

# Customer Resource Checklist

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](https://ngrid.com/consumeradvocates) or call **1-800-642-4272**. You can also visit [ngrid.com/hereforyou](https://ngrid.com/hereforyou)

## ❑ Temporary Assistance (open year-round)

May be available if you are experiencing a utility emergency (shutoff notice), have exhausted all the HEAP you are eligible to receive, if HEAP has closed for the season, or if you are a non-HEAP-eligible customer with extenuating circumstances and have defaulted on 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: <https://otda.ny.gov/programs/temporary-assistance/>
- Website for local Counties: <https://otda.ny.gov/workingfamilies/dss.asp>
- 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:
  - <https://otda.ny.gov/programs/heap/>
  - NYS Office of Temporary & Disability Assistance Hotline: **1-800-342-3009**

## ❑ To apply for Regular HEAP:

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

There is a Domestic Electric Emergency HEAP grant available for eligible customers who 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: **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 opens in October and runs until the funds are exhausted)*
  - To apply contact the local DSS/HRA office: **<https://otda.ny.gov/programs/heap/contacts/>**
- ❑ **HEAP's Heating Equipment Repair & Replacement** *(historically opens in October and runs until the funds are exhausted)*
  - 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 Veterans** *(Don't forget EAP)*
  - **<https://veterans.ny.gov/>**

## 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)**  
<https://otda.ny.gov/workingfamilies/wap.asp>
- EmPower+**  
<https://www.nyserda.ny.gov/All-Programs/Programs/EmPower-New-York> 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](https://ngrid.com/uny-ameep)

## Fuel Fund:

- National Grid's UNY Care & Share Heating Fund** *(historically opens in February and runs until the funds are exhausted)*  
<https://www.heartshare.org/energy-assistance-and-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** or visit <https://www.heartshare.org/our-programs/energy-assistance-and-community-development/> for more information.
  - The household must meet NYSERDA's EmPower+ Moderate Income Incentive income guidelines.  
<https://www.nyserda.ny.gov/All-Programs/EmPower-New-York-Program/Eligibility-Guidelines>
- Hearts Fighting Hunger** — Customers may call **HeartShare Human Services** to apply at **718-422-4207** or visit <https://www.heartshare.org/our-programs/energy-assistance-and-community-development/> for more information.
  - The household must meet NYSERDA's EmPower+ Moderate Income Incentive income guidelines.  
<https://www.nyserda.ny.gov/All-Programs/EmPower-New-York-Program/Eligibility-Guidelines>