

NEW YORK STATE DEPARTMENT OF PUBLIC SERVICE

METHOD OF SERVICE FORM

This form should be filed with all new petitions and applications that require action by the Commission. It will allow us to serve you with the Commission decision using the method you select.

Name:	<u>Philip A. DeCicco</u>
Your Company/Organization:	<u>The Brooklyn Union Gas Company and Keyspan Gas East Corp</u>
Mailing Address:	<u>One MetroTech Center Brooklyn, NY 11201</u>
Company/Organization you represent, if different from above:	_____
E-Mail Address:	<u>philip.decicco2@nationalgrid.com</u>
Case/Matter # (if known)	_____

If you consent to receive Commission-issued orders electronically, you will receive all Commission-issued documents electronically. If you do not consent to receive Commission-issued orders electronically, you will receive all Commission-issued documents by mail.

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I am authorized by the party I represent to grant consent to receive electronic-only service of Commission-issued orders, AND

I, on behalf of myself or the party I represent, knowingly waive the right specified in Public Service Law §23(1) to be served personally or by mail with orders that affect me or the party I represent and consent to receive service of Commission-issued orders by electronic means only. This consent remains in effect until revoked.

B

I do not consent to receive electronic service and instead request that the DPS mail Commission-issued document(s) to me.

Signature: <u>/s/ Philip A. DeCicco</u>	Date: <u>12/7/12</u>
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Please note that this form applies to this filing only.

To the extent possible, please file this form in .pdf format.

December 7, 2012

VIA E-FILING

Honorable Jaclyn A. Brillling, Secretary
State of New York
Public Service Commission
Three Empire State Plaza
Albany, New York 12223-1350

Re: Cases 12-G-_____ and 12-G-_____ – Petition of The Brooklyn Union Gas Company d/b/a National Grid NY and KeySpan Gas East Corporation d/b/a National Grid for Approval of Certain Economic Development Programs on an Emergency Basis to Allow for Immediate Assistance to Customers

Dear Secretary Brillling:

In response to the devastating impacts of Superstorm Sandy, The Brooklyn Union Gas Company d/b/a National Grid NY and KeySpan Gas East Corporation d/b/a National Grid (collectively, “National Grid” or “Companies”) are proposing a comprehensive Emergency Economic and Community Redevelopment Program (“Program”) and submit this verified petition seeking Commission approval of its implementation. The Program will enable the Companies to provide much needed financial assistance to qualifying customers within the Companies’ service territories.

As set forth in the petition, National Grid requests that the Commission waive the notice requirements of the State Administrative Procedures Act and approve the Program on an emergency basis as it is necessary to the public health, safety or general welfare.

Please contact the undersigned with any questions regarding this filing.

Sincerely,

/s/ Philip A. DeCicco
Philip A. DeCicco

CC: Cathy Hughto-Delzer, National Grid

**STATE OF NEW YORK
PUBLIC SERVICE COMMISSION**

**In the Matter of the Application of The Brooklyn
Union Gas Company d/b/a National Grid NY and
KeySpan Gas East Corporation d/b/a National Grid**

**Case 12-G- _____
Case 12-G- _____**

**PETITION OF THE BROOKLYN UNION GAS COMPANY D/B/A NATIONAL
GRID NY AND KEYSpan GAS EAST CORPORATION D/B/A NATIONAL GRID
FOR APPROVAL OF CERTAIN ECONOMIC DEVELOPMENT PROGRAMS ON AN
EMERGENCY BASIS TO ALLOW FOR IMMEDIATE ASSISTANCE TO
CUSTOMERS**

By: Philip A. DeCicco
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Dated: December 7, 2012

**STATE OF NEW YORK
PUBLIC SERVICE COMMISSION**

**In the Matter of the Application of The Brooklyn
Union Gas Company d/b/a National Grid NY and
KeySpan Gas East Corporation d/b/a National Grid**

Case 12-G-_____
Case 12-G-_____

**PETITION OF THE BROOKLYN UNION GAS COMPANY D/B/A NATIONAL GRID
NY AND KEYSpan GAS EAST CORPORATION D/B/A NATIONAL GRID FOR
APPROVAL OF CERTAIN ECONOMIC DEVELOPMENT PROGRAMS ON AN
EMERGENCY BASIS TO ALLOW FOR IMMEDIATE ASSISTANCE TO
CUSTOMERS**

INTRODUCTION

Many customers in the service territories of The Brooklyn Union Gas Company d/b/a National Grid NY (“KEDNY”) and KeySpan Gas East Corporation d/b/a National Grid (“KEDLI”)¹ are struggling to recover from the devastating effects of Superstorm Sandy. Record flooding caused severe damage to many communities, and thousands of homes and businesses have been destroyed. Electric and gas infrastructure, roads, buildings and equipment necessary to operate certain businesses have similarly been damaged or destroyed. Federal and state assistance will help our customers and communities repair and rebuild, but financial support is limited and more is needed now.

As of December 5, 2012, National Grid restored service to almost all customers ready and able to receive it. Of the utmost concern, however, are thousands of customers located on the Rockaway Peninsula, Staten Island, Brooklyn and the south shore of Long Island who incurred severe damage to their gas equipment and are not able to receive available gas service.

¹ Collectively, KEDNY and KEDLI are referred to as “National Grid” or “Companies.”

In the immediate aftermath of the storm, National Grid came to the aid of customers whose gas-fired appliances had been damaged and who needed assistance restoring heat. National Grid deployed hundreds of employees on the ground in affected communities as part of a comprehensive outreach and assistance program. The outreach and assistance was aimed at providing information and advice on gas safety and the repair or replacement of damaged heating equipment and other appliances. Attachments 1-2, appended hereto, are community brochures National Grid is using to educate and support customers.

In parallel with the outreach efforts, National Grid began developing a comprehensive Emergency Economic and Community Redevelopment Program (“Emergency Program”) to provide timely financial assistance to customers and communities in the impacted areas of the Companies’ service territories. The proposed \$30 million, three-tiered Emergency Program focuses on assisting customers with the repair or replacement of their heating equipment and helping to rebuild businesses in these communities. Since the Companies announced the Emergency Program, federal, city, county and state governments have stepped in to provide assistance - including Federal Emergency Management Agency (“FEMA”) grants and NYC Rapid Repairs. In recognition of these other programs, National Grid has revised its Emergency Program to coordinate with these other sources of assistance.

In this petition, National Grid requests that the Commission approve funding of the Emergency Program as described below, including the repurposing of certain low-income and economic development funds and, to the extent not funded through existing programs, deferral recovery of the remainder. Having successfully implemented a similar first-of-its-kind program in the upstate New York service territory in 2011 following Hurricane Irene and Tropical Storm

Lee, National Grid is confident the Emergency Program will provide customers with valuable assistance at a time of great need.

