

Attachment 1

The following guidance represents what is believed to be **Accepted Best Practices Identified by Utility Managers** in an ICS 300 course, when discussing disaster response and restoration activities for an extreme Type 3 or higher level, incident.

The Utility's Situation and Subsequent Perspectives:

1. Crew(s) may be dealing with multiple counties at the same time which presents a number of potential issues to be considered at the municipality and county EOC level:
 - A. The utility's work load is often largely based on, and significantly impacted by, the geography of the incident. EXAMPLES: Re-hanging a half-mile of power line running along a city street can be a significantly different operation in terms of equipment and human assets needed to do the same distance along a country road, or that goes cross lots through fields or up a ridge through the woods.
 - B. The utility plans and coordinates their work according to established priorities in their emergency restoration plans. These plans are based on the utility's operational regions and geographic divisions which are not confined to a specific county. A large storm could be in one of the utility's divisions, yet include 3 or more counties, which requires multiple levels of coordination and communication with county EOC's.
2. Utility representatives generally will make a specific effort to explain to 'others' in positions of authority, e.g., county emergency managers, mayors, etc., the 'cause and effect' of the utility's actionable decisions. EXAMPLE: "If 'the utility' does 'Task X' for you we won't be able to do 'Task Z', that you already requested, during the same time period". A finite level of resources is available at any given time for response and restoration task prioritization, the amount of "request-able support" will depend on the answer to, "Where are we in the emergency response, what's the restoration timeline, what are the highest priority areas, and what is the schedule for having the resources needed (equipment, people, materials, engineering, outside agency support) to do the work."?
3. Utility representatives generally will endeavor to coordinate planned restoration priorities with officials from the counties, municipalities, DPW, etc. This should be done in conjunction with creating the Incident Action Plan (IAP) for the next operational period, whenever possible. The utility's operational period is based on working primarily in daylight hours and not more than 16 hours per day, generally ending by around 9 p.m. to allow for work planning for the next day which starts around 6 a.m. The local/county response organization's operational period is usually different as it operates 24 hours per day with two 12 hour operational periods that often run 6 a.m. to 6 p.m. or thereabouts. This creates 'gap times' when utility resources are not available to support community efforts, such as debris clearance. Local planning efforts must include consideration of the utility's availability when planning task objectives and resource needs for each operational period.
4. A line crew (a 1 or 2 person crew) has multiple roles involved in a regular work assignment. The crew needs to do what's most appropriate at the time and place to support the utility's response, restoration, and critical infrastructure plans submitted by municipalities. The utility's restoration plans are dictated in large part by rules and restoration plans approved by the NYS Public Service Commission (PSC). While the utility may have some latitude in adjusting their plans based on extenuating conditions and situations, they risk receiving severe

regulatory penalties if the PSC does not agree with the operational changes. Life safety issues will always be considered, but must be clearly communicated.

5. Real world operations with corporate entities do not follow ICS training to the letter. For example, all parties are expected to abide by ICS Form 204 -Division Assignment List - listings. The guidance, direction and expectations given by utility management to company personnel (agency representatives) sent to an Incident Command Post (ICP) and the county Emergency Operations Center (EOC) does not follow information in standard ICS training. Standard ICS training and most field operations guides (FOG's) identify certain expectations on the roles and responsibilities of agency representatives (AKA, company liaison). ICS EXAMPLE: Agency representatives at the EOC are expected to have the authority to make decisions on behalf of the company and commit company resources to support the overall response and restoration operation. REAL WORLD: Most utility/company representatives sent to the local EOC cannot commit resources without additional approval from higher level management. Therefore, the local EOC planning section will need to work with the utility representative to get the ICS 204 approved and a copy sent to utility company's Storm Room by a certain time, in order to best assure that utility resources are available to support the local municipality's planning objectives.

Municipalities and County Emergency Managers

1. Asking the utility to take on "special" tasks and assignments, other than to protect life, when utility resources are already working within an assigned taskforce, is most often beyond a reasonable request.

2. A utility company has a finite number of 'storm supervisors' who are very busy planning and managing the company's field operations. It is reasonable, and good practice, for the local or county EOC to request a company or agency representative to be part of the EOC team, however, supervisory level staff will not be available. The agency representative will facilitate inter-organization communication and information sharing related to resource and tasking requests. As the agency representative is generally not authorized to commit resources without higher-level authorization and approval, it is good practice for the EOC manager to identify the representative's decision making and resource commitment authority upon arrival at the EOC.

3. What appears to the uninitiated to be the most effective course of action to take clearing lines can actually cause more delays and (future) lost productivity. For example, there can be serious implications of a request to simply "cut the line -and-run" when clearing roadways as 'cut-and-run', in the big picture, is not always the most effective and efficient way to clear lines. A little extra work and time spent early on to re-hang a downed line to get it out of the way with the first work effort can often prevent significant re-work in the overall restoration process. Work to plan and negotiate mutual objectives early on. The use of SMART objectives will help to integrate these objectives into the IAP.

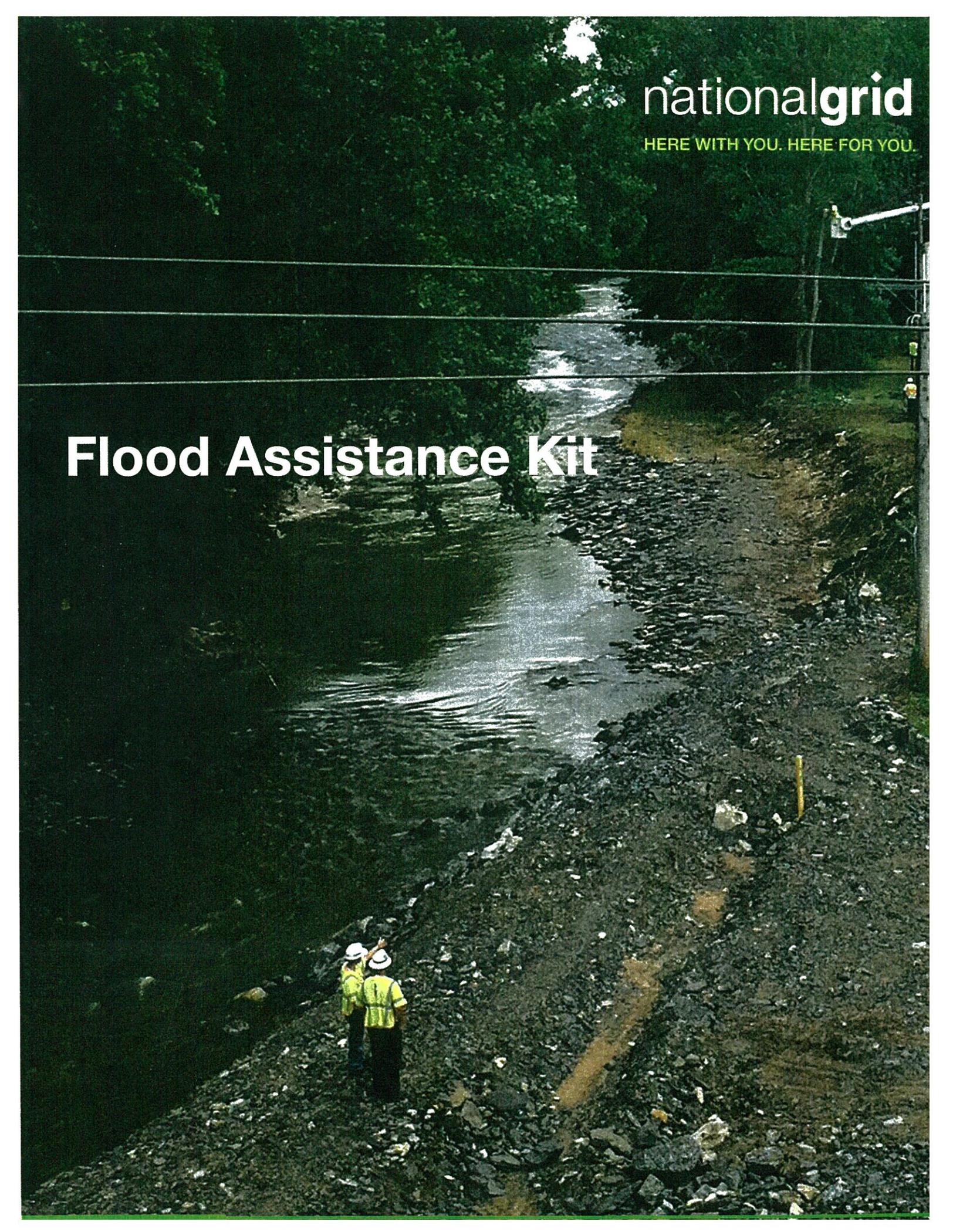
4. Making requests for what is actually needed, using the SMART objectives format, e.g., 'Clear the four streets that are between Main and Elm to allow emergency vehicle access, by 2 p.m. today', will help expedite the work planning process. Utility planning staff will assess the situation, working conditions, available resources and requested timeline for making decisions on how the line clearing can best be done to support the overall restoration efforts and plan, i.e., cut line down, re-hang the line, or move it aside and out of the way.

5. Utility crews are assigned by their supervision to complete a specific task which directly supports the overall response and restoration effort. Local, “on-the-fly requests” to “squeeze” the taskforce crew to do an “unplanned (unauthorized) task” that someone thinks needs to be done ‘right away’ or ‘while you’re right here in the neighborhood’ should be avoided unless life safety is at risk. That requested extra task may actually impede the effective and efficient restoration progress being jointly planned by the EOC planning unit and the utility planners.

6. Local prioritized needs involving the utility company can best be addressed when put into a formal request listing, such as the IAP objectives. This can be accomplished through the utility’s assigned agency representative, during joint planning section efforts, and/or as part of the formal Incident Action Plan (IAP) process. There should be only one (1) point-of-contact (POC) from the county level to the utility company for requesting support. Preferably, such requests should come through the Emergency Operations Center (EOC).

7. Utility representative assigned to the Incident Command Post (ICP) will generally be someone from the utility’s operations group. This person is generally there for information sharing and inter-agency coordination only. Most utility resource requests and commitment of company resources will need additional approval from company management.

Attachment 2



nationalgrid

HERE WITH YOU. HERE FOR YOU.

Flood Assistance Kit

Dear valued customer:

Please know that our hearts and thoughts are with you as we continue to recover from the aftermath of flooding in your community.

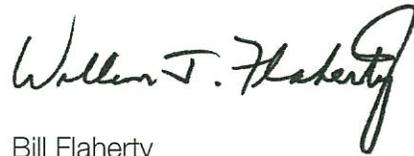
To help you get back on your feet, we have assembled this kit to let you know about several assistance programs that may be helpful to you. These programs are offered by both National Grid and the New York State Energy Research and Development Authority (NYSERDA). Details on each program, and how to apply, are included.

In the past few weeks we have been humbled by the can-do spirit and generosity of our neighbors in the Mohawk Valley and surrounding area. Together, we will recover. And we will not rest until service is safely restored for everyone.

Sincerely,



Melanie Littlejohn
Executive Director, Central New York



Bill Flaherty
Executive Director, Eastern New York

Safety after the storm

A guide for our community.

If someone claiming to be a National Grid employee comes to your door, be sure he or she shows a National Grid identification badge.

