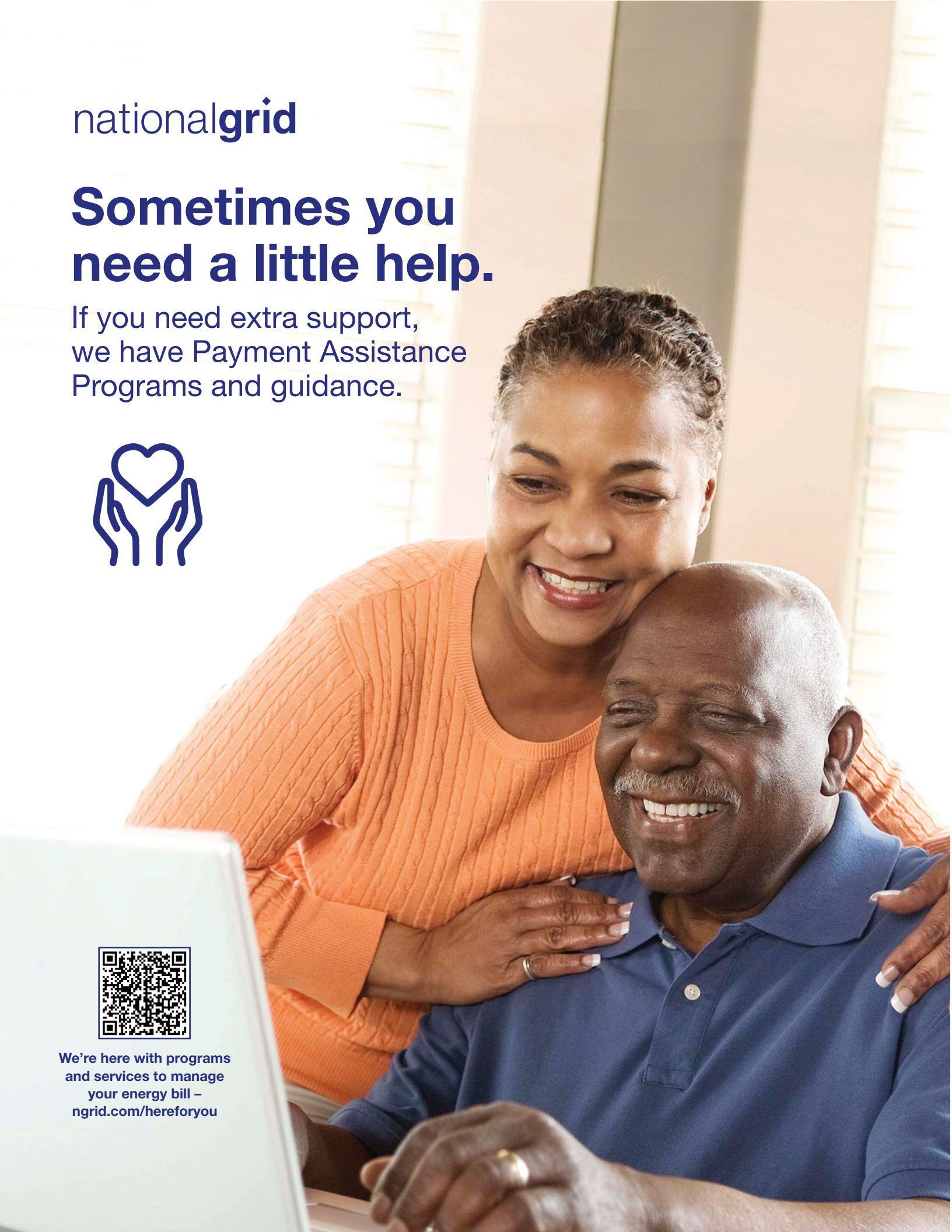
nationalgrid

Sometimes you need a little help.

If you need extra support, we have Payment Assistance Programs and guidance.



We're here with programs and services to manage your energy bill – ngrid.com/hereforyou

We understand that managing your energy bill isn't always easy, especially now. If you need extra support, we have Payment Assistance Programs that can help—even if you've never qualified before. Our Consumer Advocates are also available for support and guidance.

We're here to help.

HEAP

☐ Regular HEAP

Helps income-eligible customers pay their energy bills. This program historically runs November – March.

Step 1: To find out if you qualify visit **otda.ny.gov/programs/heap/** or call NYS Office of Temporary & Disability Assistance Hotline: **1-800-342-3009**.

Step 2: Apply online at **mybenefits.ny.gov/mybenefits/begin** or in person with your local HEAP District contact: **otda.ny.gov/programs/heap/contacts/**

☐ Emergency HEAP

If you have received a Regular HEAP grant and have a recent valid utility disconnect notice/emergency, you may be eligible for an Emergency HEAP grant to help pay your energy bill. This program historically runs January - March.