THE EMERGENCY ECONOMIC AND COMMUNITY
REDEVELOPMENT PROGRAM

The Emergency Program consists of three tiers designed to provide timely assistance to those communities, customers and businesses most impacted by the storm. National Grid has partnered with HeartShare Human Services of New York (“HeartShare”), a nonprofit human services agency, to administer Tiers 1 and 2 as discussed below.

Tier 1: Immediate Service Restoration Assistance

Under Tier 1 of the Emergency Program, eligible residential customers (premises where National Grid has placed a warning tag on the furnace, boiler or hot water heater because the equipment is unsafe for relight and operation, as well as customers who have not received warning tags but can demonstrate they engaged a licensed plumber to perform an inspection or necessary repairs as a result of the storm) will receive a bill credit to help offset the costs of inspecting, repairing or replacing this equipment as quickly as possible so they can safely return to their homes. Eligible customers will receive a one-time credit of \$150. Since the credit is only applied to the accounts of customers who have received warning tags or completed necessary repairs and/or inspections, the program is directly encouraging customers to take the necessary steps to ensure their home can be safely occupied.

National Grid has already provided this assistance to approximately 8,200 customers. National Grid is funding the costs of Tier 1 on its own and is not seeking recovery of these costs.

Tier 2: Additional Aid for Impacted Residential Customers

Tier 2 of the Emergency Program provides financial aid to affected residential customers to further help offset the costs of repair or replacement of damaged heating equipment (gas-fired boilers, furnaces and hot water heaters) by participating licensed plumbers. HEAP-eligible customers (Tier 2A), as well as non-HEAP eligible customers (Tier 2B) who meet the established guidelines in Attachments 3-5 appended hereto (generally customers with income up to 80% of state median and other customers based on financial need), will receive reimbursement for installed equipment as follows:

Equipment	Tier 2 Reimbursement Amount	
	HEAP-eligible customers (Tier 2A)	Non-HEAP eligible customers (Tier 2B)
High Efficiency Residential Gas Boiler*	up to \$6,000	For income-eligible or need-based customers National Grid will pay up to \$3,000 total for the repair/replacement of equipment.
Residential Steam Boiler	N/A	
Residential Gas Water Heater	up to \$1,600	
High Efficiency Residential Gas Furnace*	up to \$5,000	

* See discussion on pages 5 and 6 for further details. National Grid encourages the installation of high-efficiency equipment when equipment replacement is necessary, but will pay lower reimbursement amounts for equipment that does not meet high-efficiency guidelines given the constraints on the time and availability of high-efficiency equipment installation and customers' immediate need for heat.

To facilitate the repair of damaged equipment as part of the Tier 2 program, National Grid, working with a network of approximately 250 plumbers, is (i) identifying eligible customers with damaged equipment and matching those customer with available resources through a plumber and equipment assistance hotline, (ii) conducting regular outreach to equipment manufacturers and distributors to monitor equipment supplies and anticipate potential shortages and (iii) conducting outbound calls to impacted HEAP customers to advise of the program and encourage participation.

Eligible customers must submit estimates to National Grid, which will review and authorize the work. When the job is completed and the customer's gas service is restored, HeartShare will pay the plumber (subject to the program limits) upon receipt of the invoice and a detailed breakout of labor and equipment costs. National Grid reserves the right to inspect all work performed prior to payment. National Grid will endeavor to conduct inspections of this installed equipment as part of the relight process, and will conduct a number of post-installation inspections.

National Grid is strongly encouraging the installation of high-efficiency equipment in the Tier 2 program. However, unprecedented demand for heating equipment and limited inventory coming into the downstate area has affected availability of this equipment.² Even when high-efficiency equipment is an option, customers are not always choosing it to replace damaged equipment because of the additional costs. Necessary flue modifications and wall penetrations, which involve additional cost, time and permitting requirements,³ have dissuaded many customers, particularly low income customers,⁴ from selecting high-efficiency equipment.⁵ Nevertheless, as shown in Attachment 7 appended hereto, National Grid estimates that replacing a 10-year-old furnace with a standard efficiency versus high-efficiency system now will create a comparable benefit (over the next 20 years) as would be achieved if the 10-year-old furnace were used to end of life and replaced with high-efficiency at that point. Therefore, even with the

² In fact, a recent analysis by National Grid shows that only 15% of replacement equipment entering storm-affected areas is high-efficiency; the remaining 85% is standard efficiency equipment.

³ In New York City, a special permit is needed to install high-efficiency equipment because of wall penetrations and flue/emission requirements.

⁴ Affordability issues, as well as receipt of assistance through NYS Department of Social Services and Weatherization programs that provision standard efficiency equipment contribute to less frequent replacement with high-efficiency equipment by low income customers.

⁵ Plumbers have been able to serve more customers (approximately 3-4 customers per day) by utilizing standard efficiency equipment that does not require additional installation efforts such as wall penetrations.

selection of standard efficiency equipment, environmental benefits will be achieved compared to the usage of customers' current equipment.

In administering Tier 2, National Grid, in conjunction with HeartShare, will serve as a clearinghouse to first refer customers to the other available assistance programs (*e.g.*, NYC Rapid Repairs, EmPower New York Program, New York State Energy Research and Development Authority ("NYSERDA")), utilizing appliance replacement under Tier 2 as a last resort for those in need who do not qualify for other assistance or in cases where other assistance is not enough. For example, HEAP-eligible customers (who have expressly authorized National Grid to share their information) will be referred to the EmPower New York Program under a process that has already been coordinated with NYSERDA. As a matter of course, the Companies will refer customers to NYSERDA so they may take advantage of available programs such as the Assisted Home Performance program.

All customers in New York City and Nassau County, whether HEAP-eligible or not, will be referred to the NYC Rapid Repairs program, which provides emergency repairs for permanent or temporary restoration of heat, power and hot water, and other limited repairs to protect a home from further damage, including appliance replacement. In cases where an affected customer does not qualify for one of these programs, or where assistance is only available for temporary repairs, National Grid will provide assistance through the Tier 2 equipment replacement program. National Grid's community outreach effort includes being on-site at FEMA/NYC Rapid Repairs application sites to direct customers to available assistance.

Attachments 3-6 provide additional details on Tiers 1 and 2 of the Emergency Program. Given the immediate need for assistance, especially with regard to the restoration of functioning heating equipment as winter approaches, National Grid is already providing Tier 2 financial

support to its affected customers. National Grid estimates as many as 1,750 and 5,250 customers may be eligible under Tier 2 as HEAP-eligible Tier 2A or non-HEAP-eligible Tier 2B, respectively.

