

Customer Resource Check List

nationalgrid

Upstate 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/Upstate-NY-Home/Bill-Help/customer-advocate> or call **1-800-642-4272**.

❑ 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: **1-800-642-4272**
- 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/>
 - 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/>

*There is a Domestic Electric Emergency HEAP grant available for eligible customers that need electricity to operate their heating system. Criteria based on household income, number in the household and a recent valid utility disconnect notice/emergency.

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
 - EAP information and self-service application: <https://www.nationalgridus.com/upstate-ny-home/Bill-Help/Energy-Affordability-Program.aspx> or ngrid.com/EAP
 - Contact the EAP team by telephone at **1-866-305-1915** or by email at Affordability@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>

☐ EmPower+

<https://www.nyserda.ny.gov/All-Programs/Programs/EmPower-New-York> or call **1-877-NYSMART**

☐ 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/uny-ameep

Fuel Fund:

☐ National Grid's UNY Care & Share Heating Fund

<https://www.heartshare.org/energy-assistance-and-community-development/>
or call **855-852-2736** to apply.

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 to find top-quality energy saving and connected home products at affordable prices.