## 2020 Outreach & Education Plan COVID 19 (Coronavirus)

This section should include outreach and education measures you are taking regarding how you are conducting your outreach events; to ensure the safety of your employees and customers. Indicate any changes you may have made to your outreach processes.

#### **New/Continuing Program:**

Is this a new outreach program for 2020 or a continuation of an existing program?

This is a new outreach program for 2020, necessitated by the COVID-19 pandemic.

#### 2020 Results (evaluation and feedback):

Was this outreach program successful?

Were there lessons learned that should be applied to 2020?

The outreach program thus far is considered successful, based on the following:

- Customer sentiment metrics rose by a minimum of 5ppts from FYE 20 (April 2019 through March 2020) to FYTD 21 (April through July 2020) across each of the NY regions.
- Payment agreement promotions have had a direct impact on increased enrollment, with more than 8,000 customers entering into agreements in May and June, and nearly 8,000 signing up for July (as of July 26).

For lessons learned, the organization agrees that frequent and timely communication surrounding COVID-19 impacts and solutions must continue throughout the remainder of the year and into 2021.

#### Goals for 2021:

What are some of the challenges dealing with COVID -19, Coronavirus?

What is the purpose of this communication program?

What is the utility trying to accomplish this year?

The biggest challenge surrounding coronavirus is working in a constant state of uncertainty with fluctuations in transmission rates and timing surrounding regional openings. With this uncertainty in mind, and the need to be agile with customer communications to fit the situation at hand, in 2020, we established the following customer communications goals to ground us:

- Stay connected with our customers through a proactive and segmented comms strategy focusing on their needs.
- Help our customers maintain their bill health with bill assistance programs and energy savings.
- Reinforce our commitment to deliver safe and reliable energy.

In 2021, we will remain committed to these primary goals, and will adjust depending on the severity of pandemic transmission rates and the resulting impact on customers.

#### **How Priority Was Set:**

Were there guidelines in place to help you overcome challenges of COVID -19, Coronavirus?

Was this program mandated by the Commission?

If not, what prompted the development of this program (customer feedback, new educational opportunities, etc.?)

Our communications program was developed in house based on customer feedback, in accordance with guidance provided by the Commission.

We established a Lifecycle Communications Strategy with stages that allow flexibility in the response, as well as the health and safety of our employees and customers. The stages are as follows:

- March 15 Onset of crisis -- The crisis started to impact the U.S. National Grid established an ICS response team and started planning for upcoming changes that would affect customers, employees and communities, including pausing collections activities.
- o March 30 Initial reactive action -- The company formally reacted to the crisis by communicating and implementing changes to protect and support its employees, customers and communities. Changes included pausing non-essential service work, necessitating non-essential employees to work from home, requiring PPE on service calls and for employees required to go to work locations and educating customers on health and safety measures, including scam awareness.
- April 30 Ongoing stability mid-crisis -- The uncertainty and instability of the crisis continued. More information was available, and the company moved from a reactive response to a proactive response to address specific customer, employee and community needs.
- June Wind down and prepare to resume normal activities -- The crisis starts to wind down and the company proactively prepares to plan and implement new changes to serve and support employees, customers, and communities as business starts to normalize and entering the new normal.
- TBD Resume activities -- The crisis will continue to wind down. Customers, employees, and communities will recover and enter a new normal stage. Economic and health constraints will still exist, but plans will be set to overcome them.

Simultaneously, we developed collections stages, to ensure customers are well informed of bill impacts all along the way. We will shift to the next collection phase, in accordance with state regulation.

Phase 0 Awareness & Education	Phase 1	Phase 2	Phase 3
	Assistance and Reminders	Resume Collection	Business as Usual
<ul> <li>Bill health</li> <li>Comprehensive benefits outreach</li> <li>Education and awareness on assistance programs</li> <li>Energy Savings tips</li> <li>Flexible payment solutions offered on request</li> </ul>	<ul> <li>Missed payment notifications</li> <li>Partial collection activities based on flexible payment solutions offered to customers</li> <li>Targeted customer campaigns by segment, sub-segment, commodity and JDX</li> </ul>	<ul> <li>Field collections</li> <li>Dunning calls</li> <li>Late charges instated</li> <li>Exception based reprieve offered</li> <li>Rule based disconnection notices, disconnections and replevins</li> </ul>	<ul> <li>BAU collection activities</li> <li>Disconnections per usual operations</li> </ul>

#### **Description of 2020 Program:**

We developed a comprehensive and targeted communications campaign to ensure our customers are well informed, as their needs, concerns and expectations evolve in the face of the pandemic.

#### Target audience

In order to improve communications effectiveness and provide as much helpful information as helpful, we segmented our customer outreach as follows:



#### Key messages

- We recognize that this unprecedented situation may result in financial difficulty and customers may be worried about paying their National Grid bill. If customers need help, there is hope. That's because National Grid has a variety of programs that can help.
  - Extended payment agreements
  - Budget billing
  - o Income-eligible rate programs
  - Energy efficiency programs
  - Protections for special needs customers
- To ensure customers impacted financially by the pandemic did not have to worry about having their service disconnected, we suspended all late payment charges for delinquent payments and committed to temporarily suspending all collection procedures and service disconnections. This will help lessen the burden for those struggling to pay, due to work restrictions caused by the pandemic.
  - No late fee charges
  - No collections activity for non-payment
  - No service terminations for non-payment
  - Extended payment agreements
- Reliable, safe service is paramount for National Grid. Balancing that with the added emphasis on
  personal safety lead us to make a decision to suspend all non-emergency in-home service calls to
  avoid any unnecessary health risk for both customers and employees.
  - Field employees who are out in public daily have been trained in additional safety precautions and supplied with masks, gloves and hand sanitizer.
  - No in-home service calls
  - Employees supplied with masks, gloves and hand sanitizer
- Providing reliable, safe service is a 24/7 job. We took extraordinary measures to ensure our employees could perform their jobs efficiently and safely.
  - Sequestered employees who work in our systems control rooms
  - Made arrangements for overwhelming majority of employees to work from home, including call center agents

- Modified work practices to adhere to social distancing, encouraging one person per vehicle when possible
- Supplied field employees with masks, gloves and hand sanitizer.
- Supporting the communities we serve is very important to National Grid and its employees –
  especially in times of great need. Throughout the pandemic National Grid has made a variety
  of corporate donations while our employees have also made contributions to the community
  on their own behalf.
  - National Grid, through its investors, made a significant contribution by donating more than \$1,250,000 across MA, RI and NY states.
  - National Grid gave \$10,000 to Suffolk County Community College's COVID-19 Emergency Fund.
  - Employees recovering from COVID-19 donated blood plasma in the hope it helps others
  - Provided 14,000 lbs of food through NYC United Way

#### Outreach Materials & Delivery Vehicles

We used a comprehensive blend of outreach materials and delivery vehicles to communicate with customers, including the following:

- Web A dedicated web campaign page, ngrid.com/covid-19, was created to house a variety of critical customers information including announcements related to health and safety, service restrictions, collections pause/activities, business resources, and energy efficiency. The web page was promoted on the home page through a web alert, and also on a large banner on the web home page.
- Email We have sought to send update emails to customers with email addresses on file once every 10-14 days. Additional emails were also sent regarding HEAP extensions, missed payment reminders and estimated bill read instructions.
- Social Media Throughout the pandemic, National Grid has posted frequent and abundant updates to Twitter,
   Facebook and Instagram.
- Videos We created a number of educational videos on our YouTube channel and promoted them on social media. Topics included bill help and assistance, field safety, energy efficiency tips and reliability.
- Direct Mail Letters and/or direct mailers were sent to those with no email address on file for the following topics: general coronavirus collections pause and safety, estimated meter reads, and HEAP promotions.
- Outbound Calling Campaigns Outbound calls were used as one of the vehicles to inform customers on HEAP extensions. Calls were also made to remind customers about missed payments and available bill help.
- IVR Our upfront message educated customers on the collections pause and bill help options, and promoted our COVID-19 web site. Information about HEAP was also promoted.
- Bill Inserts Billing inserts promoted bill help options, as well as rate increase deferments in Upstate NY. The billing inserts were included in both paper, and e-bills.
- News Releases News releases were issued to educate the media and customers on the steps National Grid
  is taking to protect its employees and customers (such as service changes, promoting scam awareness) and
  also on bill impacts, such as the collections pause and available bill help options. A news release was also
  issued to announce donations to 501C organizations.
- Online Advertising Digital ads ran on HEAP awareness as well as on bill help, covering budget billing and payment options.
- Radio Radio ads focused on We're Here to Help and Budget Billing & Payment Options.
- Webinars Our Consumer Advocates hosted a series of webinars with low- to moderate-income customers across the New York service territory to provide information on bill help and HEAP availability.

#### Public and Community Relations

Direct outreach was conducted through various tactics and channels to update local municipalities and elected officials on the efforts taken by National Grid to assist our customers and communities through this difficult time. Direct phone calls, emails, and newsletters were used to communicate throughout the pandemic thus far by our Customer and Community Management and Government Relations teams. In addition, the Jurisdiction team

led three virtual meetings with elected officials in Upstate, NYC and LI early on to communicate our commitment to customers and communities. Each meeting had participation from leadership across the business.

#### Corporate Partnerships

National Grid employees put forth numerous efforts to support others on a local basis throughout the pandemic. Employees have served meals to hospital healthcare and EMS workers, donated food and volunteered time to support local food pantries, served the needy by delivering meals on wheels just to name a few.

The Economic Development team stood up grants in support of local corporations who shifted their normal operations to manufacturer COVID related items such as ventilators, hand sanitizer, and masks.

**Additional information:** The program description should indicate what information (if any) is supplied to the following:

- New Customers are there materials targeted to new customers? Do new customers receive information on this topic outside of the planned distribution to all customers?
- Limited English Proficiency (LEP)— describe how LEP populations are identified, whether materials are prepared in other languages and how they are distributed (mailings, events, etc.).

New customers will continue to receive basic bill pay education.

A translation block is included on all critical communications. The languages included in the translation block are dictated by the census reports, last updated 2015. If there is a population of 20% or more of a particular language in any of our jurisdictions, its included in the translation block. National Grid will utilize the upcoming 2020 census report to determine how to refresh.

All links in email to the information land on our website where translation is available in over 30 languages. Spanish is available immediately as an option through our IVR. If a customer speaks a different language, our agents will conference in our interpreter service – which can assist customers live in 121 languages.

#### Measures to Evaluate the 2020 Program:

The outreach program will continue to be measured against the established criteria, and we will add new measures if relevant depending on the course of the pandemic:

- Customer sentiment scores
- Customer feedback
- Payment agreement

Provide a List and Two Copies of All Material Distributed, and Method of Distribution

	COVID-19 Customer Communications					
Attachment	Date	JDx	Tactic/ Channel	Details	Topic/Theme	Links to Final Docs
Yes	1-Jun	All	Bill Envelope	Budget Billing Program Option	Bill Health	
Yes	1-Jun	All	Bill insert	Budget Billing, EE Tips, Payment Options, Collect Email	Bill Health	
Yes	1-Jun	All	On-Bill Message	Bill Help: Payment Plans, Discount Rates	Bill Health	
Yes	25- May	All	Bill Insert	We Connect Newsletter: Stay Safe - Outdoor Safety, Scam Awareness, EE Offers		
Yes	18- May	All	Bill Insert	We Connect Newsletter: Stay Safe - Outdoor Safety, Scam Awareness, EE Offers		
Yes	11- May	All	Bill Insert	We Connect Bill Insert - Stay Safe - Outdoor Safety, Scam Awareness, EE Offers		
Yes	30-Mar	UNY	Bill	UNY Rate Freeze bill insert will be inserted onto UNY cus- tomer bills starting April 6		
Yes	26-Jun	DNY	Webinar	DNY webinar for IE Customers: We're here to help. Solutions to Help with Your Energy Bill	Bill Health	https://nationalgridplc.sharepoint. com/:p:/s/GRP-INT-US-Customer- ICS/ETR5nrPWLs5GhoqgacdP- mysB5_8Oi7qLz3dWRZHD9Lm- Fvg?e=eosjus
Yes	24-Jun	UNY	Webinar	UNY webinar for IE Customers: We're here to help. Solutions to Help with Your Energy Bill - over 100 participants	Bill Health	https://nationalgridplc.sharepoint. com/:p:/s/GRP-INT-US-Custom- erICS/ESO7mAD3QCRJmrlj_Qp- WvnYBwNomK-oyAz3gdbWnv- vOo6w?e=lcGPCt
Yes	29-Jul	DNY	Webinar	NYC Income Eligible Solutions Webinar	Bill Health	
Yes	28-Jul	UNY	Webinar	UNY Income Eligible Solutions Webinar	Bill Health	

#### Steps to Mitigate COVID-19's Financial Impact on Customers national grid

National Grid has filed petitions in recognition of the unprecedented hardships the COVID-19 outbreak continues to bring to families and businesses across the region.

On March 25, 2020, the Public Service Commission approved an emergency petition filed by Niagara Mohawk d/b/a National Grid requesting a three-month delay in implementing the previously approved gas and electricity delivery rate increases scheduled to take effect April 1, 2020. The delivery increases that were approved in Cases 17-E-0238 and 17-G-0239 call for an approximate 4% increase in electricity bills and a 5% increase in natural gas bills to support investments in infrastructure, safety and integrity, and enhancements to energy efficiency and other customer-focused initiatives.

The Company asked that the increases, as well as a required April 1 update to the low-income customer credit, which would reduce the currently available discount to qualifying customers, be delayed until July 1, 2020. In addition, the Company received approval to temporarily suspend tariff fees associated with certain collection-related activities and other non-essential services.

For more information on this request, visit our website at **ngrid.com/covid-19** or call National Grid at **1-800-642-4272**.

CM7969 (3/20)

#### nationalgrid

#### **COVID-19 Update:** Now, more than ever, staying connected matters.

At National Grid we are here to help you through these unprecedented times, and we remain committed to finding ways to assist you and your family.

- We don't want you to worry about keeping your service on during this time. In response to the pandemic, we have temporarily suspended collections and disconnection activities for nonpayment. This also includes not charging late payment fees through April.
- If you need help paying your bill, we have payment plans and billing options available, including assistance programs to lighten the burden. Visit ngrid.com/covid-19.

#### Keeping you and our employees safe

Providing safe, reliable energy remains our first and most important priority. We are available for gas and electric emergencies 24 hours a day.

To protect you and our crews, we are no longer entering your home or business for non-essential services.

#### Stay connected

We encourage you to regularly visit ngrid.com/covid-19 for updates.

#### Protect yourself from scams

Scams are on the rise. Beware of unsolicited

continued >

#### Protect yourself from scams continued

callers, who claim to be National Grid. collecting past due balances, offering extraordinary savings on your next bill or threatening to disconnect your service. Please remember:

- National Grid never demands direct payments through the use of prepaid debit cards.
- Never, under any circumstances, offer personal or financial information to someone you cannot identify.

#### Home energy assistance grants

You may be eligible for emergency home energy assistance grants based on your income. This is known as HEAP in New York and LIHEAP for our New England customers. For program and contact information in your area, visit ngrid.com/discount.

#### Tips for safely saving energy at home

- 1. Lower your water heater setting to 120°.
- 2. Turn off lights, appliances, TVs, stereos and computers when not in use.
- 3. Wash clothes in cold water. Dry only full loads of laundry - remember to clean the lint filter.
- 4. Turn on your dishwasher's energy-saver switch to use less water and lower water heating bills.

#### 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. Пожалуйста, попросите чтобы Avis important. Veuillez traduire immediatement. вам его перевели. Questa è un'informazione importante, si prega di tradurla. Dây là một thông báo quan trọng. CM7970 (3/20)

Это очень важное сообщег Xin vui lòng dịch thông báo này

#### nationalgrid

#### Actualización sobre el COVID-19: Ahora, más que nunca, es importante mantenerse conectado.

En National Grid estamos para ayudarlo durante estos tiempos sin precedente y seguimos comprometidos a encontrar formas de ayudarlos a usted y a su familia.

- No queremos que se preocupe por conservar su servicio durante este tiempo. En respuesta a la pandemia, hemos suspendido temporalmente el cobro y las actividades de desconexión por falta de pago. Esto también incluye no cobrar cargos por pagos atrasados hasta abril.
- Si necesita ayuda para pagar su factura, tenemos planes de pago y opciones de facturación disponibles, incluidos los programas de asistencia para atenuar las dificultades. Visite ngrid.com/covid-19.

#### Los mantenemos seguros a usted y a nuestros empleados

Brindar energía segura y confiable sigue siendo nuestra principal y más importante prioridad. En caso de emergencias de gas y electricidad, estamos disponibles las 24 horas del día.

Para protegerlos a usted y a nuestro equipo, ya no ingresaremos a su hogar o negocio por servicios no esenciales.

#### Permanezca conectado

Le recomendamos visitar regularmente ngrid.com/covid-19 para obtener más actualizaciones.

#### Protéjase de los fraudes

Los fraudes van en aumento. Tenga cuidado de personas

continúa >

#### Protéjase de los fraudes continuación

que llaman diciendo ser de National Grid y cobran saldos vencidos ofreciendo descuentos extraordinarios en su próxima factura o amenazando con desconectar su servicio.

#### Recuerde:

- National Grid nunca solicita pagos directos con tarjetas de débito prepagadas.
- Nunca, bajo ninguna circunstancia, brinde información personal o financiera a personas sin identificación.