Tier 3: Economic and Community Development Assistance

Tier 3 of the Emergency Program, as explained in Attachment 8 appended hereto, provides funding to help offset the costs of rehabilitating commercial, industrial, or multifamily residential buildings that sustained physical damage and lost natural gas service as a result of Superstorm Sandy. Eligible uses of these funds by customers include energy infrastructure repair or replacement and building reconstruction/rehabilitation and costs associated with replacement of fixed machinery and equipment necessary for the operation of the business. Small business customers may qualify for limited funding to offset the costs of replacing inventory and furnishings. Funding is subject to verification by National Grid of work equal to or greater than the grant award amount and is paid directly to customers. Funding consideration will be based on demonstration of financial need and impact to the community, and will include, but not be limited to, criteria such as: total damage costs (including inventory, furnishings and equipment), square footage of facility, jobs retained, and type of business. Again, the Company will take steps to coordinate economic assistance with other available programs through customer referrals. Getting commercial customers back in business benefits all National Grid customers, not only in terms of restoring the gas customer base, but also returning these businesses, and the associated economic benefits they create, to their communities.

Emergency Program Funding

The proposed spend for the Emergency Program is \$10 million for National Grid's KEDNY gas business and \$20 million for National Grid's KEDLI gas business, plus an

additional estimated 10 percent for comprehensive program administration and execution costs.⁶ Funding will be spread across 2012, 2013 and 2014; however, all applications for emergency assistance must be received by March 31, 2014 to be considered for funding.

A current high-level estimate of participation suggests spending as follows: approximately \$5 million for Tier 1 (the Company is funding Tier 1 costs on its own and is not seeking to recover these costs from customers), \$5 million for Tier 2A (HEAP-eligible), \$10 million for Tier 2B, and \$10 million for Tier 3. However, these spending levels comprise only initial estimates and will depend on the Companies' completion of ongoing damage assessments, customer interest and participation, and availability of other programs for referral as appropriate. Accordingly, within their respective \$10 million and \$20 million caps, the Companies request flexibility to spend funds on these programs in response to customer demand and emerging developments in the impacted regions (*e.g.*, increasing spending in Tier 3 as the Companies leverage assistance from other available programs to address the Tier-2 needs of customers). The Companies will periodically advise Staff as to the level of funding in each tier of the program and any expected changes.

With respect to HEAP-eligible customers, the Companies propose to utilize deferred balances in their respective Low Income Discount Program Balancing Accounts to fund equipment replacements under Tier 2, including administrative costs. As of October 2012, the balance in the Low Income Discount Program Balancing Account was \$0.415 million for KEDNY and \$11.084 million for KEDLI. National Grid proposes to use the balances to fund (or

⁶ Administrative costs are required for program implementation and include: design, production and delivery of customer outreach/education materials; program implementation contractors for customer intake, screening/referral, and post-implementation inspections, engineering and technical assistance; web site enhancements; response to consumer calls on the plumber and equipment assistance hotline; conducting outbound calls to impacted HEAP customers to advise of the Emergency Program and encourage participation; coordination with manufacturers and distributors in the program territories to ensure availability of products; coordination with local agencies, including HEAP, Department of Social Services, NYSERDA, and FEMA; and payment of HeartShare administrative costs and fees.

help offset the cost of) Tier 2 of the Emergency Program, provided the balancing account remains adequate to fund the Companies' respective low income discount programs.

With respect to the Tier 3 funding for commercial and industrial customers, National Grid is requesting permission to expand the applicability of existing National Grid Economic Redevelopment Programs and Building Practices and Demonstration Programs to:

- allow National Grid to spend 2012 dollars collected for its Economic Redevelopment Programs and Building Practices and Demonstration Programs through 2013, as projects can take weeks or months to specify, install, process and report.
- increase the maximum percentage of project cost paid from 50% to up to 80%, at National Grid's discretion.
- increase the maximum possible award from \$100,000 to \$250,000.
- for the Economic Redevelopment Programs, allow National Grid to work with customers, local officials and economic development organizations as appropriate to identify participants consistent with the criteria described in this petition.

There are approximately \$1.62 million and \$0.33 million in uncommitted calendar year 2012 funds in the Economic Redevelopment Programs for KEDNY and KEDLI, respectively. There are approximately \$0.87 million and \$0.10 million in uncommitted calendar year 2012 funds in the Building Practices and Demonstration Programs for KEDNY and KEDLI, respectively. With the exceptions noted above, existing funds could be used to partially offset the cost of the Tier 3 programs. Program funding for Tier 3, including administrative costs, will also be coordinated with assistance received from NYSERDA and other state, federal, local, insurance or other sources of emergency aid.

To the extent third party sources or the funds available in the Companies' Low Income Discount Programs or Economic Redevelopment Programs are not adequate, the Companies request authorization to defer for future recovery from customers the remaining balance of the costs of Tiers 2 and 3 of the Emergency Program. National Grid recognizes the Commission's precedent for affording deferral authorization and would not expect to be granted such authorization unless the standards set forth in that precedent were met.

The Companies will provide Staff with quarterly reports on the status of the Emergency Program. These reports will include, at a minimum, (i) information on the number of customers receiving assistance in each of the tiers, (ii) the amount of money spent in each tier (total and per customer), (iii) the sources of funding utilized for the Emergency Program and (iv) an update on the Companies' efforts to coordinate assistance among other programs.

The Companies have a century-long track record of helping to build vibrant communities in New York and Long Island and this program will enable the Companies to continue this tradition by allowing us to help re-build the hardest hit communities and support customers at their time of greatest need.

REQUEST FOR EMERGENCY APPROVAL

Pursuant to Article II, Section 202 (6a) of the State Administrative Procedures Act (“SAPA”), the Companies requests that the Commission waive the SAPA notice requirements and approve funding as explained herein, on an emergency basis, for National Grid’s Emergency Program as it is necessary to the public health, safety or general welfare. The Emergency Economic and Community Redevelopment Program will provide financial support, for example, for the rebuilding of customer energy infrastructure or the renovation of buildings and commercial areas that have been devastated as a result of the storm. A waiver of the notice requirements on the funding of the Companies’ Emergency Program will facilitate National Grid’s ability to expedite much needed financial assistance to customers and communities, and better integrate its program assistance with other available sources of assistance. It would particularly expedite Tier 3, which has not yet been commenced by the Companies. Therefore, National Grid respectfully requests that the Commission waive the relevant requirements.

CONCLUSION

For the reasons set forth above, National Grid respectfully requests that the Commission approve funding requested herein for its Emergency Economic and Community Redevelopment Program. Timely financial assistance to customers and communities is needed to enable and expedite our customers’ and communities’ recovery from the storm, and to retain jobs in the impacted areas. Spending on the Emergency Program is necessary and will benefit all customers by restoring the gas customer base, and returning businesses and the economic benefits they create within their communities. The Commission’s approval of the requested funding for the

Emergency Program will facilitate National Grid's ability to expedite much needed financial assistance to these customers and communities.