General safety tips

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

Natural gas safety – use your senses

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

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

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

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

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

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

Carbon monoxide safety

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

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

Carbon monoxide safety, continued

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

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

Electrical safety

- Never touch any fallen lines or anything touching fallen wires. Report all fallen wires to your local electric company.
- If service has been restored to your neighborhood and your home is still without power, call your local electric company.

- It is very important your electric utility hear from you regarding your outage. You should never assume they know about the power outage.
- If your home has flooded, please check with an electrician before turning anything on.
- Gradually reconnect your appliances to avoid overloading circuits when power is restored.

Call before you dig

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

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

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



**Know what's below.
Call before you dig.**

**If you smell natural gas, please evacuate your home and contact us as soon as possible
1-800-892-2345**

If you do not smell natural gas, but have no gas service call 1-800-642-4272

Emergency assistance for our customers

In Oneida, Montgomery, Herkimer and Madison counties affected by June 2013 flooding

National Grid is reaching out to our customers who have been most seriously impacted by recent flooding in the Mohawk Valley.

In an effort to help get electricity restored to your home as safely and as quickly as possible, National Grid will reimburse a New York State licensed electrical inspector for the electrical inspection required before service is able to be restored to your property. In areas impacted by flooding, National Grid is offering up to an \$85 reimbursement to your electrical inspection agency toward the cost of your inspection. Please ask your inspection agency if they are participating in this program.

No action is required on the customer's part. Electrical inspectors in the affected areas are being informed that a third party administrator will reimburse the inspection agencies for each electrical inspection they complete related to the June 2013 flooding. The customer will need to contact a qualified inspection agency for an appointment. This is a limited time offer, specific to the damage caused by flooding in the counties

Please note: This program is available to all **National Grid electric and/or natural gas customers** in the affected flood areas.

We are contacting local New York State licensed electrical inspectors to advise them of this program. Following the completion of the work at your property, the inspector will ask you to complete and sign our form verifying that this inspection has been completed.

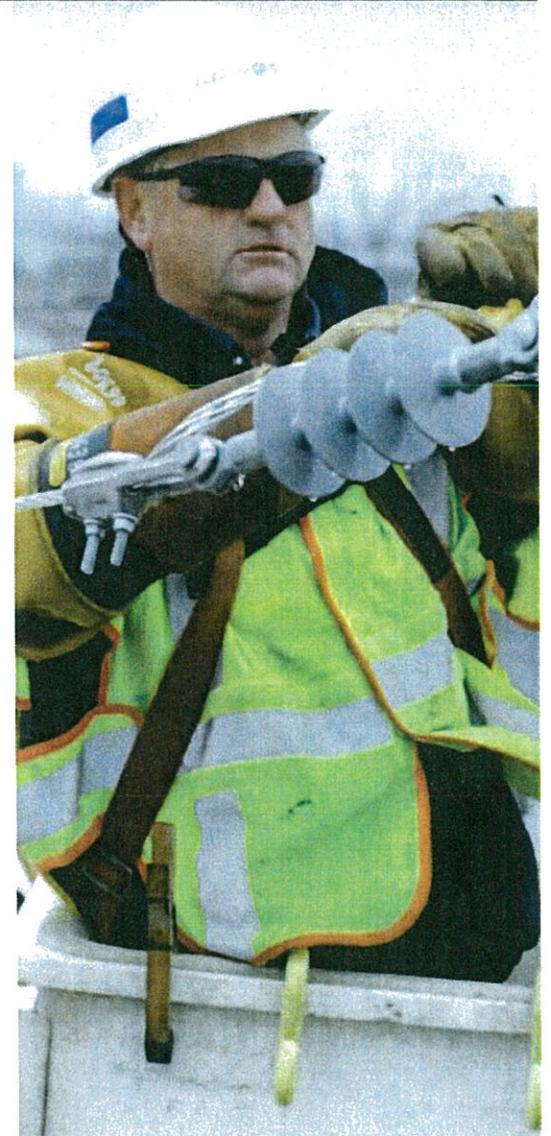
The inspector will then contact National Grid to advise us your property may safely accept electricity.



How to restore your electric service

Restoration of Electric Service

1. If your electric panel was underwater or the wiring to your home was damaged, contact an electrical contractor to evaluate your home and make any necessary repairs.
2. When repairs are completed, the electrical contractor will assist you in obtaining an “electrical inspection” from a third party agency. Please note that electrical inspections are not performed by National Grid.
3. When the home passes the electrical inspection, the inspector will contact National Grid and the appropriate service order will be released to turn on your power.
4. If your electrical panel was not underwater and no damage occurred, please contact an electrical inspector to certify your home is ready to be re-energized.
 - A list of electrical inspection agencies is available from National Grid.
 - In areas impacted by flooding, National Grid is offering up to an \$85 reimbursement to your electrical inspection agency toward the cost of your inspection. Please ask your inspection agency if they are participating in this program.
 - In all cases, someone must be home for National Grid to restore electrical service to a home/building.



This is an important notice. Please have it translated.

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

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

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

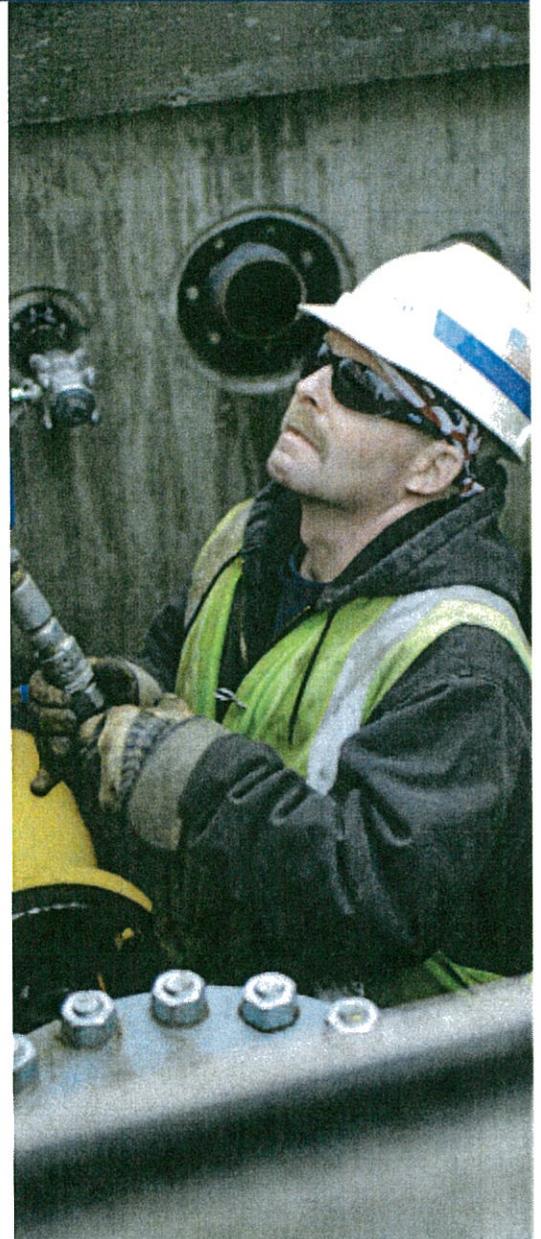
Questa è un'informazione importante.
Si prega di tradurla.

How to restore your gas service

Restoration of Gas Service

- Please note that natural gas service can only be turned on to homes that have electrical power.
- The home must have at least one natural gas appliance (stove, hot water heater, furnace/boiler, etc...) in good working condition in order to turn on gas service.
- Any equipment that was under water needs to be repaired or replaced before use. In most cases, the equipment will need to be replaced.
- Since it is warm outside, some people may decide to wait before replacing/repairing their heating system. This is ok. However, the heating system needs to be isolated from the rest of the home's piping with a shut-off valve or by removing & capping the pipe that serves the heating equipment.
- Please contact National Grid at **1-800-642-4272** when you are ready to have your natural gas service restored.
- In all cases, someone must be home for National Grid to restore gas service to a home/building.

High Efficiency Rebates: If heating equipment needs to be replaced, homeowners can install high efficiency equipment and take advantage of National Grid's rebates.



Consumer Advocates

National Grid's Consumer Advocates are here to assist low-income and special-needs customers by meeting their energy needs through early intervention, crisis bill paying management, outreach and education. This assistance is especially valuable to customers who are newly unemployed and may be unfamiliar with the assistance programs that are available. The Consumer Advocates will intervene early in customer payment problems and offer timely assistance. These efforts demonstrate the company's continuing commitment to reinforcing and expanding the safety net for the company's low-income customers to assist them in managing their arrears, which in turn, helps minimize the company's uncollectible accounts expense.

Programs Offered

If you are having difficulty paying your utility bill, National Grid's Consumer Advocates may be able to assist you with information on the following programs and services:

- **HEAP** — Home Energy Assistance Program fund information
- **Hospital and Customer Assistance Plan** — Allows customers who are temporarily disabled, due to hospitalization, to extend payment of bill 30 days from the day it is due
- **Care & Share Fuel Fund** — Managed by the American Red Cross. Additional assistance with paying your bill through our Care & Share Program
- **Payment Agreement** — Is for eligible customers who have fallen behind on their payments and cannot pay the bill in full
- **Weatherization** — These programs are designed to help households with limited income reduce energy use and cost by improving their home's energy efficiency
- **Winter Hardship** — Collection practices are modified, as required by each state regulator, to provide additional protection to low-income and at-risk customers

Speak with a Consumer Advocate in your area for the following additional assistance:

- We will help connect you with agencies that provide services to our communities including bill payment assistance.
- Services to homebound customers.
- Presentations to consumer groups and agencies on financial assistance programs, energy-saving tips and payment options.

National Grid partners with the following agencies to bring you solutions for energy efficiency:

- New York State Energy Research and Development Authority (NYSERDA)
- Residential Energy Assistance Programs (REAP)
- EmPower New YorkSM
- Assisted Home Performance with ENERGY STAR[®]
- Energy Services Company (ESCO)

