



## Assistance Programs to Help Customers Financially

Apply today while funding is available.



We have committed \$6 million dollars to help our New York customers who have an income over the HEAP eligibility guidelines manage their energy bills. Both of these funds are being administered by HeartShare Human Services of New York.



### Hope & Warmth Energy Fund

#### The Hope & Warmth Energy Fund — For our NY customers

The Hope & Warmth Energy Fund will provide emergency financial assistance to customers who are having difficulty paying their energy bills. Eligible customers will receive if heating account, one \$500 grant; if electric only non-heat account who needs electric to operate their heating system, one \$205 grant; if hot water and/or cooking only account, one \$100 grant during the winter heating season.

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

Scan to learn more

#### To qualify, an applicant must:

- Reside in a residential home or apartment.
- Have an active National Grid account in their name.
- Meet the Empower+ Moderate Income Incentive Guidelines <https://www.nyserda.ny.gov/All-Programs/EmPower-New-York-Program/Eligibility-Guidelines>
- Have not received HEAP in the current season.
- Have an account balance of \$1 or more.



#### Points to Remember

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

Customers can receive one grant per program year/season.

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

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



### Hearts Fighting Hunger

#### Hearts Fighting Hunger — For our NY customers

Hearts Fighting Hunger offers one-time emergency food assistance in the form of a \$150 grocery store gift card/food voucher to eligible National Grid New York customers with a heating account, electric only non-heat account who needs electric to operate their heating system, or hot water and/or cooking only account, and a vulnerable household member.

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

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#### To qualify, an applicant must:

- Reside in a residential home or apartment.
- Have an active National Grid account in their name.
- Meet the Empower+ Moderate Income Incentive Guidelines <https://www.nyserda.ny.gov/All-Programs/EmPower-New-York-Program/Eligibility-Guidelines>
- Have not received HEAP in the current season.
- Have an account balance of \$1 or more.
- Have a vulnerable household member such as a disabled person, a child under the age of 18, or a resident over the age of 62.



#### Points to Remember

Customers can receive one grant per program year/season.

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



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

## **Requested proof for both programs:**

### **Proof of residence**

- Utility bill

### **Proof of vendor relationship**

- A current utility or fuel bill

### **Proof of income for everyone in the household (which may include)**

- Pay stubs for the most recent four (4) weeks
- Business records for the most recent (3) months OR filed federal tax return for the current year, including all applicable schedules if self-employed or receiving rental income
- Child support or alimony/spousal support order or check
- Copy of award letter or official correspondence for the following:
  - Social Security/Supplemental Security Income (SSI)
  - Veteran's Benefits
  - Pensions
  - Worker's Compensation/Disability
  - Unemployment Insurance Benefits

### **Proof of identification for everyone in the household (One form of ID needed)**

- Driver's License
- Photo ID
- US Passport or Naturalization Certificate
- Adoption Papers, Hospital or Doctor's Records
- School Records
- Proof of vulnerability

### **Additional proof required for Hearts Fighting Hunger:**

You must provide one of the following for proof of vulnerability for a vulnerable member of your household (children under 18 years of age, adults 60 years of age or older, or anyone with a disability):

- Birth certificate
- Baptismal certificate with date of birth
- Passport
- Driver's license

### **Qualifying Program Benefit Award Letter:**

- Supplemental Security Income SSI/SSA/SSD
- Veteran's Disability or Veteran's Survivor benefits