#### Subvenciones de asistencia energética para el hogar

Puede ser elegible para subvenciones de emergencia de asistencia energética para el hogar de acuerdo con sus ingresos. En Nueva York, esto se conoce como el Programa de asistencia de energía para el hogar (HEAP) y, para nuestros clientes de Nueva Inglaterra, como Programa de asistencia de energía para hogares de bajos ingresos (LIHEAP). Para saber más sobre el programa y obtener información de contacto en su área, visite ngrid. com/discount.

## Consejos para ahorrar energía de forma segura en

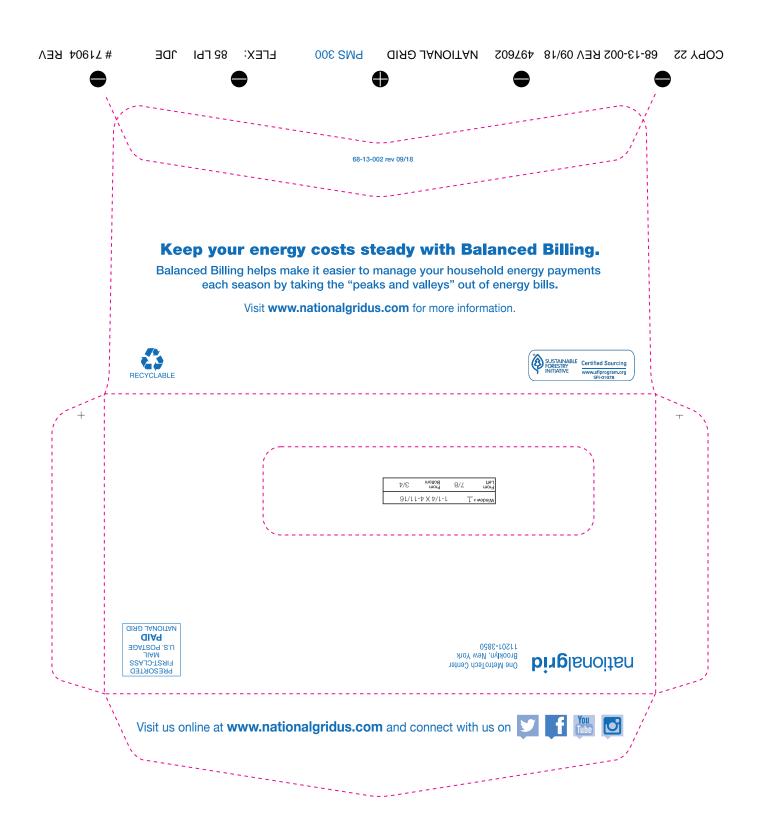
- 1. Disminuya la temperatura de su calentador de agua a 120°
- 2. Apague las luces, los electrodomésticos, los televisores, los estéreos y computadoras cuando no estén en uso.
- 3. Seque solo cargas completas de ropa: recuerde limpiar el filtro de pelusas.
- 4. Encienda el interruptor de ahorro de energía de su lavavajillas para usar menos agua y reducir las facturas por calentamiento de agua.

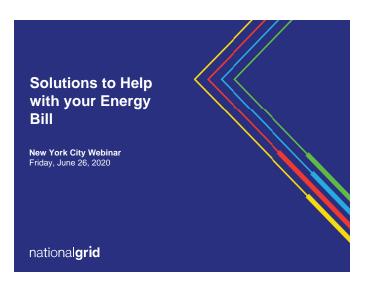
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Это очень важное сообщение. Xin vui lòng dịch thông báo này.

CM7970 (3/20)





#### Thank you for joining us today

I'm Tanasia Poke and I am the Customer Delivery Manager for Long Island.

I've worked at National Grid for 7 years. I love to help our customers identify assistance solutions that make their energy bills more manageable.



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#### Poll #1

Have you been financially impacted by the COVID-19 pandemic?

- ☐ Yes
- ☐ No

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How We're Helping

To support everyone affected during this COVID-19 crisis, National Grid has:

- Suspended service shut-offs for nonpayment.
- · Taken actions to protect you and our employees in the way we work.
- · Will not apply late payment fees.
- Committed more than \$1 million across Massachusetts, New York and Rhode Island to help support hunger relief and human services.
- Conducting a proactive outreach campaign, through emails, letters, outbound
  calls, traditional and social media, advertisements and today's webinar to help
  customers manage their energy bills, take advantage of a variety of payment and
  billing options, and provide information on financial assistance and energy
  savings programs.
- Providing fast-tracked economic development support to New York businesses that are transitioning their existing facilities to produce critical medical equipment and supplies needed to support the COVID-19 response effort.

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#### Whenever you need it, we can help

In these difficult times with COVID-19, you may be facing new and unexpected challenges. Help and support is available, even if you've never qualified before.

#### Today, you'll learn more about:

- Consumer Advocates
- Home Energy Assistance Program (HEAP)
- Flexible payment plans
- Energy Affordability Program (EAP)
- Budget Billing
- Income Eligible Energy Efficiency Programs
- Our National Grid Online Marketplace
- Our Range of Payment Options

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#### Consumer Advocacy - NYC

National Grid has 2 Consumer Advocates that cover 3 boroughs/counties in Metro New York City. We work individually with customers in the office via specialized referrals, at agencies, and other community events.

Some of the programs provided to customers are:

- specialized payment arrangements
- deferred payment agreements
- third party notification
- budget planonline bill pay



To reach an advocate call 1-718-643-4050

or email:

ConsumerAdvocatesNYC@nationalgrid.com

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#### Consumer Advocacy - LI

National Grid has 4 Consumer Advocates that cover 2 counties and the Rockaways (NYC) on Long Island. We work individually with customers in the office via specialized referrals, at agencies, and other community events.

Some of the programs provided to customers are:

- · specialized payment arrangements
- · deferred payment agreements
- · bill extender program
- · large print bills
- · third party notification
- budget plan
- · online bill pay

To reach an advocate call 1-800-930-5003 or email:

ConsumerAdvocatesLI@nationalgrid.com

ConsumerAdvocatesLi@nationalgild.col

#### Home Energy Assistance Program (HEAP)

- This federally funded program helps income eligible households pay their energy bills through grants that do not need to be repaid.
- Please apply soon.
   Applications are accepted through June 30.

Household Size	4 Week Household Income Limit	Annual Household Income Limit
1	\$2,494	\$29,933
2	\$3,262	\$39,144
3	\$4,030	\$48,354
4	\$4,797	\$57,564
5	\$5,565	\$66,774
6	\$6,332	\$75,984
7	\$6,476	\$77,711
8	\$6,620	\$79,438

Here's how to apply.

#### Long Island

- Applications are accepted online at <u>mybenefits.ny.gov</u>
- You can also apply by phone with your local Department of Social Services office

#### New York City

- · Applications are not accepted online
- Call (212) 331-3126 to receive an application in the mail or download an application online
- Return your completed application by mail or drop it off at your local Job Center

#### Home Energy Assistance Program (HEAP)

This federally funded program, typically available from November through March, helps income eligible households pay their home heating bills. It is not a loan and you do not have to pay it back. You must reapply annually. The HEAP deadline has been extended through June 30, or until funds run out.

There are two parts to HEAP:

**Regular HEAP** - qualifications are based on household size and income. The 2019-2020 Regular HEAP benefit opened November 12, 2019.

**Emergency HEAP** - qualifications are based on household size and income AND customers must have a utility shut-off notice. The 2019-2020 Emergency benefit opened January 2, 2020.

To apply for **Emergency HEAP**, customers can call their local Department of Social Services office (DSS) or visit the NYS Office of Temporary and Disability Assistance website at <a href="http://otda.ny.gov/programs/heap/">http://otda.ny.gov/programs/heap/</a> to determine how to apply in their area.

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#### Home Energy Assistance Program (HEAP)

To apply for HEAP by phone:

#### Long Island

#### Suffolk County:

- Hauppauge Department of Social Services: (631) 853-8825
- Coram Department of Social Services: (631) 854-2300
- Riverhead Department of Social Services: (631) 852-3500
- Deer Park Department of Social Services: (631) 854-6600
- If you are 60 years old or older, Suffolk County Office for the Aging: (631) 853-8326

#### Nassau County

- Uniondale Department of Social Services: (516) 227-8519
- If you are 60 years old or older, Nassau County Office for the Aging: (516) 227-7386
- EAC (Empower, Assist & Care): (516) 565-4327

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#### Flexible Payment Plans

If you're having trouble paying your gas and/or electricity bill on time, we can create a payment agreement or collections arrangement that works for you.

<u>OR</u>

Long Island: You can enroll in a payment agreement or a collections arrangement online at

Or over the phone: 1-800-930-5003

#### Here's how it works:

- A down payment of 15% plus additional installments added to your future bills over the next 10 months.
- Calculated based on your current account balance.

New York City: You can enroll in a custom payment plan over the phone:

#### A custom payment plan may be for you if:

- You're currently enrolled in a payment plan and unable to make your monthly payment, or
- You're financially impacted by the COVID-19 pandemic and you're struggling to pay your bill.
- Special terms are available for those who qualify financially.

#### **Energy Affordability Program (EAP) Bill Credit**

National Grid's Energy Affordability Program (EAP) provides income-eligible customers with a monthly bill credit.

- If you have natural gas heat, this monthly bill credit is automatic with the receipt of a Home Energy Assistance Program (HEAP) payment applied to your National Grid account
- If you received HEAP this past season for a fuel provider other than National Grid (such as an oil or propane company), there is an application process for EAP:
- Download a New York City application
- Download a Long Island application
- Include a copy of your HEAP award letter
- Return your application via your choice of:
- o E-mail at <u>EAPNY@nationalgrid.com</u> in New York City or <u>EAPLI@nationalgrid.com</u> on Long Island
- o Fax to 1-718-643-1716
- Mail to Energy Affordability Program, National Grid,
   1 MetroTech Center, Floor 13E, Brooklyn, NY 11201

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#### **Energy Affordability Program (EAP) Bill Credit**

#### If I do not receive HEAP, could I still be eligible for EAP?

Yes, other assistance programs could qualify you for EAP:

- Temporary Assistance for Needy Families (Family Assistance)
- Safety Net Assistance Public Assistance
- Supplemental Security Income (SSI)
- Medicaid
- SNAP (Food Stamps)
- Veteran's Disability Pension
- Veteran's Surviving Spouse Pension
- · Child Health Plus

Please follow the application process detailed on the prior slide.

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#### **Income Eligible Energy Efficiency Programs**

This no-cost program helps make your home more comfortable, healthy, and affordable. You may be eligible for:

- · An assessment of how your home currently uses energy
- No-cost energy saving products like low-flow showerheads
- Follow-up appointments for no-cost upgrades such as home insulation and replacement appliances

Long Island:
The program is called HEAT and it is administered by National Grid.
To sign up, please call 1-844-375-

New York City:

The program is called EmPower and it is administered by NYSERDA.

To sign up, please call 1-877-NYSMART (697-6278)

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#### **Payment Options**

#### There are many convenient ways to pay your energy bill:

- Online through our NationalGridUS.com website
- Online through your bank's website
- Schedule automatic, ongoing payments from your bank account
- Send in a check by mail (use the envelope provided with your bill)
- In person at an authorized payment location (many are open now)
- By credit card or debit card through SpeedPay (fees may apply)
- Over the phone with credit, debit, or bank account (fees may apply)

#### **National Grid Marketplace**

**Budget Billing** 

· No more surprise high bills!

household budget

Enroll Online at:

so you pay the same amount every month

NYC: https://www.nationalgridus.com/NY-Home/Bill-Help/Balanced-Billing

We also offer a National Grid Online Marketplace where you can buy top-quality energy saving and connected home products at affordable prices to save you energy, enhance your comfort, and bring peace of mind. Instant price discounts are available exclusively for National Grid customers for smart (Wi-Fi) thermostats, showerheads, and more.

· Divides your annual energy costs into twelve balanced monthly payments,

Makes it easier to anticipate your monthly energy costs and plan your

LI: https://www.nationalgridus.com/Long-Island-NY-Home/Bill-

Helps offset the traditionally high winter heating and summer air conditioning

#### Visit ngrid.com/shop



#### Poll #2

Based on this webinar, how likely are you to take action on any of the options presented to help you pay your National Grid bill?

- Extremely likely
- ☐ Very likely
- □ Somewhat likely
- Not very likely
- Not at all likely

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#### **For More Information** Poll #3 How does this webinar impact your opinion of National Grid? **Our Website** Call Us www.ngrid.com/discount NYC: 1-718-643-4050 ☐ A little better LI: 1-800-930-5003 ■ No change ☐ A little worse E-Mail Us □ A lot worse NYC: ConsumerAdvocatesNYC@nationalgrid.com LI: ConsumerAdvocatesLI@nationalgrid.com Resources Bill Help Video: www.youtube.com/watch?v=71kZx 0O17Y Thank you for joining me today! National Grid National Grid Q&A To ask a question, please enter it into the chat box. nationalgrid Thank you.

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#### Thank you for joining us today.

I'm Tanasia Poke and I am the Customer Delivery Manager for New York City.

I've worked at National Grid for 7 years. I love to help our customers identify assistance solutions that make their energy bills more manageable.



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#### **Meet the Advocates**

Advocate	Coverage Area
Karla Ayala	Brooklyn, Queens
Heeja Pang	Brooklyn, Staten Island
Roseanne Small-Morgan	Nassau, Rockaways
Vaughn Pratt	Nassau
Diane Jones	Suffolk
Narcisa Macias	Suffolk

#### Poll #1

Have you been financially impacted by the COVID-19 pandemic?

☐ Yes

□ No

National Grid 3 National Grid

#### **How We're Helping**

To support everyone affected during this COVID-19 crisis, National Grid has temporarily:

- Suspended service shut-offs for nonpayment
- Taken actions to protect you and our employees in the way we work



#### Whenever you need it, we can help.

In these difficult times with COVID-19, you may be facing new and unexpected challenges. Help and support is available, even if you've never qualified before.

#### Today, you'll learn more about:

- Consumer Advocates
- Home Energy Assistance Program (HEAP)
- Flexible payment plans
- Budget Billing
- Energy Affordability Program (EAP)
- EmPower New York Energy Savings Program
- Our National Grid online Marketplace
- Home Energy Assistance Team (HEAT) Long Island only
- Our range of payment options

  National Grid

5 National Grid 5 National Grid

#### Consumer Advocacy - NYS

National Grid has 15 Consumer Advocates that cover 43 counties that include 3 boroughs in New York State. We work individually with customers in the office via specialized referrals, at agencies, and other community events.

Some of the programs provided to customers are:

- specialized payment arrangements
- · deferred payment agreements
- bill extender program
- · third party notification
- · budget plan
- online bill pay
- · targeted outbound calls to provide information



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#### Home Energy Assistance Program (HEAP)

This federally funded program, typically available from November through March, helps income eligible households pay their home heating bills. It is not a loan and you do not have to pay it back. You must reapply annually. The HEAP deadline has been extended through August 31 or until funds run out.

There are two parts to HEAP:

**Regular HEAP** - qualifications are based on household size and income. The 2019-2020 Regular HEAP benefit opened November 12, 2019.

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To apply for **Emergency HEAP**, customers can call their local Department of Social Services office (DSS) or visit the NYS Office of Temporary and Disability Assistance website at <a href="http://otda.ny.gov/programs/heap/">http://otda.ny.gov/programs/heap/</a> to determine how to apply in their area.

There is a Domestic Electric Emergency HEAP grant that is specifically for customers that heat with other utilities or fuel vendors (oil, propane, etc.) and require electricity to operate their heating systems (thermostat, oil).

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#### Home Energy Assistance Program (HEAP)

In light of COVID-19 the Department of Social Service prefers to do as much as possible over the phone, by fax, e-mail or mail in order to maintain social distancing. Individuals can drop off their HEAP applications/recertifications and as long as the client provides a valid phone number DSS will call them to complete the interview process. Since gathering information can be difficult during this period, the agency is providing a lot of flexibility on what is acceptable to verify information.

#### Home Energy Assistance Program (HEAP)

- This federally funded program helps income eligible households pay their energy bills through grants that do not need to be repaid.
- Please apply soon.
   Applications are accepted through August 31.

Household Size	4 Week Household Income Limit	Annual Household Income Limit
1	\$2,494	\$29,933
2	\$3,262	\$39,144
3	\$4,030	\$48,354
4	\$4,797	\$57,564
5	\$5,565	\$66,774
6	\$6,332	\$75,984
7	\$6,476	\$77,711
8	\$6.620	\$79.438

#### Here's how to apply.

#### Long Island

- In Long Island you can apply for regular HEAP via Online, In person (not encouraged at this time) and Mail.
- Emergency HEAP applications can be submitted over the phone.

#### New York City

- Applications are not accepted online
- Call (212) 331-3126 to receive an application in the mail or <u>download an</u> <u>application</u> online
- Return your completed application by mail or drop it off at your local Job Center

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#### Home Energy Assistance Program (HEAP)

#### To apply for HEAP by phone:

#### Long Island

#### Suffolk County:

- Hauppauge Department of Social Services: (631) 853-8825
- Coram Department of Social Services: (631) 854-2300
- Riverhead Department of Social Services: (631) 852-3500
   Deer Park Department of Social Services: (631) 854-6600
- If you are 60 years old or older, Suffolk County Office for the Aging: (631) 853-8326

#### Nassau County:

- Uniondale Department of Social Services: (516) 227-8519
- If you are 60 years old or older, Nassau County Office for the Aging: (516) 227-7386
- EAC (Empower, Assist & Care): (516) 565-4327

#### Flexible Payment Plans

If you're having trouble paying your natural gas bill on time, we can create a payment plan that works for you.

#### Here's how it works:

- Your current account balance is divided by 12
- Equal installments are added to your future bills over the next 12 months

  The second of the se
- There are no late payment charges (as long as you continue to pay on time every month)
- If you are currently enrolled in a payment plan and unable to make your payment or if
  you have been financially impacted by the COVID-19 pandemic and you're struggling to
  pay your bill, please call us. We will work with you to customize a plan.