Resource Contacts

National Grid Customer Service
1-800-642-4272

Credit and Collections
1-800-443-1837

Power Outage/Downed lines
1-800-867-5222

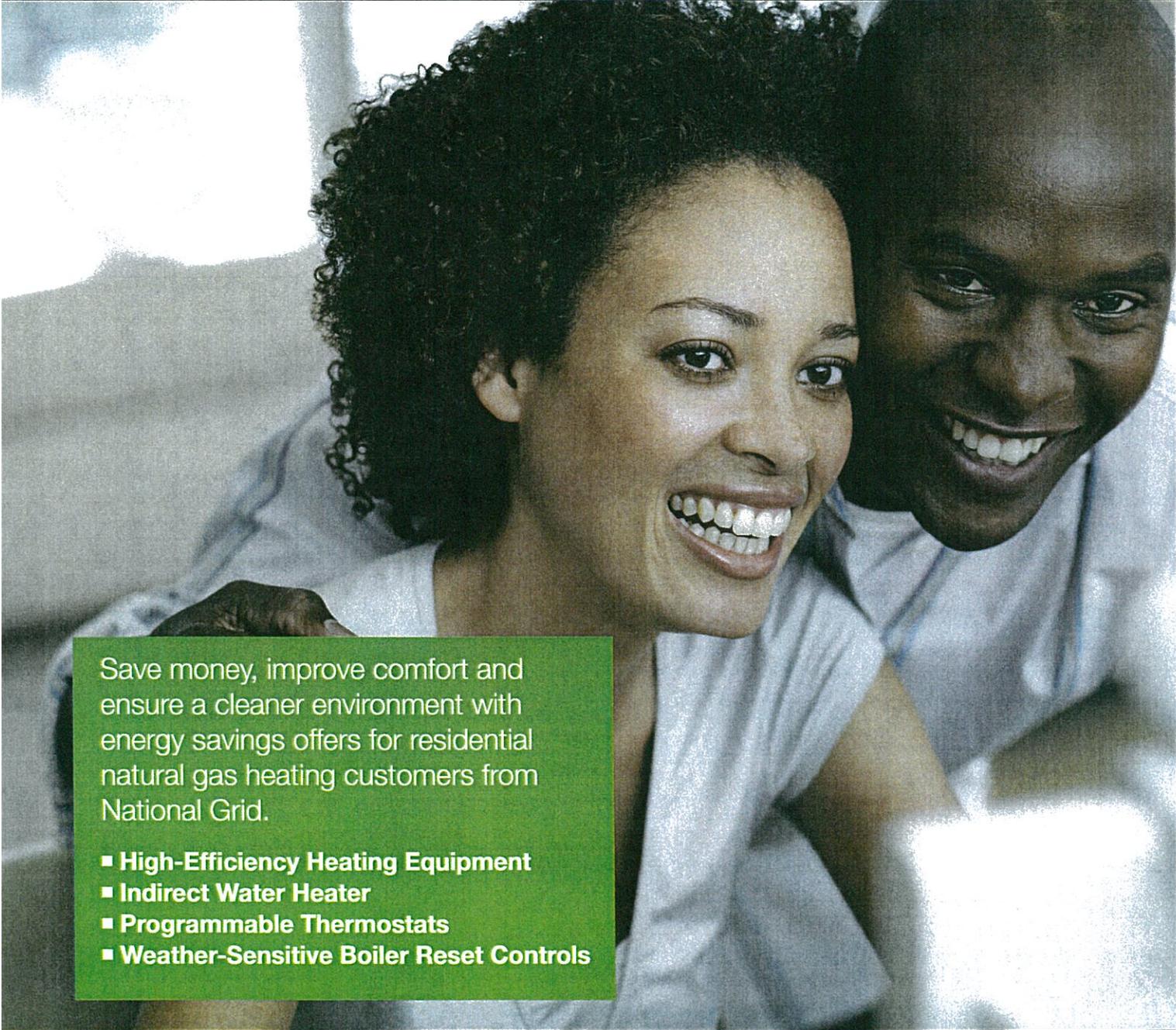
Life Support Outage Hotline
1-800-460-0316

Contact us at
www.nationalgrid.com
CustomerService@us.ngrid.com
1-800-642-4272

Please ask to speak with a Consumer Advocate.

Upstate New York

Save energy at home – residential gas rebate form

A photograph of a smiling couple, a woman with curly hair and a man, looking at a document together. The woman is in the foreground, smiling broadly, and the man is behind her, also smiling. They appear to be in a home setting, possibly reviewing a rebate form.

Save money, improve comfort and ensure a cleaner environment with energy savings offers for residential natural gas heating customers from National Grid.

- **High-Efficiency Heating Equipment**
- **Indirect Water Heater**
- **Programmable Thermostats**
- **Weather-Sensitive Boiler Reset Controls**

Follow these steps to participate

1. Consult a licensed heating contractor or plumber to obtain an estimate.
2. Go to www.smartenergy-zone.com/nationalgridny to view available funds and to complete the online reservation form. Customers who do not have online access must call **1-877-316-9491** to reserve funding. This will reserve funding for your anticipated rebate. You will receive confirmation of your reservation via a Web Submission ID. (In order to receive a rebate it is required that you obtain a Web Submission ID by 12/31/13).
3. Complete a rebate form, which will be available after you reserve funding at www.smartenergy-zone.com/nationalgridny. Mail it in within 60 days of rebate reservation with:
 - a) A copy of the equipment's Air-Conditioning, Heating and Refrigeration Institute (AHRI) certificate (if applying for a boiler or furnace rebate). Download a certificate from www.ahridirectory.org or ask your contractor for one.
 - b) A copy of your dated invoice.

Please make sure your invoice includes:

1. The complete equipment make and model number(s)
 2. Material and installation cost(s) of each unit
 3. Labor cost(s)
 4. Contractor name and address
 5. Indicate "payment made in full" or "zero balance"
4. Mail to: New York High-Efficiency Heating Equipment Rebate (UNY)
 Offer# H845482
 PO Box 130013
 El Paso, TX 88513-0013

Program Details

To track the status of your rebate, please visit www.smartenergy-zone.com/nationalgridny/TrackYourRebates.aspx. Equipment must be installed from 1/1/13 to 12/31/13 and rebate application must be postmarked within 60 days of your rebate reservation, but no later than 12/31/13 to be eligible for qualified rebate(s) contingent upon availability of funds. Due to limited funding, the program may be terminated at any time.

2013 Residential High-Efficiency Heating Equipment Rebates

Upstate New York

Web Submission ID required prior to mailing in completed rebate application with invoice.

PRODUCT	REBATE AMOUNT
Hot Water Boilers	
Condensing boiler AFUE* ≥ 90% rating	\$560
Non-condensing boiler AFUE* ≥ 85% rating	\$350
Steam Boiler	
Steam boiler – electronic ignition AFUE* ≥ 82% rating	\$350
Furnaces	
Furnace AFUE* ≥ 94% rating & ECM [±] motor	\$420
Furnace AFUE* ≥ 92% rating & ECM [±] motor	\$280
Furnace AFUE* ≥ 90% rating	\$140

PRODUCT	REBATE AMOUNT
Water Heater	
Indirect water heater attached to a natural gas ENERGY STAR® hot water boiler with ≥ 85% AFUE*	\$210
Boiler Reset Control	
Add on unit attached to a forced hot water boiler	\$70
Programmable Thermostats	
Contractor-installed 7-day programmable thermostats Maximum two thermostats per gas account.	\$18/ each

* AFUE = Annual Fuel Utilization Efficiency
 ± ECM = Electronic Commutated Motor



Refer to www.ahridirectory.org to determine if your furnace or boiler meets the program requirements. Additional energy efficiency services may be available from the New York State Energy Research and Development Authority. For more information, visit www.GetEnergySmart.org. Customers are not eligible to receive financial rebates for the same eligible measure from NYSERDA and National Grid. Offer available to customers that reside in Upstate New York where natural gas is available. National Grid high-efficiency equipment rebates are available for both existing gas heating and oil to gas conversion customers, regardless of equipment manufacturer.

Web Submission ID required prior to mailing in completed rebate application with qualifying invoice.

Please review terms and conditions on reverse side. Form must be completed in its entirety.

Please mail completed form with all required documents to:

New York High-Efficiency Heating Equipment Rebate (UNY)
 Offer# H845482
 PO Box 130013
 El Paso, TX 88513-0013

Required documents:

- Filled out rebate application with web submission ID
- Dated invoice from contractor listing equipment make and model, installation cost, labor cost and paid in full
- AHRI Certificate if applying for a boiler and furnace

CHECK ONE:

- I'm an existing natural gas heating customer
- I'm converting from an oil to natural gas heating system

Customer Information

*Required

*GAS ACCOUNT # -

*WEB SUBMISSION ID

*ACCOUNT HOLDER'S NAME _____
(first name) (last name)

*INSTALL ADDRESS _____
(address where equipment was installed)

*CITY _____ *STATE _____ *ZIP _____

*PHONE _____

E-MAIL ADDRESS _____

APPROX. AGE OF HOME _____ YEARS

Payee Information - Additional processing time may be required if account holder is different than payee name

*PAYEE NAME _____ E-MAIL _____

*MAILING ADDRESS _____
(if different than above)

*CITY _____ *STATE _____ *ZIP _____

*PHONE _____

HOW DID YOU HEAR ABOUT THIS PROGRAM?

- | | | | | |
|---|---|---|---|--|
| <input type="checkbox"/> Heating Contractor | <input type="checkbox"/> Energy Auditor | <input type="checkbox"/> Equipment Supplier | <input type="checkbox"/> Trade Show | <input type="checkbox"/> Sales Rep/Account Executive |
| <input type="checkbox"/> Print Advertising | <input type="checkbox"/> Internet | <input type="checkbox"/> Radio/TV | <input type="checkbox"/> Direct Mail/E-Mail | <input type="checkbox"/> Other |

Contractor Information - All heating, water heating and boiler reset control equipment must be installed by a licensed contractor

CONTRACTOR NAME _____
(Required)

STREET ADDRESS _____

CITY _____ STATE _____ ZIP _____

CONTACT PERSON _____

PHONE NUMBER _____ E-MAIL _____

LICENSE TYPE _____ STATE LICENSE NUMBER _____

Please make sure your invoice includes:

- Contractor name and address
- The complete equipment make and model number(s)
- Total installed cost
- Indicate "payment made in full" or "zero balance"

Equipment Information

TYPE(S) OF HEATING AND WATER HEATING EQUIPMENT INSTALLED	INSTALLED COST	MANUFACTURER	MODEL NUMBER	AFUE RATING	TOTAL BTU INPUT	TOTAL GALLONS (WATER HEATERS)	INSTALL DATE	QUANTITY INSTALLED	ANTICIPATED TOTAL REBATE
Condensing Boiler AFUE ≥90% rating									
Non-condensing boiler AFUE ≥85% rating									
Steam Boiler - electronic ignition AFUE ≥82% rating									
Furnace AFUE ≥94% rating & ECM motor									
Furnace AFUE ≥92% rating & ECM motor									
Furnace AFUE ≥90% rating									
Indirect water heater attached to natural gas Energy Star® hot water boiler with AFUE ≥85%									

TYPE(S) OF CONTROLS EQUIPMENT INSTALLED	INSTALLED COST	MANUFACTURER	MODEL NUMBER	BTU OF HEATING SYSTEM	INSTALLED AT THE TIME OF A HEATING SYSTEM REPLACEMENT OR CONVERSION?	INSTALL DATE	QUANTITY INSTALLED	ANTICIPATED TOTAL REBATE
Thermostat <input type="checkbox"/> Contractor-installed <input type="checkbox"/> Self-installed					<input type="checkbox"/> Yes <input type="checkbox"/> No			
<input type="checkbox"/> Boiler reset control					<input type="checkbox"/> Yes <input type="checkbox"/> No			
Thermostat <input type="checkbox"/> Contractor-installed <input type="checkbox"/> Self-installed					<input type="checkbox"/> Yes <input type="checkbox"/> No			
<input type="checkbox"/> Boiler reset control					<input type="checkbox"/> Yes <input type="checkbox"/> No			

If applying for a thermostat or outdoor boiler reset control rebate: TYPE OF HEATING SYSTEM: Furnace Steam boiler Hot water boiler AGE OF HEATING UNIT: _____ Years
 TYPE OF HEATING/COOLING SYSTEM: Gas heat, central air conditioning Gas heat, no central air conditioning

Acceptance of Terms

Work Completion and Rebate Validation.

I hereby affirm the above energy efficiency equipment has been installed. I acknowledge that all work is subject to on-site work verification and inspection as may be required by state and local law and by National Grid. I am aware of and agree to the Terms & Conditions stated on the reverse side of this application and am attaching copies of itemized proofs of purchase and invoices for the installation performed. I hereby authorize the Company to release my energy use information to Energy Efficiency Program Sponsors and System Benefit Charge (SBC) program administrators and/or its designee, and I understand that such information will be kept confidential and used only for the purposes of program evaluation and determining eligibility and energy savings.

