

Division 14-77

Request:

Please provide all written evaluations within the custody or control of the Company, prepared since January 2007, of a low-income discount program offered by an affiliated non-Rhode Island utility.

Response:

Please see Attachment DIV 14-77-1 through Attachment DIV 14-77-9 for reports of the Company's Massachusetts affiliates, Massachusetts Electric Company and Nantucket Electric Company (together Mass. Electric), submitted to the Department of Energy Resources regarding outreach activities associated with Mass. Electric's low income discount.

Please see Attachment DIV 14-77-10 for a May 2, 2012 report prepared by Navigant Consulting, Inc., regarding KeySpan Gas East Corporation's low income discount rate.

February 19, 2009

Ms. Karin M. Pisiewski
Division of Energy Resources
70 Franklin Street 7th Floor
Boston, MA. 02110-1313

Re: Discount Rate Outreach Efforts

Dear Ms. Pisiewski:

Massachusetts Electric Company and Nantucket Electric Company (d/b/a “National Grid,” together “National Grid” or the “Company”) is hereby respectfully submitting to the Division of Energy Resources a report of the implementation of the Discount Rate Outreach efforts for 2008.

Attached please find National Grid’s report that details the varied efforts that the Company undertook in its commitment to reach customers who are eligible for the discount rate.

Thank you for the opportunity to provide this information. If you wish any clarifications or have any questions, please do not hesitate to call me at (603) 781.7435.

Very truly yours,

Christopher D. Jones
Analyst - Billing & Systems
National Grid

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Discount Rate Outreach Efforts

Massachusetts Electric Company and Nantucket Electric Company d/b/a National Grid, (together “National Grid” or the “Company”) supply the Department of Revenue (“DOR”) with Residential Low-Income Rate R-2 (“Rate R-2”) applications along with educational Rate R-2 discount rate information. The goal of this effort was to facilitate reaching the working poor and those assisted by the Child Support Division. This outreach will continue to be done through the Company’s commitment to send the discount rate applications to the DOR annually.

National Grid continues to include discount rate information in customer bills. The use of the bill package is the strongest avenue for informing consumers of the availability of the discount rate..

- In March, April, August, October, and December, stand-alone Rate R-2 discount rate bill inserts were mailed to all residential customers detailing the discount rate and its eligibility criteria.
- In August, Summary of Rates inserts were mailed to all customers, which provided details pertaining to the Rate R-2 discount rate and eligibility criteria.
- In addition to these measures, on a monthly basis, Summary of Rates inserts are included with the first bill sent to all new customers. These summaries provide information about the Rate R-2 discount rate and eligibility criteria.

Discount rate eligibility guideline information appears on the Company’s web sites at www.nationalgridus.com/masselectric or www.nationalgridus.com/nantucket, so that customers as well as organizations can have easy access to the scope of the discount rate eligibility details as well as the ability to print the online discount rate application.

National Grid’s Customer Service Representatives provide information regarding the availability of the discount rate to all new customers applying for service. All Customer Service Representatives have been and continue to be trained and updated on providing current information to new customers as well as how to address questions that any customer or organization may have.

When completing annual audits for each benefit, it is the Company’s policy to issue a letter informing customers of their removal from the discount rate. Included with this letter is a discount rate application with which the customer can re-certify for the discount rate, provided they qualify for the rate by receiving benefits under another public benefit program.

In an effort to place customers that may not have submitted an application on the discount rate, the Company compares lists from fuel assistance agencies. National Grid receives periodic lists of customers receiving the EEAP benefit from fuel assistance. Should a name of a customer not currently being served on Rate R-2 appear on the list, the Company assigns that customer to the discount rate without further inquiry or need for documentation.

National Grid is a participant, in conjunction with other Massachusetts utilities, Community Action Programs (“CAP agencies”), and the Low-Income Energy Affordability Network (LEAN), in the Energy Bucks program. Information on Energy Bucks can be found at www.energybucks.com. This program is an integrated campaign targeting major metropolitan areas, combining grassroots outreach, community-based activities, and advertising to encourage qualified households to better understand and apply for existing programs that can help consumers manage their energy costs. The campaign includes media outreach, and targeted radio, newspaper, and transit posters. The primary outreach is in English and Spanish, but the campaign is working directly with the CAP agencies to involve communities that speak other languages, including Portuguese, Vietnamese, and Albanian.

National Grid is currently an active and willing participant in the Department of Public Utilities (“DPU”) (formerly the Department of Telecommunications and Energy (DTE)) investigation into expanding the penetration rate of the discount rate, Docket 01-106-B. As part of this investigation, the DPU has established a data sharing and matching process with the Executive Office of Health and Human Services (“EOHHS”). The EOHHS implemented this program in September of 2005, and it facilitates the exchange of customer data between National Grid and the EOHHS. A file between National Grid and the EOHHS is exchanged quarterly for the specific purpose of identifying and enrolling customers who qualify for the discount rate but who have not previously been enrolled. National Grid and the EOHHS successfully exchanged data four times during 2008.

National Grid is also operating in compliance with the Green Communities Act of 2007. As part of this legislation, residential customers become eligible for the Rate R-2 “on demand.” Enrollment on the R2 rate will be done at the time the customer contacts the Company, stating they are in the process of enrolling in a Public Assistance Program. The customer will be allowed sixty (60) days to follow up with the appropriate paperwork as verification of their eligibility for the Rate R-2. If the proper paperwork is not received, the customer’s rate reverts back to what it was prior to changing to the Rate R-2.

Summary of Yearly Outreach Efforts - 2008

January 2008

Customer Service Representatives provide information regarding the availability of the discount rate to all new customers applying for service (and any requests for such information from any current customer and/or support organization). This is done on an on-going basis.

Discount rate eligibility guideline information appears on the Company's web site, www.nationalgrid.com, so that customers as well as organizations can have easy access to the scope of the discount rate eligibility details as well as the ability to print the online discount rate application.

Rate R-2 discount rate information was included in the Summary of Rates insert with translation information. This is done on an on-going basis to all new customers.

The Energy Bucks program is continually available to Massachusetts residential customers through Community Action Programs. Energy Bucks, a program in which National Grid is a participant, is designed to promote awareness of existing low-income programs, including the Rate R-2.

Customer Service Representatives, when taking calls from customers who state they receive public assistance or are enrolling in a public assistance program, are enrolling customers onto the Rate R-2 "on demand."

March 2008

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

April 2008

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

August 2008

Rate R-2 discount rate information was included in the Summary of Rates bill insert to all residential customers along with translation information. This was sent to all customers.

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

October 2008

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

November 2008

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

December 2008

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

Discount Rate Eligibility Verification

The Company will continue to use its established verification process when interacting with the larger agencies.

A) For verifying Massachusetts Department of Transitional Assistance (“DTA”) clients, the Company will continue to participate in the EOHHS matching program, which matches Company customer data against a database of recipients of Transitional Assistance.

B) For verifying Low Income Home Energy Assistance Program (“LIHEAP”), the Company will continue to transmit to and receive lists from these agencies for verification of their clients.

As an alternative to the above, for smaller agencies, the Company will use its Rate R-2 discount rate application as a means to determine all eligible customers. For all benefits not covered by LIHEAP or the DTA, the Company will continue to communicate with the benefactor via fax, phone, mail, and email to verify the eligibility of each applicant.

Annual verification will be as outlined in DOER’s Guidelines Memorandum dated December 14, 1998.

In circumstances in which a customer is denied eligibility for the discount rate by one agency, the Company will continue to take reasonable steps to notify the customer and inform them of other agencies or options available to them. In addition, National Grid will also encourage customers to provide the Company with alternate types of low-income certification to enable the Company to complete the application certification process and apply the Rate R-2 discount rate to the qualifying customers in a timely manner.

	December <u>2006</u>	December <u>2007</u>	December <u>2008</u>
National Grid's Massachusetts Customers	84,265	80,216	108,297
National Grid's Nantucket Customers	107	98	126

DISTRIBUTION OF R2A AND R2E ACCOUNTS BY ASSISTANCE PLAN -- DECEMBER 31, 2008

COMPANY	Assistance Plan	Number of Accounts
NANTUCKET ELECTRIC		8
NANTUCKET ELECTRIC	Application Pending	2
NANTUCKET ELECTRIC	Breakfast/Lunch	1
NANTUCKET ELECTRIC	DTA	4
NANTUCKET ELECTRIC	DTA/Public Assistance	1
NANTUCKET ELECTRIC	EEAP	41
NANTUCKET ELECTRIC	EEAP/DTA	1
NANTUCKET ELECTRIC	EEAP/Public Assistance	1
NANTUCKET ELECTRIC	Mass Health	32
NANTUCKET ELECTRIC	Mass Health/DTA	1
NANTUCKET ELECTRIC	Mass Health/EEAP	6
NANTUCKET ELECTRIC	Public Assistance	4
NANTUCKET ELECTRIC	Public Housing	16
NANTUCKET ELECTRIC	Public Housing/DTA	2
NANTUCKET ELECTRIC	Vets-Chap115	6
Total		126

DISTRIBUTION OF R2A AND R2E ACCOUNTS BY ASSISTANCE PLAN -- DECEMBER 31, 2008

COMPANY	Assistance Plan	Number of Accounts
MASSACHUSETTS ELECTRIC		2,840
MASSACHUSETTS ELECTRIC	Application Pend/EEAP/DTA	79
MASSACHUSETTS ELECTRIC	Application Pending	1,216
MASSACHUSETTS ELECTRIC	Application Pending/DTA	171
MASSACHUSETTS ELECTRIC	Application Pending/EEAP	511
MASSACHUSETTS ELECTRIC	Breakfast/Lunch	1,219
MASSACHUSETTS ELECTRIC	Breakfast/Lunch/DTA	38
MASSACHUSETTS ELECTRIC	DTA	8,980
MASSACHUSETTS ELECTRIC	DTA/Application Pend/EEAP	5
MASSACHUSETTS ELECTRIC	DTA/Application Pending	29
MASSACHUSETTS ELECTRIC	DTA/Breakfast/Lunch	4
MASSACHUSETTS ELECTRIC	DTA/EEAP	1,938
MASSACHUSETTS ELECTRIC	DTA/EEAP/Public Assist	153
MASSACHUSETTS ELECTRIC	DTA/Mass Health	101
MASSACHUSETTS ELECTRIC	DTA/Mass Health/EEAP	104
MASSACHUSETTS ELECTRIC	DTA/Mass Health/SSI	11
MASSACHUSETTS ELECTRIC	DTA/Pub Asst/Mass Health	8
MASSACHUSETTS ELECTRIC	DTA/Public Assistance	101
MASSACHUSETTS ELECTRIC	DTA/Public Housing	20
MASSACHUSETTS ELECTRIC	DTA/SSI	12
MASSACHUSETTS ELECTRIC	DTA/SSI/EEAP	11
MASSACHUSETTS ELECTRIC	DTA/SSI/Mass Health	5
MASSACHUSETTS ELECTRIC	DTA/Vets-Chap115	5
MASSACHUSETTS ELECTRIC	EEAP	41,847
MASSACHUSETTS ELECTRIC	EEAP/DTA	5,463
MASSACHUSETTS ELECTRIC	EEAP/Public Assist/DTA	723
MASSACHUSETTS ELECTRIC	EEAP/Public Assistance	2,242
MASSACHUSETTS ELECTRIC	Head Start	128
MASSACHUSETTS ELECTRIC	Head Start/DTA	10
MASSACHUSETTS ELECTRIC	Mass Health	14,137
MASSACHUSETTS ELECTRIC	Mass Health/DTA	1,847
MASSACHUSETTS ELECTRIC	Mass Health/EEAP	4,853
MASSACHUSETTS ELECTRIC	Mass Health/EEAP/DTA	1,212
MASSACHUSETTS ELECTRIC	Mass Health/SSI	413
MASSACHUSETTS ELECTRIC	Mass Health/SSI/DTA	31
MASSACHUSETTS ELECTRIC	None	4,480
MASSACHUSETTS ELECTRIC	Pub Asst/Mass Health/DTA	62
MASSACHUSETTS ELECTRIC	Public Assistance	5,742
MASSACHUSETTS ELECTRIC	Public Assistance/DTA	1,450
MASSACHUSETTS ELECTRIC	Public Asst/Mass Health	186
MASSACHUSETTS ELECTRIC	Public Housing	1,990
MASSACHUSETTS ELECTRIC	Public Housing/DTA	177
MASSACHUSETTS ELECTRIC	SSI	2,008
MASSACHUSETTS ELECTRIC	SSI/DTA	696
MASSACHUSETTS ELECTRIC	SSI/EEAP	311
MASSACHUSETTS ELECTRIC	SSI/EEAP/DTA	93
MASSACHUSETTS ELECTRIC	SSI/Mass Health	19
MASSACHUSETTS ELECTRIC	SSI/Mass Health/DTA	3
MASSACHUSETTS ELECTRIC	Vets-Chap115	345
MASSACHUSETTS ELECTRIC	Vets-Chap115/DTA	9
MASSACHUSETTS ELECTRIC	Vets-Federal	251
MASSACHUSETTS ELECTRIC	Vets-Federal/DTA	8
Total		108,297

Additional Outreach Not Required By the Guidelines

The following represents additional efforts that the Company employs to further communicate the discount rate available to eligible customers. These efforts have been mentioned earlier in the Company's report, but are outlined in this section to further identify National Grid's efforts that extend beyond the DOER's guidelines.

Discount rate eligibility guideline information is displayed on the Company's web site, www.nationalgrid.com. Criteria for discount rate eligibility and appropriate utility telephone numbers are clearly defined for customers and any agency or organization assisting in the educational outreach to eligible customers. National Grid also provides added functionality that allows customers as well as organizations to print the discount rate application from their web site. The discount rate application includes translation information. The web page detailing this information can be found [here](#). A printable PDF file of our Rate R-2 application can be found [here](#).

In continuing to provide a cooperative exchange of information between the Company and its customers, Customer Service Representatives provide information regarding the expanded availability of the discount rate to all new customers applying for service. They are also trained to ask customers who call with questions regarding arrears if they are aware that the Company offers a discount rate to customers who currently receive specific types of social service program benefits. Depending on the customer's response, the Customer Service Representatives explain the details of the discount rate and enroll the customer "on demand," and inform the customer that they are required to follow up with the appropriate paperwork as verification of their eligibility for the Rate R-2 within sixty (60) days of the phone call.

When completing annual benefit audits and removing customers from the Rate R-2 based upon information received from the benefactor, the Company policy is to send a letter to affected customers informing them of their change in status. Accompanying this letter is a discount rate application with which the customer can reapply for the Rate R-2 under a different qualifying benefit.

National Grid, in conjunction with other state utilities and Community Action Programs, is a participant in the Energy Bucks Program. This program is an outreach effort designed to promote awareness of existing low-income programs, including the Rate R-2.

Outreach Efforts (Success / Barriers)

National Grid believes its outreach activities, both completed and ongoing, have been successful in communicating the intent and availability of the Rate R-2 to as many customers as possible.

Overall, the Company finds most agencies very cooperative in providing assistance with discount rate eligibility verification and outreach.

Barriers the Company faces are in the verification of customers' eligibility for the discount rate Program through the following agencies:

- Public Housing
- School Lunch and Breakfast Programs - Due to these programs being administered within each school or school district, there is a lack of one central location to contact for verification.
- Veterans Chapter 115
- Veterans DIC Surviving Parent
- Veterans Non-Service Pension

When the Company is successful in verifying customers' eligibility for the Rate R-2 discount rate, these agencies will release customer information to the Company via fax or mail. There are occasions in which the customer eligibility verification process is not completed, however. This prevents potentially eligible customers from receiving the benefits of the Rate R-2 discount rate. To help alleviate this situation and expedite serving qualified customers on the discount rate, National Grid follows up with multiple faxes to appropriate agencies to obtain correct and complete customer / benefit information.

The Company appreciates any assistance from the DOER in securing the support and assistance of the various agency administrations above, which would result in the Company providing Rate R-2 benefits to eligible customers.

National Grid is proud of its past and on-going educational efforts through the steps that are outlined above, and its commitment to serving all the electricity needs of its customers.

January 18, 2011

Ms. Karin M. Pisiewski
Division of Energy Resources
70 Franklin Street 7th Floor
Boston, MA. 02110-1313

Re: Discount Rate Outreach Efforts

Dear Ms. Pisiewski:

On behalf of Massachusetts Electric Company and Nantucket Electric Company (d/b/a “National Grid,” together “National Grid” or the “Company”) attached is a report on the implementation of the Company’s discount rate outreach efforts for 2010.

If you have any questions, please do not hesitate to call me at (508) 357.4643.

Very truly yours,

Adam P. Sweeney
Senior Analyst – Credit and Collections
National Grid

cc: T. McCarthy
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Number of Discount Rate Customers from Each Referral Agency or Program in
Massachusetts Electric Company
(12/10).....8

Number of Discount Rate Customers from Each Referral Agency or Program in
Nantucket Electric Company
(12/10).....10

Outreach Efforts (Success / Barriers).....11

Discount Rate Outreach Efforts

Massachusetts Electric Company and Nantucket Electric Company d/b/a National Grid, (together “National Grid” or the “Company”) engaged in the following outreach efforts during 2010.

National Grid supplied the Department of Revenue (“DOR”) with Residential Low-Income Rate R-2 (“Rate R-2”) applications along with educational Rate R-2 discount rate information. The goal of this effort was to facilitate reaching customers eligible for the R-2 rate including those assisted by the Child Support Division. This outreach will continue to be done annually.

National Grid included discount rate information in customer bills. The use of the bill package is the strongest avenue for informing consumers of the availability of the discount rate.

- In March, August, October, and December, stand-alone Rate R-2 discount rate bill inserts were mailed to all residential customers detailing the discount rate and its eligibility criteria.
- In August, Summary of Rates inserts were mailed to all customers, which provided details pertaining to the Rate R-2 discount rate and eligibility criteria.
- In addition to these measures, on a monthly basis, Summary of Rates inserts were included with the first bill sent to all new customers. These summaries provide information about the Rate R-2 discount rate and eligibility criteria.

Discount rate eligibility guideline information appears on the Company’s web sites at https://www.nationalgridus.com/masselectric/home/rates/4_lowincome.asp or https://www.nationalgridus.com/nantucket/home/rates/4_low_income.asp so that customers as well as organizations can have easy access to discount rate eligibility details as well as the ability to print the online discount rate application.

National Grid’s Customer Service Representatives provide information regarding the availability of the discount rate to all new customers applying for service. All Customer Service Representatives have been and continue to be trained and updated on providing current information to new customers as well as how to address questions that any customer or organization may have.

When completing annual audits for each benefit, it is the Company’s policy to issue a letter informing customers of their removal from the discount rate. Included with this letter is a discount rate application with which the customer can re-certify for the discount rate, provided they qualify for the rate by receiving benefits under another public benefit program.

In an effort to place customers that may not have submitted an application on the discount rate, the Company compares lists from fuel assistance agencies. National Grid receives periodic lists of customers receiving a Low Income Home Energy Assistance Program (LIHEAP) benefit from fuel assistance. Should the name of a customer not

currently being served on Rate R-2 appear on the list, the Company assigns that customer to the discount rate without further inquiry or need for documentation.

National Grid is a participant, in conjunction with other Massachusetts utilities, Community Action Programs (“CAP agencies”), and the Low-Income Energy Affordability Network (LEAN), in the Mass Save program. Information on Mass Save can be found at www.masssave.com. This program is an integrated campaign targeting major metropolitan areas, combining grassroots outreach, community-based activities, and advertising to encourage qualified households to better understand and apply for existing programs that can help consumers manage their energy costs. The campaign includes media outreach, and targeted radio, newspaper, and transit posters. The primary outreach is in English and Spanish, but the campaign is working directly with the CAP agencies to involve communities that speak other languages, including Portuguese, Vietnamese, and Albanian.

National Grid was a participant in the Department of Public Utilities’ (“DPU”) investigation into expanding the penetration rate of the discount rate, Docket 01-106-B. As part of this investigation, the DPU established a data sharing and matching process with the Executive Office of Health and Human Services (“EOHHS”). The EOHHS implemented this program in September of 2005. A file between National Grid and the EOHHS is exchanged quarterly for the specific purpose of identifying and enrolling customers who qualify for the discount rate but who have not previously been enrolled. National Grid and the EOHHS successfully exchanged data four times during 2010.

National Grid is also operating in compliance with the Green Communities Act of 2007. As part of this legislation, residential customers become eligible for the Rate R-2 “on demand.” Enrollment on the Rate R-2 rate will be done at the time the customer contacts the Company, stating they are in the process of enrolling in a Public Assistance Program. The customer will be allowed sixty (60) days to follow up with the appropriate paperwork as verification of their eligibility for the Rate R-2. If the proper paperwork is not received, the customer’s rate reverts back to what it was prior to changing to the Rate R-2.

National Grid also participates in the DPU approved Arrears Management Program (AMP). Customers enrolled in the AMP are eligible for 100% arrears forgiveness in equal monthly installments provided that they pay their average monthly bill. National Grid is responsible for customer eligibility screening. One of the eligibility requirements is that the customer be a participant in the Rate R-2. All customers inquiring about the AMP are directed to apply for the Rate R-2 before being allowed to participate in the AMP.

Summary of Yearly Outreach Efforts - 2010

January 2010

Customer Service Representatives provide information regarding the availability of the discount rate to all new customers applying for service (and any requests for such information from any current customer and/or support organization). This is done on an on-going basis.

Discount rate eligibility guideline information appears on the Company's web site, www.nationalgrid.com, so that customers as well as organizations can have easy access to the scope of the discount rate eligibility details as well as the ability to print the online discount rate application.

Rate R-2 discount rate information was included in the Summary of Rates insert with translation information. This is done on an on-going basis to all new customers.

The Mass Save program is continually available to Massachusetts residential customers through Community Action Programs. Mass Save, a program in which National Grid is a participant, is designed to promote awareness of existing low-income programs, including the Rate R-2.

Customer Service Representatives, when taking calls from customers who state they receive public assistance or are enrolling in a public assistance program, are enrolling customers onto the Rate R-2 "on demand."

March 2010

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

August 2010

Rate R-2 discount rate information was included in the Summary of Rates bill insert to all residential customers along with translation information. This was sent to all customers.

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

October 2010

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

November 2010

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

December 2010

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

Discount Rate Eligibility Verification

The Company will continue to use its established verification process when interacting with the larger government agencies.

A) For verifying Massachusetts Department of Transitional Assistance (“DTA”) clients, the Company will continue to participate in the EOHHS matching program, which matches Company customer data against a database of recipients of Transitional Assistance.

B) For verifying Low Income Home Energy Assistance Program (“LIHEAP”), the Company will continue to transmit to and receive lists from agencies for verification of their clients.

As an alternative to the above, for smaller agencies, the Company will use its Rate R-2 discount rate application as a means to determine all eligible customers. For all benefits not covered by LIHEAP or the DTA, the Company will continue to communicate with the benefactor via fax, phone, mail, and email to verify the eligibility of each applicant.

Annual verification will be as outlined in DOER’s Guidelines Memorandum dated December 14, 1998.

In circumstances in which a customer is denied eligibility for the discount rate by one agency, the Company will continue to take reasonable steps to notify the customer and inform them of other agencies or options available to them. In addition, National Grid will also encourage customers to provide the Company with alternate types of low-income certification to enable the Company to complete the application certification process and apply the Rate R-2 discount rate to the qualifying customers in a timely manner.

Number of Electric Discount Rate Customers

	Dec 2007	Dec 2008	Dec 2009	Dec 2010
Massachusetts Electric	80,216	108,297	120,696	119,771
Nantucket Electric	98	126	153	174

**Massachusetts Electric Company
Distribution of Rate R-2 Accounts by Assistance Plan – December 30, 2010**

MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	None	2597
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI	1804
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/EEAP	444
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/EEAP/DTA	111
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/SSI/EEAP	18
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/SSI	228
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/SSI/DTA	38
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Mass Health/SSI	9
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Chap115	313
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Assistance	3967
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Assistance/DTA	1147
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Public Assistance	134
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP	47004
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assistance	3170
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assist/DTA	1026
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/EEAP/Public Assist	130
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health	12313
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP	4339
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Housing	1966
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Head Start	254
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Breakfast/Lunch	1134
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/Mass Health	88
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/Mass Health/DTA	18
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/SSI/Mass Health	2
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Asst/Mass Health	1197
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Pub Asst/Mass Health/DTA	222
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Pub Asst/Mass Health	21
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Federal	275
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA	13361
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/DTA	9638
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/DTA	1984
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Chap115/DTA	12
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP/DTA	1298
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Housing/DTA	242
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Head Start/DTA	13
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Breakfast/Lunch/DTA	42
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Federal/DTA	8
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/EEAP	1521
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Mass Health	95
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Vets-Chap115	2
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/DTA	668
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/SSI	9
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Mass Health/EEAP	88
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Public Housing	12
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Head Start	2
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Breakfast/Lunch	7
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Vets-Federal	3
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	WIC	180
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	WIC/DTA	10
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/WIC	7
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/WIC/DTA	2
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/WIC	2
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing	41
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing/DTA	7
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Breakfast/Lunch	39
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Breakfast/Lunch/DTA	4
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	None	3
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	SSI	2
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Public Assistance	15

MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Public Assistance/DTA	3
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	EEAP	54
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	EEAP/Public Assistance	8
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Mass Health	11
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Mass Health/EEAP	3
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Public Housing	2
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Breakfast/Lunch	4
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Public Asst/Mass Health	7
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Pub Asst/Mass Health/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Vets-Federal	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	DTA	7
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	EEAP/DTA	12
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Mass Health/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Mass Health/EEAP/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	DTA/Public Housing	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	WIC	3
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	None	104
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI	112
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI/EEAP	26
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI/EEAP/DTA	10
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/SSI/EEAP	1
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/SSI	10
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/SSI/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Vets-Chap115	31
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Assistance	146
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Assistance/DTA	46
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Public Assistance	9
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP	3004
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Public Assistance	193
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Public Assist/DTA	42
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/EEAP/Public Assist	9
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health	853
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/EEAP	335
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Housing	64
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Head Start	38
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Breakfast/Lunch	87
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI/Mass Health	6
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Asst/Mass Health	50
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Pub Asst/Mass Health/DTA	10
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Vets-Federal	31
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA	377
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/DTA	428
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/DTA	102
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Vets-Chap115/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/EEAP/DTA	93
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Housing/DTA	6
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Head Start/DTA	3
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Breakfast/Lunch/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/EEAP	92
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Mass Health	2
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI/DTA	24
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Mass Health/EEAP	4
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Public Housing	1
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	WIC	8
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Public Housing	3
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Public Housing/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Breakfast/Lunch	1
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Breakfast/Lunch/DTA	1
MASSACHUSETTS ELECTRIC COMPANY		TOTAL	119771

**Nantucket Electric Company
Distribution of Rate R-2 Accounts by Assistance Plan – December 30, 2010**

NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Chap115	4
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Assistance	6
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP	70
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assistance	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assist/DTA	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health	36
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP	7
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Housing	15
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Head Start	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Breakfast/Lunch	5
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Federal	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA	9
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/DTA	11
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP/DTA	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Housing/DTA	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/EEAP	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	WIC	3
NANTUCKET ELECTRIC COMPANY		TOTAL	174

Outreach Efforts (Success / Barriers)

National Grid believes its outreach activities, both completed and ongoing, have been successful in communicating the intent and availability of the Rate R-2 to as many customers as possible.

Overall, the Company finds most agencies very cooperative in providing assistance with discount rate eligibility verification and outreach.

Barriers the Company faces are in the verification of customers' eligibility for the discount rate Program through the following agencies:

- School Lunch and Breakfast Programs - Due to these programs being administered within each school or school district, there is a lack of one central location to contact for verification.
- Veterans Chapter 115
- Veterans DIC Surviving Parent
- Veterans Non-Service Pension

When the Company is successful in verifying customers' eligibility for the Rate R-2 discount rate, these agencies will release customer information to the Company via fax or mail. There are occasions in which the customer eligibility verification process is not completed, however. This prevents potentially eligible customers from receiving the benefits of the Rate R-2 discount rate. To help alleviate this situation and expedite serving qualified customers on the discount rate, National Grid follows up with multiple faxes to appropriate agencies to obtain correct and complete customer / benefit information.

The Company appreciates any assistance from the DOER in securing the support and assistance of the various agency administrations above, which would result in the Company providing Rate R-2 benefits to eligible customers.

National Grid is proud of its past and on-going educational efforts through the steps that are outlined above, and its commitment to serving all the electricity needs of its customers.

February 29, 2012

Ms. Karin M. Pisiewski
Division of Energy Resources
70 Franklin Street 7th Floor
Boston, MA. 02110-1313

Re: Discount Rate Outreach Efforts

Dear Ms. Pisiewski:

On behalf of Massachusetts Electric Company and Nantucket Electric Company (d/b/a “National Grid,” together “National Grid” or the “Company”) attached is a report on the implementation of the Company’s discount rate outreach efforts for 2011.

If you have any questions, please do not hesitate to call me at (508) 357.4643.

Very truly yours,

Adam P. Sweeney
Senior Analyst
Consumer Advocacy and Low Income Programs
National Grid

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Discount Rate Outreach Efforts

Massachusetts Electric Company and Nantucket Electric Company d/b/a National Grid, (together “National Grid” or the “Company”) engaged in the following outreach efforts during 2011.

National Grid supplied the Department of Revenue (“DOR”) with Residential Low-Income Rate R-2 (“Rate R-2”) applications along with educational Rate R-2 discount rate information. The goal of this effort was to facilitate reaching customers eligible for the R-2 rate including those assisted by the Child Support Division. This outreach will continue to be done annually.

National Grid included discount rate information in customer bills. The use of the bill package is the strongest avenue for informing consumers of the availability of the discount rate.

- In March, August, October, and December, stand-alone Rate R-2 discount rate bill inserts were mailed to all residential customers detailing the discount rate and its eligibility criteria.
- In August, Summary of Rates inserts were mailed to all customers, which provided details pertaining to the Rate R-2 discount rate and eligibility criteria.
- In addition to these measures, on a monthly basis, Summary of Rates inserts were included with the first bill sent to all new customers. These summaries provide information about the Rate R-2 discount rate and eligibility criteria.

Discount rate eligibility guideline information appears on the Company’s web site at <https://www1.nationalgridus.com/PaymentAssistance> so that customers as well as organizations can have easy access to discount rate eligibility details as well as the ability to print the online discount rate application.

National Grid’s Customer Service Representatives provide information regarding the availability of the discount rate to all new customers applying for service. All Customer Service Representatives have been and continue to be trained and updated on providing current information to new customers as well as how to address questions that any customer or organization may have.

When completing annual audits for each benefit, it is the Company’s policy to issue a letter informing customers of their removal from the discount rate. Included with this letter is a discount rate application with which the customer can re-certify for the discount rate, provided they qualify for the rate by receiving benefits under another public benefit program.

In an effort to place customers that may not have submitted an application on the discount rate, the Company compares lists from fuel assistance agencies. National Grid receives periodic lists of customers receiving a Low Income Home Energy Assistance Program (LIHEAP) benefit from fuel assistance. Should the name of a customer not

currently being served on Rate R-2 appear on the list, the Company assigns that customer to the discount rate without further inquiry or need for documentation.

National Grid is a participant, in conjunction with other Massachusetts utilities, Community Action Programs (“CAP agencies”), and the Low-Income Energy Affordability Network (LEAN), in the Mass Save program. Information on Mass Save can be found at www.masssave.com. This program is an integrated campaign targeting major metropolitan areas, combining grassroots outreach, community-based activities, and advertising to encourage qualified households to better understand and apply for existing programs that can help consumers manage their energy costs. The campaign includes media outreach, and targeted radio, newspaper, and transit posters. The primary outreach is in English and Spanish, but the campaign is working directly with the CAP agencies to involve communities that speak other languages, including Portuguese, Vietnamese, and Albanian.

National Grid was a participant in the Department of Public Utilities’ (“DPU”) investigation into expanding the penetration rate of the discount rate, Docket 01-106-B. As part of this investigation, the DPU established a data sharing and matching process with the Executive Office of Health and Human Services (“EOHHS”). The EOHHS implemented this program in September of 2005. A file between National Grid and the EOHHS is exchanged quarterly for the specific purpose of identifying and enrolling customers who qualify for the discount rate but who have not previously been enrolled. National Grid and the EOHHS successfully exchanged data four times during 2011.

National Grid is also operating in compliance with the Green Communities Act of 2007. As part of this legislation, residential customers become eligible for the Rate R-2 “on demand.” Enrollment on the Rate R-2 rate will be done at the time the customer contacts the Company, stating they are in the process of enrolling in a Public Assistance Program. The customer will be allowed sixty (60) days to follow up with the appropriate paperwork as verification of their eligibility for the Rate R-2. If the proper paperwork is not received, the customer’s rate reverts back to what it was prior to changing to the Rate R-2.

National Grid also participates in the DPU approved Arrears Management Program (AMP). Customers enrolled in the AMP are eligible for 100% arrears forgiveness in equal monthly installments provided that they pay their average monthly bill. National Grid is responsible for customer eligibility screening. One of the eligibility requirements is that the customer be a participant in the Rate R-2. All customers inquiring about the AMP are directed to apply for the Rate R-2 before being allowed to participate in the AMP.

Summary of Yearly Outreach Efforts - 2011

January 2011

Customer Service Representatives provide information regarding the availability of the discount rate to all new customers applying for service (and any requests for such information from any current customer and/or support organization). This is done on an on-going basis.

Discount rate eligibility guideline information appears on the Company's web site, www.nationalgrid.com, so that customers as well as organizations can have easy access to the scope of the discount rate eligibility details as well as the ability to print the online discount rate application.

Rate R-2 discount rate information was included in the Summary of Rates insert with translation information. This is done on an on-going basis to all new customers.

The Mass Save program is continually available to Massachusetts residential customers through Community Action Programs. Mass Save, a program in which National Grid is a participant, is designed to promote awareness of existing low-income programs, including the Rate R-2.

Customer Service Representatives, when taking calls from customers who state they receive public assistance or are enrolling in a public assistance program, are enrolling customers onto the Rate R-2 "on demand."

March 2011

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

April 2011

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

August 2011

Rate R-2 discount rate information was included in the Summary of Rates bill insert to all residential customers along with translation information. This was sent to all customers.

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

October 2011

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

December 2011

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

Discount Rate Eligibility Verification

The Company will continue to use its established verification process when interacting with the larger government agencies.

A) For verifying Massachusetts Department of Transitional Assistance (“DTA”) clients, the Company will continue to participate in the EOHHS matching program, which matches Company customer data against a database of recipients of Transitional Assistance.

B) For verifying Low Income Home Energy Assistance Program (“LIHEAP”), the Company will continue to transmit to and receive lists from agencies for verification of their clients.

As an alternative to the above, for smaller agencies, the Company will use its Rate R-2 discount rate application as a means to determine all eligible customers. For all benefits not covered by LIHEAP or the DTA, the Company will continue to communicate with the benefactor via fax, phone, mail, and email to verify the eligibility of each applicant.

Annual verification will be as outlined in DOER’s Guidelines Memorandum dated December 14, 1998.

In circumstances in which a customer is denied eligibility for the discount rate by one agency, the Company will continue to take reasonable steps to notify the customer and inform them of other agencies or options available to them. In addition, National Grid will also encourage customers to provide the Company with alternate types of low-income certification to enable the Company to complete the application certification process and apply the Rate R-2 discount rate to the qualifying customers in a timely manner.

Number of Electric Discount Rate Customers

	Dec 2007	Dec 2008	Dec 2009	Dec 2010	Dec 2011
Massachusetts Electric	80,216	108,297	120,696	119,771	131,646
Nantucket Electric	98	126	153	174	199

**Massachusetts Electric Company
Distribution of Rate R-2 Accounts by Assistance Plan – December 30, 2011**

Company Name	Tariff Description	Assistance Plan Decode	Number Accounts
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	None	1956
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI	1739
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/EEAP	521
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/EEAP/DTA	119
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/SSI/EEAP	15
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/SSI	178
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/SSIDTA	37
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Mass Health/SSI	8
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Chap115	302
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Assistance	3338
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Assistance/DTA	899
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Public Assistance	85
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP	55918
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assistance	3384
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assist/DTA	1153
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/EEAP/Public Assist	110
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health	11760
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP	5095
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Housing	1933
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Head Start	212
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Breakfast/Lunch	1250
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/Mass Health	88
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/Mass Health/DTA	21
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/SSI/Mass Health	4
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Asst/Mass Health	1646
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Health/DTA	343
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Health	11
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Federal	268
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA	13205
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/DTA	11231
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/DTA	1808
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Chap115/DTA	10
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP/DTA	1373
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Housing/DTA	260
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Head Start/DTA	10
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Breakfast/Lunch/DTA	45
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Federal/DTA	7
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/EEAP	1054
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Mass Health	58
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/DTA	636
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/SSI	13
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Mass Health/EEAP	71
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Public Housing	12
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Head Start	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Breakfast/Lunch	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	WIC	323
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	WIC/DTA	23
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/WIC	59
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/WIC/DTA	4
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/WIC	2
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing	131
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Housing/DTA	26
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Breakfast/Lunch	170
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	A	14
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	None	4
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	SSI	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	SSI/EEAP	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Public Assistance	6

MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	EEAP	65
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	EEAP/Public Assistance	5
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Assist/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Mass Health	12
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Mass Health/EEAP	7
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Public Housing	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Breakfast/Lunch	4
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	SSI/Mass Health	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Public Asst/Mass Health	5
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Health/DTA	2
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	DTA	7
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	EEAP/DTA	11
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Mass Health/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Mass Health/EEAP/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Breakfast/Lunch/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	DTA/SSI	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	wIC	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Housing/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	None	78
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI	135
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI/EEAP	36
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI/EEAP/DTA	12
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/SSI/EEAP	1
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/SSI	10
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/SSI/DTA	4
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Vets-Chap115	39
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Assistance	119
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Assistance/DTA	45
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Public Assistance	7
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP	4402
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Public Assistance	236
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Assist/DTA	62
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Assist	12
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health	978
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/EEAP	474
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Housing	84
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Head Start	41
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Breakfast/Lunch	101
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI/Mass Health	8
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI/Mass Health/DTA	2
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Asst/Mass Health	55
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Health/DTA	8
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Vets-Federal	32
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA	509
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/DTA	675
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/DTA	108
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/EEAP/DTA	127
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Housing/DTA	10
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Head Start/DTA	3
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Breakfast/Lunch/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/EEAP	75
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI/DTA	30
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Mass Health/EEAP	5
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Breakfast/Lunch	1
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	wIC	16
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/wIC	1
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Public Housing	8
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Housing/DTA	3
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Breakfast/Lunch	10
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA	3
MASSACHUSETTS ELECTRIC COMPANY		TOTAL	131646

**Nantucket Electric Company
Distribution of Rate R-2 Accounts by Assistance Plan – December 30, 2011**

NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	None	7
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Chap115	4
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Assistance	4
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP	83
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assistance	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Assist/DTA	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health	32
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP	11
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Housing	13
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Head Start	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Breakfast/Lunch	6
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Federal	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA	6
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/DTA	16
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/DTA	2
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP/DTA	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/EEAP	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	WIC	4
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing	2
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Housing/DTA	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Breakfast/Lunch	1
	NANTUCKET ELECTRIC COMPANY	TOTAL	199

Outreach Efforts (Success / Barriers)

National Grid believes its outreach activities, both completed and ongoing, have been successful in communicating the intent and availability of the Rate R-2 to as many customers as possible.

Overall, the Company finds most agencies very cooperative in providing assistance with discount rate eligibility verification and outreach.

Barriers the Company faces are in the verification of customers' eligibility for the discount rate Program through the following agencies:

- School Lunch and Breakfast Programs - Due to these programs being administered within each school or school district, there is a lack of one central location to contact for verification.
- Veterans Chapter 115
- Veterans DIC Surviving Parent
- Veterans Non-Service Pension

When the Company is successful in verifying customers' eligibility for the Rate R-2 discount rate, these agencies will release customer information to the Company via fax or mail. There are occasions in which the customer eligibility verification process is not completed, however. This prevents potentially eligible customers from receiving the benefits of the Rate R-2 discount rate. To help alleviate this situation and expedite serving qualified customers on the discount rate, National Grid follows up with multiple faxes to appropriate agencies to obtain correct and complete customer / benefit information.

The Company appreciates any assistance from the DOER in securing the support and assistance of the various agency administrations above, which would result in the Company providing Rate R-2 benefits to eligible customers.

National Grid is proud of its past and on-going educational efforts through the steps that are outlined above, and its commitment to serving all the electricity needs of its customers.

January 18, 2013

Ms. Karin M. Pisiewski
Division of Energy Resources
70 Franklin Street 7th Floor
Boston, MA. 02110-1313

Re: Discount Rate Outreach Efforts

Dear Ms. Pisiewski:

On behalf of Massachusetts Electric Company and Nantucket Electric Company (d/b/a “National Grid,” together “National Grid” or the “Company”) attached is a report on the implementation of the Company’s discount rate outreach efforts for 2012.

If you have any questions, please do not hesitate to call me at (508) 357.4643.

Very truly yours,

Adam P. Sweeney
Lead Analyst
Consumer Advocacy and Low Income Programs
National Grid

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Discount Rate Outreach Efforts

Massachusetts Electric Company and Nantucket Electric Company d/b/a National Grid, (together “National Grid” or the “Company”) engaged in the following outreach efforts during 2012.

National Grid included discount rate information in customer bills. The use of the bill package is the strongest avenue for informing consumers of the availability of the discount rate.

- In March, August, and October, stand-alone Rate R-2 discount rate bill inserts were mailed to all residential customers detailing the discount rate and its eligibility criteria.
- In October, Summary of Rates inserts were mailed to all customers, which provided details pertaining to the Rate R-2 discount rate and eligibility criteria.
- In addition to these measures, on a monthly basis, Summary of Rates inserts were included with the first bill sent to all new customers. These summaries provide information about the Rate R-2 discount rate and eligibility criteria.

Discount rate eligibility guideline information appears on the Company’s web site at <https://www1.nationalgridus.com/PaymentAssistance> so that customers as well as organizations can have easy access to discount rate eligibility details as well as the ability to print the online discount rate application.

National Grid’s Customer Service Representatives provide information regarding the availability of the discount rate to all new customers applying for service. All Customer Service Representatives have been and continue to be trained and updated on providing current information to new customers as well as how to address questions that any customer or organization may have.

When completing annual audits for each benefit, it is the Company’s policy to issue a letter informing customers of their removal from the discount rate. Included with this letter is a discount rate application with which the customer can re-certify for the discount rate, provided they qualify for the rate by receiving benefits under another public benefit program.

In an effort to place customers that may not have submitted an application on the discount rate, the Company compares lists from fuel assistance agencies. National Grid receives periodic lists of customers receiving a Low Income Home Energy Assistance Program (LIHEAP) benefit from fuel assistance. Should the name of a customer not currently being served on Rate R-2 appear on the list, the Company assigns that customer to the discount rate without further inquiry or need for documentation.

National Grid is a participant, in conjunction with other Massachusetts utilities, Community Action Programs (“CAP agencies”), and the Low-Income Energy Affordability Network (LEAN), in the Mass Save program. Information on Mass Save can be found at www.masssave.com. This program is an integrated campaign targeting

major metropolitan areas, combining grassroots outreach, community-based activities, and advertising to encourage qualified households to better understand and apply for existing programs that can help consumers manage their energy costs. The campaign includes media outreach, and targeted radio, newspaper, and transit posters. The primary outreach is in English and Spanish, but the campaign is working directly with the CAP agencies to involve communities that speak other languages, including Portuguese, Vietnamese, and Albanian.

National Grid was a participant in the Department of Public Utilities' ("DPU") investigation into expanding the penetration rate of the discount rate, Docket 01-106-B. As part of this investigation, the DPU established a data sharing and matching process with the Executive Office of Health and Human Services ("EOHHS"). The EOHHS implemented this program in September of 2005. A file between National Grid and the EOHHS is exchanged quarterly for the specific purpose of identifying and enrolling customers who qualify for the discount rate but who have not previously been enrolled. National Grid and the EOHHS successfully exchanged data four times during 2012.

National Grid is also operating in compliance with the Green Communities Act of 2007. As part of this legislation, residential customers become eligible for the Rate R-2 "on demand." Enrollment on the Rate R-2 rate will be done at the time the customer contacts the Company, stating they are in the process of enrolling in a Public Assistance Program. The customer will be allowed sixty (60) days to follow up with the appropriate paperwork as verification of their eligibility for the Rate R-2. If the proper paperwork is not received, the customer's rate reverts back to what it was prior to changing to the Rate R-2.

National Grid also participates in the DPU approved Arrears Management Program (AMP). Customers enrolled in the AMP are eligible for 100% arrears forgiveness in equal monthly installments provided that they pay their average monthly bill. National Grid is responsible for customer eligibility screening. One of the eligibility requirements is that the customer be a participant in the Rate R-2. All customers inquiring about the AMP are directed to apply for the Rate R-2 before being allowed to participate in the AMP.

Summary of Yearly Outreach Efforts - 2012

January 2012

Customer Service Representatives provide information regarding the availability of the discount rate to all new customers applying for service (and any requests for such information from any current customer and/or support organization). This is done on an on-going basis.

Discount rate eligibility guideline information appears on the Company's web site, www.nationalgrid.com, so that customers as well as organizations can have easy access to the scope of the discount rate eligibility details as well as the ability to print the online discount rate application.

Rate R-2 discount rate information was included in the Summary of Rates insert with translation information. This is done on an on-going basis to all new customers.

The Mass Save program is continually available to Massachusetts residential customers through Community Action Programs. Mass Save, a program in which National Grid is a participant, is designed to promote awareness of existing low-income programs, including the Rate R-2.

Customer Service Representatives, when taking calls from customers who state they receive public assistance or are enrolling in a public assistance program, are enrolling customers onto the Rate R-2 "on demand."

March 2012

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

August 2012

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

October 2012

Rate R-2 discount rate information was included in the Summary of Rates bill insert to all residential customers along with translation information. This was sent to all customers.

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

Discount Rate Eligibility Verification

The Company will continue to use its established verification process when interacting with the larger government agencies.

A) For verifying Massachusetts Department of Transitional Assistance (“DTA”) clients, the Company will continue to participate in the EOHHS matching program, which matches Company customer data against a database of recipients of Transitional Assistance.

B) For verifying Low Income Home Energy Assistance Program (“LIHEAP”), the Company will continue to transmit to and receive lists from agencies for verification of their clients.

As an alternative to the above, for smaller agencies, the Company will use its Rate R-2 discount rate application as a means to determine all eligible customers. For all benefits not covered by LIHEAP or the DTA, the Company will continue to communicate with the benefactor via fax, phone, mail, and email to verify the eligibility of each applicant.