To enroll in a payment plan, please call:
Long Island: 1-800-930-5003
NYC: 1-718-643-4050

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#### **Budget Billing**

- · No more surprise high bills!
- Divides your annual energy costs into twelve balanced monthly payments, so you pay the same amount every month
- Helps offset the traditionally high winter heating and summer air conditioning peak bills
- Makes it easier to anticipate your monthly energy costs and plan your household budget

**Enroll Online at:** 

NYC: https://www.nationalgridus.com/NY-Home/Bill-

LI: https://www.nationalgridus.com/Long-Island-NY-Home/Bill-Help/Budget-Billing

National Grid

#### **Energy Affordability Program (EAP) Bill Credit**

If I do not receive HEAP, could I still be eligible for EAP?

Yes, other assistance programs could qualify you for EAP:

- Temporary Assistance for Needy Families (Family Assistance)
- Safety Net Assistance Public Assistance
- Supplemental Security Income (SSI)
- Medicaid
- SNAP (Food Stamps)
- · Veteran's Disability Pension
- Veteran's Surviving Spouse Pension
- Child Health Plus

Please follow the application process detailed on the prior slide.

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#### **National Grid Marketplace**

We also offer a <u>National Grid Online Marketplace</u> where you can buy top-quality energy saving and connected home products at affordable prices to save you energy, enhance your comfort, and bring peace of mind. Instant price discounts are available exclusively for National Grid customers for smart (Wi-Fi) thermostats, showerheads, and more.

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- If you received HEAP this past season for a fuel provider other than National Grid (such as an oil or propane company), there is an application process for EAP:
- Download a New York City application
- Download a Long Island application
- Include a copy of your HEAP award letter
- Return your application via your choice of:
- o E-mail at <u>EAPNY@nationalgrid.com</u> in New York City or <u>EAPLI@nationalgrid.com</u> on Long Island
- o Fax to 1-718-643-1716
- o Mail to Energy Affordability Program, National Grid, 1 MetroTech Center, Floor 13E, Brooklyn, NY 11201

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#### EmPower New York Income-Eligible Free Weatherization Program

EmPower New York provides no-cost energy efficiency solutions to incomeeligible New Yorkers. This program is offered by the New York State Energy Research and Development Authority (NYSERDA). Whether you own your home or rent, a participating contractor will complete a no-cost home energy assessment to identify if your home would benefit from free energy upgrades such as:

- Installation of high-efficiency lighting
- Attic and wall insulation
- ☐ Replacement of old, inefficient refrigerators and freezers
- Water-saving showerheads

For more information call 1-800-263-0960 o visit https://www.nyserda.ny.gov/All-Programs/Programs/EmPower-New-York

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#### **Income Eligible Energy Efficiency Program**

This no-cost program helps make your home more comfortable, healthy, and affordable. You may be eligible for:

- An assessment of how your home currently uses energy
- No-cost energy saving products like low-flow showerheads
- Follow-up appointments for no-cost upgrades such as home insulation and replacement appliances

#### Long Island:

The program is called HEAT and it is administered by National Grid.

To sign up, please call 1-844-375-HEAT (4328)

#### New York City:

The program is called EmPower and it is administered by NYSERDA.

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To sign up, please call 1-877-NYSMART (697-6278)

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#### **Payment Options**

#### There are many convenient ways to pay your energy bill:

- Online through our NationalGridUS.com website
- Online through your bank's website
- · Schedule automatic, ongoing payments from your bank account
- Send in a check by mail (use the envelope provided with your bill)
- In person at an authorized payment location (many are open now)
- By credit card or debit card through SpeedPay (fees may apply)
- With the DOXO Mobile App
- Over the phone with credit, debit, or bank account (fees may apply)

#### Poll #2

Based on this webinar, how likely are you to take action on any of the options presented to help you pay your National Grid bill?

How does this webinar impact your opinion of National Grid?

- Extremely likely
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Poll #3

□ A lot better

■ A little better

□ No change□ A little worse

☐ A lot worse

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## For More Information please contact us. We have both English and Spanish Speaking Advocates.

Our Website

Call Us

www.ngrid.com/discount

NYC: 1-718-643-4050

LI: 1-800-930-5003

E-Mail Us

NYC: ConsumerAdvocatesNYC@nationalgrid.com

LI: ConsumerAdvocatesLI@nationalgrid.com

Resources

Bill Help Video: www.youtube.com/watch?v=71kZx\_0O17Y

Thank you for joining me today!

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#### Q&A

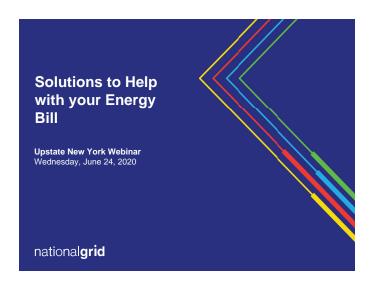
To ask a question, please enter it into the chat box.

Thank you.

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#### Thank you for joining us today

I'm Sherry Higgins, National Grid's Consumer Advocate Manager.

I've worked at National Grid for 10 years. I love to help our customers identify assistance solutions that make their energy bills more manageable.



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#### Poll #1

Have you been financially impacted by the COVID-19 pandemic?

- ☐ Yes
- □ No

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#### How We're Helping

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- Conducting a proactive outreach campaign, through emails, letters, outbound
  calls, traditional and social media, advertisements and today's webinar to help
  customers manage their energy bills, take advantage of a variety of payment and
  billing options, and provide information on financial assistance and energy
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- Flexible Payment Plans
- Energy Affordability Program (EAP)
- Budget Billing
- EmPower New York Energy Savings Program
- National Grid Marketplace
- Our Range of Payment Options

#### **Consumer Advocacy in Upstate New York**

National Grid has 9 Consumer Advocates that cover 38 counties in Upstate New York. We work individually with customers via specialized referrals, at agencies, and other community events.

Some of the programs provided to customers are:

- specialized payment arrangements
- deferred payment agreements
- bill extender program
- large print bills
- third party notification
- budget plan
- online bill pay

To reach an advocate call 1-800-642-4272 or email:

ConsumerAdvocatesUNY@nationalgrid.com

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#### Home Energy Assistance Program (HEAP)

This federally funded program, typically available from November through March, helps income eligible households pay their home heating bills. It is not a loan and you do not have to pay it back. You must reapply annually. The HEAP deadline has been extended through June 30, or until funds run out.

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You can enroll in a payment agreement or a collections arrangement online at https://www.nationalgridus.com/UNY



You can enroll in a custom payment plan over the phone:

1-800-443-1837

#### Here's how it works:

National Grid

- A down payment of 15% plus additional installments added to your future bills over the next 10 months.
- Calculated based on your current account balance.

#### A custom payment plan may be for you if:

- You're currently enrolled in a payment plan and unable to make your monthly payment, or
- You're financially impacted by the COVID-19 pandemic and you're struggling to pay your bill.
- Special terms are available for those who qualify financially.

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#### **Energy Affordability Program (EAP) Bill Credit**

National Grid's Energy Affordability Program (EAP) provides income-eligible customers with a monthly bill credit.

- If you have natural gas heat or electric heat, this monthly bill credit is automatic with the receipt of a Home Energy Assistance Program (HEAP) payment applied to your National Grid account
- If you received HEAP this past season for a fuel provider other than National Grid (such as an oil or propane company), there is an application process for EAP:
- Include a copy of your HEAP award letter and send it to:
- o E-mail to Affordability@nationalgrid.com
- o Mail to Energy Affordability Program, National Grid, 300 Erie Blvd W, C-3, Syracuse, NY 13202

#### Home Energy Assistance Program (HEAP)

- This federally funded program helps income eligible households pay their energy bills through grants that do not need to be repaid.
- Please apply soon.
   Applications are accepted through June 30.

#### Here's how to apply

- Applications for regular HEAP are accepte online at mybenefits.ny.gov
- The HEAP Hotline can be reached at 1-800-342-3009
- You can also apply by phone with your local Department of Social Services office

through June 30.			
Household Size	4 Week Household Income Limit	Annual Household Income Limit	
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You could be eligible for a discount off your monthly energy bills if you receive a HEAP grant.

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email
Affordability@nationalgrid.
com or call the UNY EAP
Team at 1-866-305-1915 or
visit ngrid.com/discount

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#### **Budget Billing**

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- Helps offset the traditionally high winter heating and summer air conditioning peak bills
- Makes it easier to anticipate your monthly energy costs and plan your household budget

Enroll online at:

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- Water-saving showerheads

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National Grid National Grid Poll #3 For More Information How does this webinar impact your opinion of National Grid?

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**Call Us** 

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Thank you for joining me today!

**Our Website** 

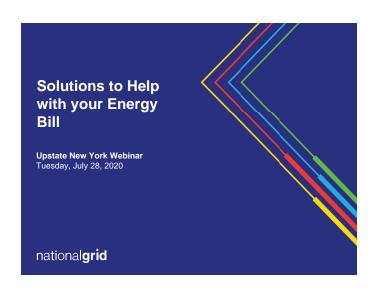
National Grid National Grid Q&A

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national**grid** 

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#### **Meet the Advocates**

Advocate	Counties/Cities
Mark V. Johnson	Erie, Niagara Shared with Miguel Santos: Allegany, Cattaraugus, Chautauqua, Genesee, Livingston, Monroe, Ontario, Orleans, Wyoming
Miguel Santos	City of Buffalo, City of Lackawanna
Michele Perrin	Oswego, St Lawrence, Herkimer, Lewis, Jefferson
Mary Beth Basha	Cayuga, Onondaga
Martani deRooy	Oneida
Victoria Homer	Chenango, Cortland, Madison, Onondaga
Barbara Michalski	Albany, Columbia
Anne O'Connell	Otsego, Schenectady, Schoharie, Rensselaer
Kari Kelly	Clinton, Essex, Franklin, Fulton, Hamilton, Montgomery, Saratoga, Warren, Washington

#### Poll #1

Have you been financially impacted by the COVID-19 pandemic?

☐ Ye

☐ No

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- Water-saving showerheads

For more information call 1-800-263-0960 or visit https://www.nyserda.ny.gov/All-Programs/Programs/EmPower-New-York

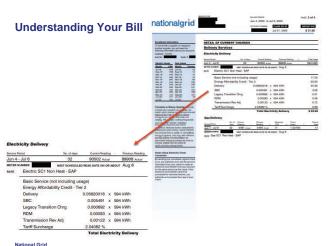
National Grid 13 National Grid 14

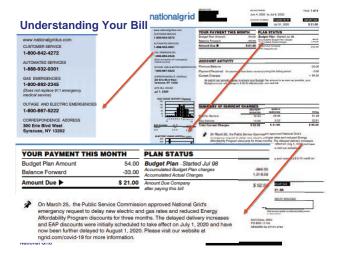
#### **National Grid Marketplace**

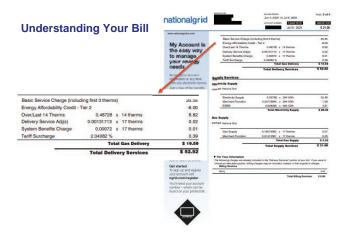
We also offer a <u>National Grid Online Marketplace</u> where you can buy top-quality energy saving and connected home products at affordable prices to save you energy, enhance your comfort, and bring peace of mind. Instant price discounts are available exclusively for National Grid customers for smart (Wi-Fi) thermostats, showerheads, and more.

#### Visit ngrid.com/shop









National Gri

# **Payment Options**

#### There are many convenient ways to pay your energy bill:

- Online through our NationalGridUS.com website
- · Online through your bank's website
- · Schedule automatic, ongoing payments from your bank account
- Send in a check by mail (use the envelope provided with your bill)
- In person at an authorized payment location (many are open now)
- By credit card or debit card through SpeedPay (fees may apply)
- Over the phone with credit, debit, or bank account (fees may apply)

#### Poll #2

Based on this webinar, how likely are you to take action on any of the options presented to help you pay your National Grid bill?

How does this webinar impact your opinion of National Grid?

- □ Extremely likely
- ☐ Very likely

Poll #3

□ A lot better

☐ A little better ■ No change ☐ A little worse

□ A lot worse

- □ Somewhat likely
- Not very likely
- Not at all likely

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#### For More Information

**Our Website** Call Us

1-800-642-4272 www.ngrid.com/discount

E-Mail Us

ConsumerAdvocatesUNY@nationalgrid.com

Resources

Bill Help Video: www.youtube.com/watch?v=71kZx 0O17Y

Thank you for joining me today!

National Grid National Grid

#### Q&A

To ask a question, please enter it into the chat box. Thank you.



National Grid

## **HEAP Outreach**

#### National Grid HEAP Outreach 2019-2020

New York - Upstate	New York - Downstate	Long Island
Disconnect Notice Insert Inserted with notices 12/1/19 – 3/1/20  Outbound Calling Campaigns January – Regular & Emergency HEAP Eligible customers that are income eligible but did not received HEAP last year, income eligible and did not receive HEAP this year, and customers on Direct Voucher or Guarantee that did not get a HEAP payment – 55, 538 called  Customer Website – Payment Assistance Page Enhanced Vanity URL: ngrid.com/discount  LIHEAP Winter Ad in Newspapers – multi language December  Interactive Voice Response (IVR) Nov – Mar – Promoting HEAP	Financial Assistance Brochure - Nov  NYC Residential Customers November Bill Insert  Outbound Calling Campaigns January - Regular & Emergency HEAP Eligible customers that are income eligible but did not received HEAP last year, income eligible and did not receive HEAP this year, and customers on Direct Voucher or Guarantee that did not get a HEAP payment - 68,360 called  Customer Website - Payment Assistance Payment Assistance Page Enhanced Vanity URL: ngrid.com/discount  LIHEAP Winter Ad in Newspapers - multi language December  Interactive Voice Response (IVR) Nov - Mar - Promoting HEAP	Financial Assistance Brochure – Nov - Apr Final Notice Insert through HEAP Season  Outbound Calling Campaign January – Regular & Emergency HEAP Eligible customers that are income eligible but did not received HEAP last year, income eligible and did not receive HEAP this year, and customers on Direct Voucher or Guarantee that did not get a HEAP payment – 15,721 called  Customer Website – Payment Assistance Page Enhanced Vanity URL: ngrid.com/discount  LIHEAP Winter Ad in Newspapers – multi language December
g i la la	, and the second	Nov – Mar – Promoting HEAP

### **HEAP Outreach**

#### National Grid HEAP Outreach 2019-2020 Season

New York - Upstate	New York - Downstate	Long Island
Bill Envelope campaign – outside  Dec – Mar - Promote HEAP as part of the Winter Heating campaign	Bill Envelope campaign – outside  Dec – Mar - Promote HEAP as part of the Winter Heating campaign	Bill Envelope campaign – outside  Dec – Mar - Promote HEAP as part of the Winter Heating campaign
Blue Box Message Promoting HEAP - Dec - Feb  Solutions (email) To incoming customers with HEAP	Solutions (email) – incoming customers with HEAP discussion  Starting November 2019  Website Banner	Blue Box Message Promoting HEAP - Dec - Feb Solutions (email)
discussion - Starting in Nov  Website Banner  Promoting HEAP as part of the Winter Heating Campaign – Starting in Nov	Promoting HEAP as part of the Winter Heating Campaign – Starting in Nov  Social Media Campaign – Nov 2019	<ul> <li>To incoming customers with HEAP discussion - Starting in Nov</li> <li>Website Banner</li> <li>Promoting HEAP as part of the Winter Heating Campaign - Starting in Nov</li> </ul>
Door Hangers promoting HEAP  Left by Collectors starting November  Social Media Campaign	HEAP Training to Contact Centers and vendor reps  Consumer Advocacy  HEAP Tip Sheet for customers	Door Hangers promoting HEAP  Left by Collectors starting November  Social Media Campaign

## **HEAP Outreach**

#### National Grid HEAP Outreach 2019-2020 Season

New York - Upstate	New York - Downstate	Long Island
HEAP Training to Contact Centers and vendor reps		HEAP Training to Contact Centers and vendor resp
Consumer Advocacy HEAP Tip Sheet for customers HEAP poster distribution at agencies and in communities Outbound Calls to EBD, Medical Emergency and Life Support customers that are HEAP Eligible but have not received HEAP.		Consumer Advocacy  HEAP Tip Sheet for customers

## **HEAP Outreach – COVID-19**

#### National Grid HEAP Outreach 2019-2020 Season

New York - Upstate	New York - Downstate	Long Island
Outbound Calling Campaign On March 25 <sup>th</sup> , calls to customers that had received R HEAP and were disconnect notice eligible, in order to remind them to apply for E HEAP - 10,142 calls to UNY Gas & Electric Heating customers and 9,487 calls to UNY Non-Heat Electric customers - (because we are not sending disconnect notices).	Outbound Calling Campaigns On March 25th, calls were made to customers that had received R HEAP and were disconnect notice eligible in order to remind them to apply for E HEAP – 4,347 NYC Gas customers were called – (because we were not sending disconnect notices). On April 13th 6,00 calls went out to NYC customer to E HEAP	Outbound Calling Campaign – On March 25 <sup>th</sup> On March 25 <sup>th</sup> , calls were made to customers that had received R HEAP and were disconnect notice eligible in order to remind them to apply for E HEAP – 698 LI Gas customers were called – (because we were not sending disconnect notices).
Customer Email Campaign  Starting the week of April 13 <sup>th</sup> emails went out to remind customers to apply for E HEAP - 10,107 emails went to electric only customers and 6,781 emails went to UNY and Long Island heating customers.	Customer Email Campaign  Starting the week of April 13 <sup>th</sup> emails went out to remind customers to apply for E HEAP - 3,231 emails went out to NYC gas heating customers.	Customer Email Campaign  Starting the week of April 13 <sup>th</sup> emails went out to remind customers to apply for E HEAP - 6,781 emails went out to UNY and Long Island heating customers.

