nationalgrid
HERE WITH YOU. HERE FOR YOU.

National Grid
Low Income Programs

May 6, 2015 LIFE Conference
JoAnn Zales, Consumer Advocate

National Grid Low Income Programs

nationalgrid
HERE WITH YOU. HERE FOR YOU.

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

nationalgrid
HERE WITH YOU. HERE FOR YOU.

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

nationalgrid
HERE WITH YOU. HERE FOR YOU.

Low Income Discount 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

Care & Share Administered by HeartShare

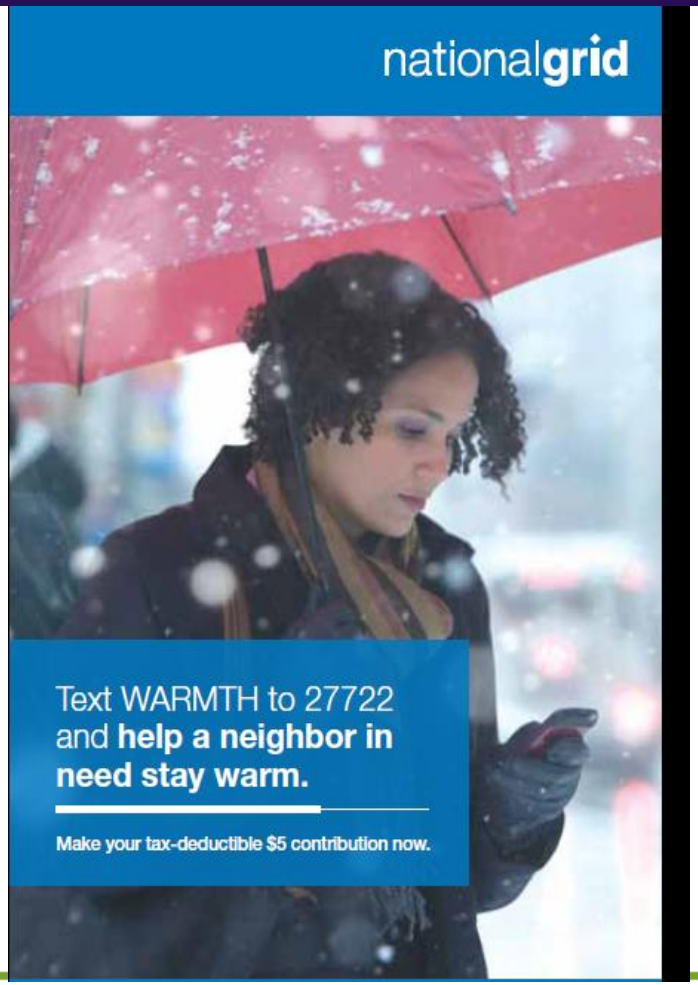
nationalgrid
HERE WITH YOU. HERE FOR YOU.

Care & Share Energy Fund

- Provides financial assistance for eligible households facing energy-related emergencies
  - Company contributes $250K
  - Special contribution $1M in May 2014

Eligibility Requirements

- National Grid customer – fuel blind
- Meet the income guidelines of the HEAP Program
- The household must exhaust all HEAP assistance for which they are eligible



Consumer Advocacy

nationalgrid
HERE WITH YOU. HERE FOR YOU.

Consumer Advocacy

- National Grid has 14 Consumer Advocates that cover 48 counties and boroughs – there are 10 Consumer Advocates in Upstate NY
- 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

Questions?

nationalgrid
HERE WITH YOU. HERE FOR YOU.