Annual verification will be as outlined in DOER’s Guidelines Memorandum dated December 14, 1998.

In circumstances in which a customer is denied eligibility for the discount rate by one agency, the Company will continue to take reasonable steps to notify the customer and inform them of other agencies or options available to them. In addition, National Grid will also encourage customers to provide the Company with alternate types of low-income certification to enable the Company to complete the application certification process and apply the Rate R-2 discount rate to the qualifying customers in a timely manner.

Number of Electric Discount Rate Customers

	Dec- 2007	Dec- 2008	Dec- 2009	Dec- 2010	Dec- 2011	Dec- 2012
Massachusetts Electric	80,216	108,297	120,696	119,771	131,646	144,999
Nantucket Electric	98	126	153	174	199	202

**Massachusetts Electric Company
Distribution of Rate R-2 Accounts by Assistance Plan – December 31, 2012**

Company Name	Tariff Description	Assistance Plan Decode	Number of Accounts
Massachusetts Electric	Elec G-1 Sm C&I House Meter-Fixed	DTA	2
Massachusetts Electric	Elec G-1 Sm C&I House Meter-Fixed	EEAP	103
Massachusetts Electric	Elec G-1 Sm C&I House Meter-Fixed	HEALTH-EEAP	1
Massachusetts Electric	Elec G-1 Sm C&I Master Mtr-Fixed	EEAP	1
Massachusetts Electric	Elec G-1 Sm C&I-Fixed	EEAP	51
Massachusetts Electric	Elec R-1 Residential-Fixed	DTA	8
Massachusetts Electric	Elec R-1 Residential-Fixed	NONE	1
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	APPL-PEND	2
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	BRKFST-LNCH-DTA	38
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	BRKFST-LUNCH	1241
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA	10874
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-BRKFST-LNCH	1
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-EEAP	644
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-EEAP-PA	77
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-HEAD-START	1
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-HEALTH	65
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-HLTH-EEAP	49
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-HLTH-SSI	7
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-PA	94
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-PA-HEALTH	15
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-PUB-HOUSING	12
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-SSI	16
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-SSI-EEAP	11
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-SSI-HEALTH	3
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-VETS-CHP-115	2
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP	51763
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP-DTA	9566
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP-PA	2965
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP-PA-DTA	964
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	HEAD-START	192
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	HEAD-START-DTA	11
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	HEALTH	10415
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	HEALTH-DTA	1428
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	HEALTH-EEAP	4709
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	HLTH-EEAP-DTA	1131
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	HLTH-SSI	136
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	HLTH-SSI-DTA	23
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	NONE	8925
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	PA-HEALTH	1645
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	PA-HEALTH-DTA	286
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	PUB-ASST	2681
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	PUB-ASST-DTA	568
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	PUB-HOUSING-DTA	234
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	PUBLIC-HOUSING	1833
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI	1479
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI-DTA	540
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI-EEAP	439
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI-EEAP-DTA	103
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI-HEALTH	70
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI-HEALTH-DTA	26
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	VETS-CHAP-115	295
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	VETS-CHP-115-DTA	9
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	VETS-FED-DTA	4
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	VETS-FEDERAL	267
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	BRKFST-LUNCH	3
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	DTA	5
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	EEAP	55
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	EEAP-DTA	11

Massachusetts Electric	Elec R-2 Residential Low Income-Variable	HEALTH-DTA	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	HEALTH-EEAP	8
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	HLTH-EEAP-DTA	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	NONE	14
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	PA-HEALTH	6
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	PA-HEALTH-DTA	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	PUB-ASST	7
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	PUB-ASST-DTA	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	PUBLIC-HOUSING	2
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	SSI	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	SSI-DTA	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	SSI-HEALTH	1
Massachusetts Electric	Elec R-2 T&D Residential Low Income	BRKFST-LNCH-DTA	7
Massachusetts Electric	Elec R-2 T&D Residential Low Income	BRKFST-LUNCH	214
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA	3322
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-EEAP	244
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-EEAP-PA	27
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-HEALTH	14
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-HLTH-EEAP	13
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-HLTH-SSI	1
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-PA	20
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-PA-HEALTH	7
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-PUB-HOUSING	1
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-SSI	4
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-SSI-EEAP	3
Massachusetts Electric	Elec R-2 T&D Residential Low Income	EEAP	12521
Massachusetts Electric	Elec R-2 T&D Residential Low Income	EEAP-DTA	3287
Massachusetts Electric	Elec R-2 T&D Residential Low Income	EEAP-PA	678
Massachusetts Electric	Elec R-2 T&D Residential Low Income	EEAP-PA-DTA	263
Massachusetts Electric	Elec R-2 T&D Residential Low Income	HEAD-START	37
Massachusetts Electric	Elec R-2 T&D Residential Low Income	HEAD-START-DTA	3
Massachusetts Electric	Elec R-2 T&D Residential Low Income	HEALTH	2011
Massachusetts Electric	Elec R-2 T&D Residential Low Income	HEALTH-DTA	352
Massachusetts Electric	Elec R-2 T&D Residential Low Income	HEALTH-EEAP	1127
Massachusetts Electric	Elec R-2 T&D Residential Low Income	HLTH-EEAP-DTA	382
Massachusetts Electric	Elec R-2 T&D Residential Low Income	HLTH-SSI	28
Massachusetts Electric	Elec R-2 T&D Residential Low Income	HLTH-SSI-DTA	14
Massachusetts Electric	Elec R-2 T&D Residential Low Income	NONE	2118
Massachusetts Electric	Elec R-2 T&D Residential Low Income	PA-HEALTH	366
Massachusetts Electric	Elec R-2 T&D Residential Low Income	PA-HEALTH-DTA	79
Massachusetts Electric	Elec R-2 T&D Residential Low Income	PUB-ASST	537
Massachusetts Electric	Elec R-2 T&D Residential Low Income	PUB-ASST-DTA	154
Massachusetts Electric	Elec R-2 T&D Residential Low Income	PUB-HOUSING-DTA	55
Massachusetts Electric	Elec R-2 T&D Residential Low Income	PUBLIC-HOUSING	238
Massachusetts Electric	Elec R-2 T&D Residential Low Income	SSI	325
Massachusetts Electric	Elec R-2 T&D Residential Low Income	SSI-DTA	111
Massachusetts Electric	Elec R-2 T&D Residential Low Income	SSI-EEAP	113
Massachusetts Electric	Elec R-2 T&D Residential Low Income	SSI-EEAP-DTA	36
Massachusetts Electric	Elec R-2 T&D Residential Low Income	SSI-HEALTH	24
Massachusetts Electric	Elec R-2 T&D Residential Low Income	SSI-HEALTH-DTA	5
Massachusetts Electric	Elec R-2 T&D Residential Low Income	VETS-CHAP-115	45
Massachusetts Electric	Elec R-2 T&D Residential Low Income	VETS-CHP-115-DTA	3
Massachusetts Electric	Elec R-2 T&D Residential Low Income	VETS-FED-DTA	2
Massachusetts Electric	Elec R-2 T&D Residential Low Income	VETS-FEDERAL	48
	MASSACHUSETTS ELECTRIC COMPANY		144999

**Nantucket Electric Company
Distribution of Rate R-2 Accounts by Assistance Plan – December 31, 2012**

Company Name	Tariff Description	Assistance Plan Decode	Number of Accounts
Nantucket Electric	Elec E Residential Elec Heat-Fixed (Closed)	EEAP	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	APPL-PEND-DTA	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	BRKFST-LUNCH	7
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	DTA	6
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	DTA-EEAP	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	EEAP	82
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	EEAP-DTA	10
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	EEAP-PA	2
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	HEALTH	34
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	HEALTH-DTA	2
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	HEALTH-EEAP	11
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	HLTH-EEAP-DTA	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	NONE	22
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	PA-HEALTH	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	PUB-ASST	3
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	PUBLIC-HOUSING	11
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	SSI	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	VETS-CHAP-115	4
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	VETS-FEDERAL	1
Nantucket Electric	Elec R-2 T&D Residential Low Income	HEALTH	1
	NANTUCKET ELECTRIC COMPANY		202

Outreach Efforts (Success / Barriers)

National Grid believes its outreach activities, both completed and ongoing, have been successful in communicating the intent and availability of the Rate R-2 to as many customers as possible.

Overall, the Company finds most agencies very cooperative in providing assistance with discount rate eligibility verification and outreach.

Barriers the Company faces are in the verification of customers' eligibility for the discount rate Program through the following agencies:

- School Lunch and Breakfast Programs - Due to these programs being administered within each school or school district, there is a lack of one central location to contact for verification.
- Veterans Chapter 115
- Veterans DIC Surviving Parent
- Veterans Non-Service Pension

When the Company is successful in verifying customers' eligibility for the Rate R-2 discount rate, these agencies will release customer information to the Company via fax or mail. There are occasions in which the customer eligibility verification process is not completed, however. This prevents potentially eligible customers from receiving the benefits of the Rate R-2 discount rate. To help alleviate this situation and expedite serving qualified customers on the discount rate, National Grid follows up with multiple faxes to appropriate agencies to obtain correct and complete customer / benefit information.

The Company appreciates any assistance from the DOER in securing the support and assistance of the various agency administrations above, which would result in the Company providing Rate R-2 benefits to eligible customers.

National Grid is proud of its past and on-going educational efforts through the steps that are outlined above, and its commitment to serving all the electricity needs of its customers.

January 13, 2014

Ms. Karin M. Pisiewski
Division of Energy Resources
70 Franklin Street 7th Floor
Boston, MA. 02110-1313

Re: Discount Rate Outreach Efforts

Dear Ms. Pisiewski:

On behalf of Massachusetts Electric Company and Nantucket Electric Company (d/b/a “National Grid,” together “National Grid” or the “Company”) attached is a report on the implementation of the Company’s discount rate outreach efforts for 2013.

If you have any questions, please do not hesitate to call me at (508) 357-4643.

Very truly yours,

Adam P. Sweeney
Lead Analyst
Consumer Advocacy and Low Income Programs
National Grid

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Discount Rate Outreach Efforts

Massachusetts Electric Company and Nantucket Electric Company d/b/a National Grid, (together “National Grid” or the “Company”) engaged in the following outreach efforts during 2013.

National Grid included discount rate information in customer bills. The use of the bill package is the strongest avenue for informing consumers of the availability of the discount rate.

- In March, August, and October, stand-alone Rate R-2 discount rate bill inserts were mailed to all residential customers detailing the discount rate and its eligibility criteria.
- In October, Summary of Rates inserts were mailed to all customers, which provided details pertaining to the Rate R-2 discount rate and eligibility criteria.
- In addition to these measures, on a monthly basis, Summary of Rates inserts were included with the first bill sent to all new customers. These summaries provide information about the Rate R-2 discount rate and eligibility criteria.

Discount rate eligibility guideline information appears on the Company’s web site at <https://www1.nationalgridus.com/PaymentAssistance> so that customers as well as organizations can have easy access to discount rate eligibility details as well as the ability to print the online discount rate application.

National Grid’s Customer Service Representatives provide information regarding the availability of the discount rate to all new customers applying for service. All Customer Service Representatives have been and continue to be trained and updated on providing current information to new customers as well as how to address questions that any customer or organization may have.

When completing annual audits for each benefit, it is the Company’s policy to issue a letter informing customers of their removal from the discount rate. Included with this letter is a discount rate application with which the customer can re-certify for the discount rate, provided they qualify for the rate by receiving benefits under another public benefit program.

In an effort to place customers that may not have submitted an application to the Company on the discount rate, the Company automatically enrolls customers on the rate from eligibility files received from fuel assistance agencies. National Grid receives periodic files of customers receiving a Low Income Home Energy Assistance Program (LIHEAP) benefit from fuel assistance. Should the name of a customer not currently being served on Rate R-2 appear on the list, the Company assigns that customer to the discount rate without further inquiry or need for documentation.

National Grid is a participant, in conjunction with other Massachusetts utilities, Community Action Programs (“CAP agencies”), and the Low-Income Energy Affordability Network (LEAN), in the Mass Save program. Information on Mass Save

can be found at www.masssave.com. This program is an integrated campaign targeting major metropolitan areas, combining grassroots outreach, community-based activities, and advertising to encourage qualified households to better understand and apply for existing programs that can help consumers manage their energy costs. The campaign includes media outreach, and targeted radio, newspaper, and transit posters. The primary outreach is in English and Spanish, but the campaign is working directly with the CAP agencies to involve communities that speak other languages, including Portuguese, Vietnamese, and Albanian.

National Grid was a participant in the Department of Public Utilities' ("DPU") investigation into expanding the penetration rate of the discount rate, Docket 01-106-B. As part of this investigation, the DPU established a data sharing and matching process with the Executive Office of Health and Human Services ("EOHHS"). The EOHHS implemented this program in September of 2005. A file between National Grid and the EOHHS is exchanged quarterly for the specific purpose of identifying and enrolling customers who qualify for the discount rate but who have not previously been enrolled. National Grid and the EOHHS successfully exchanged data four times during 2013.

National Grid is also operating in compliance with the Green Communities Act of 2007. As part of this legislation, residential customers become eligible for the Rate R-2 "on demand." Enrollment on the Rate R-2 rate will be done at the time the customer contacts the Company and advises that they are currently or in the process of enrolling in a Public Assistance Program. The customer will be allowed sixty (60) days to follow up with the appropriate paperwork as verification of their eligibility for the Rate R-2. If the proper paperwork is not received, the customer's rate reverts back to what it was prior to changing to the Rate R-2.

National Grid also participates in the DPU approved Arrearage Management Program (AMP). Customers enrolled in the AMP are eligible for 100% arrears forgiveness in equal monthly installments provided that they pay their average monthly bill. National Grid is responsible for customer eligibility screening. One of the eligibility requirements is that the customer be a participant in the Rate R-2. All customers inquiring about the AMP are directed to apply for the Rate R-2 before being allowed to participate in the AMP.

Summary of Yearly Outreach Efforts - 2013

January 2013

Customer Service Representatives provide information regarding the availability of the discount rate to all new customers applying for service (and any requests for such information from any current customer and/or support organization). This is done on an on-going basis.

Discount rate eligibility guideline information appears on the Company's web site, www.nationalgrid.com, so that customers as well as organizations can have easy access to the scope of the discount rate eligibility details as well as the ability to print the online discount rate application.

Rate R-2 discount rate information was included in the Summary of Rates insert with translation information. This is done on an on-going basis to all new customers.

The Mass Save program is continually available to Massachusetts residential customers through Community Action Programs. Mass Save, a program in which National Grid is a participant, is designed to promote awareness of existing low-income programs, including the Rate R-2.

Customer Service Representatives, when taking calls from customers who state they receive public assistance or are enrolling in a public assistance program, are enrolling customers onto the Rate R-2 "on demand."

March 2013

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

August 2013

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

October 2013

Rate R-2 discount rate information was included in the Summary of Rates bill insert to all residential customers along with translation information. This was sent to all customers.

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

Discount Rate Eligibility Verification

The Company will continue to use its established verification process when interacting with the larger government agencies.

A) For verifying Massachusetts Department of Transitional Assistance (“DTA”) clients, the Company will continue to participate in the EOHHS matching program, which matches Company customer data against a database of recipients of Transitional Assistance.

B) For verifying Low Income Home Energy Assistance Program (“LIHEAP”), the Company will continue to transmit to and receive lists from agencies for verification of their clients.

As an alternative to the above, for smaller agencies, the Company will use its Rate R-2 discount rate application as a means to determine all eligible customers. For all benefits not covered by LIHEAP or the DTA, the Company will continue to communicate with the benefactor via fax, phone, mail, and email to verify the eligibility of each applicant.

Annual verification will be as outlined in DOER’s Guidelines Memorandum dated December 14, 1998.

In circumstances in which a customer is denied eligibility for the discount rate by one agency, the Company will continue to take reasonable steps to notify the customer and inform them of other agencies or options available to them. In addition, National Grid will also encourage customers to provide the Company with alternate types of low-income certification to enable the Company to complete the application certification process and apply the Rate R-2 discount rate to the qualifying customers in a timely manner.

Number of Electric Discount Rate Customers

	Dec 2009	Dec 2010	Dec 2011	Dec 2012	Dec 2013
Massachusetts Electric	120,696	119,771	131,646	144,999	151,433
Nantucket Electric	153	174	199	202	195

**Massachusetts Electric Company
Distribution of Rate R-2 Accounts by Assistance Plan – December 31, 2013**

Company Name	Tariff Description	Assistance Plan Decode	Number of Accounts
Massachusetts Electric	Elec G-1 Sm C&I House Meter-Fixed	DTA	1
Massachusetts Electric	Elec G-1 Sm C&I House Meter-Fixed	EEAP	125
Massachusetts Electric	Elec G-1 Sm C&I House Meter-Fixed	HEALTH-DTA	1
Massachusetts Electric	Elec G-1 Sm C&I House Meter-Fixed	HEALTH-EEAP	1
Massachusetts Electric	Elec G-1 Sm C&I Master Mtr-Fixed	EEAP	1
Massachusetts Electric	Elec G-1 Sm C&I-Fixed	EEAP	61
Massachusetts Electric	Elec R-1 Residential-Fixed	DTA	3
Massachusetts Electric	Elec R-1 Residential-Fixed	NONE	3
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	APPL-PEND	1
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	BRKFST-LNCH-DTA	42
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	BRKFST-LUNCH	1339
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA	11038
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-BRKFST-LNCH	2
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-EEAP	468
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-EEAP-PA	70
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-HEAD-START	1
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-HEALTH	59
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-HLTH-EEAP	38
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-HLTH-SSI	5
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-PA	98
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-PA-HEALTH	18
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-PUB-HOUSING	14
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-SSI	10
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-SSI-EEAP	8
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA-SSI-HEALTH	4
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP	52487
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP-DTA	9652
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP-PA	2955
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP-PA-DTA	879
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	HEAD-START	172
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	HEAD-START-DTA	8
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	HEALTH	10483
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	HEALTH-DTA	1315
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	HEALTH-EEAP	4753
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	HLTH-EEAP-DTA	1122
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	HLTH-SSI	127
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	HLTH-SSI-DTA	22
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	NONE	10897
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	PA-HEALTH	2144
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	PA-HEALTH-DTA	378
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	PUB-ASST	2826
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	PUB-ASST-DTA	488
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	PUB-HOUSING-DTA	260
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	PUBLIC-HOUSING	1791
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI	1465
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI-DTA	478
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI-EEAP	451
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI-EEAP-DTA	113
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI-HEALTH	98
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI-HEALTH-DTA	34
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	VETS-CHAP-115	318
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	VETS-CHP-115-DTA	17
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	VETS-FED-DTA	3
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	VETS-FEDERAL	269
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	BRKFST-LUNCH	2
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	DTA	7
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	EEAP	61
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	EEAP-DTA	15

Massachusetts Electric	Elec R-2 Residential Low Income-Variable	EEAP-PA	5
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	EEAP-PA-DTA	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	HEALTH	11
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	HEALTH-EEAP	9
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	HLTH-EEAP-DTA	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	HLTH-SSI	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	NONE	13
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	PA-HEALTH	8
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	PA-HEALTH-DTA	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	PUB-ASST	10
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	PUBLIC-HOUSING	2
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	SSI	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	SSI-DTA	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	SSI-HEALTH	1
Massachusetts Electric	Elec R-2 T&D Residential Low Income	BRKFST-LNCH-DTA	3
Massachusetts Electric	Elec R-2 T&D Residential Low Income	BRKFST-LUNCH	219
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA	3262
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-BRKFST-LNCH	1
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-EEAP	198
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-EEAP-PA	25
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-HEALTH	15
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-HLTH-EEAP	10
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-PA	26
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-PA-HEALTH	6
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-SSI	3
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-SSI-EEAP	4
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA-VETS-FED	2
Massachusetts Electric	Elec R-2 T&D Residential Low Income	EEAP	14512
Massachusetts Electric	Elec R-2 T&D Residential Low Income	EEAP-DTA	3579
Massachusetts Electric	Elec R-2 T&D Residential Low Income	EEAP-PA	673
Massachusetts Electric	Elec R-2 T&D Residential Low Income	EEAP-PA-DTA	279
Massachusetts Electric	Elec R-2 T&D Residential Low Income	HEAD-START	35
Massachusetts Electric	Elec R-2 T&D Residential Low Income	HEAD-START-DTA	2
Massachusetts Electric	Elec R-2 T&D Residential Low Income	HEALTH	2055
Massachusetts Electric	Elec R-2 T&D Residential Low Income	HEALTH-DTA	363
Massachusetts Electric	Elec R-2 T&D Residential Low Income	HEALTH-EEAP	1269
Massachusetts Electric	Elec R-2 T&D Residential Low Income	HLTH-EEAP-DTA	377
Massachusetts Electric	Elec R-2 T&D Residential Low Income	HLTH-SSI	28
Massachusetts Electric	Elec R-2 T&D Residential Low Income	HLTH-SSI-DTA	13
Massachusetts Electric	Elec R-2 T&D Residential Low Income	NONE	2630
Massachusetts Electric	Elec R-2 T&D Residential Low Income	PA-HEALTH	401
Massachusetts Electric	Elec R-2 T&D Residential Low Income	PA-HEALTH-DTA	90
Massachusetts Electric	Elec R-2 T&D Residential Low Income	PUB-ASST	533
Massachusetts Electric	Elec R-2 T&D Residential Low Income	PUB-ASST-DTA	131
Massachusetts Electric	Elec R-2 T&D Residential Low Income	PUB-HOUSING-DTA	53
Massachusetts Electric	Elec R-2 T&D Residential Low Income	PUBLIC-HOUSING	282
Massachusetts Electric	Elec R-2 T&D Residential Low Income	SSI	351
Massachusetts Electric	Elec R-2 T&D Residential Low Income	SSI-DTA	131
Massachusetts Electric	Elec R-2 T&D Residential Low Income	SSI-EEAP	141
Massachusetts Electric	Elec R-2 T&D Residential Low Income	SSI-EEAP-DTA	39
Massachusetts Electric	Elec R-2 T&D Residential Low Income	SSI-HEALTH	18
Massachusetts Electric	Elec R-2 T&D Residential Low Income	SSI-HEALTH-DTA	6
Massachusetts Electric	Elec R-2 T&D Residential Low Income	VETS-CHAP-115	44
Massachusetts Electric	Elec R-2 T&D Residential Low Income	VETS-CHP-115-DTA	2
Massachusetts Electric	Elec R-2 T&D Residential Low Income	VETS-FED-DTA	3
Massachusetts Electric	Elec R-2 T&D Residential Low Income	VETS-FEDERAL	53
	MASSACHUSETTS ELECTRIC COMPANY		151433

Nantucket Electric Company
Distribution of Rate R-2 Accounts by Assistance Plan – December 31, 2013

Company Name	Tariff Description	Assistance Plan Decode	Number of Accounts
Nantucket Electric	Elec E Residential Elec Heat-Fixed (Closed)	EEAP	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	BRKFST-LUNCH	7
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	DTA	2
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	EEAP	78
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	EEAP-DTA	10
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	EEAP-PA	2
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	HEALTH	34
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	HEALTH-DTA	2
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	HEALTH-EEAP	9
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	HLTH-EEAP-DTA	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	NONE	24
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	PA-HEALTH	2
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	PUB-ASST	4
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	PUBLIC-HOUSING	10
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	SSI	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	VETS-CHAP-115	4
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	VETS-FEDERAL	1
Nantucket Electric	Elec R-2 T&D Residential Low Income	EEAP	1
Nantucket Electric	Elec R-2 T&D Residential Low Income	HEALTH	1
Nantucket Electric	Elec R-2 T&D Residential Low Income	PA-HEALTH	1
	NANTUCKET ELECTRIC COMPANY		195

Outreach Efforts (Success / Barriers)

National Grid believes its outreach activities, both completed and ongoing, have been successful in communicating the intent and availability of the Rate R-2 to as many customers as possible.

Overall, the Company finds most agencies very cooperative in providing assistance with discount rate eligibility verification and outreach.

Barriers the Company faces are in the verification of customers' eligibility for the discount rate Program through the following agencies:

- School Lunch and Breakfast Programs - Due to these programs being administered within each school or school district, there is a lack of one central location to contact for verification.
- Veterans Chapter 115
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When the Company is successful in verifying customers' eligibility for the Rate R-2 discount rate, these agencies will release customer information to the Company via fax or mail. There are occasions in which the customer eligibility verification process is not completed, however. This prevents potentially eligible customers from receiving the benefits of the Rate R-2 discount rate. To help alleviate this situation and expedite serving qualified customers on the discount rate, National Grid follows up with multiple faxes to appropriate agencies to obtain correct and complete customer / benefit information.

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January 16, 2015

Ms. Karin M. Pisiewski
Division of Energy Resources
70 Franklin Street 7th Floor
Boston, MA. 02110-1313

Re: Discount Rate Outreach Efforts

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If you have any questions, please do not hesitate to call me at (508) 357-4643.

Very truly yours,

Adam P. Sweeney
Manager
Consumer Advocacy and Low Income Programs
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National Grid was a participant in the Department of Public Utilities' ("DPU") investigation into expanding the penetration rate of the discount rate, Docket 01-106-B. As part of this investigation, the DPU established a data sharing and matching process with the Executive Office of Health and Human Services ("EOHHS"). The EOHHS implemented this program in September of 2005. A file between National Grid and the EOHHS is exchanged quarterly for the specific purpose of identifying and enrolling customers who qualify for the discount rate but who have not previously been enrolled. National Grid and the EOHHS successfully exchanged data four times during 2014.

National Grid is also operating in compliance with the Green Communities Act of 2007. As part of this legislation, residential customers become eligible for the Rate R-2 "on demand." Enrollment on the Rate R-2 rate will be done at the time the customer contacts the Company and advises that they are currently or in the process of enrolling in a Public Assistance Program. The customer will be allowed sixty (60) days to follow up with the appropriate paperwork as verification of their eligibility for the Rate R-2. If the proper paperwork is not received, the customer's rate reverts back to what it was prior to changing to the Rate R-2.

National Grid also participates in the DPU approved Arrearage Management Program (AMP). Customers enrolled in the AMP are eligible for 100% arrears forgiveness in equal monthly installments provided that they pay their average monthly bill. National Grid is responsible for customer eligibility screening. One of the eligibility requirements is that the customer be a participant in the Rate R-2. All customers inquiring about the AMP are directed to apply for the Rate R-2 before being allowed to participate in the AMP.

Summary of Yearly Outreach Efforts - 2014

January 2014

Customer Service Representatives provide information regarding the availability of the discount rate to all new customers applying for service (and any requests for such information from any current customer and/or support organization). This is done on an on-going basis.

Discount rate eligibility guideline information appears on the Company's web site, www.nationalgrid.com, so that customers as well as organizations can have easy access to the scope of the discount rate eligibility details as well as the ability to print the online discount rate application.

Rate R-2 discount rate information was included in the Summary of Rates insert with translation information. This is done on an on-going basis to all new customers.

The Mass Save program is continually available to Massachusetts residential customers through Community Action Programs. Mass Save, a program in which National Grid is a participant, is designed to promote awareness of existing low-income programs, including the Rate R-2.

Customer Service Representatives, when taking calls from customers who state they receive public assistance or are enrolling in a public assistance program, are enrolling customers onto the Rate R-2 "on demand."

The Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers

May 2014

The Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers

August 2014

The Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

October 2014

The Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

December 2014

Rate R-2 discount rate information was included in the Summary of Rates bill insert to all residential customers along with translation information. This was sent to all customers.

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

Discount Rate Eligibility Verification

The Company will continue to use its established verification process when interacting with the larger government agencies.

A) For verifying Massachusetts Department of Transitional Assistance (“DTA”) clients, the Company will continue to participate in the EOHHS matching program, which matches Company customer data against a database of recipients of Transitional Assistance.

B) For verifying Low Income Home Energy Assistance Program (“LIHEAP”), the Company will continue to transmit to and receive lists from agencies for verification of their clients.

As an alternative to the above, for smaller agencies, the Company will use its Rate R-2 discount rate application as a means to determine all eligible customers. For all benefits not covered by LIHEAP or the DTA, the Company will continue to communicate with the benefactor via fax, phone, mail, and email to verify the eligibility of each applicant.

Annual verification will be as outlined in DOER’s Guidelines Memorandum dated December 14, 1998.

In circumstances in which a customer is denied eligibility for the discount rate by one agency, the Company will continue to take reasonable steps to notify the customer and inform them of other agencies or options available to them. In addition, National Grid will also encourage customers to provide the Company with alternate types of low-income certification to enable the Company to complete the application certification process and apply the Rate R-2 discount rate to the qualifying customers in a timely manner.

**Number of Electric Discount Rate
Customers**

	Dec 2010	Dec 2011	Dec 2012	Dec 2013	Dec 2014
Massachusetts Electric	119,771	131,646	144,999	151,433	158,353
Nantucket Electric	174	199	202	195	209

**Massachusetts Electric Company
Distribution of Rate R-2 Accounts by Assistance Plan – December 31, 2014**

Company Name	Tariff Description	Assistance Plan Decode	Number Accounts
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	None	1905
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI	1313
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/EEAP	416
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/EEAP/DTA	87
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/SSI/EEAP	3
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/SSI	109
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/SSI/DTA	14
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Mass Health/SSI	5
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Chap115	293
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Assistance	2680
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Assistance/DTA	301
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Public Assistance	93
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP	47862
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assistance	2580
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assist/DTA	657
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/EEAP/Public Assist	53
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health	10370
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP	4419
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Housing	1566
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Head Start	136
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Breakfast/Lunch	1301
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/Mass Health	74
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/Mass Health/DTA	35
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/SSI/Mass Health	2
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Asst/Mass Health	2023
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Pub Asst/Mass Health/DTA	292
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Pub Asst/Mass Health	16
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Federal	269
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA	8519
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/DTA	7629
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/DTA	995
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Chap115/DTA	12
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP/DTA	903
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Housing/DTA	234
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Head Start/DTA	4
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Breakfast/Lunch/DTA	36
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Federal/DTA	2
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/EEAP	271
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Mass Health	117
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Vets-Chap115	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/DTA	400
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/SSI	8
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Mass Health/EEAP	26
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Public Housing	19
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Head Start	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Breakfast/Lunch	3
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Vets-Federal	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	w/C	523
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	w/C/DTA	18
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/w/C	121
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/w/C/DTA	17
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/w/C	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing	162
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing/DTA	41
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Breakfast/Lunch	286
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Breakfast/Lunch/DTA	12

Company Name	Tariff Description	Assistance Plan Decode	Number Accounts
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	None	3
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	SSI	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	SSI/EEAP	2
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Public Assistance	10
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	EEAP	55
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	EEAP/Public Assistance	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	EEAP/Public Assist/DTA	2
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Mass Health	13
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Mass Health/EEAP	8
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Public Housing	2
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	SSI/Mass Health	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Public Asst/Mass Health	6
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Pub Asst/Mass Health/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	DTA	5
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	EEAP/DTA	8
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Mass Health/EEAP/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	WIC	1
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	None	917
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI	555
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI/EEAP	197
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI/EEAP/DTA	51
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/SSI/EEAP	8
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/SSI	38
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/SSI/DTA	13
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Mass Health/SSI	3
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Vets-Chap115	80
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Assistance	931
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Assistance/DTA	156
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Public Assistance	34
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP	22162
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Public Assistance	1090
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Public Assist/DTA	367
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/EEAP/Public Assist	32
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health	3438
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/EEAP	1822
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Housing	497
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Head Start	75
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Breakfast/Lunch	349
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI/Mass Health	34
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI/Mass Health/DTA	18
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/SSI/Mass Health	1
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Asst/Mass Health	668
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Pub Asst/Mass Health/DTA	149
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Pub Asst/Mass Health	7
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Vets-Federal	80
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA	4864
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/DTA	5016
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/DTA	514
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Vets-Chap115/DTA	6
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/EEAP/DTA	479
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Housing/DTA	95
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Head Start/DTA	3
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Breakfast/Lunch/DTA	4
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Vets-Federal/DTA	3
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/EEAP	230

Company Name	Tariff Description	Assistance Plan Decode	Number Accounts
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/EEAP	230
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Mass Health	26
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI/DTA	194
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/SSI	4
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Mass Health/EEAP	16
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Breakfast/Lunch	1
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	WIC	154
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	WIC/DTA	15
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/WIC	44
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/WIC/DTA	3
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/WIC	4
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Public Housing	80
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Public Housing/DTA	30
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Breakfast/Lunch	67
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Breakfast/Lunch/DTA	8

Nantucket Electric Company
Distribution of Rate R-2 Accounts by Assistance Plan – December 31, 2014

Company Name	Tariff Description	Assistance Plan Decode	Number Accounts
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	None	2
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Chap15	4
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Assistance	4
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP	69
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assistance	2
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health	45
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP	9
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Housing	14
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Breakfast/Lunch	5
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Asst/Mass Health	2
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Federal	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA	3
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/DTA	11
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/DTA	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP/DTA	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	WIC	4
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/WIC	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing	2
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing/DTA	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Breakfast/Lunch	1
NANTUCKET ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP	2
NANTUCKET ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health	2
NANTUCKET ELECTRIC	Elec R-2 T&D Residential Low Income	Breakfast/Lunch	2
NANTUCKET ELECTRIC	Elec R-2 T&D Residential Low Income	Public Asst/Mass Health	1

Outreach Efforts (Success / Barriers)

National Grid believes its outreach activities, both completed and ongoing, have been successful in communicating the intent and availability of the Rate R-2 to as many customers as possible.

Overall, the Company finds most agencies very cooperative in providing assistance with discount rate eligibility verification and outreach.

Barriers the Company faces are in the verification of customers' eligibility for the discount rate Program through Veterans Services agencies:

- Veterans Chapter 115
- Veterans DIC Surviving Parent
- Veterans Non-Service Pension

When the Company is successful in verifying customers' eligibility for the Rate R-2 discount rate, these agencies will release customer information to the Company via fax or mail. There are occasions in which the customer eligibility verification process is not completed, however. This prevents potentially eligible customers from receiving the benefits of the Rate R-2 discount rate. To help alleviate this situation and expedite serving qualified customers on the discount rate, National Grid follows up with multiple faxes to appropriate agencies to obtain correct and complete customer / benefit information.

The Company appreciates any assistance from the DOER in securing the support and assistance of the various agency administrations above, which would result in the Company providing Rate R-2 benefits to eligible customers.

National Grid is proud of its past and on-going educational efforts through the steps that are outlined above, and its commitment to serving all the electricity needs of its customers.

January 28, 2016

Ms. Karin M. Pisiewski
Division of Energy Resources
70 Franklin Street 7th Floor
Boston, MA. 02110-1313

Re: Discount Rate Outreach Efforts

Dear Ms. Pisiewski:

On behalf of Massachusetts Electric Company and Nantucket Electric Company (d/b/a “National Grid,” together “National Grid” or the “Company”) attached is a report on the implementation of the Company’s discount rate outreach efforts for 2015.

If you have any questions, please do not hesitate to call me at (401) 642-2256.

Very truly yours,

Patrick Murray
Sr. Supervisor
Low Income Programs
National Grid

Cc:

T. Burns
N. Concemi
K. Granger
J. Lloyd
S. Mais
S. McCabe
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Discount Rate Outreach Efforts

Massachusetts Electric Company and Nantucket Electric Company d/b/a National Grid, (together “National Grid” or the “Company”) engaged in the following outreach efforts during 2015.

National Grid included discount rate information in customer bills. The use of the bill package is the strongest avenue for informing consumers of the availability of the discount rate.

- In January, May, August, October and December, stand-alone Rate R-2 discount rate bill inserts were mailed to all residential customers detailing the discount rate and its eligibility criteria.
- In November, Summary of Rates inserts were mailed to all customers, which provided details pertaining to the Rate R-2 discount rate and eligibility criteria.
- In addition to these measures, on a monthly basis, Summary of Rates inserts were included with the first bill sent to all new customers. These summaries provide information about the Rate R-2 discount rate and eligibility criteria.

Discount rate eligibility guideline information appears on the Company’s web site at <https://www1.nationalgridus.com/PaymentAssistance> so that customers as well as organizations can have easy access to discount rate eligibility details as well as the ability to print the online discount rate application.

National Grid’s Customer Service Representatives provide information regarding the availability of the discount rate to all new customers applying for service. All Customer Service Representatives have been and continue to be trained and updated on providing current information to new customers as well as how to address questions that any customer or organization may have.

When completing annual audits for each benefit, it is the Company’s policy to issue a letter informing customers of their removal from the discount rate. Included with this letter is a discount rate application with which the customer can re-certify for the discount rate, provided they qualify for the rate by receiving benefits under another public benefit program.

In an effort to place customers that may not have submitted an application to the Company on the discount rate, the Company automatically enrolls customers on the rate from eligibility files received from fuel assistance agencies. National Grid receives periodic files of customers receiving a Low Income Home Energy Assistance Program (LIHEAP) benefit from fuel assistance. Should the name of a customer not currently being served on Rate R-2 appear on the list, the Company assigns that customer to the discount rate without further inquiry or need for documentation.

National Grid is a participant, in conjunction with other Massachusetts utilities, Community Action Programs (“CAP agencies”), and the Low-Income Energy Affordability Network (LEAN), in the Mass Save program. Information on Mass Save can be found at www.masssave.com. This program is an integrated campaign targeting major metropolitan areas, combining grassroots outreach, community-based activities, and advertising to encourage qualified households to better understand and apply for existing programs that can help consumers manage their energy costs. The campaign includes media outreach, and targeted radio, newspaper, and transit posters. The primary outreach is in English and Spanish, but the campaign is working directly with the CAP agencies to involve communities that speak other languages, including Portuguese, Vietnamese, and Albanian.

National Grid was a participant in the Department of Public Utilities’ (“DPU”) investigation into expanding the penetration rate of the discount rate, Docket 01-106-B. As part of this investigation, the DPU established a data sharing and matching process with the Executive Office of Health and Human Services (“EOHHS”). The EOHHS implemented this program in September of 2005. A file between National Grid and the EOHHS is exchanged quarterly for the specific purpose of identifying and enrolling customers who qualify for the discount rate but who have not previously been enrolled. National Grid and the EOHHS successfully exchanged data four times during 2015.

National Grid is also operating in compliance with the Green Communities Act of 2007. As part of this legislation, residential customers become eligible for the Rate R-2 “on demand.” Enrollment on the Rate R-2 rate will be done at the time the customer contacts the Company and advises that they are currently or in the process of enrolling in a Public Assistance Program. The customer will be allowed sixty (60) days to follow up with the appropriate paperwork as verification of their eligibility for the Rate R-2. If the proper paperwork is not received, the customer’s rate reverts back to what it was prior to changing to the Rate R-2.

National Grid also participates in the DPU approved Arrearage Management Program (AMP). Customers enrolled in the AMP are eligible for 100% arrears forgiveness in equal monthly installments provided that they pay their average monthly bill. National Grid is responsible for customer eligibility screening. One of the eligibility requirements is that the customer be a participant in the Rate R-2. All customers inquiring about the AMP are directed to apply for the Rate R-2 before being allowed to participate in the AMP.

Summary of Yearly Outreach Efforts - 2015

January 2015

Customer Service Representatives provide information regarding the availability of the discount rate to customers asking about options for residential rates, reducing energy costs, and payment plans.

Discount rate eligibility guideline information appears on the Company's web site, www.nationalgrid.com, so that customers as well as organizations can have easy access to the scope of the discount rate eligibility details as well as the ability to print the online discount rate application.

Rate R-2 discount rate information was included in the Summary of Rates insert with translation information. This is done on an on-going basis to all new customers.

The Mass Save program is continually available to Massachusetts residential customers through Community Action Programs. Mass Save, a program in which National Grid is a participant, is designed to promote awareness of existing low-income programs, including the Rate R-2.

Customer Service Representatives, when taking calls from customers who state they receive public assistance or are enrolling in a public assistance program, are enrolling customers onto the Rate R-2 "on demand."

The Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers

May 2015

The Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers

August 2015

The Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

October 2015

The Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

November 2015

Rate R-2 discount rate information was included in the Summary of Rates bill insert to all residential customers along with translation information. This was sent to all customers.

December 2015

Rate R-2 discount rate stand-alone bill insert was mailed to all residential customers.

Discount Rate Eligibility Verification

The Company will continue to use its established verification process when interacting with the larger government agencies.

A) For verifying Massachusetts Department of Transitional Assistance (“DTA”) clients, the Company will continue to participate in the EOHHS matching program, which matches Company customer data against a database of recipients of Transitional Assistance.

B) For verifying Low Income Home Energy Assistance Program (“LIHEAP”), the Company will continue to transmit to and receive lists from agencies for verification of their clients.

As an alternative to the above, for smaller agencies, the Company will use its Rate R-2 discount rate application as a means to determine all eligible customers. For all benefits not covered by LIHEAP or the DTA, the Company will continue to communicate with the benefactor via fax, phone, mail, and email to verify the eligibility of each applicant.

Annual verification will be as outlined in DOER’s Guidelines Memorandum dated December 14, 1998.

In circumstances in which a customer is denied eligibility for the discount rate by one agency, the Company will continue to take reasonable steps to notify the customer and inform them of other agencies or options available to them. In addition, National Grid will also encourage customers to provide the Company with alternate types of low-income certification to enable the Company to complete the application certification process and apply the Rate R-2 discount rate to the qualifying customers in a timely manner.

**Number of Electric Discount Rate
Customers**

	Dec 2011	Dec 2012	Dec 2013	Dec 2014	Dec 2015
Massachusetts Electric	131,646	144,999	151,433	158,353	168,816
Nantucket Electric	199	202	195	209	208

Massachusetts Electric Company
Distribution of Rate R-2 Accounts by Assistance Plan – December 31, 2015

Company Name	Tariff Description	Assistance Plan Decode	Number Accounts
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	None	156
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI	900
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/EEAP	287
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/EEAP/DTA	79
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/SSI/EEAP	4
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/SSI	71
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/SSI/DTA	17
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Mass Health/SSI	2
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Chap115	258
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Assistance	1898
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Assistance/DTA	243
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Public Assistance	68
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP	33309
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assistance	1694
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assist/DTA	634
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/EEAP/Public Assist	31
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health	9222
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP	3257
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Housing	1301
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Head Start	101
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Breakfast/Lunch	1104
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/Mass Health	66
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/Mass Health/DTA	39
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Asst/Mass Health	1464
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Pub Asst/Mass Health/DTA	553
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Pub Asst/Mass Health	34
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Federal	242
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA	9128
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/DTA	7528
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/DTA	1236
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Chap115/DTA	9
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP/DTA	1017
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Housing/DTA	282
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Head Start/DTA	8
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Breakfast/Lunch/DTA	58
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Federal/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/EEAP	156
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Mass Health	52
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	SSI/DTA	357
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/SSI	3
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Mass Health/EEAP	20
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Public Housing	18
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/Breakfast/Lunch	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	WIC	458
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	WIC/DTA	44
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/WIC	116
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/WIC/DTA	21
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA/WIC	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing	116
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing/DTA	57
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Breakfast/Lunch	234
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Breakfast/Lunch/DTA	38

Company Name	Tariff Description	Assistance Plan Decode	Number Accounts
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	SSI/EEAP	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Public Assistance	6
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	EEAP	32
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	EEAP/Public Assist/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Mass Health	5
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Mass Health/EEAP	5
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	SSI/Mass Health	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Public Asst/Mass Health	5
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	DTA	5
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	EEAP/DTA	6
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Mass Health/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Mass Health/EEAP/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	Breakfast/Lunch/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	WIC	1
MASSACHUSETTS ELECTRIC	Elec R-2 Residential Low Income-Variable	EEAP/Breakfast/Lunch/DTA	1
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	None	110
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI	774
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI/EEAP	270
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI/EEAP/DTA	102
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/SSI/EEAP	8
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/SSI	58
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/SSI/DTA	19
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Mass Health/SSI	3
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Vets-Chap115	135
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Assistance	1223
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Assistance/DTA	216
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Public Assistance	42
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP	34014
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Public Assistance	1460
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Public Assist/DTA	677
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/EEAP/Public Assist	36
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health	5784
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/EEAP	2723
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Housing	809
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Head Start	102
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Breakfast/Lunch	597
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI/Mass Health	40
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI/Mass Health/DTA	38
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/SSI/Mass Health	1
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Asst/Mass Health	954
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Pub Asst/Mass Health/DTA	373
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Pub Asst/Mass Health	15
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Vets-Federal	128
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA	9212
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/DTA	10006

Company Name	Tariff Description	Assistance Plan Decode	Number Accounts
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/DTA	984
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Vets-Chap115/DTA	12
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/EEAP/DTA	928
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Public Housing/DTA	229
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Head Start/DTA	9
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Breakfast/Lunch/DTA	24
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	Vets-Federal/DTA	2
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/EEAP	270
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Mass Health	30
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	SSI/DTA	315
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/SSI	2
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Mass Health/EEAP	17
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Public Housing	5
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Head Start	1
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Breakfast/Lunch	2
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	DTA/Vets-Federal	1
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	WIC	268
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	WIC/DTA	33
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/WIC	76
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/WIC/DTA	17
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Public Housing	132
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Public Housing/DTA	59
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Breakfast/Lunch	145
MASSACHUSETTS ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Breakfast/Lunch/DTA	16

**Nantucket Electric Company
Distribution of Rate R-2 Accounts by Assistance Plan – December 31, 2015**

Company Name	Tariff Description	Assistance Plan Decode	Number Accounts
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Chap115	2
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Assistance	4
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP	58
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assistance	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health	56
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Housing	12
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Breakfast/Lunch	5
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Asst/Mass Health	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Federal	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA	8
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/DTA	7
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/DTA	3
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Housing/DTA	2
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	WIC	2
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/WIC	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing/DTA	1
NANTUCKET ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP	8
NANTUCKET ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health	7
NANTUCKET ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/EEAP	1
NANTUCKET ELECTRIC	Elec R-2 T&D Residential Low Income	Breakfast/Lunch	2
NANTUCKET ELECTRIC	Elec R-2 T&D Residential Low Income	Public Asst/Mass Health	1
NANTUCKET ELECTRIC	Elec R-2 T&D Residential Low Income	DTA	1
NANTUCKET ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Public Housing	1

Outreach Efforts (Success / Barriers)

National Grid believes its outreach activities, both completed and ongoing, have been successful in communicating the intent and availability of the Rate R-2 to as many customers as possible.

Overall, the Company finds most agencies very cooperative in providing assistance with discount rate eligibility verification and outreach.