Respectfully submitted,

THE BROOKLYN UNION GAS
COMPANY d/b/a NATIONAL GRID NY

KEYSPAN GAS EAST CORPORATION
d/b/a NATIONAL GRID

By: Philip A. DeCicco
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Dated: December 7, 2012

VERIFICATION

I, Kenneth D. Daly, President, National Grid, New York, do hereby affirm that the contents of this document are true to the best of my knowledge.

Signed: /s/ *Kenneth D. Daly*
Kenneth D. Daly

Date: December 7, 2012

ATTACHMENT 1

Hurricane Sandy

Recovery assistance information



Dear Customers:

On behalf of the entire National Grid family, our hearts and thoughts are with our neighbors who have experienced unprecedented loss from Hurricane Sandy.

Please be assured that we are pushing forward with every available resource to bring electric and natural gas service back to New York City and Long Island.

As we all deal with the challenges in front of us, your safety, and that of our crews, is our number one priority. Please read and share the enclosed safety information.

Here you will also find contact information for those who may be able to assist you, as well as answers to questions about reconnecting your gas and/or electric service.

New York City and Long Island is also home to many of our employees. Together, we will recover and rebuild our community.

Sincerely,

A handwritten signature in black ink, appearing to read "Ken Daly". The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

Ken Daly, President
National Grid, New York

Emergency contact information

National Grid Customer Service
(Long Island and the Rockaways)

1-800-930-5003

National Grid Customer Service
(Brooklyn, Queens and Staten Island):

1-718-643-4050

National Grid Gas Emergency:

1-800-490-0045 (Long Island)
1-718-643-4050 (New York City)

Federal Emergency Management Association (FEMA):

1-800-621-FEMA (3362)

FEMA Hard of hearing/Speech disability TTY:

1-800-462-7585

FEMA 711 or Video Relay Service (VRS):

1-800-621-3362

American Red Cross:

<http://www.redcross.org/find-help/shelter>



Safety after Sandy

A guide for our community.

If someone claiming to be a National Grid employee comes to your door be sure they show you their National Grid identification badge.

General safety tips

- Listen to the radio or TV for instructions from local officials.
- Wait until an area has been declared safe before entering. Be careful driving since roads may be damaged and power lines may be down.
- Before entering a building, check for structural damage.
- Upon entering a building, use a battery-powered flashlight. **DO NOT** use an open flame as a source of light. Gas may be trapped inside.
- When inspecting the building, wear rubber boots and gloves.
- Watch for electrical shorts and live wires before making sure the main power switch is off.
- **DO NOT** turn on electrical appliances until an electrician has checked the system and appliances.
- Test drinking water for portability. Wells should be pumped out and water tested before drinking.
- If the public water system is declared “unsafe” by health officials, water for drinking and cooking should be boiled vigorously for 10 minutes.
- Shovel out mud or sand with special attention to cleaning heating and plumbing systems.
- Flooded basements should be drained and cleaned as soon as possible. Structural damage can occur if drained too quickly. When surrounding waters have subsided, begin draining the basement in stages, about one-third of the water volume each day.

Natural gas safety – use your senses

A gas leak is often recognized by smell, sight or sound.

SMELL – Natural gas is colorless and odorless. A distinctive, pungent odor, similar to rotten eggs, is added so that you’ll recognize it quickly.

SIGHT – Outdoors you may see a white cloud, mist, fog, and bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.

SOUND – You may hear an unusual noise like roaring, hissing or whistling.

What to do if you think there’s a gas leak:

- Move to a safe area.
- **DO NOT** smoke or do anything to create a flame.
- **DO NOT** turn on light switches or electrical equipment. These items may produce a spark that might ignite the gas and cause an explosion.
- Call National Grid immediately (see emergency phone numbers)
- **DO NOT** assume someone else will report the condition.
- Provide the exact location, including cross streets.
- Let us know if sewer construction or digging activities are going on in the area.

Carbon monoxide safety

Carbon monoxide is a highly poisonous gas that is colorless, odorless and tasteless.

Common sources include malfunctioning fuel-burning appliances such as hot air furnaces, space heaters and natural gas ranges.

Carbon monoxide safety, continued

- Check chimneys or flues for debris, birds' nests or other blockage.
- Never use a gas range for heating. Also, never burn coal or charcoal in an enclosed space or use an outdoor grill indoors.
- Install at least one UL listed carbon monoxide detector in your home, near bedrooms.
- If your carbon monoxide unit sounds the alarm, go outside immediately and call 911.
- Do not return until the carbon monoxide source is found.
- The symptoms of carbon monoxide are similar to the flu and may include headaches, dizziness, weakness, sleepiness, nausea, confusion, tightness of the chest, fluttering of the heart, redness of the skin and loss of muscle control.

National Grid will respond immediately to all carbon-monoxide-related calls from all natural gas customers within our service area – even if you purchase natural gas from an alternative gas supplier (or marketer). First, please call **911**.

Electrical safety

- Never touch any fallen lines or anything touching fallen wires. Report all fallen wires to your local electric company.
- If service has been restored to your neighborhood and your home is still without power, call your local electric company.
- It is very important your electric utility hear from you regarding your outage. You should never assume they know about the power outage.
- If your home has flooded, please check with an electrician before turning anything on.
- Gradually reconnect your appliances to avoid overloading circuits when power is restored.

Call before you dig

As the community works through the rebuilding process it will be important to remember that electric power lines, natural gas pipelines, water pipes, communications lines and other utility services can be buried within a few feet of the ground. Not knowing where they are can result in serious personal injury, property damage and service interruptions.

When you call **811**, the national Call Before You Dig center will notify National Grid and other participating utilities, allowing us to mark your underground pipes, wires or cables so you'll know what areas to avoid.

For more information about **811** visit www.newyork-811.com.

If you smell natural gas, please evacuate your home and contact us as soon as possible:

- Brooklyn, Queens and Staten Island:
718-643-4050
- On Long Island and the Rockaways:
1-800-490-0045

If you do not smell natural gas but have no gas service:

- Brooklyn, Queens and Staten Island:
718-643-4050
- On Long Island and the Rockaways:
1-800-930-5003

This is an important notice. Please have it translated.

Este é um aviso importante. Quiera mandá-lo traduzir.
Este es un aviso importante. Sirvase mandarlo traducir.
Avis important. Veuillez traduire immédiatement.

Questa è un'informazione importante,
Si prega di tradurla.

ĐÂY LÀ MỘT BẢN THÔNG CÁO QUAN TRỌNG
XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

Restoring your natural gas service

Water damage to your home or business may have resulted in disconnection from our natural gas system. It is our goal to restore your natural gas service as safely and quickly as possible.

Each property will be evaluated on a case-by-case basis. As a result of the widespread damage caused by Hurricane Sandy, repair or replacement of gas lines near or on your property or replacement of meters or other equipment may be necessary.

Repairs or replacement of your heating system or other appliances may also be needed before natural gas service is restored.