	COVID-1	9 Cust	omer Comm	unications					
In- clude	Date	JDx	Tactic/ Channel	Audience	Details	Status	Segment	Topic/ Theme	Links to Final Docs
Yes	1-Jul	NY	IVR	Customers	UNY/LI/NYC IVR updated to reflect HEAP extension of 8/31	Complete	IE	Bill Health	
Yes	13-May	NY	IVR	Customers	UNY/LI/NYC – Updated to reflect HEAP extension	Complete	IE	Bill Health	
Yes	11-May	All	IVR	Public	IVR Message - Payment Assistance & HEAP extension	Complete	All		
Yes	28-Apr	NY	IVR	Customers	LI IVR updated to reflect same details as directly below	Complete	All		
Yes	27-Apr	All	IVR	Customers	Update messaging: National Grid remains committed to providing safe and reliable service to our customers, and we are doing our part to protect the communities where we live and serve. We recognize the impact of the pandemic may result in a change in your financial situation and wish to alleviate any concerns about your electricity and natural gas service during this challenging time. Please be aware that National Grid has temporarily suspended collections-related activities, including service disconnections, to lessen any financial hardship. Regular billing will continue. These policies remain in effect until further notice, subject to change only in consultation with state regulators. As this is an evolving situation, please look for updates and information on our web site at ngrid. com/covid-19, as well as through our social media channels. Thank you.	Complete	All	Bill Health	
Yes	26-Mar	All	IVR	Customers	NYC Longer than usual wait times Script - Thank you for calling National Grid. To report a gas or life-threatening emergency please remain on the line. Our current hours are 8AM-5PM, at this time we are experiencing longer than usual wait times. We appreciate your patience and look forward to assisting you momentarily. For billing-related information, please visit NationalGridus.com or make a payment by phone following the voice prompts. For National Grid COVID-19 updates go to ngrid.com/covid-19. Thank you.	Complete			
Yes	24-Mar	NY	IVR	Customers	Inform customers, NYC not taking billing calls at this time as we work to adjust our staffing in accordance with CDC safety guidelines. We hope to be able to answer billing-related calls within 48 to 72 hours.	Complete			

Yes	16-Mar	All	IVR	Customers	Share with customers about suspending collections-related activities to lessen the COVID-19 hardship on our customers. Message includes links to COVID-19 page on our website and our commitment to providing safe and reliable service to our customers All regions	Complete			
Yes	1-Jun	All	IVR Mes- saging, Website	Public	Update Financial Assistance (HEAP) Content	Complete	IE	Bill Health	
Yes	13-Apr	NY	Outbound Call	Customers	Calls to approximately 6,000 NYC customer regarding Emergency HEAP - household may be eligible for an Emergency Home Energy Assistance Program (HEAP) grant that ends April 24th so apply quickly.	Complete		Bill Health	
Yes	25-Mar	NY	Outbound Call	Customers	Outbound call for Emergency HEAP and Domestic Electric Emergency HEAP - 24,674 customers	Complete	IE	Bill Health	
Yes	24-Mar	All	Voicemail	Public	Lead Intake line update - Leave your name, number and reason for call, and we will get back to you as soon as we are able. Please note that call return times may be delayed by a few business days at this time. In the meantime, please feel free to visit us on the web.	Complete			

## Below relates to going to billing calls only in NYC. It's a vendor agent response and social media response as to WHY.

We apologize for the temporary inconvenience. We are adjusting our staffing in accordance with CDC safety guidelines to ensure the wellbeing of our employees. We are targeting to be able to answer billing-related inquiries by Friday. In the meantime, you can visit NationalGrid.com for billing help, or you are welcome to try us back early next week and we would be happy to assist with your request. While we realize this isn't ideal, we sincerely appreciate your understanding *during this worldwide pandemic*.

## Upfront and Hold message – IVR 3/16/20

#### **Upfront IVR Message**

National Grid remains committed to providing safe and reliable service to our customers, and we are doing our part to protect the communities where we live and serve.

We recognize the impact of the pandemic may result in a change in your family or financial situation and wish to alleviate any concerns about your electricity and natural gas service during this challenging time. Effective immediately, National Grid is temporarily suspending collections-related activities, including service disconnections, to lessen any financial hardship. These policies will be in place through the end of April and we will evaluate their continued need at that time.

As this is an evolving situation, please look for updates and information on our web site at **ngrid.com/ covid-19**, as well as through our social media channels on Facebook, Twitter, and Instagram. Thank you.

#### On Hold Message

At National Grid, ensuring the health and safety of our employees and customers is our number one priority.

We recognize the impact of the pandemic may result in a change in your family or financial situation and wish to alleviate any concerns about your electricity and natural gas service during this challenging time. Effective immediately, National Grid is temporarily suspending collections-related activities, including service disconnections, to lessen any financial hardship. These policies will be in place through the end of April and we will evaluate their continued need at that time.

Please note that regular billing will continue for all customers. As always, you can continue to pay your bill through regular channels such as a variety of online tools or phone. Please visit **ngrid.com/billpay** to view the options.

In addition, we want to you to be on heightened alert that scams related to the COVID-19 pandemic are on the rise. National Grid never demands direct payment through the use of a prepaid debit card and never accepts payment through these cards.

As this is an evolving situation, updates and information will continue to be available at **ngrid.com/covid-19** as well as our social media channels on Facebook, Twitter, and Instagram.

On behalf of our many employees who live and work in your community, our thoughts are with all those who are being impacted.

## IVR Upfront Message: LT Capacity Report 3/17/20

National Grid remains committed to providing safe and reliable service to our customers, and we are doing our part to protect the communities where we live and serve. As the COVID-19 pandemic is an evolving situation, please look for service updates and information on our web site at **ngrid.com/covid-19**, as well as through our social media channels on Facebook, Twitter, and Instagram.

Also, please note – In response to the coronavirus (COVID-19) pandemic, National Grid is replacing its remaining in-person public meetings on the Long-term Natural Gas Capacity Report with a series of virtual meetings to be held throughout this month. For details, please visit **ngrid.com/longtermsolutions**.

## IVR Script: NYC Not Taking Billing Calls 3/24/20

Thank you for calling National Grid. To report a gas or life-threatening emergency please remain on the line. At this time, we are unable to answer calls related to general billing as we work to adjust our staffing in accordance with CDC safety guidelines. We hope to be able to answer billing-related calls within 48 to 72 hours.

For billing-related information, please visiting NationalGrid.com or make a payment by phone following the voice prompts. For National Grid COVID-19 updates go to **ngrid.com/covid-19**. Thank you.

## Lead Intake Voicemail Script 3/24/20

Thank you for calling National Grid's Gas Conversion Lead Intake line. Please leave your name, number and reason for call, and we will get back to you as soon as we are able. Please note that call return times may be delayed by a few business days at this time. In the meantime, please feel free to visit us on the web at NationalGrid.com. Thank you.

## IVR Script: NYC Longer than usual wait times 3/25/20

Thank you for calling National Grid. To report a gas or life-threatening emergency please remain on the line. Our current hours are 8AM-5PM, at this time we are experiencing longer than usual wait times. We appreciate your patience and look forward to assisting you momentarily.

For billing-related information, please visit NationalGridus.com or make a payment by phone following the voice prompts. For National Grid COVID-19 updates go to **ngrid.com/covid-19**. Thank you.

## Update to all regions – Extended offers 4/27/20

National Grid remains committed to providing safe and reliable service to our customers, and we are doing our part to protect the communities where we live and serve.

We recognize the impact of the pandemic may result in a change in your financial situation and wish to alleviate any concerns about your electricity and natural gas service during this challenging time. Please be aware that National Grid has temporarily suspended collections-related activities, including service disconnections, to lessen any financial hardship. Regular billing will continue. These policies remain in effect until further notice, subject to change only in consultation with state regulators.

As this is an evolving situation, please look for updates and information on our web site at **ngrid.com/covid-19**, as well as through our social media channels. Thank you.

## NY\_IVRScript\_Adding HEAP Extension 5/13/20

National Grid is committed to providing safe and reliable service and to helping our customers through the challenges resulting from the COVID-19 pandemic.

To lessen financial hardship and ease concerns about your energy service, we have temporarily suspended collections activities, including service disconnects, until further notice. Regular billing continues.

If you are struggling to pay your bill, our agents can assist with payment plans. You may also be eligible for assistance, even if you have never qualified before. The deadline to apply for the Home Energy Assistance Program (HEAP) has been extended to June 30, or until funds run out. This grant does not need to be paid back. You may receive up to 3 emergency HEAP grants. Learn more at **ngrid.com/discount** or by calling the HEAP hotline at 1-800-342-3009.

Full details on our pandemic response may be found at, **ngrid.com/covid-19**, and our social media channels. Thank you for being a valued customer.

#### **Emergency HEAP Outbound Call**

Hello. This is National Grid. As we all experience the impacts of the novel COVID-19 pandemic together, we're reaching out to let you know that your household may be eligible for an Emergency Home Energy Assistance Program (HEAP) grant.

HEAP helps income-eligible households pay their home heating bills. It is not a loan and you do not have to pay it back.

We encourage you to apply as soon as possible. You may apply by telephone; please understand that due to the volume of calls, there may be wait times. For information on how to reach your local Department of Social Services office, please call the New York State HEAP Hotline at 1(800) 342-3009. For additional information, please visit the website at: http://otda.ny.gov/.

#### **Domestic Electric Emergency HEAP Outbound Call**

Hello. This is National Grid. As we all experience the impacts of the novel COVID-19 pandemic together, we're reaching out to let you know that your household may be eligible for a Domestic Electric Emergency Home Energy Assistance Program (HEAP) grant. This program would only apply to you if electric service is needed to operate your heating system.

HEAP helps income-eligible households pay their home heating bills. It is not a loan and you do not have to pay it back.

We encourage you to apply as soon as possible. You may apply by telephone; please understand that due to the volume of calls, there may be wait times. For information on how to reach your local Department of Social Services office, please call the New York State HEAP Hotline at 1(800) 342-3009. For additional information, please visit the website at: http://otda.ny.gov/.

On Monday, April 13th we will be calling roughly 6000 NYC customer regarding Emergency HEAP. We will also be sending emails to roughly with the same message.

#### We will be reaching out to the following via email.

6781 – E HEAP emails to UNY and LI heating customers

3231 – E HEAP emails to NYC heating customers

10,107 – E HEAP emails to our UNY electric only non-heat customers.

#### NYC EHEAP eligibility phone script

Hello. This is National Grid. As we all experience the impacts of the novel COVID-19 pandemic together, we're reaching out to let you know that your household may be eligible for an Emergency Home Energy Assistance Program (HEAP) grant that ends April 24th so apply quickly. HEAP helps income-eligible households pay their home heating bills. It is not a loan and you do not have to pay it back. Each household can receive a regular HEAP grant plus two emergency HEAP grants.

For questions call the HRA HEAP Infoline at 800-692-0557, or for operator assistance call 212-331-3126. NY city residents may also apply by downloading an application at access.nyc.gov and mail it to PO Box 1401 Church Street Station NY, NY 10008. For additional information, please visit the NY State website at: **otda.ny.gov**.

## NYC Gas Automated Outbound Call Script May 2020

Hello, this is National Grid calling with an important message about possible federal assistance for your bill. As we all experience the impacts of the COVID-19 pandemic together, we're reaching out to let you know that your household may be income-eligible for assistance with your energy bill through HEAP – the Home Energy Assistance Program.

It is not a loan and you do not have to pay it back. We encourage you to apply as soon as possible (if you have not done so already). The deadline has been extended through June 30, or until funds run out.

Also, a third Emergency HEAP grant was recently introduced. It is available for customers who have exhausted the Regular, first Emergency, and second Emergency HEAP benefits. Even if you have previously applied for HEAP, you will need to complete a separate application for Emergency HEAP.

You can apply for HEAP or Emergency HEAP by visiting the website access.nyc.gov or calling the HEAP Infoline at 1-800-692-0557.

If you heat your home with a fuel other than natural gas (such as oil) and already received a HEAP payment, you may be eligible for a monthly discount on your National Grid bill. To learn more, please visit **ngrid.com/discount** or call 1-718-403-2216.

Thank you.

## **UNY Electric Automated Outbound Call Script May 2020**

Hello, this is National Grid calling with an important message about possible federal assistance for your bill. As we all experience the impacts of the COVID-19 pandemic together, we're reaching out to let you know that your household may be income-eligible for assistance with your energy bill through the Domestic Electric Emergency Home Energy Assistance Program (HEAP). If electric service is needed to operate your heating system, you may be eligible.

It is not a loan and you do not have to pay it back. We encourage you to apply as soon as possible (if you have not done so already). The deadline has been extended through June 30, or until funds run out.

Also, a third Emergency HEAP grant was recently introduced. It is available for customers who have exhausted the Regular, first Emergency, and second Emergency HEAP benefits. Even if you have previously applied for HEAP, you will need to complete a separate application for Emergency HEAP.

You can apply for HEAP or Emergency HEAP by visiting the website **mybenefits.ny.gov** or calling the New York State Office of Temporary and Disability Assistance at 1-800-342-3009.

Thank you.

## **UNY Electric Automated Outbound Call Script May 2020**

Hello, this is National Grid calling with an important message about federal assistance available to pay your bill. As we all experience the impacts of the COVID-19 pandemic together, we're reaching out to let you know that your household may be eligible for assistance with your energy bill through the Domestic Electric Emergency Home Energy Assistance Program (HEAP). If electric service is needed to operate your heating system, you may be eligible.

HEAP is not a loan and you do not have to pay it back.

If you have already received HEAP this winter, you may be eligible for an Emergency HEAP grant. A third Emergency HEAP grant was recently introduced. It is available for customers who have exhausted the Regular, first Emergency, and second Emergency HEAP benefits. Even if you have previously applied for HEAP, you will need to complete a separate application for Emergency HEAP.

We encourage you to apply as soon as possible (if you have not done so already). The deadline has been extended through June 30, or until funds run out so it's best to act soon.

You can apply for HEAP or Emergency HEAP by visiting the website **mybenefits.ny.gov** or calling the New York State Office of Temporary and Disability Assistance at 1-800-342-3009.

If you heat your home with a fuel other than natural gas (such as oil) and already received a HEAP payment, you may be eligible for a monthly discount on your National Grid bill. To learn more, please visit **ngrid.com/discount** or call 1-866-305-1915.

Thank you

## UNY Gas & Long Island Gas Automated Outbound Call Script May 2020

Hello, this is National Grid calling with an important message about possible federal assistance for your bill. As we all experience the impacts of the COVID-19 pandemic together, we're reaching out to let you know that your household may be income-eligible for assistance with your energy bill through HEAP – the Home Energy Assistance Program.

It is not a loan and you do not have to pay it back. We encourage you to apply as soon as possible (if you have not done so already). The deadline has been extended through June 30, or until funds run out.

Also, a third Emergency HEAP grant was recently introduced. It is available for customers who have exhausted the Regular, first Emergency, and second Emergency HEAP benefits. Even if you have previously applied for HEAP, you will need to complete a separate application for Emergency HEAP.

You can apply for HEAP or Emergency HEAP by visiting the website **mybenefits.ny.gov** or calling the New York State Office of Temporary and Disability Assistance at 1-800-342-3009.

If you heat your home with a fuel other than natural gas (such as oil) and already received a HEAP payment, you may be eligible for a monthly discount on your National Grid bill. To learn more, please visit **ngrid.com/discount** or call 1-718-403-2216.

Thank you.

#### **FINAL 7-27-20**

### Outbound Recorded Call Script - NY State HEAP Extension through 8/31/20

Hello, this is National Grid calling with an important message regarding financial assistance available to help you pay your National Grid bill. The deadline to apply for a grant from the Home Energy Assistance Program, also known as HEAP, has been extended through August 31st or until funds run out - whichever comes first.

If you've already received HEAP this heating season, you may still be eligible for up to 3 additional emergency grants. Like regular HEAP grants, these emergency grants do not need to be paid back. There is also a Domestic Electric Emergency HEAP grant that is available for our ELECTRIC ONLY NON-HEAT customers that that require electric to operate their heating system (i.e. blower motor) and pay for heat through another utility or heating vendor (i.e. wood/oil/propane). You must apply separately for each grant.

If you haven't already requested HEAP this heating season, apply today! To qualify for the Home Energy Assistance Program, you must meet household income criteria based on your household size. For example, a family of four with a monthly gross income of up to \$4,797 or \$57,564 a year, could be eligible for HEAP. Best of all, HEAP grants do not need to be paid back.

At National Grid, we understand that many of our customers are experiencing the impact of the COVID-19 pandemic. We urge you to act quickly and apply for emergency HEAP before the August 31 deadline.

To learn more about this program and find information on local district and county HEAP agencies in New York State, go to **otda.ny.gov/programs/heap**.

Thank you.