Barriers the Company faces are in the verification of customers' eligibility for the discount rate Program through Veterans Services agencies:

- Veterans Chapter 115
- Veterans DIC Surviving Parent
- Veterans Non-Service Pension

When the Company is successful in verifying customers' eligibility for the Rate R-2 discount rate, these agencies will release customer information to the Company via fax or mail. There are occasions in which the customer eligibility verification process is not completed, however. This prevents potentially eligible customers from receiving the benefits of the Rate R-2 discount rate. To help alleviate this situation and expedite serving qualified customers on the discount rate, National Grid follows up with multiple faxes to appropriate agencies to obtain correct and complete customer / benefit information.

The Company appreciates any assistance from the DOER in securing the support and assistance of the various agency administrations above, which would result in the Company providing Rate R-2 benefits to eligible customers.

National Grid is proud of its past and on-going educational efforts through the steps that are outlined above, and its commitment to serving all the electricity needs of its customers.

January 27, 2017

Ms. Karin M. Pisiewski
Division of Energy Resources
70 Franklin Street 7th Floor
Boston, MA. 02110-1313

Re: Discount Rate Outreach Efforts

Dear Ms. Pisiewski:

On behalf of Massachusetts Electric Company and Nantucket Electric Company (d/b/a “National Grid,” together “National Grid” or the “Company”) attached is a report on the implementation of the Company’s discount rate outreach efforts for 2016.

If you have any questions, please do not hesitate to call me at (401) 642-2256.

Very truly yours,

Patrick Murray
Sr. Supervisor
Low Income Programs
National Grid

Cc:

T. Burns
N. Concemi
J. Lloyd
D. Smith
S. McCabe
A. Rabinowitz
G. Sarji

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Discount Rate Outreach Efforts

Massachusetts Electric Company and Nantucket Electric Company d/b/a National Grid (together “National Grid” or the “Company”) engaged in the following outreach efforts during 2016.

National Grid included discount rate¹ information in customer bills. The use of the bill package is the strongest avenue for informing consumers of the availability of the discount rate.

- In January, May, August, October, and December, stand-alone Rate R-2 bill inserts were mailed to all residential customers detailing the discount rate and its eligibility criteria.
- In November, Summary of Rates inserts were mailed to all customers, which provided details pertaining to Rate R-2 and eligibility criteria.
- In addition to these measures, on a monthly basis, Summary of Rates inserts were included with the first bill sent to all new customers. These summaries provide information about Rate R-2 and eligibility criteria.

Discount rate eligibility guideline information appears on the Company’s web site at <https://www.nationalgridus.com/MA-Home/Bill-Help/Payment-Assistance-programs> so that customers as well as organizations can have easy access to discount rate eligibility details as well as the ability to print the online discount rate application.

National Grid’s Customer Service Representatives provide information regarding the availability of the discount rate to all new customers applying for service. All Customer Service Representatives have been and continue to be trained and updated on providing current information to new customers as well as how to address questions that any customer or organization may have.

When completing annual audits for each benefit, it is the Company’s policy to issue a letter informing customers of their removal from the discount rate. Included with this letter is a discount rate application with which the customer can re-certify for the discount rate, provided they qualify for the rate by receiving benefits under another public benefit program.

In an effort to place customers that may not have submitted an application to the Company on the discount rate, the Company automatically enrolls customers on the rate from eligibility files received from fuel assistance agencies. National Grid receives periodic files of customers receiving a Low Income Home Energy Assistance Program (“LIHEAP”) benefit from fuel assistance. Should the name of a customer not currently being served on Rate R-2 appear on the list, the Company assigns that customer to the discount rate without further inquiry or need for documentation.

¹ The Company provides a discount to customers receiving distribution service pursuant to the terms of its Residential Low-Income Rate R-2 (“Rate R-2”), approved by the Department of Public Utilities and as may be amended from time to time.

National Grid is a participant, in conjunction with other Massachusetts utilities, Community Action Programs (“CAP agencies”), and the Low-Income Energy Affordability Network (LEAN), in the Mass Save program. Information on Mass Save can be found at www.masssave.com. This program is an integrated campaign targeting major metropolitan areas, combining grassroots outreach, community-based activities, and advertising to encourage qualified households to better understand and apply for existing programs that can help consumers manage their energy costs. The campaign includes media outreach, such as targeted radio and newspaper advertisements. The primary outreach is in English and Spanish, but the campaign is working directly with the CAP agencies to involve communities that speak other languages, including Portuguese, Vietnamese, and Albanian.

National Grid was a participant in the Department of Public Utilities’ (“DPU”) investigation into expanding the penetration rate of the discount rate, Docket 01-106-B. As part of this investigation, the DPU established a data sharing and matching process with the Executive Office of Health and Human Services (“EOHHS”). The EOHHS implemented this program in September of 2005. A file between National Grid and the EOHHS is exchanged quarterly for the specific purpose of identifying and enrolling customers who qualify for the discount rate but who have not previously been enrolled. National Grid and the EOHHS successfully exchanged data four times during 2016.

National Grid is also operating in compliance with the Green Communities Act of 2007. As part of this legislation, residential customers become eligible for Rate R-2 “on demand.” Placement on Rate R-2 will be done at the time the customer contacts the Company and advises that they are currently or in the process of enrolling in a Public Assistance Program. Customers will be allowed sixty (60) days to follow up with the appropriate paperwork as verification of eligibility for Rate R-2. If the proper paperwork is not received, the customer’s rate reverts to what it was prior to changing to Rate R-2.

National Grid also participates in the DPU-approved Arrearage Management Program (“AMP”). Customers enrolled in the AMP are eligible for 100% arrears forgiveness in equal monthly installments provided that they pay their average monthly bill. National Grid is responsible for customer eligibility screening. One of the eligibility requirements is that the customer be a participant in Rate R-2. All customers inquiring about the AMP are directed to apply for Rate R-2 before being allowed to participate in the AMP.

Summary of Yearly Outreach Efforts - 2016

January 2016

Customer Service Representatives provide information regarding the availability of the discount rate to customers asking about options for residential rates, reducing energy costs, and payment plans.

Discount rate eligibility guideline information appears on the Company's web site, <https://www.nationalgridus.com/MA-Home/Bill-Help/Payment-Assistance-programs>, so that customers as well as organizations can have easy access to the scope of the discount rate eligibility details as well as the ability to print the online discount rate application.

Rate R-2 information was included in the Summary of Rates insert with translation information. This is done on an on-going basis to all new customers.

The Mass Save program is continually available to Massachusetts residential customers through Community Action Programs. Mass Save, a program in which National Grid is a participant, is designed to promote awareness of existing low-income programs, including Rate R-2.

Customer Service Representatives, when taking calls from customers who state they receive public assistance or are enrolling in a public assistance program, are placing customers onto Rate R-2 "on demand."

A Rate R-2 stand-alone bill insert was mailed to all residential customers

May 2016

The Rate R-2 stand-alone bill insert was mailed to all residential customers

August 2016

The Rate R-2 stand-alone bill insert was mailed to all residential customers.

October 2016

The Rate R-2 stand-alone bill insert was mailed to all residential customers.

November 2016

Rate R-2 information was included in the Summary of Rates bill insert to all residential customers along with translation information. This was sent to all customers.

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The Rate R-2 stand-alone bill insert was mailed to all residential customers.

Discount Rate Eligibility Verification

The Company will continue to use its established verification process when interacting with the larger government agencies.

A) For verifying Massachusetts Department of Transitional Assistance (“DTA”) clients, the Company will continue to participate in the EOHHS matching program, which matches Company customer data against a database of recipients of Transitional Assistance.

B) For verifying LIHEAP, the Company will continue to transmit to and receive lists from agencies for verification of their clients.

As an alternative to the above, for smaller agencies, the Company will use its Rate R-2 application as a means to determine all eligible customers. For all benefits not covered by LIHEAP or the DTA, the Company will continue to communicate with the benefactor via fax, phone, mail, and email to verify the eligibility of each applicant.

Annual verification will be as outlined in DOER’s Guidelines Memorandum dated December 14, 1998.

In circumstances in which a customer is denied eligibility for the discount rate by one agency, the Company will continue to take reasonable steps to notify the customer and inform them of other agencies or options available to them. In addition, National Grid will also encourage customers to provide the Company with alternate types of low-income certification to enable the Company to complete the application certification process and apply Rate R-2 to the qualifying customers in a timely manner.

Number of Electric Discount Rate Customers

	Dec 2012	Dec 2013	Dec 2014	Dec 2015	Dec 2016
Massachusetts Electric	144,999	151,433	158,353	168,816	147,388
Nantucket Electric	202	195	209	208	204

**Massachusetts Electric Company
Distribution of Rate R-2 Accounts by Assistance Plan – December 31, 2016**

Company Name	Tariff Discription	Assistance Plan Code	Number of Accounts
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Breakfast/Lunch	7
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	DTA	162
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	DTA/EEAP	1
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	DTA/Mass Health	3
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	DTA/Pub Asst/Mass Health	1
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	DTA/Public Assistance	1
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	DTA/SSI/EEAP	1
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	EEAP	164
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	EEAP/Breakfast/Lunch	1
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	EEAP/Breakfast/Lunch/DTA	1
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	EEAP/DTA	59
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	EEAP/Public Assist/DTA	5
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	EEAP/Public Assistance	6
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	EEAP/Public Housing	2
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	EEAP/WIC	3
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Mass Health	114
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Mass Health/DTA	14
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Mass Health/EEAP	15
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Mass Health/EEAP/DTA	5
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	None	19
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Pub Asst/Mass Health/DTA	10
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Public Assistance	34
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Public Assistance/DTA	17
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Public Asst/Mass Health	12
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Public Housing	9
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Public Housing/DTA	2
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	SSI	6
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	SSI/DTA	3
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	SSI/EEAP	1
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	SSI/EEAP/DTA	1
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	SSI/Mass Health/DTA	4
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Vets-Chap115	5
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Vets-Federal	2
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	WIC	11
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	WIC/DTA	2
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Breakfast/Lunch	593
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Breakfast/Lunch/DTA	45
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA	9440
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/EEAP	138
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/EEAP/Public Assist	32
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/Pub Asst/Mass Health	30
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/Public Assistance	59
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/SSI	13
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP	21860
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP/Breakfast/Lunch	174
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP/Breakfast/Lunch/DTA	31
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP/DTA	7446
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assist/DTA	644
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assistance	1080
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing	108
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing/DTA	77
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP/WIC	86
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Head Start	79
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Mass Health	6486
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Mass Health/DTA	1108

Company Name	Tariff Discription	Assistance Plan Code	Number of Accounts
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP	2339
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP/DTA	956
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Mass Health/SSI	30
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Mass Health/SSI/DTA	35
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	None	4298
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Pub Asst/Mass Health/DTA	695
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Public Assistance	1800
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Public Assistance/DTA	298
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Public Asst/Mass Health	925
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Public Housing	1014
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Public Housing/DTA	287
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI	394
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI/DTA	258
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI/EEAP	229
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI/EEAP/DTA	77
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI/Mass Health	47
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Vets-Chap115	142
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Vets-Federal	153
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	WIC	255
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	WIC/DTA	41
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/Breakfast/Lunch	3
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/Head Start	1
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/Mass Health	67
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/Mass Health/EEAP	16
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/Mass Health/SSI	4
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/Public Housing	20
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/SSI/EEAP	4
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/SSI/Mass Health	1
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/Vets-Chap115	2
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/WIC	3
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP/WIC/DTA	26
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Head Start/DTA	12
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI/Mass Health/DTA	68
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Vets-Chap115/DTA	7
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Vets-Federal/DTA	3
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	Breakfast/Lunch	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	DTA	6
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	DTA/Mass Health	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	EEAP	18
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	EEAP/Breakfast/Lunch	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	EEAP/DTA	3
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	EEAP/Public Assist/DTA	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	EEAP/Public Assistance	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	Mass Health	17
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	Mass Health/DTA	4
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	Mass Health/EEAP	3
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	None	2
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	Pub Asst/Mass Health/DTA	2
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	Public Assistance	5
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	Public Assistance/DTA	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	Public Asst/Mass Health	3
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	SSI/EEAP	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	SSI/EEAP/DTA	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	WIC	1
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Breakfast/Lunch	520
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Breakfast/Lunch/DTA	37
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA	9625
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA/EEAP	208
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA/Pub Asst/Mass Health	29

Company Name	Tariff Description	Assistance Plan Decode	Number Accounts
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Chap115	2
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Assistance	4
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP	58
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assistance	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health	56
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Housing	12
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Breakfast/Lunch	5
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Asst/Mass Health	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Vets-Federal	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	DTA	8
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/DTA	7
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Mass Health/DTA	3
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	Public Housing/DTA	2
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	WIC	2
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/WIC	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing	1
NANTUCKET ELECTRIC	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing/DTA	1
NANTUCKET ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP	8
NANTUCKET ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health	7
NANTUCKET ELECTRIC	Elec R-2 T&D Residential Low Income	Mass Health/EEAP	1
NANTUCKET ELECTRIC	Elec R-2 T&D Residential Low Income	Breakfast/Lunch	2
NANTUCKET ELECTRIC	Elec R-2 T&D Residential Low Income	Public Asst/Mass Health	1
NANTUCKET ELECTRIC	Elec R-2 T&D Residential Low Income	DTA	1
NANTUCKET ELECTRIC	Elec R-2 T&D Residential Low Income	EEAP/Public Housing	1

**Nantucket Electric Company
Distribution of Rate R-2 Accounts by Assistance Plan – December 31, 2016**

Company Name	Tariff Description	Assistance Plan Code	Number of Accounts
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	Breakfast/Lunch	3
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	DTA	7
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	EEAP	59
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	EEAP/DTA	10
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assistance	2
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing	4
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing/DTA	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	EEAP/WIC	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	Mass Health	46
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	Mass Health/DTA	2
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP	3
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP/DTA	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	None	20
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	Public Assistance	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	Public Housing	8
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	Vets-Chap115	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	Vets-Federal	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	WIC	1
Nantucket Electric	Elec R-2 T&D Residential Low Income	Breakfast/Lunch	1
Nantucket Electric	Elec R-2 T&D Residential Low Income	Breakfast/Lunch/DTA	1
Nantucket Electric	Elec R-2 T&D Residential Low Income	DTA	2
Nantucket Electric	Elec R-2 T&D Residential Low Income	EEAP	10
Nantucket Electric	Elec R-2 T&D Residential Low Income	EEAP/Public Housing	1
Nantucket Electric	Elec R-2 T&D Residential Low Income	Mass Health	8
Nantucket Electric	Elec R-2 T&D Residential Low Income	None	1
Nantucket Electric	Elec R-2 T&D Residential Low Income	Public Asst/Mass Health	1
Nantucket Electric	Elec R-2 T&D Residential Low Income	Public Housing/DTA	1

Outreach Efforts (Success / Barriers)

National Grid believes its outreach activities, both completed and ongoing, have been successful in communicating the intent and availability of Rate R-2 to as many customers as possible.

Overall, the Company finds most state assistance agencies very cooperative in providing assistance with discount rate eligibility verification and outreach.

When the Company is successful in verifying customers' eligibility for Rate R-2, these agencies will release customer information to the Company via fax or mail. There are occasions in which the customer eligibility verification process is not completed, however. This prevents potentially eligible customers from receiving the benefits of Rate R-2. To help alleviate this situation and expedite serving qualified customers on the discount rate, National Grid follows up with multiple faxes to appropriate agencies to obtain correct and complete customer / benefit information.

The Company appreciates any assistance from the DOER in securing the support and assistance of the various agency administrations above, which would result in the Company providing Rate R-2 benefits to eligible customers.

National Grid is proud of its past and on-going educational efforts through the steps that are outlined above, and its commitment to serving all the electricity needs of its customers.

January 29, 2018

Ms. Karin M. Pisiewski
Division of Energy Resources
70 Franklin Street 7th Floor
Boston, MA. 02110-1313

Re: Discount Rate Outreach Efforts

Dear Ms. Pisiewski:

On behalf of Massachusetts Electric Company and Nantucket Electric Company (d/b/a “National Grid,” together “National Grid” or the “Company”) attached is a report on the implementation of the Company’s discount rate outreach efforts for 2017.

If you have any questions, please do not hesitate to call me at (401) 642-2256.

Very truly yours,

Patrick Murray
Lead Supervisor
Customer Satisfaction &
Regulatory Compliance

Cc:

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N. Concemi
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Discount Rate Outreach Efforts

Massachusetts Electric Company and Nantucket Electric Company d/b/a National Grid (together “National Grid” or the “Company”) engaged in the following outreach efforts during 2017.

National Grid included discount rate¹ information in customer bills. The use of the bill package is the strongest avenue for informing consumers of the availability of the discount rate.

- In January, May, August, October, and December, stand-alone Rate R-2 bill inserts were mailed to all residential customers detailing the discount rate and its eligibility criteria.
- In November, Summary of Rates inserts were mailed to all customers, which provided details pertaining to Rate R-2 and eligibility criteria.
- In addition to these measures, on a monthly basis, Summary of Rates inserts were included with the first bill sent to all new customers. These summaries provide information about Rate R-2 and eligibility criteria.

Discount rate eligibility guideline information appears on the Company’s web site at <https://www.nationalgridus.com/MA-Home/Bill-Help/Payment-Assistance-programs> so that customers as well as organizations can have easy access to discount rate eligibility details as well as the ability to print the online discount rate application.

National Grid’s Customer Service Representatives provide information regarding the availability of the discount rate to new customers applying for service. All Customer Service Representatives have been and continue to be trained and updated on providing current information to new customers as well as how to address questions that any customer or organization may have.

When completing annual audits for each benefit, it is the Company’s policy to issue a letter informing customers of their removal from the discount rate. Included with this letter is a discount rate application with which the customer can re-certify for the discount rate, provided they qualify for the rate by receiving benefits under another public benefit program.

In an effort to place customers that may not have submitted an application to the Company on the discount rate, the Company automatically enrolls customers on the rate from eligibility files received from fuel assistance agencies. National Grid receives periodic files of customers receiving a Low Income Home Energy Assistance Program (“LIHEAP”) benefit from fuel assistance. Should the name of a customer not currently being served on Rate R-2 appear on the list, the Company assigns that customer to the discount rate without further inquiry or need for documentation.

¹ The Company provides a discount to customers receiving distribution service pursuant to the terms of its Residential Low-Income Rate R-2 (“Rate R-2”), approved by the Department of Public Utilities and as may be amended from time to time.

National Grid is a participant, in conjunction with other Massachusetts utilities, Community Action Programs (“CAP agencies”), and the Low-Income Energy Affordability Network (LEAN), in the Mass Save program. Information on Mass Save can be found at www.masssave.com. This program is an integrated campaign targeting major metropolitan areas, combining grassroots outreach, community-based activities, and advertising to encourage qualified households to better understand and apply for existing programs that can help consumers manage their energy costs. The campaign includes media outreach, such as targeted radio and newspaper advertisements. The primary outreach is in English and Spanish, but the campaign is working directly with the CAP agencies to involve communities that speak other languages, including Portuguese, Vietnamese, and Albanian.

National Grid was a participant in the Department of Public Utilities’ (“DPU”) investigation into expanding the penetration rate of the discount rate, Docket 01-106-B. As part of this investigation, the DPU established a data sharing and matching process with the Executive Office of Health and Human Services (“EOHHS”). The EOHHS implemented this program in September of 2005. A file between National Grid and the EOHHS is exchanged quarterly for the specific purpose of identifying and enrolling customers who qualify for the discount rate but who have not previously been enrolled. National Grid and the EOHHS successfully exchanged data four times during 2017.

National Grid is also operating in compliance with the Green Communities Act of 2007. As part of this legislation, residential customers become eligible for Rate R-2 “on demand.” Placement on Rate R-2 will be done at the time the customer contacts the Company and advises that they are currently or in the process of enrolling in a Public Assistance Program. Customers will be allowed sixty (60) days to follow up with the appropriate paperwork as verification of eligibility for Rate R-2. If the proper paperwork is not received, the customer’s rate reverts to what it was prior to changing to Rate R-2.

National Grid also participates in the DPU-approved Arrearage Management Program (“AMP”). Customers enrolled in the AMP are eligible for 100% arrears forgiveness in equal monthly installments provided that they pay their average monthly bill. National Grid is responsible for customer eligibility screening. One of the eligibility requirements is that the customer be a participant in Rate R-2. All customers inquiring about the AMP are directed to apply for Rate R-2 before being allowed to participate in the AMP.

Summary of Yearly Outreach Efforts - 2017

January 2017

Customer Service Representatives provide information regarding the availability of the discount rate to customers asking about options for residential rates, reducing energy costs, and payment plans.

Discount rate eligibility guideline information appears on the Company's web site, <https://www.nationalgridus.com/MA-Home/Bill-Help/Payment-Assistance-programs>, so that customers as well as organizations can have easy access to the scope of the discount rate eligibility details as well as the ability to print the online discount rate application.

Rate R-2 information was included in the Summary of Rates insert with translation information. This is done on an on-going basis to all new customers.

The Mass Save program is continually available to Massachusetts residential customers through Community Action Programs. Mass Save, a program in which National Grid is a participant, is designed to promote awareness of existing low-income programs, including Rate R-2.

Customer Service Representatives, when taking calls from customers who state they receive public assistance or are enrolling in a public assistance program, are placing customers onto Rate R-2 "on demand."

National Grid organized and participated in Community Expo outreach events to provide information regarding the availability of the discount rate to customers asking about options for residential rates, reducing energy costs, and establishing payment plans. The Expo's were held in the following months and locations;

April 2017

Quincy, Worcester, Lawrence

May 2017

Haverhill, Fall River

October 2017

Malden, Lowell

A Rate R-2 stand-alone bill insert was mailed to all residential customers

May 2017

The Rate R-2 stand-alone bill insert was mailed to all residential customers

August 2017

The Rate R-2 stand-alone bill insert was mailed to all residential customers.

October 2017

The Rate R-2 stand-alone bill insert was mailed to all residential customers.

November 2017

Rate R-2 information was included in the Summary of Rates bill insert to all residential customers along with translation information. This was sent to all customers.

December 2017

The Rate R-2 stand-alone bill insert was mailed to all residential customers.

Discount Rate Eligibility Verification

The Company will continue to use its established verification process when interacting with the larger government agencies.

A) For verifying Massachusetts Department of Transitional Assistance (“DTA”) clients, the Company will continue to participate in the EOHHS matching program, which matches Company customer data against a database of recipients of Transitional Assistance.

B) For verifying LIHEAP, the Company will continue to transmit to and receive lists from agencies for verification of their clients.

As an alternative to the above, for smaller agencies, the Company will use its Rate R-2 application as a means to determine all eligible customers. For all benefits not covered by LIHEAP or the DTA, the Company will continue to communicate with the benefactor via fax, phone, mail, and email to verify the eligibility of each applicant.

Annual verification will be as outlined in DOER’s Guidelines Memorandum dated December 14, 1998.

In circumstances in which a customer is denied eligibility for the discount rate by one agency, the Company will continue to take reasonable steps to notify the customer and inform them of other agencies or options available to them. In addition, National Grid will also encourage customers to provide the Company with alternate types of low-income certification to enable the Company to complete the application certification process and apply Rate R-2 to the qualifying customers in a timely manner.

Number of Electric Discount Rate Customers

	Dec 2013	Dec 2014	Dec 2015	Dec 2016	Dec 2017
Massachusetts Electric	151,433	158,353	168,816	147,388	137,499
Nantucket Electric	195	209	208	204	194

**Massachusetts Electric Company
Distribution of Rate R-2 Accounts by Assistance Plan – December 31, 2017**

Company Name	Tariff Discription	Assistance Plan Code	Number of Accounts
Massachusetts Electric	Elec G-1 Sm C&I House Meter-Fixed	EEAP	92
Massachusetts Electric	Elec G-1 Sm C&I House Meter-Fixed	EEAP/DTA	1
Massachusetts Electric	Elec G-1 Sm C&I House Meter-Fixed	EEAP/Public Assistance	1
Massachusetts Electric	Elec G-1 Sm C&I House Meter-Fixed	Mass Health/EEAP	1
Massachusetts Electric	Elec G-1 Sm C&I Master Mtr-Fixed	EEAP	1
Massachusetts Electric	Elec G-1 Sm C&I-Fixed	EEAP	34
Massachusetts Electric	Elec G-1 Sm C&I-Fixed	EEAP/DTA	2
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	None	7
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Breakfast/Lunch	8
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	DTA	156
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	DTA/EEAP	1
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	DTA/Mass Health	1
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	DTA/Pub Asst/Mass Health	1
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	DTA/Public Assistance	2
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	DTA/SSI	1
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	DTA/SSI/EEAP	1
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	EEAP	182
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	EEAP/Breakfast/Lunch	1
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	EEAP/Breakfast/Lunch/DTA	2
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	EEAP/DTA	67
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	EEAP/Public Assist/DTA	5
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	EEAP/Public Assistance	8
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	EEAP/Public Housing	2
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	EEAP/WIC	1
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	EEAP/WIC/DTA	2
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Mass Health	108
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Mass Health/DTA	15
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Mass Health/EEAP	21
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Mass Health/EEAP/DTA	6
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Pub Asst/Mass Health/DTA	10
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Public Assistance	41
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Public Assistance/DTA	20
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Public Asst/Mass Health	21
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Public Housing	4
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Public Housing/DTA	3
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	SSI	7
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	SSI/DTA	1
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	SSI/EEAP	2
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	SSI/EEAP/DTA	1
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	SSI/Mass Health/DTA	1
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Vets-Chap115	2
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	Vets-Federal	3
Massachusetts Electric	Elec R-2 Res Low Income-Smart Grid	WIC	9
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	None	4222
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Breakfast/Lunch	583
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Breakfast/Lunch/DTA	40
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA	7944
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/EEAP	113
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/EEAP/Public Assist	25
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/Mass Health	81
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/Mass Health/EEAP	12

Company Name	Tariff Discription	Assistance Plan Code	Number of Accounts
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/Mass Health/SSI	6
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/Pub Asst/Mass Health	18
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/Public Assistance	39
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/Public Housing	15
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/SSI	9
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/SSI/EEAP	5
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/Vets-Federal	1
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	DTA/WIC	2
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP	23028
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP/Breakfast/Lunch	168
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP/Breakfast/Lunch/DTA	21
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP/DTA	7890
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assist/DTA	674
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assistance	1157
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing	138
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP/Public Housing/DTA	87
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP/WIC	86
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	EEAP/WIC/DTA	31
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Head Start	51
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Head Start/DTA	11
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Mass Health	6505
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Mass Health/DTA	919
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP	2374
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP/DTA	948
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Mass Health/SSI	32
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Mass Health/SSI/DTA	16
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Pub Asst/Mass Health/DTA	849
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Public Assistance	2671
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Public Assistance/DTA	191
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Public Asst/Mass Health	1323
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Public Housing	1069
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Public Housing/DTA	326
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI	420
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI/DTA	281
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI/EEAP	200
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI/EEAP/DTA	88
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI/Mass Health	42
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	SSI/Mass Health/DTA	74
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Vets-Chap115	148
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Vets-Chap115/DTA	11
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Vets-Federal	150
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	Vets-Federal/DTA	5
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	WIC	340
Massachusetts Electric	Elec R-2 Residential Low Income-Fixed	WIC/DTA	46
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	Breakfast/Lunch	2
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	DTA	5
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	EEAP	20
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	EEAP/DTA	5
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	EEAP/Public Assist/DTA	2
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	Mass Health	19
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	Mass Health/DTA	2
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	Mass Health/EEAP	4
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	None	4
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	Public Assistance	7
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	Public Asst/Mass Health	3
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	Public Housing	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	SSI	1

Company Name	Tariff Discription	Assistance Plan Code	Number of Accounts
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	SSI/DTA	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	SSI/EEAP/DTA	1
Massachusetts Electric	Elec R-2 Residential Low Income-Variable	SSI/Mass Health	1
Massachusetts Electric	Elec R-2 T&D Residential Low Income	None	4421
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Breakfast/Lunch	496
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Breakfast/Lunch/DTA	23
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA	8085
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA/EEAP	152
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA/EEAP/Public Assist	30
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA/Head Start	1
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA/Mass Health	55
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA/Mass Health/EEAP	15
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA/Mass Health/SSI	5
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA/Pub Asst/Mass Health	11
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA/Public Assistance	22
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA/Public Housing	2
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA/SSI	5
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA/SSI/EEAP	4
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA/SSI/Mass Health	1
Massachusetts Electric	Elec R-2 T&D Residential Low Income	DTA/WIC	1
Massachusetts Electric	Elec R-2 T&D Residential Low Income	EEAP	28153
Massachusetts Electric	Elec R-2 T&D Residential Low Income	EEAP/Breakfast/Lunch	124
Massachusetts Electric	Elec R-2 T&D Residential Low Income	EEAP/Breakfast/Lunch/DTA	35
Massachusetts Electric	Elec R-2 T&D Residential Low Income	EEAP/DTA	9993
Massachusetts Electric	Elec R-2 T&D Residential Low Income	EEAP/Public Assist/DTA	705
Massachusetts Electric	Elec R-2 T&D Residential Low Income	EEAP/Public Assistance	1204
Massachusetts Electric	Elec R-2 T&D Residential Low Income	EEAP/Public Housing	124
Massachusetts Electric	Elec R-2 T&D Residential Low Income	EEAP/Public Housing/DTA	88
Massachusetts Electric	Elec R-2 T&D Residential Low Income	EEAP/WIC	77
Massachusetts Electric	Elec R-2 T&D Residential Low Income	EEAP/WIC/DTA	26
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Head Start	57
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Head Start/DTA	10
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Mass Health	5032
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Mass Health/DTA	760
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Mass Health/EEAP	2327
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Mass Health/EEAP/DTA	966
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Mass Health/SSI	16
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Mass Health/SSI/DTA	13
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Pub Asst/Mass Health/DTA	677
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Public Assistance	1901
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Public Assistance/DTA	175
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Public Asst/Mass Health	975
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Public Housing	691
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Public Housing/DTA	214
Massachusetts Electric	Elec R-2 T&D Residential Low Income	SSI	473
Massachusetts Electric	Elec R-2 T&D Residential Low Income	SSI/DTA	272
Massachusetts Electric	Elec R-2 T&D Residential Low Income	SSI/EEAP	219
Massachusetts Electric	Elec R-2 T&D Residential Low Income	SSI/EEAP/DTA	82
Massachusetts Electric	Elec R-2 T&D Residential Low Income	SSI/Mass Health	46
Massachusetts Electric	Elec R-2 T&D Residential Low Income	SSI/Mass Health/DTA	52
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Vets-Chap115	141
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Vets-Chap115/DTA	13
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Vets-Federal	125
Massachusetts Electric	Elec R-2 T&D Residential Low Income	Vets-Federal/DTA	1
Massachusetts Electric	Elec R-2 T&D Residential Low Income	WIC	256
Massachusetts Electric	Elec R-2 T&D Residential Low Income	WIC/DTA	40
Massachusetts Electric	Elec R-4 Residential TOU-Fixed	DTA	1

**Nantucket Electric Company
Distribution of Rate R-2 Accounts by Assistance Plan – December 31, 2017**

Company Name	Tariff Discription	Assistance Plan Code	Number of Accounts
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	Breakfast/Lunch	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	DTA	2
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	DTA/Mass Health	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	EEAP	7
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	EEAP/DTA	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	EEAP/Public Assistance	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	Mass Health	10
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	Mass Health/DTA	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	Mass Health/EEAP/DTA	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	Public Assistance	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	Public Housing	1
Nantucket Electric	Elec R-2 Residential Low Income-Fixed	Vets-Federal	1
Nantucket Electric	Elec R-2 T&D Residential Low Income	None	13
Nantucket Electric	Elec R-2 T&D Residential Low Income	Breakfast/Lunch	4
Nantucket Electric	Elec R-2 T&D Residential Low Income	DTA	7
Nantucket Electric	Elec R-2 T&D Residential Low Income	EEAP	61
Nantucket Electric	Elec R-2 T&D Residential Low Income	EEAP/DTA	8
Nantucket Electric	Elec R-2 T&D Residential Low Income	EEAP/Public Assistance	1
Nantucket Electric	Elec R-2 T&D Residential Low Income	EEAP/Public Housing	4
Nantucket Electric	Elec R-2 T&D Residential Low Income	EEAP/WIC	1
Nantucket Electric	Elec R-2 T&D Residential Low Income	Mass Health	45
Nantucket Electric	Elec R-2 T&D Residential Low Income	Mass Health/EEAP	2
Nantucket Electric	Elec R-2 T&D Residential Low Income	Mass Health/EEAP/DTA	1
Nantucket Electric	Elec R-2 T&D Residential Low Income	Public Assistance	3
Nantucket Electric	Elec R-2 T&D Residential Low Income	Public Asst/Mass Health	2
Nantucket Electric	Elec R-2 T&D Residential Low Income	Public Housing	12
Nantucket Electric	Elec R-2 T&D Residential Low Income	Public Housing/DTA	1
Nantucket Electric	Elec R-2 T&D Residential Low Income	Vets-Chap115	1
Nantucket Electric	Elec R-2 T&D Residential Low Income	WIC	1

Outreach Efforts (Success / Barriers)

National Grid believes its outreach activities, both completed and ongoing, have been successful in communicating the intent and availability of Rate R-2 to as many customers as possible.

Overall, the Company finds most state assistance agencies very cooperative in providing assistance with discount rate eligibility verification and outreach.

When the Company is successful in verifying customers' eligibility for Rate R-2, these agencies will release customer information to the Company via fax or mail. There are occasions in which the customer eligibility verification process is not completed, however. This prevents potentially eligible customers from receiving the benefits of Rate R-2. To help alleviate this situation and expedite serving qualified customers on the discount rate, National Grid follows up with multiple faxes to appropriate agencies to obtain correct and complete customer / benefit information.

The Company appreciates any assistance from the DOER in securing the support and assistance of the various agency administrations above, which would result in the Company providing Rate R-2 benefits to eligible customers.

National Grid is proud of its past and on-going educational efforts through the steps that are outlined above, and its commitment to serving all the electricity needs of its customers.

Mahati Guttikonda
Senior Counsel
Legal Department



August 10, 2012

VIA E-FILING

Hon. Jaclyn Brilling, Secretary
Public Service Commission
Three Empire State Plaza
Albany, NY 12223-1350

Re: Case 06-G-1186 – Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of KeySpan Gas East Corporation d/b/a KeySpan Energy Delivery Long Island for Gas Service

Dear Secretary Brilling:

Pursuant to the Commission's Order dated October 15, 2010 in the above referenced proceeding, KeySpan Gas East Corporation d/b/a National Grid ("Company" or "KEDLI") hereby submits, as Attachment 1, the final report ("Report") by Navigant Consulting, Inc. ("Navigant") on the Company's Low Income Discount Rate and On-Track programs.

The Company has reviewed and discussed the Report and its findings with Navigant and offers the following responses, observations, and updates with regard to the matters addressed in the Report:

- **Program Tracking System** – Navigant recommended that the Company implement a tracking system capable of retaining and tracking program participant data, including tracking with regard to: participant demographics, such as household income, size, ages, ethnicity, and community; starting and ending arrearages for individuals and participants as a group; number of customers who are one month, two months, three months late, make partial payments or make no payments at all; reasons for removal; reasons for reinstatement; and, for the Low Income Discount Program, the numbers of customers who fail to return recently implemented recertification letters, and other removal reasons from that program. The Company's current tracking program tracks enrollments and removals on a monthly basis, and can identify the immediate status of a participant, but does not track issues such as demographics or removal/default reasons.

Navigant further noted that lack of such detailed data on customers prevented it from addressing program effects in avoiding termination and impacts on collection costs; conducting a longitudinal study (also in part due to the time frame allotted for its analysis) to understand how the program affected participants' payment behavior and

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history; and discussing contact with program dropouts. Navigant, nevertheless, was able to garner some information about these areas in its survey which asked participants about the ease and duration of participation in the program, affordability of arrears payments, and effects of participation on affording energy bills. With respect to an enhanced tracking system to aid in additional analysis, while the Company agrees that the additional data points suggested by Navigant could be helpful and could have aided in the analysis Navigant performed, the Company maintains that such an upgrade to its system would be labor-intensive and costly. Further, the demographic tracking recommended by Navigant is not typical for a customer accounting system, and demographic information is already utilized in the Company's HEAP enrollment outreach. The Company believes that the funds necessary for a system upgrade would be better spent more directly on customers themselves.

- **Program Staff Changes** – Navigant recommended (i) restoring full system access to all program staff so they can know participant status and be able to assist participants when needed, and (ii) reinstatement of monthly calling by program staff for On-Track, using the Consumer Advocate Group staff that has previously been performing this function.

Since the initial findings and recommendations were presented, National Grid completed a broad reorganization in late summer 2011 of various customer departments and activities. As of September 2011, the Company implemented changes in the organization and reporting of its Consumer Advocacy group that brought additional personnel and resources to the administration of the On-Track program and will allow for greater interaction with program participants. These changes also increased the ability of program staff to accelerate program recruitment and outreach to participants.

These organizational changes also resulted in a process improvement in that customers will now be referred to the Consumer Advocacy and Low Income Department prior to program default. National Grid has also replaced the initial outbound collection call with a reminder call to On-Track customers when their account becomes past due. National Grid continues to send out reminder letters, but the call represents a more pro-active and customer-friendly outreach effort.¹ Before the customer defaults, the account is referred to a Consumer Advocate to work with the customer to negotiate terms that would keep them on the program. National Grid believes these changes should have a positive impact on program participant turnover rate.

- **Increased Outreach Efforts** – National Grid had already increased its outreach efforts before Navigant began its evaluation of the Company's Low Income Discount

¹ The Company further notes that the discontinuance of a previous practice of regular calls to On-Track customers, which Navigant identified in the Report as a management change, was actually a result of negative customer feedback received during the calls.

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Program. As part of these efforts, the On-Track brochure, which includes information on the Low Income Discount Program, has been translated into Spanish. National Grid also recently reinstated the use of program promotion posters for Long Island and New York City. These brochures and posters have been distributed to National Grid customer offices, Community Action Program (CAP) agencies, the Departments of Social Services of Suffolk and Nassau counties, unemployment training centers and other community locations, such as food pantries. National Grid also translated Low Income Discount Program posters into Spanish and distributed them to CAPs in March 2012.

In addition, in November 2011, the Company increased outreach by adding a new outbound calling campaign in Long Island. The Company obtains a list of customers who may be eligible for HEAP by utilizing the services of a national data warehouse. A special postcard mailing was also done in November 2011 to customers who may be eligible based on their income.

In April 2011, National Grid initiated a “Grassroots Campaign” to increase participation in its Low Income Discount Program. Consumer Advocates target prospective customers with one-on-one assistance by being available for weekly, bi-monthly, and monthly visits to selected agencies such as the Department of Social Services, Department of Labor offices, CAP agencies, Economic Opportunity Council offices, one-stop job training centers, food pantries, domestic violence organizations, health clinics, mobile outreach vans, public libraries, and senior apartment complexes. The on-the-ground approach of the program allows the Consumer Advocates to directly work one-on-one with low income customers to find solutions based on their individual circumstance. By networking with community organizations, National Grid has identified new ways of reaching customers, new opportunities for outreach and found pockets of customers who are in need of services. The Company has found the campaign to be very successful and has received positive feedback from CAP staff and customers.

National Grid’s outreach efforts are further detailed in Attachment 2.

With the benefit of the Report, as well as the program enhancements authorized in the October 15, 2010 Order, the Company is currently considering further program enhancements that may be warranted.

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Thank you for your attention to this matter. If you have any questions or concerns, please contact the undersigned.

Respectfully submitted,
/s/ Mahati Guttikonda
Mahati Guttikonda

cc: Martin Insogna
Kathryn Granger

ATTACHMENT 1



FINAL REPORT: PROCESS EVALUATION OF LONG ISLAND LOW-INCOME RATE DISCOUNT AND ON-TRACK PROGRAMS

Prepared for:
National Grid



Navigant Consulting, Inc.
Tim Douek, Director
Mike Sherman,
Managing Consultant

www.navigant.com

May 2, 2012



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1 Executive Summary

1.1 Introduction

This document is the Process Evaluation Report for the Low-Income Discount and On-Track Programs that National Grid delivers to its gas residential low-income customers in the Long Island, New York (NY) territory served by National Grid, including customers in Nassau and Suffolk Counties and the Far Rockaway section of New York City.

Through a competitive bid process, National Grid selected Navigant Consulting, Inc. (Navigant), and its partner Lieberman Research Group to complete this process evaluation.

National Grid's Manager, Consumer Advocacy and Low Income, is the key liaison for the company and primary point of contact for all project evaluation activities.

National Grid will submit the final evaluation report to the New York Public Service Commission, upon Navigant's completion of the project scope and National Grid's review and comment.

1.2 Key Research Questions

National Grid commissioned this report as part of its efforts to increase program enrollments in both the Reduced Rate Low-Income Discount and On-Track arrearage forgiveness programs to their authorized levels through a number of means.

National Grid also wanted to understand the following:

- » Participant characteristics – Is the appropriate population being served?
- » Behavior in the On-Track program- Why does participation end?
- » What can be done to improve program processes, beginning with recruitment of eligible customers?
- » Does the program have a measureable effect on participants' energy burden?
- » Can the program be made more effective and what changes would accomplish that?
- » Can the program be made more cost efficient?

1.3 Navigant's Overall Approach

Navigant defined the primary task as understanding how National Grid currently enrolls participants in the Reduced Rate and On-Track programs. The On-Track program intended participant term is 18 months, during which time, participants who have had substantial arrears are expected to pay their monthly bills plus an agreed-upon arrearage pay-down, in return for which customers receive up to four periodic arrearage forgiveness credits. Given the extended nature of the program and the behaviors



expected of previously delinquent participants, Navigant also attempted to look at the effectiveness of the efforts National Grid makes to maintain participants in the program.

Navigant's approach in this evaluation plan involved the following:

- » A thorough program review, including interviews with National Grid program staff.
- » A review of available data and tracking systems.
- » In-depth interviews with community-based organizations.
- » A Census and geographic information system (GIS) review of population and participants through several demographic lenses, including:
 - Income distribution throughout the service territory.
 - Distribution of customers by heating fuel type.
 - Duration of participation.
 - Other demographic characteristics of interest to National Grid.
- » A telephone survey of 409 program participants in both programs (90 On-Track, 319 Reduced Rate participants) with special attention paid to:
 - Impacts of the Discount and On-Track assistance on affordability and taking efficiency actions.
 - Participant demographic and behavioral characteristics.
 - Aspects of the program that help or impede maintaining participation.
 - Experience with the programs' recruitment and processes.
 - Factors extraneous to the programs that affect participants' behavior.

1.4 Program Description –Reduced Rate Discount

The Reduced Rate Discount is offered to residential low-income customers¹ who receive natural gas delivered by National Grid for heating and/or cooking and have accounts in their own names. The program provides a discount on the delivery portion of customer bills, varying by month as customer gas usage varies. National Grid has offered the Reduced Rate discount since 2008. The program is authorized for a maximum of 30,000 participants. Over almost four years, enrollment has steadily grown to 12,774 by August 31, 2011, as shown Figure 1-1.

Customers must have active gas service at their principal residence and must have:

- » A one- or two-family gas heating or non-heating account in their name, or

¹ Targeted at customers with approximately 200 percent of the federal poverty levels, equating roughly to \$22,000-\$75,000 annual income depending upon household size. Source: <http://liheap.ncat.org/profiles/povertytables/FY2011/popstate.htm>



- » A separately metered unit in a multiple dwelling.
- » They must also be currently enrolled in one of the following programs:
 - Temporary Assistance for Needy Families (Family Assistance).
 - Safety Net Assistance – Public Assistance.
 - Supplemental Security Income (SSI).
 - Medicaid.
 - Food Stamps.
 - Low Income Home Energy Assistance Program (LIHEAP).
 - Veteran’s Disability Pension.
 - Veteran’s Surviving Spouse Pension.
 - Child Health Plus.

Customers in the above programs must provide proof of their current participation. Automatic enrollment is intended for customers who are enrolled in On-Track, for whom National Grid receives a LIHEAP payment, or upon receipt of a guarantee of payment from New York City’s Housing Resources Administration (HRA) for customers who receive Direct Vouchers from HRA.

National Grid customers learn about the Reduced Rate program in various ways. National Grid has produced a brochure, currently only in English, that describes the program. National Grid has periodically included informative bill inserts in monthly bills. In February 2011, National Grid did a mass mailing. Two outbound call campaigns were conducted, during which information about the Low-Income Discount Program was communicated. In August and November 2010, National Grid attempted a total of 74,363 phone calls. Customer service representatives provide information directly to customers who inquire. National Grid employs two full-time Consumer Advocates, a substantial part of whose time is devoted to informing community groups in Nassau and Suffolk Counties about the program. A variety of community organizations refer eligible customers to the program through a designated National Grid intake person. Program records show steady monthly enrollment increases since 2008 and an uptick in 2011; however, total enrollment remains at about 40 percent of the authorized level.

1.5 Program Description – On-Track Arrearage Reduction

The On-Track Arrearage Reduction program is an 18-month low-income arrears forgiveness program for residential heating customers. On-Track provides financial assistance and education to help customers with a past-due balance restore their standing, pay off a portion of arrears, and receive up to \$100 per calendar quarter (maximum \$400 per 18-month period) upon completion of monthly payments of current bills plus an agreed arrears repayment amount. On-Track is open to low-income customers who have one or two family gas heating accounts in their name, are currently responsible for paying their gas bill, and have not been enrolled in On-Track in the previous program year. Importantly, enrollment in



On-Track can be the last step in avoiding shutoff and collection actions, which are stopped while a customer participates in the program.

A key feature of On-Track is the Deferred Payment Agreement. National Grid and On-Track negotiate an agreement in which the customer agrees to pay his or her monthly gas bill on a balanced bill basis. The average balance bill for a single-family home is \$197/month². In addition to that, participants agree to also pay a part of their outstanding arrears each month; the program's goal is to set an affordable payment, which can be as little as \$10 per month over the 18-month program period. Sixty-one percent of surveyed participants currently pay the minimum amount. Customers may work with National Grid to adjust the arrearage repayment amount if it proves to be unaffordable. According to program staff, the typical arrearage on entering the program is \$1,900; arrearages range from \$400-\$13,000.

On enrollment, customers receive a boxed kit containing a booklet with hints and tips about effective budgeting and energy efficiency, monthly folders imprinted with energy conservation and efficiency tips, a calculator, and brochures about energy assistance. Once customers are enrolled, they are expected to make their agreed payments (both the monthly agreed balanced bill payment and the agreed-upon monthly arrearage amount) by the due date. Upon completion of a calendar quarter of on-time payments, National Grid credits \$100 to the customer's account. This continues through a maximum of four payments; however, the term of the enrollment is up to 18 months, meaning that no additional credits are granted after month 12.