CUSTOMER SIGNATURE _____ DATE _____

Equipment must be installed from 1/1/13 to 12/31/13 and rebate application must be postmarked by 12/31/13 to be eligible for qualified rebates(s) contingent upon availability of funds. Rebate form and required documentation must be postmarked within 60 days of the reservation date or by 12/31/13, whichever comes first. One account number per form. Some restrictions may apply. Rebate offers are subject to change without notice and the program may be terminated due to funding constraints at any time. Offer available to customers that reside in Upstate New York where natural gas is available. National Grid high-efficiency equipment rebates are available for both existing gas heating and oil to gas conversion customers, regardless of equipment manufacturer.

Terms and Conditions

1. **Rebates** - Subject to these Terms and Conditions, this program is offered by Niagara Mohawk Power Corporation d/b/a National Grid (the "Company" or "National Grid"). The Company, through its contractual vendor, Helgeson Enterprises (the "Vendor"), will pay rebates to eligible customers in the Company's Service Territory, for the purchase and installation of the equipment/products described in this literature and within this application.
2. **Customer Eligibility** - New qualifying equipment installed from 1/1/13 to 12/31/13 is eligible contingent upon availability of funds. It must have been new equipment installed at the installation address listed on this application and the required documentation listed must be postmarked within 60 days of the rebate reservation date or by 12/31/2013, whichever comes first. It is required that you reserve your rebate funding using the online rebate reservation system at www.smartenergy-zone.com/nationalgridny by 12/31/2013. Your rebate reservation is valid for 60 days. Customer must be a gas heating customer of the Company in Albany, Columbia, Fulton, Herkimer, Jefferson, Madison, Montgomery, Oneida, Onondaga, Oswego, Rensselaer, Saratoga, Schenectady, Warren or Washington County in New York State. Check www.nationalgridus.com/energyefficiencyservices frequently for program updates or installation extensions.
3. **Post-Installation Work Verification** - The Company reserves the right to perform a verification of the specified installation. If the Company and/or Vendor determines that the equipment was not installed in a manner that is consistent with program guidelines, the Company and/or Vendor may require that the installation be modified before making any rebate payments. The cost of such modifications is the responsibility of the customer. The customer hereby authorizes the Company to release their energy use information to energy efficiency program sponsors and System Benefits Charge (SBC) program administrators and/or designees, and understands that such information will be kept confidential and used only for the purposes of program evaluation and determining program eligibility and energy savings.
4. **Installation Requirements** - All installations of heating and water heating equipment and boiler reset controls must be completed in conformance with state and local code requirements by a contractor to qualify. Customers are not eligible to receive financial incentives/rebates for the same eligible measure from NYSEDA and National Grid.
5. **Proof of Proper Installation** - As part of his/her application, the Customer is required to submit dated copies of all paid invoices documenting the installation (including all materials, labor and equipment invoices) which reflect the actual cost of purchasing and installing the equipment.
6. **Indemnification** - Customer shall defend, indemnify and hold harmless the Company and its officers, directors, employees, agents, servants and assigns from and against any and all losses, claims, demands and/or liability for damage to property, injury or death of any person, or any other liability incurred by the Company, including all expenses, legal or otherwise, arising out of or related to the equipment or installation, except to the extent attributable to the negligence of Company. In no event shall Company's liability to Customer exceed the rebate amounts.
7. **Limited Scope Review** - The scope of review by the Company and the Vendor and their inspector of the installation of the equipment is limited solely to determine whether rebates are payable. It does not include any kind of safety or code review and should not be relied upon as one.
8. **Rebate Amounts** - The Company will provide rebates for approved heating, water heating, thermostat or boiler reset control equipment, up to rebate amount indicated in the program literature and within this application.
9. **Payment** - The Company, through the Vendor, expect to make rebate payments to eligible customers within 6-8 weeks of a satisfactory work verification. The customers must refund any rebate made to the extent the contractor or equipment does not satisfy program requirements.
10. **No Warranties** - The Company and the Vendor do not endorse, guarantee or warrant any particular contractor, manufacturer or product installation. The Company and the Vendor do not make any representation of any kind regarding the results to be achieved by the equipment or the adequacy or safety of such equipment.
11. **Changes in the Program** - Equipment Incentive Program/Tax Liability Conditions and details of the program are subject to change without prior notice and rebate offers may increase or decrease over time. The Company reserves the right to modify or terminate the program without notice. Participants of the program may be subject to tax liability for the value of goods and services received through the program pursuant to state or federal income tax codes. The Company is not responsible for any tax liability which may be imposed as a result of receipt of the rebate by the Customer.
12. **Contractor Insurance** - The Company is not responsible for any damage that may be caused by or arise out of an installation of any equipment. The customer is responsible for selecting Contractors who are qualified and carry adequate insurance coverage.
13. **Eligible Measures** - Only measures included on this application are eligible for rebates. The company will not provide rebate payments for non-eligible equipment, substitutions or used equipment. The Company has the right to reject any rebate application with ineligible equipment not indicated on this form.
14. **Payments Assignable to a Third Party** - (a) The Customer may request that the incentive be paid directly to a third party by so indicating in the Program application. Notification of third-party payment will be sent to the Customer upon submission of the Program application for the purpose of Customer confirmation. (b) If no payment choice is made, the Company will send the incentive payment directly to the Customer at the address indicated in the Program application.

National Grid is one of the largest investor-owned energy companies in the world. In the US, we serve nearly 5 million electric and 3.4 million gas customers in Massachusetts, New York and Rhode Island. Save energy and money with our award-winning efficiency programs. Visit www.powerofaction.com/efficiency

Additional energy efficiency services may be available from the New York State Energy Research and Development Authority. For more information, visit www.nationalgridus.com/energyefficiencyservices.

Act Now!

Save hundreds on high-efficiency natural gas heating equipment **and we will double your rebate amount*!**

Dear Customer,

At National Grid, we are committed to helping families in our community save money. With this exciting limited time offer, we can make it easy for you to convert your home to clean, efficient natural gas heating by putting even more money back in your pocket.

In converting your home to natural gas between June 1 and September 30, 2013, we will help you save hundreds on high-efficiency equipment. Plus, we will double the typical rebate amount!

Qualifying Equipment	HEHE Rebate	National Grid Rebate	Total Rebate
Condensing Boiler AFUE* \geq 90% rating	\$560	\$560	\$1,120
Non-Condensing Boiler AFUE * \geq 85% rating	\$350	\$350	\$700
Steam Boiler-electronic ignition AFUE \geq 82% rating	\$350	\$350	\$700
Furnace AFUE \geq 90% rating	\$140	\$140	\$280
Furnace AFUE \geq 92% rating & ECM+-	\$280	\$280	\$560
Furnace AFUE \geq 94% rating & ECM+-	\$420	\$420	\$840
Indirect Water Heater-attached to a natural gas ENERGY STAR® hot water boiler with \geq 85% AFUE	\$210	\$210	\$420
Boiler Reset Control-Add on unit attached to a forced hot water boiler	\$70	\$70	\$140
7-day Programmable Thermostats	\$18	\$18	\$36

*Please have your contractor check with the manufacturers to see if other rebates are available.

Act now to take advantage of this incredible limited time offer.

Call toll-free **1-877-MyNGrid, ext. 8872** to convert your home to natural gas heating. Once you convert, fill out the Double Rebate Program Application we have included and you are on your way to saving!

Sincerely,



Phil Amsterdam

Manager, Gas Sales-UNY

P.S. Call toll-free **1-877-MyNGrid, ext. 8872** today to save hundreds on high-efficiency heating equipment and we will double the rebate amount when you convert. Don't wait, this is a limited time offer.

*Equipment must be installed between June 1-September 30, 2013 in order to qualify for the double rebate offer. Offer is available for a limited time and is not applicable to customers who already have converted their homes to natural gas heating. Commercial customers do not qualify for this offer. Heating equipment pricing may vary depending on make and mode ordered. Saving and energy-efficiency experiences may vary. National Grid does not guarantee savings. Offer can be terminated at any time and without notice. Some restrictions may apply. © 2013 National Grid USA Service Company, Inc.

Home Performance
with ENERGY
STAR®

Your home's energy savings, put to better use.

Save hundreds or more every year,
for what matters to you.



nyserda

Home Performance with ENERGY STAR

Making it easy for you to save energy at home

Taking control of your energy use will save you money and make your home more comfortable year-round. Here's a great way to do it—with support from the New York State Energy Research and Development Authority (NYSERDA).

► Six simple steps to make your energy efficiency upgrades happen

- 1 Get assessed.** Have a comprehensive home energy assessment performed by a BPI-accredited Home Performance with ENERGY STAR (HPwES) contractor. In addition to measuring your home's energy performance, your Home Performance contractor will perform important health and safety tests to ensure major combustion appliances (furnace, boiler, water heater, stove) are operating properly. For most New Yorkers, the home assessment is free.
Find a participating Home Performance contractor in your area by calling 1-866-NYSERDA or visiting nyserdera.ny.gov/home-performance.
- 2 Make a plan.** Your contractor will review the results of the comprehensive home energy assessment with you, then work with you to select cost-effective energy upgrades that match your budget and goals.
- 3 Paying for the work.** For those that want to take advantage of low interest financing, HPwES offers two options through Green Jobs – Green NY.* Both loan options offer up to \$13,000 per household, up to \$25,000 if the project meets higher cost-effectiveness standards, and repayment periods of 5, 10, or 15 years.
Option 1: An On-Bill Recovery Loan provides homeowners the convenience of paying for energy improvements on their utility bill. If the home is sold, the unpaid balance of the loan can be transferred to the new owners.
- Option 2:** A Smart Energy Loan offers affordable interest rates, flexible terms and simple repayment options.
For more information, full eligibility requirements and instructions on how to apply, visit nyserdera.ny.gov/residential-financing or call 1-800-361-5663.
- 4 Get approved.** Receive loan status notification and return the signed loan documents.
- 5 Upgrade.** Have a participating Home Performance with ENERGY STAR contractor implement the upgrades described in your Scope of Work. NYSEDA may inspect the work to verify its quality.
- 6 Test-out—and earn incentives.** When your energy upgrades are finished, your contractor will repeat the tests conducted during the initial assessment. Upon test-out and acceptance of work you and your contractor will sign a Certificate of Completion, which is submitted to NYSEDA. Your lender will then make payment to your contractor. You can also enjoy other incentives like 10 percent cash back on eligible upgrades.

Opportunity's knocking!

Call 1-866-NYSERDA or visit nyserdera.ny.gov/home-performance



About NYSEDA's Home Performance with ENERGY STAR®

NYSEDA's Home Performance with ENERGY STAR program offers homeowners a comprehensive, whole-house approach to improving energy efficiency and home comfort while saving money. Energy assessments and upgrades are conducted by a participating Home Performance contractor accredited by the Building Performance Institute (BPI). Income-qualified homeowners are eligible for additional incentives to make energy improvements.



