

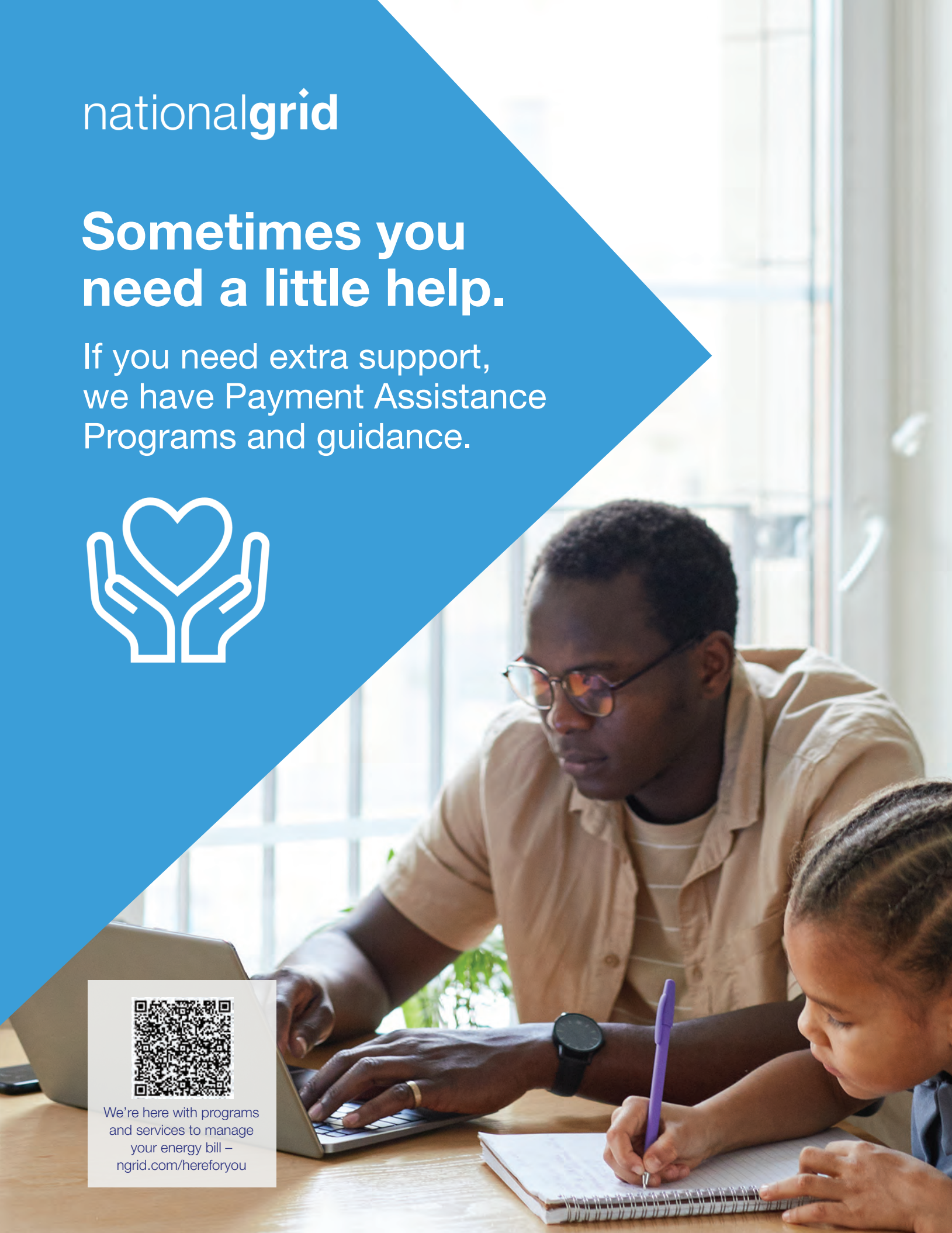
nationalgrid

# 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](https://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/](http://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](http://mybenefits.ny.gov/mybenefits/begin) or in person with your local HEAP District contact: [otda.ny.gov/programs/heap/contacts/](http://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/](http://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/eap](http://ngrid.com/eap), call **1-866-305-1915** or email at [Affordability@nationalgrid.com](mailto:Affordability@nationalgrid.com)

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

## Financial Assistance

### Care & Share Heating Fund

Provides one-time emergency financial assistance in the amount of \$200 to customers who have already received HEAP grants and are having difficulty paying their energy bills.