Payments are managed through National Grid's credit and collections division. If a payment is partial or late, that group issues a series of up to three letters, first reminding the customer the payment is late/incomplete and progressively warning the customer, up to termination after the third letter. Customers are encouraged in these letters to contact National Grid to work out plans to make up payments. Customers may also renegotiate the arrears portion of their payments if they are not affordable, down to a minimum of \$10 per month. Thus, a customer with a \$1,200 arrearage would require 10 years to pay down the entire amount. Once a customer has completed the 18-month program, that customer is not eligible to continue in the program but may reapply in 12 months.

1.6 Key Findings and Recommendations

1.6.1 Overall Findings

National Grid's Reduced Rate and On-Track programs continue to have enrollments well below their authorized levels after more than three years' operation. While the Reduced Rate program is steadily building enrollment, the On-Track program continues to hover at around 40 percent of its authorized level, having very high removal rates. More aggressive recruitment is needed in both programs; however, On-Track also requires more proactive program management, aided by better data about participants and their progress through the program. Better participant data and more proactive management will help National Grid better understand key characteristics of On-Track program enrollees, and to develop strategies for supporting enrollees to successfully complete the program.

² Source: National Grid Low Income program staff.



Application and Recruitment

National Grid needs to devote more resources to recruiting enrollees to both programs. National Grid has been promoting the programs primarily through contacts with local government and community organizations and historically made little direct outreach to eligible customers. The response to a recent mass mailing for the On-Track program, however, suggests that more direct outreach efforts will produce increased applications and enrollments. The most common ways people learned of the programs were from National Grid brochures, LIHEAP programs, and National Grid employees. In April 2011, National Grid began a Grassroots Campaign. Consumer Advocates target prospective customers with one-on-one assistance by being available for weekly, bi-monthly, and monthly visits to selected agencies such as the Department of Social Services, Department of Labor offices, Community Action Program agencies, Economic Opportunity Council offices, one-stop job training centers, food pantries, domestic violence organizations, health clinics, mobile outreach vans, public libraries, and senior apartment complexes, among others.

National Grid reports that by networking with those who share common interests and goals, the team has identified new ways of reaching customers, new opportunities for outreach, and found pockets of customers with a diverse background who are in need of services. The company describes the campaign as a huge success and notes that it receives positive feedback from various Community Action Program staff and customers. In addition, in November 2011, the Company increased outreach by adding new outbound calling campaign in Long Island. The Company obtains a list of customers who may be eligible for HEAP by utilizing the services of a national data warehouse. A special postcard mailing was also done in November 2011 to customers who may be eligible based on their income. National Grid also reports that participants who receive a second delinquency letter are referred to a Consumer Advocate before the account defaults³.

- » Both the Reduced Rate and On-Track programs are viewed positively by participants for the following reasons:
 - Easy to apply;
 - Information was clear;
 - Easy to participate; and
 - Participants in both programs believe they are benefiting from them.

- » Both programs have majorities of recently enrolled participants; 52 percent of On-Track and 53 percent of Reduced Rate surveyed participants were in their respective programs for six months or less at the time of the evaluation participant survey. Since statistics regarding removal reasons are not kept, it is not possible to tell how many participants leave the programs because they are successful, or because they have failed to meet the On-Track program requirements, or whether they left for reasons extraneous to the program.

³ The events described in this paragraph occurred after Navigant's evaluation process was completed. Navigant cannot, therefore, comment on their effectiveness. Navigant notes that more proactive recruiting and program management are in accord with this report's recommendations.



- » Income: 68 percent of surveyed participants in both programs have incomes less than \$25,000; 38 percent have incomes of less than \$15,000.



Table 1-1 shows the income distribution for 409 surveyed customers expressed in percentage of participants for each program, with Reduced Rate customers separated into heating and non-heating discount groups.



Table 1-1. Income Distribution of Surveyed On-Track and Reduced Rate Participants

Income by Percentage	All Respondents (n = 409)	On-Track (n = 90)	Reduced Rate with Heat (n = 217)	Reduced Rate without Heat (n =102)
Under \$15k	38	33	36	44
\$15k to less than \$25k	30	22	37	22
\$25k to less than \$50k	18	25	16	15
\$50k to less than \$75k	7	16	4	5
\$75k +	-	-	1	-
Refused	7	4	6	14

Source: Participant survey conducted by Lieberman Research Group, August 2011.

National Grid’s Program Outreach and Recruitment functions are inadequately resourced. There are two Consumer Advocates, one for Nassau County and the Far Rockaways, and one for Suffolk County. These environments differ greatly geographically and organizationally. The Consumer Advocates’ primary focus is assisting National Grid customers in need; however, for the past year, they have also been promoting the On-Track and Reduced Rate programs to local government and community-based organizations and assisting applicants. As a result of a broad reorganization, in late summer 2011, the Consumer Advocacy Group in the Brooklyn Metrotech facility, previously reporting to the Collections Department with a focus on collection activities, began reporting to the Consumer Advocacy and Low Income Department. This change brought additional personnel and resources to program administration and recruitment and will allow for greater interaction with participants.

In April 2011, National Grid launched an intensive community outreach program aimed at a variety of community organizations throughout Nassau and Suffolk Counties. A spike in Reduced Rate program enrollments was observed in June 2011, which may be evidence these efforts are producing results. However, Navigant discussions with some community groups indicated there is still spottiness in knowledge of these programs. Navigant also suspects that turnover in local government agencies, as in the Suffolk County Department of Social Services, as well as some community agencies’ narrow focus on their top-priority programs, may also be inhibiting a better understanding at the community agency level. Navigant suggests that National Grid continue to actively pursue community organization liaisons, including low-cost actions such as being active on e-mail publications and community organization list servers.

In addition to continuing the grassroots work, more extensive and aggressive actions are needed to increase enrollments encompassing a variety of approaches and environments. For example, National Grid’s “full manual” data system is an inadequate tool for managing the program recruitment efforts and for managing the On-Track program in particular. Right now, National Grid collects little or no demographic or other participant data in the regular operation of the program. Not having this information about participants inhibits targeting and program management. National Grid needs at least minimal program tracking. The company has made it clear that it relies on a computer system that does not permit the development of the sort of tracking system found in some utility energy efficiency programs , and says it does not have the resources to develop such a tracking system.



National Grid may not need an elaborate tracking system but it does need to know what is happening to On-Track participants while enrolled (individually and for all participants). National Grid can manage On-Track more effectively if program staff actively monitors customer repayment status and works with customers to avoid defaults. National Grid can manage more effectively knowing the participants' income levels (the program clearly has a very low income participant population) and establishing realistic arrearage payment levels. Even with this knowledge, it may be the case that more participants drop out not because they are not paying the arrears but because they are unable to pay their regular monthly bills, as they must do to remain in the program. Tracking reasons for removal will provide insight into how many customers complete the program, how many drop out and for what reasons, and what actions would result in optimum, successful sustainable arrears repayment and management. If National Grid could document that to be the case, it might want to reexamine the program structure. Customers with particular profiles may be the best candidates to achieve significant arrearage reductions. Some On-Track participants may be in the program mainly to stop collection/termination proceedings but may not have a realistic chance of program success. National Grid may want to consider another strategy for those customers. Such considerations are only possible with better data, which could lead to setting reasonable performance metrics.

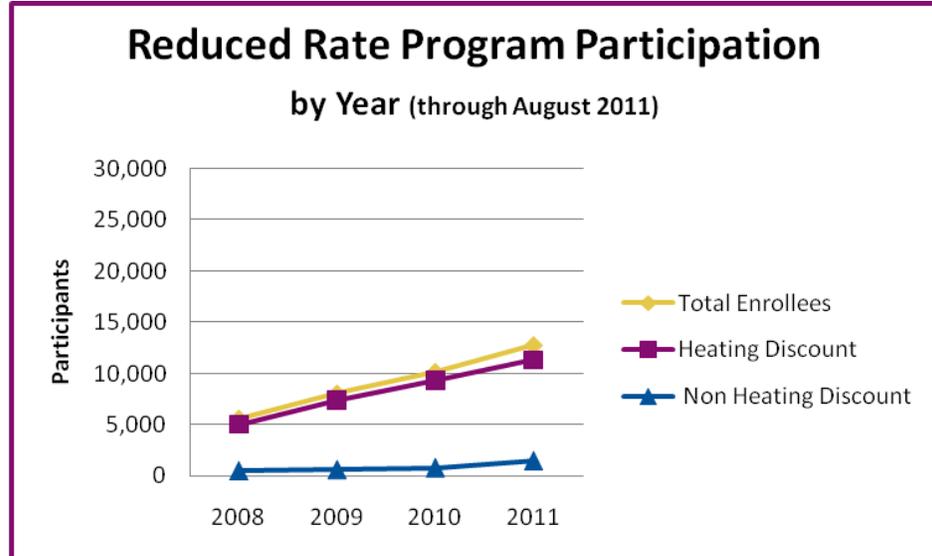
1.6.2 Findings: Reduced Rate Program

The Reduced Rate program is authorized for a maximum of 30,000 customers and has steadily increased enrollment since its initiation in mid-2007; however, it remains well below the authorized level, as shown in Figure 1-1 below. Between January and June of 2011, enrollments increased by 22 percent; however, the monthly increase increments are fairly consistent until June, when almost double the monthly customers enrolled and the program reached an all-time high of 13,016 participants. The only noteworthy dropouts have happened in the last two months, likely a consequence of National Grid's recertification process, amounting to about two percent of participants; however, the exact reasons for dropouts are unknown because National Grid does not track dropout causes.

Navigant concludes that National Grid is slowly building a participant base, as shown in Figure 1-1 below; however, it is not making aggressive enough efforts to reach its authorized level. On the positive side, participation has increased by 20 percent in 2011 but strengthened efforts are required to move participation closer to the maximum authorized level of 30,000 participants.



Figure 1-1. Enrollment in Reduced Rate Discount Program

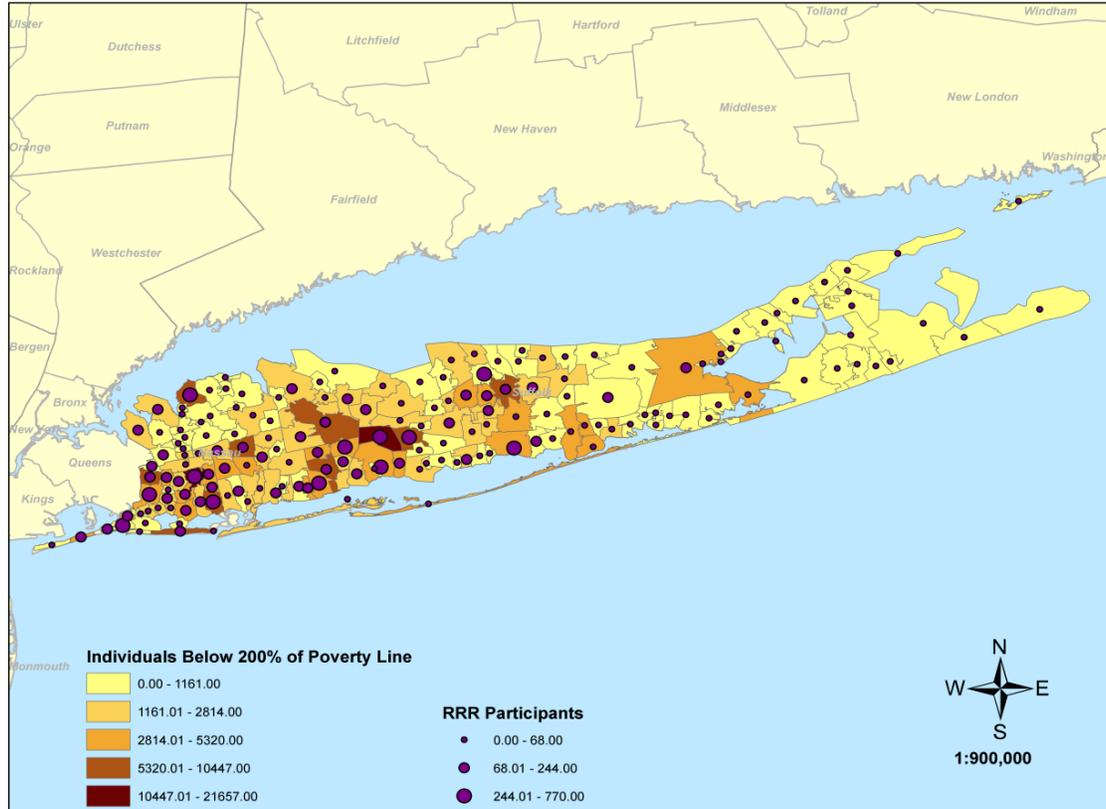


Source: National Grid Monthly Spreadsheet for On-Track and Reduced Rate Programs.

On a community level, GIS data as seen in Figure 1-2 show that National Grid is reaching Reduced Rate program-eligible participants throughout the service territory and in some rough proportion to the eligible population at the village level. National Grid can use these data in targeting its grassroots campaigns to those areas with a higher proportion of eligible residents.



Figure 1-2. Reduced Rate Program Participation Compared to Individuals Whose Income is <200 Percent FPLs



Source: U.S. Census Population Data; National Grid Reduced Rate Enrollments, April 2011.

National Grid does not collect and use demographic or other information about Reduced Rate participants. These data would be helpful to inform National Grid about which segments of the eligible population the program is reaching and who is being missed. National Grid does maintain participant addresses but has not used them in considering how to target or recruit additional participants. Navigant suggests that GIS analysis can be used further to track participants through key characteristics of the program’s target population.

- » The Reduced Rate program appears to have high concentrations of elderly participants; 29 percent of those surveyed live in elderly only households, suggesting that senior organizations have been effective recruiting channels.
- » Hispanic households comprise 7 percent of the Reduced Rate program evaluation survey respondents but are approximately 32 percent of area low-income populations (≤ 100 percent of federal poverty levels [FPL]), suggesting that more recruitment efforts should be directed to that



segment of the eligible population. Making certain all program brochures, documents, and applications are available in Spanish would also help outreach efforts. This is important because the participant survey showed program brochures to be a principal means of making customers aware of the program. Since the conclusion of Navigant's study period, National Grid reports the On Track brochure, which includes information on the Reduced Rate program has been translated into Spanish and distributed to various CAP and DSS offices.

1.6.3 Reduced Rate Program Recommendations

Navigant concludes that the informal, though increasingly intensive, networking efforts need to be supported by an organized, targeted campaign strategy, with defined seasonal recruitment goals, activities, timelines, feedback, and evaluation, if the Company is to increase Reduced Rate enrollments significantly further toward its authorized levels. National Grid can take several actions, including the following, once an overall strategy is developed:

- » Develop an organized, targeted outreach and recruitment campaign strategy, with defined seasonal recruitment goals, activities, timelines, feedback, and evaluation.
- » Broaden the distribution of brochures and other printed materials. The participant survey shows that the English brochures are an important introduction to the program; however, they need to be supplemented by the following:
 - Brochures in Spanish and other languages.
 - Large, attractive posters in multiple languages placed in strategic locations throughout the service area.

Since the conclusion of Navigant's study period, National Grid reports the On Track brochure, which includes information on the Reduced Rate program has been translated into Spanish. Reduced Rate program posters are being translated into Spanish and expected to be ready for distribution by March 2012.

- » Promote active sponsorship of community events in communities with substantial low-income populations.
- » Provide contacts, articles, and interviews for community newspapers and radio stations.
- » Increase direct contacts with customers, including seasonal bill inserts and more frequent mass mailings.
- » National Grid has had real success with recruiting elderly participants; elder-only households comprise 29 percent of Reduced Rate participants. National Grid should work with these organizations to see what strategies have been most effective and apply them to other low-income groups, as appropriate.
- » GIS analysis can be used further to track participants through key characteristics of the program's target population.



Further, National Grid needs to track the effectiveness of its various types of outreach to attempt to determine which efforts are most effective. National Grid can take a variety of actions, including the following:

- » National Grid could target communities with large low-income populations of gas customers, as identified by Navigant.
- » Follow up with community organizations to see how much they are promoting the National Grid programs, if at all.
- » Seek means of getting applications or referrals into the hands of staff who work with eligible people day to day. Perhaps provide an email or phone contact so staff who are fully occupied with their own programs can take a moment to get a likely candidate started on the application process.
- » Follow up with community leaders after sponsored events to maintain visibility.
- » Participate in community organization email and list serves and maintain active presence in the electronic communication environments.
- » Add a question to the application form asking how the applicant learned of the program.
- » National Grid should approach community-based newspapers and local radio stations, especially those broadcasting to Spanish language groups, as well as other identified language and ethnic groups in the service territory.

This increased activity should not be the sole responsibility of the two Community Advocates who already have very full workloads. National Grid can make use of other Community Advocate group staff, including those who were formerly making phone calls for the On-Track program. These staff can reach out to local organizations by phone and later email or other appropriate communication paths, and track which contacts and groups are effective, which need development, which are not fruitful, and assist in decisions about targeting outreach and recruitment.

In April 2011, National Grid began a Grassroots Campaign. Consumer Advocates target prospective customers with one-on-one assistance by being available for weekly, bi-monthly, and monthly visits to selected agencies such as the Department of Social Services, Department of Labor offices, Community Action Program agencies, Economic Opportunity Council offices, one-stop job training centers, food pantries, domestic violence organizations, health clinics, mobile outreach vans, public libraries, and senior apartment complexes among others.

National Grid reports that by networking with those who share common interests and goals, the team has identified new ways of reaching customers, new opportunities for outreach, and found pockets of customers with a diverse background who are in need of services. The company describes the campaign



as a huge success and notes that it receives positive feedback from various Community Action Program staff and customers.⁴

As a result of a broad reorganization, in late summer 2011, the Consumer Advocacy Group in the Brooklyn Metrotech facility, previously reporting to the Collections Department with a focus on collection activities, began reporting to the Consumer Advocacy and Low Income Department. This change brought additional personnel and resources to program administration and recruitment and will allow for greater interaction with participants.

1.6.4 Findings: On-Track Arrearage Forgiveness Program

The On-Track program is authorized for a maximum of 1,000 participants but has never come close to that number. A 2011 spike in enrollments is likely attributable to a National Grid mass mailing sent out in February, a strong indicator that actively marketing the program can increase enrollments.

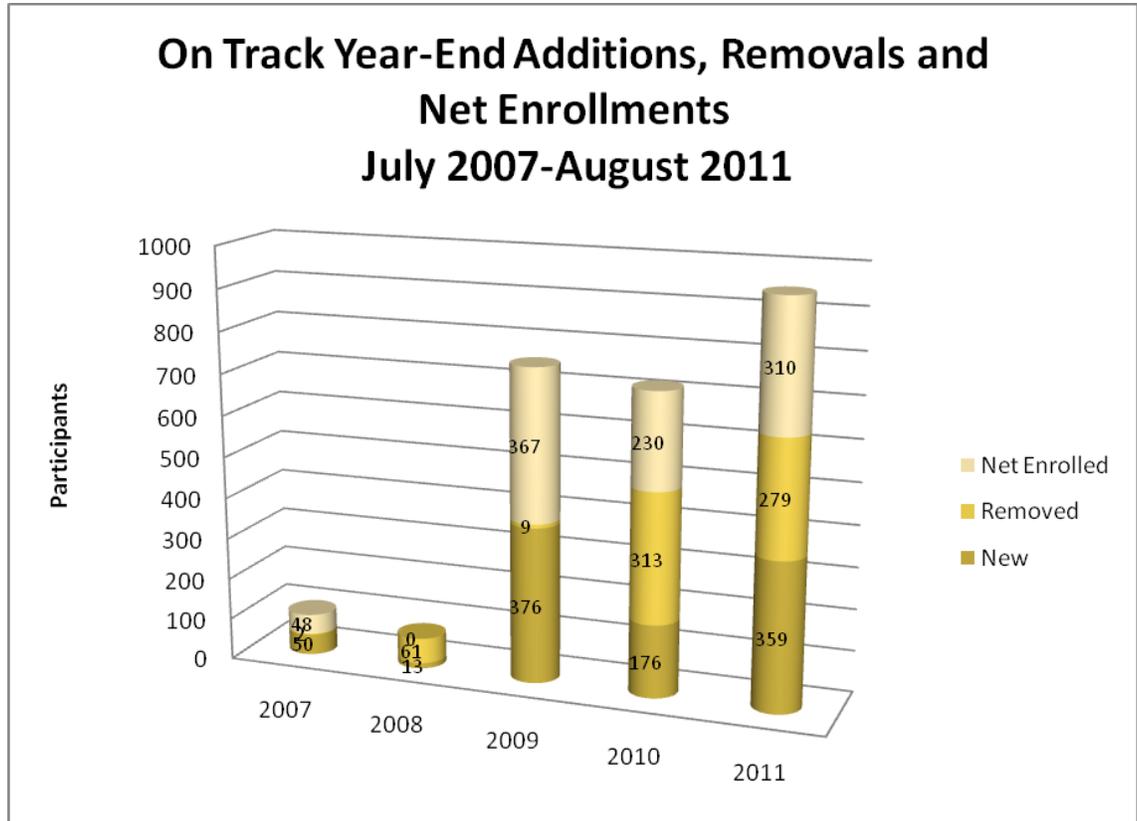
The enrollment problem is in part a recruitment issue but there is also a great deal of turnover in the program for reasons that are not clear. There were almost no removals from the program's inception in July 2007 until mid-2010. In the last nine months of 2010, removals exceeded enrollments in all but two months. Subsequently, monthly removals decreased.

Figure 1-3 shows year-end totals of enrollments, removals, and total participation through August 2011, the latest date for which we have information.

⁴ The events described in this paragraph occurred after Navigant's evaluation process was completed. Navigant cannot, therefore, comment on their effectiveness. Navigant notes that more proactive recruiting and program management are in accord with this report's recommendations.



Figure 1-3. On-Track Enrollments, Removals, and Net Enrollments, July 2007–August 2011



Source: National Grid Monthly Spreadsheet for On-Track and Reduced Rate Programs.

Some of the 2010 removals could be attributed to customers who successfully completed their 18-month participation, the maximum allowed; a National Grid staff person estimated that 40 percent of On-Track participants complete the program. However, these removals could also be participants who were unable to comply with the program requirements.

Another possible explanation is a management change in which program staff no longer regularly calls participants, as was done in the early months of the program. Verbatim responses to the evaluation participant survey suggested that participants found the calls very supportive, reminding participants to pay their agreement by the required date or just showing that someone cares about them. Although National Grid claims that the change in the practice was a result of customer feedback during the check-in calls, ending that check-in practice may have contributed in part to increased removals. Currently, once a customer is enrolled in On-Track, regular communication, including reminder, warning, and removal letters, originate from the credit and collections staff, not the program staff. There is a disconnect between the program staff and the Consumer Advocates, who no longer have direct access to customer status and can only be reactive to participant problems as they become aware of them.

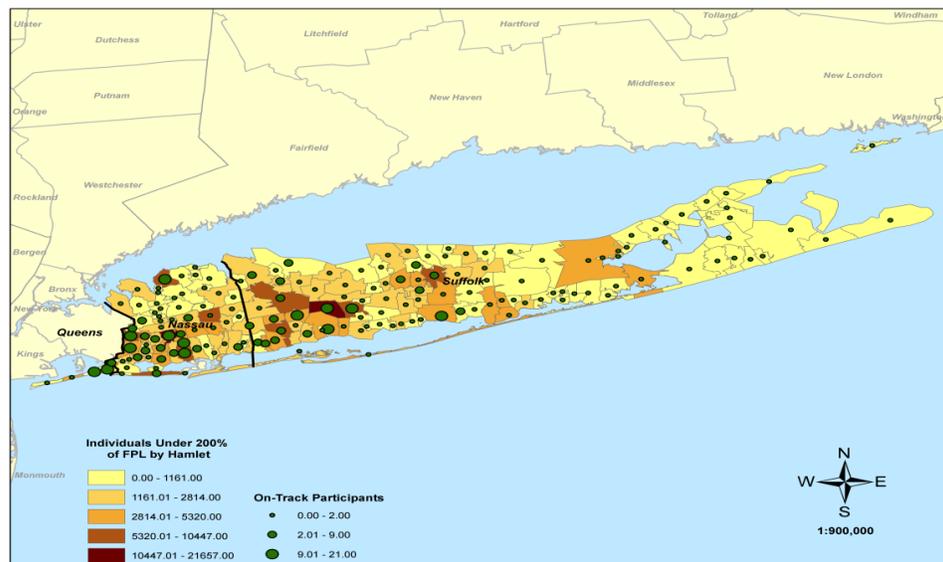


Program staff does work with customers who contact them directly with problems but there is no real systematic oversight.

National Grid notes that since the conclusion of Navigant’s study period, National Grid has instituted an additional reminder call to On Track customers when their account becomes past due and the “program staff” now report to the Consumer Advocacy and Low Income Department. Before the customer defaults from the program, a referral is made to a Consumer Advocate to assist the customer in remaining in the program.

- » On-Track participants are found across the service territory in rough proportion to the eligible population at 200 percent of the FPL, as shown in Figure 1-4.

Figure 1-4. On-Track Program Participation Compared to Individuals Whose Income is <200 Percent of FPLs



Sources: U.S. Census Population data; National Grid On-Track Enrollments, April 2011.

- » The “Full Manual” data system National Grid employs for the Reduced Rate program is also used in the On-Track program, where the lack of data hinders not only recruitment but also program management. National Grid can ascertain the enrollments and removals on a monthly basis and can learn the immediate status of any On-Track participant. Nevertheless, the company is unable to learn anything more through any automated analysis or reporting. National Grid has said it does not have the resources required to update the existing system. Navigant understands the constraint; however, we believe in a program that seeks to induce customers to consistently pay their bills and arrearages and make related behavior changes that will reinforce regular bill payment.



1.6.5 Recommendations for the On-Track Program

- » National Grid needs a management plan that identifies goals for recruitment and retention, sets performance metrics, and provides touch points to review progress and resolve problems.
- » National Grid should build a recruitment program for On-Track involving the same elements recommended for the Reduced Rate program (described in section 1.6.3) but scaled to On-Track's goals.
- » One immediate improvement would be the reinstatement of monthly calling by program staff, using the Consumer Advocate group staff that was performing this function.⁵
- » Another immediate improvement would be restoring full system access to all program staff so they can know participant status and be able to assist participants when needed.⁶
- » A solution needs to be found to the IT system problems noted below. National Grid need not develop an entire Customer Information System; however, it does need to develop a program tracking system that at a minimum includes the following:
 - Participant demographics: household income, size, ages, ethnicity, and community.
 - Starting and ending arrearages for individuals and participants as a group.
 - Numbers of customers receiving one arrearage credit, two credits, etc.
 - Number of customers who are one month, two months, three months late, make partial payments or make no payments at all.
 - Reasons for removal; reasons for reinstatement.
 - The numbers of participants coded as LIHEAP recipients in both programs.

1.7 Recent Developments

National Grid completed a broad reorganization of various groups and activities over the course of Navigant's evaluation study. On Sept. 26, 2011, the Consumer Advocacy Group in the Brooklyn Metrotech facility began reporting to the Consumer Advocacy and Low Income Department. Previously, this group reported to the Collections Department, with a focus on collection activities. This change brought additional personnel and resources to the administration of the On Track program and will allow for greater interaction with participants. This change also increases the ability of program staff to accelerate program recruitment and out-reach to participants. It is hoped that these efforts will enhance program success.

⁵ National Grid notes that since the conclusion of Navigant's study period, National Grid has instituted a reminder call to On Track customers when their account becomes past due.

⁶ National Grid notes that since the conclusion of Navigant's study period, Consumer Advocates are receiving monthly reports on program participation levels. In addition, before a customer defaults, a referral is made to the Consumer Advocate to attempt to get the customer back on track.



These changes have also resulted in a process improvement in that customers will now be referred to the Consumer Advocacy and Low Income Department prior to program default. National Grid has also replaced the initial outbound collection call with a reminder call to On Track customers when their account becomes past due. National Grid continues to send out reminder letters, but the call represents a more pro-active and customer friendly outreach effort. These changes should have a positive impact on the high program participant turnover rate.

National Grid had already increased its outreach efforts before Navigant began its evaluation activities. In support of those efforts, the On Track brochure has been translated into Spanish. National Grid recently reinstated the use of program promotion posters for Long Island and New York City. These brochures and posters have been distributed to National Grid customer offices, CAP agencies, the DSS of Suffolk and Nassau Counties, unemployment training centers and other community programs such as food pantries. National Grid is also translating posters into Spanish and expects these to be ready for distribution by March 2012.

National Grid notes that in addition, in November 2011, the Company increased outreach by adding new outbound calling campaign in Long Island. The Company obtains a list of customers who may be eligible for HEAP by utilizing the services of a national data warehouse. A special postcard mailing was also done in November 2011 to customers who may be eligible based on their income. As a result of this additional outreach, the number of HEAP grants National Grid customers received was up 940 grants or 13.75% through January 2012.⁷

1.8 Other Evaluation Issues

The PSC Order and National Grid's Request for Proposal (RFP) requested that the evaluator examine three areas that Navigant was not able to address due of timing, feasibility or budget constraints. These areas were:

1. Program effects in avoiding termination and impacts on collection costs.
2. Longitudinal study that follows participants over time.
3. Contact with program dropouts

1.8.1 Program effects in avoiding termination and impacts on collection costs

In order to address these important concerns, Navigant's approach required that detailed tracking data regarding customer status before, during and after participation in the program be provided. This data would need to include detailed information on customer arrearage balances and how these changed for participants and KEDLI customers as a whole over the program period. The extent to which participants' arrearage balances rose or fell from their starting points, the extent to which the program actually avoided terminations or delayed them could then be assessed. The evaluators describe a detailed approach to performing such an analysis in Section 3.3.1 of this report. However, Navigant found that this analysis was not feasible because the required data could not be supplied by National

⁷ Events above noted by National Grid occurred after the evaluation process was completed and Navigant cannot therefore comment on their effectiveness. Navigant notes that more proactive recruiting and program management are in accord with this report's recommendations.



Grid. Therefore, Navigant did not pursue this aspect of the evaluation. Navigant concurs that such analysis would be useful to the PSC, National Grid and other interested parties.

1.8.2 Longitudinal Study

The PSC Order included provisions for a longitudinal study to understand how the program affected participants' payment behavior and history. Navigant concurs that such analysis would be useful to the PSC, National Grid and other interested parties but notes that such a study was impossible given the short time frame allotted for the completion of our evaluation.

A longitudinal study would follow participants over an extended period of time, at least one year, but ideally even longer, to determine if the program had a lasting impact on their habits and capacity to maintain their current bill payments and continue to reduce their arrearages. Typically, such analysis would include interviews/surveys with program participants to gather perspectives and additional insights. Unfortunately, the extended time period required to complete work of this nature was not available to us and, as noted previously, supporting tracking data were also not available. Had detailed tracking data been available Navigant might have been able to conduct a 'virtual' longitudinal analysis based solely on program records. In our response to National Grid's RFP, we did not propose to complete a detailed longitudinal study given the short time frame allotted for the completion of our evaluation.

1.8.3 Program Dropouts

National Grid was unable to provide Navigant with information relating to program dropouts. However, Navigant's survey did probe what happened to participants when they missed payments, including some questions about dropping out. Navigant found that ten of the surveyed participants had dropped out; three of those made no payments at all, while others made partial payments but did not attempt to renegotiate their amount. Although the survey's questions did not directly address why dropouts did not pay or make partial payments, it is reasonable to assume that participants were unable to comply with their agreements, either because they could not make their arrearage payment, or as National Grid staff suggested, they could not pay their regular monthly gas bill. Only one customer of the ten contacted National Grid to establish a new payment plan.



2 Introduction and Description of Programs

2.1 Introduction

This document is the Process Evaluation Report for the Low-Income Discount and On-Track programs that National Grid delivers to its gas residential low-income customers in the Long Island, NY territory served by National Grid, including customers in Nassau and Suffolk Counties and the Far Rockaway section of New York City.

Through a competitive bid process, National Grid selected Navigant Consulting, Inc. (Navigant), and its partner, Lieberman Research Group, to complete this process evaluation.

National Grid's Credit and Collections Manager is the key liaison for the Company and primary point of contact for all project evaluation activities.

National Grid will submit the final evaluation report to the New York Public Service Commission, upon Navigant's completion of the project scope and National Grid's review and comment.

2.2 Key Research Questions

National Grid commissioned this report as part of its efforts to increase program enrollments in both the Reduced Rate Low-Income Discount and On-Track arrearage forgiveness programs to their authorized levels through a number of means.

National Grid also wanted to understand the following:

- » Participant characteristics—Is the appropriate population being served?
- » Behavior in the On-Track program—Why does participation end?
- » What can be done to improve program processes, beginning with recruitment of eligible customers?
- » Does the program have a measureable effect on participants' energy burden?
- » Can the program be made more effective and what changes would accomplish that?
- » Can the program be made more cost efficient?

2.3 Program Description—Reduced Rate Discount

The Reduced Rate Discount is offered to residential low-income customers⁸ who receive natural gas delivered by National Grid for heating and/or cooking purposes and have accounts in their own names.

⁸ Targeted at customers with approximately 200 percent of the federal poverty levels, equating roughly to \$22,000-\$75,000 annual income, depending upon household size. Source: <http://liheap.ncat.org/profiles/povertytables/FY2011/popstate.htm>



The program provides a discount on the delivery portion of customer bills, varying by month as customer gas usage varies. National Grid has offered the Reduced Rate discount since 2008. The program is authorized for a maximum of 30,000 participants. Over almost four years enrollment has steadily grown to 12,774 by August 31, 2011, as shown in Figure 2-1.

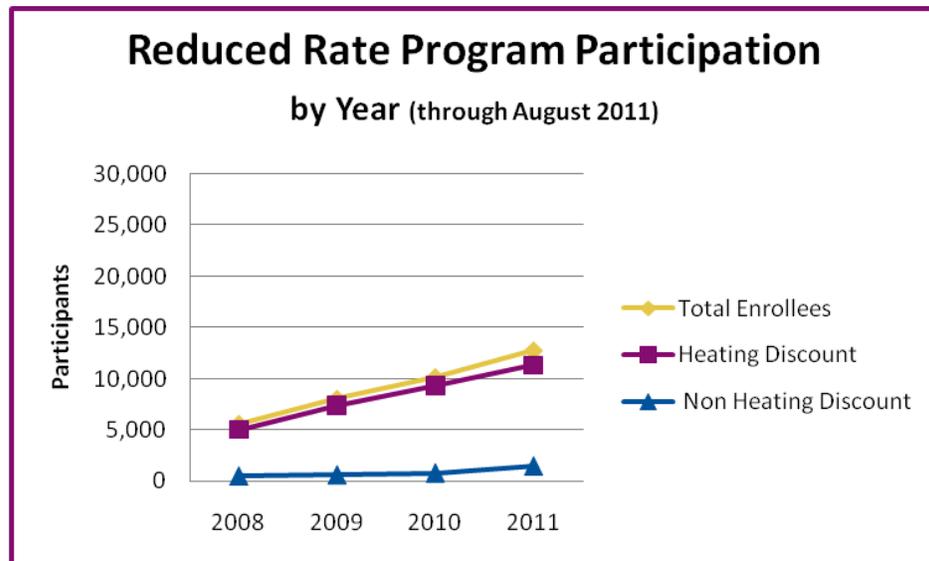
Customers must have active gas service at their principal residence and must have the following:

- » A one or two-family gas heating or non-heating account in their name or
- » A separately metered unit in a multiple dwelling, and
- » They must also be currently enrolled in one of the following programs:
 - Temporary Assistance for Needy Families (Family Assistance).
 - Safety Net Assistance—Public Assistance.
 - Supplemental Security Income (SSI).
 - Medicaid.
 - Food Stamps.
 - Low-Income Home Energy Assistance Program (LIHEAP).
 - Veteran’s Disability Pension.
 - Veteran’s Surviving Spouse Pension.
 - Child Health Plus.
- » Customers in the above programs must provide proof of their current participation. Automatic enrollment is intended for customers who are enrolled in On-Track, for whom National Grid receives a LIHEAP payment, or upon receipt of a guarantee of payment from New York City’s Housing Resources Administration (HRA) for customers who receive Direct Vouchers from HRA.
- » National Grid customers learn about the Reduced Rate program in various ways. National Grid has produced a brochure, currently only in English, that describes the program. National Grid has periodically included informative bill inserts in monthly bills. In February 2011, National Grid did a mass mailing. Two outbound call campaigns were conducted, during which information about the Low-Income Discount Program was communicated. In August and November 2010, National Grid made a total of 74,363 phone calls, resulting in 1,774 new enrollees. Customer service representatives provide information directly to customers who inquire. National Grid employs two full-time Consumer Advocates, a substantial part of whose time is devoted to informing community groups in Nassau and Suffolk Counties about the program. A variety of community organizations refer eligible customers to the program through a designated National Grid intake person.



Participation in the Reduced Rate program has steadily increased since its inception and has increased substantially since the early months of 2011. Figure 2-1 shows the overall progress against the program maximum authorization of 30,000 participants.

Figure 2-1. Enrollment in Reduced Rate Discount Program



Source: National Grid Monthly Spreadsheet for On-Track and Reduced Rate Programs.

2.4 Program Description—On-Track Arrearage Reduction

The On-Track Arrearage Reduction program is an 18-month low-income arrears forgiveness program for residential heating customers. On-Track provides financial assistance and education to help customers with a past-due balance restore their standing, pay off a portion of arrears, and receive up to \$100 per calendar quarter (maximum \$400 per 18-month period) upon completion of monthly payments of current bills plus an agreed arrears repayment amount. On-Track is open to low-income customers who have one or two-family gas heating accounts in their name, are currently responsible for paying their gas bill, and have not been enrolled in On-Track in the previous program year. Importantly, enrollment in On-Track can be the last step in avoiding shutoff and collection actions, which are stopped while a customer participates in the program.

A key feature of On-Track is the Deferred Payment Agreement (DPA). National Grid and On-Track negotiate an agreement in which the customer agrees to pay his or her monthly gas bill on a balanced bill basis. The average balance bill for a single-family home is \$197/month.⁹ In addition to that, participants agree to also pay a part of their outstanding arrears each month; the program’s goal is to set an affordable payment, which can be as little as \$10 per month over the 18-month program period. Sixty-one percent of surveyed participants currently pay the minimum amount. Customers may work with National Grid to adjust the arrearage repayment amount if it proves to be unaffordable. According to

⁹ Source: National Grid Low Income program staff.



program staff, the typical arrearage on entering the program is \$1,900; arrearages range from \$400-\$13,000.

On enrollment, customers receive a boxed kit containing a booklet with hints and tips about effective budgeting and energy efficiency, monthly folders imprinted with energy conservation and efficiency tips, a calculator, and brochures about energy assistance. Once customers are enrolled, they are expected to make their agreed payments (both the monthly agreed balanced bill payment and the agreed-upon monthly arrearage amount) by the due date. Upon completion of a calendar quarter of on-time payments, National Grid credits \$100 to the customer's account. This continues through a maximum of four payments; however, the term of the enrollment is up to 18 months, meaning that no additional credits are granted after month 12.

Payments are managed through National Grid's credit and collections division. If a payment is partial or late, that group issues a series of up to three letters, first reminding the customer the payment is late/incomplete and progressively warning the customer, up to termination after the third letter. Customers are encouraged in these letters to contact National Grid to work out plans to make up payments. Customers may also renegotiate the arrears portion of their payments if they are not affordable, down to a minimum of \$10/month. Thus, a customer with a \$1,200 arrearage would require 10 years to pay down the entire amount. Once a customer has completed the 18-month program, that customer is not eligible to continue in the program but may reapply in 12 months.

A key feature of On-Track is connection to the participants and support for them through the course of the program. Participants entering the program are often in the last stages before termination of their service and are often customers who have had long-term difficulties in paying their bills. Consumer Advocates report that in the current economy, they are also seeing participants who would not have been expected previously but through job losses or other economic problems are in unaccustomed difficulties. The low-income program staff conduct enrollments and work with customers to establish balanced bill payment plans for regular monthly bills and affordable arrears repayment amounts. In the earlier stages of the program, staff called every On-Track participant monthly as both a reminder and to offer support, including helping them resolve problems. In 2010, however, the regular calling function was ended, even though the monthly calls are a part of National Grid's approved program plan.

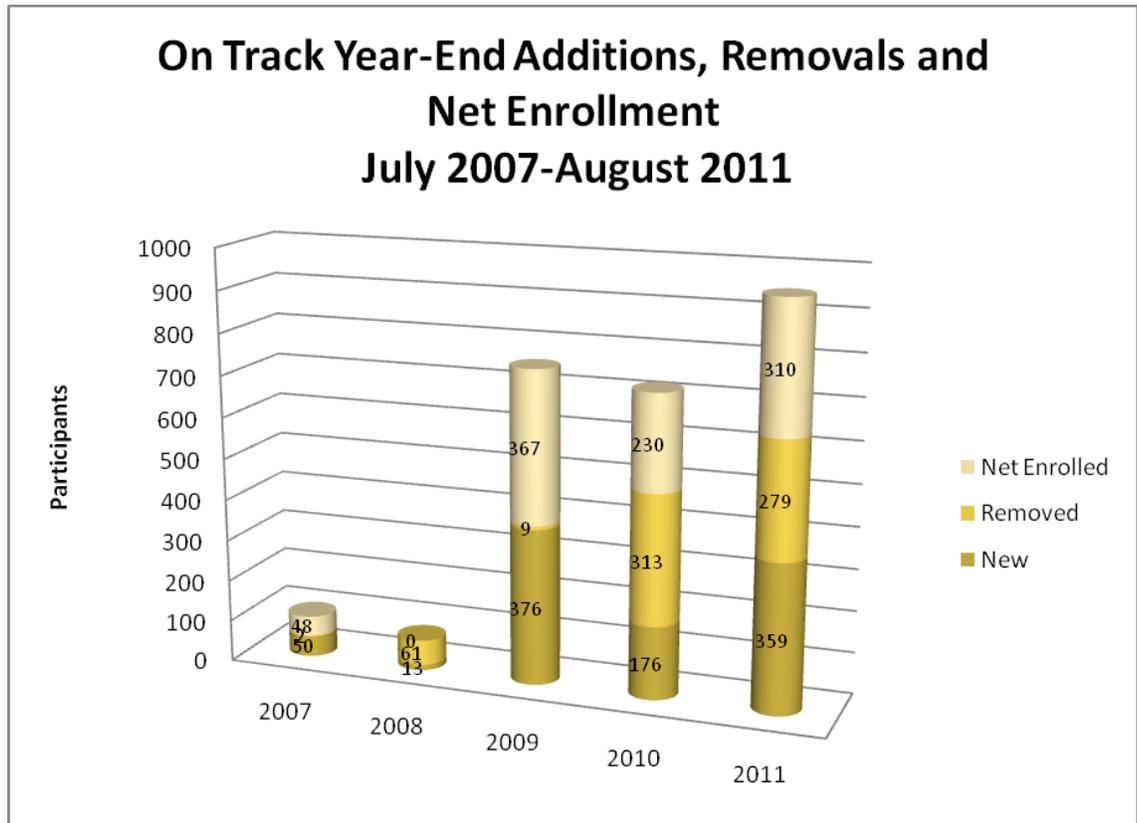
Ending calling had two effects. First, it disconnected the program staff from the day-to-day progress of the program in general and from most of the participants. If program staff become aware of a problem through a direct contact from a participant or a community agency they can address it; however, they don't have any overview of any individual's ongoing success or the participants as a whole because they lack access to participant information and internal reporting is minimal.

Ending monthly calling roughly coincides with a dramatic increase in removals, as shown in Figure 2-2. Given the lack of program internal reporting, it is difficult to say how much impact on removals can be attributed to ending monthly calling but the numbers are suggestive of at least some significant impact.



National Grid notes since the conclusion of Navigant’s evaluation period, the company has instituted a reminder call when an On Track customer's account becomes past due in an effort to keep the customer on the program. This call is in addition the reminder letters issued. Before a customer defaults, the account is also referred to a Consumer Advocate to work with the customer to negotiate terms that would keep them on the program

Figure 2-2. On-Track Year-End Enrollments, Removals, and Net Enrollments, July 2007–August 2011



Source: National Grid Monthly Spreadsheet for On-Track and Reduced Rate Programs.



3 Navigant's Approach

3.1 Navigant's Overall Approach

Navigant defined the primary task as understanding how National Grid currently enrolls participants in the Reduced Rate and On-Track programs.

The Reduced Rate Discount, which is offered to customers who have participated in a variety of assistance programs serving low-income residents, is essentially a passive program. Customers are enrolled as having gas heat or no gas heat, and provided discounts on the delivery portion of their gas usage. Only customers who are not coded in National Grid's records as LIHEAP-eligible are expected to respond to an annual letter asking them to confirm that they remain eligible for the discount.

The On-Track program's intended participant term is 18 months, during which time participants who have had substantial arrears agree to pay their monthly bills plus an agreed-upon arrearage pay-down amount. Customers who make their payments on time each month receive up to four periodic arrearage forgiveness credits. Given the extended nature of the program and the behaviors expected of previously delinquent participants, Navigant also attempted to look at the effectiveness of the efforts National Grid makes to maintain participants in the On-Track program.

Navigant's approach to this evaluation plan involved the following:

- » A thorough program review, including interviews with National Grid program staff.
- » A review of available data and tracking.
- » In-depth interviews with community-based organizations.
- » A Census and GIS review of population and participants through several demographic lenses, including the following:
 - Income distribution throughout the service territory.
 - Distribution of customers by heating fuel type.
 - Duration of participation.
 - Other demographic characteristics of interest to National Grid.
- » A telephone survey of 409 program participants in both programs (90 On-Track, 319 Reduced Rate participants) with special attention paid to the following:
 - Impacts of the Discount and On-Track assistance on affordability and taking efficiency actions.
 - Participant demographic and behavioral characteristics.
 - Aspects of the program that help or impede maintaining participation.



- Experience with the programs’ recruitment and processes.
- Factors extraneous to the programs that affect participants’ behavior.

3.2 Program Review

3.2.1 Staff and Community Agency Interviews

To accomplish the program review, Navigant conducted six in-person and telephone interviews of program staff in National Grid’s Brooklyn, NY offices, Consumer Advocates serving the Nassau County, Far Rockaway and Suffolk County, and the programs’ chief Information Technology (IT) manager. These hour-long interviews (protocols are attached in Appendix A) concentrated on program eligibility, intake, current processes, participant tracking (On-Track), and also, in On-Track, the progress of enrolling and retaining participants in the programs.

In addition to staff interviews, Navigant interviewed, or attempted to interview, a variety of individuals in city and county government, Community Action Agencies, and other community agencies such as senior centers. The final list of interviews is shown in Table 3-1.