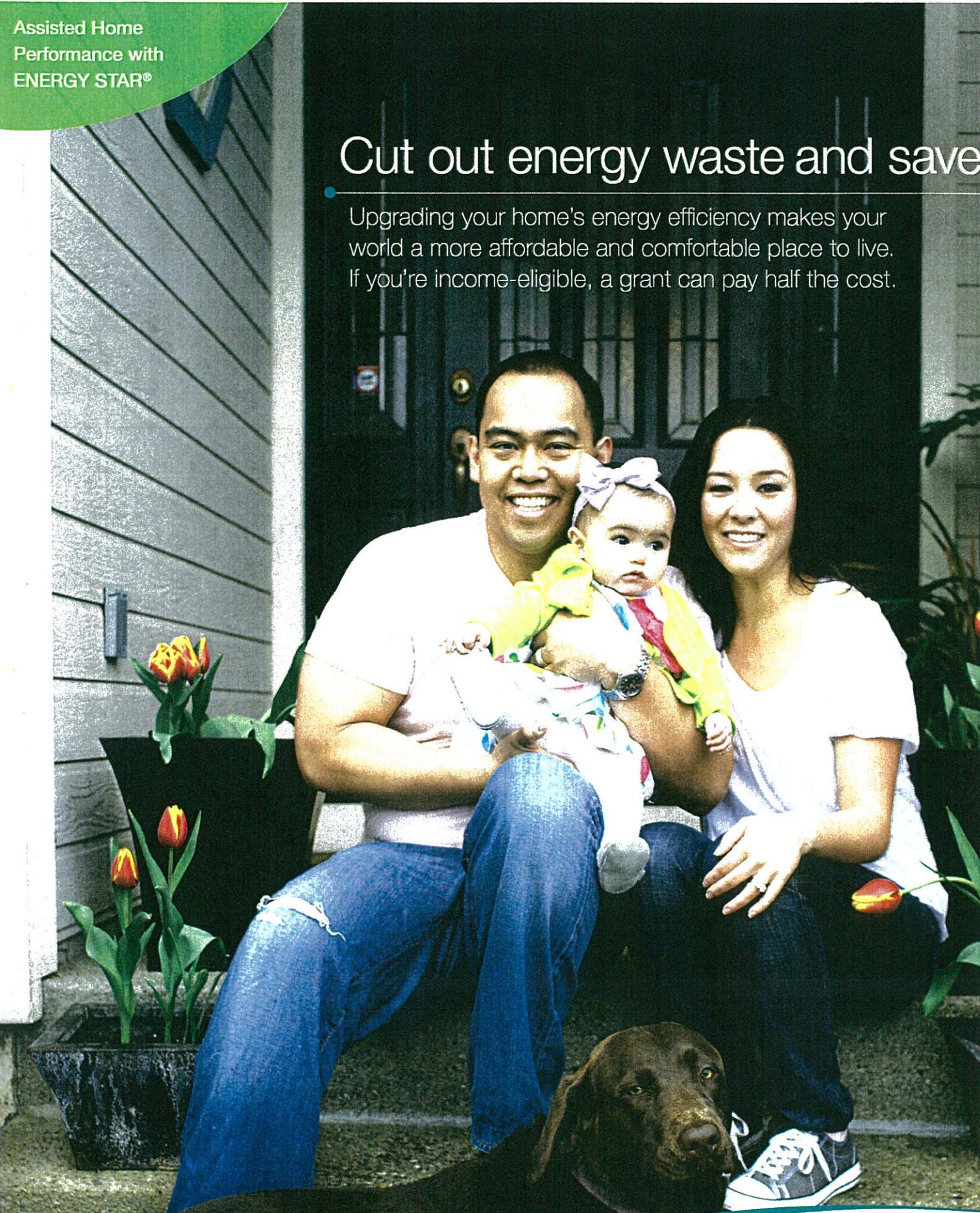
Participate in Home Performance with ENERGY STAR and take advantage of funding for comprehensive home energy assessments and low-cost financing for energy upgrades through Green Jobs – Green NY. Green Jobs – Green NY is a statewide effort to strengthen our communities through energy efficiency. It enables New Yorkers to make a significant difference in our homes, businesses and neighborhoods—making them more comfortable, more sustainable, and more economically sound. Green Jobs – Green NY is administered by NYSEDA and made available by the Green Jobs – Green New York Act of 2009.

*The loan repayment period cannot exceed the useful life of the financed measures. The minimum financing amount is \$3,000 for Home Performance with ENERGY STAR and \$1,500 for customers who qualify for Assisted Home Performance with ENERGY STAR. Interest rates are subject to change. NYSEDA has the right to access a customer's credit report, FICO score, and utility payment history, and perform similar credit-related activities for the purpose of evaluating an applicant's creditworthiness.

Assisted Home
Performance with
ENERGY STAR®

Cut out energy waste and save

Upgrading your home's energy efficiency makes your world a more affordable and comfortable place to live. If you're income-eligible, a grant can pay half the cost.



nycenergy

Assisted Home Performance with ENERGY STAR

Up to \$5,000 to help income-eligible households save energy

The Assisted Home Performance with ENERGY STAR program makes it easier for income-eligible households to afford money-saving energy efficiency improvements. If you're eligible, you can have up to 50 percent of your energy upgrades paid for, up to a maximum grant of \$5,000. Plus, you could save hundreds—even more—in energy costs each year.

► See if you're eligible.

Single-family homes. Eligibility is based on your household income and household size. Whether you own or rent, if your household earns less than 80 percent of the median household income for your area, you probably qualify for the program. For example, in most parts of New York, a family of four earning up to \$65,000 a year will be eligible.

Two-to-four unit buildings.

If you or your tenants are income-eligible, you can qualify for Assisted Home Performance with ENERGY STAR. A larger grant, up to a total of \$10,000 per building, may be available if more than one household is eligible.

Visit nyserdera.ny.gov/assisted-home-performance or call 1-866-NYSERDA

► How the process works. Here is a short version of the steps to take. For full details, visit nyserdera.ny.gov/home-performance

1 Have a free comprehensive home energy assessment performed by a Building Performance Institute accredited Home Performance with ENERGY STAR contractor. In addition to measuring your home's energy performance, your contractor will perform health and safety tests to ensure major combustion appliances (furnace, boiler, water heater, stove) are operating properly. Find a participating Home Performance contractor in your area by calling 1-866-NYSERDA or visiting nyserdera.ny.gov/find-hp-contractor

2 Submit your Assisted Home Performance with ENERGY STAR application along with all supporting materials. Find the application at: nyserdera.ny.gov/assisted-home-performance

3 Paying for the work. For building owners that want to take advantage of low-interest financing, NYSEERDA offers two options through Green Jobs – Green NY.* Both loan options offer up to \$13,000 per household, or up to \$25,000 if the project meets higher cost-effectiveness standards, with repayment periods of 5, 10, or 15 years.

*The loan repayment period cannot exceed the useful life of the financed measures. The minimum financing amount is \$3,000 for Home Performance with ENERGY STAR and \$1,500 for customers who qualify for Assisted Home Performance with ENERGY STAR. Interest rates are subject to change. NYSEERDA has the right to access a customer's credit report, FICO score, and utility payment history, and perform similar credit-related activities for the purpose of evaluating an applicant's creditworthiness.

Option 1: An On-Bill Recovery Loan provides homeowners the convenience of paying for energy efficiency improvements on their utility bill. If the home is sold, the unpaid balance of the loan can be transferred to the new owners.

Option 2: A Smart Energy Loan offers affordable interest rates, flexible terms and simple repayment options.

For more information, including eligibility requirements and instructions on how to apply, visit nyserdera.ny.gov/residential-financing or call 1-800-361-5663.

4 Complete the upgrades with your contractor (after your contract has been approved).

5 Test-out and secure the grant. When the work is done, your contractor will repeat tests from the home assessment to ensure your upgrades are saving energy as planned. You and your contractor will sign a Certificate of Completion, which is submitted to NYSEERDA. Your grant will then be paid to your contractor and passed on to you in the form of cost savings.

Learn more and apply: nyserdera.ny.gov/assisted-home-performance or 1-866-NYSERDA



About NYSEERDA's Home Performance with ENERGY STAR®

NYSEERDA's Home Performance with ENERGY STAR program offers homeowners a comprehensive, whole-house approach to improving energy efficiency and home comfort while saving money. Energy assessments and upgrades are conducted by a participating Home Performance contractor accredited by the Building Performance Institute (BPI). Income-qualified homeowners are eligible for additional incentives to make energy improvements.



Participate in Home Performance with ENERGY STAR and take advantage of funding for comprehensive home energy assessments and low-cost financing for energy upgrades through Green Jobs – Green NY. Green Jobs – Green NY is a statewide effort to strengthen our communities through energy efficiency. It enables New Yorkers to make a significant difference in our homes, businesses and neighborhoods—making them more comfortable, more sustainable, and more economically sound. Green Jobs – Green NY is administered by NYSEERDA and made available by the Green Jobs – Green New York Act of 2009.



EmPower New York

No-Cost Energy Efficiency Services for Income-Qualified Households Impacted by Severe Weather Events

EmPower New York (EmPower) provides energy efficiency services at no cost to income eligible households. The program is administered by the New York State Energy Research and Development Authority (NYSERDA), with implementation support from Honeywell International. EmPower provides measures to reduce your energy use, such as:

- ◆ Insulation
- ◆ Heating system upgrades
- ◆ High efficiency lighting
- ◆ Strategic air sealing
- ◆ Replacement of inefficient refrigerators and freezers with new high-efficiency models (Central Hudson, Con Edison, National Grid, NYSEG, Orange and Rockland, or Rochester Gas & Electric customers only)

Services are provided through a network of participating contractors. There is **no cost to you for these services**. You may receive services even if you have not been affected by the weather event.

You may be eligible if the following is true:

- ✓ Your household income is at or below 60% of State median (i.e., if you are eligible for HEAP benefits. See income levels listed on the back)
- ✓ You are an electricity or natural gas customer of Central Hudson, Con Edison, National Fuel, National Grid (Upstate, Metro and Long Island), NYSEG, Orange and Rockland, and Rochester Gas & Electric, or heat by oil or propane
- ✓ You reside in a building with 100 units or less
- ✓ You are responsible for payment of utility bills
- ✓ If your home has been damaged by a severe weather event you may still qualify for services through EmPower even if you have been previously served

You may apply by completing an EmPower New York Storm Relief Application, and providing income documentation as noted below. If you have not yet been provided with an application please call **(800) 263-0960** to request one be sent to you.

WORKING WITH FEMA, INSURANCE AND OTHER FUNDING

EmPower cannot provide funding for repairs paid for by NYHCR, FEMA, insurance or other programs. However, in situations where FEMA, insurance and other program reimbursement does not cover the full cost of repair or the additional cost for high efficiency equipment, EmPower can pay the additional cost when it is provided by a participating EmPower contractor.

EMPOWER PARTICIPATING CONTRACTORS AND VENDORS

EmPower participating contractors are accredited by the Building Performance Institute, the nation's premier developer of technical standards for residential energy efficiency work. EmPower cannot reimburse for measures previously installed, or installed by contractors who have not been approved by the program. Appliances provided through EmPower are new high efficiency ENERGY STAR® models. They are limited to program-approved models, and may only be provided through program-approved vendors.

If you would like to confirm the identity of a contractor and verify that they are working through EmPower New York Program, please call 800-263-0960

HEALTH AND SAFETY CONCERNS

Storms often cause moisture and mold conditions in many dwellings. In some instances, where these problems persist, EmPower may deny or delay some of the program measures. This is done to ensure that the health of your household is not compromised. The contractor assigned to your dwelling will assess these concerns.