In general, these steps will be required to restore service:

1. An assessment of the condition of the gas equipment at the property (both National Grid and customer-owned).
2. Repair and/or replacement of our equipment or customer-owned appliances.
3. At least one, and possibly additional visits to the property by our meter services employees to test, inspect and relight pilot lights.

For further information about the restoration of your natural gas service, please call our hotline at **877-MY-NGRID** or **877-696-4743**.



Flood waters can permanently damage gas and electrical equipment. Even if the equipment dries out, contaminants can affect electronics and moving parts. Corrosion is likely and is often hidden where it cannot be seen. This can lead to failures and can cause fires, even if the equipment appears intact and functions after drying out. Please consult professional electrical, heating and cooling service providers. Replacement is the preferred remedy.



Appliance safety after a flood

Water damage to your or your neighbors home or business may have resulted in your being disconnected from our natural gas system. It is our goal to restore natural gas service in your area and to your home or business as safely and quickly as possible.

What to do if heating or cooling equipment has been exposed to standing water

Safety precautions must be taken after a home or business has been exposed to standing water, which can damage an electrical system, water heater, furnace, boiler, air-conditioning, ventilation, and heat pump system — putting you and your family at risk.

- **Replacement vs. Repair** - In most cases, flood-damaged heating and cooling equipment and systems will have to be replaced, not repaired. All inspection and replacement work on flooded equipment should be performed by qualified heating and cooling contractors, not by homeowners. A licensed electrician should replace flooded electrical equipment and components.
- **Ductwork** – If you have a central forced-air furnace in the house you are repairing, pay attention to your ductwork too. A qualified heating contractor will not try to salvage duct insulation that has been in contact with flood water, but will replace it because it is impossible to decontaminate.
- **Gas furnaces, boilers, fireplaces** - If there is any question whether flood water has reached a gas appliance, have the unit checked by a qualified heating contractor.
- **Electric furnaces** - Just like the gas-fired warm-air furnace, the electric furnace is susceptible to corrosion and damage, resulting in reliability problems or safety hazards. Have the unit checked by a qualified heating contractor.
- **Propane heating** - Use extreme caution when there is the potential for propane leaks and get propane equipment checked, repaired and/or replaced by a qualified heating contractor as quickly as possible after a flood.
- **Radiant ceiling heat** - A qualified electrician should be consulted to determine whether the cable is reusable.
- **Heat pumps and air conditioning systems** - The decision to repair or replace should be made by a qualified professional on a case-by-case basis.
- **Water heating systems** - Whether your water heater is gas-fired, oil-fired or electric, if it was exposed to flood water, the unit should be replaced. A new water heater is a relatively small investment, and replacing it is fairly easy to do.
- **Government Aid** - Government aid may be available to help you finance the replacement of flood-damaged HVAC equipment. Contact a Federal Emergency Management Agency (FEMA) office near you. Consult your insurance company first.

Heating & Refrigeration Institute (AHRI)
www.ahrinet.org

US Consumer Product Safety Commission
www.cpsc.gov

This is an important notice. Please have it translated.

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XIN VUI LÒNG CHO DỊCH LẠI THÔNG CÁO ẤY

Это очень важное сообщение.
Пожалуйста, попросите чтобы
вам его перевели.

ATTACHMENT 2

Restoration Information

National Grid Gas Emergency:

1-800-490-0045 (Long Island)

1-718-643-4050 (New York City)

National Grid Customer Service:

1-800-930-5003 (Long Island and the Rockaways)

1-718-643-4050 (Brooklyn, Queens and Staten Island)

LIPA: To report outages or a downed wire:

1-800-490-0075

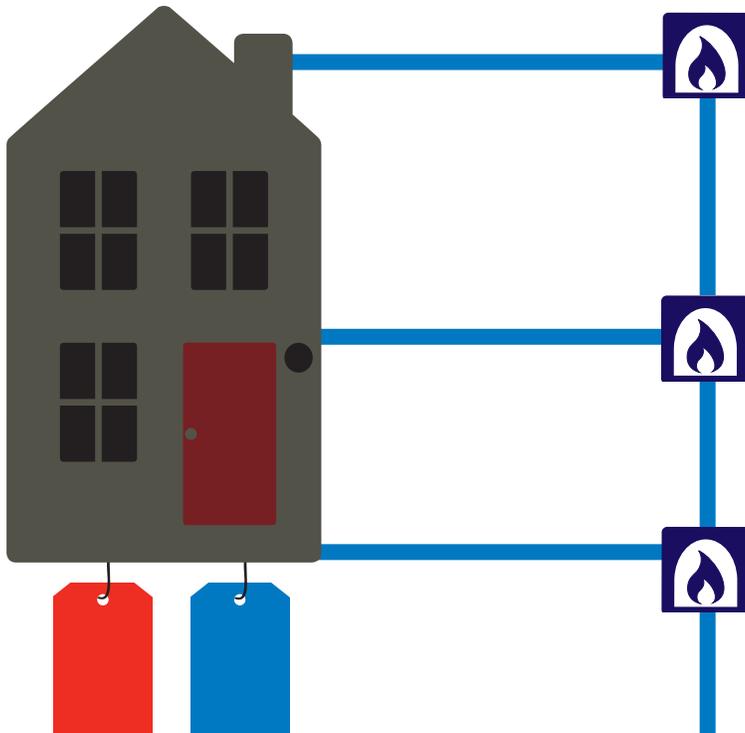
Anyone needing assistance with plumbers or repair/replacement of equipment can call **877-MY-NGRID (696-4743)**.

We have a team standing by to help with the process.

ATTACHMENT 3

Hurricane Sandy Relief Program: A guide for our natural gas customers

National Grid is offering three levels of assistance.



National Grid is reaching out to our natural gas customers who have been most seriously impacted by Hurricane Sandy on Long Island and New York City with a Customer Assistance Program.

Eligible customers include property owners whose home has not been declared uninhabitable by the Federal Emergency Management Association (FEMA) and **National Grid has placed a warning tag on boilers, water heaters or furnaces**, (meaning that the equipment is unsafe for relight and operation until repair or replacement is made) are eligible.

Tier 1: One-time bill credit

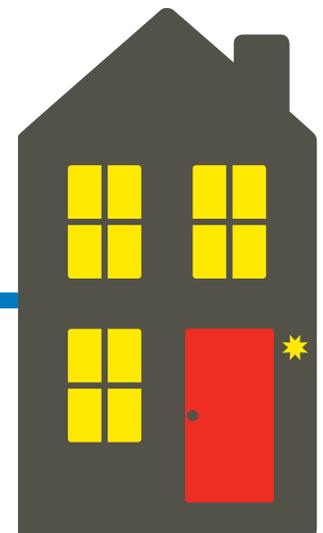
For all eligible customers, National Grid will credit their natural gas bill in the amount of \$150 to assist with repairs/and or replacement of damaged boilers, water heaters or furnaces. Customers need to do nothing. Customer's equipment must have been "tagged" indicating a relight was necessary.