Table 3-1. Program Process Interviews

Staff Interviews	Focus
Customer Service Representative in Consumer Advocacy	Overall Program operations for both Reduced Rate and On-Track
Consumer Advocate- Intake	Intake process
Consumer Advocate Field Liaisons (2)	Liaison with local government agencies and community-based organizations
IT Manager	Data Collection, Program Tracking
Community Organization/Local Government Interviews	Focus
Community Action Agency	On-Track process, recruitment, liaison with National Grid
Legal Services Agency	Program knowledge
Senior Center (2)	On-Track and Reduced Rate
Food/Nutrition Program	High level only
NYC Social Services (2)	Matching issues
County Department of Social Services	Basic program information

Source: Navigant

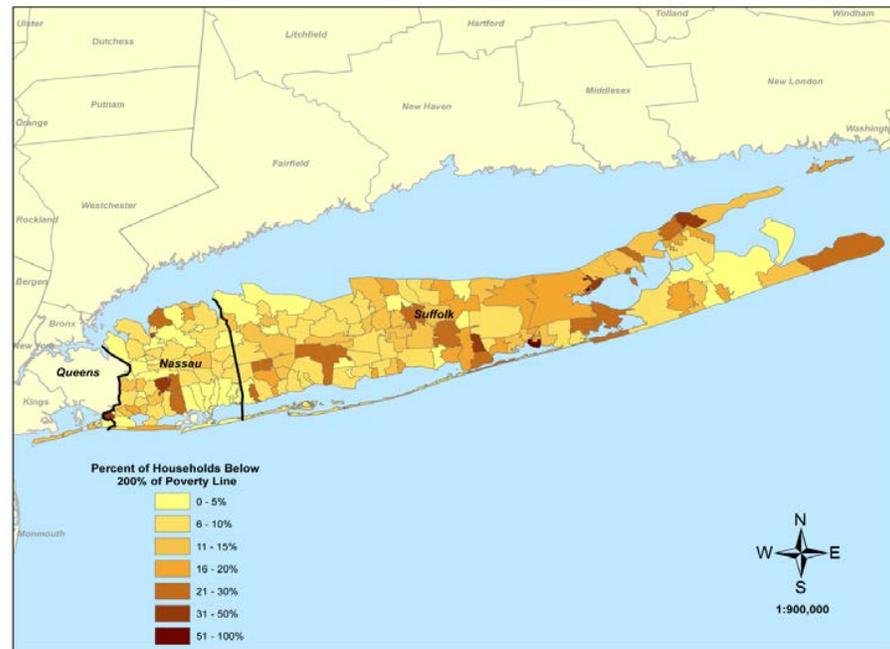
3.2.2 Participation by Income and GIS Analysis

The National Grid Reduced Rate Programs cover two large and differing areas. The first area consists of the Rockaway section of Queens in New York City and all of Nassau County. One immediate question about the programs is the extent to which participation represents the low-income population by



community. To this end, using Census data and National Grid participation data, Navigant analyzed income, percentage of customers with natural gas service, and program participation for 19 towns and 174 villages in the service territory. The full spreadsheet (also provided in electronic form) is attached as Appendix B and also shows results at the village level, as well. Village-level data are sometimes subject to anomalies in very small census tracts. In Figure 3-1, Navigant shows the number of households at 200 percent of the FPL by village-level community.

Figure 3-1. Households at 200 Percent of FPL



Source: U.S. Census Population Data.

Table 3-2 shows participation in Reduced Rate and On-Track programs at the town level for Rockaway, Nassau, and Suffolk. The table shows the total number of low-income households, estimated at 135,788, whose income is at or below 200 percent of FPL and Occupied Housing Unit Data.¹⁰ Of those households, Navigant estimated a total of 52,497 low-income customers have gas heating service from National Grid. The U.S. Census recently released poverty-level income figures for 2000-2009 at the state level, showing a rise of poverty-level households in New York as a whole from 10.5 percent of all households to 10.8 percent.¹¹ Information for households at 200 percent of FPL for the study area was not

¹⁰ (Individuals <200% of FPL) data: “U.S. Census Bureau, 2005-2009 American Community Survey, Table S1701: Poverty Status in the Past 12 Months.” Navigant compiled village-level data from dozens of tables. Occupied Housing Unit data is taken from U.S. Census Bureau, Census 2000 Summary File 1 (SF 1) 100-Percent Data, Table GCT-H5: General Housing Characteristics.

¹¹ U.S. Census, [The 2012 Statistical Abstract](#) > [Income, Expenditures, Poverty, & Wealth](#) > Income and Poverty--State and Local Data.



available at the time of this report writing. Navigant assumes that the number of families at that level has increased as well but has not extrapolated the increase in the numbers shown in Table 3-2.

Table 3-2. Program Participation in Reduced Rate and On- Track, by Town

Town	Estimated # of Low Income Households	% of Households <200% FPL	Estimated # of Low Income Households with Utility Gas	RRR Customers	On-Track Customers	% of Low Income Gas Heating Households	% of Low Income Gas Heating Households on On-Track
Hempstead	35,146	13%	15,666	3,573	140	23%	0.9%
Brookhaven	23,967	14%	6,685	1,818	53	27%	0.8%
Oyster Bay	9,367	9%	3,469	670	16	19%	0.5%
Islip	15,817	18%	6,156	1,850	56	30%	0.9%
Huntington	7,095	10%	3,003	685	25	23%	0.8%
Babylon	11,169	17%	4,134	1,294	39	31%	0.9%
North Hempstead	9,524	16%	5,232	431	8	8%	0.2%
Rockaway*	4,574	14%	1,784	251	16	14%	0.9%
Smithtown	2,993	11%	1,168	144	4	12%	0.3%
Long Beach	2,978	18%	1,662	202	5	12%	0.3%
Southampton	4,467	27%	582	44	-	8%	0.0%
East Hampton	2,180	21%	207	24	1	12%	0.5%
Glen Cove	2,258	23%	1,195	256	14	21%	1.2%
Riverhead	2,671	27%	498	256	2	51%	0.4%
Southold	1,450	17%	221	57	-	26%	0.0%
Shelter Island	133	13%	6	-	-	0%	0.0%
Total	135,788	14%	52,497	11,555	379	22%	0.7%

Sources: U.S., Census and National Grid program participation data.

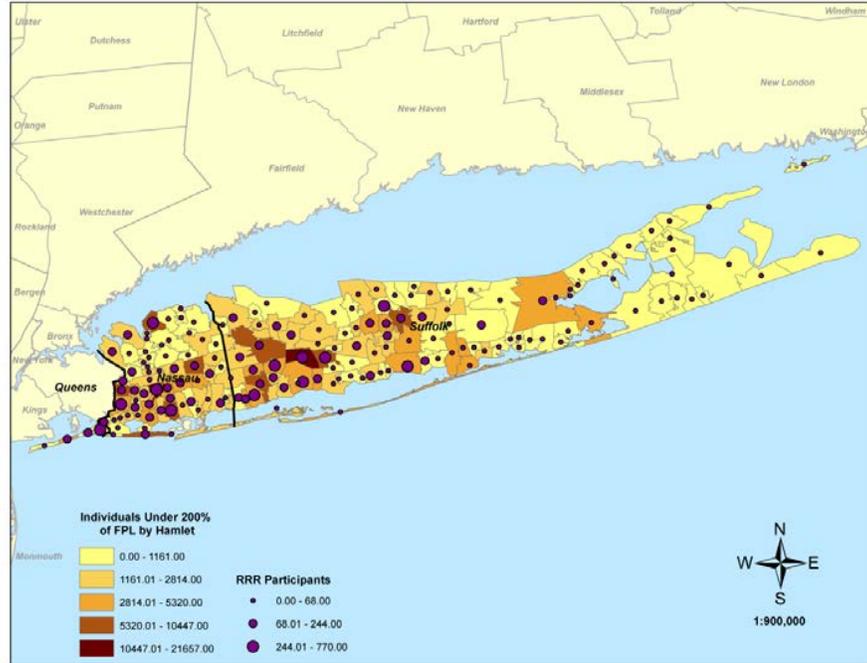
*The U.S. Census data does not provide data at the hamlet or zip code level for the small section of Queens County that comprises the Rockaway region for many of the metrics used in this analysis. The analysts assumed that Rockaway's percentage of households living in poverty, average household size, and percent of households using utility gas heating were the same as the Long Island regional average.

Note: Program participation data are as reported for April 2011.

Navigant also looked at the distribution of participation compared with the number of individuals at 200 percent of FPL, shown in GIS format in Figure 3-2 and Figure 3-3.

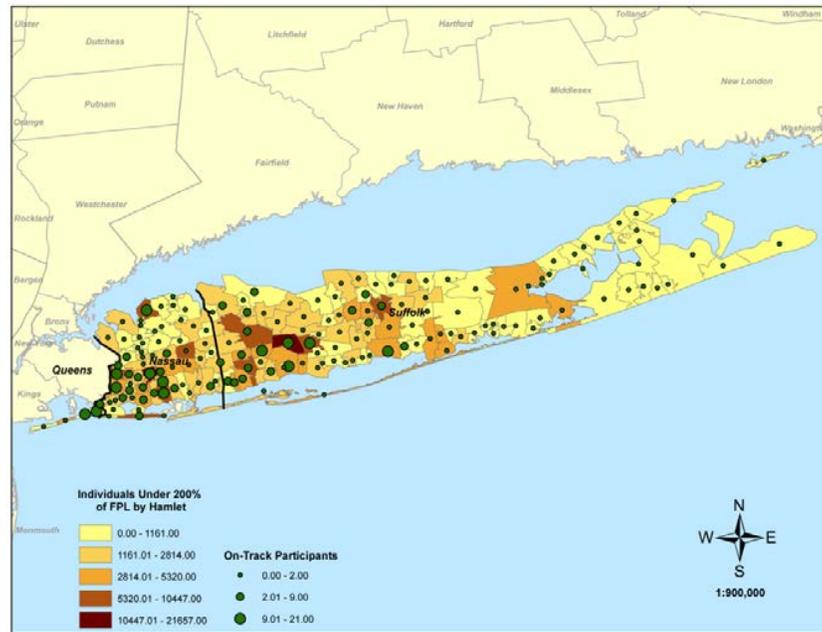


Figure 3-2. Participation in Reduced Rate Program and Individuals at 200 Percent of FPL



Source: U.S. Census Population Data; National Grid Reduced Rate Enrollments, April 2011.

Figure 3-3. Participation in the On-Track Program and Individuals at 200 Percent of FPL



Sources: U.S. Census Population Data; National Grid On-Track Enrollments, April 2011.

3.2.3 Participant Survey

Navigant and its evaluation study partner, Lieberman Research Group, developed and executed a survey of 407 current participants in the Reduced Rate and On-Track programs across the entire service territory. The survey asked participants about the following:

- » Demographics (age, ethnic group, household size and tenure, family income, income sources).
- » How learned of the programs.
- » Ease of application, ease of participation.
- » Duration of their participation in the programs.
- » The amounts of arrears payments.
- » Affordability of arrears payments.
- » Effects of participation on affording energy bills.
- » Energy efficiency actions they've taken since participating.

The final survey and survey reports are attached as Appendix C and Appendix D, respectively.



The survey was stratified as follows:

- » The entire sample was stratified as “Dense” (Rockaway and Nassau) and “Less Dense” (Suffolk).
- » Reduced Rate was divided into Discounts with Heat and Discounts Without Heat. Lieberman Research Group’s analysis reported results in several ways: on the entire sample, at the program level for each program, and at the Dense and Less Dense levels for each program.

Figure 3-3 shows the survey quotas and the number of completions for each group. The survey sample was designed and analyzed at the 90 percent Confidence Interval ± 10 percent precision. Navigant notes that more than 30 percent of Reduced Rate customers in the sample had non-functioning telephone numbers. This is likely a result of customers switching from land lines to cell phones, and customers moving or losing their phone service. The situation is not surprising in a low-income population during a particularly poor economy; however, it presented an additional challenge in a typically hard-to-survey segment of the population. However, we note that once participants were successfully contacted, there was a high rate of completed surveys. Customers were eager to talk about the program.



Table 3-3. Survey Quotas and Completions

	Population	Surveys Needed	Sample Size	Completed Surveys	Completed PCT (surveys needed)
On-Track					
On-Track (dense):*	221	52	221	44	85%
On-Track (less dense):	180	50	180	46	92%
Discount With Heating					
Dense	5,041	68	870	112	165%
Less Dense	5,864	68	880	105	154%
Discount Without Heating					
Dense	755	68	680	70	103%
Less Dense	151	47	151	32	68%
Total					
		353		409	95%

Source: Lieberman Research Group Participant Survey, 2011.

3.3 Other Evaluation Issues

The PSC Order and National Grid’s Request for Proposals requested the evaluator to examine three issues that were not included within the final evaluation scope because of timing, feasibility or budget constraints. Those areas included:

1. Program effects in avoiding termination and impacts on collection costs.
2. Longitudinal study that follows participants over time.
3. Contact with program dropouts

3.3.1 Program effects in avoiding termination and impacts on collection costs

In order to understand the On Track program’s impacts on terminations and collections, it is necessary to both understand what happened in the program and also place program impacts in context with the termination and collections experience for eligible National Grid gas customers. This may be achieved as follows:

Establish the Baseline

In an ideal scenario, the overall approach would be to determine the KEDLI collection and termination actions and costs for the program period, determine arrearage status for the customer population as a whole and identify any changes or trends found during the study period. The study team would determine a number of metrics, including:

- Number of total termination actions for KEDLI for 2008-2011;



- Number of total collection actions in same time period;
- Collection amounts in each year for all customers in collection;
- Collection cost/customer Write- offs taken by National Grid;
- Field visits associated with terminations and associated costs;
- Interest associated with under-recovery of program costs, if any; and
- Interest associated with carrying costs of arrears.

The study would also determine a 'cost per termination and collection action' per customer, based on simple calculations of the total costs associated with the above activities vs. the number of customers terminated and the average arrears at the time of termination and associated amounts subject to collection and/or write-offs. These calculations would provide basic metrics on a per customer basis for KEDLI as a whole and would include:

- Percentage of the customer population terminated by year;
- Average arrearages at the point of termination;
- Collection actions in each year;
- Collection amounts associated with terminations in the whole population by year;
- Write- offs by year for terminated customers;
- Other associated costs;
- Termination costs per customer;
- Collection costs per customer; and
- Changes in each metric over the entire study period.

Estimating Program Impacts

To determine the impacts of the On Track program on terminations and collectibles it would be appropriate to consider the costs of the program, the reductions in arrears, terminations and collections resulting from the program and other reductions on staff and interest costs related to reduced arrearages and collectibles. We would propose the following formula:

$$\text{Gross Program Costs minus Offsets} = \text{Net Program Effects}$$

Gross program costs include:

- Costs of establishing and running On Track program;
- Quarterly arrearage forgiveness;
- Interest associated with under-recovery of program costs (if any – depends on recovery mechanism); and
- Interest on pre-program arrears (represents a carrying cost to National Grid).

Program Offsets include:

- Reduced termination actions;
- Reduced collection actions and associated costs;
- Reduced field visits for termination;



- Reduced Write-offs; and
- Reduced regulatory compliance costs (if applicable),

Net effects include:

- Numbers and rates of reduced terminations due to the program;
- Numbers and amounts of collections actions avoided due to the program;
- Any discernible impact on KEDLI termination, collections costs and write-offs as a whole;
and
- Discernible impacts on participant arrearages and payment behavior.

3.4 Constraints

Baseline Data - To establish the baseline, National Grid would rely on regular reports made to the NY PSC. Rules about reporting interest on carried arrears or under-collections vary and may not be relevant to this impact determination or not readily accessible under current reporting requirements and procedures. A further constraint is the very high rate of turnover in the program; 52% of participants surveyed in 2011 had been in the program for six months or less, suggesting the program may only be delaying termination and collections activity, not avoiding it.

Participant Data - The available participant data present severe challenges to accomplishing the study design described above. As noted elsewhere in this report, National Grid's existing data system severely limits the ability to extract tracking data about program participants, rendering the ideal approach difficult, if not impossible, to accomplish.

Alternative Data Collection and Analysis Approach

Navigant considered another, more limited, approach to establishing termination avoidance and collection impacts, as follows:

1. Extract and examine participant data within the limitation of the current data systems. We would suggest examining a sample of at approximately 70 randomly selected program participants for the 2010 and 2011 program years. The sample final size would be calculated to provide results at the 90% Confidence Interval of $\pm 10\%$. Working with Program and Credit and Collections data, to the extent they are available, National Grid would extract the following data for the participant sample:
 - a. Length of participation in the program;
 - b. Termination actions associated with sample participants;
 - c. Collections actions and amounts associated with the participants;
 - d. Write-offs associated with participants;
 - e. If available, participant arrearages at the start and termination of participation; and
 - f. Monthly arrears payments (from participation agreements).



2. Using the data collected, Navigant would estimate the program impacts against the metrics described above, to the extent the data allow, comparing the results for program participants against the KEDLI population as a whole and reporting any resulting differences and impacts.
3. Additionally, Navigant would examine similar studies conducted in other jurisdictions and compare results. Studies in Pennsylvania (2004) and New Jersey (2006) indicate a wide range of impacts.

In order to address these important concerns, Navigant's approach required that detailed tracking data regarding customer status before, during and after participation in the program be provided. This data would need to include detailed information on customer arrearage balances and how these changed for participants and KEDLI customers as a whole over the program period. The extent to which participants' arrearage balances rose or fell from their starting points, the extent to which the program actually avoided terminations or delayed them could then be assessed. However, Navigant found that this analysis was not feasible because the required data was not available in National Grid's program tracking or other customer accounting system.

Therefore, Navigant did not pursue this aspect of the investigation although we recognize that putting the program impacts into a broader context would certainly be useful to the PSC, National Grid and other interested parties.

3.4.1 Longitudinal Study

The PSC Order included provisions for a longitudinal study to understand how the program affected participants' payment behavior and history. Navigant concurs that such analysis would be useful to the PSC, National Grid and other interested parties but notes that such a study was impossible given the short time frame allotted for the completion of our evaluation.

A longitudinal study would follow participants over an extended period of time, at least one year, but ideally even longer, to determine if the program had a lasting impact on their habits and capacity to maintain their current bill payments and continue to reduce their arrearages. Typically, such analysis would include interviews/surveys with program participants to gather perspectives and additional insights. Unfortunately, the extended time period required to complete work of this nature was not available to us and in our response to National Grid's RFP, we did not propose to complete a detailed longitudinal study. Further as noted previously, once the study commenced, Navigant found supporting tracking data were not available. Had detailed tracking data been available, Navigant might have been able to conduct a 'virtual' longitudinal analysis based solely on program records. While Navigant did not propose to examine longitudinal impacts, we were concerned about how participants fared during their participation. Navigant did address questions of energy affordability, pursuit of energy efficiency behaviors and programs, and in the absence of National Grid data, Navigant asked participants about the number of arrearage credits they received, a proxy for their successful participation in the program on a quarterly basis. Navigant found that 52% of the On-Track participants' tenure in the program at the



time of the survey was six months or less; another 31% were participating for 7–12 months at the time of the survey. Thus, given that participants generally had little program experience and supporting data from National Grid’s tracking system was unavailable, any longitudinal examination would be difficult to perform.

3.4.2 Program Dropouts

National Grid was unable to provide Navigant with information relating to program dropouts due to the program tracking system limitations. However, Navigant’s survey did probe what happened to participants when they missed payments, including some questions about dropping out. Navigant found that ten of the surveyed participants had dropped out; three of those made no payments at all, while others made partial payments but did not attempt to renegotiate their amount. Although the survey’s questions did not directly address why dropouts did not pay or make partial payments, it is reasonable to assume that participants were unable to comply with their agreements, either because they could not make their arrearage payment, or as National Grid staff suggested, they could not pay their regular monthly gas bill. Only one customer of the ten contacted National Grid to establish a new payment plan.



4 Findings and Recommendations

4.1 Introduction

This report section describes the findings from each of the evaluation activities Navigant conducted over the course of the study. The findings are organized by program and by the following topics:

- » Application, Recruitment, and Enrollment (Both Programs).
- » Demographics (Both Programs).
- » Program Processes – Setting Arrearage levels, involvement with participants, dealing with problems (On-Track).
- » Program Tracking (Both Programs).

4.2 Summary

The primary issues for the Reduced Rate program are the following:

- » Increasing enrollment to make better progress toward the program authorization level with more comprehensive and intensive recruitment
- » The Reduced Rate program appears to have no significant operational concerns; however, more attention should be paid to the correct discount classification of customers as heating or non heating, based on the participant survey response.
- » The program needs much better demographic data about participants as well as being able to track participation on the individual and program as a whole bases.

The primary issues for the On-Track program are the following:

- » Recruitment efforts, while on a lesser scale than the Reduced Rate program, continue to need ramping up to approach the authorized enrollment level of 1,000 customers.
- » The need to more proactively manage the On-Track program to understand the reasons for removal and assist participants to successfully complete it. Restoring regular calling by National Grid staff is one needed action, as is systematically reconnecting Consumer Advocates to customers who may need assistance. Overall Consumer Advocate group staff should provide better support to the program.
- » A program tracking system that collects participant characteristics, and reasons for program removal, provides individual and program as a whole statistics to understand how the program is performing. Understanding who is in the program and why participants succeed or fail will enable National Grid to more effectively manage the program and maintain enrollments.

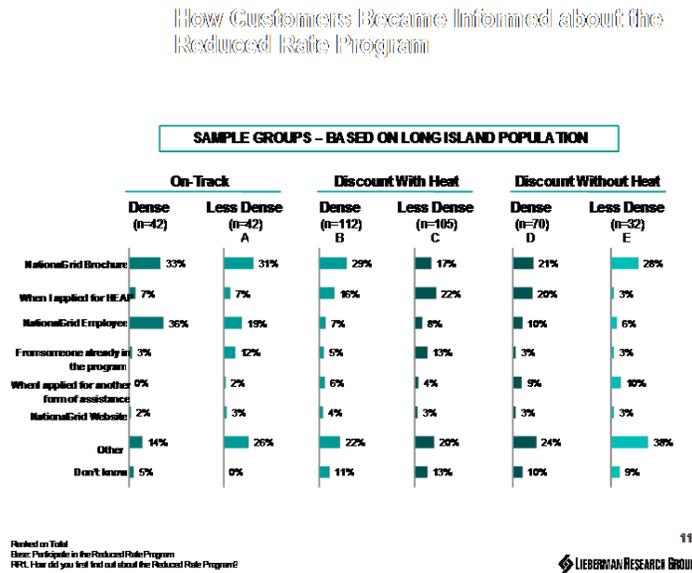


4.3 Reduced Rate Program Findings and Recommendations

4.3.1 Recruitment, Application, and Enrollment

Table 4-1 shows how surveyed participants first became aware of the program. The largest pathway for Reduced Rate surveyed participants was through National Grid brochures, which are distributed to a variety of local government and community-based organizations across the region. A significant number of current Reduced Rate participants came into the program through the LIHEAP application process and many of the “other” responses were found to refer to the LIHEAP application process. Word of mouth appeared to be a significant channel only for heating discount customers in Suffolk County (the “Less Dense” area). In addition, interestingly, although National Grid conducted two intensive calling campaigns in 2010, monthly enrollment figures do not show a substantial increase following the phone calls. Overall Reduced Rate enrollments declined slightly in the last quarter of 2010, increasing significantly and steadily beginning January 2011, with a month of dramatic increase in June 2011.

Table 4-1. How Surveyed Participants Learned of the Reduced Rate Program



Source: Lieberman Research Group Participant Survey, 2011.

National Grid’s program materials and application process appear to be quite effective. Majorities of Reduced Rate participants found program information to be very clear, and the application process easy to understand and easy to complete. Only five percent found the application process difficult and about 10 percent found problems with the application and information.

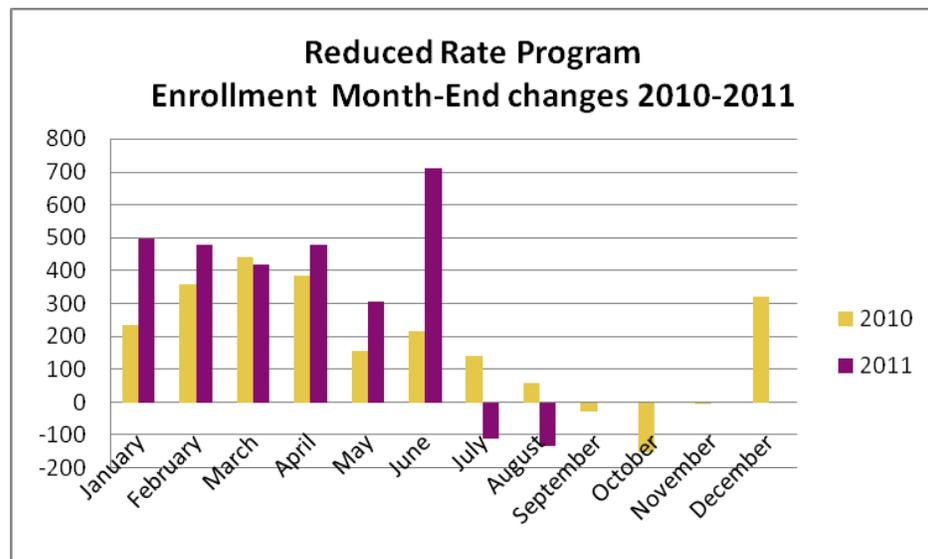
National Grid has relied on a variety of approaches to recruit eligible customers for both the Reduced Rate and On-Track programs. Customers who qualify for the federally funded Low-Income Home Energy Assistance Program (LIHEAP, also referred to as HEAP) and are coded as such in National Grid



records are automatically provided with the Reduced Rate discount, appropriate to whether they heat with natural gas (and pay the heating bill) or not.

National Grid has used bill inserts, direct calling campaigns in August and November of 2010, and an increasing emphasis on publicizing the program through community organizations that serve the eligible population. Consumer Advocates, whose primary focus is assisting National Grid customers with a variety of special needs and bill problems, attend seasonal forums of relevant social service agencies, talk with staff at agencies that serve low-income elders, food programs, area Community Action Agencies, and other county and community-based organizations. They also regularly make themselves available at key social services centers such as the Nassau County Department of Labor. This work intensified beginning in April 2011. During 2011, Reduced Rate Enrollments have steadily increased, increasing total enrollment to 12,774 by the end of August, a 20 percent increase over December 2010 participation. Beginning in December 2010, monthly enrollment rates increased, generally above or well above 2010. The substantial enrollment increase in June 2011 may be attributable to the community-based campaign National Grid initiated in April of this year.

Figure 4-1. Monthly Enrollment Changes, 2010-2011



Source: National Grid Reduced Rate Enrollments Spreadsheet.

Discount Classification. Analysis of the participant survey initially indicated that one-third of 102 non-heating discount participants actually heated with gas. The survey question asked if customers heat with gas but did not ask if they paid for their gas heat. Thus, some customers who don't pay for their gas heat might have been incorrectly included as gas heat customers. Further analysis by owner/renter status and building type occupied suggests that most of these customers do pay for their gas heating costs directly but the correct number of misclassified customers is 19 or 20, rather than 33. That is still a fairly high rate and suggests that non-heating customers' status should be verified at the point of enrollment. Customers are classified by rate but the rate itself may not be correct in all cases.



Tenure in Program. A surprising result was that 53 percent of Reduced Rate surveyed participants said they participated in the Reduced Rate program for 6 months or less at the time of the survey. The Reduced Rate program has increased participation more than 20 percent during 2011; however, National Grid’s tracking information generally shows only a few monthly removals except in the earliest months of the program in 2008. Thus, we would not expect the surveyed customers to report such short tenure in the program.

Income. Seventy-three percent of surveyed heating discount participants and 66 percent of non-heating participants have incomes less than \$25,000; 36 percent and 44 percent of participants, respectively, have less than \$15,000 annual income. Table 4-2 shows the income distribution for 319 surveyed customers expressed in percentage of participants, with Reduced Rate customers separated into heating and non-heating discount groups.

Table 4-2. Income Distribution of Surveyed On-Track and Reduced Rate Participants

Income by Percentage	Reduced Rate with Heat (n = 217)	Reduced Rate without Heat (n = 102)
Under \$15k	36	44
\$15k to less than \$25k	37	22
\$25k to less than \$50k	16	15
\$50k to less than \$75k	4	5
\$75k +	1	-
Refused	6	14

Source: Lieberman Research Group Participant Survey, 2011.

Ethnicity. National Grid does not collect ethnic or language-group data for Reduced Rate participants. Ethnic and language group information for the study was therefore dependent on the participant survey that the study team conducted for this evaluation. The survey was conducted by interviewers who were fluent in Spanish and able to conduct Spanish language interviews.

Table 4-3 shows ethnic distributions for the survey respondents. The Reduced Rate program participants were 94 percent English speakers overall. Respondents reported their ethnicity as about 58 percent Caucasian, 20 percent African American, and 9 percent Hispanic. Navigant did not analyze low-income ethnicity in the study area however, if these percentages are indicative of the program participant population, it appears that Hispanics are underrepresented in the program. The lack of Spanish language program information may be a factor.

Table 4-3. Reduced Rate Survey Respondents’ Language and Ethnicity

	Total Discount with Heat (n = 217)	B %	Total Discount without Heat (n = 102)	C %
Language Spoken in Household				
English	93		96	



Spanish	3	3
Other	3	1
<u>Ethnicity</u>		
Caucasian / White	61	53
Black/African American	19	24
Hispanic	7	11
Native American	2	3
Asian / Pacific Islander	2	2
Other	7	6
Refused	2	1

Source: Lieberman Research Group Participant Survey, 2011.

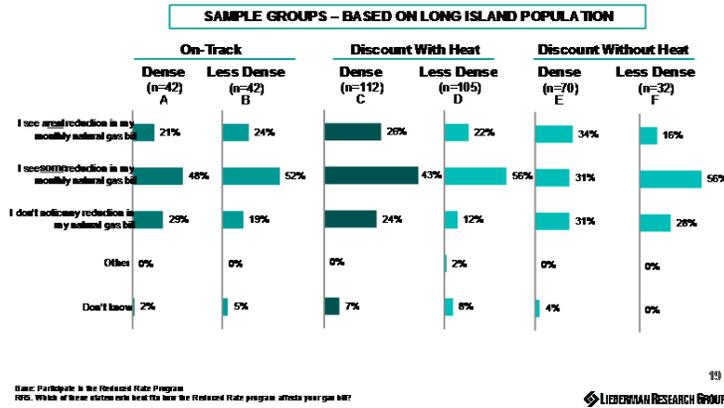
Seniors. Senior-only households comprise 29 percent of the Reduced Rate participants, while comprising roughly 13 percent of the region’s population, suggesting that information and recruitment among this group has been effective. National Grid may want to explore the factors that have increased program penetration in this group.

Program Impacts: Affordability. The great majority of Reduced Rate participants, both heating and non-heating customers, believed that the discount program had at least some effect on reducing their monthly gas bills, increased their ability to pay their gas bills, and also increased their ability to pay their other energy bills. Table 4-4 shows responses to perceptions of the discounts on monthly gas bills and Table 4-5 shows the perception of program impact on overall energy bill affordability because of the discounts. As expected, gas heating customers see more impact than non-gas heating customers. Navigant notes also that fewer gas heating customers in the dense area (Rockaway and Nassau) see a substantial impact on their gas bills than customers in the less dense (Suffolk) area.



Table 4-4. Impact of the Reduced Rate Discount on Monthly Gas Bills

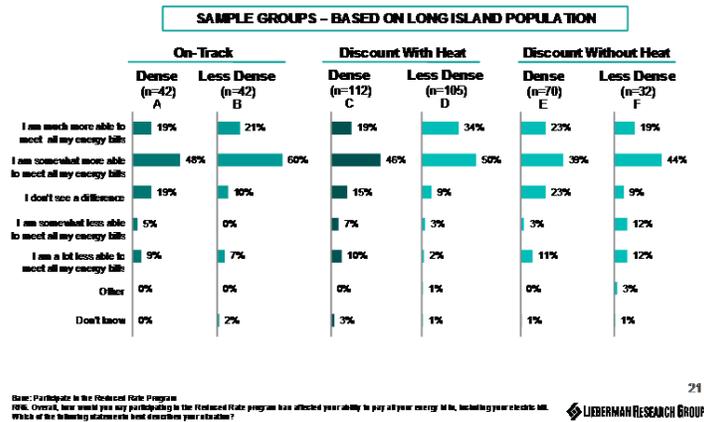
Effect of Reduced Rate Program on Gas Bill



Source: Lieberman Research Group Participant Survey, 2011.

Table 4-5. Ability to Meet Energy Bills

Effect of Reduced Rate Program on Electric Bill



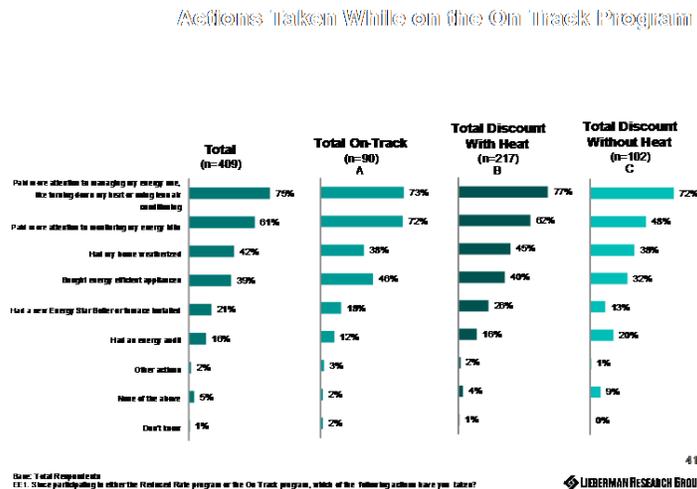
Source: Lieberman Research Group Participant Survey, 2011.

Program Impacts: Energy Efficiency Actions. Almost 75 percent of all Reduced Rate participants report paying more attention to their energy use as a result of participating in the Reduced Rate program; almost as many heating customers reported paying attention to their energy bills. Relatively large



percentages of customers who have had homes weatherized, bought energy-efficient appliances or had their heating systems replaced with efficient systems. Given the income levels of these participants, Navigant assumes many of these customers also participated in the low-income weatherization programs, which do not require participants to contribute to the cost of energy efficiency improvements. Customers are often not clear about program names and they were not asked about them. These participant actions are likely not a result of the Reduced Rate program alone. They more likely reflect customers working with organizations offering an array of energy-related services, including LIHEAP and access to the Reduced Rate program. Table 4-6 shows actions taken by Reduced Rate and On-Track participants.

Table 4-6. Actions Taken by Reduced Rate and On-Track Participants



Source: Lieberman Research Group Participant Survey, 2011.

4.3.2 Assessment of Reduced Rate Recruitment Efforts and Recommendations

Even with the recent enrollment increases, the Reduced Rate program remains well below its authorized level of 30,000 participants. Navigant believes there are several factors at work:

First, turnover in community organizations and local governments interrupts the information flow when that flow is based on personal contacts. For example, the Director of the Suffolk County Department of Social Services LIHEAP program and his two key staff were newly appointed to the positions and were not aware of either the Reduced Rate or On-Track programs. These are key individuals in the dispersed social services environment in Suffolk County. Other personnel changes in local and county governments stemming from reductions in public funding may pose further barriers to coordinated liaison with governmental bodies.

Second, National Grid’s relatively informal approach to involving community organizations may not be registering sufficiently with some organizations to advance the Reduced Rate program, even among



those who attend regular meetings or are in frequent contact with National Grid Community Advocates. In some cases, it appeared their immediate priorities were solely on their own programs to the exclusion of other initiatives. For example, one program administrator passed program information along to other staff but didn't know how much program staff made use of it. In another situation, a community organization's outreach person with extensive contacts throughout Suffolk County, was well aware of the National Grid Community Advocate's work with the On-Track program but was completely unaware that National Grid offered any sort of discount to its low-income gas customers. This outreach person suggested that National Grid get onto a well-circulated email list among social agencies in the county as a quick means of increasing program visibility.

Some gaps do not seem to be explainable. A legal services advocate who described himself as focused entirely on low-income energy issues for many years in both Nassau and Suffolk Counties, did not know of either National Grid low-income program under any description.

Navigant concludes that the informal, though increasingly intensive, networking efforts need to be supported by an organized, targeted campaign strategy, with defined seasonal recruitment goals, activities, timelines, feedback, and evaluation, if the company is to increase Reduced Rate enrollments significantly further toward its authorized levels. There are several actions that National Grid can take once an overall strategy is developed:

- » Broaden the distribution of brochures and other printed materials. The participant survey shows that the English brochures are an important introduction to the program but they need to be supplemented by:
 - Brochures in Spanish and other languages.¹²
 - Large, attractive posters in multiple languages placed in strategic locations throughout the service area.
- » Active sponsorship of community events in communities with substantial low-income populations.
- » Contacts, articles, and interviews for community newspapers and radio stations.
- » Frequent direct contacts with customers, including seasonal bill inserts and more frequent mass mailings.
- » National Grid has had real success with recruiting elderly participants; elder-only households comprise 29 percent of Reduced Rate participants. National Grid should work with these organizations to see what strategies have been most effective and apply them to other low-income groups as appropriate.
- » GIS analysis can be used further to track participants through key characteristics of the program's target population.

¹² National Grid reports that the On Track brochure which includes information on the Reduced Rate program has been translated into Spanish since the conclusion of Navigant's study period.



Further, National Grid needs to track the effectiveness of its various types of outreach to attempt to determine which efforts are most effective. National Grid can take a variety of actions, including the following:

- » A question added to the application form asking how the person learned of the program.
- » Follow up with community organizations to see how much they are promoting the National Grid programs, if at all. Seek means of getting applications or referrals into the hands of staff who work with eligible people day to day, perhaps providing an email or phone contact so staff who are fully occupied with their own programs can take a moment to get a likely candidate started on the application process.
- » Follow up with community leaders after sponsored events to maintain visibility.
- » Participating in community organization email and list serves and maintaining active presence in the electronic communication environments.

This increased activity should not be the sole responsibility of the two Community Advocates who already have very full workloads. National Grid can make use of other Community Advocate group staff, including those who were formerly making phone calls for the On-Track program. These staff can reach out to local organizations by phone and later email or other appropriate communication paths, and track which contacts and groups are effective, which need development, which are not fruitful, and assist in decisions about targeting outreach and recruitment.

In April 2011, National Grid began a Grassroots Campaign. Consumer Advocates target prospective customers with one-on-one assistance by being available for weekly, bi-monthly, and monthly visits to selected agencies such as the Department of Social Services, Department of Labor offices, Community Action Program agencies, Economic Opportunity Council offices, one-stop job training centers, food pantries, domestic violence organizations, health clinics, mobile outreach vans, public libraries, and senior apartment complexes among others.

As a result of a broad reorganization, in late summer 2011, the Consumer Advocacy Group in the Brooklyn Metrotech facility, previously reporting to the Collections Department with a focus on collection activities, began reporting to the Consumer Advocacy and Low Income Department. This change brought additional personnel and resources to program administration and recruitment and will allow for greater interaction with participants.

4.4 On-Track Program Findings

As noted in this section above, the primary issues for the On-Track program are the following:

- » Recruitment efforts, while on a lesser scale than those of the Reduced Rate program, continue to need ramping up to approach the authorized enrollment level of 1,000 customers.



- » The need to more proactively manage the On-Track program to understand the reasons for removal and assist participants to successfully complete it. Restoring regular calling by National Grid staff is one needed action, as is systematically reconnecting Consumer Advocates to customers who may need assistance. Overall Consumer Advocate group staff should provide better support to the program.
- » A program tracking system that collects participant characteristics, reasons for program removal, provides individual and program as a whole statistics to understand how the program is performing. Understanding who is in the program and why participants succeed or fail will enable National Grid to more effectively manage the program and maintain enrollments.

4.4.1 Recruiting and Enrollment

The On-Track program is designed to assist customers in stabilizing their monthly bill situation through the implementation of balance bill payments and achieving some level of arrears reduction through a monthly payment that includes an affordable amount of arrears reduction, as little as \$10, over an 18-month program life. Successful participants may see their arrears reduced by up to four \$100 credits, for each calendar quarter they monthly pay the agreed balanced bill and arrears amounts. In practice, enrollees are often customers who are facing termination and collection actions because they have not been paying their bills; enrollment in On-Track stops termination and collection action so long as the customer maintains the On-Track agreement. In other words, On-Track deals with a population that National Grid knows are at risk and whatever the reasons, have not been managing their gas bills over extended periods of time. Consumer Advocates say the profile of On-Track enrollees has changed in recent years, including growing numbers of formerly middle class households who are in distress because of job losses and other situations attributable to the current poor economy. Whether On-Track customers are long-term poor or have recently lost substantial income, they are in considerable economic difficulty in most cases.

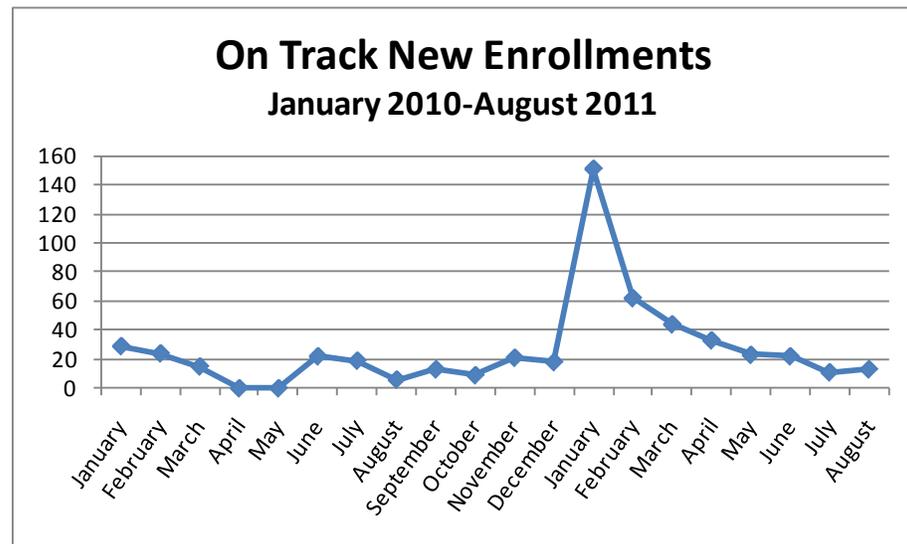
National Grid Consumer Advocates are a common point of first contact, as are referrals to National Grid from community-based organizations that assist low-income individuals. Surveyed participants report their most frequent first contacts have been with National Grid staff or National Grid brochures. National Grid's very personal approach has been effective in bringing eligible people into the program easily and quickly in most cases, as reported by surveyed participants. For the past year and especially for the past six months, National Grid's two Community Advocates have been engaged in intensive efforts to reach out to community-based organizations and local governments. The Consumer Advocates, however, also have the responsibility to work directly with customers on a variety of service-related issues and may be reaping about as many referrals as can reasonably be expected given all their commitments.

Navigant's assessment is that the community organization-based approach has had similar recruiting successes and gaps to those noted in the Reduced Rate program. The community-based organization staff Navigant interviewed who were familiar with the program spoke highly of the referral process and Consumer Advocate staff. But some organizations knew little or nothing about the program, even though Consumer Advocates have been attending meetings and reaching out to community groups across the service territory. Figure 4-2 shows On-Track enrollments from January 2010–August 2011. The



January 2011 increase coincides with a direct mailing to National Grid customers and indicates that such actions have a positive effect on enrollment. The figure also shows less seasonality than might be expected of a heating-oriented program. Navigant suspects the enrollment levels show a core level of referrals that come through the existing networks. Increasing that level requires increased community-based organization active referral and/or actions such as National Grid direct mailings to eligible customers and the application of more Consumer Advocate group staff resources to the outreach and recruitment processes.

Figure 4-2. On-Track Enrollments, January 2010-August 2011



Source: National Grid Enrollment Spreadsheet

Participant Income. Table 4-7 shows On-Track surveyed participant income levels. On-Track participants appear to have slightly higher income levels than Reduced Rate participants. Fifty-five percent of On-Track participants have annual incomes up to \$25,000, and 25 percent have incomes from \$25,000 to \$50,000. Reduced Rate discount with heat program percentages are 73 percent under \$25,000 and 16 percent with incomes of \$25,000-\$50,000.

Table 4-7. On-Track Participant Income Levels

On-Track Participant Income	Percentage (%)
Under \$15k	33
\$15k to less than \$25k	22
\$25k to less than \$50k	25
\$50k to less than \$75k	16
\$75k +	-
Refused	4

Source: Lieberman Research Group Participant Survey, 2011.



Language, Ethnicity. Like Reduced Rate, English speakers comprised 97 percent of the On-Track participants surveyed. On ethnicity, African Americans are the largest program group at 47 percent; Caucasians are 29 percent and Hispanics at 11 percent of the participants. The Hispanic population may be underrepresented; Navigant did not research ethnic aspects of the eligible population in the region. Navigant notes that program materials are not available in Spanish, which may be an influence in Hispanic representation.

Table 4-3 indicates language and ethnicity of On-Track participants.

Figure 4-3. Language and Ethnicity of Surveyed On-Track Participants

	%
<u>Language Spoken in Household</u>	
English	97
Spanish	1
Other	2
<u>Ethnicity</u>	
Caucasian / White	29
Black/African American	47
Hispanic	11
Native American	4
Asian/Pacific Islander	1
Other	7
Refused	1

Source: Lieberman Research Group Participant Survey, 2011.

Seniors. Senior-only households represent only 5 percent of surveyed On-Track households, compared to 29 percent of Reduced Rate participants; 27 percent of surveyed households have one or more elder members among other age groups. It is possible that this distribution represents a lower level of information about On-Track among senior populations. Another explanation is that low-income senior-only households on fixed incomes manage their gas bills very closely and do not develop the sorts of arrears that would make them On-Track candidates. Further investigation of a populated program database would be required to determine the most likely explanations of low senior-only participation.

