

# National Grid Customer Assistance EXPOs

**nationalgrid**

HERE WITH YOU. HERE FOR YOU.



**LIFE Conference**

**May 2016**



# Consumer Advocacy Components

**nationalgrid**

HERE WITH YOU. HERE FOR YOU.



# Customer Assistance EXPO

**nationalgrid**

HERE WITH YOU. HERE FOR YOU.

**nationalgrid**  
HERE WITH YOU. HERE FOR YOU.

**Customer Assistance EXPO**

Connect With Those Who Care

Life can be hard but finding assistance shouldn't be.

Thursday, June 5th  
10 am - 3 pm  
Syracuse EOC  
100 New Street  
Syracuse

Please join us on June 5th at the Syracuse Educational Opportunity Center and meet with assistance program experts.

You will be able to connect with the resources your family needs, all under one roof, all in one day.

DSS Temporary Assistance  
SNAP  
Child Care  
Office of the Aging  
Salvation Army  
Catholic Charities  
Syracuse Educational Opportunity Center

Literacy CNY  
Food Bank CNY  
Good Samaritan  
NY's PRIC Outreach  
P.E.A.C.E.  
EnPower Energy Efficiency Program

- Newest Initiative – Life Can be Hard but finding assistance shouldn't be
- Purpose to provide a our low income customers a way to connect with the resources they need, all under one roof in one day



# Customer Assistance EXPO

## Opportunities

**nationalgrid**

HERE WITH YOU. HERE FOR YOU.

### Expos offer opportunities:

- To work one-on-one with customers and agencies in their neighborhoods
- To work as a community team – maximizing resources
- More importantly they provide hope to customers who feel like there is no place to turn



# Customer Assistance EXPO

**nationalgrid**

HERE WITH YOU. HERE FOR YOU.



## Customers are beyond grateful:

- "I signed up for HEAP & Food Stamps – this made it so easy"
- "I didn't know National Grid had such nice people to talk to"
- "You guys are truly angels for wanting to help people"
- "Thank you so much for all the help"
- "You really do have people who care"
- "I had lost hope, but thanks to being here, my hope is renewed, and I now have a fighting chance of getting out of our mess"



# Customer Assistance EXPO

**nationalgrid**

HERE WITH YOU. HERE FOR YOU.



- Our low income partners see a great benefit of the events:
- County caseworker, “NG did more concrete assistance in a few hours than most agencies can do in a month”
- Buffalo: “The EXPO gave the community an opportunity to talk to NG about their issues and to learn what assistance and programs are available. Excellent outreach”
- County caseworker: “Like you we too have been labeled unfavorably at times, its nice to know we have the public the human side of our business”



# Recent EXPO Events

**nationalgrid**

HERE WITH YOU. HERE FOR YOU.

## Recent Customer Assistance EXPOs:

- March 17 Bay Shore
- April 6th Syracuse
- April 6th Brooklyn
- April 14th Hempstead
- April 28th Hudson
- May 18th Wyandanch
- May 18<sup>th</sup> Staten Island



# Upcoming EXPO Events

**nationalgrid**

HERE WITH YOU. HERE FOR YOU.

## Upcoming Customer Assistance EXPOs:

- June 1<sup>st</sup> Buffalo
- June Queens
- June 29th Schenectady
- July Jefferson County
- August Oswego
- August Coney Island
- September Dunkirk
- September Syracuse
- September Bedford-Stuyvesant



# QUESTIONS?

**nationalgrid**

HERE WITH YOU. HERE FOR YOU.