Tier 2: Assistance for HEAP-eligible* customers

In addition to the \$150 bill credit, our most vulnerable customers receiving benefits under the Home Energy Assistance Program (HEAP) who also meet the eligibility above may be able to receive additional assistance. Please see reverse side for complete description.

Expanded customer assistance for customers not eligible for HEAP

In addition to the \$150 bill credit, our customers who did not receive HEAP benefits, but whose household income levels fall within the guidelines on the reverse side of this sheet and who also meet the eligibility above, may be able to receive additional assistance. Please see reverse side for complete description.



National Grid is offering three levels of assistance.

Tier 1

One-time bill credit.

For all eligible customers, National Grid will credit their natural gas bill in the amount of \$150 to assist with repairs/and or replacement of damaged boilers, water heaters or furnaces. Customers need to do nothing. Customer equipment must have been "tagged" indicating a relight was necessary.

Tier 2

Customer assistance for HEAP-eligible* customers.

Equipment repairs/replacement for our most vulnerable customers.

In addition to the \$150 bill credit, our most vulnerable customers receiving benefits under the Home Energy Assistance Program (HEAP) who also meet the eligibility above may be able to receive additional assistance.

National Grid will reimburse the licensed plumber for each gas/gas equipment inspection, repair or replacement they complete related to Hurricane Sandy.

**The customer must have been previously approved for the 2011 and 2012 HEAP program.*

1. The customer must call **1-877-MY-NGRID (1-877-696-4743)**.
2. National Grid will issue the customer an eligibility number.
3. The customer will then need to contact a licensed plumber to initiate work and supply the eligibility number to the plumber.
4. National Grid will provide a list of licensed plumbers to the customer upon request.
5. The Recovery Assistance form #CM5352 (11/12 NYC/LI) must be filled out completely and accurately in order to be eligible for reimbursement.
6. Any false statements or attempts to deceive National Grid may be subject to legal inquiry and prosecution.

Expanded Customer Assistance for customers not eligible for HEAP.

In addition to the steps 1-6 listed above, customer eligibility will be confirmed through HeartShare Human Services of NY. Income levels will be validated to confirm eligibility for customers not eligible for HEAP.

Tier 2 Non-HEAP eligibility

Household Size	From	To
1	\$25,753	\$45,867
2	\$33,673	\$52,400
3	\$41,593	\$58,933
4	\$49,525	\$65,307
5	\$57,445	\$75,988
6	\$65,365	\$86,496
7	\$66,853	\$88,434
8	\$68,341	\$90,399

What if a home was declared uninhabitable by the Federal Emergency Management Agency (FEMA). Is a homeowner still eligible for National Grid's assistance program?

At this time, we are focused on providing assistance to customers who are able to remain in their homes, but have no heat or hot water. We are evaluating additional assistance programs to benefit even more customers, and will announce those plans when available. As we move forward, we will be exploring ways to assist our customers whose homes were destroyed.

Questions about the Customer Assistance program should be directed to 1-877-MY-NGRID (1-877-696-4743).

The use of high efficiency heating equipment is strongly encouraged for all Tier 2 applications.

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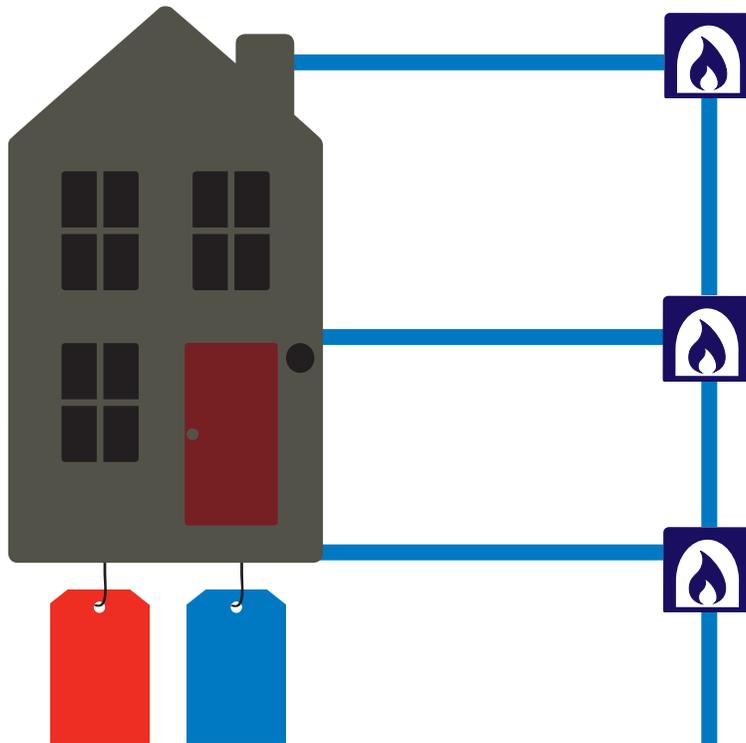
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ATTACHMENT 4

Hurricane Sandy Relief Program: A guide for plumbers working with our natural gas customers

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Eligible customers include property owners whose home has not been declared uninhabitable by the Federal Emergency Management Association (FEMA) and **National Grid has placed a warning tag on boilers, water heaters or furnaces**, (meaning that the equipment is unsafe for relight and operation until repair or replacement is made) are eligible.

Tier 1: One-time bill credit

For all eligible customers, National Grid will credit their natural gas bill in the amount of \$150 to assist with repairs/and or replacement of damaged boilers, water heaters or furnaces. Plumbers need to do nothing. Customer's equipment must have been "tagged" indicating a relight was necessary.

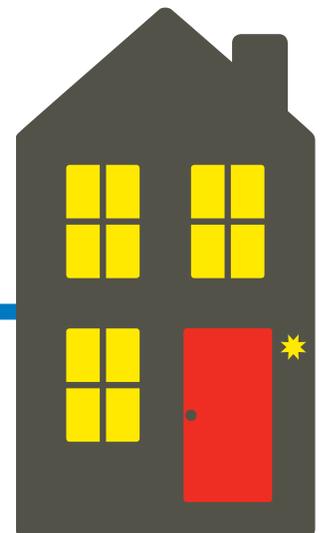
Tier 2:

Assistance for HEAP-eligible* customers

In addition to the \$150 bill credit, our most vulnerable customers receiving benefits under the Home Energy Assistance Program (HEAP) who also meet the eligibility above may be able to receive additional assistance. Please see reverse side for complete description.

Expanded customer assistance for customers not eligible for HEAP

In addition to the \$150 bill credit, our customers who did not receive HEAP benefits, but whose household income levels fall within the guidelines on the reverse side of this sheet and who also meet the eligibility above, may be able to receive additional assistance. Please see reverse side for complete description.



