

National Grid Encourages Customers to Enroll in Payment Assistance Programs

National Grid offers a variety of payment assistance programs under the Winter Customer Savings Initiative

November 1, 2022

CONTACT: Media Relations – 781-907-3980

WALTHAM, MA – National Grid is urging customers facing rising winter energy bills to consider company-offered programs that can spread bills across several months and explore payment assistance programs offered by state and federal agencies and regional non-profits.

The effort is part of National Grid's [Winter Customer Savings Initiative](#), which was launched last month to help customers reduce their energy use and save money, manage their bills, and secure available energy assistance.

The initiative brings together and expands National Grid's many [customer resources](#), including numerous payment assistance programs for income-eligible customers, extensive residential and business energy efficiency programs and incentives, low-cost and no-cost bill management solutions, and flexible payment programs.

One of the bill management programs offered by National Grid includes the [Budget Plan](#). The Budget Plan is designed to take the guesswork out of the monthly billing process. The program takes the amount customers usually pay on their National Grid bills in a year and breaks that amount into twelve balanced monthly payments to help offset high seasonal bills. Customers will still pay only for the total amount of energy they use in a year, but the Budget Plan makes it easier to anticipate monthly energy costs and plan household budgets. For more information customers may view the [Even Payments-Making Budgeting Easier](#) brochure.

Along with this, National Grid will refer income-eligible families and customers needing special assistance to meet their energy needs. Programs include but are not limited to:

- [The Home Energy Assistance Program \(HEAP\)](#), also known as the Fuel Assistance Program, helps income-eligible households pay their heating bills with federally funded grants.
- [Discount Rates](#) where qualifying income-eligible customers may receive a discounted rate on electric and gas service, as well as no-cost energy efficiency upgrades.
- The [Massachusetts Good Neighbor Energy Fund](#) is available to any Massachusetts residents who, because of temporary financial difficulty, cannot meet a month's energy expense and is not eligible for state or federal energy assistance

Last week, National Grid [announced](#) the company is committing \$17 million in philanthropic funding to local community and philanthropic support organizations. The funds will be distributed through National Grid and the National Grid Foundation to existing networks and community partners across Massachusetts and New York that are set up to help individuals, families and communities who need it most. As part of this philanthropic funding, earlier this week National Grid in New England [announced](#) that the first \$1 million of those funds would be distributed to three Massachusetts brands of the United Way and the Good Neighbor Energy Fund.

National Grid is also hosting a series of [customer energy savings events](#) across Massachusetts to provide customers with information on available assistance and help them prepare for the winter season. Throughout the end of the year, National Grid and other partners will be hosting customer energy savings events where National Grid customer advocates and representatives from partnering non-profits, will be on site to help customers explore options and determine eligibility for assistance programs.

For more information, customers can visit ngrid.com/heretohelp to learn more.

About National Grid

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 focused on building a path to a more affordable, reliable clean energy future through our [fossil-free vision](#). 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.

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