	COVID-1	9 Custo	mer Comr	nunications					
Include	Date	JDx	Tactic/ Chan- nel	Audience	Details	Status	Segment	Topic/ Theme	Links to Final Docs
Yes	27-Jul	All	Email	Customers	Estimated Meter Read sent to 4,564 customers. Break- down: MA ELEC RESI: 3,698 / RI: 185 /UNY: 9 /LI: 11 /MA Gas: 112 / KEDNY: 549	Complete	Resi/ Comm	Bill Health	
Yes	27-Jul	All	Letter	Customers	Estimated Meter Read letter sent to 3,604 customers. Breakdown: MA ELEC RESI: 2,509 / RI: 154 /UNY: 7 /LI: 11 /MA Gas: 17 / KEDNY: 366	Complete	Resi/ Comm	Bill Health	
Yes	13-Jul	All	Email	Customers	Estimated Meter Read letter sent to 13,070 customers. Breakdown: MA ELEC RESI: 10,051 / RI: 2,117 /UNY: 4 / LI: 23 /MA Gas: 228 / KED- NY: 647	Complete	Resi/ Comm	Bill Health	
Yes	13-Jul	All	Letter	Customers	Estimated Meter Read letter sent to 8,651 customers. Breakdown: MA ELEC RESI: 6,633 / RI: 1,554 /UNY: 3 / LI: 36 /MA Gas: 89 / KEDNY: 336	Complete	Resi/ Comm	Bill Health	
Yes	8-Jul	NY	Email	Customers	Targeted IE Customers in UNY (Capital Region) in partnership with NYSERDA, we are helping fill remaining spots in their community solar offering	Complete	IE		https://nationalgridplc. sharepoint.com/:i:/s/ GRP-INT-US-CustomerICS/ EdkVYBk5w7tLjBPan- QP4ooMBG3CTU_FL5jnN- GRoXTiaFdA?e=6Sdzie
Yes	6-Jul	All	Email	Customers	Estimated Meter Read letter sent to 8,746 customers. Breakdown: MA ELEC RESI: 5,695 / RI: 2,011 /UNY: 236 / LI: 25 /MA Gas: 226 / KED- NY: 398	Complete	Resi/ Comm	Bill Health	
Yes	6-Jul	All	Letter	Customers	Estimated Meter Read letter sent to 5,843 customers. Breakdown: MA ELEC RESI: 3,737 / RI: 1,432 /UNY: 208 / LI: 32 /MA Gas: 54 / KEDNY: 380	Complete	Resi/ Comm	Bill Health	
Yes	29-Jun	All	Email	Customers	Estimated Meter Read letter sent to 6,948 customers. Breakdown: MA ELEC RESI: 4,630 / RI: 1,326 /UNY: 343 /LI: 25 /MA Gas: 226 / KEDNY: 398	Complete	Resi/ Comm	Bill Health	
Yes	29-Jun	All	Letter	Customers	Estimated Meter Read letter sent to 4,632 customers. Breakdown: MA ELEC RESI: 3,047 / RI: 1,015 /UNY: 238 /LI: 38 /MA Gas: 213 / KEDNY: 553	Complete	Resi/ Comm	Bill Health	
Yes	26-Jun	All	Email	Customers	UNY IE and potential IE customers - Final Reminder HEAP closes June 30	Complete	IE	Bill Health	https://nationalgridplc. sharepoint.com/:u:/s/ GRP-INT-US-CustomerICS/ EcFbtf69RD5HqcV9zpStrkIB- 9gJ0Q9nCZe5Lr-kZldaL- tA?e=GtK8in
Yes	26-Jun	All	Email	Customers	NYC IE and potential IE customers - Final Reminder HEAP closes June 30	Complete	IE	Bill Health	https://nationalgridplc. sharepoint.com/:u:/s/ GRP-INT-US-CustomerICS/ ESL_Puztr31IhiW4Q0n- FEsABq8Bq8t50H- KaU0P6RqLMohA?e=Eebdka

Yes	26-Jun	All	Email	Customers	LI IE and potential IE customers - Final Reminder HEAP closes June 30	Complete	IE	Bill Health	https://nationalgridplc. sharepoint.com/:u:/s/ GRP-INT-US-CustomerICS/ EaY6FhXTaNRFtzBHZw39J- dIB5KtzqaZKOJ_CRwCXN- 4tRrw?e=yI5SPM
Yes	24-Jun	NY	Email	Customers	NYC IE Customers: Please join our upcoming free webinar to learn more about assistance programs & resources: Friday, June 26, 2020 11:30 AM	Complete	IE	Bill Health	https://nationalgridplc. sharepoint.com/:u:/s/ GRP-INT-US-CustomerICS/ Eeu1cPt2jVFOm3cqpiFmOl- cB1mxXleVQy2STkIRmoY- 2Q?e=qYTxmN
Yes	23-Jun	NY	Email	Customers	UNY IE Customers: Please join our upcoming free webinar to learn more about assistance programs & re- sources: Thursday, June 25, 2020 4PM	Complete	IE	Bill Health	https://nationalgridplc. sharepoint.com/:u:/s/ GRP-INT-US-CustomerICS/ EW-4mSKkF1dMlq7dck- enxwEBkicdFrTjq7-8ndeOJ- faayA?e=P71Yef
Yes	22-Jun	All	Email	Customers	Estimated Meter Read email sent to 9,499 customers. Breakdown as follows: MA ELEC RESI: 7,133 / RI: 1,515 /UNY: 9 /LI: 18 /MA Gas: 259 / KEDNY: 565	Complete	Resi/ Comm	Bill Health	
Yes	22-Jun	All	Letter	Customers	Estimated Meter Read letter sent to 6,566 customers. Breakdown as follows: MA ELEC RESI: 4,912 / RI: 1,206 /UNY: 7 /LI: 18 /MA Gas: 55 / KEDNY: 368	Complete	Resi/ Comm	Bill Health	
Yes	15-Jun	All	Email	Customers	Estimated Meter Read letter sent to 7,704 customers. Breakdown as follows: KED- NY: 934 / MA ELEC RESI: 5,707 / RI: 951 /UNY: 0 /LI: 19 /MA Gas: 99	Complete	Resi/ Comm	Bill Health	
Yes	15-Jun	All	Letter	Customers	Estimated Meter Read letter sent to 6,086 customers. Breakdown as follows: KED- NY: 775 / MA ELEC RESI: 4,394 / RI: 848 /UNY: 1 /LI: 23 /MA Gas: 45	Complete	Resi/ Comm	Bill Health	
Yes	3-Jun	All	Letter	Customers	Estimated Meter Read letter sent to 7,666 customers. Breakdown as follows: KED- NY: 903 / MA ELEC RESI: 5,627 / RI: 1,041 /UNY: 2/LI: 36 /MA Gas: 57	Complete	Resi/ Comm	Bill Health	
Yes	2-Jun	All	Email	Customers	Estimated Meter Read email sent to 11,122 customers. Breakdown as follows: KED- NY: 1,061 / MA ELEC RESI: 8,487 / RI: 1,335 /UNY: 2 /LI: 51 /MA Gas: 186	Complete	Resi/ Comm	Bill Health	
?	1-Jun	All	Email, Letter	Customers	OPower Reports - Conserve & Save Tips	Complete	Resi	EE	
Yes	1-Jun	All	Direct Mail Post- card	Customers	HEAP	Complete	IE	Bill Health	
?	25-May	All	Email	Customers	*Ways to Save: Special, limit- ed time product offers (Smart Thermostats, Air Cleaner Sale, Fridge Recycling)	Complete	Resi		https://nationalgridplc. sharepoint.com/:b:/s/ GRP-INT-US-CustomerICS/ ES2CleDutP5Jp6QDRMJFI- cEBDhZd54nyX8twgJzXuL- hbsA?e=IK1pLH
Yes	25-May	All	Direct Mail / Email	Customers	Bill Health: Manual Meter Read Education Letters	Complete	All		https://nationalgridplc. sharepoint.com/:b:/s/ GRP-INT-US-CustomerICS/ EdpYBiaVaPdLr95-vaN3HL- 0BgpVAdDLnvVsgxUdszpH- Buw?e=cvlfxY

Yes	25-May	All	Email	Customers	Online Home Energy Assessments	Complete	Resi		https://nationalgridplc. sharepoint.com/:b:/s/ GRP-INT-US-CustomerICS/ ES2CleDutP5Jp6QDRMJFl- cEBDhZd54nyX8twgJzXuL- hbsA?e=IK1pLH
Yes	25-May	ALL	Email	Customers	Estimated Meter Read email sent to 13,988 customers. Breakdown as follows: KED- NY: 2,074 / MA ELEC RESI: 9,638 / RI: 1,420 /UNY: 320 / LI: 44 /MA Gas: 492	Complete	Resi/ Comm	Bill Health	https://nationalgridplc. sharepoint.com/:b:/s/ GRP-INT-US-CustomerICS/ ERCJkxS8maVGnlkg- KotQtc0BTtNcdO4aH2B- b_5siWSyW2Q?e=F7a57T
Yes	25-May	All	Letter	Customers	Estimated Meter Read letter sent to 10,171 customers. Breakdown as follows: KED- NY: 1,594 / MA ELEC RESI: 7,032 / RI: 1,193 /UNY: 237 / LI: 51 /MA Gas: 64	Complete	Resi/ Comm	Bill Health	https://nationalgridplc. sharepoint.com/:b:/s/ GRP-INT-US-CustomerICS/ ERCJkxS8maVGnlkg- KotQtc0BTtNcdO4aH2B- b_5siWSyW2Q?e=F7a57T
?	18-May	All	Email	Customers	Ways to Save: Special product price savings, limited time offers	Complete	Resi		https://nationalgridplc. sharepoint.com/:b:/s/ GRP-INT-US-CustomerICS/ EdpYBiaVaPdLr95-vaN3HL- 0BgpVAdDLnvVsgxUdszpH- Buw?e=cvlfxY
Yes	18-May	NY	Calls, Email	Customers	LI/HEAP Extension Campaign	Complete	IE		https://nationalgridplc. sharepoint.com/:b:/s/ GRP-INT-US-CustomerICS/ EdpYBiaVaPdLr95-vaN3HL- 0BgpVAdDLnvVsgxUdszpH- Buw?e=cvlfxY
Yes	18-May	All	Direct Mail	Customers	Financial Support - Assistance Awareness (HEAP)	Complete	IE		https://nationalgridplc. sharepoint.com/:b:/s/ GRP-INT-US-CustomerICS/ EdpYBiaVaPdLr95-vaN3HL- 0BgpVAdDLnvVsgxUdszpH- Buw?e=cvlfxY
Yes	18-May	All	Email	Customers	Estimated Meter Read email sent to 10,157 customers. Breakdown as follows: KED- NY: 1,522 / MA ELEC RESI: 6,866 / RI: 1,473 /UNY: 11 / LI: 28 /MA Gas: 257	Complete	Resi/ Comm	Bill Health	
Yes	18-May	All	Letter	Customers	Estimated Meter Read letter sent to 8,161 customers. Breakdown as follows: KED- NY: 1,138 / MA ELEC RESI: 5,459 / RI: 1,471 /UNY: 7 /LI: 25 /MA Gas: 61	Complete	Resi/ Comm	Bill Health	
Yes	16-May	All	Email	Customers	Discount Rate - All new enrolled customers	Complete	IE	Bill Health	
Yes	16-May	All	Email	Customers	Targeted email to Income Eligible customers with information for LIHEAP/Bud- get plan/Payment 5/16-5/17 (batch sends)	Complete	IE	Bill Health	
?	11-May	All	Email	Customers	*EE Savings: Lighting Kits Sale	Complete	Resi		https://nationalgridplc. sharepoint.com/:b:/s/ GRP-INT-US-CustomerICS/ EdpYBiaVaPdLr95-vaN3HL- 0BgpVAdDLnvVsgxUdszpH- Buw?e=cvlfxY
?	11-May	All	Email	Customers	New Enrollment in Discount Rate	Complete	IE		https://nationalgridplc. sharepoint.com/:b:/s/ GRP-INT-US-CustomerICS/ EdpYBiaVaPdLr95-vaN3HL- 0BgpVAdDLnvVsgxUdszpH- Buw?e=cvlfxY

Yes	11-May	ALL	Email	Customers	All Customer Email- Financial Support Awareness	Complete	Resi		https://nationalgridplc. sharepoint.com/:b:/s/ GRP-INT-US-CustomerICS/ EdpYBiaVaPdLr95-vaN3HL- 0BgpVAdDLnvVsgxUdszpH- Buw?e=cvlfxY
Yes	11-May	ALL	Email	Customers	Flexible Payment Plan Awareness	Complete	IE		https://nationalgridplc. sharepoint.com/:b:/s/ GRP-INT-US-CustomerICS/ EdpYBiaVaPdLr95-vaN3HL- 0BgpVAdDLnvVsgxUdszpH- Buw?e=cvlfxY
Yes	11-May	ALL	Email	Customers	Budget Billing Awareness	Complete	IE		https://nationalgridplc. sharepoint.com/:b:/s/ GRP-INT-US-CustomerICS/ EdpYBiaVaPdLr95-vaN3HL- 0BgpVAdDLnvVsgxUdszpH- Buw?e=cvlfxY
Yes	11-May	ALL	Email	Customers	NY customers (UNY/LI/NYC) - Deadline Extension - Apply for Emergency HEAP today	Complete	IE	Bill Health	https://nationalgridplc. sharepoint.com/:b:/r/sites/ GRP-INT-US-CustomerICS/ Shared%20Documents/ FINALIZED%20Communica- tions%20and%20Tracking/ Customer%20PIO/Social%20 Postings/PDF%20updates/ COVID-19%20Social%20 5.11.pdf?csf=1&web=1&e=X- dTjiJ
Yes	11-May	All	Email, Direct Mail	Customers	Opower Reports: Conserve & Save Tips	Complete	Resi		https://nationalgridplc. sharepoint.com/:b:/s/ GRP-INT-US-CustomerICS/ EdpYBiaVaPdLr95-vaN3HL- 0BgpVAdDLnvVsgxUdszpH- Buw?e=cvlfxY
Yes	23-Apr	All	Email	Customers	Third batch - Whether at home or for your business, we can help - NYC: 237,104 MA: 414,054 RI: 105,813 LI: 114,159 UNY: 338,571 Total: 1,209,701	Complete	All		https://nationalgridplc. sharepoint.com/:b:/r/sites/ GRP-INT-US-CustomerICS/ Shared%20Documents/ FINALIZED%20Communica- tions%20and%20Tracking/ Customer%20PIO/Social%20 Postings/PDF%20updates/ COVID-19%20Social%20 4.22.pdf?csf=1&web=1&e=g- McxL7
Yes	21-Apr	All	Email	Customers	Second batch - Whether at home or for your business, we can help - NYC: 122,642 MA: 214,103 RI: 52,941 LI: 56,542 UNY: 165,042 Total: 611,270	Complete	All		https://nationalgridplc. sharepoint.com/:b:/r/sites/ GRP-INT-US-CustomerICS/ Shared%20Documents/ FINALIZED%20Communica- tions%20and%20Tracking/ Customer%20PIO/Social%20 Postings/PDF%20updates/ COVID-19%20Social%20 4.22.pdf?csf=1&web=1&e=g- McxL7
Yes	20-Apr	All	Email	Customers	Whether at home or for your business, we can help - 5 separate emails to each region in daily batches. First batch: NYC: 112,134 MA: 205,415 RI: 52,798 LI: 56,873 UNY: 166,970 Total: 594,190	Complete			https://nationalgridplc. sharepoint.com/:b:/r/sites/ GRP-INT-US-CustomerICS/ Shared%20Documents/ FINALIZED%20Communica- tions%20and%20Tracking/ Customer%20PIO/Social%20 Postings/PDF%20updates/ COVID-19%20Social%20 Update%20(4.20).pdf?cs- f=1&web=1&e=EexM7L

Yes	16-Apr	ALL	Email	Previous HEAP Cus- tomers	Emails sent via Marketing Cloud 4/5 daily batch - 3 seg- mented emails: NYC HEAP - 642; CSS HEAP - 1,314; Domestic HEAP - 1,963	Complete	IE	Bill Health	
Yes	15-Apr	ALL	Email	Previous HEAP Cus- tomers	Emails sent via Marketing Cloud 3/5 daily batch - 3 seg- mented emails: NYC HEAP - 640; CSS HEAP - 1,307; Domestic HEAP - 1,969	Complete		Bill Health	
Yes	14-Apr	All	Email	Previous HEAP Cus- tomers	Emails sent via Marketing Cloud 2/5 daily batch - 3 seg- mented emails: NYC HEAP - 632; CSS HEAP - 1,329; Domestic HEAP - 1,960	Complete		Bill Health	
Yes	13-Apr	All	Email	Previous HEAP Cus- tomers	Emails sent via Marketing Cloud 1/5 daily batches - 3 segmented emails: NYC HEAP - 636; CSS HEAP - 1,339; Domestic HEAP – 1,990	Complete		Bill Health	
Yes	3-Apr	NY	Email	NY Customers	You can count on us. As you are spending more time at home, depending on us for the energy to keep your family comfortable, we take our role as an essential service provider very seriously. Info and links to NY pages	Complete		EE	
Yes	19-Mar	All	Email	NY EE Vendors	Emails to NY Energy Effi- ciency vendors regarding the impacts from the COVID-19 pandemic	Complete		EE	
Yes	19-Mar	All	Email	Customers	Email on to all US customers on service updates	Complete		Service	
Yes	17-Mar	NY	Email	External Suppliers	Memo regarding supplier obligations.	Complete			
Yes	17-Mar	NY	Letter	Customers	COVID-19 to all customers without email on file - 2,597,842	Complete			
Yes	14-Mar	All	Email	Customers	Email Important Update from National Grid:COVID-19	Complete			



hese difficult times, you may be facing new and unexpected challenges: ncerns for the health and safety of your loved ones. Sudden job loss. Childcare ues. If you are facing financial difficulty, we can provide assistance and support

Let's work together to find the right solutions for you and your family.

Let us know if you need help. Even if this is the first time you've missed a payment, let us know as soon as possible. We'll work with you on flexible payment plans and arrangements and payment options.

