

nationalgrid

Consumer Advocacy Newsletter

New York City



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.

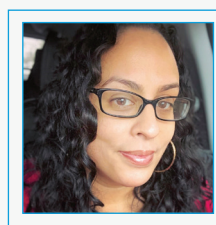
Emergency Rental Assistance Program (ERAP) —

<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 New York City Consumer Advocates.

We are here to help



I am Karla Ayala, and I have been a Consumer Advocate for over 13 years.

I serve:

Brooklyn, Queens and Staten Island

You can contact me by telephone at

929-324-4309 or by email at
karla.ayala@nationalgrid.com



I am Heeja Pang, and I have been with the company for over 25 years and serving our customers as a Consumer Advocate for over 4 years.

I serve:

Brooklyn, Queens and Staten Island

You can contact me by telephone at

929-324-4381 or by email at
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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:

- For information on how to apply, call the HEAP Info Line at **1-800-692-0557**.
- If you have questions about HEAP or would like an application mailed to your home, call **212-331-3126**.
- You can **download an application** online or call **311** for assistance.
- Return your completed application by mail or drop it off at your local Job Center.
- Customers that have received Regular HEAP and have had no household income change can apply for Emergency HEAP by phone through their **HEAP Local District Contact**, **212-331-3126**, or **311**.

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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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 EAPNY@nationalgrid.com or call the EAP Team at **718-403-2216** or visit

EAP New York City

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 [New York City application](#)
- Include a copy of your HEAP award letter

Return your application by:

E-mail to [**EAPNY@nationalgrid.com**](mailto:EAPNY@nationalgrid.com)

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

Mail to:

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

Neighborhood Heating Fund

Neighborhood Heating Fund is administered by HeartShare Human Services of New York and provides emergency financial assistance to income eligible individuals and families who are having difficulty paying their heat related energy bills in National Grid's Upstate New York service area. The fund opened 2/8/21 and will close when the funds are exhausted.

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Neighborhood Heating Fund Eligibility Criteria:

- Be a National Grid customer. This means the person applying for a Neighborhood Heating Fund grant must have an active National Grid account in their name.
- The household must meet the income guidelines of the Home Energy Assistance Program (HEAP). The customer MUST have exhausted all HEAP assistance that is available at the time of application, before a Neighborhood Heating fund application can be accepted and/or considered.

Points to Remember:

- Neighborhood Heating Fund grants cannot be used to restore service for a customer whose service is shut off for non-payment at National Grid.
- Neighborhood Heating Fund grants cannot be used to assist customers in obtaining service with National Grid.

For more information visit online at: [HeartShare](#) or call HeartShare at **718-422-4207**.

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](#).

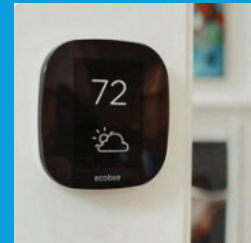
Empower New York

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 New York City Consumer Advocate team: You can call **1-718-643-4050** or email us at ConsumerAdvocatesNYC@nationalgrid.com