

Recovery assistance

National Grid is offering funding for our residential customers who require a gas inspection and repair of gas equipment which is necessary to restore gas service lost during Hurricane Sandy. This fund is being administered by HeartShare Human Services of NY. Work will be performed by licensed plumbers.

How to obtain funding

Licensed plumbers in the NYC/Long Island area have been informed that **National Grid's Hurricane Sandy Relief Program** will reimburse the licensed plumber for each gas/gas equipment inspection, repair or replacement they complete related to Hurricane Sandy.

The following conditions need to be met in order to be eligible for the program:

1. The customer must have been previously approved for the 2011 and 2012 Home Energy Assistance (HEAP) program. Customers not eligible for HEAP but who meet certain other income-based criteria (generally up to 80% of state median income) may also be eligible for funding to repair or replace their gas equipment up to \$3,000. Please see reverse side for Tier 2 eligibility requirements.
2. The customer must have been visited by a National Grid service representative who tagged their gas equipment with a Warning Tag indicating repair or replacement of the equipment was necessary. If these conditions are met:
 - The customer should call National Grid at: **1-877-MY-NGRID (1-877-696-4743)**.
 - National Grid will issue the customer an eligibility number.
 - The customer will then need to contact a licensed plumber to initiate work and supply the eligibility number to the plumber.
 - National Grid will give a list of licensed plumbers to the customer upon request.
 - The form below must be filled out completely and accurately in order to be eligible for reimbursement.
 - Any false statements or attempts to deceive National Grid may be subject to legal inquiry and prosecution.

| | |
|----------------------|---|
| CUSTOMER NAME | CUSTOMER ELIGIBILITY NUMBER |
| CUSTOMER ADDRESS | NATIONAL GRID ACCOUNT NUMBER |
| PLUMBER NAME | ENERGY EFFICIENT EQUIPMENT INSTALLED? <input type="radio"/> YES <input type="radio"/> NO |
| PLUMBER ADDRESS | PLUMBER LICENSE NUMBER |
| PLUMBER PHONE NUMBER | NATIONAL GRID VALUE PLUS INSTALLER? <input type="radio"/> YES <input type="radio"/> NO |

I certify that the inspection, repair and installation of the aforementioned equipment is complete and in compliance with all local plumbing codes and the plumber will contact National Grid for customer relief.

| | |
|--------------------|------|
| CUSTOMER SIGNATURE | DATE |
| PLUMBER SIGNATURE | DATE |

Participating plumbers: Please fax this completed form and detailed invoice (see step #4 on reverse side of this form) to **718-422-5969, 718-522-4506** or **718-422-5961** for reimbursement.

Please see instructions for plumbers on back



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 the invoice and a detailed breakout of labor and equipment costs.
5. National Grid reserves the right to inspect all work performed prior to payment.

Visit **nationalgrid.com** for more information.

Residential Hurricane Sandy Relief Program

Customer Assistance includes total installed costs (labor and equipment costs).

National Grid encourages the installation of high efficiency equipment when equipment replacement is necessary. National Grid reserves the right to pay lower reimbursement amounts for equipment that does not meet high efficiency guidelines.

| National Grid will reimburse: | | |
|---|-----------------------------|---|
| | For HEAP-eligible customers | For non-HEAP eligible customers |
| High Efficiency Residential Gas Boiler | up to \$6,000 | For income-eligible customers National Grid will pay up to \$3,000 total for the repair/replacement of equipment. |
| Residential Steam Boiler | N/A | |
| Residential Gas Water Heater | up to \$1,600 | |
| High Efficiency Residential Gas Furnace | up to \$5,500 | |

Hurricane Sandy Relief Program includes total installed costs (labor and equipment costs as indicated in the above chart). High efficiency equipment must be rated at greater than 90% AFUE or Thermal Efficiency.

AFUE: Annual Fuel Utilization Efficiency

Thermal Efficiency: Efficiency of heat transfer in a boiler minus boiler radiation and convection losses

Refer to **www.ahridirectory.org** to determine if equipment qualifies as high-efficiency.

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 |

This is an important notice. Please have it translated.

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

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

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.