INCOME ELIGIBILITY GUIDELINES

The current income guidelines for EmPower are set 60% of the State Median Income, and are consistent with Home Energy Assistance Program (HEAP) Guidelines for 2012 – 2013:

Household Size	Monthly	Annual
1	\$2,138	\$25,646
2	\$2,796	\$33,552
3	\$3,453	\$41,436
4	\$4,111	\$49,332
5	\$4,769	\$57,228
6	\$5,427	\$65,124
7	\$5,550	\$66,600
8	\$5,673	\$68,076
9	\$5,797	\$69,564
10	\$5,920	\$71,040
11	\$6,136	\$73,632
11+	+495	

NOTE: If you are over-income for EmPower New York, you may want to consider NYSEERDA's Assisted Home Performance with ENERGY STAR® program. This program provides a 50% subsidy for energy efficiency services to households with incomes below 80% of Area Median Income. For additional information on Assisted Home Performance, please call 1-877-NY-SMART or visit www.GetEnergySmart.org

PROVIDING INCOME DOCUMENTATION TO EMPOWER NEW YORK

If you are interested in applying, please complete the following:

1. Sign and return the enclosed Energy Services Application.
2. Provide income documentation consisting of one of the following:
 - a. A copy of a HEAP award letter dated within the past 12 months. (If you have not already applied for HEAP for the current heating season, you are encouraged to do so. See the enclosed contact list for the Department of Social Service office in your county.)
 - b. A copy of a bill from your utility or fuel supplier documenting a HEAP payment received within the past 12 months, or documentation of participation in a utility low-income payment assistance program.
 - c. A copy of a Food Stamp award letter in your name received within the past 12 months.
 - d. A copy of notification of a Public Assistance award letter in your name received within the past 12 months.
 - e. A copy of a SSI payment or award letter in the name of the EmPower New York applicant, received within the past 12 months.
 - f. Only if none of the above (a – e) are available, complete the enclosed EmPower New York Income Documentation Form.

If a review indicates that you are eligible for services, you will be contacted to set up a meeting at your home.

If you have any questions, or need assistance in filling out the application, you may contact EmPower NY staff toll-free at 1-800-263-0960.



EmPower New York

Energy Services Application - **STORM RELIEF**

The following information will help us to determine the most appropriate services for you. Please print clearly and provide as much information as possible. Please mail or fax the application to the address below. Please note that this application does not guarantee that energy services will be provided. Whether or not an applicant will be provided with energy services will depend on the number of applications received, the remaining funds available, and the priorities to be met by the program.

Service Address	Name		County		
	Address			Apt #	
	City		Zip		
	Phone	Cell/ Other		Best time to call?	
	E-Mail				
Mailing Address	Address			Apt #	
	City		Zip		

Additional Contact Person and Phone # (if needed)

Electric Utility Account #
(If NYSEG - POD #)

Gas Utility Account #
(If NYSEG - POD #)

Other Fuel Supplier Phone #

Homeowners/Renters Insurance Information: (NYSERDA reserves the right to contact NYHCR, your insurance company, and/or FEMA to verify that you are not receiving any form of relief, product replacement, or financial compensation for any measures paid for by EmPower New York).

Insurance Company _____ Agent Name _____

Policy Number _____ Phone Number _____

I hereby authorize my energy supplier(s) to release information on my energy use, including account numbers, to NYSEKDA and/or its designee, for two years prior to the application date and three years after the installation of an eligible measure. I understand that such information will be kept confidential to the full extent of the law and used only for the purpose of determining program eligibility and energy savings.

I hereby authorize release of contact and income documentation to NYSEKDA and/or its designee for the purpose of determining my eligibility for EmPower New York. I understand that such information will be kept confidential to the full extent of the law and used only for the purpose of determining program eligibility and providing service to me.

I understand that if energy services are provided there will be no cost to me and that participation in this program will not affect my social security public assistance or any other income. I also understand that I will not be eligible to receive financial incentives or rebates from an electric or natural gas utility for measures provided at no cost to me through EmPower New York.

I consent to allow NYHCR, FEMA, and/or my insurance company to provide information concerning coverage for product replacement or financial compensation to NYSEKDA and/or its contractors.

Application cannot be processed without signature and utility account number(s). _____ (Customer Signature) _____ (Date)

Mail to: EmPower New York, P.O. Box 2489, Syracuse, New York 13220-2489
or Fax to: (315) 463-7393

Customer Name

My home (check if appropriate) was previously served by: is on a waiting list for:

EmPower New York (Assisted) Home Performance with ENERGY STAR or Green Jobs / Green New York

Weatherization Assistance Program Other _____ Don't Know

If previously served, about how long ago? _____ years

DWELLING INFORMATION

1. I live in a: House Mobile Home Apartment - # of units in bldg. _____

2. How many people live in the household? _____

3. I: Own dwelling and lot Own mobile home, rent lot
(check whatever is appropriate) Rent Rent with option to buy

4. My dwelling is deemed habitable? Yes No Not Yet Determined

If you rent: Certain measures require landlord permission.
Please complete the following information:

Landlord Information	Name	Phone
	Address	Apt #
	City	Zip

HOME HEATING & DOMESTIC HOT WATER

5. I heat with: Natural Gas Electric Heat Other _____

Propane Oil Kerosene Estimated annual propane/oil/kerosene usage: _____ gallons

6. Check all that apply:

Heating System needs to be replaced due to storm damage

Hot Water System needs to be replaced due to storm damage

Insulation has been damaged by the storm

Customer Name

APPLIANCES & LIGHTING

Primary Refrigerator needs to be replaced due to storm damage

7. What is the approximate age of your refrigerator? _____ years Don't know

8. Do you own your refrigerator? Yes No

If yes, did you purchase it new? Yes No

If yes, is it on a rent-to-own contract? Yes No

9. Do you currently use: a second refrigerator? Yes No If yes, about how old is it? _____
a separate freezer? Yes No If yes, about how old is it? _____

Please add any comments that we may find helpful in reducing your energy use or any special needs that we need to be aware of.

Certifying Agency or Organization - Official Use ONLY

WAP Referrals: Coordinated Project / co-funded by WAP
 Landlord Agreement negotiated by WAP

OFA and Other Referrals: Customer also referred to WAP

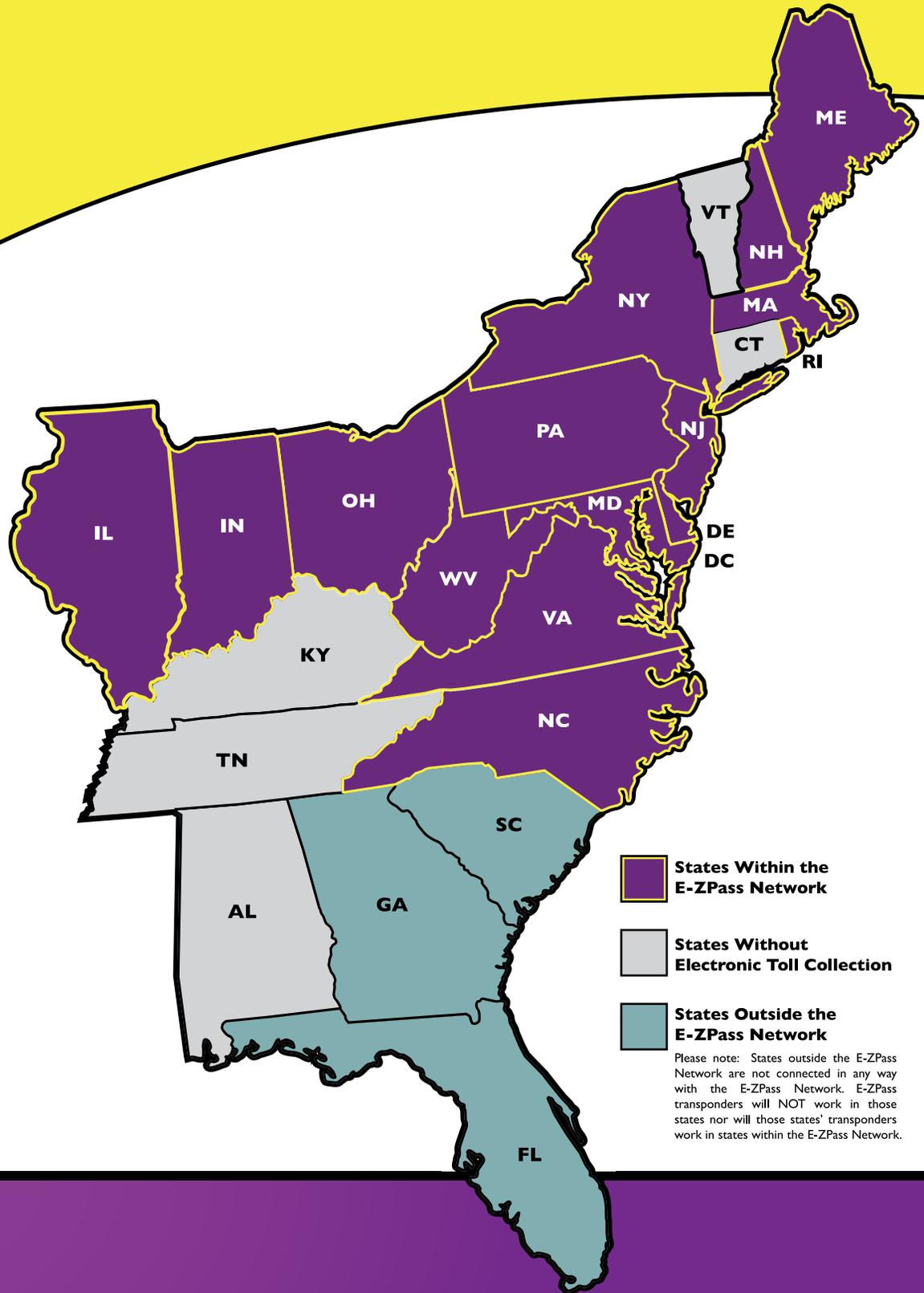
I certify that the Customer listed above:

- Was determined to be eligible for HEAP within the past 12 months
- Has income at or below HEAP guidelines
- Was determined to be eligible for the Weatherization Assistance Program
- Receives public assistance
- Receives food stamps

Attachment 3

AN E-ZPASS COMMERCIAL ACCOUNT REPORT

Expediting Fleet Movement *by Utilizing the E-ZPass Electronic Toll Collection System | Covering 14 States on the East Coast*





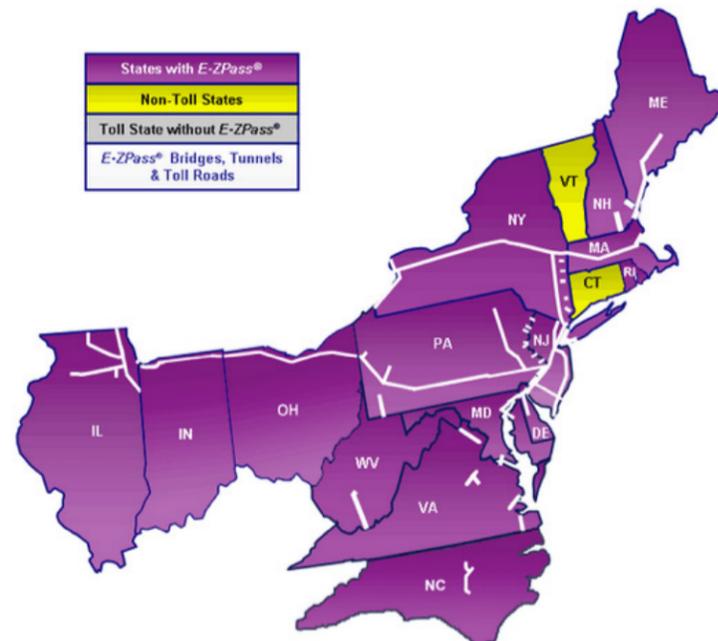
DISCLAIMER

- This guidebook is an attempt to familiarize potential commercial users of the E-ZPass system that covers 14 states on the East Coast. It is not meant to endorse any one approach or offering, but only to educate out-of-region users on the potential use of
- E-ZPass as a way to expedite the movement of their fleets and vehicles across state lines when appropriate.
- Several states have produced their own E-ZPass Commercial Guidebooks already. These are referenced in this document. Information in this guidebook and/or on related websites are subject to change without notice.
- Please refer to individual state E-ZPass websites for the most up-to-date information regarding your E-ZPass accounts. A list is provided in this document.