- To learn more visit: [www.heartshare.org/energy-assistance-and-community-development/](http://www.heartshare.org/energy-assistance-and-community-development/) or call **1-855-852-2736**.

### Hope & Warmth Energy Fund

Provides one-time emergency grant to customers with an income above the HEAP eligibility guidelines and an account balance of \$1 or more.

**Step 1:** Check moderate income guidelines here: [www.nyserda.ny.gov/All-Programs/EmPower-New-York-Program/Eligibility-Guidelines](http://www.nyserda.ny.gov/All-Programs/EmPower-New-York-Program/Eligibility-Guidelines)

**Step 2:** To learn more visit [www.heartshare.org/energyassistance-and-community-development/](http://www.heartshare.org/energyassistance-and-community-development/) or call **1-718-422-4207**.

### Hearts Fighting Hunger

Offers one-time emergency food assistance in the form of a \$300 grocery store gift card to customers with an income above HEAP eligibility guidelines and an account balance of \$1 or more.

**Step 1:** Check moderate income guidelines here: [www.nyserda.ny.gov/All-Programs/EmPower-New-York-Program/Eligibility-Guidelines](http://www.nyserda.ny.gov/All-Programs/EmPower-New-York-Program/Eligibility-Guidelines)

**Step 2:** To learn more visit [www.heartshare.org/energyassistance-and-community-development/](http://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](http://ngrid.com/billhelp) or call **1-800-642-4272**.

## Payment Agreements

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

- To enroll call **1-800-443-1837**.

## 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/uny-specialprotections](https://ngrid.com/uny-specialprotections) or call **1-800-642-4272** 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.nysersda.ny.gov/All-Programs/EmPower-New-York-Program](https://www.nysersda.ny.gov/All-Programs/EmPower-New-York-Program) or call **1-877-697-6278**.

### **New York State Affordable Multifamily Energy Efficiency Program**

If you are a renter, talk to your landlord about available incentives to make your home more energy efficient.

- To learn more visit [ngrid.com/uny-ameep](https://ngrid.com/uny-ameep)

### **NY Energy Advisor**

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

- To learn more visit [energyadvisor.ny.gov/](https://energyadvisor.ny.gov/)

### **National Grid Online Marketplace**

Find instant rebates and affordable energy savings products for your home.

- To learn more visit [ngrid.com/shop](https://ngrid.com/shop)

### **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.nysersda.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](https://ngrid.com/consumeradvocates) or call **1-800-642-4272**.

## Important contact information

### **Customer Service**

[ngrid.com/hereforyou](https://ngrid.com/hereforyou)  
1-800-642-4272

### **Gas Emergency**

911 or 1-800-892-2345

### **Visit My Account**

View and pay your bill, change your account preferences and more!

[ngrid.com/unymyaccount](https://ngrid.com/unymyaccount)

### **Billing & Payment Options**

Interested in going paperless? Learn more about payment options.

[ngrid.com/unybillpay](https://ngrid.com/unybillpay)  
1-800-460-0316

### **Understanding Your Bill**

Learn more about the components that make up your bill.

[ngrid.com/unyaboutbill](https://ngrid.com/unyaboutbill)  
1-800-642-4272

### **Electric Outages**

Report an electric outage to National Grid.

[ngrid.com/reportoutage](https://ngrid.com/reportoutage)  
1-800-892-5222

### **Energy Saving Tips**

Tips and tricks to help you save energy.

[ngrid.com/unysavingtips](https://ngrid.com/unysavingtips)

### **Energy Efficiency Programs**

Learn how to make your home more energy efficient and save!

[ngrid.com/saveenergy](https://ngrid.com/saveenergy)

### **Rates**

View current rates.

[nationalgridus.com/Upstate-NY-Home/Rates/Service-Rates](https://nationalgridus.com/Upstate-NY-Home/Rates/Service-Rates)

### **Energy Supplier Options**

Understand your supplier options.

[nationalgridus.com/Upstate-NY-Home/Energy-Choice/Choosing-Your-SupplierRates/Service-Rates](https://nationalgridus.com/Upstate-NY-Home/Energy-Choice/Choosing-Your-SupplierRates/Service-Rates)

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