- Apply for Emergency HEAP by calling the NYS Office of Temporary & Disability Assistance Hotline: **1-800-342-3009** or in person through your local HEAP district contact: **otda.ny.gov/programs/heap/contacts/**

Energy Affordability Program (EAP)

Customers who receive a HEAP grant are automatically enrolled in EAP, a monthly bill credit program. Customers who receive assistance from other qualifying programs can apply to receive the bill credit.

Step 1: To find out if you qualify visit **ngrid.com/eapli**, call **1-718-403-2216** or email at **EAPLI@nationalgrid.com**

Step 2: Fill out an EAP application and provide proof of participation in qualifying program: **ngrid.com/eapapp**

Enhanced Energy Affordability Progam (EEAP)

Provides a monthly bill credit to customers who do not qualify for the Energy Affordability Program and have a household income below the area median income.

- To learn more visit: **ngrid.com/ny-eeap** or call **877-400-2501**.

Financial Assistance

☐ Project Warmth

Provides one-time emergency financial assistance to customers who have already received HEAP grants and are having difficulty paying their energy bills.

- To learn more visit: **www.unitedwayli.org/projectwarmth** or call **1-888-774-7633**.

☐ Hope & Warmth Energy Fund

Provides emergency financial assistance to customers who meet the income qualifications of the Enhanced Energy Affordability Program.

- For more information on how to apply visit: **www.heartshare.org/energyassistance-and-community-development/** or call **1-718-422-4207**.

Budget Plan

Customers who are current on their energy bill can enroll to spread annual energy costs into 12 predictable monthly payments, removing highs and lows from month to month.

- To enroll visit **ngrid.com/billhelp** or call **1-800-930-5003**.

Temporary Assistance

Customers who have a recent utility disconnect notice or emergency, have exhausted all HEAP grants or if HEAP is closed, or are a non-HEAP eligible customer with extenuating circumstances and no payment agreement options left may be eligible for Temporary Assistance.

- To learn more visit **otda.ny.gov/programs/temporary-assistance** or call the OTDA Hotline **1-800-342-3009**.



Payment Agreements

Allows customers with a past-due balance to enroll in a manageable monthly payment plan with an initial down payment.

- To enroll, visit **ngrid.com/moretime** or call **1-800-930-5003**.

Special Protections

For customers who may need extra help, including elderly, blind, and disabled or those who use life sustaining equipment or have a serious medical condition.

- Visit **ngrid.com/li-specialprotections** or call **1-800-930-5003** for more information.

Energy Efficiency

☐ EmPower+

Income-eligible customers may qualify for a no-cost home energy assessment to identify ways to save money by making their home more energy efficient. Participants receive a plan to lower energy usage and no-cost improvements are installed by participating contractors.

- To learn more visit **www.nyserda.ny.gov/All-Programs/EmPower-New-York**

☐ Weatherization Health and Safety

Income-eligible customers may qualify for no-cost home safety improvements. Help may be available for ventilation, electrical, or other safety issues that could prevent you from saving energy and money on your bill.

- To schedule your no-cost home assessment call our program administrator CLEAResult at **631-228-7221** or email **NGridWHandS@clearesult.com**

☐ NY Energy Advisor

Use this website to find energy efficiency programs and services for income-eligible customers.

- To learn more visit **energyadvisor.ny.gov/**

☐ Clean Energy Hub

New York State is embarking on a transition to an inclusive, clean energy powered economy. All residents, businesses and communities across the State will have access to new opportunities to benefit from this transition including clean energy careers, home improvements, even rebates for businesses and personal transportation.

- For more information, please visit **https://www.nyserda.ny.gov/All-Programs/Regional-Clean-Energy-Hubs**

Consumer Advocates

Speak with a National Grid Consumer Advocate to learn about resources to manage your energy bill.

- Visit **ngrid.com/consumeradvocates** or call **1-800-930-5003**.

Important contact information

Customer Service
ngrid.com/hereforyou
1-800-930-5003

Gas Emergency
911 or 1-800-490-0045

Visit My Account
View and pay your bill, change your account preferences and more!
ngrid.com/limyaccount

Billing & Payment Options
Interested in going paperless? Learn more about payment options.
ngrid.com/libillpay
1-800-930-5003

Understanding Your Bill
Learn more about the components that make up your bill.
ngrid.com/liaboutbill
1-800-930-5003

Energy Saving Tips
Tips and tricks to help you save energy.
ngrid.com/lisavingstips

Energy Efficiency Programs
Learn how to make your home more energy efficient and save!
ngrid.com/saveenergy

Rates
View current rates.
nationalgridus.com/Long-Island-NY-Home/Bills-Meters-and-Rates/Service-Rates

Energy Supplier Options
Understand your supplier options.
nationalgridus.com/Long-Island-NY-Home/Energy-Choice/

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