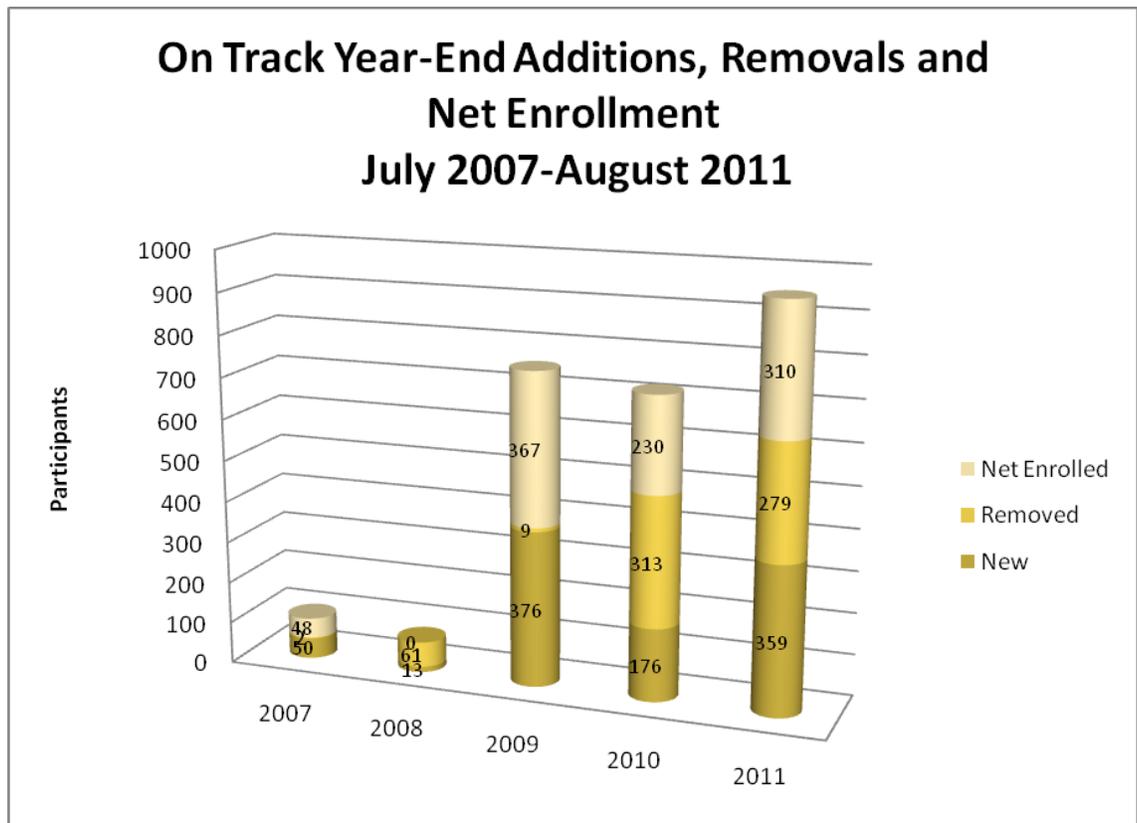
Energy Efficiency Actions. High percentages of On-Track participants, like Reduced Rate participants, report paying more attention to their energy use as a result of participating in the Reduced Rate program; almost as many heating customers reported paying attention to their energy bills. Relatively large percentages of customers who have had homes weatherized, bought energy-efficient appliances or had their heating systems replaced with efficient systems.



4.4.2 Program Management—Participant Removals and Related Issues

Navigant noted in this section that program recruitment has, with occasional exceptions, stayed within a narrow range over the past 18 months. However, in that same period, very large numbers of participants have been removed from the program. Figure 4-4 shows enrollments, removals, and the net numbers of participants over the program’s entire history on a year-end (year to date for 2011) basis. Figure 4-4 shows that in the early history of the program, from mid-2007 through 2009, enrollment grew, with only a few removals through 2009. In 2010, the picture changed dramatically. In 2010, removals exceeded new enrollments. In 2011, removals continued at a high rate, although the number of new enrollments through the first eight months of the year has been the highest in program history. The survey found that 52 percent of participants were in the program for six months or less.

Figure 4-4. On-Track Year-End Enrollments, Removals, and Net Enrollments, July 2007–August 2011



Source: National Grid Monthly Spreadsheet for On-Track and Reduced Rate Programs.

There are several possible explanations for these numbers. First, it is possible that a large percentage of early participants actually completed the program and were removed because 18 months is the program’s maximum term. It is also possible that large numbers of participants were removed because they failed to meet the program’s monthly payment requirements and were not able to find ways to



catch or be reinstated. National Grid program staff believe that about 40 percent of participants complete the program but were unable to produce any documentation to that effect. National Grid staff also said the most common reason for participant removal from the program is not meeting the arrears repayment amount but the inability to meet the balanced bill monthly amount agreed to as a condition of program participation. Considering that 61 percent of surveyed participants pay the minimum \$10 in monthly arrears, this perception makes sense but it is undocumented.

Unfortunately, Navigant was unable to determine the reasons for removal beyond anecdotes because National Grid keeps no records on removal reasons. National Grid maintains only very high-level summary numbers, principally the numbers of customers enrolled and removed each month. Tracking an individual customer's progress, or determining the typical length of program enrollment for any group of participants or the program as a whole, is not possible under the data systems employed by the program.

- » However, Navigant notes that the dramatic increase in removals coincides with a 2010 management decision to end monthly calling by the program staff. From the outset of the program, in accordance with National Grid's program plan, participants were called each month to inquire how they were doing with the program, remind them of upcoming payments due, and to work with them on any problems they were experiencing. The extent to which this regular calling prevented removals is not known but the increase in removals beginning in 2010 is highly suggestive that the lack of support had an impact. The participant survey supports the notion that the calls were helpful. Participants who received such calls described them as helpful reminders and also reassurance that someone cared about them enough to make the calls. These reactions are intangible but appear to be real. National Grid notes that since the conclusion of Navigant's study period, National Grid has instituted a reminder call to On Track customers when their account becomes past due.

Another factor in the high removal rate is the disconnect that developed in 2010 between program staff and credit and collections staff. Previously, program staff, including the Consumer Advocates, had full access to program records and individual files. Program staff lost that access in the changeover. Credit and collections staff monitored monthly payments and issued reminders for late payments, or termination warnings or termination letters, when customers failed to pay after receiving the first two letters. Program staff still handle participant problems when they become aware of them but there is no regular internal reporting. Some customers call when they are having difficulty maintaining their payments.



Table 4-8 shows the percentages of customers who received calls and their reactions to the calls.



Table 4-8. Customers Who Received Calls and Their Reactions

	Total On-Track (n=85)	Dense (n=40)	Less Dense (n=45)
<u>Received Calls</u>	%	%	%
Yes	30	38	22
No	68	62	73
Don't Know	2	-	5
<u>Found Calls Helpful</u>	(n=25)	(n=15)	(n=10)
Yes	92	87	100
No	-	-	-
Don't Know	8	13	-
<u>How Calls Have Helped (open-end – only a select number of raw verbatim shown in total: (n=23)</u>			
Get on track to make sure you're able to pay. They helped you get back on track.			
I appreciate them. It seems like they give a d*#n. It is a big relief. With the electric bill, they are not so forgiving. It was a relief to know there was a workable solution.			
I asked questions, and asked them how much, not just gave me information, how to make the payments lower.			
I was a little late and they called me to tell me and they worked with me. They explained I could go to other agencies.			
Let me know they care to keep me on track.			
Letting me know that everything is current and good with my bill.			
They helped me not to forget my bill was due, and they send out reminders and that was helpful.			

Source: Lieberman Research Group Participant Survey, 2011.

Affordability and Budget Kits. Eighty percent overall found that participating in the program made it easier or much easier to afford their energy bills. Navigant attributes this perception to the combination of balanced bill agreement and the budgeting and perhaps other support provided by National Grid. National Grid attempts to provide support to customers by giving them a kit containing helpful budgeting and energy efficiency information. Participants who received the budgeting kit found the energy tips to be most useful, as well monthly budget folders and the program budgeting book. Unfortunately, 61 percent of respondents had not received the program budgeting kit as shown in



Table 4-9.



Table 4-9. Percentage of On-Track Participants Who Received the Budgeting Kit and Reactions to It

	Total On-Track (n = 85) %	Dense (n = 40) %	Less Dense (n = 45) %
<u>Received an On-Track Kit</u>			
Yes	26	33	20
No	61	60	62
Don't know	13	7	18
<u>Most Useful Parts of the Kit</u>			
	(n=22)	(n=13)	(n=9)
Tips on Energy Efficiency to reduce your gas bill	50	54	44
On-Track Budget Personal Budget Plan Book	32	46	11
The Monthly Folders	32	46	11
None of it was useful	9	8	11
Don't know	18	8	33

Source: Lieberman Research Group Participant Survey, 2011.

Affordability.



Table 4-10 shows that most participants pay only the minimum arrears amount and only 13 percent pay \$100 or more in monthly arrears. Several comments also indicated that National Grid had a large role in determining the amount of arrears that customers needed to pay to enroll. But comments also indicated flexibility.



Table 4-10. Monthly Arrears Payments and Comments

	Total On-Track (n=85)	Dense (n=40)	Less Dense (n=45)
<u>Agreed Monthly Payment</u>	%	%	%
\$10 or less	61	65	58
\$11 - \$50	13	13	13
\$51 - \$100	2	2	2
More than \$100	13	8	18
Don't Know	11	12	9
<u>Deciding Factors for Agreed Monthly Balance (open-end – only a select number of raw verbatim shown in total)</u>			
Based on what I could afford. Was based on my income			
I did not decide, they decided for me about how much I had to pay, but they also said that if I could not pay that amount, they would work something out. It was very helpful. I could not make the full payment. Not to have to pay everything has made it a little easier.			
Qualifications were met. Met the criteria. I'm grateful for their help.			
They decide for you. That was done prior to the enrollment.			
They told me how much I had to pay. I didn't decide anything. They gave me a minimum that I had to pay on the arrears and a monthly payment plan.			
They told me. They came up with how much I had to give them each month.			
They worked it out and they told me how much I had to pay.			

Source: Lieberman Research Group Participant Survey, 2011.

The survey also asked what happened if participants fell behind. Table 4-11 shows what participants did when confronting a problem. Overall, almost two-thirds who fell behind contacted National Grid and most of those worked something out to continue in the program. Some said they did not make any contact and tried to work it out on their own. Only a few did nothing. The picture that emerges from these questions is that participants think they have a real relationship with National Grid. Strengthening that relationship with adequate resources seems likely to increase the success rate in the program.



Table 4-11. Participant Reactions to a Program Problem

	Total On-Track (n=85)	Dense (n=40)	Less Dense (n=45)
<u>Ability to Pay Monthly Bill & Old Balance in Past 6 Months</u>			
Average Number of Months	4.5	4.9	4.1
<u>Contacted National Grid if Unable to Pay*</u>			
Yes	64	72	58
Contacted National Grid to Work Something Out	39	50	31
Contacted National Grid with a Question About How to Handle the Situation	21	17	23
Didn't Do Anything	4	5	4
No	36	28	42
Tried to Make Up Payments on My Own	25	22	27
Didn't Do Anything	7	-	11
Other	4	6	4

Source: Lieberman Research Group Participant Survey, 2011.

*The results for Dense and Less Dense subgroup responses should be treated with caution because of the small group size for this question.

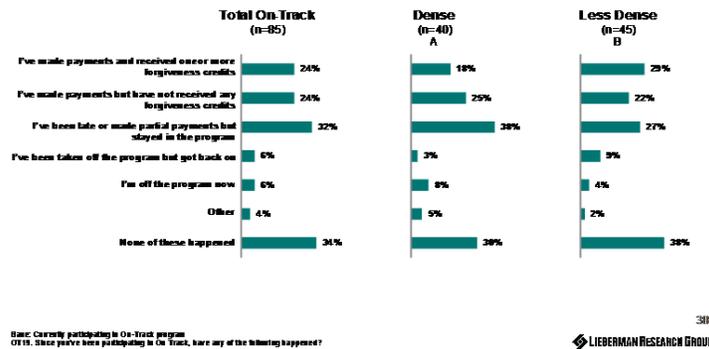
Finally, in this section, we note participant response to how they are faring in the program. About a quarter of the participants have made payments and received one or more arrears credits. Another quarter have made payments but not yet received a credit. (National Grid provides credits following each quarter, so a participant's successful completion of a quarter's payments may not immediately be reflected.) Other participants have made partial payments and worked to stay on the program. A few have come off the program and been reinstated, as shown in Table 4-12.¹³

¹³ 34 percent of respondents said "None of these happened", an unexpected response.



Table 4-12. Participant Progress in the On-Track Program

Actions Taken While on the On-Track Program



Source: Lieberman Research Group Participant Survey, 2011.

4.5 Conclusions

4.5.1 Program Tracking System

Navigant has noted in several places in this report that National Grid collects little or no data about participants in either the Reduced Rate or On-Track Programs. The IT Manager interviewed described the tracking system as “Full Manual”, apparently meaning data can only be extracted on a laborious manual basis. Navigant made several data requests for information on the participant and program levels and was told National Grid could not provide the information requested with the existing system.

The lack of data hinders not only recruitment and enrollment but program management. National Grid can ascertain the enrollments and removals on a monthly basis and can learn the immediate status of any On-Track participant. However, the company is unable to learn anything more through any automated analysis or reporting. National Grid has said it does not have the resources update to the existing system. Navigant understands the constraint but believes in a program that seeks to induce customers to consistently pay their bills and arrearages and make related behavior changes that will reinforce regular bill payment, National Grid must develop some data concerning the following:

- » Participant demographics: household income, size, ages, ethnicity, community.
- » Starting and ending arrearages for individuals and participants as a group.
- » Numbers of customers receiving one arrearage credit, two credits, etc.
- » Number of customers who are one month, two months, three months late, make partial payments or make no payments at all.
- » Reasons for removal; reasons for reinstatement.



- » The numbers of participants coded as LIHEAP recipients in both programs.
- » For Reduced Rate, the numbers of customers who fail to return recently implemented recertification letters; other removal reasons from that program.

Given that the On-Track program works with a distressed segment of the customer population, that the program attempts to change participant behavior over an extended period of time, and has apparently high removal rates, Navigant finds the lack of such basic data troubling. The company is operating a program that is not meeting its enrollment goals, without any real understanding of the base state of the program. Without the knowledge of how the program is performing, who the participants are, and what their experience is, it seems extraordinarily difficult to imagine how National Grid can accurately recognize the existing strengths and weaknesses and form and implement plans to achieve the program's goals.

Navigant strongly recommends that National Grid implement a tracking system including the items noted above, as a necessity for improving the program's performance.

4.5.2 Program Management

National Grid appears to be doing its best to manage the On-Track program with limited resources, limited data, and varying demands on program and Consumer Advocate staff. Staff are clearly committed to helping participants succeed in the program but are hindered by the inadequate systems and resources.

One immediate improvement would be the reinstatement of monthly calling by program staff, using the Consumer Advocate group staff that were performing this function. Another immediate improvement would be restoring full system access to all program staff so they can know participant status and be able to assist participants when needed.

A solution needs to be found to the IT system problems noted below. National Grid need not develop an entire Customer Information System, but it does need a credible program tracking system.

Finally, like the Reduced Rate program, National Grid needs a management plan that identifies goals for recruitment and retention, sets performance metrics, and provides touch points to review progress and resolve problems.

Since the initial findings and recommendations were presented, in late summer 2011, National Grid completed a broad reorganization of various groups and activities over the course of Navigant's evaluation study. On Sept. 26, 2011, the Consumer Advocacy Group in the Brooklyn Metrotech facility began reporting to the Consumer Advocacy and Low Income Department. Previously, this group reported to the Collections Department, with a focus on collection activities. This change brought additional personnel and resources to the administration of the On Track program and will allow for greater interaction with participants.



National Grid reports additional changes that have occurred since the study period ended. Navigant has not reviewed these changes and therefore is unable to comment upon their effectiveness, but notes the reported changes are consistent with recommendations regarding program recruitment and management. The changes are reported below.

National Grid believes organizational changes have resulted in a process improvement in that customers will now be referred to the Consumer Advocacy and Low Income Department prior to program default. National Grid has reports that it has replaced the initial outbound collection call with a reminder call to On Track customers when their account becomes past due. National Grid continues to send out reminder letters, but the call represents a more pro-active and customer friendly outreach effort. These changes should have a positive impact on the high program participant turnover rate.

National Grid had already increased its outreach efforts before Navigant began its evaluation activities. In support of these efforts, the On Track program brochure has been translated into Spanish. National Grid reports that it recently reinstated the use of program promotion posters for Long Island and New York City. These brochures and posters have been distributed to National Grid customer offices, CAP agencies, the DSS of Suffolk and Nassau Counties, unemployment training centers and other community programs such as food pantries. National Grid is also translating posters into Spanish and expects these to be ready for distribution by March 2012.

In addition, in November 2011, the Company increased outreach by adding new outbound calling campaign in Long Island. The Company obtains a list of customers who may be eligible for HEAP by utilizing the services of a national data warehouse. A special postcard mailing was also done in November 2011 to customers who may be eligible based on their income.



Appendix A. Staff and Community Organization Interview Protocols

National Grid Low Income Discount and On-Track Program Evaluation

Program Staff Interview Guide

FINAL

Navigant will use this guide to conduct telephone interviews of up to four National Grid staff involved in the operation of the Low Income Discount and the On-Track program. Questions will be directed to staff as appropriate for their particular responsibilities.

Name _____ **Date** _____

Position _____

Phone _____ **email:** _____

- 1. Role:** Please tell me about your responsibilities with respect to the Low Income Discount and the On-Track program. How long have you worked on these programs? About how much of your time do you spend (on each)? What other responsibilities do you have?
- 2. Reduced Rate Program (If appropriate)** Let's talk about the Reduced Rate Program. My understanding is the Rate Program applies to customers eligible for HEAP, family assistance, Medicaid, SSI and other means tested programs. Some people come into the discount automatically (a HEAP payment for example), and others apply directly to National Grid. About what percentage of the current discount recipients come into the program automatically? Has this percentage changed over the past three years? If it has, what's caused the change?
- 3.** (this question may be answered by the tracking database review) What kind of statistics does National Grid maintain about Rate Program participants?



Examples could include recording income level, type of assistance, elders in the household, small children, customers with medical conditions, etc. Also, National Grid clears its low income discount rolls each Spring and invites participants to reapply (true for HEAP or other automatic recipients?). Does National Grid maintain any records about how long individual customers have received the discount or what the turnover is from year to year (turnover meaning previous recipients do not reapply)?

4. For heating customers the discount must vary from month to month. In your experience, do customers understand how the discount works and are they clear about its variable amount? Do customers call you or National Grid call centers with questions about the discount? If so, what questions and concerns do they express?
5. Non heating customers get a smaller benefit from the Reduced Rate Program. What is the current amount? About what percentage of typical residential customer usage and cost does the discount represent?
6. The National Grid Reduced Rate Program for Long Island is currently authorized for a maximum of 30,000 customers and has had about 10,000 participants this year. There's been a steady increase in the numbers of participants over the past three years but National Grid is still at 1/3 of its authorized level. Why do you think enrollments have not increased more?
7. How effective was this year's outreach? Should National Grid have just increased its efforts or done some additional or different outreach? Were there practical barriers to the outreach efforts? What further actions do you think National Grid could take to increase enrollments for 2011? When should these actions start?



8. Are there any changes you would recommend to the Reduced Rate Program as it currently is structured or operated? Please get back to me if you have thoughts on this subject at a later time.

On-Track Program

9. Among customers who apply directly to On-Track, about what percentage of applicants is accepted into the program? What are the most common reasons customers are not accepted? What are the range and average arrearages of customers who are accepted?
10. What is your role in establishing the monthly amount of arrears to be paid by participants? Do you also establish the leveled payment plan?
11. Once the repayment amount is established, about what percentage of participants participate long enough to earn one arrearage reduction? What percentage for two arrearage reductions? What percentage for the entire amount allowed in the program? What percentage does not make a single arrearage payment?
12. Sometimes participants get behind in their obligations, making partial payments or missing them altogether. Aside from reminding customers of their obligations with letters, what else does National Grid do to maintain such customers in the program? How successful are those efforts?
13. About what percentage of those participants who fall behind reaches out to National Grid quickly to try to deal with a payment problem? About what percentage waits for at least two reminder letters? About what percentage never responds at all?
14. Participants are given a kit designed to help them achieve success in the program. How were the kits developed? Do you think the kits have been helpful (and if so what indicators do you have that's so)? Are there changes you would



make to the kits in whole or part? Do you think a customer could be successful on the program without the benefit of the kit?

15. In your view, what are the most important factors for successful customer participation in this program? What are the most important factors when customers drop out of the program?
16. From your perspective, what impact does the On-Track program have with respect to impacting collectible activities among participants and program dropouts?
17. **Marketing and Promotion.** In your experience, how do National Grid customers become aware of the On-Track program? Is word of mouth among participants a factor? What sorts of outreach seem to be most effective? When National Grid does a community event, a phone campaign, bill inserts or other sorts of promotions, do you see an increase in the number of applicants immediately afterward? If there is an increase how long does it persist?
18. What seasonal or other factors seem to influence the number of monthly enrollments? Does National Grid attempt to align its program promotion with key events, such as the onset of the heating season, depletion of fuel assistance aid (HEAP), end of the heating season?
19. From your On-Track program experience, do you think that participants and potential participants fully understand the benefit the program offers? When viewed against customers' total energy bills and their other basic living obligations, do you think that potential participants view the On-Track benefit sufficient for the efforts they must make to enter and maintain their participation? Would a different benefit structure or a different program design make the program more attractive to potential customers?



20. This completes my questions for today. Do you have any additional input that you would be helpful to understanding and optimizing the Reduced Rate or On-Track programs, particularly with respect to increasing participation?

Thank you for your time



National Grid Low Income Discount and On-Track Program Evaluation

Community Action Agency/Community Organization Interview Guide

FINAL

Navigant will use this guide to conduct telephone interviews with staff from up to six Community Action/Community Organizations regarding their interactions with and perceptions of the On-Track and Low Income Discount Programs.

Name _____ Date _____

Position _____

Phone _____ email: _____

Introduction: National Grid is evaluating National Grid’s Low Income Discount and On-Track residential gas Programs. National Grid hired Navigant Consulting to be its independent program evaluator. Our goal for this conversation is to understand your organization’s perception of the programs, how effectively National Grid reaches out to eligible households, how effectively the programs serve participants, and coordinates with other energy efficiency and assistance efforts. We also seek recommendations for any program improvements. Our focus is on these programs as operated by National Grid in 2010 and 2011.

21. Role: Please tell me about your overall responsibilities with respect to low income energy efficiency and energy assistance in your organization.
22. How familiar are you with National Grid’s low income discount rate and On-Track arrearage forgiveness programs?
23. Do you work directly with these programs and about how much of your time do you spend on them?



24. Regarding the programs:

- a. What are the most important features of the low income discount rate and On-Track programs?
- b. Do the program resources match the kind of needs low income households actually have?
- c. In your opinion, how much impact does the discount have on heating and non heating customers?
- d. In your opinion, how much impact does the On-Track program have on participants in those programs?

25. Regarding customer perceptions of each program:

- a. Do you think that participants and potential participants fully understand the benefit the program offers?
- b. When viewed against customers' total energy bills and their other basic living obligations, do you think that potential participants view the On-Track benefit as being sufficient for the efforts they must make to enter and maintain their participation?
- c. Would a different benefit structure or a different program design make the program more attractive to potential customers?

26. Regarding your interactions with National Grid:

- a. Have you worked directly with any National Grid staff on these programs?
- b. What sorts of issues have you worked on?
- c. What sort of interactions do you have with program staff?
- d. How would you characterize the responsiveness of National Grid staff to questions, problem resolution?

27. Regarding program marketing:

- a. Are you familiar with National Grid's marketing materials for the discount and On-Track programs?



- b.** Do the marketing materials clearly describe the program eligibility, benefits and responsibilities in accessible language?
- c.** Do the marketing materials make it clear how eligible people can apply for the programs?
- d.** What improvements would you suggest in the marketing materials?

28. Regarding program outreach and promotion:

- a.** Are you familiar with National Grid's outreach activities? Please describe the activities with which you are familiar.
- b.** How effective do you think the outreach is?
- c.** Does National Grid coordinate their outreach with your organization or other organizations?
- d.** What would you recommend to National Grid that would improve their outreach effectiveness? Are there outreach strategies that you and others have tried that are not effective?

29. Regarding enrollment procedures:

- a.** There are several routes to enrollment in the discount rate and the On-Track programs. For example, enrollment in the discount rate should be automatic for customers receiving HEAP assistance. Do you find that to be the case?
- b.** How aware are customers that the discount rate is available to them? How would you characterize National Grid's application process for the low income discount rate from the customer's perspective?
- c.** Are there barriers in the application process?
- d.** Has National Grid addressed barriers?
- e.** What could be improved about the discount rate application and the application process?
- f.** Do you feel that an automated enrollment process would be beneficial to customers?
- g.** Would your agency be willing to work with National Grid on an automated enrollment through a file/information exchange program?



h. How would you suggest a program like that work?

30. Regarding re-enrollment:

In your experience, prior to 2011 has there been much “churn” in the discount program, meaning customers going off and on the discount for any reason? If so, why do you think that is? (If asked why prior to 2011 would explain that National Grid started a purge process to ensure customers on the discount continue to be eligible)

31. Regarding applications for the On-Track Program:

- a.** Are you familiar with the application process for the On-Track program?
- b.** How would you characterize the application requirements – do customers understand the program requirements, including the need to enter a levelized payment agreement?
- c.** Do customers understand the commitment they need to make and how the arrearage forgiveness will be credited to them?
- d.** Are there barriers in the application process?
- e.** Has National Grid addressed the barriers?
- f.** What could be improved about the On-Track program application and the application process?

32. Regarding participation in the On-Track program:

- a.** The On-Track program requires that customers enter an agreement, that they pay a negotiated arrearage amount and their regular bills. In your experience are customers realistic about deciding what their monthly arrearage amount will be?
- b.** Do you or National Grid offer help in determining what the monthly amount should be? If you do help, what factors do you consider?

33. Regarding the On-Track Kits:

- a.** On-Track participants are given a kit designed to help them achieve success in the program. Are you familiar with the kits?



- b. Do you think the kits have been helpful (and if so what indicators do you have that's so)?
- c. Are there changes you would make to the kits?

34. Regarding On-Track participant issue resolution:

- a. Do you have contact with On-Track participants who experience problems meeting their On-Track agreements?
- b. If so, about how many On-Track participants do you work with in a typical month?
- c. How do you assist them?
- d. Do you have any direct contact with National Grid about individual participant problems?
- e. If so, how responsive would you say National Grid is to participant problems and your attempts to assist?

35. Regarding coordination with other energy services:

- a. What information and/or assistance does National Grid provide to participants in the low income discount rate and On-Track programs with regard to energy efficiency resources like the low income weatherization program, HEAP (if they are not already enrolled) and any other resources they may be eligible for?

36. Regarding program enrollment goals:

- a. The National Grid low income discount rate for Long Island is currently authorized for a maximum of 30,000 customers and has had about 10,000 participants this year. There's been a steady increase in the numbers of participants over the past three years but National Grid is still at 1/3 of its authorized level. Why do you think enrollments have not increased more? What could be done to increase discount enrollments?
- b. Similarly, the On-Track program is authorized for a maximum of 1,000 participants. The number of participants has been increasing but is



currently at about 400. Why do you think On-Track enrollments have not increased more? What could be done to increase enrollments?

37. Regarding other social service agencies:

Are there any other agencies (energy-related or not) that serve the Long Island low income population that might have useful insights about how National Grid could improve the On-Track and low income discount program offerings?

This completes my questions for today. Do you have any additional input that you would be helpful to understanding and optimizing the low income discount or On-Track programs, particularly with respect to increasing participation?

Thank you for your time and input.

Appendix B. Statistical Description of National Grid Service Territory and Program Participation

The tables in this Appendix show key statistics about National Grid Long Island territory and program participation by town and village. These tables are also provided to National Grid in electronic form.

Table 1. Income and Participation by Town

Estimated # of Low Income Household	% of Households <200% FPL	% of Households with Utility Gas Heating	Estimated # of Low Income Households with Utility Gas Heating	% of All Households that are Low Income Gas Heating Households	RRR Customer	On-Track Customer	% of Low Income Households on RRR	% of Low Income Households on On-Tr	% of Low Income Gas Heating Households on On-Track
2,671	27%	19%	498	5%	256	2	10%	0.1%	0.4%
11,169	17%	37%	4,134	6%	1,294	39	12%	0.3%	0.9%
15,817	18%	39%	6,156	7%	1,850	56	12%	0.4%	0.9%
23,967	14%	28%	6,685	4%	1,818	53	8%	0.2%	0.8%
1,450	17%	15%	221	3%	57	-	4%	0.0%	0.0%
7,095	10%	42%	3,003	4%	685	25	10%	0.4%	0.8%
35,146	13%	45%	15,666	6%	3,573	140	10%	0.4%	0.9%
2,258	23%	53%	1,195	12%	256	14	11%	0.6%	1.2%
9,367	9%	37%	3,469	3%	670	16	7%	0.2%	0.5%
4,574	14%	39%	1,784	5%	251	16	5%	0.3%	0.9%
2,993	11%	39%	1,168	4%	144	4	5%	0.1%	0.3%
2,978	18%	56%	1,662	10%	202	5	7%	0.2%	0.3%
2,180	21%	10%	207	2%	24	1	1%	0.0%	0.5%
9,524	16%	55%	5,232	9%	431	8	5%	0.1%	0.2%
4,467	27%	13%	582	4%	44	-	1%	0.0%	0.0%
133	13%	4%	6	1%	-	-	0%	0.0%	0.0%

Sources: U.S. Census and National Grid Program Enrollment Spreadsheets

Table 2. Income and Participation by Village

Town	Hamlet/Village	Occupied Housing Units	Individuals Below 200% of Poverty Level	Average Household Size	Estimated # of Low Income Household	% of Households <200% FI	% of Households with Utility Gas Heating	Estimated # of Low Income Households with Utility Gas Heating	Households that are Low Income Gas Heating Household	RRR Customers	On-Track Customers	% of Low Income Households on RRR	% of Low Income Gas Heating Households on RRR	% of Low Income Households on On-Track
Oyster Bay	Greenvale	457	13	2.88	5	1%	37%	2	0%	4	-	89%	89%	0.0%
Brookhaven	Bellport	2,757	280	2.33	120	4%	28%	34	1%	104	3	87%	87%	2.5%
Brookhaven	Port Jefferson Station	7,400	991	2.83	350	5%	28%	98	1%	273	4	78%	78%	1.1%
Hempstead	New Hyde Park	13,354	677	3.06	221	2%	45%	99	1%	131	4	59%	59%	1.8%
Babylon	Amityville	8,861	893	2.70	331	4%	37%	122	1%	191	4	58%	58%	1.2%
Islip	Islip Terrace	3,007	326	3.55	92	3%	39%	36	1%	46	2	50%	50%	2.2%
Hempstead	Malverne	3,187	250	3.03	83	3%	45%	37	1%	32	-	39%	39%	0.0%
Islip	Bayshore	18,632	4,824	3.20	1,508	8%	39%	587	3%	544	17	36%	36%	1.1%
Oyster Bay	Locust Valley	2,419	170	2.96	57	2%	37%	21	1%	20	1	35%	35%	1.7%
Hempstead	Lawrence	2,645	387	3.31	117	4%	45%	52	2%	36	2	31%	31%	1.7%
Hempstead	Bellmore	11,558	933	3.05	306	3%	45%	136	1%	94	-	31%	31%	0.0%
Brookhaven	Shoreham	1,869	57	3.43	17	1%	28%	5	0%	5	-	30%	30%	0.0%
Southampton	Sagaaponack	177	7	2.07	3	2%	13%	0	0%	1	-	30%	30%	0.0%
Babylon	LindenHurst	15,223	3,158	3.32	951	6%	37%	352	2%	276	7	29%	29%	0.7%
Babylon	Deer Park	9,512	3,291	3.14	1,048	11%	37%	388	4%	296	11	28%	28%	1.0%
Hempstead	Island Park	3,011	845	3.20	264	9%	45%	118	4%	68	1	26%	26%	0.4%
Hempstead	Roosevelt	4,104	3,376	3.88	870	21%	45%	388	9%	202	10	23%	23%	1.1%
Oyster Bay	East Norwich	1,569	116	2.92	40	3%	37%	15	1%	9	1	23%	23%	2.5%
Hempstead	Baldwin	10,862	2,219	3.21	691	6%	45%	308	3%	153	6	22%	22%	0.9%
Huntington	Melville	5,326	1,330	2.98	446	8%	42%	189	4%	95	2	21%	21%	0.4%
Oyster Bay	Massapequa	18,080	1,695	3.16	536	3%	37%	199	1%	114	5	21%	21%	0.9%
Brookhaven	Middle Island	4,609	1,706	2.55	669	15%	28%	187	4%	139	-	21%	21%	0.0%
Hempstead	Floral Park	8,888	1,157	2.86	405	5%	45%	180	2%	82	5	20%	20%	1.2%
Rockaway	Averene	5,006	2,138	3.05	701	14%	39%	273	5%	135	11	19%	19%	1.6%
Huntington	Northport	7,751	473	2.75	172	2%	42%	73	1%	33	3	19%	19%	1.7%
North Hempstead	Great Neck	15,048	1,789	2.83	632	4%	55%	347	2%	118	2	19%	19%	0.3%
Brookhaven	Manorville	4,216	1,044	2.78	376	9%	28%	105	2%	70	-	19%	19%	0.0%
Huntington	Huntington	14,776	1,455	2.73	533	4%	42%	226	2%	98	6	18%	18%	1.1%
Islip	Sayville	5,340	1,274	2.92	436	8%	39%	170	3%	80	1	18%	18%	0.2%
Hempstead	Cedarhurst	2,583	510	3.11	164	6%	45%	73	3%	30	1	18%	18%	0.6%
North Hempstead	Westbury	12,438	2,723	3.11	876	7%	55%	481	4%	160	5	18%	18%	0.6%

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Table 2. Income and Participation by Village, Continued

Town	Hamlet/Village	Occupied Housing Units	Individuals Below 200% of Poverty Level	Average Household Size	Estimated # of Low Income Household	% of Households <200% FI	% of Households with Utility Gas Heating	Estimated # of Low Income Households with Utility Gas Heating	Households that are Low Income Gas Heating Household	RRR Customers	On-Track Customers	% of Low Income Households on RRR	% of Low Income Gas Heating Households on RRR	% of Low Income Households on On-Tr
Islip	Central Islip	9,537	7,888	3.71	2,126	22%	39%	827	9%	388	10	18%	18%	0.5%
Hempstead	Valley Stream	19,644	5,320	3.24	1,642	8%	45%	732	4%	298	17	18%	18%	1.0%
Brookhaven	Patchogue	15,097	3,940	2.50	1,576	10%	28%	440	3%	286	11	18%	18%	0.7%
Hempstead	West Hempstead	7,400	2,263	3.21	705	10%	45%	314	4%	122	9	17%	17%	1.3%
Islip	West Sayville	1,316	714	3.06	233	18%	39%	91	7%	40	1	17%	17%	0.4%
Oyster Bay	Bethpage	7,968	1,800	2.97	606	8%	37%	224	3%	103	-	17%	17%	0.0%
Huntington	Commack	9,452	2,166	3.28	660	7%	42%	280	3%	111	2	17%	17%	0.3%
Riverhead	Riverhead	8,447	4,126	2.62	1,575	19%	19%	294	3%	244	2	15%	15%	0.1%
Oyster Bay	Massapequa Park	7,978	969	3.19	304	4%	37%	113	1%	47	-	15%	15%	0.0%
East Hampton	Sag Harbor	2,960	170	1.97	86	3%	10%	8	0%	13	-	15%	15%	0.0%
Oyster Bay	Glen Head	4,080	433	2.93	148	4%	37%	55	1%	21	1	14%	14%	0.7%
Hempstead	Atlantic Beach	1,063	181	2.45	74	7%	45%	33	3%	10	-	14%	14%	0.0%
Brookhaven	Centerach	8,462	3,997	3.28	1,219	14%	28%	340	4%	162	5	13%	13%	0.4%
Hempstead	Elmont	12,339	6,517	3.80	1,715	14%	45%	764	6%	227	10	13%	13%	0.6%
East Hampton	East Hampton	5,325	159	1.84	86	2%	10%	8	0%	11	1	13%	13%	1.2%
Huntington	East Northport	10,315	2,125	3.20	664	6%	42%	281	3%	84	-	13%	13%	0.0%
Islip	Brightwaters	1,061	222	3.10	72	7%	39%	28	3%	9	1	13%	13%	1.4%
Islip	Oakdale	3,620	760	2.57	296	8%	39%	115	3%	37	-	13%	13%	0.0%
Hempstead	Uniondale	6,146	5,207	4.06	1,283	21%	45%	572	9%	160	8	12%	12%	0.6%
Islip	Brentwood	12,081	14,843	4.41	3,366	28%	39%	1,310	11%	418	14	12%	12%	0.4%
Hempstead	Hempstead	15,999	21,657	3.38	6,407	40%	45%	2,856	18%	770	21	12%	12%	0.3%
Brookhaven	Mount Sinai	2,850	655	3.24	202	7%	28%	56	2%	24	1	12%	12%	0.5%
Babylon	North Babylon	5,652	2,550	3.00	850	15%	37%	315	6%	100	2	12%	12%	0.2%
Hempstead	Merrick	11,806	1,569	3.07	511	4%	45%	228	2%	60	3	12%	12%	0.6%
Oyster Bay	Woodbury	2,848	432	3.09	140	5%	37%	52	2%	16	1	11%	11%	0.7%
Hempstead	Wantagh	11,037	1,472	3.09	476	4%	45%	212	2%	54	2	11%	11%	0.4%
Glen Cove	Glen Cove	9,826	6,301	2.79	2,258	23%	53%	1,195	12%	256	14	11%	11%	0.6%
Islip	West Islip	8,349	2,231	3.30	676	8%	39%	263	3%	76	5	11%	11%	0.7%
Babylon	Copague	5,475	4,039	3.03	1,333	24%	37%	493	9%	149	4	11%	11%	0.3%
Rockaway	Rockaway Point	1,796	767	3.05	251	14%	39%	98	5%	28	2	11%	11%	0.8%
North Hempstead	Roslyn Heights	4,337	894	3.19	280	6%	55%	154	4%	30	-	11%	11%	0.0%

Final Report: Process Evaluation of National Grid's Long Island Low-Income Rate Discount and On-Track Programs

Table 2. Income and Participation by Village, Continued

Town	Hamlet/Village	Occupied Housing Units	Individuals Below 200% of Poverty Level	Average Household Size	Estimated # of Low Income Household	% of Households <200% FI	% of Households with Utility Gas Heating	Estimated # of Low Income Households with Utility Gas Heating	Households that are Low Income Gas Heating Household	RRR Customers	On-Track Customers	% of Low Income Households on RRR	% of Low Income Gas Heating Households on RRR	% of Low Income Households on On-Tr
Hempstead	Lynbrook	8,538	2,065	2.85	725	8%	45%	323	4%	77	4	11%	11%	0.6%
Hempstead	East Rockaway	4,307	1,476	2.89	511	12%	45%	228	5%	53	1	10%	10%	0.2%
Brookhaven	Farmingville	5,045	2,708	3.57	759	15%	28%	212	4%	78	7	10%	10%	0.9%
Hempstead	Oceanside	10,735	3,289	2.97	1,107	10%	45%	494	5%	112	4	10%	10%	0.4%
Oyster Bay	Farmingdale	10,805	1,709	2.62	652	6%	37%	242	2%	65	4	10%	10%	0.6%
Hempstead	Inwood	2,594	4,560	3.72	1,226	47%	45%	546	21%	122	3	10%	10%	0.2%
Riverhead	South Jamesport	147	63	2.07	30	21%	19%	6	4%	3	-	10%	10%	0.0%
Oyster Bay	Sea Cliff	2,041	566	2.65	214	10%	37%	79	4%	21	-	10%	10%	0.0%
Oyster Bay	Bayville	2,566	1,008	2.76	365	14%	37%	135	5%	35	-	10%	10%	0.0%
Hempstead	Point Lookout	646	179	2.41	74	11%	45%	33	5%	7	-	9%	9%	0.0%
Oyster Bay	Old Bethpage	1,749	381	2.96	129	7%	37%	48	3%	12	-	9%	9%	0.0%
Brookhaven	East Moriches	1,478	549	2.84	193	13%	28%	54	4%	18	-	9%	9%	0.0%
Brookhaven	Selden	8,385	3,127	3.16	990	12%	28%	276	3%	90	2	9%	9%	0.2%
Southold	Mattituck	1,823	523	2.63	199	11%	15%	30	2%	18	-	9%	9%	0.0%
Oyster Bay	Oyster Bay	3,455	606	2.28	266	8%	37%	98	3%	24	1	9%	9%	0.4%
Huntington	Centerport	2,318	383	2.88	133	6%	42%	56	2%	12	1	9%	9%	0.8%
Huntington	Huntington Station	20,181	7,744	3.25	2,383	12%	42%	1,009	5%	214	8	9%	9%	0.3%
Brookhaven	Ronkonkoma	13,057	2,814	3.14	896	7%	28%	250	2%	80	2	9%	9%	0.2%
Brookhaven	Lake Grove	3,769	1,335	3.16	422	11%	28%	118	3%	37	-	9%	9%	0.0%
Islip	East Islip	5,219	1,510	3.20	472	9%	39%	184	4%	41	2	9%	9%	0.4%
Hempstead	Seaford	7,358	1,261	3.13	403	5%	45%	180	2%	35	1	9%	9%	0.2%
Islip	Hauppauge	5,793	1,926	3.06	629	11%	39%	245	4%	54	1	9%	9%	0.2%
Smithtown	Saint James	5,144	837	2.91	288	6%	39%	112	2%	24	1	8%	8%	0.3%
Babylon	West Babylon	13,132	6,564	3.17	2,071	16%	37%	766	6%	167	6	8%	8%	0.3%
Smithtown	Kings Park	6,362	1,899	3.00	633	10%	39%	247	4%	50	2	8%	8%	0.3%
Hempstead	East Meadow	12,185	3,070	3.04	1,010	8%	45%	450	4%	79	1	8%	8%	0.1%
Brookhaven	Holbrook	9,097	2,418	3.09	783	9%	28%	218	2%	61	2	8%	8%	0.3%
Babylon	Wyandanch	3,854	4,032	4.01	1,005	26%	37%	372	10%	78	4	8%	8%	0.4%
Hempstead	Freeport	13,572	10,447	3.13	3,338	25%	45%	1,488	11%	258	15	8%	8%	0.4%
Smithtown	Smithtown	11,546	2,597	3.21	809	7%	39%	316	3%	62	1	8%	8%	0.1%
North Hempstead	Port Washington	10,450	2,598	2.78	935	9%	55%	513	5%	71	-	8%	8%	0.0%

Table 2. Income and Participation by Village, Continued

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Town	Hamlet/Village	Occupied Housing Units	Individuals Below 200% of Poverty Level	Average Household Size	Estimated # of Low Income Household	% of Households <200% FPL	% of Households with Utility Gas Heating	Estimated # of Low Income Households with Utility Gas Heating	Households that are Low Income Gas Heating Household	RRR Customers	On-Track Customers	% of Low Income Households on RRR	% of Low Income Gas Heating Households on RRR	% of Low Income Households on On-Track
Rockaway	Belle Harbor/Rockaway Park	7,847	3,351	3.05	1,099	14%	39%	428	5%	81	2	7%	7%	0.2%
Huntington	Greenlawn	3,437	1,391	2.91	478	14%	42%	202	6%	35	3	7%	7%	0.6%
Islip	Bohemia	3,491	796	3.06	260	7%	39%	101	3%	19	1	7%	7%	0.4%
Babylon	Babylon	5,427	1,437	2.82	510	9%	37%	189	3%	37	1	7%	7%	0.2%
Oyster Bay	Glenwood Landing	246	301	2.70	111	45%	37%	41	17%	8	-	7%	7%	0.0%
Islip	Islip	5,161	3,312	3.11	1,065	21%	39%	414	8%	76	-	7%	7%	0.0%
Southold	Southold	2,366	602	2.38	253	11%	15%	39	2%	18	-	7%	7%	0.0%
Southold	Orient	308	104	2.46	42	14%	15%	6	2%	3	-	7%	7%	0.0%
Hempstead	Woodmere	4,232	1,442	3.19	452	11%	45%	201	5%	32	-	7%	7%	0.0%
Hempstead	Rockville Centre	10,114	3,424	2.76	1,241	12%	45%	553	5%	87	3	7%	7%	0.2%
North Hempstead	Carle Place	1,876	625	2.92	214	11%	55%	118	6%	15	-	7%	7%	0.0%
Islip	Islandia	943	387	3.36	115	12%	39%	45	5%	8	1	7%	7%	0.9%
North Hempstead	Williston Park	3,692	544	2.85	191	5%	55%	105	3%	13	-	7%	7%	0.0%
Long Beach	Long Beach	16,632	6,700	2.25	2,978	18%	56%	1,662	10%	202	5	7%	7%	0.2%
Brookhaven	Medford	7,551	3,183	3.28	970	13%	28%	271	4%	65	1	7%	7%	0.1%
Oyster Bay	Plainview	9,212	2,113	3.00	704	8%	37%	261	3%	47	-	7%	7%	0.0%
Hempstead	Albertson	2,572	535	3.17	169	7%	45%	75	3%	11	-	7%	7%	0.0%
Hempstead	Franklin Square	8,559	3,958	3.11	1,273	15%	45%	567	7%	80	3	6%	6%	0.2%
Southold	New Suffolk	162	87	1.82	48	30%	15%	7	4%	3	-	6%	6%	0.0%
Brookhaven	Holtsville	4,105	1,619	3.31	489	12%	28%	136	3%	30	2	6%	6%	0.4%
Hempstead	Mineola	7,460	2,078	2.71	767	10%	45%	342	5%	46	2	6%	6%	0.3%
North Hempstead	Roslyn	4,143	381	2.28	167	4%	55%	92	2%	10	-	6%	6%	0.0%
Southampton	Southampton	4,734	920	2.35	391	8%	13%	51	1%	23	-	6%	6%	0.0%
Brookhaven	Stony Brook	5,215	876	3.05	287	6%	28%	80	2%	16	2	6%	6%	0.7%
Brookhaven	Blue Point	1,571	854	2.86	299	19%	28%	83	5%	16	1	5%	5%	0.3%
Oyster Bay	Hicksville	13,154	5,963	3.19	1,869	14%	37%	692	5%	98	2	5%	5%	0.1%
Oyster Bay	Jericho	4,048	816	2.99	273	7%	37%	101	2%	14	-	5%	5%	0.0%
Brookhaven	Coram	9,387	5,689	2.82	2,017	21%	28%	563	6%	102	4	5%	5%	0.2%
Brookhaven	East Setauket	5,717	2,441	3.01	811	14%	28%	226	4%	37	1	5%	5%	0.1%
Hempstead	Garden City	9,111	1,468	3.13	469	5%	45%	209	2%	21	-	4%	4%	0.0%
Southampton	Bridgehampton	643	158	2.30	69	11%	13%	9	1%	3	-	4%	4%	0.0%

Table 2. Income and Participation by Village, Continued

Town	Hamlet/Village	Occupied Housing Units	Individuals Below 200% of Poverty Level	Average Household Size	Estimated # of Low Income Household	% of Households <200% FI	% of Households with Utility Gas Heating	Estimated # of Low Income Households with Utility Gas Heating	Households that are Low Income Gas Heating Household	RRR Customers	On-Track Customers	% of Low Income Households on RRR	% of Low Income Gas Heating Households on RRR	% of Low Income Households on On-Track
Southold	Laurel	353	320	2.64	121	34%	15%	18	5%	5	-	4%	4%	0.0%
Islip	Bayport	2,816	904	2.83	319	11%	39%	124	4%	13	-	4%	4%	0.0%
Riverhead	Aquebogue	1,026	183	2.45	75	7%	19%	14	1%	3	-	4%	4%	0.0%
Riverhead	Jamesport	99	320	2.07	155	156%	19%	29	19%	6	-	4%	4%	0.0%
North Hempstead	Manhasset	5,864	977	2.98	328	6%	55%	180	3%	12	1	4%	4%	0.3%
Brookhaven	Miller Place	3,550	1,081	3.19	339	10%	28%	95	3%	12	-	4%	4%	0.0%
Hempstead	Hewlett	2,852	1,193	2.58	462	16%	45%	206	7%	16	4	3%	3%	0.9%
Brookhaven	Moriches	1,261	278	2.38	117	9%	28%	33	3%	4	-	3%	3%	0.0%
Brookhaven	Port Jefferson	3,387	1,412	2.52	560	17%	28%	156	5%	19	1	3%	3%	0.2%
Brookhaven	Calverton	2,453	1,126	2.42	465	19%	28%	130	5%	13	-	3%	3%	0.0%
Huntington	Cold Spring Harbor	985	328	3.00	109	11%	42%	46	5%	3	-	3%	3%	0.0%
Southold	Cutchogue	1,348	365	2.46	148	11%	15%	23	2%	4	-	3%	3%	0.0%
Brookhaven	Ridge	5,270	2,373	2.46	965	18%	28%	269	5%	24	-	2%	2%	0.0%
Smithtown	Nesconset	4,500	1,005	3.05	330	7%	39%	129	3%	8	-	2%	2%	0.0%
Southold	Peconic	181	105	2.53	42	23%	15%	6	3%	1	-	2%	2%	0.0%
Brookhaven	Yaphank	1,324	1,111	2.89	384	29%	28%	107	8%	9	1	2%	2%	0.3%
Oyster Bay	Syosset	8,130	1,605	3.09	519	6%	37%	192	2%	12	-	2%	2%	0.0%
North Hempstead	Old Westbury	987	301	3.42	88	9%	55%	48	5%	2	-	2%	2%	0.0%
Southampton	Westhampton Beach	1,466	246	2.24	110	7%	13%	14	1%	2	-	2%	2%	0.0%
Brookhaven	Sound Beach	2,668	1,161	3.13	371	14%	28%	103	4%	6	-	2%	2%	0.0%
Brookhaven	Wading River	2,418	897	2.89	310	13%	28%	87	4%	4	-	1%	1%	0.0%
Brookhaven	Shirley	7,290	4,550	3.62	1,257	17%	28%	351	5%	16	1	1%	1%	0.1%
Brookhaven	Rocky Point	4,014	1,837	2.84	647	16%	28%	180	4%	8	1	1%	1%	0.2%
Southampton	East Quogue	1,560	932	2.80	333	21%	13%	43	3%	4	-	1%	1%	0.0%
Southold	Greenport	1,511	944	2.69	351	23%	15%	53	4%	4	-	1%	1%	0.0%
Brookhaven	Eastport	835	275	2.43	113	14%	28%	32	4%	1	-	1%	1%	0.0%
Southold	East Marion	344	297	2.62	113	33%	15%	17	5%	1	-	1%	1%	0.0%
Southampton	Hampton Bays	5,081	3,183	2.69	1,183	23%	13%	154	3%	10	-	1%	1%	0.0%
Rockaway	Edgemere	18,023	7,696	3.05	2,523	14%	39%	984	5%	7	1	0%	1%	0.0%
Brookhaven	Center Moriches	2,211	1,318	3.04	434	20%	28%	121	5%	3	-	1%	1%	0.0%
Southampton	Remsenburg	343	454	2.56	177	52%	13%	23	7%	1	-	1%	1%	0.0%

Table 2. Income and Participation by Village, Continued

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Hempstead	Levittown	14,071	4,688	3.22	1,456	10%	45%	649	5%	8	-	1%	1%	0.0%
Brookhaven	Brookhaven	1,006	529	2.70	196	19%	28%	55	5%	1	1	1%	1%	0.5%
Brookhaven	Mastic Beach	4,076	3,533	3.43	1,030	25%	28%	287	7%	4	-	0%	0%	0.0%
Brookhaven	Mastic	4,176	4,614	3.45	1,337	32%	28%	373	9%	1	-	0%	0%	0.0%
Islip	Ocean Beach	84	28	2.02	14	17%	39%	5	6%	-	-	0%	0%	0.0%
Oyster Bay	Mill Neck	263	114	2.63	43	16%	37%	16	6%	-	-	0%	0%	0.0%
Southold	Fishers Island	126	45	2.03	22	18%	15%	3	3%	-	-	0%	0%	0.0%
East Hampton	Montauk	1,593	884	2.28	388	24%	10%	37	2%	-	-	0%	0%	0.0%
Southampton	Water Mill	765	296	2.27	130	17%	13%	17	2%	-	-	0%	0%	0.0%
Southampton	Speonk	270	115	2.56	45	17%	13%	6	2%	-	-	0%	0%	0.0%
Southampton	Westhampton	834	350	2.90	121	14%	13%	16	2%	-	-	0%	0%	0.0%
East Hampton	Wainscott	185	69	2.31	30	16%	10%	3	2%	-	-	0%	0%	0.0%
Southampton	Quogue	448	109	2.36	46	10%	13%	6	1%	-	-	0%	0%	0.0%
East Hampton	Amagansett	551	128	1.98	65	12%	10%	6	1%	-	-	0%	0%	0.0%
Shelter Island	Shelter Island Heights	484	204	2.31	88	18%	4%	4	1%	-	-	0%	0%	0.0%
Shelter Island	Shelter Island	512	94	2.18	43	8%	4%	2	0%	-	-	0%	0%	0.0%
Brookhaven	Upton	-	-	3.05	-	-	-	-	0%	-	-	-	-	-
Islip	Great River	462	-	3.55	-	0%	-	-	0%	1	-	-	-	-



Appendix C. Participant Survey

National Grid Low Income Evaluation FINAL Participant Survey

INTRODUCTION: Hello, my name is _____, I am calling to offer you a gift for agreeing to participate in a short survey about programs you currently receive from National Grid. I work for a market research firm called Lieberman Research Group. National Grid hired us to speak to customers who participate in two of their programs, the Reduced Rate Program and the On-Track Program in order to ensure they are providing the best programs possible to their customers. This is not a sales call. If you have any concern that this is a legitimate call you can contact _____ at National Grid at _____. We will provide you with a \$10 gift card just for participating in the phone survey.

