



Introducing New Programs to Help Customers Financially

Opened December 15, 2022*.
Apply today while funding is available.



We have committed \$6 million dollars to help our lower- to moderate-income New York customers (those over HEAP eligibility that meet the requirements) manage higher winter bills. Both of these funds are being administered by HeartShare Human Services of New York.



Hope & Warmth Energy Fund

The Hope & Warmth Energy Fund – For our NY customers

The Hope & Warmth Energy Fund will provide emergency financial assistance to vulnerable customers who have an income above the HEAP eligibility guidelines and are having difficulty paying their heat-related energy bills. Eligible customers will receive one \$200 grant during the winter heating season.

** Program dates may be shortened or extended based on funding and demand.*

To qualify, an applicant must:

- Have an active National Grid account in their name.
- Meet <https://www.nyserda.ny.gov/All-Programs/assisted-home-performance-with-energy-star/income-guidelines>.
- Reside in a one- or two-family home.
- Have a valid National Grid disconnect notice.
- Have an overdue balance of more than \$300.

Points to Remember

Hope & Warmth Energy Fund grants cannot be used to restore service for a customer whose service is shut off for non-payment at National Grid.

Customers can receive one grant per program year/season.

Hope & Warmth Energy Fund grants cannot be used to assist customers in obtaining service with National Grid.

Offers a 30-day hold from shut off for non-payment or collection activity.



Hearts Fighting Hunger

Hearts Fighting Hunger – For our NY customers

Hearts Fighting Hunger offers one-time emergency food assistance in the form of a \$150 grocery store gift card/ food voucher to eligible National Grid New York heating customers with a past-due account and a vulnerable household member. Customers who receive Supplemental Nutrition Assistance Program, or SNAP, benefits are not eligible for this program.

** Program dates may be shortened or extended based on funding and demand.*

To qualify, an applicant must:

- Reside in a 1-2 family home.
- Have an active National Grid account in their name.
- Have an overdue balance of more than \$300.
- Meet <https://www.nyserda.ny.gov/All-Programs/assisted-home-performance-with-energy-star/income-guidelines>.
- Have a vulnerable household member such as a disabled person, a child under the age of 18, or a resident over the age of 62.

Points to Remember

Customers can receive one grant per program year/season.

Offers a 30-day hold from shut off for non-payment or collection activity.

► For more information on how to apply customers can visit:
<https://www.heartshare.org/energy-assistance-and-community-development/>
or call (718) 422-4207