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# National Grid Low Income Programs



**April 30, 2015 LIFE Conference  
Rosanne Small-Morgan, Senior Consumer Advocate**

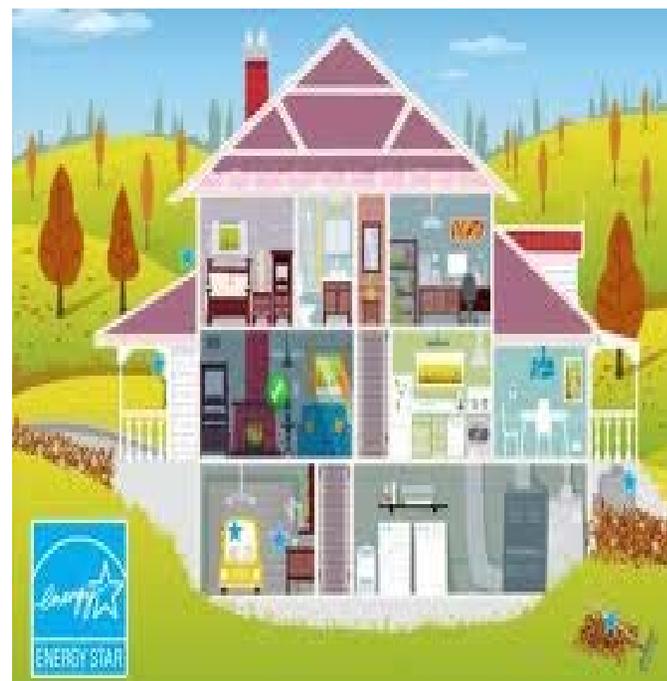


# National Grid Low Income Programs

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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



# Residential Reduced Rates

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## Residential Reduced Rates

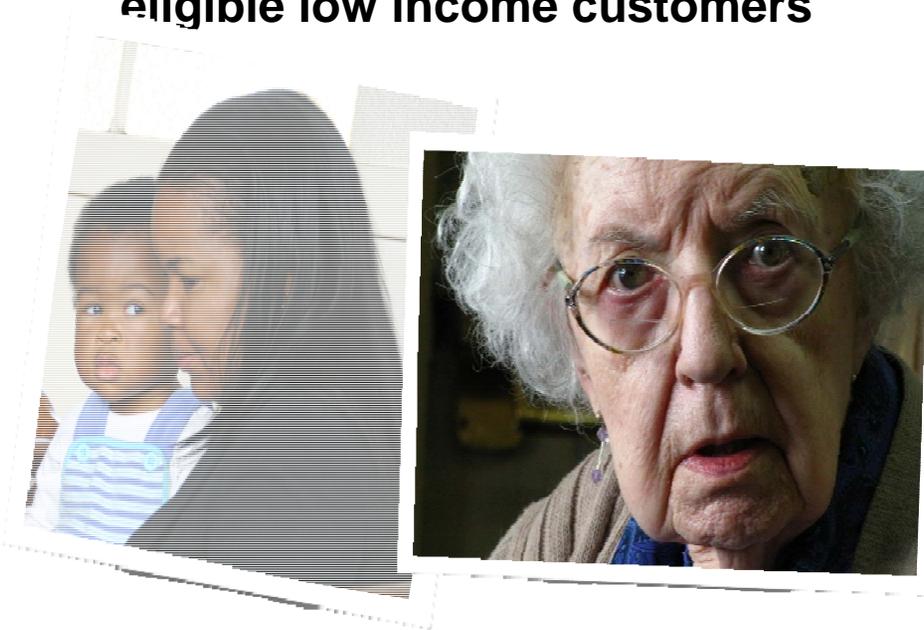
**Eligibility:** Customers who are enrolled in one of the following programs:

- 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



# Residential Reduced Rates

- **The 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**



# On Track

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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**

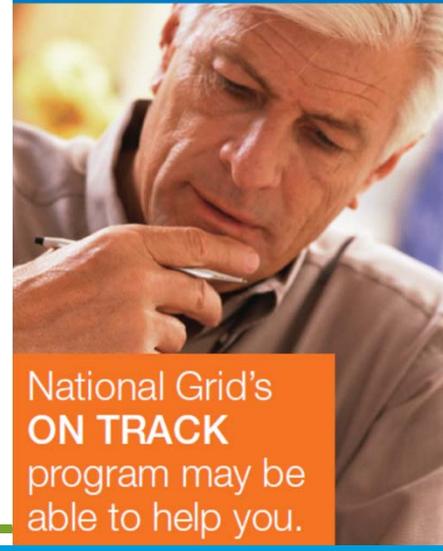
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New York City

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

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## Eligibility:

- Lives in a one or two-family residence and is a gas heating customer
- Currently responsible for paying the gas bill
- Arrears of \$400 or greater on their account
- Gross income at or below 250% of the Federal Poverty Level
- 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?



# Consumer Advocacy

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## Consumer Advocacy

- National Grid has 14 Consumer Advocates that cover 48 counties and boroughs – there are 2 Consumer Advocates on Long Island and 2 Consumer Advocates in New York City
- Work one-on-one with customers and agency staff – at agency locations
- Some of the assistance provided to customers experiencing financial difficulties are:
  - specialize payment arrangements
  - deferred payment agreements
  - bill extender program
  - third party notification
  - hospitalized customer assistance plan
  - budget plan
  - on line bill-pay



# Consumer Advocacy

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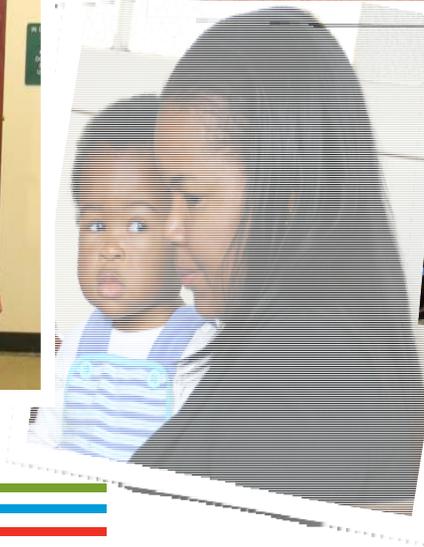
**National Grid Advocates work with community agencies and their clients. Equipped with a laptop, our Advocates are ready to review customer accounts, provide individualized bill payment assistance, energy education, and information on low-income programs and other services.**



# Questions?

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A blurred image of a form with a pencil. The form contains text such as "ENROLLMENT CODE", "PROJECT HOLDER (First, Middle Initial and Last)", and "ONLY IF IT HAS CHANGED SINCE".