National Grid is offering three levels of assistance.

nationalgrid

HERE WITH YOU. HERE FOR YOU.

Tier 1

One-time bill credit.

For all eligible customers, National Grid will credit their natural gas bill in the amount of \$150 to assist with repairs/and or replacement of damaged boilers, water heaters or furnaces. Plumbers need to do nothing. Customer equipment must have been “tagged” indicating a relight was necessary.

Tier 2

Customer assistance for HEAP-eligible* customers.

Equipment repairs/replacement for our most vulnerable customers.

In addition to the \$150 bill credit, our most vulnerable customers receiving benefits under the Home Energy Assistance Program (HEAP) who also meet the eligibility above may be able to receive additional assistance.

National Grid will reimburse the licensed plumber for each gas/gas equipment inspection, repair or replacement they complete related to Hurricane Sandy.

**The customer must have been previously approved for the 2011 and 2012 HEAP program.*

1. The customer must call **1-877-MY-NGRID (1-877-696-4743)**.
2. National Grid will issue the customer an eligibility number.
3. The customer will then need to contact a licensed plumber to initiate work and supply the eligibility number to the plumber.
4. National Grid will provide a list of licensed plumbers to the customer upon request.
5. The Recovery Assistance form #CM5352 (11/12 NYC/LI) must be filled out completely and accurately in order to be eligible for reimbursement.
6. Any false statements or attempts to deceive National Grid may be subject to legal inquiry and prosecution.

Expanded Customer Assistance for customers not eligible for HEAP.

In addition to the steps 1-6 listed above, customer eligibility will be confirmed through HeartShare Human Services of NY. Income levels will be validated to confirm eligibility for customers not eligible for HEAP.

Tier 2 Non-HEAP eligibility

Household Size	From	To
1	\$25,753	\$45,867
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5	\$57,445	\$75,988
6	\$65,365	\$86,496
7	\$66,853	\$88,434
8	\$68,341	\$90,399

Plumber information

1. Plumber must submit a written estimate of work with this completed form to HeartShare at Sandy.Relief@heartshare.org or fax to **718-422-5969, 718-522-4506 or 718-422-5961**.
2. Once received, HeartShare will review the estimate of repair and supporting documentation for approval.
3. Upon approval, HeartShare will authorize the plumber to proceed with repair and restoration.
4. When the job is successfully completed and the customer service is restored, HeartShare will pay the plumber — upon receipt of invoice and a detailed breakout of labor and equipment costs.
5. National Grid reserves the right to inspect all work performed prior to payment.

What if a home was declared uninhabitable by the Federal Emergency Management Agency (FEMA). Is a homeowner still eligible for National Grid's assistance program?

At this time, we are focused on providing assistance to customers who are able to remain in their homes, but have no heat or hot water. We are evaluating additional assistance programs to benefit even more customers, and will announce those plans when available. As we move forward, we will be exploring ways to assist our customers whose homes were destroyed.

Questions about the Customer Assistance program should be directed to 1-877-MY-NGRID (1-877-696-4743).

The use of high efficiency heating equipment is strongly encouraged for all Tier 2 applications.

ATTACHMENT 5

Recovery assistance

National Grid is offering funding for our residential customers who require a gas inspection and repair of gas equipment which is necessary to restore gas service lost during Hurricane Sandy. This fund is being administered by HeartShare Human Services of NY. Work will be performed by licensed plumbers.

How to obtain funding

Licensed plumbers in the NYC/Long Island area have been informed that **National Grid's Hurricane Sandy Relief Program** will reimburse the licensed plumber for each gas/gas equipment inspection, repair or replacement they complete related to Hurricane Sandy.

The following conditions need to be met in order to be eligible for the program:

1. The customer must have been previously approved for the 2011 and 2012 Home Energy Assistance (HEAP) program. Customers not eligible for HEAP but who meet certain other income-based criteria (generally up to 80% of state median income) may also be eligible for funding to repair or replace their gas equipment up to \$3,000. Please see reverse side for Tier 2 eligibility requirements.
2. The customer must have been visited by a National Grid service representative who tagged their gas equipment with a Warning Tag indicating repair or replacement of the equipment was necessary. If these conditions are met:
 - The customer should call National Grid at: **1-877-MY-NGRID (1-877-696-4743)**.
 - National Grid will issue the customer an eligibility number.
 - The customer will then need to contact a licensed plumber to initiate work and supply the eligibility number to the plumber.
 - National Grid will give a list of licensed plumbers to the customer upon request.
 - The form below must be filled out completely and accurately in order to be eligible for reimbursement.
 - Any false statements or attempts to deceive National Grid may be subject to legal inquiry and prosecution.

CUSTOMER NAME	CUSTOMER ELIGIBILITY NUMBER
CUSTOMER ADDRESS	NATIONAL GRID ACCOUNT NUMBER
PLUMBER NAME	ENERGY EFFICIENT EQUIPMENT INSTALLED? <input type="radio"/> YES <input type="radio"/> NO
PLUMBER ADDRESS	PLUMBER LICENSE NUMBER
PLUMBER PHONE NUMBER	NATIONAL GRID VALUE PLUS INSTALLER? <input type="radio"/> YES <input type="radio"/> NO

I certify that the inspection, repair and installation of the aforementioned equipment is complete and in compliance with all local plumbing codes and the plumber will contact National Grid for customer relief.

CUSTOMER SIGNATURE	DATE
PLUMBER SIGNATURE	DATE

Participating plumbers: Please fax this completed form and detailed invoice (see step #4 on reverse side of this form) to **718-422-5969, 718-522-4506** or **718-422-5961** for reimbursement.

Please see instructions for plumbers on back



Plumber information:

1. Plumber must submit a written estimate of work with this completed form to HeartShare at **Sandy.Relief@heartshare.org** or fax to **718-422-5969, 718-522-4506** or **718-422-5961**.
2. Once received, HeartShare will review the estimate of repair and supporting documentation for approval.
3. Upon approval, HeartShare will authorize the plumber to proceed with repair and restoration.
4. When the job is successfully completed and the customer service is restored, HeartShare will pay the plumber upon receipt of the invoice and a detailed breakout of labor and equipment costs.
5. National Grid reserves the right to inspect all work performed prior to payment.

Visit **nationalgrid.com** for more information.

Residential Hurricane Sandy Relief Program

Customer Assistance includes total installed costs (labor and equipment costs).

National Grid encourages the installation of high efficiency equipment when equipment replacement is necessary. National Grid reserves the right to pay lower reimbursement amounts for equipment that does not meet high efficiency guidelines.