Call us at 1-800-930-5003.

Consider the Budget Plan, Even out your annual energy bill with 12 balanced payments. See If it's right for you,

Assistance deadline extended. You may qualify for the Home Energy Assistance Program (also known as HEAP) or our Program (also known as HEAP) or our Energy Affordability Program (EAP) which provides an additional bill discount. The deadline for HEAP has been extended to June 30, or until funds run out, so it's best to act soon. Visit ngrid.com/discount for details on eligibility and how to apply. Connect with an advocate, Our Connect with an advocate, our experienced Consumer Advocates work with community agencies and can help you find local support. To reach an advocate email ConsumerAdvocacyLI @nationalgrid.com or call us.

Find local resources, in your area, you can connect to essential service agencies and resources by calling 211. Or visit New York State's COVID-19 response website.

Use less energy at home, Simple steps may help you reduce your energy bill. Visit ngrid.com/ee-tips.

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Be aware of scams. National Grid never demands payment through the use of a prepaid debit card and never accepts payments through these or Learn how to protect yourself from scams here.



- Suspend service shut-offs for nonpayment
   Eliminate new late payment fees



Please check ngrid.com/covid-19 often for the latest information. We are in this together now, and as the crisis continues. Stay safe.

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Let's work together to find the right solutions for you and your family.

Tell us if you need help. We'll work

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Connect with an advocate. Our with community agencies and can help you find local support. To reach an @nationalgrid.com or call us.

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We'd like to take this opportunity to thank you for being a loyal customer. We understand you are being challenged in new and unexpected ways during this difficult time. We're here if you need us.

Programs and resources you may find helpful right now.

# Take the guesswork out of monthly energy bills. The Budget Plan takes the amount you usually pay on your National Grid bills in a year and breaks that amount bits 10 belowed results.

Grid bills in a year and breaks that amount into 12 balanced monthly payments. You will still pay only for the total amount of energy you use in a year, but the Budget. Plan makes it easier to anticipate your morthly energy costs and plan your household budget. See If it's right for you.

If your situation changes. If you're not sure you can pay your bill on time, let us know as soon as possible. We'll work with you on flexible payment plans and arrangements and payment options. To provide support, we continue to

. Eliminate new late payment fees

Support a local agency. Please consider helping your neighbors in need by supporting United Way's Project.Warmth Long Island.

Option to help others in need. If you know someone who is struggling to pay the National Girld Bird and you would like the help, please contact us at 1-400-4900-8000. Please have their name, service address and phone number (to verify the account). We will not be able to share the account in mind. You can let the recipient know of your gift or sits, anonymous. The payment will appear on their next bill.

Stay connected. Programs and services are frequently being updated. Please check ngrid.com/covid-19 often for the latest information.

#### For more info

Use less energy at home.
Working at home. Learning at home.
Using technology to stay entertained and connected to love ones. We're all using more energy. Even simple steps may help, reduce your bill. Visit ngrid.com/ee-tips.

Be aware of scams. Billing and other scams are on the rise. Learn how to protect yourself from scams here.





In these difficult times, you may be facing new and unexpected challenges: Concerns for the health and safety of your foved ones. Sudden job loss. Childcare issues. If you are facing financial difficulty, we can provide assistance and support.

Let's work together to find the right solutions for you and your family.

Let us know if you need help. Even if this is the first time you've missed a payment, let us know as soon as possible. We'll work with you on fissible payment plans and arrangements and payment options.

Call us at 1-718-643-4050,

Consider Balanced Billing. Even out your annual energy bill with 12 balanced payments. See if it's right for you.

Assistance deadline extended. You may qualify for the Home Energy Assistance Program (also known as HEAP) or our Program (siso known as HEAP) or our Energy Affordability Program (EAP) which provides an additional bill discount. The deadline for HEAP has been extended to June 30, or until funds run out, so it's best to act soon. Visit ngrid.com/discount for details on eligibility and how to apply. Connect with an advocate, Our experienced Consumer Advocates work with community agencies and can help you find local support. To reach an advocate email ConsumerAdvocacyNYC @nationalgrid.com or call us.

Find local resources, in your area, you car connect to essential service agencies and resources by calling 211. Or visit New York State's COVID-19 response website.

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Simple steps may help you reduce your energy bill. Visit ngrid.com/ee-tips.

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nationalgrid We're here to help now

Let's work together to find the right solutions for you and your family.

Tell us if you need help. We'll work with you on flexible payment plans a arrangements or payment options. Call us at 1-718-643-4050.

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Find local resources. You can connect to essential service agencies and resourcaling 211. Or visit New York State's COVID-19 response website.

Connect with an advocate. Our expensioned Consumer Advocates work with community agencies and can help you find local support. To reach an advocate email ConsumerAdvocacyNYC @nationalgrid.com or call us.

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Programs and services are frequently being updated. To provide support, we are continuing to temporarily:

- Suspend service shut-offs for nonpayment
   Eliminate new late payment fees

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Take the guesswork out of monthly energy bills, balanced Billing takes the amount you usually rays on your National Grid bills in a year and treeks that amount to 12 balanced monthly payments. You will still pay only for the total amount of energy you use in a year, but Balanced Billing makes it easier to anticipate your monthly energy costs and plan your household budget. See If it's right for you.

If your situation changes. If you're not sure you can pay your bill on time, let us know as soon as possible. We'll work with you on feedble payment plans and arrangements and payment options.

- To provide support, we continue to temporarily:
- Suspend service shut-offs for nonpayment . Eliminate new late payment fees

support a local agency. Please consider elping your neighbors in need by upporting the Neighborhood Heating Fund.

Option to help others in need. If you know someone who is struggling to pay their National Girld bird of you would like to help, please contact us at 1-718-643-4050. Please have their name, service address and phone number (to verify the account). We will not be able to share the account has now they you, so please have a manount in mind. You can let the recipient know of your old not set accommon. The payment your gift or stay anonymous. The payment will appear on their next bill.

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Assistance deadline extended. You may qualify for the Home Energy Assistance Program (also known as HEAP) or our Program (also known as HEAP) or our Energy Affordsbifty Program (EAP) which provides an additional bill discount. The deadline for HEAP has been extended to June 30, or until funds run out, so it's best to act soon. Visit ngrid.com/discount for details on eligibility and how to apply. Connect with an advocate, Our experienced Consumer Advocates Connect with an advocate. Our experienced Consumer Advocates work with community agencies and can help you find local support. To reach an advocate email ConsumerAdvocacyUNY @nationalgrid.com or call us at 1-800-642-4272.

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Cast is it 1-900/445-1937.

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Option to help others in need. If you know someone who is struggling to pay their National Girld till and you would like to help, please contact us all 1-80-42-4272. Please have their name, service address and phone name for overify the account). We will not be able to share the account in mind. You can let the inciplent know of your gift or stay anonymous. The payment will appear on their need bill.

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As we near the three-month mark of the COVID-19 crisis, there are signs of hope as our communities begin to gradually reopen. While this is encouraging news we understand that the impact of the pandemic on your household may be felt for some time to come.

#### We are here if you need assistance.

Our regular billing continues as usual. To ease concerns about your service, we are continuing to temporarily suspend service shut-offs for nonpayment and eliminate new late payment fees until further notice.

Call us. If you are struggling to pay your bill. let us know as soon as possible. Entering into a flexible payment plan now can help you avoid larger account balances later. Contact us at 1-800-930-5003.

#### HEAP deadline extended to June 30.

You may qualify for the Home Energy Assistance Program, and our Energy Affordability Program (EAP) which provides an additional bill discount.

Visit ngrid.com/discount.

\*\*If you received a regular HEAP grant this winter, you still must apply for Emergency HEAP.

Consider the Budget Plan. Even out vour annual energy bill with 12 balanced payments. See if it's right for you.

Payment centers update. If you typically visit our payment centers in Brooklyn or on Long Island, please be aware they will remain closed until further notice for the safety of our customers and employees. We offer a number of convenient ways to pay your bill.

#### Use less energy at home.

During these past months staying at home may have resulted in higher energy usage. Simple steps may help you reduce your energy bill:



Lower your water heater settings to 120.°



Dry only full loads of laundry and clean the filter after



Keep rooms cooler by closing blinds and drapes to block out sunlight.

For more energy-saving ideas and offers, visit narid.com/ee-tips

we can help you during these difficult times.





Please let us know if you found this email regarding COVID-19 helpful by taking this brief (3-question) survey.

Protect yourself from scams. Reports of utility billing and payment scams are on the rise. Imposters claiming to be National Grid employees may tell customers they have past due balances on their bills. Learn more here.



Please check ngrid.com/covid-19 for updates.

#### **National Grid**

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As we near the three-month mark of the COVID-19 crisis, there are signs of hope as our communities begin to gradually reopen. While this is encouraging news, we understand that the impact of the pandemic on your household may be felt for some time to come.

#### We are here if you need assistance.

Our regular billing continues as usual. To ease concerns about your service, we are continuing to temporarily suspend service shut-offs for nonpayment and eliminate new late payment fees until further notice.

Call us. If you are struggling to pay your bill, let us know as soon as possible. Entering into a <u>flexible payment plan</u> now can help you avoid larger account balances later. Contact us at 1-800-443-1837.

#### HEAP deadline extended to June 30.

You may qualify for the Home Energy Assistance Program, and our Energy
Affordability Program (EAP) which provides an additional bill discount. Visit ngrid.com/discount.

\*\*If you received a regular HEAP grant this winter, you still must apply for Emergency HEAP.

Consider the Budget Plan. Even out your annual energy bill with 12 balanced payments. See if it's right for you.

#### Use less energy at home.

During these past months staying at home may have resulted in higher energy usage. Simple steps may help you reduce your energy bill:

commitment

to you.



Lower your water heater settings to 120.9



Dry only full loads of laundry and clean the filter after



Keep rooms cooler by closing blinds and drapes to block out sunlight.

For more energy-saving ideas and offers, visit ngrid.com/ee-tips

we can help you during these difficult times.



Protect yourself from scams. Reports of utility billing and payment scams are on the rise. Imposters claiming to be National Grid employees may tell customers they have past due balances on their bills. Learn more here.



Please let us know if you found this email regarding COVID-19 helpful by taking this brief (3-question) survey.

#### Please check narid.com/covid-19 for updates

#### **National Grid**









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Summer has officially arrived and for many of us, warm weather plans may be different this year as we continue to spend more time at home. We remain committed to meeting all your energy needs. Please know we are here if you need us.



Throughout the COVID-19 pandemic our employee volunteers assisted community organizations that stepped up in a big way to support healthcare workers, first responders and those in need.

Meet our employees and see how they deliver safe, reliable service during COVID-19.



Let us know if you found this email helpful by answering this survey.

### we can help

If you are concerned about paying your bill, please let us know.

As a result of the pandemic we have updated flexible payment plans and arrangements to provide additional help. Taking action now means taking the right steps toward helping to manage the balance of your energy bill. Call 1-718-643-4050.

#### Field Work

As communities begin to reopen, we will gradually resume some of the field work which had been suspended due to the pandemic. Please note that our employees and contractors are required to strictly follow all health and safety protocols, such as maintaining social distancing and wearing personal protective equipment.

For details and updates, including safety precautions should we need to enter vour home, please visit ngrid.com/covid-19.

Before starting any summer project that involves digging, be the "1" to call 811 in advance to have underground lines marked. It's free. It's easy... And it's the law.

#### Walk-in offices remain closed

Our walk-in payment centers in New York City and on Long Island remain closed until further notice for the safety of our customers and employees. Find convenient ways to pay your bill here

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These past few months have been tough. And with all the uncertainty, you may still be overwhelmed by new routines like working from home, or keeping up with due dates for household bills. We understand, and want to take this opportunity to thank you for continuing to be a loyal customer, especially during this challenging time.

If you are ever worried about your energy bill, please let us know. The sooner we hear from you, the more we can help. We offer a wide range of options for payment assistance.

#### Helpful ideas for managing your energy bill.

#### Balanced Billing.

Balanced Billing uses the amount you usually pay on your National Grid bills in a year and breaks that into predictable monthly payments based on your usage. You will still pay only for the total amount of energy you use in a year. Learn more and see if it's right for you.

#### Easy ways to pay your bill.

We offer several options to pay your bill from the safety and comfort of your home.

- . Online: Pay via bank account or credit card.
- By phone\*: Call 718-643-4050 and have your account number and credit card ready.
- By U.S. mail: Use the return envelope supplied in your bill.
- You can also pay your bill in person: Visit a Western Union location near you. Details on bill pay options are available here.

New York City and Long Island walk-in payment centers remain closed until further notice for the safety of customers and our employees

#### Looking for ideas to help beat the heat and manage household energy costs?

Visit ngrid.com/ee-tips

#### Field work safety update

As communities begin to reopen we will gradually resume the field work which had been suspended due to the pandemic. Our employe and contractors will continue to strictly follow all health and safety protocols such as maintaining social distancing and wearing personal protective equipment.

For details and updates, including safety precautions if we need to enter your home, please visit ngrid.com/covid-19.

Where to find support and assistance Call 718-64<u>3-4050</u>

Or visit ngrid.com/covid-19 for frequent updates.

#### **National Grid**

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### **Important Update** from National Grid: COVID-19



Dear Valued Customer,

As conditions evolve, we are taking precautionary actions to mitigate exposure and reduce the impact of the Coronavirus (COVID-19) on our customers and employees. We remain committed to providing safe and reliable service to our customers, and we are doing our part to protect the communities where we live and serve

We are closely monitoring the situation with local, state and federal health agencies, as well as monitoring and reinforcing guidance from the Center for Disease Control and Prevention (CDC).

#### What to Know Regarding Your National Grid Service

Ensuring the health and safety of our employees and customers is our number one priority. We do not anticipate any service disruption to our customers at this time. We have implemented additional measures that will allow us to safely continue providing essential services to you.

In keeping with public health official guidelines, we are taking pre-cautionary measures to limit your exposure and that of our employees

- Before entering your home, we will ask a series of questions about recent travel, exposure to anyone who has traveled, or exposure to the virus for anyone in your home.
- . If you are guarantined or sick and you call us for a service order or to report a natural gas leak or other emergency, we ask that you advise us about the conditions ahead of time. Our agents will work together with you to determine best course of action regarding your service.
- Our employees have been instructed to take precautionary measures to mitigate their and your exposure to limit the risk of infection. Some of those precautions include:
- · Frequent handwashing and use of sanitizer
- · Avoiding touching mouth, nose and eyes
- Keeping a safe distance from anyone self-quarantined or sick
- Staying home if they are sick

#### What to Know About Your Bill

We recognize that certain customers may experience financial difficulty as a result of the coronavirus outbreak, whether they or a family member fall ill, are required to quarantine, or because their income is otherwise affected. We hope to alleviate our affected customers concerns about their electricity and natural gas service during this time.

As a result, National Grid is temporarily suspending collections-related activities, including service disconnections, to lessen any financial hardship the COVID-19 pandemic may have on our customers. These policies are effective immediately and will be in place through the end of April. We will evaluate their continued need at that time. Please note that regular billing will continue for all customers.

We appreciate your patience during this time and ask you to please visit ngrid.com/covid-19 for the latest information regarding our precautionary actions. On behalf of our many employees who live and work in your community, our thoughts are with all those who are being

Sincerely

Chief Customer Officer

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### national grid

#### Actualización importante de National Grid: COVID-19

#### Estimado cliente:

A medida que las condiciones evolucionan, tomamos medidas de precaución para mitigar la exposición y reducir el impacto del Coronavirus (COVID-19) en nuestros clientes y empleados. Seguimos comprometidos a proporcionar un servicio seguro y confiable a nuestros clientes, y estamos haciendo nuestra parte para proteger a las comunidades donde vivimos y servimos.

Estamos monitoreando de cerca la situación con agencias de salud locales estatales y federales, así como monitoreando y reforzando la orientación del Centro para el Control y Prevención de Enfermedades (CDC).

#### Qué saber sobre su servicio de National Grid

Garantizar la salud y la seguridad de nuestros empleados y clientes es nuestra prioridad número uno. No anticipamos ninguna interrupción del servicio a nuestros clientes en este momento. Hemos implementado medidas adicionales que nos permitirán continuar proporcionándole servicios esenciales de manera segura.

#### De acuerdo con las pautas oficiales de salud pública, estamos tomando medidas preventivas para limitar su exposición y la de nuestros empleados.

- Antes de ingresar a su hogar, le haremos una serie de preguntas sobre viajes recientes, exposición a cualquier persona que haya viajado o exposición al virus por parte de cualquier persona en su hogar.
- Si está en cuarentena o enfermo y nos llama para solicitar una orden de servicio o para informar una fuga de gas natural u otra emergencia, le pedimos que nos informe sobre las condiciones con anticipación. Nuestros agentes trabajarán junto con usted para determinar el mejor procedimiento con respecto a su servicio.
- · Nuestros empleados han recibido instrucciones para tomar medidas de precaución para mitigar su exposición y la suya y limitar el riesgo de infección. Algunas de esas precauciones incluyen lo siguiente:
- Lavado frecuente de manos y uso de desinfectante
- Evitar tocarse la boca, la nariz y los ojos
- Mantener una distancia segura de cualquier persona en cuarentena o enferma
- Quedarse en casa si están enfermos

#### Qué saber sobre su factura

Reconocemos que ciertos clientes pueden experimentar dificultades financieras como resultado del brote de coronavirus, ya sea que ellos o un miembro de la familia caigan enfermos, se les exija que se pongan en cuarentena o porque sus ingresos se vean afectados de otra manera. Esperamos aliviar las preocupaciones de nuestros clientes afectados sobre su servicio de electricidad y gas natural durante este tiempo.

