

National Grid Event to Highlight Programs and Options to Reduce Energy Bills Low- to Moderate-Income Customers Can Learn About Assistance and Payment Programs

January 12, 2023

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SYRACUSE, N.Y. — National Grid is committed to helping all customers manage their energy costs this winter, especially those facing financial hardships. A Customer Energy Savings Event focused on supports for low- to moderate-income customers is scheduled for Jan. 17 from 10 a.m. to 2 p.m. at Brown Memorial United Methodist Church, 228 Davis St., Syracuse.


National Grid Consumer Advocates and community assistance experts will be available to answer questions, discuss assistance programs, and our advocates can explain the company's payment programs.

"We want our customers to know that we are here to help with options to manage their energy bill and ways to save money," said Melanie Littlejohn, vice president of customer and community engagement for National Grid. "We thank Pastor Robert Norrix and the Brown Memorial community for opening the doors of their church for us to meet with customers so we can help them find the resources they need."

Customers attending the event who are interested in applying for the company's Energy Assistance Program, which provides a monthly bill credit to those who qualify, should bring their current year award letter(s) for state and federal assistance programs, including HEAP, Lifeline Telephone Service Program, SNAP, Medicaid, Veterans Disability or Survivors Pension, Supplemental Security Income, Federal Public Housing Assistance, Child Health Plus, Utility Guarantee/Direct Vendor Programs, Temporary Assistance for Needy Families, and/or Safety Net Assistance. For those living on tribal lands, customers should bring current year award letter(s) for Bureau of Indian Affairs General, Assistance, Head Start, Tribal TANF, and Food Distribution Program on Indian Reservations.

Since early September, National Grid has been actively promoting bill management programs and solutions to ensure customers have time to take advantage of all available services and tools that can help them save money on winter energy bills. Global conflicts, inflationary pressures and high demand are forecasted to drive energy supply prices to record levels this winter. National Grid buys energy on behalf of customers from the wholesale market and passes on those costs without any markup or profit; customers pay what National Grid pays for that energy.

The Customer Energy Savings Event is one component of National Grid's [Winter Customer Savings Initiative](#). In November the company announced a \$6 million donation to establish the first



targeted assistance programs to low-to-moderate income customers. The new programs — the [Hope & Warmth Energy Fund and Hearts Fighting Hunger](#) emergency food assistance — will help families who are experiencing financial hardships, but just miss qualifying for the federally-funded [Home Energy Assistance Program](#). These are households living on the edge of financial insecurity with an income that is above the federal poverty level, but below the basic cost of living.

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About National Grid

National Grid (NYSE: NGG) is an electricity, natural gas, and clean energy delivery company serving more than 20 million people through our networks in New York and Massachusetts. National Grid is transforming our electricity and natural gas networks with smarter, cleaner, and more resilient energy solutions to meet the goal of reducing greenhouse gas emissions. For more information, please visit our [website](#), follow us on [Twitter](#), watch us on [YouTube](#), friend us on [Facebook](#), and find our photos on [Instagram](#).