Toll Facilities Participating in E-ZPass

Many toll facilities participate in E-ZPass. For details, please click on the map or one of these links:

- Delaware
- Illinois
- Indiana
- Maine
- Maryland
- Massachusetts
- New Hampshire
- New Jersey
- New York
- New York City Area
- North Carolina
- Ohio
- Pennsylvania
- Rhode Island
- Virginia
- West Virginia



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PROBLEM STATEMENT

Following hurricane Sandy, power and utility restoration became paramount across the mid-Atlantic and Northeast regions.

Expediting power restoration efforts became a top priority for state and local government. As with most large storms, many states are impacted. Additionally, many non-impacted states have an impact on the flow of utility fleets moving through their state to the impact states.

During hurricane Sandy, utility crews came from many states across the country and from Canada.

While there are many issues when moving fleets across state lines, toll stations quickly became an element that impacted response effectiveness.

It was learned that a one hour delay at a toll station can start a series of cumulative impacts that delay restoration efforts by as much as 24 hours.

Many states have invested in very efficient electronic toll collection systems. They have created websites to push information out to the public to help educate them on their states system. These have become very effective education platforms for citizens and businesses in their states.

The problem arises in large regional events when people and vehicles come from other states and are not familiar with the impacted state(s). For example trucks and crews coming from Florida may not be familiar with New Jersey's and New York City's systems, people and processes.

It is in these multistate events that the need for further education is needed from the regional perspective that helps both government and the private sector coordinate



efforts to expedite power restoration and private sector fleet movement efforts. This guidebook is an attempt to help educate the private sector to the various state processes that support the E-ZPass electronic toll collection system for commercial accounts.

The information in this guidebook is designed to provide general information on commercial applications for E-ZPass.

- As always, with dynamic environments, *the information may change over time.*

The private sector is encouraged to learn the process so that they can more effectively establish E-ZPass accounts as needed, and build upon a process that can expedite their vehicles through toll stations to quickly respond to disasters when requested to respond outside of their normal operating areas.



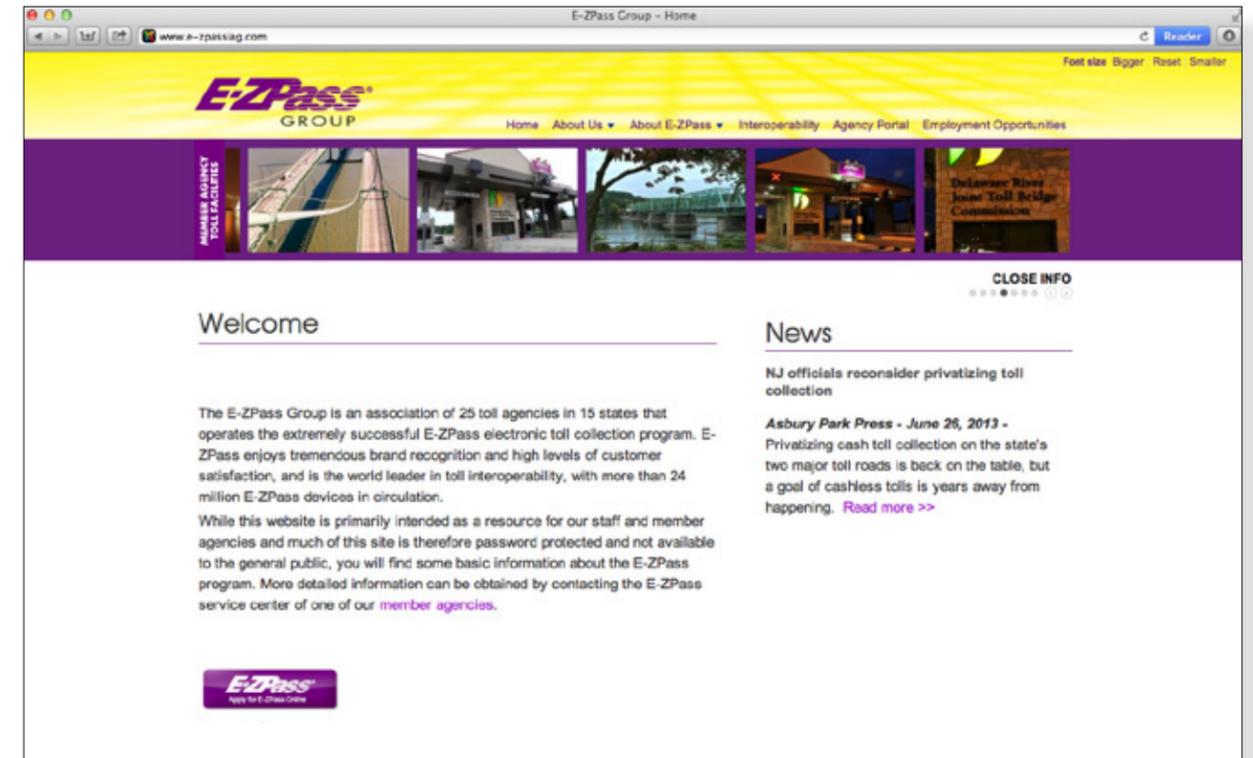
BACKGROUND

For any process to work effectively, it needs to be simple and operationally consistent. The private sector has expressed the need for a process that can work same during normal or “blue sky” days as it does during storm or “black sky” days. Having access to automated systems can be extremely helpful prevent user errors and provide a more consistent operational environment.

Having a seamless, interoperable electronic toll collection system in multiple states is a very effective method for moving private sector resources across state lines quickly.

The benefits for these systems are many:

- Expedites power and utility restoration efforts by helping fleets arrive in impacted states faster
- Provides a consistent process for blue sky and black sky days
- States and jurisdictions can collect and receive tolls immediately without having to go through administrative processes to track vehicles back to their owners, issue violation letters and fines, and waiting on collections and reimburses.
- Provides the private sector an effective method to acquire and move resources efficiently through tolls stations without waiting on a third-party
- Reduces current “post storm” administrative workload to issue/track fines and resolve collections/reimbursements
- Supports private sector mutual aid and billing processes across state lines, allows for simpler billing and tracking process
- Reduces the need for federal intervention (e.g. FEMA declarations)
Expedites movement across the region of utility and supply chain fleets and vehicles
- No Federal intervention required (e.g. FEMA Declaration)



ACCOUNT TYPES

The E-ZPass system supports both **personal** and **commercial** accounts.

Personal accounts can be used for individual vehicles while commercial accounts can be used for multiple vehicles and larger trucks. Each state approaches this in a slightly different manner, so please visit a participating state's E-ZPass website for further details. Some states offer discount programs based on their specific roads, tunnel, bridges and even parking lots.



ACCOUNT PAYMENT OPTIONS

You can establish a prepaid E-ZPass account using your credit card, check, or cash. The convenient credit card payment option automatically replenishes your prepaid account. Check and cash E-ZPass accounts have a higher replenishment threshold and are replenished by mailing or delivering a payment to the E-ZPass Customer Service Center. Companies can open prepaid and postpaid accounts based on eligibility criteria.

- Prepaid accounts deduct the total monthly toll charges from an opening balance determined by usage and replenish automatically via a credit card or bank account draft.
- Postpaid account holders are billed monthly for their total usage.

PERSONAL ACCOUNTS

Many people use E-ZPass for their personal and residential use. Applications are submitted by downloading a form and submitting it by fax or mail. Additionally, applications may also be submitted in person by visiting an E-ZPass facility. Once approved, the individual receives an electronic transponder that is placed on the vehicle for use in participating E-ZPass toll facilities.

COMMERCIAL ACCOUNTS

Commercial E-ZPass accounts are designed for:

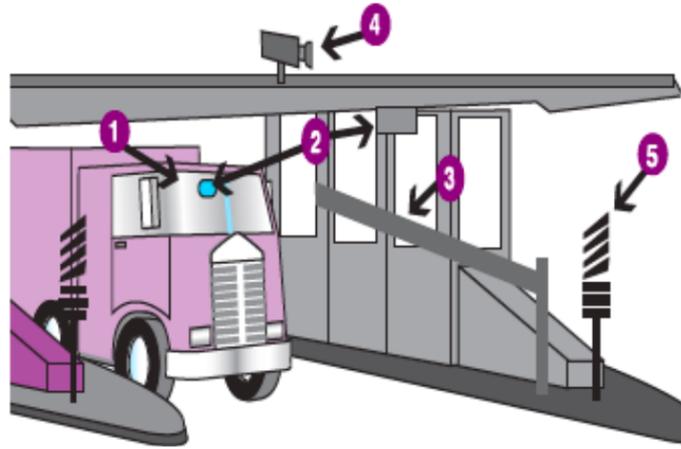
- Those who have a vehicle with more than two axles
- Vehicles with greater than 7,000 lbs. maximum gross weight
- Those who require more than eight (8) transponders per account
- Those who prefer to hold their account in a business name

ACCOUNT MANAGEMENT

Additional vehicles may also be added to online E-ZPass accounts. E-ZPass accounts come with an online website where additional vehicles can be added to an online database. The database usually asks for each vehicle's information; e.g. make, model, year, tag number, color, number of wheels, etc. This information can be provided at the time of application or added at a later date via your E-ZPASS account website. Changes to online database accounts are immediate and can be performed on the fly. Individuals and businesses who rent vehicles and forget to add them to their account can pull over the side of the road, add their rental vehicle to their E-ZPass account via their smart phone, and immediately proceed through a toll station.

NOTE: *Having the vehicle's license plate registered on your account prevents you from getting a violation notice in the event that your transponder does not read.*

HOW YOUR TAG WORKS



- 1 Your E-ZPass tag is read
- 2 The proper charge is deducted
- 3 Some facilities have gates
- 4 Video enforcement systems
- 5 Traffic Signal/Message is displayed

USING E-ZPASS

When you establish an E-ZPass prepaid account, you receive a small electronic tag (sometimes called a transponder) that attaches to the windshield inside your vehicle. Within the tag is an electronic chip that contains information about your account. Each time you use a toll facility where E-ZPass is offered, an antenna at the toll plaza reads the vehicle and account information contained in your tag. The appropriate toll is then electronically debited from your prepaid account. A record of your transactions will be included in your periodic statement.