Como resultado. National Grid suspende temporalmente las actividades relacionadas con las cobranzas, incluidas las desconexiones de servicios, para disminuir cualquier dificultad financiera que la pandemia de COVID-19 pueda tener sobre nuestros clientes. Estas políticas entran en vigor de inmediato y estarán vigentes hasta finales de abril. Evaluaremos su continua necesidad en ese momento, Tenga en cuenta que la facturación regular continuará para todos los clientes.

Agradecemos su paciencia durante este tiempo y le pedimos que visite ngrid.com/covid-19 para obtener la información más reciente sobre nuestras medidas de precaución. En nombre de nuestros muchos empleados que viven y trabajan en su comunidad, nuestro pensamientos están con todos aquellos que están siendo afectados

Director de Atención al Cliente

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### **Important Update** from National Grid: COVID-19



Dear Valued Customer,

I hope this message finds you well. As conditions evolve with the COVID-19 pandemic, I wanted to provide you with a quick update on National Grid's services.

Ensuring the health and safety of our customers and our employees remains our top priority. We will continue to focus on delivering essential customer services, while temporarily suspending non-essential work,

#### **Services Continuing**

- Emergency response As always, please contact us for all gas and electricity-related emergencies.
- Electricity and gas service We have a comprehensive emergency response plan in place to keep the lights on and the gas flowing.
- Customer-requested service We will continue to respond as usual to essential customer needs, such as turning on or off gas or electric services (i.e., for customer moves) — subject to municipal permitting
- Regular billing and ability to make payments Our regular billing process will continue. Customers are encouraged to manage their accounts online. We offer a variety of payment and billing options designed to make transactions easy and convenient.

#### **Services Temporarily Paused**

- · Collections activities & disconnections We have temporarily suspended collections-related activities, including service disconnections. Customers needing assistance, can  $\underline{\text{view our help}}$ making payments page for more information or call to speak with one of our Customer Advocates. Note: Call wait times may be longer than usual.
- Non-essential planned electric outages We know many individuals are working from home and children are home from school. We are limiting planned service interruptions during this time.
- Non-essential electric & gas related Planned maintenance and services such as manual meter reads, oil-to-gas conversions, gas service upgrades, and meter changes, may decrease the ability to keep social distance. You will be notified of appointment cancellations.
- Energy efficiency on-premise services We are temporarily suspending all energy efficiency service activities that require home or business visits, such as energy audits.
- New York City and Long Island walk-in payment offices Our National Grid downstate New York payment offices are temporarily closed. For additional payment options, visit ngrid.com/billpay. If you are a cash paying customer, please visit a Western Union location.

We appreciate your attention to this information and value your support. For updates and information on this evolving situation, please continue to visit ngrid.com/covid-19 and look for updates on our Facebook and Twitter page.

Sincerely

Gregory Knight Chief Customer Officer

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### nationalgrid

#### Actualización importante de National Grid: COVID-19

Estimado cliente:

Espero que se encuentre bien. A medida que las condiciones evolucionan con la pandemia de la COVID-19, me gustaría brindarle una actualización rápida sobre los servicios de National Grid.

Asegurar la salud y la seguridad de nuestros empleados y clientes sigue siendo nuestra prioridad. Continuaremos centrándonos en ofrecer servicios esenciales al cliente, mientras que suspendemos, de manera temporal, los trabajos no esenciales.

#### Servicios continuos

- Respuesta a emergencias: como siempre, contáctenos para atender todas sus emergencias relacionadas con el gas o la electricidad.
- Servicio de gas y electricidad: tenemos un plan integral de respuesta a emergencias listo para que las luces sigan encendidas y que el gas siga fluyendo
- Servicio solicitado por el cliente: continuaremos respondiendo de manera normal a las necesidades esenciales de los clientes, tales como la activación o la desactivación de los servicios de gas electricidad (p. ei, en caso de mudanzas). Esto estará sujeto a los permisos municipales y las restricciones laborales.
- Facturación regular y posibilidad de realizar pagos: nuestro proceso de facturación regular continuará. Alentamos a nuestros clientes a administrar sus cuentas en línea. Ofrecemos una variedad de <u>opciones de pago y facturación</u> que han sido diseñadas para hacer sus transacciones más fáciles y cómodas.

#### Interrupción temporal de los servicios

- Actividades de cobranza y desconexiones: hemos suspendido, de manera temporal, las actividades relacionadas con las cobranzas, incluyendo las desconexiones del servicio. Los clientes que necesiten ayuda pueden <u>ver nuestra página de ayuda para realizar los pagos</u> para obtener más información o pueden llamarnos para hablar con uno de nuestros defensores del consumidor. Nota: los tiempos de espera de las llamadas pueden ser más largos de lo habitual.
- Cortes eléctricos no esenciales programados: sabemos que muchas personas están trabajando desde casa y que lo niños no están yendo a la escuela y se están quedando en casa. Es por esto que estamos limitando las interrupciones de servicio que se programan en estos tiempos.
- Servicios no esenciales relacionados con la electricidad y el gas: las acciones de mantenimiento programadas y los servicios, como las lecturas manuales de los medidores, las conversiones de petróleo a gas, las meioras en los servicios de gas o los cambios de medidor. pueden reducir la capacidad de mantener la distancia social. Se le notificará acerca de la cancelación de las citas.
- Servicios de eficiencia energética en las instalaciones: estamos suspendiendo, de manera temporal, todos los servicios de eficiencia energética que requieran visitas a los hogares o a los negocios, tales como las auditorías de energía.
- Oficinas de pagos sin cita previa en Nueva York y Long Island: nuestras oficinas de National Grid del estado de Nueva York están cerradas de manera temporal. Para acceder a opciones de pago adicionales, visite <u>ngrid.com/billpay</u>. Si usted es un cliente que realiza pagos en efectivo, visite una <u>oficina de Western Union</u>.

Agradecemos su atención a esta información y valoramos su apoyo. Para noticias e informaciones sobre esta situación en evolución, siga visitando ngrid.com/covid-19 y encuentre novedades en nuestras páginas de Facebook y Twitter

Greaory Knight Director de Atención al Cliente

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#### Whenever You Need It, We Can Help

We recognize that coming together to support one another is so important right now. We're committed to making a positive difference for you and the communities we serve, throughout this crisis and every day.

#### We are here to help find a solution right for you.

- If you are struggling to pay your bill, we offer flexible plans and arrangements for past due balances, along with a range of payment options.
- To speak with one of our expe consumer advocates, you can send an email to ConsumerAdvocacyLi@ nationalgrid.com, or call 1-800-930-5003.
- . You may qualify for emergency home energy assistance grants or the Energy Affordability Program (EAP). Visit ngrid.com/discount.
- For business customers, helpful information, including details on the CARES Act, is also available at ngrid.com/businesshelp.
- We are also adapting support for manufacturers developing new products or processes to produce critical items for the pandemic response. To learn more,

Ways to Use Less and Save More If you're using more energy at home now, we can help find ways to save at ngrid.com/save.

Energy savings tips for business vious also available on the Business viour web site.

#### Option to Help Others in Ne

If you would like to help someone in your life by paying all or a portion of their National Grid bill, please contact us. We'll need the following information:

- . their name
- service address · amount you wish to pay
- their phone number (helps ensure payment is applied accurately)

You can choose to notify the recipient of your gift or stey anonymous if you prefer. The payment amount will be reflected in their next bill.

#### Doing Our Part

Doing Cor Part
As part of our COVID-19 response, with more than \$500,000 in donations, we continue to expand our community support, helping over 40 organizations across New York, Massachusetts and Rhode Island.

A few local examples:

#### United Way of Long Island

#### Island Harvest

Read how National Grid teams pulled together to help the US Army Corp of Engineers rapidly transform the SUNY Westbury campus into a 1,000-bed field hospital for COVID-19 patients here.

In your area, you can connect to essential service agencies and resources by calling 211.

For more local res urces and updates, please see New York State's COVID-19

Our thoughts are with impacted families and individuals, as we wish you and yours continued health and safety. We're in this together.

Thank you.

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email to ConsumerAdvocacyNYC@ nationalgrid.com, or call 1-718-643-4050.

support one another is so important right now. We're committed to making a positive difference for you and the communities we serve, throughout this crisis and every day

#### How We're Helping

To support everyone affected during this crisis, we have temporarily:

- Suspended service shut-offs for nonpayment.
- Eliminated new late
- Taken actions to protect you and our employees in the way we work.

## Protect Yourself from Scammers



Unfortunately, scams related to the COVID-19 outbreak are on the rise. Remember: National Grid never demands payment through the use of a prepaid debit card and never accepts payments through these cards. Learn more here



## You can choose to notify the recipient of your gift or stay anonymous if you prefer. The payment amount will be reflected in their next bill. Doing Our Part

As part of our CCVID-19 response, with more than \$500,000 in donations, we continue to expand our community support, helping over 40 organization across New York, Massachusetts and Rhode Island including United Way of New York CID.

Recently, we partnered with HeartShare Human Services to provide a special holiday meal for 700 staff and residents at 50 HeartShare group homes in Brooklyn, Queens and Staten Island.

In your area, you can connect to essential service agencies and resources by calling 311.

For more local resources and updates, please see New York State's COVID-19

Our thoughts are with impacted families and individuals, as we wish you and yours continued health and safety. We're in this together.

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Thank you.

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#### nationalgrid

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You can choose to notify the recipient of your gift or stay anonymous if you prefer. The payment amount will be reflected in their next bill.

#### Doing Our Part

As part of our COVID-19 response, with more than \$500,000 in donations, we continue to expand our community support, helping over 40 organizations across New York, Massachusetts and Rhode Island.

A few local examples:

#### United Way of Central New York United Way of Buffalo & Erie County

United Way of Northern New York

Tri-County United Way

#### United Way of the Valley and Greater Utica Area

In your area, you can connect to essential service agencies and resources by calling 211.

For more local resources and updates, please see New York State's COVID-19 response website.

Our thoughts are with impacted families and individuals, as we wish you and yours continued health and safety. We're in this together.

Thank you.





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#### Siempre que lo necesite, podemos ayudarlo

Reconocemos cuán importante es estar unidos en este momento para ayudarnos mutuamente. Nos comprometemos a tener un impacto positivo en usted y en las comunidades a las que servimos, a lo largo de esta crisis y todos los días.

## Estamos aquí para encontrar una solución adecuada para usted.

- Si tiene dificultades para pagar su factura, le ofrecemos <u>planes flexibles</u> y arreglos para los saldos vencidos, así como diversas <u>opciones de pago</u>.
- Para comunicarse con uno de nuestros defensores del consumidor, envíe un orreo electrónico a ConsumerAdvocacyLl@nationalgrid.com
  o llame al 1-800-930-5003.
- Es posible que califique para subvenciones de asistencia energética de emergencia para el hogar o para el Programa de asequibilidad a la energía (EAP). Visite ngrid.com/discount.
- Nuestros clientes comerciales pueden encontrar información útil, que incluye detalles relacionados con la Ley de Ayuda, Alivio y Seguridad Económica del virus (CARES), en ngrid.com/businesshelp.
- Asimismo, estamos adaptando el apoyo Asimismo, estamos adaptando el apoyo que brindamos a nuestros fabricantes desarrollando nuevos productos o procesos para producir artículos fundamentales como respuesta a la pandemia. Para obtener más información base elicardo. haga clic <u>aquí</u>.

Maneras de usar menos y ahorrar más Si ahora está usando más energía en su hogar, podemos ayudarlo a encontrar maneras de ahorrar en ngrid.com/save.

También tenemos conseios de ahorro de energía para empresas disponibles en la versión empresarial de nuestra página web

#### Opciones para ayudar a aquellos que lo necesitan

que lo recestrair si hay alguien en su vida a quien quiera ayudar pagando todo o parte del monto de su factura de National Grid, comuníquese con nosotros. Necesitaremos la siguiente información:

- · nombre de la persona a la que ayudará
- dirección del servicio
- monto que desea pagar
- número de teléfono de la persona a la que ayudará (esto ayudará a asegurar la aplicación correcta del pago)

Puede elegir que le informemos al destinatario sobre su pago o puede permanece anónimo si así lo prefiere. El monto del pago se verá reflejado en la factura siguiente

#### Hacemos nuestra parte

Con más de 500 000 USD en donaciones como parte de nuestra respuesta ante la COVID-19, seguimos expandiendo nuestra ayuda comunitaria ayudanc a más de 40 organizaciones a lo largo de Nueva York, Massachusetts y Rhodi Island. Estos son algunos ejemplos locales:

#### United Way of Long Island

#### Island Harvest

Lea aquí cómo los equipos de National Grid se unieron para ayudar al Cuerpo com o explore de l'indicatoria de la répida transformación del campus de SUNY Westbury en un hospital de campaña de 1000 camas para pacientes con COVID-19.

Puede ponerse en contacto con agencias y recursos de servicios esenciales en su área llamando al 211.

Para más recursos locales y actualizaciones, visite la página web de respuesta a la COVID-19 de Nueva York.

Nuestros pensamientos están con las familias y personas que han sido afectadas. Para ustedes y los suyos, nuestros deseos de salud y seguridad constantes. Estamos juntos en esto. Gracias.





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#### nationalgrid

#### Cómo estamos ayudando

Para ayudar a todos los afectados durante esta crisis, hemos tomado las siguientes medidas temporales:

- Suspender los cortes de servicio o las interrupciones por falta de pago
- Eliminar las comisiones por nuevos pagos atrasados
- Realizar acciones en relación con nuestra forma de trabajo para protegerlo a usted y a nuestros empleados

#### Obtenga más información

## Protéjase de los estafadores



Lamentablemente, los fraudes relacionados con el brote de COVID-19 van en aumento. Recuerde: National Grid nunca le solicita ni acepta pagos coi tarjetas de débito prepagadas Obtenga más información aquí





### Siempre que lo necesite, podemos ayudarlo

Reconocemos cuán importante es estar unidos en este momento para ayudarnos mutuamente. Nos comprometernos a tener un impacto positivo en usted y en las comunidades a las que servimos, a lo largo de esta crisis y todos los días.

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  ConsumerAdvocacyNYC@nationalgrid.com o llame al 1-718-643-4050.

- · Es posible que califique para subvenciones de asistencia energética de emergencia para el hogar o para el Programa de asequibilidad a la energía (EAP). Visite ngrid.com/discount.
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Recientemente, nos asociamos con HeartShare Human Services para ofrecer una comida festiva a 700 trabajadores y residentes de 50 hogares de acogida de HeartShare en Brooklyn, Queens y Staten Island.

Puede ponerse en contacto con agencias y recursos de servicios esenciales en su área llamando al 311.

#### Para más recursos locales y actualizaciones, visite la página web de respuesta a la COVID-19 de Nueva York.

Nuestros pensamientos están con las familias y personas que han sido afectadas. Para ustedes y los suyos, nuestro constantes. Estamos juntos en esto. Gracias

#### narid.com



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#### nationalgrid

#### Cómo estamos avudando

Para avudar a todos los afectados durante esta crisis, hemos tomado las siguientes medidas temporales:

- Suspender los cortes de servicio o las interrupciones por falta de pago
- · Eliminar las comisiones por nuevos pagos atrasados
- · Realizar acciones en relación con nuestra forma de trabajo para protegerlo a usted y a nuestros empleados

#### Obtenga más información

#### Protéjase de los estafadores



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#### Siempre que lo necesite, podemos ayudarlo

nationalgrid

Cómo estamos ayudando

Para ayudar a todos los afectados durante esta crisis, hemos tomado las siguientes medidas temporales:

Suspender los cortes de servicio o las interrupciones por falta de pago

Realizar acciones en relación con nuestra forma de trabajo para protegerlo a usted y a nuestros empleados

Obtenga más información

Protéjase de los estafadores

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Obtenga más información aquí

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- Asimismo estamos adaptando el anovo Asimismo, estamos adaptando el apoyo que brindamos a nuestros fabricantes desarrollando nuevos productos o procesos para producir artículos fundamentales como respuesta a la pandemia. Para obtener más información bara ella esta. haga clic aquí.

# Maneras de usar menos y ahorrar más Si ahora está usando más energía en su hogar, podemos ayudarlo a encontrar maneras de ahorrar en <u>narrid.com/save</u>.

También tenemos consejos de ahorro de

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Puede elegir que le informemos al destinatario sobre su pago o puede permanecer anónimo si así lo prefiere. El monto del pago se verá reflejado en la factura siguiente.

#### Hacemos nuestra narte

Con más de 500 000 USD en donaciones como parte de nuestra respuesta con mas de suo occide en contaciones com parte de núesta respuesa.

ante la COVID-19, seguimos expandiendo nuestra ayuda comunitaria ayudando a más de 40 organizaciones a lo largo de Nueva York, Massachusetts y Rhode Island. Estos son algunos ejemplos locales:

United Way of Central New York

United Way of Buffalo & Erie County

United Way of Northern New York **Tri-County United Way** 

United Way of the Valley and Greater Utica Area

Puede ponerse en contacto con agencias y recursos de servicios esenciales en su área llamando al 211.

Para más recursos locales y actualizaciones, visite la página web de respuesta a la COVID-19 de Nueva York.

Nuestros pensamientos están con las familias y personas que han sido afectadas. Para ustedes y los suyos, nuestros deseos de salud y seguridad constantes. Estamos iuntos en esto. Gracias.









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#### You can count on us

With so many new and unanticipated pressures at this uncertain time, we at National Grid know that you and millions of others are relying on us, now more than ever.

As you are spending more time at home, depending on us for the energy to keep your family comfortable, we take our role as an essential service provider very seriously.

#### To ease some of the burden

It may also help to know that your energy service will continue even if you're having trouble paying your bill at this time of disruption.