National Grid will reimburse:		
	For HEAP-eligible customers	For non-HEAP eligible customers
High Efficiency Residential Gas Boiler	up to \$6,000	For income-eligible customers National Grid will pay up to \$3,000 total for the repair/replacement of equipment.
Residential Steam Boiler	N/A	
Residential Gas Water Heater	up to \$1,600	
High Efficiency Residential Gas Furnace	up to \$5,500	

Hurricane Sandy Relief Program includes total installed costs (labor and equipment costs as indicated in the above chart). High efficiency equipment must be rated at greater than 90% AFUE or Thermal Efficiency.

AFUE: Annual Fuel Utilization Efficiency

Thermal Efficiency: Efficiency of heat transfer in a boiler minus boiler radiation and convection losses

Refer to **www.ahridirectory.org** to determine if equipment qualifies as high-efficiency.

Tier 2 Non-HEAP eligibility

Household Size	From	To
1	\$25,753	\$45,867
2	\$33,673	\$52,400
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 Пожалуйста, попросите чтобы
 вам его перевели.

ATTACHMENT 6

Dear valued customer:

Please know that our hearts and thoughts are with you as we continue to recover from the tragic aftermath of Hurricane Sandy.

Following the storm, our crews identified your home as one that experienced damage to a gas furnace or water heater as a result of the storm, and needed to be repaired before we restored gas service. As a small gesture of our support, and to assist with repairs, we are issuing a \$150 credit to your National Grid account. This credit will appear on one of your next two billing statements as the "Hurricane Sandy Relief Credit."

If you have not done so already, we encourage you to contact a licensed plumber right away for the necessary repairs. Once this work is complete, please contact us and we will make an appointment to safely reconnect your appliances to our natural gas system.

In the aftermath of Hurricane Sandy we have been humbled by the spirit of generosity and resiliency of our neighbors, by the commitment of our employees, many of whom have also experienced incredible loss.

Please be assured that we are pushing forward with every available resource to restore natural gas service to our communities in New York City and on Long Island.

Together, we will recover from this tragedy. And we will not rest until service is safely restored for everyone.

Sincerely,

A handwritten signature in black ink, appearing to read "Ken Daly". The signature is fluid and cursive, with a long, sweeping underline that extends to the right.

Ken Daly, President
National Grid, New York
www.nationalgrid.com

ATTACHMENT 7

Heating Efficiency Implications for the Replacement of Damaged Residential Heating Systems from Hurricane Sandy

Purpose:

Compare the appliance efficiency improvements that will result from replacement of damaged heating equipment with new standard efficiency or high efficiency heating systems

There are four possible cases based on three factors

1. A damaged boiler is 10yrs old on average and if not for the storm would be in service for another ten years.
2. Oil-fired burners can foul resulting in an efficiency loss of up to 2% annually. Depends on fuel quality and maintenance (ref. BNL)
3. High efficiency boilers will be mandated in the near future by the DOE

GAS to GAS Replacement

1. Damaged boiler/furnace:	< 80%	New High Efficiency	93% ¹
2. Damaged boiler/furnace:	< 80%	New Standard Efficiency:	84%

There will also be some:

OIL to GAS Replacement

1. Damaged boiler/furnace:	> 65%	New High Efficiency	93%
2. Damaged boiler/furnace:	> 65%	New Standard Efficiency:	84%

Conclusions:

1. Customers will choose a portfolio of outcomes; ALL resulting in significantly lower energy usage and lower bills regardless of the equipment chosen. In the case of oil, the majority of savings over time may come from early retirement not the equipment choice.
2. Over the next (20) years the energy savings from installing a standard efficiency boiler now is almost as much as the savings that would have occurred without the storm and a high efficiency boiler installed at the normal end of life for the boiler, tens year from now on average. The difference is no more than 3% over 20 years.

Prepared by:

Rev. 0 

¹ Minimum Gas Furnace AFUE is 90% as of May 2013. 93% is common. Boilers are 82% per EISA as of 9/2012
Current Energy Star Boiler: 85% Gas Furnace 95% and Oil Furnace 85%.

ATTACHMENT 8

Tier 3: Economic and Community Development Assistance

Minimum Program Requirements:

To be eligible for this program, the **applicant** must:

- ❑ Be a National Grid commercial, industrial or multi-family residential gas customer, **and**
- ❑ Be applying for assistance for a building that sustained physical damage and lost natural gas service as a result of the hurricane and flooding, **and**
- ❑ Show evidence of monetary need based on a funding gap, demonstrated in a budget that identifies funds from all sources, such as personal funds, borrowed funds, insurance settlements, federal, state and local sources; **and**
- ❑ Produce estimates for eligible renovations **or** a storm damage assessment, which includes estimated costs for renovations conducted by a government agency such as The U.S. Small Business Administration, **and**
- ❑ Have a service address within the National Grid gas franchise area in New York City or on Long Island, **and**
- ❑ Be located in a county within an area declared a “State of Emergency” by New York State and/or the Federal government, **and**
- ❑ Be current in payments to National Grid or have executed a deferred payment agreement with the Company, unless the arrears are directly related to the storm, **and**
- ❑ Wherever possible, pursue opportunities through National Grid and/or NYSERDA’s Energy Efficiency programs, **and**
- ❑ Receive an endorsement of the application by a State, Regional or Local economic development agency that is familiar with both the applicant’s project and National Grid’s program requirements. The endorsement must include a site visit and should provide photographic evidence of storm damage to the subject property.

New Construction

Subject to all other requirements and guidelines for this program, property owners whose buildings cannot be rehabilitated may apply for grant funds to construct a new building on the same site, or on another nearby site in the same neighborhood.

Inventory and Furnishings

Small business customers (employing less than 100 people) who meet the above minimum program requirements may be eligible for up to \$25,000 in assistance for replacement of inventory and furnishings. Eligible customers must first qualify for relief under the ESDC/NYBDC emergency business loan program at:

<http://www.nybdc.com/SuperStormSandyLoanFundsLanding.html>

Funding and Eligibility Guidelines

Building Renovation & New Construction Projects Only:

Program funds can be used for energy infrastructure repair and/or replacement, and rehabilitation of commercial, industrial, multi-family residential or mixed-use buildings, and costs associated with replacement of fixed machinery and equipment necessary for the operation of the business.

Grant amounts cannot exceed \$250,000. This is the maximum allowable award and each application will be evaluated on a variety of factors, resulting in many applicants not receiving the maximum award.

Funding consideration will be based on documented financial need and impact to the community. Grant amounts will be determined using criteria including, but not limited to:

- Total project costs
- Square footage of facility
- Jobs retained
- Type of business

All Projects:

To the extent possible program funding will be coordinated with assistance received from NYSERDA and other state, federal, local, insurance or other sources of emergency aid.

Applicants awarded grants may request payment of grant funds after they have completed and paid for work equal to or greater than the grant award amount. National Grid will release grant funds at its discretion when payments for material and labor are documented and after verification of completed work is done by a National Grid representative.

All applications for this program must be received by March 31, 2014 in order to be considered for funding.