource Check List (continued)

HEAP Opens the Door to:

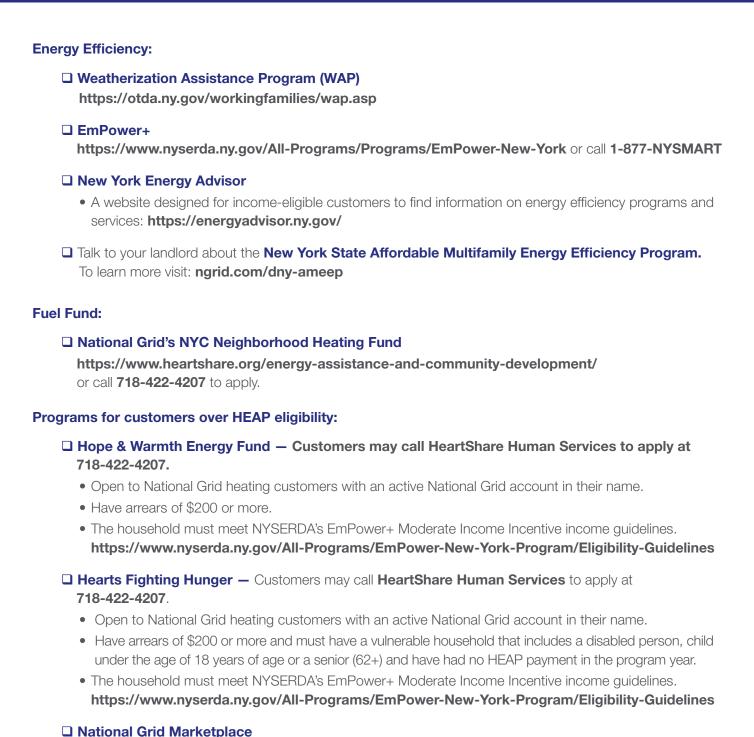
- □ National Grid's Energy Affordability Program is automatic with the receipt of HEAP and affords customers a monthly bill credit.
 - You can qualify for EAP through other qualifying programs if you do not receive HEAP or if you heat with another utility or fuel vendor such as:
 - Home Energy Assistance 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
 - o Bureau of Indian Affairs General Assistance (if living on tribal lands)
 - o Head Start (if living on tribal lands)
 - o Tribal TANF (if living on tribal lands)
 - o 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
 - NYC EAP information and self-service application: https://www.nationalgridus.com/NY-Home/Bill-Help/Energy-Affordability-Program or ngrid.com/EAP
 - Contact the NYC EAP team by telephone at 718-403-2216 or by email at EAPNY@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

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Customer Resource Check List (continued)



Visit **ngrid.com/shop** to find top-quality energy saving and connected home products at affordable prices.