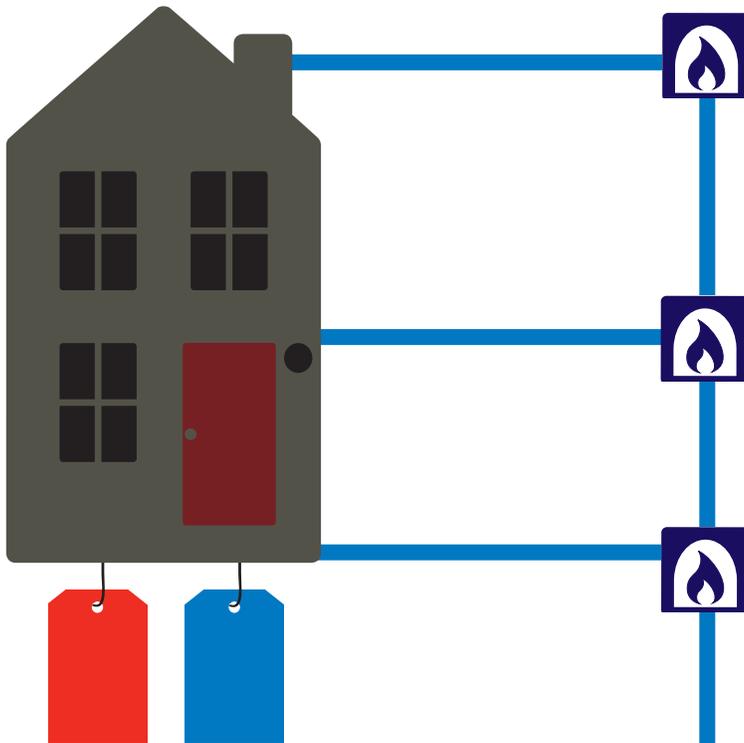


Hurricane Sandy Relief Program: A guide for plumbers working with our natural gas customers

National Grid is offering three levels of assistance.



National Grid is reaching out to our natural gas customers who have been most seriously impacted by Hurricane Sandy on Long Island and New York City with a Customer Assistance Program.

Eligible customers include property owners whose home has not been declared uninhabitable by the Federal Emergency Management Association (FEMA) and **National Grid has placed a warning tag on boilers, water heaters or furnaces**, (meaning that the equipment is unsafe for relight and operation until repair or replacement is made) are eligible.

Tier 1: One-time bill credit

For all eligible customers, National Grid will credit their natural gas bill in the amount of \$150 to assist with repairs/and or replacement of damaged boilers, water heaters or furnaces. Plumbers need to do nothing. Customer's equipment must have been "tagged" indicating a relight was necessary.

Tier 2:

Assistance for HEAP-eligible* customers

In addition to the \$150 bill credit, our most vulnerable customers receiving benefits under the Home Energy Assistance Program (HEAP) who also meet the eligibility above may be able to receive additional assistance. Please see reverse side for complete description.

Expanded customer assistance for customers not eligible for HEAP

In addition to the \$150 bill credit, our customers who did not receive HEAP benefits, but whose household income levels fall within the guidelines on the reverse side of this sheet or meet other need-based criteria, and who also meet the eligibility above, may be able to receive additional assistance. Please see reverse side for complete description.



National Grid is offering three levels of assistance.

nationalgrid

HERE WITH YOU. HERE FOR YOU.

Tier 1

One-time bill credit.

For all eligible customers, National Grid will credit their natural gas bill in the amount of \$150 to assist with repairs/and or replacement of damaged boilers, water heaters or furnaces. Plumbers need to do nothing. Customer equipment must have been “tagged” indicating a relight was necessary.

Tier 2

Customer assistance for HEAP-eligible* customers.

Equipment repairs/replacement for our most vulnerable customers.

In addition to the \$150 bill credit, our most vulnerable customers receiving benefits under the Home Energy Assistance Program (HEAP) who also meet the eligibility above may be able to receive additional assistance.

National Grid will reimburse the licensed plumber for each gas/gas equipment inspection, repair or replacement they complete related to Hurricane Sandy.

**The customer must have been previously approved for the 2011 and 2012 HEAP program.*

1. The customer must call **1-877-MY-NGRID (1-877-696-4743)**.
2. National Grid will issue the customer an eligibility number.
3. The customer will then need to contact a licensed plumber to initiate work and supply the eligibility number to the plumber.
4. National Grid will provide a list of licensed plumbers to the customer upon request.
5. The Recovery Assistance form #CM5352 (11/12 NYC/LI) must be filled out completely and accurately in order to be eligible for reimbursement.
6. Any false statements or attempts to deceive National Grid may be subject to legal inquiry and prosecution.

Expanded Customer Assistance for customers not eligible for HEAP.

In addition to the steps 1-6 listed above, customer eligibility will be confirmed through HeartShare Human Services of NY. Income levels will be validated to confirm eligibility for customers not eligible for HEAP.

Tier 2 Non-HEAP eligibility

| Household Size | From | To |
|----------------|----------|----------|
| 1 | \$25,753 | \$45,867 |
| 2 | \$33,673 | \$52,400 |
| 3 | \$41,593 | \$58,933 |
| 4 | \$49,525 | \$65,307 |
| 5 | \$57,445 | \$75,988 |
| 6 | \$65,365 | \$86,496 |
| 7 | \$66,853 | \$88,434 |
| 8 | \$68,341 | \$90,399 |

Plumber information

1. Plumber must submit a written estimate of work with this completed form to HeartShare at Sandy.Relief@heartshare.org or fax to **718-422-5969, 718-522-4506 or 718-422-5961**.
2. Once received, HeartShare will review the estimate of repair and supporting documentation for approval.
3. Upon approval, HeartShare will authorize the plumber to proceed with repair and restoration.
4. When the job is successfully completed and the customer service is restored, HeartShare will pay the plumber — upon receipt of invoice and a detailed breakout of labor and equipment costs.
5. National Grid reserves the right to inspect all work performed prior to payment.

What if a home was declared uninhabitable by the Federal Emergency Management Agency (FEMA). Is a homeowner still eligible for National Grid's assistance program?

At this time, we are focused on providing assistance to customers who are able to remain in their homes, but have no heat or hot water.

Questions about the Customer Assistance program should be directed to 1-877-MY-NGRID (1-877-696-4743).

The use of high efficiency heating equipment is strongly encouraged for all Tier 2 applications.