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National Grid Low Income Programs



**May 29, 2014 LIFE Conference
Barb Michalski, Senior Consumer Advocate**



National Grid Low Income Programs

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- Variety of low income programs using various components
 - Arrearage Management
 - Energy Efficiency
 - Reduced Residential Rates
 - Discount/Credit
 - Arrears Forgiveness
 - Reconnect Fee Waivers
 - Fuel Funds
 - National Grid Consumer Advocacy Group



UNY AffordAbility Program

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AffordAbility Program

- Customer is placed on a 24-month payment agreement equivalent to the monthly budget amount less:
 - **5%** electric only customers
 - **7.5%** electric & gas customers
 - **7.5%** gas only customer
- Customers receive a **\$30 forgiveness credit** applied to their account every month that the bill is paid in full and on time.
- Customers participating are referred to [NYSERDA's EmPower New York Program](#).



Upstate Low Income Programs

Low Income Credit Program

- Customers who have received a HEAP payment posted to their National Grid account in the past 14 months are **automatically** enrolled in the program
- The monthly credit for electric customers enrolled in the program is **\$5** for electric non-heating customers and **\$15** for electric heating customers.
- The monthly credit for customers enrolled in the gas program is **\$10.50**.

Reconnect Fee Waiver

- A one time waiver of the **\$46** reconnection fee for HEAP recipients who had their service disconnected for non-payment



New York City & Long Island



Susan West, Defensora del Consumidor, con Lea Robinson

"Susan es mi angel," dice Lea. "Me ha ayudado a ponerme al día y ahora mis facturas de luz y gas son las primeras facturas que pago. No gasto dinero en cosas que no necesito. Conservo la energía pero los precios están subiendo en todas partes y sigue siendo una lucha."

*-Lea Robinson
Hempstead, Long Island, NY*

"Diciembre de 2008 fue una época difícil para mí. Estaba atrasado con los pagos de mis facturas y necesitaba ayuda. Kate Ruta me ayudó y me llama cada mes con actualizaciones. Cada llamada que recibo de Kate me mantiene optimista. Quiero darles las gracias por tener a personas como Kate trabajando para ustedes pero, sobre todo, para el consumidor".

-Paul Pietrowski

Residential Reduced Rates

Eligibility: Customer who are enrolled in one of the following programs:

- **Temporary Assistance for Needy Families (Family Assistance)**
- **Safety Net Assistance**
- **Supplemental Security Income (SSI)**
- **Medicaid**
- **SNAP, Food Stamps**
- **HEAP**
- **Veteran's Disability Pension**
- **Veteran's Surviving Spouse Pension**
- **Child Health Plus**

New York City & Long Island

- Residential Reduced Rates Program offers discount rates to eligible low income customers.

- Long Island

- \$7.48 discount in the minimum charge for residential_{non-} heating customers
- \$16.36 discount in the minimum charge for residential heating customers

- New York

- \$3.00 discount in the minimum charge for residential_{non-} heating customers
- \$10.50 discount in the minimum charge for residential heating customers



On Track – NYC and Long Island

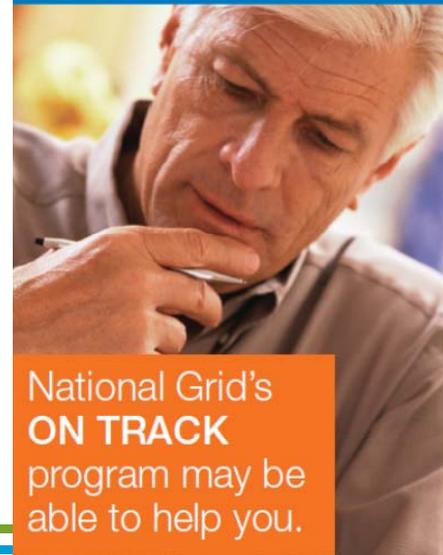
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- **An Arrearage Management Program designed to help customers understand how to manage their finances**
- **Program elements include:**
 - **Deferred Payment Agreement**
 - **Money management education**
 - **Account management**
 - **Arrears Forgiveness for successful completion of program**

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New York City

Are you struggling to make ends meet?
Are you behind on your National Grid bill?
Do you want to learn how to save energy and money?



National Grid's
ON TRACK
program may be able to help you.

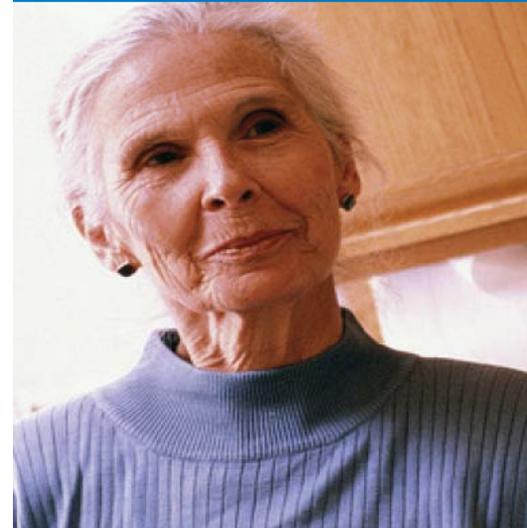
On Track – Eligibility

- 1- or 2-family gas heating customer
- Arrears of \$400 or greater on their account
- Gross income at or below 250% of the Federal Poverty Level
- Currently be responsible for paying the gas bill.
- Not have been enrolled in “On Track” in the last 18 months.

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New York City gas customers

Do you need help paying your energy bills?





Fuel Funds Administered by HeartShare

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Care and Share Energy Fund

- Provides financial assistance for households facing energy-related emergencies HEAP eligible households
 - Company contributes \$250M
 - Special contribution \$1M in May

Neighborhood Heating Fund

- Eligible customers must live in Brooklyn, Queens, or Staten Island
- Customers must meet the income guidelines of the Home Energy Assistance Program (HEAP). One grant per heating season
- National Grid contributes \$150K annually

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Text WARMTH to 27722
and **help a neighbor in need stay warm.**

Make your tax-deductible \$5 contribution now.