- . Your service will not be shut off if you can't pay.
- · You won't be charged new fees for late payment.
- You may qualify for emergency home energy assistance grants.
   Visit ngrid.com/discount.
- Your regular billing and due dates remain unchanged. We offer assistance programs and options providing more time to pay. For help, click here.

These policies will remain in effect through at least the end of April 2020,

If you are struggling to pay your bill, please let us know. We encourage you to reach out to our consumer advocates and your local government and community organizations, many of whom we are working together with to provide support.

#### Helping you save

Your energy use may also increase and we want to help you manage that. A variety of tips and resources are available at ngrid.com/save. In the meantime, here are a few simple suggestions to get you started at home:

- . Lower your water heater setting to 120 degrees.
- . Turn off lights and appliances, TVs, stereos and computers when not in use.
- . Dry only full loads of laundry remember to clean the lint filter.
- Turn on your dishwasher's energy-saver switch to use less water and lower water heating bills.

#### We're in this together

Please continue doing business with us at your convenience online. To set up an account for the first time, visit the following regional link:

- . Long Island (including the Rockaways)
- New York City (Brooklyn, Queens, Staten Island
- Upstate New York

You can still reach us by calling the number on your bill. We are ready to serve you. As we've adapted, many of our customer service agents are currently working from home. You may experience longer wall times or hear some occasional background noise; we ask for your understanding.

#### We are here for you when you need us

Your health and safety, and that of our employees, is paramount. We've had to modify our operations as we are working hard to supply energy to homes and businesses.

We will continue to provide critical services you count on:

- Responding to emergencies
   Performing essential maintenance and safety inspections
- Requests for critical issues, including turning on service
- . Ensuring reliable service to you and all customers

Non-essential work, requiring us to enter your home or business, has been put on hold:

- Some planned maintenance
- Manual meter reads
- . Energy efficiency services

Our crews are taking additional precautionary measures, practicing social distancing and following CDC guidelines. If you have a scheduled appointment with us for a critical service, please call if you wish to postopne or if anyone in your home is ill or quarantined. We can assist you with rescheduling.

Please stay connected with us. Visit ngrid.com/covid-19, to find updates on our services, our pandemic response plan efforts, and FAGs to assist you as you navigate this difficult time. You may also follow us on Twitter, friend us on Facebook, and find our photos

We are here for you and all our customers across the communities in which we live and are proud to serve.

#### This is an important notice. Please have it translated.

Este è um aviso importante. Quiera mandà-lo traduzir, Este es un aviso importante, Sirvase mandarlo traducir. Avis important. Veuillez traduire immediatement. Questa è un'informazione importante, si prega di tradurla. Это очень важное сообщение. Пожалуйста, попросите чтобы вам его перевели. Dây là một thông báo quan trọng. Xin vui lòng dịch thông báo này.



#### nationalgrid

#### Puede contar con nosotros

Con tantas presiones nuevas e imprevistas en este momento incierto, en National Gaid sabemos que usted y millones de personas conflan en nosotros, ahora más que nunca.

A medida que pasa más tiempo en casa y depende de la energía que le proporcionamos para mantener a su familia cómoda, nos tomamos muy en serio nuestro papel como proveedor de servicios esenciales.

Para aliviar parte de la carga También puede ser dit saber que su servicio de energia continuará incluso si tiene problemas para pagar su fáctura en este momento de perturbación.

- · Si no puede pagar, no se cortará el servicio

- Si no puede pagar, no se cortará el senvaco.
  No se cobrarán nuevas tarifas por el pago atrasado.
  Es posible que califique para subvenciones de asistencia energifica de emergencia para el hogar, Velte regridu.com/discount.
  Su facturación regular y las fechas de vencimiento se mantendrán sin cambios. Ofecemos programas de asistencia y opciones que brindan más tiempo para pagar. Para obtener ayuda, haga <u>clic aquil.</u>

Estas políticas permanecerán vigentes hasta por lo menos el final de

Si tiene difficultades para pager su factura, háganoslo saber. Lo animamos a que se comunique con nuestros defensores del consumidor y con sus organizaciones glubernamentales y comunitarias locales, muchas de las cuales están trabajando con nocotros para brindar apolyo.

#### Lo ayudamos a ahorrar

administrario. Una variedad de consejos y recursos están disponible nagrid.com/save. Mientras tanto, estas son algunas sugerencias riples para comenzar en casa: Su consumo de energia también puede aumentar y queremos ayudarlo a administrario. Una variedad de conseios y recursos están disponibles

- · Disminuya la temperatura de su calentador de agua a 120 grados.
- Apague las luces, los electrodomésticos, los televisores, los equipos de música y las computadoras cuando no estén en uso.
- Seque solo cargas completas de ropa: recuerde limpiar el filtro
- Encienda el interruptor de ahorro de energia de su lavavajillas para usar menos agua y reducir las facturas por calentamiento de agua.

#### Estamos juntos en esto

Continúe haciendo operaciones con nosotros a su conveniencia en línea. Para configurar una cuenta por primera vez, visite el siguiente entace regional:

- Long Island (incluye Rockaways)
   Nueva York (Brooklyn, Queens, Staten Island)
- Norte de Nueva York

Alin puede convinciones con nosotros al Barnar al número que figura en au factura. Estamos listos para atenderlo. Dado que nos hemos adaptado, muchos de nuestros apertes de servicio al cliente están trabagando desde casa. Puede que experimento tempos de espera más largos o escuche algun ruido de fondo ocasional; le pedimos su comprensión.

Estamos aqui para usted cuando nos necesite Su salud y sieguridad, y la de nuestros empleados, es primordal. Hemos terrido que modificar ruselaras operaciones ya que estamos trabajando arduamente para suministrar energia a hogares y empe

Continuaremos brindando los siguientes servicios fundamentales

- Respuestas a emergencias
   Respuestas a emergencias
   Respuestas de mantenimiento esencial e inspecciones de seguridad.
- Solicitudes de problemas críticos, como la activación del servicio
   Garantía de un servicio confiable para usted y todos los clientes

## El trabajo no esencial, que requiere que ingresemos a su hogar o negocio, se ha suspendido: • Algunos manterimientos planificados

- Lecturas manuales del medidor
   Servicios de eficiencia energética

ser susuar un encencia energêtica.
 Nuestros equipos están tomando medidas de precaución adicionales, practican el distanciamiente social y siguen las pautas de los Centros para el Control y Prevención de Entermedades (Centres for Disease Control and Prevención, CDC). Si tiene una cita programada con nosotros para un servicio critico, llárencos si desea posponerás o si algúen en su hogar está entermo o en cuarentena. Podemos ayudarío con la reprogramación.

Maritángase en contacto con nosotros. Visite ngrid,com/covid-19, para encontrar actualizaciones sobre nuestros servicios, nuestros selbuezos de plan de respuesta ante una pandemia y preguntas frecuentes para guiario por este momento dificil. También puede seguimos en Teixe para agros en Facebook y encontrar nuestras fotos en Instagram, asto fotos via on Twitter, friend us on Facebook, and find our photos on Instagram.

Estamos aqui para usted y todos nuestros clientes en las comunidades en las que vivimos y estamos orgullosos de servir.

This is an important notice. Please have it transi



Subject Line: Important Update from National Grid: COVID-19

Dear Valued Customer,

As conditions evolve, we are taking precautionary actions to mitigate exposure and reduce the impact of the novel coronavirus (COVID-19) on our customers and employees. We remain committed to providing safe and reliable service to our customers, and we are doing our part to protect the communities where we live and serve.

We are closely monitoring the situation with local, state and federal health agencies, as well as monitoring and reinforcing guidance from the <u>Center for Disease Control and Prevention</u> (CDC).

#### What to Know Regarding Your National Grid Service

Ensuring the health and safety of our employees and customers is our number one priority. We do not anticipate any service disruption to our customers at this time. We have implemented additional measures that will allow us to safely continue providing essential services to you.

In keeping with public health official guidelines, we are taking pre-cautionary measures to limit your exposure and that of our employees.

- Before entering your home, we will ask a series of questions about recent travel, exposure to anyone who has traveled, or exposure to the virus for anyone in your home.
- If you are quarantined or sick and you call us for a service order or to report a natural
  gas leak or other emergency, we ask that you advise us about the conditions ahead of
  time. Our agents will work together with you to determine best course of action regarding
  your service.
- Our employees have been instructed to take precautionary measures to mitigate their and your exposure to limit the risk of infection. Some of those precautions include:
  - o Frequent handwashing and use of sanitizer
  - o Avoiding touching mouth, nose and eyes
  - Keeping a safe distance from anyone self-quarantined or sick
  - Staying home if they are sick

#### What to Know About Your Bill

We recognize that certain customers may experience financial difficulty as a result of the coronavirus outbreak, whether they or a family member fall ill, are required to quarantine, or because their income is otherwise affected. We hope to alleviate our affected customers' concerns about their electricity and natural gas service during this time.

As a result, National Grid is temporarily suspending collections-related activities, including service disconnections, to lessen any financial hardship the COVID-19 pandemic may have on our customers. These policies are effective immediately and will be in place through the end of April. We will evaluate their continued need at that time. Please note that regular billing will continue for all customers.

We appreciate your patience during this time and ask you to please visit <a href="mailto:ngrid.com/covid-19">ngrid.com/covid-19</a> for the latest information regarding our precautionary actions. On behalf of our many employees who live and work in your community, our thoughts are with all those who are being impacted.

Sincerely,

(signature)

Gregg Knight Chief Customer Officer National Grid

#### Important Update from National Grid: COVID-19

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Gregory Knight Chief Customer Officer National Grid

ngrid.com









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Do not respond to this email as this mailbox is not monitored. For questions or inquiries, please <u>Contact Us</u>

Unsubscribe | Privacy Policy

This email was sent by: National Grid Waltham, MA, 02451, U.S.A.



ACCOUNT NUMBER: \*\*\*\*\*\*8108

Dear

The COVID-19 pandemic has created many new and stressful situations for all of us. And we understand for you that may include paying for your heating bills. You are not alone and we want to reach out to let you know that your household may be eligible for an Emergency Home Energy Assistance Program grant. HEAP is not a loan and you do not have to pay it back.

Emergency HEAP qualifications are normally based on household size and income, and a utility shut-off notice is required. Due to the COVID-19 pandemic, the Office of Temporary and Disability Assurance HEAP Bureau along with local Department of Social Services and HRA counties have agreed to provide Emergency HEAP assistance to those who qualify based on income and arrears information that National Grid provides.

If you received a HEAP grant this winter you still must apply for this Emergency HEAP program. And we encourage you to apply for the Emergency HEAP program as soon as possible. To apply today, please review the information below:

For information on HEAP, visit the NYS OTDA HEAP website at http://otda.ny.gov/.

#### How to apply:

Applicants across New York State may apply for Emergency HEAP by telephone through their local Department of Social Services or HRA (for NYC). You can find your local HEAP county contact information at:

http://otda.ny.gov/programs/heap/contacts/ or by calling the NYS OTDA HEAP

hotline at 1-800-342-3009.

If you have any questions, contact a National Grid Consumer Advocate in your region:

#### **Upstate New York Consumer Advocates:**

Email ConsumerAdvocatesUNY@nationalgrid.com or by calling our Upstate NY Customer Contact Center at 1-800-642-4272 and asking for a Consumer Advocate

#### **Long Island Consumer Advocates:**

Email ConsumerAdvocacyLl@nationalgrid.com or by calling our Long Island Customer Call Center at 1-800-930-5003 and asking for a Consumer Advocate

### **New York City Consumer Advocates:**

Email ConsumerAdvocacyNYC@nationalgrid.com or by calling our New York City Customer Call Center at 1-718-643-4050 and asking for a Consumer Advocate

For more information on our website, please visit: ngrid.com/discount

We remain committed to providing safe and reliable service to you and doing our part to protect the communities where we live and serve. For households that were already dealing with energy and other insecurity issues, we know these upcoming weeks and months may be particularly difficult.

Sincerely,



ACCOUNT NUMBER: \*\*\*\*\*\*7350

Dear

The COVID-19 pandemic has created many new and stressful situations for all of us. And we understand for you that may include paying for your heating bills. You are not alone, and we want to reach out to let you know that your household may be eligible for a Domestic Emergency Home Energy Assistance Program grant. If you pay for heat and your heating system is dependent on your electric service (thermostat, oil burner motor, fan, etc.), we urge you to apply for a Domestic Electric Emergency HEAP grant. HEAP is not a loan and you do not have to pay it back.

Emergency HEAP qualifications are normally based on household size and income, and a utility shut-off notice is required. Due to the COVID-19 pandemic, the Office of Temporary and Disability Assurance HEAP Bureau along with local Department of Social Services and HRA counties have agreed to provide Emergency HEAP assistance to those who qualify based on income and arrears information that National Grid provides.

If you received a HEAP grant this winter you still must apply for this Emergency HEAP program. And we encourage you to apply for the Emergency HEAP program as soon as possible. To apply today, please review the information below:

For information on HEAP, visit the NYS OTDA HEAP website at http://otda.ny.gov/.

#### How to apply:

Applicants across New York State may apply for Emergency HEAP by telephone through their local Department of Social Services or HRA (for NYC). You can find your local HEAP county contact information at:

http://otda.ny.gov/programs/heap/contacts/ or by calling the NYS OTDA HEAP hotline at 1-800-342-3009.

If you have any questions, contact a National Grid Consumer Advocate in your region:

#### **Upstate New York Consumer Advocates:**

Email ConsumerAdvocatesUNY@nationalgrid.com or by calling our Upstate NY Customer Contact Center at 1-800-642-4272 and asking for a Consumer Advocate

#### **Long Island Consumer Advocates:**

Email ConsumerAdvocacyLl@nationalgrid.com or by calling our Long Island Customer Call Center at 1-800-930-5003 and asking for a Consumer Advocate

#### **New York City Consumer Advocates:**

Email ConsumerAdvocacyNYC@nationalgrid.com or by calling our New York City Customer Call Center at 1-718-643-4050 and asking for a Consumer Advocate

#### For more information on our website, please visit: ngrid.com/discount

We remain committed to providing safe and reliable service to you and doing our part to protect the communities where we live and serve. For households that were already dealing with energy and other insecurity issues, we know these upcoming weeks and months may be particularly difficult.

Sincerely,



## Schedule your no-cost home energy assessment today

These days we're all spending more time at home - and using more energy. That's why the HEAT™ program can help you save money by using less energy.

Our Home Energy Affordability Team (HEAT<sup>®</sup>) will visit your home to complete a no-cost home energy assessment and identify no-cost upgrades and energy savings products such as:

- · Health and safety testing of your appliances
- · Programmable or Nest smart thermostats
- · Low-flow faucet aerators and showerheads
- · New carbon monoxide and smoke detectors
- · Attic insulation, weather stripping, duct sealing, and air sealing of leaks

Plus, we may sometimes be able to repair or replace natural gas heating and water heating equipment at no cost to you

Call 1-844-375-HEAT (4328) to schedule your assessment.

**LEARN MORE** 

#### **National Grid**









National Grid Long Island residential customers must meet income eligibility guidelines to qualify for this program.

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#### Do you need a Payment Plan that fits your needs?

See if you qualify for a personalized Payment Plan for your energy bills.

During this challenging time, we understand that you may be facing increased financial pressures. We're here to help you manage your energy costs with a variety of programs and services. If you're having trouble paying your gas bill on time, we can develop a Payment Agreement\*

If you have been financially impacted by the COVID-19 pandemic and you're struggling to pay your bill, we will work with you to create a custom payment plan that works for you

Before signing up for a payment plan, consider applying for Home Energy Assistance Program (HEAP) Emergency Benefits if you are income-eligible. The deadline has been extended until June 30th or until funds run out.

National Grid is temporarily suspending collections-related activities, including service disconnections and penalties for late payments, to lessen any financial hardship the COVID-19 pandemic may have on our customers

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## It's more important than ever to get the help you need. We want to remind you to apply for HEAP before the June 30 deadline.

Your household may be eligible for the Home Energy Assistance Program (HEAP). This program helps income-eligible residents pay their energy bills. HEAP is a federal grant program, so the funds do not need to be repaid.

Eligibility is based on your household size and household income.

Size of Household	Monthly Household Income Limit	Annual Household Income Limit
1	\$2,494	\$29,933
2	\$3,262	\$39,144
3	\$4,030	\$48,354
4	\$4,797	\$57,564
5	\$5,565	\$66,774
6	\$6,332	\$75,984
7	\$6,476	\$77,711
8	\$6,620	\$79,438

The deadline for applications is June 30, 2020, so we encourage you to apply quickly.

If you have questions, please call the New York State Office of Temporary and Disability Assistance HEAP Hotline at 1-800-342-3009.

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If you have questions, please call the New York City HEAP Hotline at 1-800-692-0557.

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# Welcome to National Grid's Energy Affordability Program.

In our continued commitment to provide you with ways to manage your energy bill, we are pleased to welcome you to our Energy Affordability Program (EAP). This program automatically gives you valuable monthly bill credits on your energy bills. You were enrolled in this rate because you receive a qualifying benefit based on your household income and household size.

We recognize that coming together to support one another is so important right now. We're committed to making a positive difference for you and the communities we serve, throughout the COVID-19 crisis and every day.

To support everyone affected during this crisis, we are continuing to temporarily:

- · Suspend service shut-offs for nonpayment
- · Eliminate new late payment fees

Additional support is available, including flexible payment plans. Before signing up for a payment plan, consider applying for Home Energy Assistance Program (HEAP) Emergency Benefits if you are income-eligible. The deadline has been extended until June 30th or until funds run out.

#### Learn More

### ngrid.com









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