I1. According to our records _____(NAME) is the person who has National Grid Gas service at _____(ADDRESS). Are you (NAME) or can that person come to the phone now for a 15 minute conversation?

1. Yes (QUALIFY)
2. No, person can come to the phone
3. No, person is not here (RESCHED)
98. Refused (THANK AND TERMINATE)
99. Don't know (RESCHED)

RESCHED What would be a better time for us to call back?

1. (TAKE TIME/DAY) _____/_____
2. No (THANK AND TERMINATE)
98. Refused (THANK AND TERMINATE)
99. Don't know (THANK AND TERMINATE)

QUALIFY Is there someone in your household who would be better to speak with about the National Grid programs than (NAME)? (IF YES) Who is that person and what would be a good time to call? (TAKE NAME AND TIME/DAY)

1. Yes (TAKE NAME and ASK) - Is that you? (IF YES Continue)
2. No (THANK AND TERMINATE)
98. Refused (THANK AND TERMINATE)
99. Don't know (THANK AND TERMINATE)

CONTINUING. As I said, National Grid would like to know what its participating customers think about two of its programs that you may be participating in. These programs are called the Reduced Rate Program and the On-Track Program. I'm calling you today to find out about your experience with these programs – how well they have worked for you; what National Grid could do to make the programs work better for you and customers like you. All of your answers to my questions will be confidential. We will not identify anyone's individual answers to National Grid or outside parties. We will use the results of all the combined answers we get from everyone we speak with to make recommendations to



National Grid about improving these programs. To show our appreciation, a \$10 gift card will be mailed to your home by way of thanks for completing the survey.

I2. Are you currently participating in National Grid's Reduced Rate Program? (PROMPT IF NEEDED)

The Reduced Rate Program offers a discount to National Grid customers who use natural gas for cooking or heating in their homes if they receive one of several forms of assistance, such as HEAP, Medicaid, SSI, Family Assistance, Transitional Assistance.

1. Yes (GO TO i4)
2. No (GO TO i3)

98. Refused (THANK AND TERMINATE)

99. Don't Know/Not sure (GO TO i3)

I3. Is it possible that you know the program under another name, such as the low income discount program?

1. Yes (TAKE PROGRAM NAME AND CONTINUE)
2. No (THANK AND TERMINATE)

98. Refused (THANK AND TERMINATE)

99. Don't Know/Not sure (THANK AND TERMINATE)

I4. Do you cook or heat your home with Natural Gas delivered by National Grid?

1. Yes
 - a. Cook (GO TO RR1)
 - b. Heating (GO TO RR1)

2. No (THANK AND TERMINATE)

98. Refused (THANK AND TERMINATE)

99. Don't Know (THANK AND TERMINATE)

Reduced Rate Program

RR1. How did you first find out about the Reduced Rate Program? (DON'T READ. PROMPT IF NEEDED)

1. When I applied for HEAP (fuel assistance)
2. When I applied for another form of assistance _____ (Specify)
3. From a National Grid Brochure
4. From the National Grid website
5. From a National Grid employee
6. From someone already in the program
7. Other _____ (TAKE VERBATIM)
99. Don't know

RR2. On a scale of 0 -10, where 0 is very difficult and 10 is very easy, how would you describe the Reduced Rate application process?

1. (TAKE Number)
2. I didn't apply, was signed up automatically



99. Don't know

RR3. The Reduced Rate program offers a discount off your monthly minimum charge. The amount differs for a heating and non-heating customer. For heating customers, there is an additional winter discount. Again, on a scale of 0 -10, where 0 is not at all clear and 10 is very clear, how clear is National Grid's information about how the discount works?

1. _____ (TAKE NUMBER)

99. Don't know

RR4. How long have you participated in the Reduced Rate program? (DON'T READ)

1. One month or less
2. 2 -6 months
3. 7-12 months
4. 13-24 months
5. Longer than 2 years

99. Don't know

98. Refused

RR5. Which of these statements best fits how the Reduced Rate program affects your gas bill?
(RANDOMIZE AND READ 1-3)

1. I see a **real** reduction in my monthly natural gas bill
2. I see **some** reduction in my monthly natural gas bill
3. I don't notice any reduction in my natural gas bill
4. Other _____ (TAKE VERBATIM)

99. Don't Know

RR6. Overall, how would you say participating in the Reduced Rate program has affected your ability to pay all your energy bills, including your electric bill. Which of the following statements best describes your situation? (READ)

1. I am much more able to meet all my energy bills
2. I am somewhat more able to meet all my energy bills
3. I don't see a difference
4. I am somewhat less able to meet all my energy bills
5. I am a lot less able to meet all my energy bills
6. Other (TAKE VERBATIM)

99. . Don't know

RR7. In the last couple of months have you received a letter from National Grid, asking you to provide proof that you are still eligible for the Reduced Rate Program ?

1. Yes (GO TO RR8)
2. No (GO TO RR9)

99. Don't know

RR8. How did you respond to that letter? (DON'T READ)



1. I responded that I'm still eligible and provided proof
 2. I responded that I'm still eligible but didn't send any proof
 3. I called National Grid to ask about the letter.
 4. I'm not eligible any longer, didn't respond
 5. I didn't know what to do
 6. I didn't read the letter
99. Don't know

RR9. Is there anything that National Grid can do to make the Reduced Rate Program more helpful to customers like you? (TAKE VERBATIM)

On-Track Program

OT1. According to our records in addition to the Reduced Rate Program you are also participating in National Grid's On-Track Arrearage Forgiveness Program. The On-Track program provides customers the opportunity to reduce arrears (the amount outstanding) owed to National Grid if they enter an agreement in which they pay a Level Payment Plan and an affordable Deferred Payment Agreement. Are you participating in the On-Track program today?

1. Yes (Continue)
2. No (Go to OT3)

99. Don't know (Go to OT3)

OT2. How long have you participated in the On-Track program?

1. One month or less
2. 2 -6 months
3. 7-12 months
4. 13-18 months
5. Other _____ (TAKE VERBATIM)

99. Don't know

98. Refused

OT3. Have you ever participated in the On-Track before?

1. Yes (Continue)
2. No (Go to EE1)

99. Don't know (Go to EE1)

OT3a. About what year did you participate in On-Track, or how many years ago was it?

1. ----- (Take Year or take # of years)
2. Don't know

OT3b. Did you successfully complete the program when participated before?

1. Yes



2. No

99. Don't know

OT4. How did you first find out about the On-Track Program? (DON'T READ. PROMPT IF NEEDED)

1. When I applied for HEAP (fuel assistance)
2. When I applied for another for another form of assistance _____ (Specify)
3. From a National Grid Brochure
4. From the National Grid website
5. From a National Grid employee
6. From someone already in the program
7. Other _____ (TAKE VERBATIM)

99. Don't know

OT5. How long did it take you to be enrolled in the program from the time you made your application?

1. A few days
2. One-Two weeks
3. Two – three weeks
4. Longer than Three weeks

99. Don't know

OT6. On a scale of 0 -10, where 0 is very difficult and 10 is very easy, how would you describe the On-Track application process?

1.(TAKE Number)

99. Don't know

OT7. Did your enrollment in the On-Track program stop any collection or termination action by National Grid? (TAKE ANSWER – CODE MOST APPROPRIATE)

1. Stopped termination
2. Stopped collection
3. Stopped termination and collection
4. There were no collection or termination actions at that time
5. Other _____ (TAKE VERBATIM)

99. Don't know

OT8. When you entered the agreement to participate, you had to agree to a monthly level payment plan amount plus some amount of the old balance you owed. How did you decide how much of the old balance you could pay? (OPEN ENDED)

OT9 Would you tell me how much you agreed to pay on your old balance besides your monthly natural gas bill?

_____ (TAKE AMOUNT)

98. Refused

99. Don't Know



OT10. Thinking about all your other monthly expenses besides the gas bill, did you think the amount of old balance you agreed to pay every month was affordable for you?

1. Yes
2. No

99. Don't know

OT11. (ASK IF OT10=2) If you did not think the old balance repayment amount was affordable for you, why did you agree to it? (DON'T READ. TAKE ALL)

1. If I didn't agree to that amount I would not have been accepted into the program
2. I thought I could do it
3. The National Grid employee suggested that amount
4. I wanted to pay off as much as I could
5. Other _____ (TAKE VERBATIM)99. Don't know

OT12. Once you signed up for the On-Track program, did you get an On-Track kit from National Grid?

1. Yes
2. No

99. Don't know

OT13. (IF OT12=1) What parts of the kit were most useful to you? (PROMPT IF NEEDED – TAKE ALL)

1. The On-Track Budget Personal Budget Plan Book
2. The Monthly Folders
3. Tips on Energy Efficiency to reduce your gas bill
4. None of it was useful
5. Other (TAKE VERBATIM)

99. Don't know

OT14. Have you received calls from On-Track program staff to find out how you're doing in the program?

1. Yes
2. No

99. Don't know

OT15. (IF OT14=1) Have you found those calls helpful to you?

1. Yes
2. No

99. Don't know

OT16. (IF OT15=1) How have they helped you? (TAKE VERBATIM)

OT17. In the past 6 months, how many months were you able to pay your monthly bill plus the agreed old balance amount?

1. X MONTHS (Take Number, Only accept 0-6 months)



99. Don't know

OT18 (IF MONTHS in OT17< 6) If you were unable to pay all or part of your agreement during this time which of the following actions did you take? (DO NOT READ. TAKE ALL)

1. Contacted National Grid to work something out
2. Contacted National Grid with a question about how to handle the situation
3. Tried to make up the payments on my own
4. Didn't contact National Grid
5. Didn't do anything (EXCLUSIVE)
6. Other (TAKE VERBATIM)

99. Don't know

OT19. Since you've been participating in On-Track, have any of the following happened? (READ LIST. TAKE ALL)

1. I've made payments and received one or more forgiveness credits
2. I've made payments but have not received any forgiveness credits
3. I've been late or made partial payments but stayed in the program
4. I've been taken off the program but got back on (GO TO OT19a)
5. I'm off the program now. (GO TO OT19a)
6. Other (TAKE VERBATIM)

99. Don't know

OT19a. Why did you come off the On-Track program?

1. I didn't make payments
2. I only made partial payments (GO TO OT 19b)
3. Other _____ (GO TO OT 13b)

99. Don't know

98. Refused

OT19a1. (IF OT19a=1) For how many months did you not make payments?

1. XX MONTHS (Take Number) - (GO TO OT19b)

99. Don't know

OT19b. Did you try to work something out with National Grid to make your payments more affordable for you? (TAKE MOST APPROPRIATE CHOICE)

1. I tried but it didn't work out
2. Nothing was offered to me
3. I didn't think I could make a better payment plan
4. No, I did not try to work something out
5. Other _____ (TAKE VERBATIM)



6. Don't know
99. Refused

OT20. Which of these statements best fits how the On-Track program affects your gas bill?
(RANDOMIZE AND READ)

1. I see a real reduction in my monthly natural gas bill
2. I see some reduction in my monthly natural gas bill
3. I don't notice any reduction in my natural gas bill
4. Other _____ (TAKE VERBATIM)

99. Don't Know

OT21. Has participation in the On-Track program made it easier or harder to meet your other energy expenses, such as your electric bill?

1. Made it a lot easier to meet other energy bills
2. Made it somewhat easier to meet other energy bills
3. Hasn't made a difference
4. Has made it somewhat harder to meet other energy bills
5. Has made it a lotharder to meet other energy bills

99. Don't know

OT22. How could National Grid improve the On-Track program so that it would work better for people like you? (TAKE VERBATIM)

Efficiency and Conservation

EE1. Since participating in either the Reduced Rate program or the On-Track program, which of the following actions have you taken? (READ LIST. TAKE ALL)

1. Paid more attention to managing my energy bills.
2. Paid more attention to managing my energy use, like turning down my heat or using less air conditioning
3. Had an energy audit.
4. Had my home weatherized (Includes tightening doors and windows, adding insulation, other improvements that made your home more energy efficient)
5. Bought energy efficient appliances
6. Had a new Energy Star Boiler or furnace installed
7. Other actions (TAKE VERBATIM)
8. None of the above

99. Don't know

Demographics

We're getting to the end and I have just a few more questions about your household.

D1. How many people live full time in your household?



1. _____ Take Number

99. Refused
- D2. How many people in your household are in the following age ranges? (TAKE NUMBER)
 1. 5 years of age and under _____ (Take Number)
 2. 6 to 18 _____ (Take Number)
 3. 19 – 35 _____ (Take Number)
 4. 36-61 _____ (Take Number)
 5. 62 and older _____ (Take Number)
- 99. Refused
- D3. What language do most people in your household speak at home? (DON'T READ)
 1. English
 2. Spanish
 3. Russian
 4. Chinese
 5. Japanese
 6. Korean
 7. Hebrew
 8. Haitian Creole
 9. Other (TAKE VERBATIM)
- 99. Refused
- D4. How would you describe your ethnic background, for example, African-American, White, Hispanic, Pacific Islander, Native American, etc?
 1. Caucasian / White
 2. Black / African-American
 3. Hispanic
 4. Asian / Pacific Islander
 5. Native American
 6. Other (TAKE VERBATIM)
- 99. Refused
- D5. I'm going to read several household income ranges. Please tell me when I get to the one that best represents your household's annual income:
 1. Under \$15,000
 2. \$15,000 to less than \$25,000
 3. \$25,000 to less than \$50,000
 4. \$50,000 to less than \$75,000
 5. More than \$75,000



99. Refused
- D6. Which of the following types of income do you have in your household? (TAKE ALL)
1. Wages or salary from employment
 2. Social Security
 3. Pension
 4. SSI
 5. Family Assistance
 6. Temporary Assistance
 7. Unemployment Assistance
 8. Income from a business you own
 9. Other (TAKE VERBATIM)
99. Refused
- D7. Do you or any member of your household participate in the following programs? (READ LIST. TAKE ALL)
1. School lunch Program
 2. Food Stamps
 3. Telephone lifeline
 4. Job training
 5. Credit or household finance counseling
 6. Low income housing or housing subsidy programs
 7. DSS programs for transportation assistance,
 8. DSS programs for child care,
 9. DSS programs for adult care, etc
 10. Other _____ (TAKE VERBATIM)
 11. None
99. Refused
- D8. Do you own or rent your home?
1. Own
 2. Rent
99. Refused
- D9. Which best describes the type of dwelling you live in?
1. One or two family home
 2. 3-4 family dwelling
 3. 5 unit and above building
99. Refused
- D10. How many years have you lived at this address?
1. _____ (Take number, use 1 for less than one year)
99. Refused



That concludes my questions. Thank you very much for taking the time to assist us today. You should receive your gift card within ____ days.

Thank you again.





Appendix D. Survey Final Report

NAVIGANT

LIEBERMAN RESEARCH GROUP

National Grid Low Income Evaluation

Final Results

nationalgrid

THE POWER OF ACTION

September 20th, 2011

Prepared by Lieberman Research Group



■ Research Objectives

- National Grid aimed to obtain customer feedback regarding the Low Income Discount Program on Long Island.

■ Research Methodology

- Interviewers were conducted via a 15 minute phone survey, using a customer list provided by National Grid. Interviews were administered for both English and Spanish speaking National Grid customers throughout Nassau and Suffolk counties in Long Island, NY and Far Rockaway in New York City. Nassau County and Far Rockaway combined are characterized as “Dense” areas and Suffolk County is characterized as “Less Dense”
 - Post Cards were mailed to 562 customers as a preliminary means of notifying these potential respondents of the survey.
 - There were a total of 409 completed surveys, broken down as follows:
 - 90 - On-Track (44 Dense; 46 Less Dense)
 - 217 – Discount with heat (112 Dense; 105 Less Dense)
 - 102 - Discount with out heat (70 Dense; 32 Less Dense)
- Upon successful completion of the survey, respondents were mailed a \$10 Target Gift card for their participation.
- Statistical testing done at a 95% confidence level.

- ❑ Overall nearly half of all program participants felt the program had some positive impact.
- ❑ The most common ways people learned of the program was from National Grid Brochures, HEAP programs and National Grid Employees.
- ❑ 29% of the total sample consisted of elderly-only households.
 - ❑ Of the 118 in the elderly-only household group, the sample is broken down as follows:
 - ❑ Total On-Track: 5%
 - ❑ Total Discount with Heat: 65%
 - ❑ Total Discount without Heat: 30%
- ❑ **52% of On Track participants in program 6 months or less.**
- ❑ **24% On Track customers received one or more arrearage credits. Another 24% have made payments but received no credits as yet.**

- ❑ **53% Reduced Rate Participants in program 6 months or less** (but National Grid enrollment data does not show that level of recent program enrollments).
- ❑ **Hispanic residents are a small percentage of participants at 9% overall.**
- ❑ **Approximately 20% of Reduced Rate participants with cook only discount say they both cook and heat with natural gas, or heat with natural gas (some multifamily renters may be incorrectly reporting).**
- ❑ **Both the Reduced Rate and On Track program are viewed positively by participants.**
 - ❑ Easy to apply
 - ❑ Information was clear
 - ❑ Easy to Participate

	Total (n=409) %	Total On-Track (n=90) A %	Total Discount With Heat (n=217) B %	Total Discount Without Heat (n=102) C %
<u>Types of Income in Household</u>				
Social Security	54	37	58 A	61 A
Wages/salary from employment	31	46 BC	29	21
Pension	15	9	18 A	15
SSI	15	12	15	18
Family assistance	10	8	8	14
Temporary assistance	10	8	7	19 AB
Unemployment assistance	7	11	6	4
Income from a business you own	4	4	5	4
Other	5	10 BC	3	3
Refused	3	2	3	3
<u>Income</u>				
Under \$15k	38	33	36	44
\$15k to less than \$25k	30	22	37 AC	22
\$25k to less than \$50k	18	25	16	15
\$50k to less than \$75k	7	16 BC	4	5
\$75k +	-	-	1	-
Refused	7	4	6	14 AB

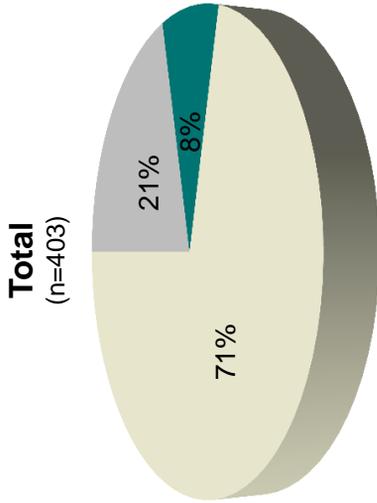
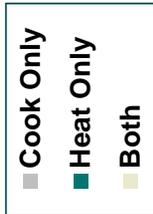
Customer Demographics (cont)

	Total (n=409) %	Total On-Track (n=90) A %	Total Discount With Heat (n=217) B %	Total Discount Without Heat (n=102) C %
<u>Gender</u>				
Male	30	23	35 A	28
Female	70	77 B	65	72
<u>Own or Rent Home</u>				
Own	54	51	57	52
Rent	44	48	42	44
Refused	2	1	1	4
<u>Type of Dwelling</u>				
One or two family home	82	92 BC	83 C	70
Three to four family dwelling	6	7	5	9
Five unit and above	11	1	11 A	18 A
Refused	1	-	1	3
<u># of People in Household</u>				
Average # of people	2.8	3.7	2.7	2.4
<u>Average number of People in Household within Age Ranges</u>				
5 and under	1.3	1.5	1.3	1.1
6 to 18	1.7	1.8	1.7	1.6
19 to 35	1.4	1.5	1.4	1.2
36 to 61	1.3	1.4	1.3	1.2
62 +	1.1	1.1	1.2	1.1
<u># of Years at Current Address</u>				
Average # of years	18.7	12.7	18.4	24.7

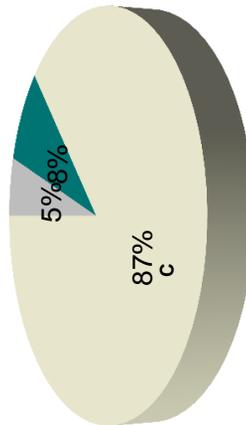
Customer Demographics (cont)

	Total (n=409)	Total On-Track (n=90) A	Total Discount With Heat (n=217) B	Total Discount Without Heat (n=102) C
	%	%	%	%
<u>Language Spoken in Household</u>				
English	94	97	93	96
Spanish	2	1	3	3
Other	2	2	3	1
<u>Ethnicity</u>				
Caucasian / White	52	29	61 A	53 A
Black / African American	26	47 BC	19	24
Hispanic	9	11	7	11
Native American	3	4	2	3
Asian / Pacific Islander	2	1	2	2
Other	7	7	7	6
Refused	1	1	2	1
<u>Participation in Following Programs</u>				
Food stamps	50	47	46	60 B
School lunch program	27	37 B	23	28
Low income housing/housing subsidy	19	19	17	24
Telephone lifeline	14	11	10	25 A
DSS programs for transportation assistance	6	9	4	9
Job training	2	4	1	4
Credit or household finance counseling	2	3	2	1
DSS programs for adult care	2	2	1	2
DSS programs for child care	1	-	1	3
None	33	36 C	37 C	23
Refused	2	2	1	2

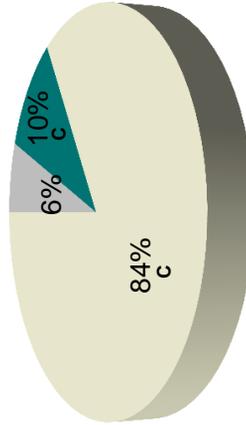
REDUCED RATE PROGRAM



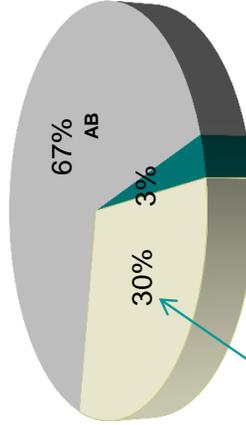
Total On-Track
(n=84)



Total Discount With Heat
(n=217)



Total Discount Without Heat
(n=102)



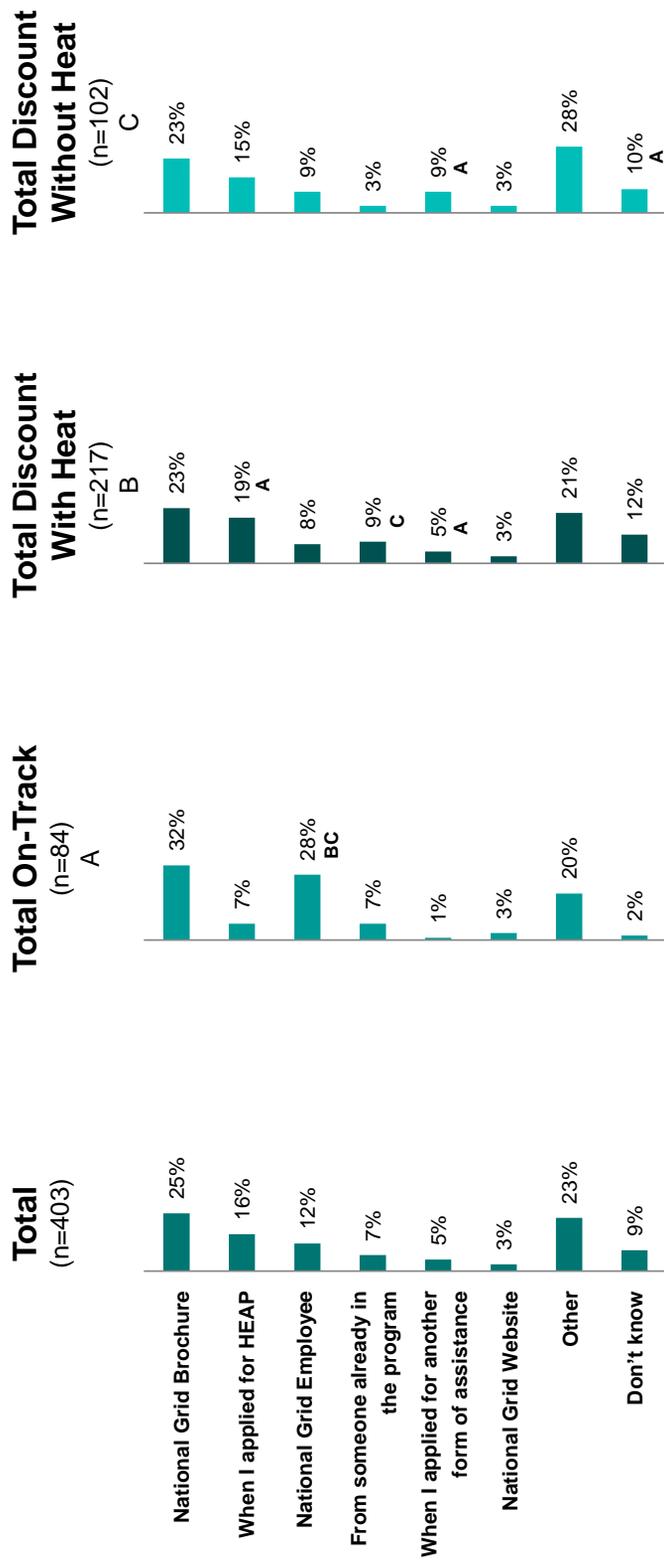
Own Home = 10%
Renters = 20%

Lives in a 1-2 family = 11%
3-4 family = 2%
5 unit = 7%

11% of Reduced Rate Renters report having gas heat but likely do not directly pay for it.

How Customers Became Informed about the Reduced Rate Program

TOTAL SAMPLE GROUPS

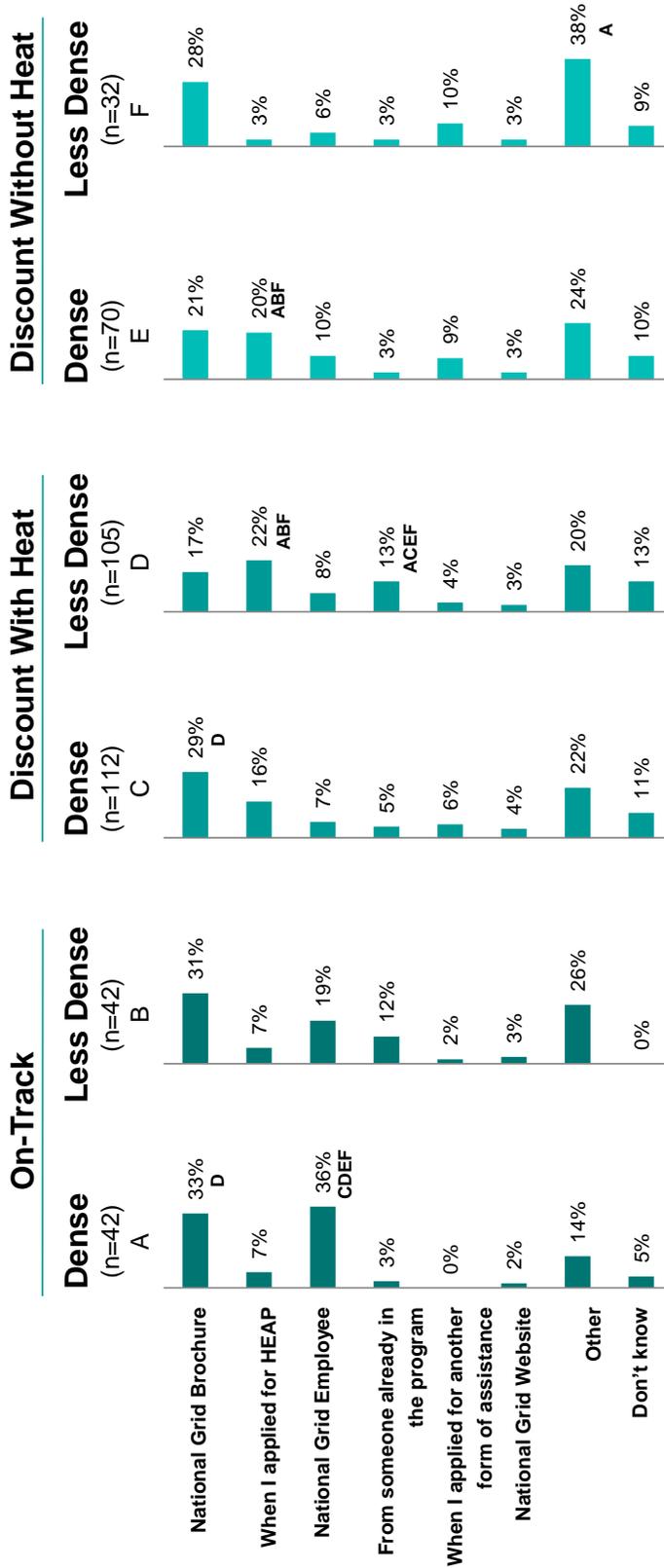


Other Ways Customers Found out About the Reduced Rate Program (open end – most mentioned responses)

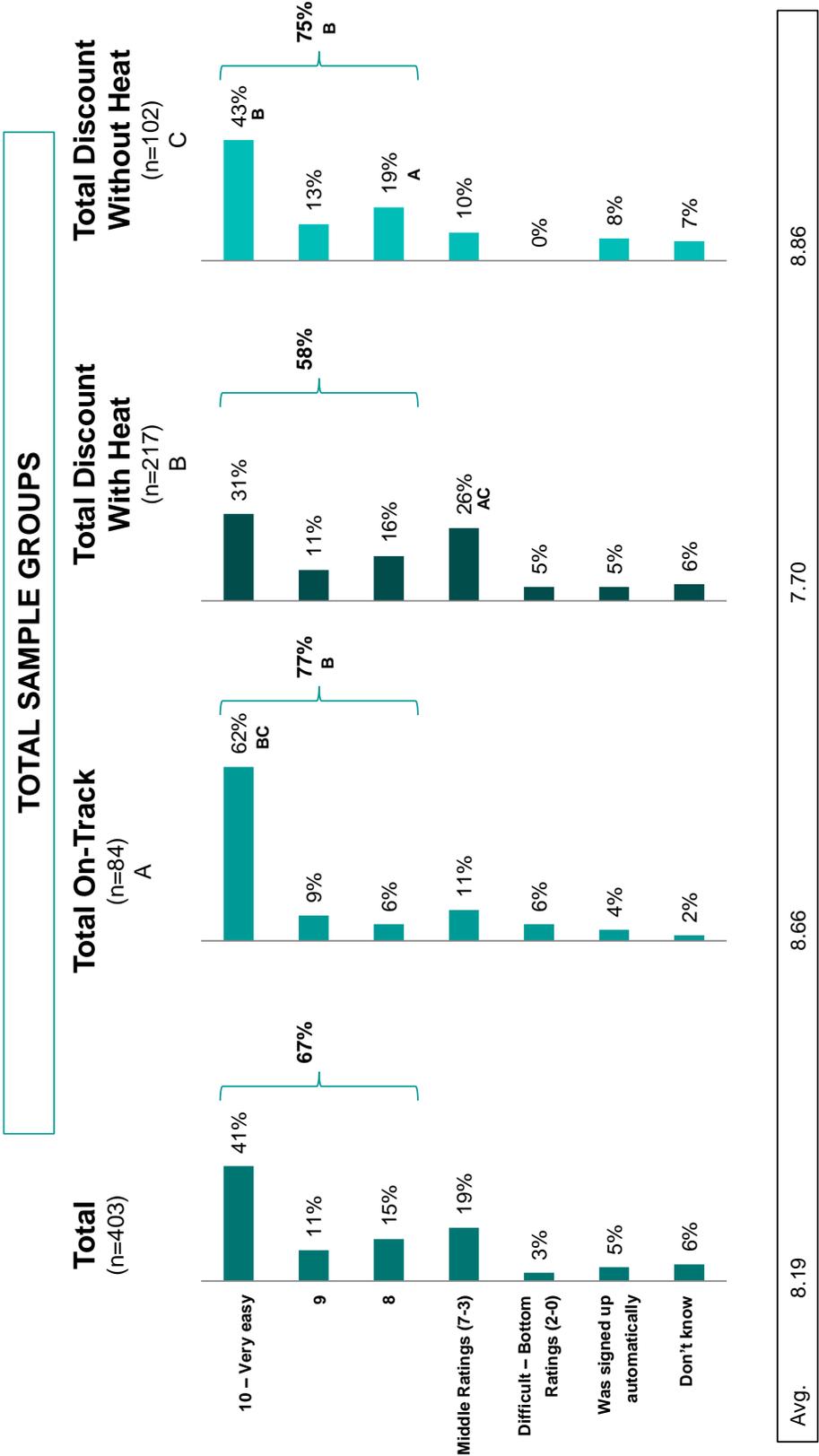
- Social services
- Letter from National Grid
- Food stamps
- Friend/neighbor/significant other
- Read in newspaper/Newsday
- Bill itself
- Public assistance

Base: Participate in the Reduced Rate Program RR1. How did you first find out about the Reduced Rate Program?

SAMPLE GROUPS – BROKEN OUT BY POPULATION DENSITY

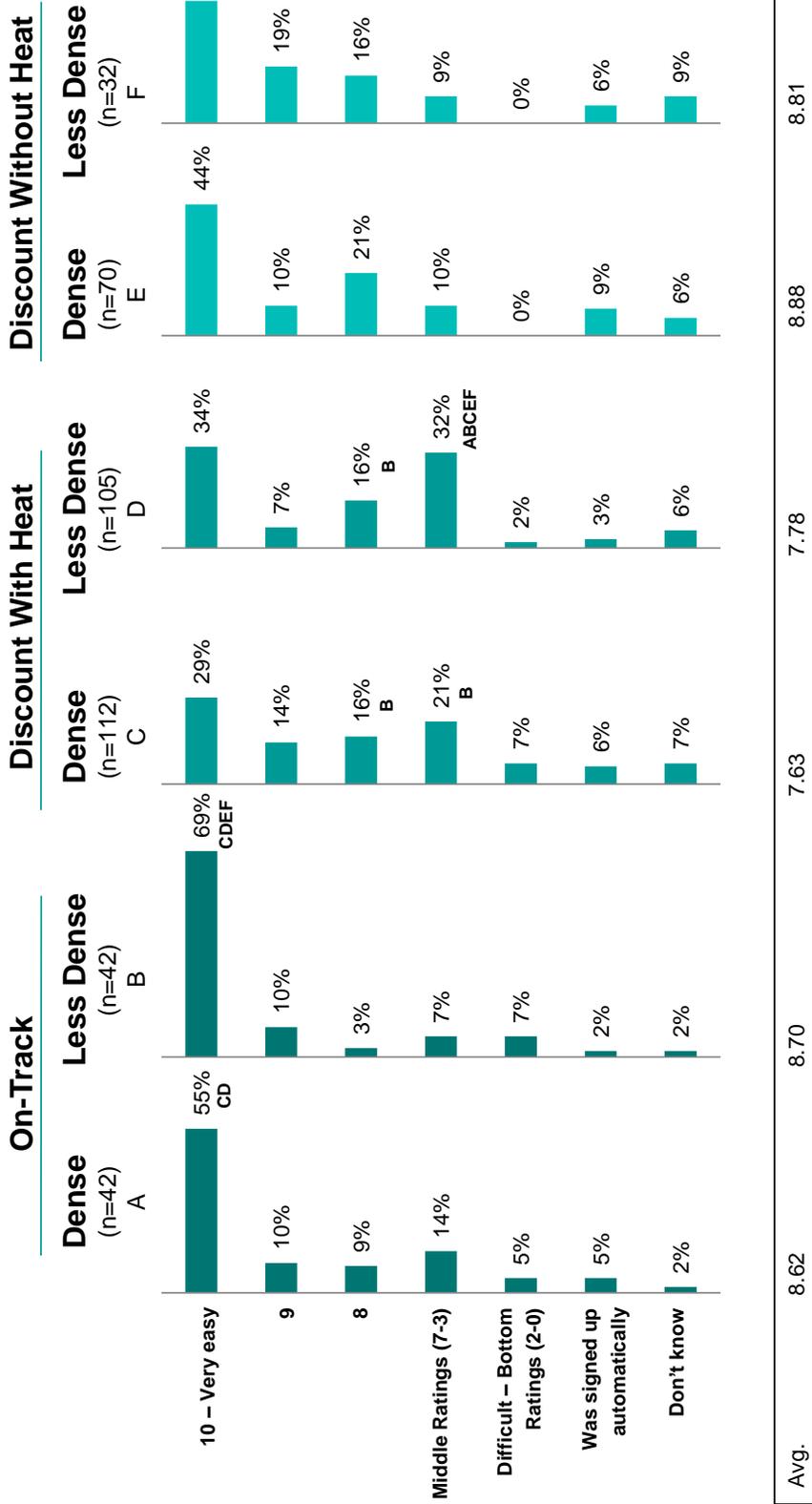


Ranked on Total Base: Participate in the Reduced Rate Program RR1. How did you first find out about the Reduced Rate Program?

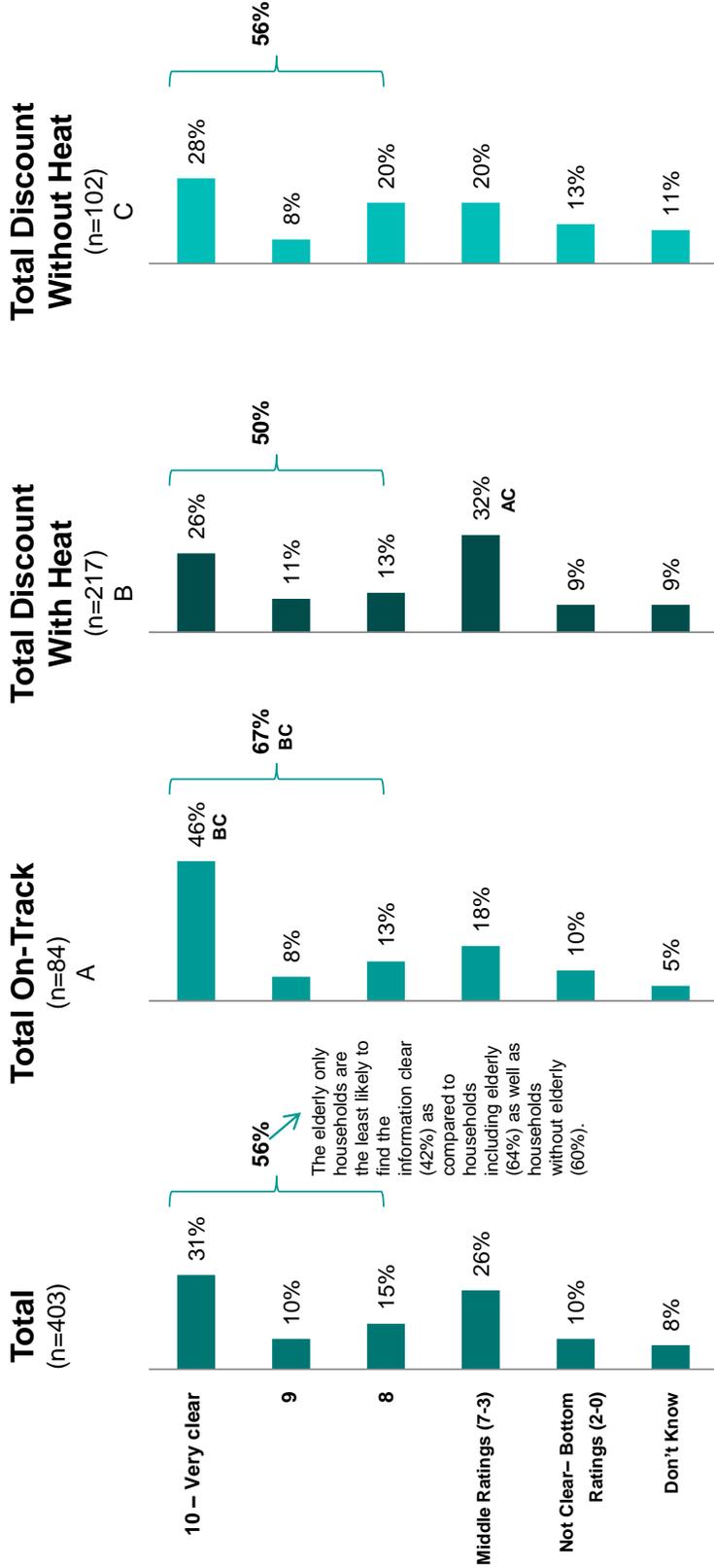


Base: Participate in the Reduced Rate Program RR2. On a scale of 0 -10, where 0 is very difficult and 10 is very easy, how would you describe the Reduced Rate application process?