If a transponder is not placed properly or malfunctioning, the vehicle can still pass through the E-ZPass toll station. A toll gate alarm will go off indicating the tag was not read properly by the E-ZPass system. A picture is immediately taken of the vehicle and the license plate. Sophisticated software tracks the license plate back to the online E-ZPass database/account. If the license plate is linked to an account, the account is billed automatically. If the license plate is not tracked to an account, another process is engaged to find the owner of the vehicle(s) and a fine is issued via hardcopy mail.

APPLICATION PROCESS

For Commercial Accounts, the process is very simple. A business can open an E-ZPass account in any state they choose. This does not have to be the state they do business in but this is encouraged. The choice is up to the applicant.

The registration process is explained on each states website. Some states offer an online application to be downloaded registration process and some states require a fax or mail in process. There is a waiting period involved while your account is approved and the transponder is mail to you. The fastest way to open and activate an account is to visit an E-ZPass office in participating states.

APPLICATION PROCEDURE

- 1 **From Attachment 3** – select any one of the locations to apply for an E-Z Pass account
 - a. It does not matter where you open and account for E-Z Pass
 - b. The site must give you the option to open an account electronically (e.g. Virginia)
- 2 Select Commercial (Business/Commercial or Business) Account
 - a. Commercial vehicle accounts are available to companies that have vehicles used for commercial business.
- 3 Select the option – pre-paid account or post-paid account
- 4 Complete Application and submit it via mail, fax or in person.

PROCEDURE FOR FLEET MOBILIZATION

- 1 Confirm all appropriate fleet tags are on your E-ZPass online account. If required update tag numbers in the online E-ZPass database.
- 2 Issue account number to fleet being mobilized and states E-Z Pass is accepted *(See Attachment 2)*
- 3 Direct drivers to drive through E-ZPass lane at designated speed and proceed to requesting company.



In the Attachment Section we have provided additional information for reference purposes.

- Attachment 1 (A1) – About the E-ZPass Group
- Attachment 2 (A2) – A SAMPLE Commercial E-ZPASS Guidebook
- Attachment 3 (A3) – Regional Map and Links to E-ZPass Websites
- Attachment 4 (A4) – Online Application Availability

A1 ABOUT THE E-ZPASS GROUP

Founded 20 years ago with interoperability as a fundamental principle, the E-ZPass Group operates the largest, most successful electronic tolling interoperability network in the world, with more than 24 million toll transponders in use and collects over \$9 billion in annual toll revenues of which more than \$6 billion is collected electronically and over \$3 billion transferred between agencies through toll reciprocity programs. The mission of the E-ZPass Group is to enable E-ZPass Group members and affiliated toll operators to provide the public with a seamless, accurate, interoperable electronic method of paying tolls and fees while preserving and enhancing the E-ZPass program. Today it operates in 15 states and has 25 member agencies.

For more information, visit: <http://www.e-zpassag.com/about-us>

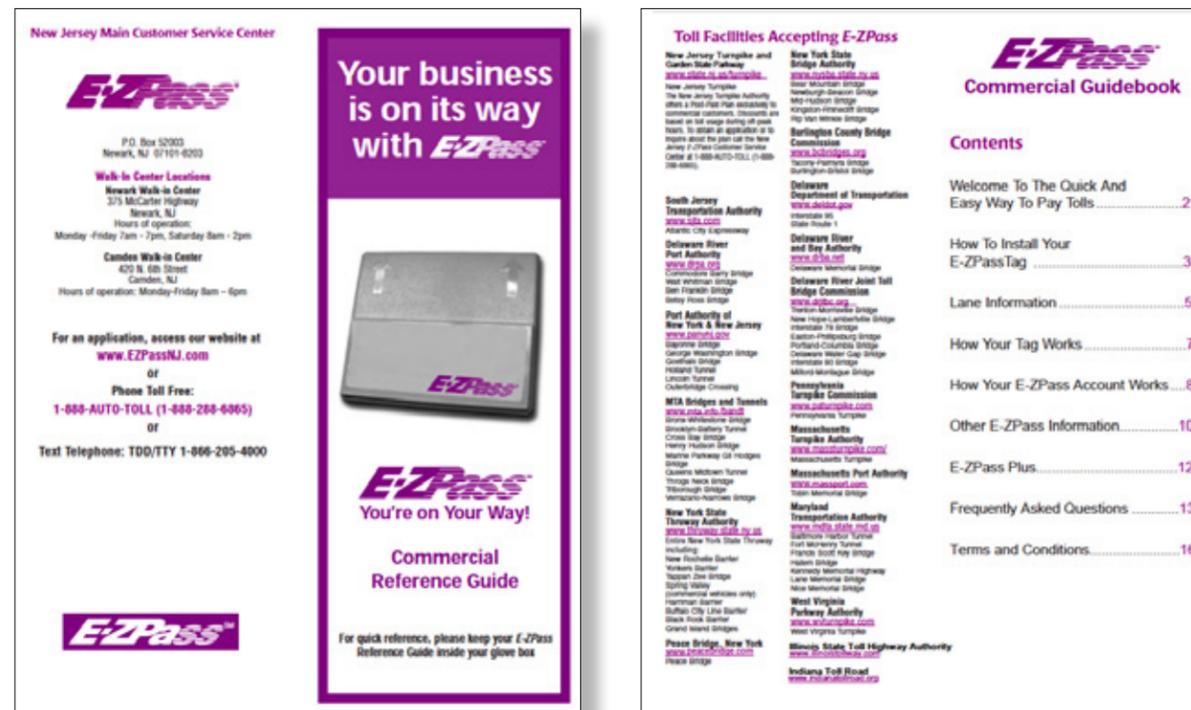
E-ZPASS GROUP MEMBER ORGANIZATIONS

Buffalo and Fort Erie Public Bridge Authority • Burlington County Bridge Commission • Delaware Department of Transportation • Delaware River and Bay Authority • Delaware River Joint Toll Bridge Commission • Delaware River Port Authority • Illinois State Toll Highway Authority • Indiana Toll Road Concession Company, LLC • Massachusetts Department of Transportation • Maryland Transportation Authority • Maine Turnpike Authority • Metropolitan Transportation Authority Bridges and Tunnels • New Hampshire Department of Transportation • New Jersey Turnpike Authority • New York State Bridges Authority • New York State Thruway Authority • Ohio Turnpike Commission • Port Authority of New York & New Jersey • The Pennsylvania Turnpike Commission • Rhode Island Turnpike and Bridge Authority • Skyway Concession Company • South Jersey Transportation Authority • Virginia Department of Transportation • West Virginia Parkway Authority • North Carolina Turnpike Authority

A2 SAMPLE COMMERCIAL GUIDEBOOK

Below is a link to a Business/Commercial Guidebook provided by New Jersey.
This is for informational purposes only.

LINK: https://www.ezpassnj.com/en/about/b_guide.pdf



A3 MAPS AND LINKS TO E-ZPASS SITE

TOLL FACILITIES PARTICIPATING IN E-ZPASS

Many toll facilities participate in E-ZPass. Note the some states have several E-ZPass entities based on their various road, tunnels and bridges. For details, please see and/or click on the map or visit one of these links:

Delaware / <https://www.ezpassnj.com/en/about/delaware.shtml>

Illinois / <http://www.illinoistollway.com/homepage>

Indiana / <https://www.ezpassin.com/index.jsp>

Maine / <http://www.maineturnpike.com/Home.aspx>

Maryland / <http://mdta.maryland.gov>

Massachusetts / <http://www.massdot.state.ma.us/highway/Main.aspx>

New Hampshire / <https://www.ezpassnh.com/en/home/index.shtml>

New Jersey / <https://www.ezpassnj.com/en/about/newjersey.shtml>

New York / <https://www.ezpassnj.com/en/about/newyork.shtml>

New York City Area / <https://www.ezpassnj.com/en/about/nycarea.shtml>

North Carolina / <http://www.ncdot.gov/turnpike/>

Ohio / <http://www.ohioturnpike.org>

Pennsylvania / <http://www.paturnpike.com>

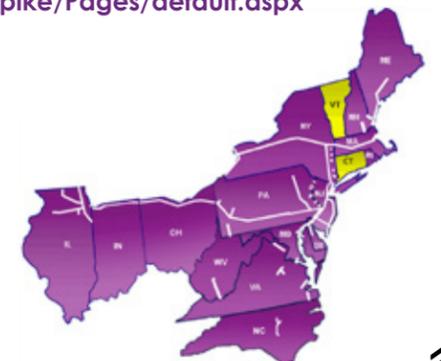
Rhode Island / <http://www.ritba.org>

Virginia / <http://www.ezpassva.com>

West Virginia / <http://www.transportation.wv.gov/turnpike/Pages/default.aspx>

Link to clickable map:

<https://www.ezpassnj.com/en/about/facilities.shtml>





GUIDE

- Requires fax/mail in
- Ability to create an account online
- Waiting period needed to mail transponder to you

LINKS FOR ACCOUNT INFORMATION

E-ZPass Delaware / http://www.ezpassde.com	■	■
E-ZPass Indiana / ?	■	■
E-ZPass Maine / https://ezpassmaineturnpike.com/EZPass/	■	■
E-ZPass Maryland / https://www.ezpassmd.com/en/home/index.shtml	■	■
E-ZPass Massachusetts / <i>see next line</i>	■	■
www.massdot.state.ma.us/highway/TrafficTravelResources/EZPassMAProgram.aspx		
E-ZPass New Hampshire / https://www.ezpassnh.com/	■	■
E-ZPass New Jersey / https://www.ezpassnj.com/	■	■
E-ZPass New York / https://www.e-zpassny.com/	■	■
E-ZPass Ohio / https://www.ezpassoh.com	■	■
E-ZPass Pennsylvania / http://www.paturnpike.com/ezpass/enroll.htm	■	■
E-ZPass Rhode Island / https://www.ezpassritba.com	■	■
E-ZPass Virginia / https://www.ezpassva.com	■	■
E-ZPass West Virginia / <i>see next line</i>	■	■
http://www.transportation.wv.gov/turnpike/Pages/WVTurnpikeEZPass.aspx		
I-Pass Illinois / ?	■	■
North Carolina QuickPass / ?	■	■

A4 ONLINE APPLICATION AVAILABILITY

Go to www.?.com

The screenshot shows the Illinois Tollway website interface. At the top, there is a navigation bar with links for 'I-PASS Account Login', 'Contact Us', 'Site Map', 'Home', and 'En Español'. Below this is a secondary menu with categories like 'About the Tollway', 'News Room', 'Doing Business', 'Tolls and I-PASS', 'Construction/Planning', and 'Roadway Information'. A large banner features the 'MOVE ILLINOIS' logo and the headline 'People on the Move' with a 'Learn More' button. Below the banner is a 'MEETING IN PROGRESS' indicator and a 'WATCH WEB STREAM NOW' button. The main content area is titled 'How Can We Help You?' and is divided into four columns: 'My I-PASS' (with links like 'Get I-PASS now', 'View I-PASS Agreement'), 'Unpaid Tolls' (with links like 'Pay tolls', 'Get toll rates by plaza'), 'About Violations' (with links like 'Pay a toll violation', 'View violation images'), and 'Need Assistance?' (with links like 'View traffic cameras', 'Find employment opportunities'). At the bottom, there are icons for 'Board Information', 'Manage Account', 'Move Illinois', 'Construction', 'State Police', and 'Videos'. A 'Tollway News' section on the right lists recent updates, including construction alerts and award announcements.

BECOME AN E-ZPASS CUSTOMER

Go to www.ezpass.com

STEP 1

STEP 2

STEP 3

STEP 4

