

national**grid**

## **You may be eligible for a discount on your bill.**

If you meet eligibility criteria, you may qualify for discount programs that lower your monthly costs and help pay back outstanding past-due balances on your account.



If you are a residential customer and meet eligibility requirements, you may qualify for a discounted rate, which is directly applied to your monthly bill.

Customers may qualify through participation in certain assistance programs or by meeting income eligibility guidelines.

## **Income-Eligible Discount Rate**

### **Eligibility Criteria:**

- You are a residential customer (primary dwelling only).
- You reside at the address on the National Grid bill as your primary residence, whether or not the bill is in your name.
- Your household income does not exceed 60% of the state median income level based on a household's gross income. A household that is income eligible under HEAP shall be eligible for the discount, or you are currently receiving benefits under a means-tested program.

### **Qualifying benefit programs are:**

- EAEDC
- SNAP/Food Stamps
- Head Start
- Mass Health
- Public or Subsidized Housing
- Supplemental Security Income (SSI)
- TAFDC
- Veterans Service Benefits
- Veterans Non-Service Pension/DIC
- Women, Infants and Children (WIC)
- Fuel Assistance/HEAP

## How to apply:

Additional benefits may qualify you for the Discount Rate. For more information, fill out the application at **[ngrid.com/discountrate](https://ngrid.com/discountrate)**, send an email to **[Discount@nationalgrid.com](mailto:Discount@nationalgrid.com)** or call our toll-free customer service number at **1-800-322-3223**.

## Arrearage Management Program (AMP)

If you meet eligibility requirements and have an overdue balance, also known as arrears, AMP can help reduce or eliminate that balance through a payment plan. Participants must accept and stay current with monthly budget billing payments to receive monthly arrears forgiveness.

## Weatherization Assistance Program (WAP)

WAP provides income-eligible households with full-scale home energy efficiency and weatherization services at no cost. The program is federally funded and administered by a network of local agencies, in many areas the same agency that administers the Home Energy Assistance Program (HEAP). Eligibility is based on a maximum gross annual income not to exceed 60% of the Estimated State Median Income.

For complete details for all these programs, as well as additional payment options, please go to **[ngrid.com/hereforyou](https://ngrid.com/hereforyou)** or call our customer service number at **1-800-322-3223**.

# Fuel Assistance Income Guidelines

## 2026-2027

Massachusetts Home Energy Assistance Program (HEAP) helps income-eligible households with their energy costs during the winter. The annual application opens October 1 for the upcoming heating season. Visit **mass.gov/heatinghelp** to apply for HEAP online, find a Community Action Agency to apply in person, or view instructions for applying by mail. To find the agency serving your community, call **1-800-632-8175** or visit **masscap.org/agencies**

To qualify, your gross annual income must be no greater than the limit listed below for your family size:

| Household Size | Maximum Annual Income Level |
|----------------|-----------------------------|
| 1              | \$53,585                    |
| 2              | \$70,073                    |
| 3              | \$86,561                    |
| 4              | \$103,049                   |
| 5              | \$119,536                   |
| 6              | \$136,024                   |
| 7              | \$139,116                   |
| 8              | \$142, 207                  |
| 9              | \$145,299                   |
| 10             | \$148,390                   |



## You may opt out at any time.

We've been directed to provide the Massachusetts Department of Public Utilities with a list of our residential customers in Massachusetts. We provide this information every month to the Massachusetts Executive Office Health and Human Services (EOHHS).

The list is compared to a listing from EOHHS of residents who receive assistance from the Department of Transitional Assistance (DTA) and will determine whether you qualify for our discount rate. If you qualify, but do not already receive this rate, you will be automatically enrolled without taking any action. If approved, the rate on your bill will appear as R2/R4.\*

If you do not want to be included on this list, please contact us to be removed. You are still eligible for the discount rate even if you ask to be removed from the list.

To be removed from the EOHHS list, please contact us by:

Telephone: 1-800-322-3223

Email: [customerservice@nationalgrid.com](mailto:customerservice@nationalgrid.com)

Internet: [ngrid.com](http://ngrid.com)

Mail: National Grid, EOHHS Opt Out

P.O. Box 960, Northborough, MA 01532

*Due to the timing of this notice and when the list is sent to EOHHS it is possible that you will be included. Once you have notified us that you do not want your information sent to EOHHS, we will remove your information from subsequent R2/R4 lists.*

*\*If you are currently a customer on the R2 rate, you are not able to opt out at this time. Should this change, you will be notified. Thank you.*

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