

nationalgrid

Consumer Advocacy Newsletter

Long Island



During the COVID-19 pandemic our Consumer Advocates have been focused on helping our income-eligible, vulnerable customers and our agency partners. We are proud to provide you with our first Consumer Advocates quarterly newsletter. The newsletter was created as a platform to share important information with our valued agency partners. It is through this partnership that we are able to assist our mutual customers/clients so they can receive available programs and services as we make our way out of the COVID-19 pandemic together.

► News for New York

New York Protections for Utility Customers

Parker Richardson

The COVID State of Emergency was lifted on June 24th 2021. As a result, the Parker — Richardson Act moratorium on utility disconnections has been extended until Dec 21, 2021. Residential and small business customers must file an attestation with the Company to avoid service disconnect.

NYS Find Services Tool —

<https://findservices.ny.gov/app/survey>

Built in collaboration with NYS and Google, this new resource helps New Yorkers find services they may qualify for and provides instructions on how to apply. The great thing about this tool is that user's answers are not shared or stored.

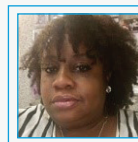
Emergency Rental Assistance Program (ERAP) —

<https://otda.ny.gov/programs/Emergency-Rental-Assistance/>

This is a new program designed to help low and moderate income households at risk of experiencing homelessness or housing instability by providing rental arrears, temporary rental assistance and utility arrears assistance. Applications are being accepted. Households approved for the Emergency Rental Assistance Program may be eligible for up to 12 months of electric or gas utility arrears payments for arrears that accrued on or after March 13, 2020.

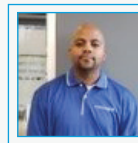
Meet your National Grid's Long Island Consumer Advocates.

We are here to help



I am Rosanne Small-Morgan, and I have been a Consumer Advocate for over 10 years.

I serve: Nassau County and the Rockaways
You can contact me by telephone at **516-792-7113** or by email at rosanne.small-morgan@nationalgrid.com



I am Vaughn Pratt, and I have been a Consumer Advocate for over 5 years.

I serve: Nassau County and the Rockaways
You can contact me by telephone at **631-348-6423** or by email at vaughn.pratt@nationalgrid.com



I am Narcisa Macias, and I have been with National Grid 21 years and a Consumer Advocate over 3 1/2 years.

I serve: Suffolk County
You can contact me by telephone at **631-348-6252** or by email at narcisa.macias@nationalgrid.com



I am Diane Jones, and I have worked at National Grid for over 10 years and I have been a Consumer Advocate for over 4 years.

I serve: Suffolk County
You can contact me by telephone at **631-348-6251** or by email at diane.jones@nationalgrid.com

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► Programs available to assist

Home Energy Assistance Program (HEAP) —
<https://otda.ny.gov/programs/heap/> or call
the NYS HEAP Hotline at 1-800-342-3009

This is a federally funded program that is typically available from November through March, helps income-eligible households pay their home heating bills. It is not a loan and applicants do not have to pay it back. Applicants must reapply annually. The HEAP deadline has been extended through August 31, or until funds run out. They are also offering up to three Emergency HEAP grants.

There are two parts to HEAP:

Regular HEAP - qualifications are based on household size and income. The 2020-2021 Regular HEAP benefit opened Nov. 2, 2020.

Emergency HEAP - qualifications are based on household size and income AND customers must have a utility shut-off notice. The 2020-2021 Emergency benefit opened Jan. 4, 2021.

A Domestic Electric Emergency HEAP grant is specifically for customers who heat with another utility or fuel vendor (oil, propane, etc.) and require electricity to operate their heating systems (thermostat, oil).

To apply for HEAP:

- Regular HEAP applications are accepted online at mybenefits.ny.gov/mybenefits/begin or customers can apply for Regular HEAP via a paper **HEAP application**.
- To find out how to apply in person or to contact the **HEAP Local District Contact**.
- The HEAP Hotline can be reached at **1-800-342-3009**.
- Customers that have received Regular HEAP and have had no income change can apply by phone by calling their **HEAP Local District Contact**.

To confirm HEAP Eligibility:

**2020 – 2021
 HEAP Eligibility Guidelines
 (based on Monthly Gross Income)**

Household Size	Household Size
1	\$2,610
2	\$3,413
3	\$4,216
4	\$5,019
5	\$5,822
6	\$6,625
7	\$6,775
8	\$6,926
9	\$7,077
10	\$7,227
11	\$7,378
11+	\$560

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Project Warmth (Long Island)

Project Warmth is Long Island's only non-governmental, island-wide emergency fuel fund. Project Warmth is a safety net for financially struggling individuals and families who are unable to pay their heating bill. It is administered by the United Way of Long Island and provides a one-time grant for fuel and/or fuel-related electricity. Payments are made directly to oil and utility companies on behalf of eligible residents facing heating emergencies.

