

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 managed in cooperation with HeartShare and a network of licensed plumbers.

How to obtain funding

Licensed plumbers in the NYC/Long Island area have been informed that **National Grid's Customer Assistance Program** will reimburse the licensed plumber partner 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.
2. The customer must have been visited by a National Grid service representative who tagged their gas equipment with a Blue 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 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.

Homeowner information:

CUSTOMER NAME	CUSTOMER ELIGIBILITY NUMBER
CUSTOMER ADDRESS	NATIONAL GRID ACCOUNT NUMBER
PLUMBER NAME	ENERGY EFFICIENT EQUIPMENT INSTALLED? 0 YES 0 NO
PLUMBER ADDRESS	PLUMBER LICENSE NUMBER
PLUMBER PHONE NUMBER	NATIONAL GRID VALUE PLUS INSTALLER? 0 YES 0 NO

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

CUSTOMER SIGNATURE	DATE
PLUMBER SIGNATURE	DATE

Participating Plumbers: Please fax this completed 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
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 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, not to exceed specified caps as outlined.
5. National Grid reserves the right to inspect all work performed prior to payment.

NOTE: • additional funding may be available for installing energy efficient equipment.

Visit nationalgrid.com for more information.

Residential Customer Assistance Program

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

	National Grid will reimburse up to:	
	Standard Efficiency	High Efficiency *
Residential Gas Furnace	up to \$3,000	up to \$5,500
Residential Gas Boiler	up to \$4,700	up to \$4,000
Residential Steam Boiler	up to \$5,500	N/A
Residential Gas Water Heater	up to \$1,600	N/A

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

* 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 your equipment qualifies as high-efficiency.