

Customer Resource Check List

nationalgrid

Upstate New York

❑ National Grid Consumer Advocates

You are invited to speak with a National Grid Customer Advocate to talk about the resources available to help manage your energy costs. To reach a Consumer Advocate, please visit ngrid.com/consumeradvocates or call **1-800-642-4272**.

❑ Temporary Assistance (open year-round)

May be available if you are experiencing a utility emergency (shut off notice), have exhausted all the HEAP you are eligible to receive or if HEAP has closed for the season or if you are a non-HEAP eligible customer with extenuating circumstances and have defaulted off a payment agreement with National Grid and have no payment agreement options left. The National Grid customer representative will take a Financial Statement with you and will refer you to your local Department of Social Service County.

❑ Helpful resources:

- National Grid Customer Service: **1-800-642-4272**
- Website for information: [Temporary Assistance | OTDA \(ny.gov\)](#)
- Website for local Counties: [Local Departments of Social Services](#)
- NYS Office of Temporary & Disability Assistance Hotline: **1-800-342-3009**

❑ Regular HEAP *(usually runs November – March, the program can be lengthened or shortened depending on fund availability)*. There is typically 1 Regular HEAP payment provided per program year.

- Criteria based on household income and number in household
- If you have not received Regular HEAP, determine if you qualify:
 - [Home Energy Assistance Program \(HEAP\) | OTDA \(ny.gov\)](#)
 - NYS Office of Temporary & Disability Assistance Hotline: **1-800-342-3009**

❑ To apply for Regular HEAP:

- You can apply for Regular HEAP on-line at <https://mybenefits.ny.gov/mybenefits/begin>
- **In person** to find your local HEAP District contact: <https://otda.ny.gov/programs/heap/contacts/>

❑ Emergency HEAP *(usually runs January – March, the program can be lengthened or shortened depending on fund availability)*. There can be more than 1 Emergency HEAP grant offered per program year.

- Criteria based on household income, number in the household and a recent valid utility disconnect notice/emergency
- If you have received a Regular HEAP grant and have a current valid utility disconnect notice — apply for Emergency HEAP by telephone or
- **In person** to find your local HEAP District contact: <https://otda.ny.gov/programs/heap/contacts/>

*There is a Domestic Electric Emergency HEAP grant available for eligible customers that need electricity to operate their heating system. Criteria based on household income, number in the household and a recent valid utility disconnect notice/emergency.

HEAP Opens the Door to:

- National Grid's Energy Affordability Program** is automatic with the receipt of HEAP and affords customers a **monthly bill credit**.
 - You can qualify for EAP through other qualifying programs if you do not receive HEAP or if you heat with another utility or fuel vendor such as:
 - Home Energy Assistance Program (HEAP)
 - Lifeline Telephone Service Program (Lifeline)
 - Supplemental Nutrition Assistance Program (SNAP)
 - Medicaid
 - Veterans Disability or Survivors Pension
 - Supplemental Security Income (SSI)
 - Federal Public Housing Assistance
 - Child Health Plus
 - Tribal Programs
 - Bureau of Indian Affairs General Assistance (if living on tribal lands)
 - Head Start (if living on tribal lands)
 - Tribal TANF (if living on tribal lands)
 - Food Distribution Program on Indian Reservations (if living on tribal lands)
 - Utility Guarantee/Direct Vendor programs
 - Temporary Assistance for Needy Families (TANF)
 - Safety Net Assistance
 - **EAP information and self-service application:** <https://www.nationalgridus.com/upstate-ny-home/Bill-Help/Energy-Affordability-Program.aspx> or ngrid.com/EAP
 - Contact the EAP team by telephone at **1-866-305-1915** or by email at **Affordability@nationalgrid.com**
- HEAP's Heating Equipment Clean & Tune** *(historically runs October of the current year through September of the following year)*
 - To apply contact the local DSS/HRA office: <https://otda.ny.gov/programs/heap/contacts/>
- HEAP's Heating Equipment Repair & Replacement** *(historically runs October of the current year through September of the following year)*
 - To apply contact the local DSS/HRA office: <https://otda.ny.gov/programs/heap/contacts/>
- HEAP's Cooling Benefit** *(historically runs May through August)*
 - To apply contact the local DSS/HRA office: <https://otda.ny.gov/programs/heap/contacts/>
- Energy Assistance for Veteran's** *(Don't forget EAP)*
 - <https://freegrantsforveterans.org/>
 - [New York State Division of Veterans' Services | \(ny.gov\)](https://www.ny.gov/veterans)

Offer to help customers find needed services in New York State:

- NYS Find Services:** <https://findservices.ny.gov/app/survey>

Energy Efficiency:

- Weatherization Assistance Program (WAP)**
[Resources for Working Families | OTDA \(ny.gov\)](#)
- Empower New York**
 - [EmPower New York – NYSEERDA](#) or call **1-877-NYSMART**
- New York Energy Advisor**
 - A website designed for income-eligible customers to find information on energy efficiency programs and services: <https://energyadvisor.ny.gov/>
- Talk to your landlord about the **New York State Affordable Multifamily Energy Efficiency Program**.
To learn more visit: ngrid.com/uny-ameep

Fuel Fund:

- National Grid's UNY Care & Share Heating Fund**
 - [HeartShare Human Services of New York | Energy Assistance & Community Development](#)
or call **855-852-2736** to apply.

Programs for customers over HEAP eligibility:

- Hope & Warmth Energy Fund** – Customers may call **HeartShare Human Services** to apply at **718-422-4207**.
 - Open to National Grid heating customers with an active National Grid account in their name.
 - Have arrears of \$200 or more.
 - The household must meet the income guidelines of the NYSEERDA Assisted Home Performance with Energy Star income guidelines: <https://www.nyserda.ny.gov/All-Programs/assisted-home-performance-with-energy-star/income-guidelines>
- Hearts Fighting Hunger** – Customers may call **HeartShare Human Services** to apply at **718-422-4207**.
 - Open to National Grid heating customers with an active National Grid account in their name.
 - Have arrears of \$200 or more and must have a vulnerable household that includes a disabled person, child under the age of 18 years of age or a senior (62+) and (have had no HEAP payment in the program year).
 - The household must meet the income guidelines of the NYSEERDA Assisted Home Performance with Energy Star income guidelines: <https://www.nyserda.ny.gov/All-Programs/assisted-home-performance-with-energy-star/income-guidelines>
- National Grid Marketplace**
Visit ngrid.com/shop to find top-quality energy saving and connected home products at affordable prices.