For more information visit [The United Way of Long Island](#)

If you or someone you know needs emergency heating assistance, call [United Way's 2-1-1 Long Island](#) information and referral call center by dialing **2-1-1** (or **1-888-774-7633**) Monday-Friday, 9:00 am-5:00 pm, for referrals to an intake site.

HEAP's Cooling Benefit

- Available May 3, 2021 through Aug. 31, 2021 or until funds run out.
- This benefit allows for the purchase and installation of an air conditioner or fan not to exceed \$800 with installation.
- Customers may establish a cooling room for eligible households that contain someone with a medical condition that is exacerbated by extreme heat.

For additional information please see the OTDA website:

[Cooling Assistance Benefit](#)

HEAP's Heating Equipment Clean & Tune and Heating Equipment Repair & Replacement Programs

Available Oct. 1, 2020 – Sept. 30, 2021 or until funds run out.

This benefit provides cleaning and tuning of eligible homeowners' primary heating equipment, to ensure the equipment operates safely and efficiently. Alternatively it may assist eligible homeowners repair or replace their primary heating equipment when it is non-operational or detrimental to their health.

For additional information, please refer to the OTDA website: [Repair or Replace Benefit](#)

National Grid's Energy Affordability Program (EAP)

Customers who receive a HEAP grant for their National Grid bill will be automatically enrolled in National Grid's Energy Affordability Program, which provides a monthly bill credit. The program was designed to be automatic with the receipt of a HEAP payment applied to their National Grid account, although there are additional ways to participate.

For more information:

email EAPLI@nationalgrid.com or call the EAP Team at **1-718-403-2216** or visit [EAP Long Island](#)

Customers receiving HEAP with another utility or other fuel supplier (such as an oil or propane company) in the current 2020-2021 HEAP season or customers that participate in one of the following programs may apply:

- Temporary Assistance (Family Assistance)
- Safety Net Assistance – Public Assistance
- Supplemental Security Income (SSI)
- Medicaid
- SNAP (Food Stamps)
- Home Energy Assistance Program (HEAP)
- Veteran's Disability Pension
- Veteran's Surviving Spouse Pension
- Child Health Plus

The application process:

- Download a [Long Island application](#)
- Include a copy of your HEAP award letter

Return your application by:

E-mail to EAPLI@nationalgrid.com

Fax to: **1-718-643-1716**

Mail to:

Energy Affordability Program,
National Grid, 1 MetroTech Center,
Floor 13E, Brooklyn, NY 11201

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Weatherization Assistance Program

The Weatherization Assistance Program (WAP) assists families and individuals by reducing their heating/cooling costs and improving the safety of their homes through energy efficiency measures. Their website is [Weatherization Assistance program](#).

Owners of buildings occupied by low-income households are also encouraged to apply for assistance for their buildings. Their tenants must meet the HEAP guidelines and can apply through the New York State Homes and Community Renewal (HCR) statewide network of local service providers. Their website is [Multifamily Performance Program for Existing Buildings](#).

To apply, contact your local [HCR service provider](#).

Home Energy Affordability Team (HEAT)

Provides no-cost energy-saving improvements to qualifying income-eligible customers. The program is designed to ensure a home that is healthier, more comfortable and more affordable. To learn more, visit [HEAT Long Island](#), call **1-844-375-HEAT (4328)** to schedule an appointment with an Energy Specialist, or email NGridLIHEAT@clearResult.com.

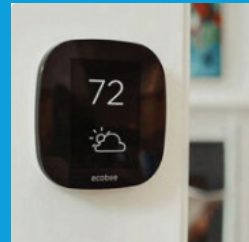
Empower New York

Provides no-cost energy efficiency solutions to income-eligible New Yorkers who rent or own their home. Free energy upgrades for the home may include:

- Home energy assessment to identify areas of possible energy improvements
- Tips on how to save energy
- Installation of high-efficiency lighting
- Attic and wall insulation
- Replacement of old, inefficient refrigerators and freezers
- Water-saving showerheads

Apply online at:

<https://www.nyserda.ny.gov/All-Programs/Programs/Empower-New-York> or call **1-877-NYSMART (697-6278)**.



The National Grid Marketplace

We also offer a **National Grid Online Marketplace** offering top-quality energy-saving and connected home products at affordable prices to save energy, enhance home comfort, and add peace of mind. Instant price discounts are available exclusively for National Grid customers for smart (Wi-Fi) thermostats, showerheads, and more.

To reach the Long Island Consumer Advocate team: You can call **1-800-930-5003** or email us at ConsumerAdvocatesLI@nationalgrid.com