SAMPLE GROUPS – BROKEN OUT BY POPULATION DENSITY



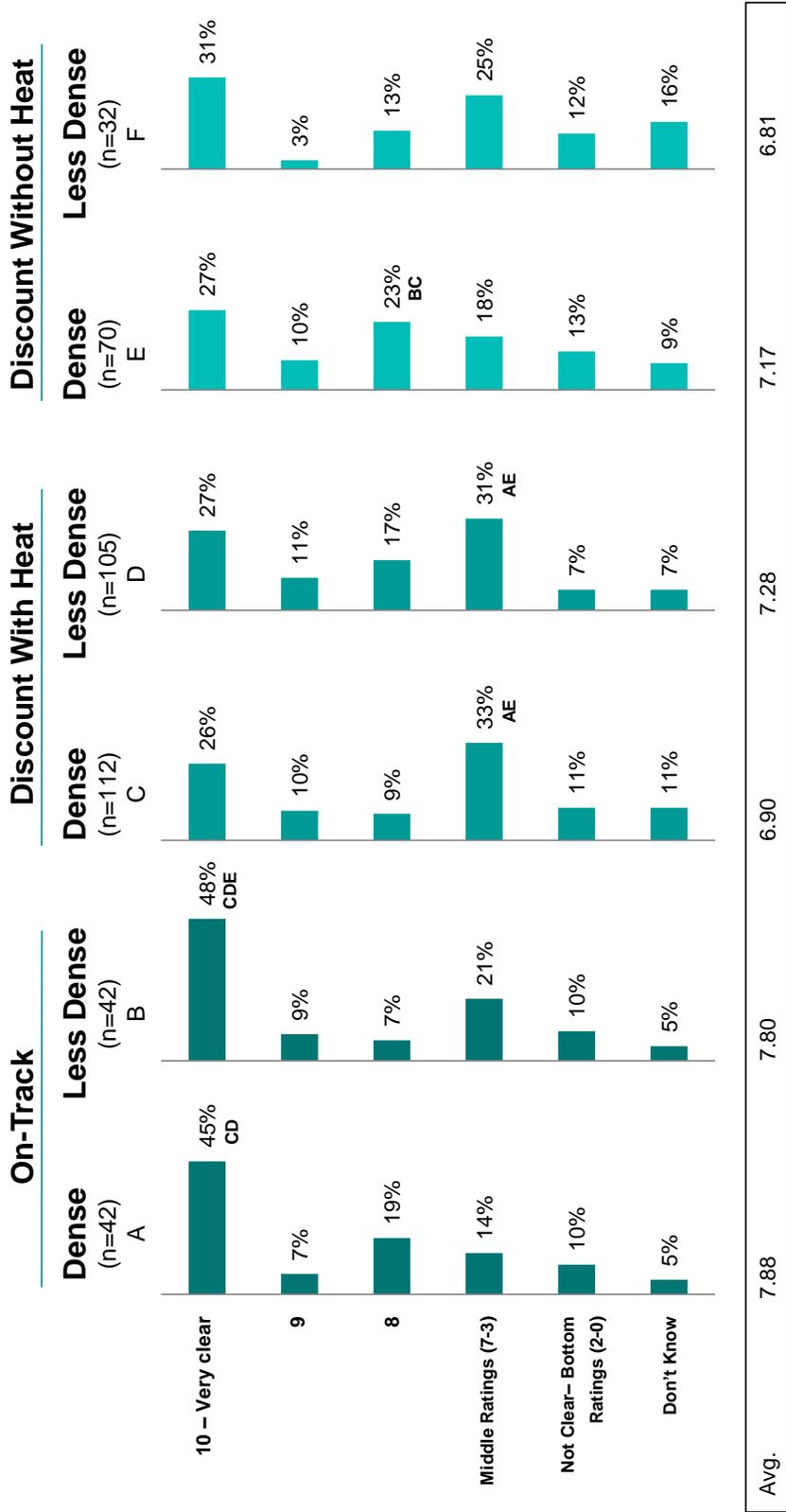
TOTAL SAMPLE GROUPS



Avg.	7.24	7.84	7.09	7.07
------	------	------	------	------

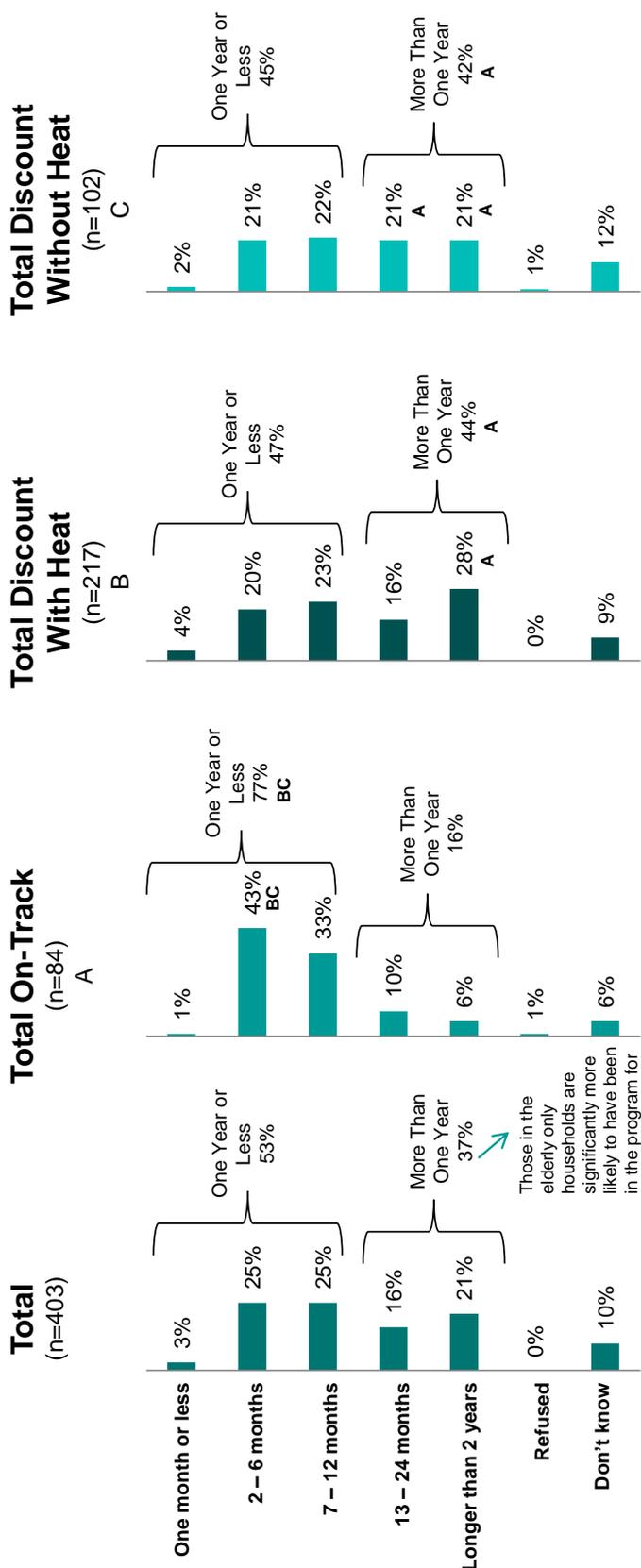
Base: Participate in the Reduced Rate Program
 RR3. The Reduced Rate program offers a discount off your monthly minimum charge. The amount differs for a heating and non-heating customer. For heating customers, there is an additional winter discount. Again, on a scale of 0 -10, where 0 is not at all clear and 10 is very clear, how clear is National Grid's information about how the discount works?

SAMPLE GROUPS – BROKEN OUT BY POPULATION DENSITY



Base: Participate in the Reduced Rate Program RR3. The Reduced Rate program offers a discount off your monthly minimum charge. The amount differs for a heating and non-heating customer. For heating customers, there is an additional winter discount. Again, on a scale of 0 -10, where 0 is not at all clear and 10 is very clear, how clear is National Grid's information about how the discount works?

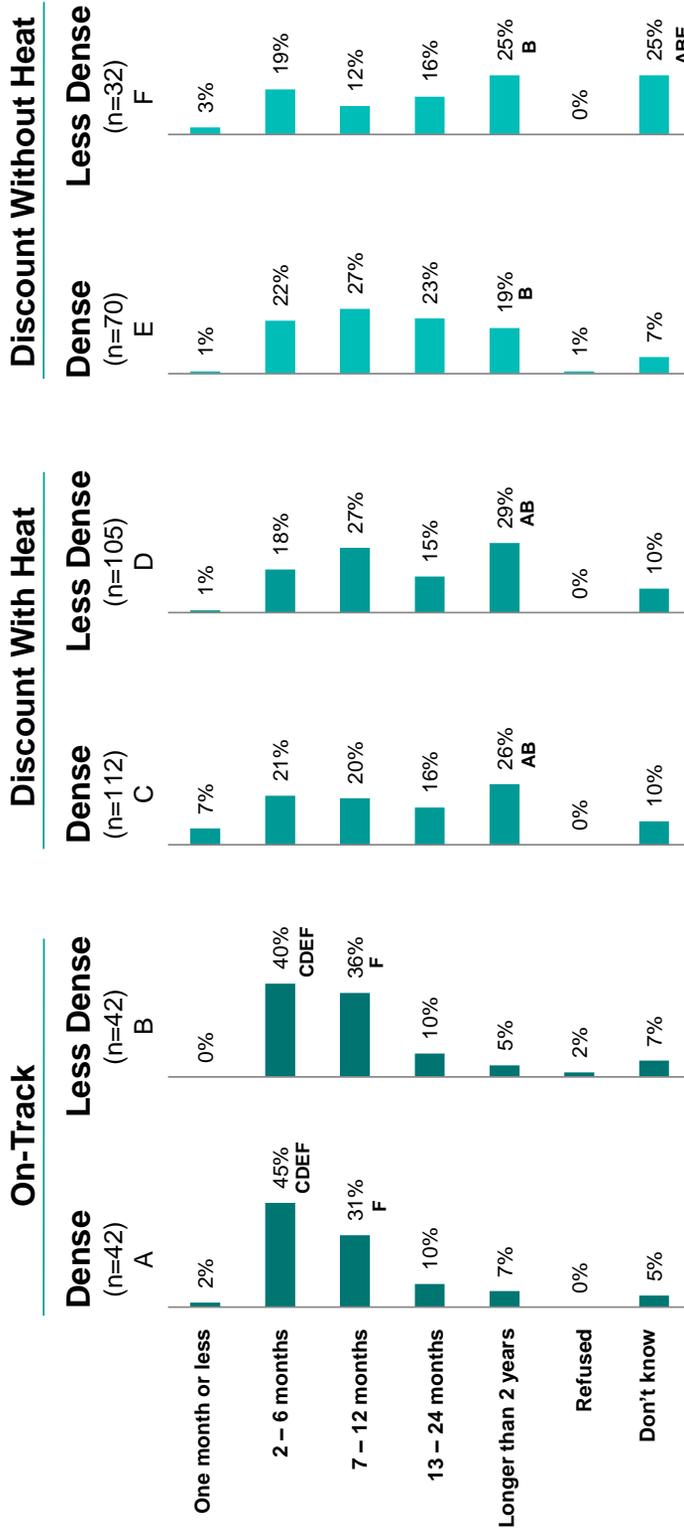
TOTAL SAMPLE GROUPS



Note: Participant reports seem somewhat at odds with National Grid enrollment statistics, which suggest that enrollment increased by 30% in the months preceding the survey, with very few removals.

Base: Participate in the Reduced Rate Program RR4. How long have you participated in the Reduced Rate Program?

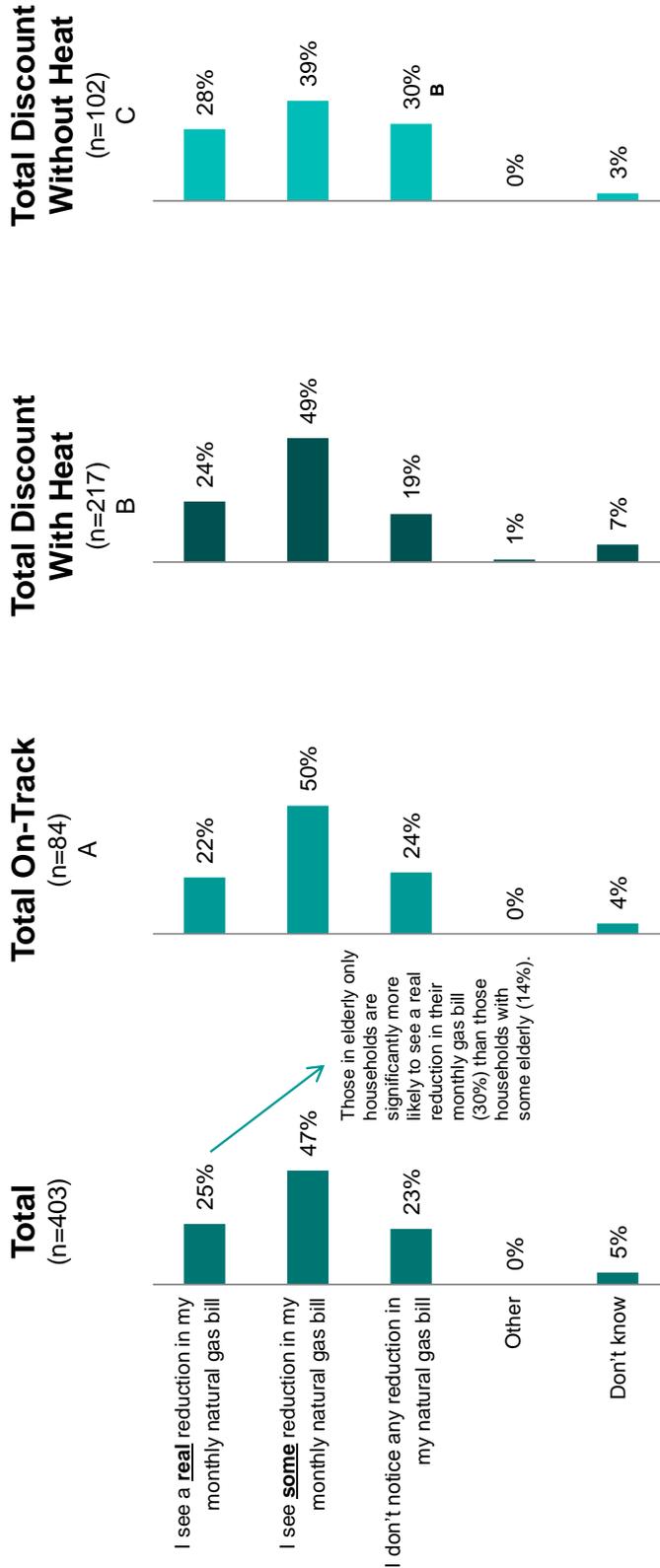
SAMPLE GROUPS – BROKEN OUT BY POPULATION DENSITY



Note: Participant reports seem somewhat at odds with National Grid enrollment statistics, which suggest that enrollment increased by 30% in the months preceding the survey, with very few removals.

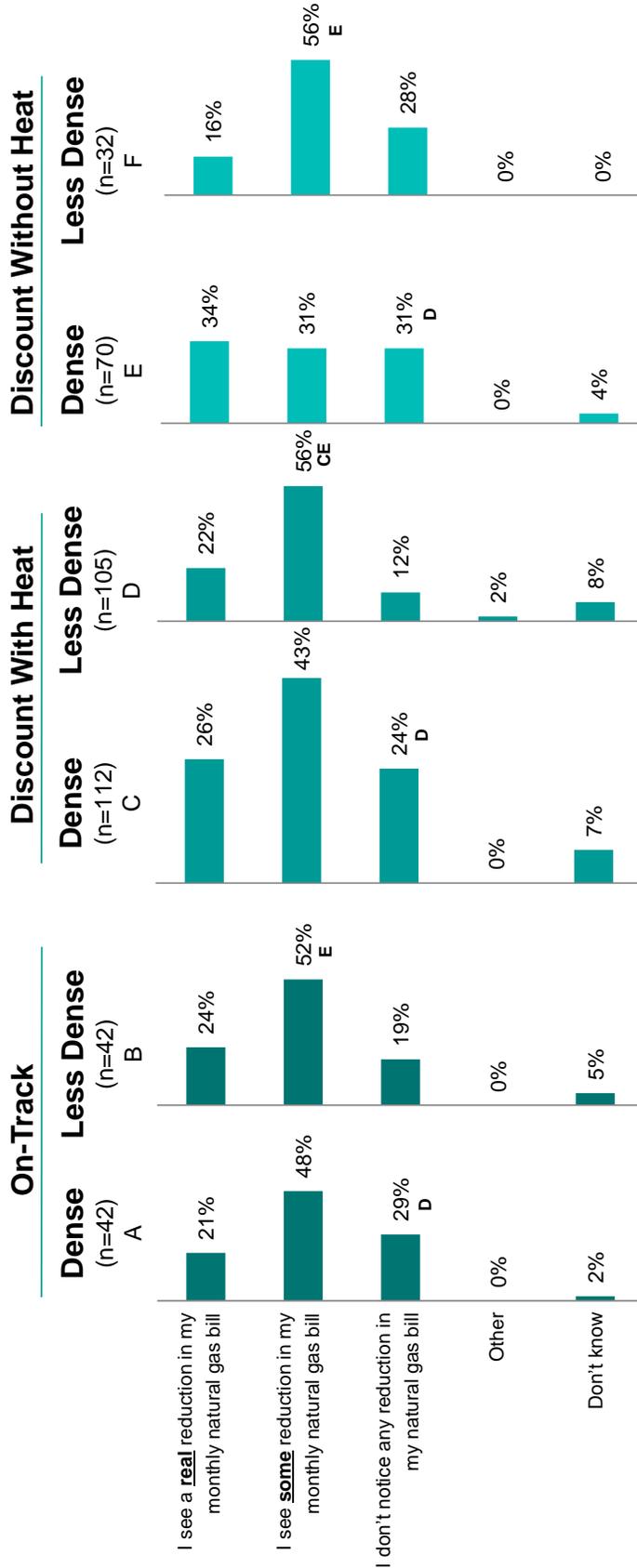
Base: Participate in the Reduced Rate Program
RR4. How long have you participated in the Reduced Rate Program?

TOTAL SAMPLE GROUPS

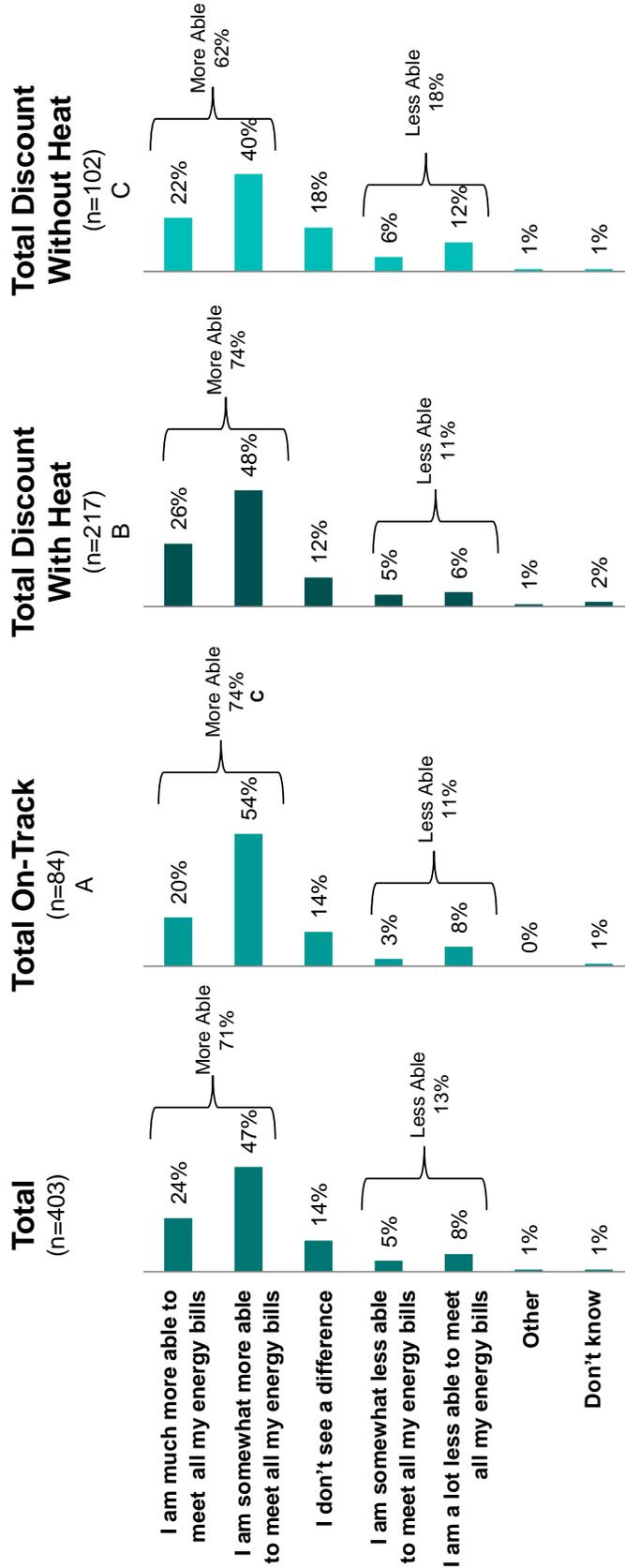


Base: Participate in the Reduced Rate Program RR5. Which of these statements best fits how the Reduced Rate program affects your gas bill?

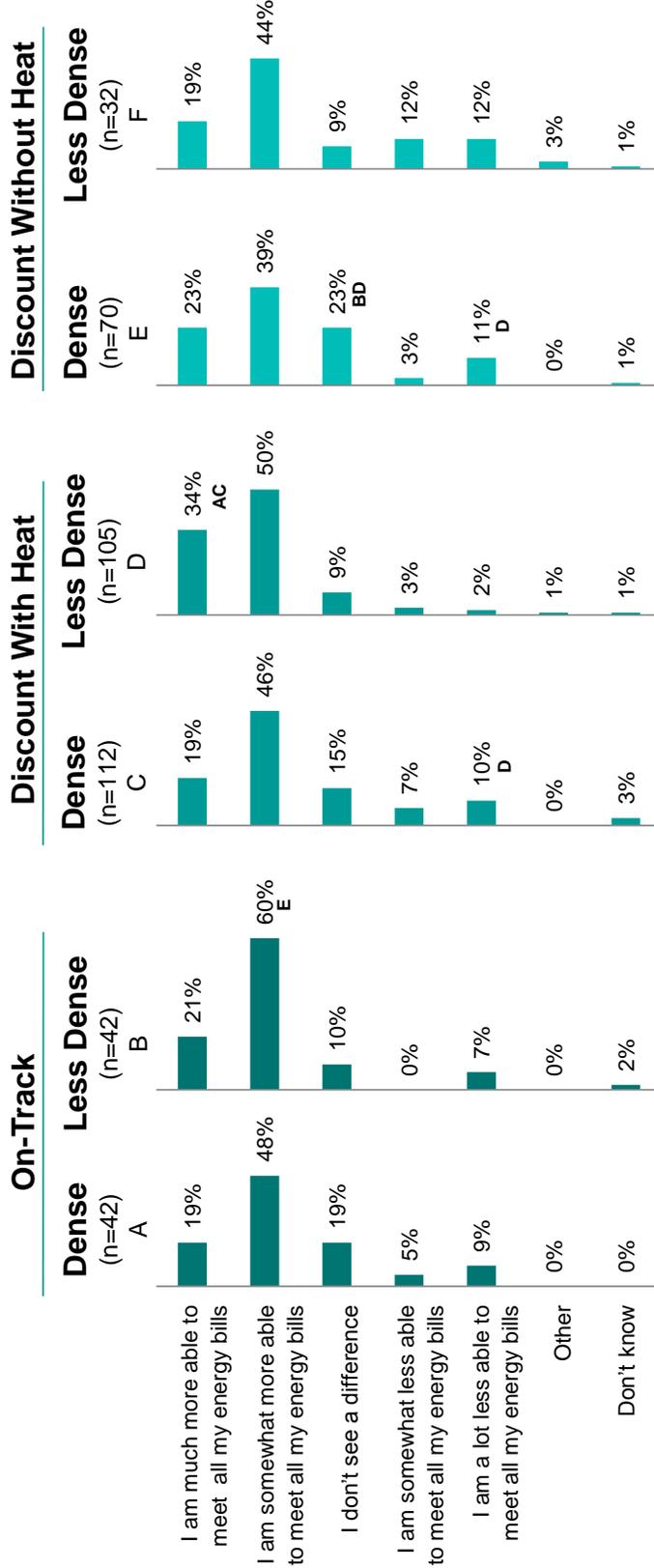
SAMPLE GROUPS – BROKEN OUT BY POPULATION DENSITY



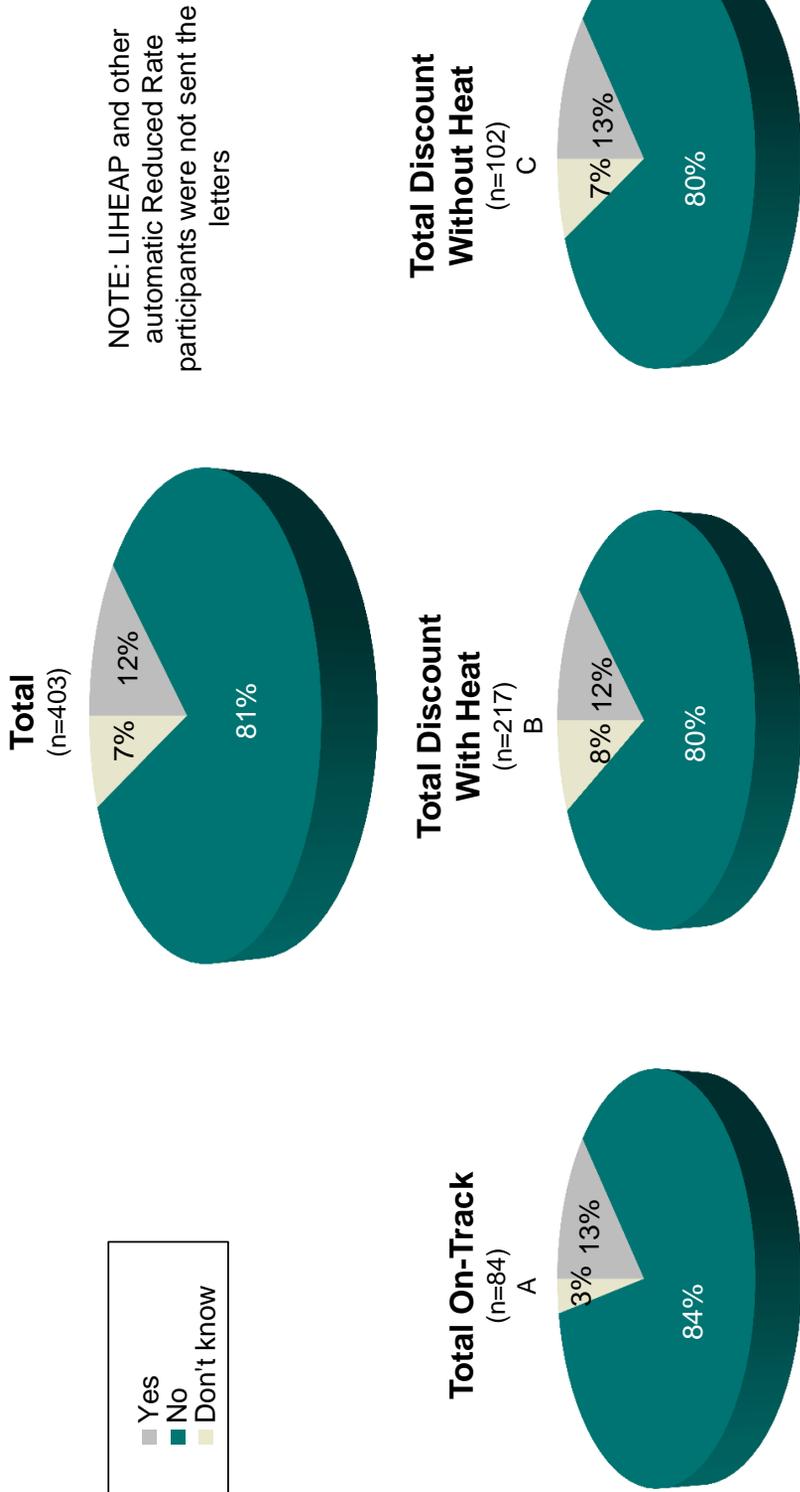
TOTAL SAMPLE GROUPS



SAMPLE GROUPS – BROKEN OUT BY POPULATION DENSITY



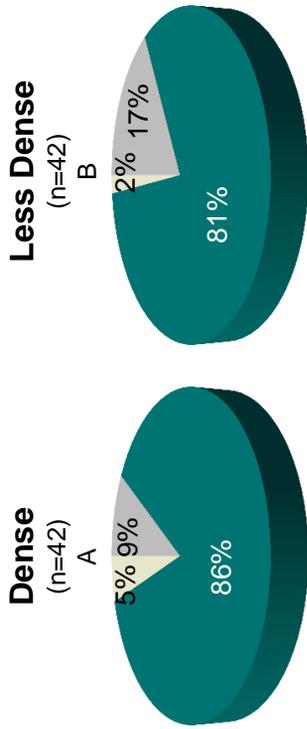
TOTAL SAMPLE GROUPS



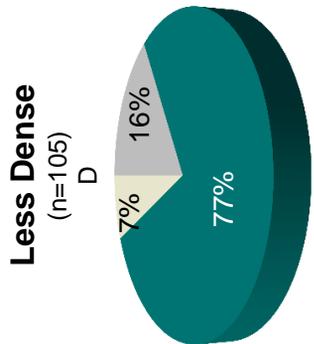
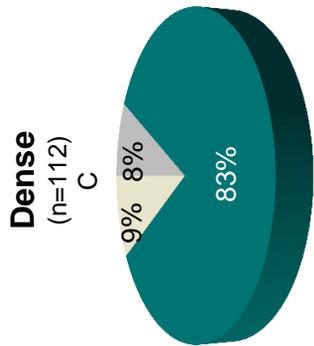
Base: Participate in the Reduced Rate Program RRT. In the last couple of months have you received a letter from National Grid, asking you to provide proof that you are still eligible for the Reduced Rate Program ?

SAMPLE GROUPS – BROKEN OUT BY POPULATION DENSITY

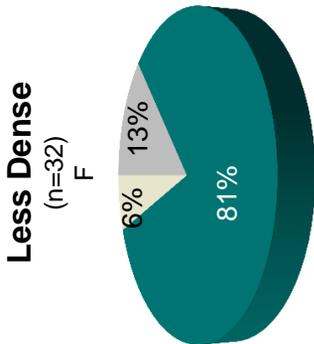
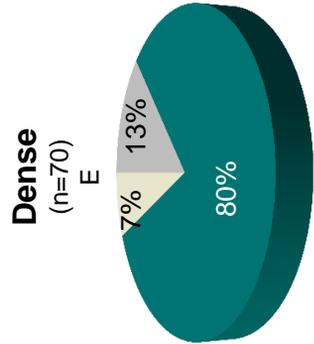
On-Track



Discount With Heat

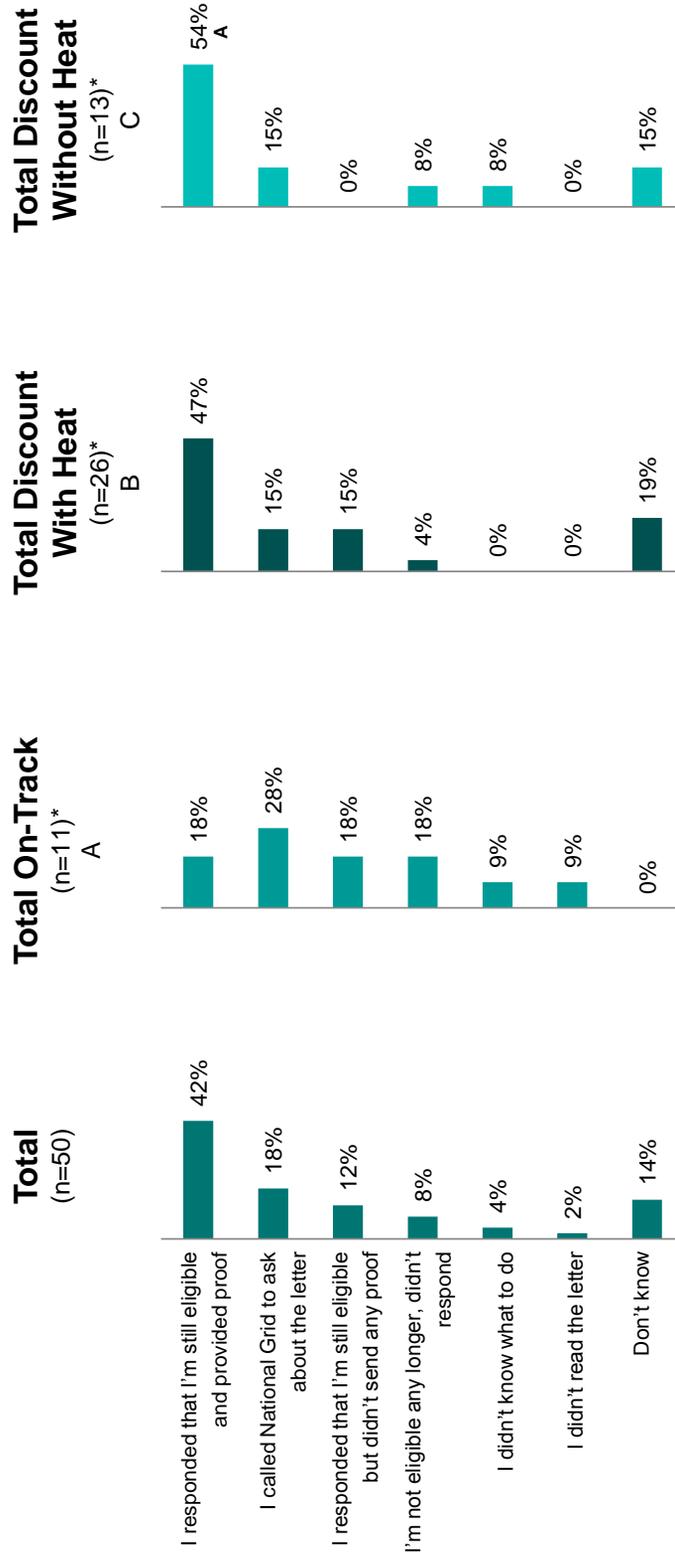


Discount Without Heat



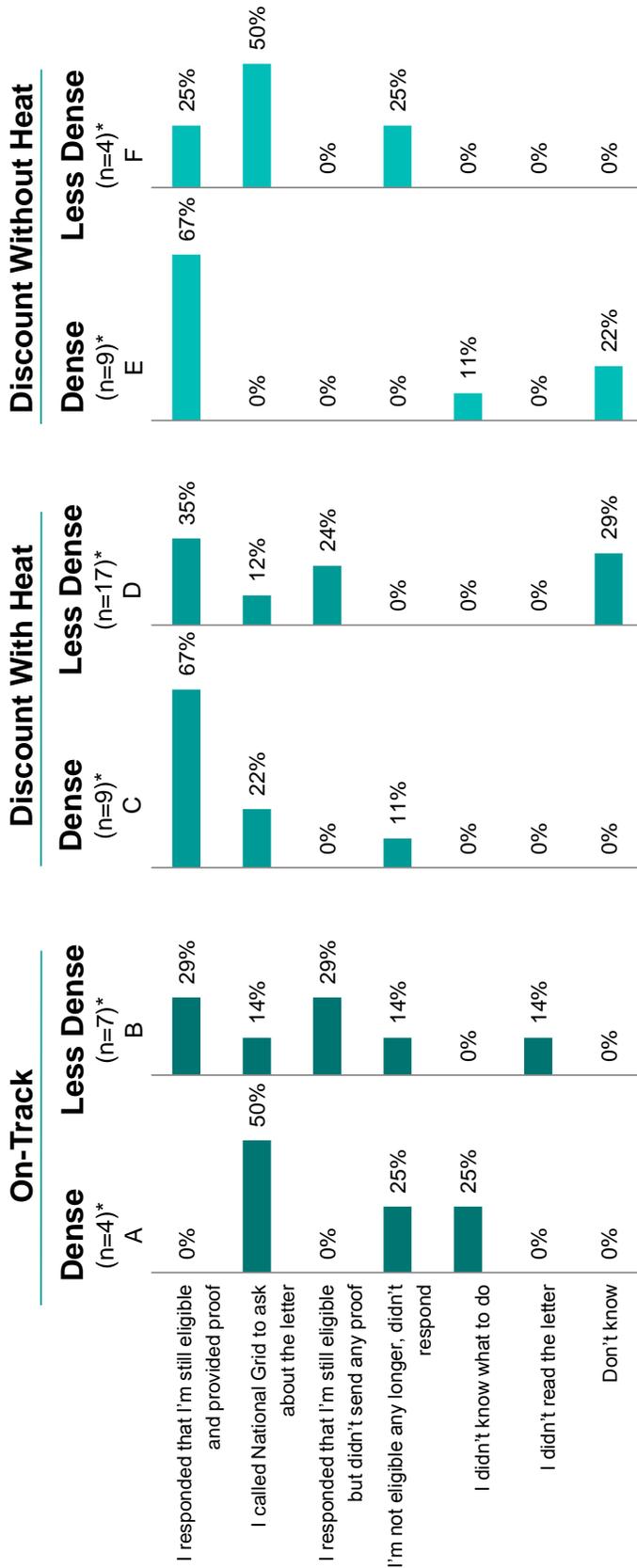
Base: Participate in the Reduced Rate Program RRT. In the last couple of months have you received a letter from National Grid, asking you to provide proof that you are still eligible for the Reduced Rate Program?

TOTAL SAMPLE GROUPS



*Caution: Small Base Sizes
 Base: Received letter from National Grid
 RR8: How did you respond to that letter?

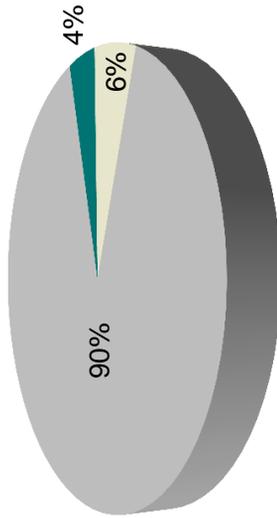
SAMPLE GROUPS – BROKEN OUT BY POPULATION DENSITY



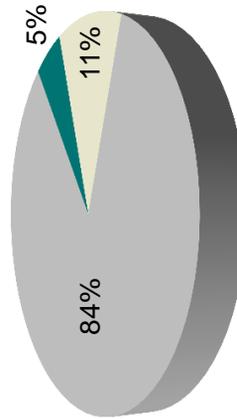
*Caution: Small Base Sizes
 Base: Received letter from National Grid RR8. How did you respond to that letter?

ON TRACK PROGRAM

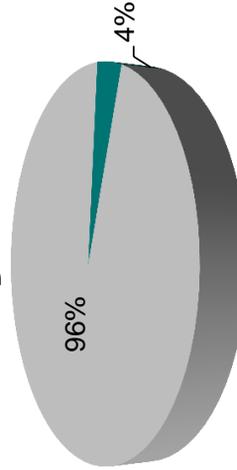
Total On-Track
(n=90)



Dense
(n=44)
A



Less Dense
(n=46)
B



Among those who say they are NOT participating in the program:

	Total On-Track (n=9) *
Participated in program before	44%
# of Years ago participated	(n=4) *
Within past year	50%
2 years or more	50%
Successfully completed the program	50%

* Caution: Small Base Sizes

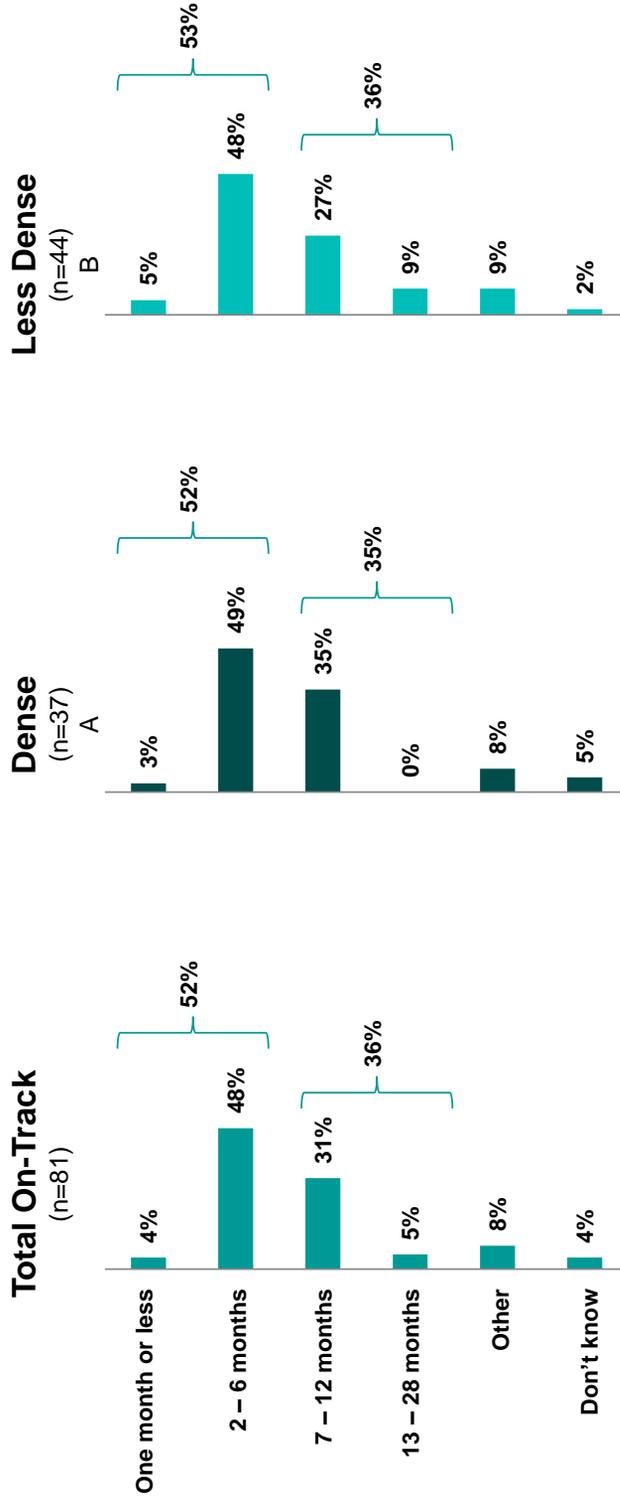
Base: On-Track Sample

OT1. The On Track program provides customers the opportunity to reduce arrears (the amount outstanding) owed to National Grid if they enter an agreement in which they pay a Level Payment Plan and an affordable Deferred Payment Agreement. Are you participating in the On Track program today?

OT3. Have you ever participated in the On Track before?

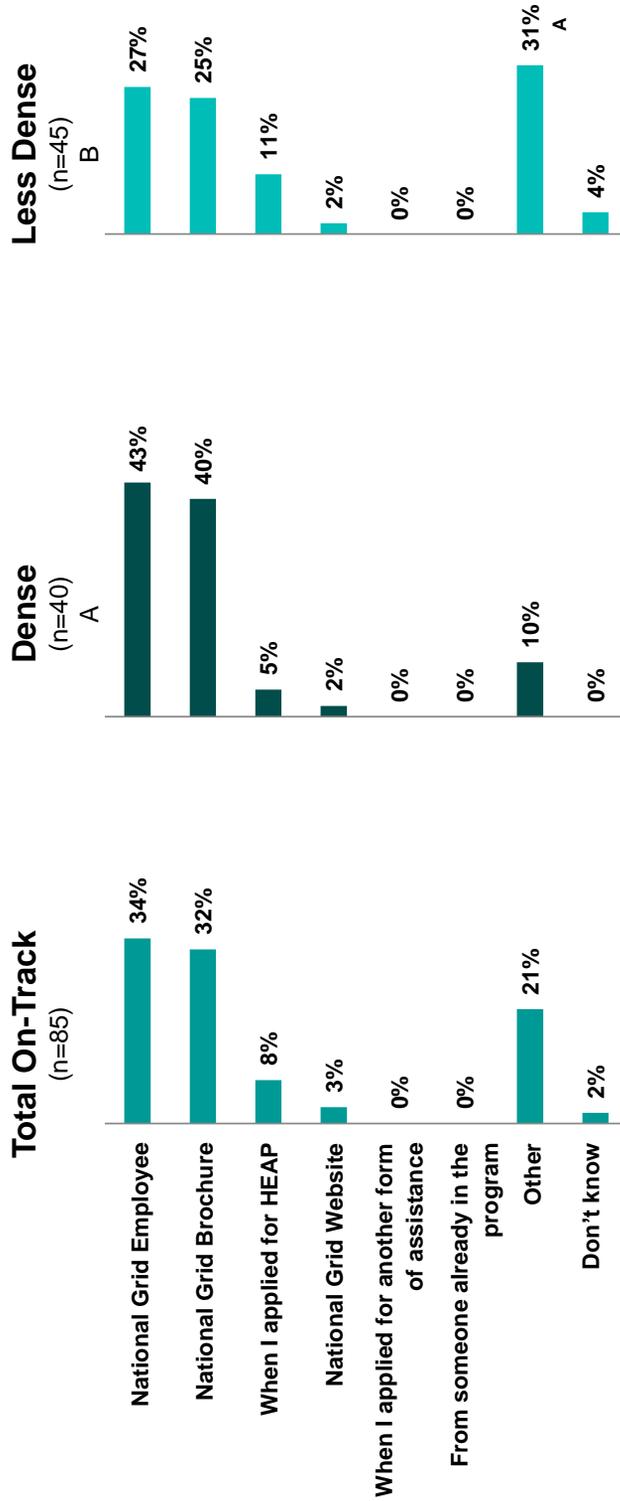
OT3a. About what year did you participate in On Track, or how many years ago was it?

OT3b. Did you successfully complete the program when you participated before?



Base: Currently participating in On-Track program
 OT2. How long have you participated in the On Track Program?

How Customers Became Informed about the On-Track Program

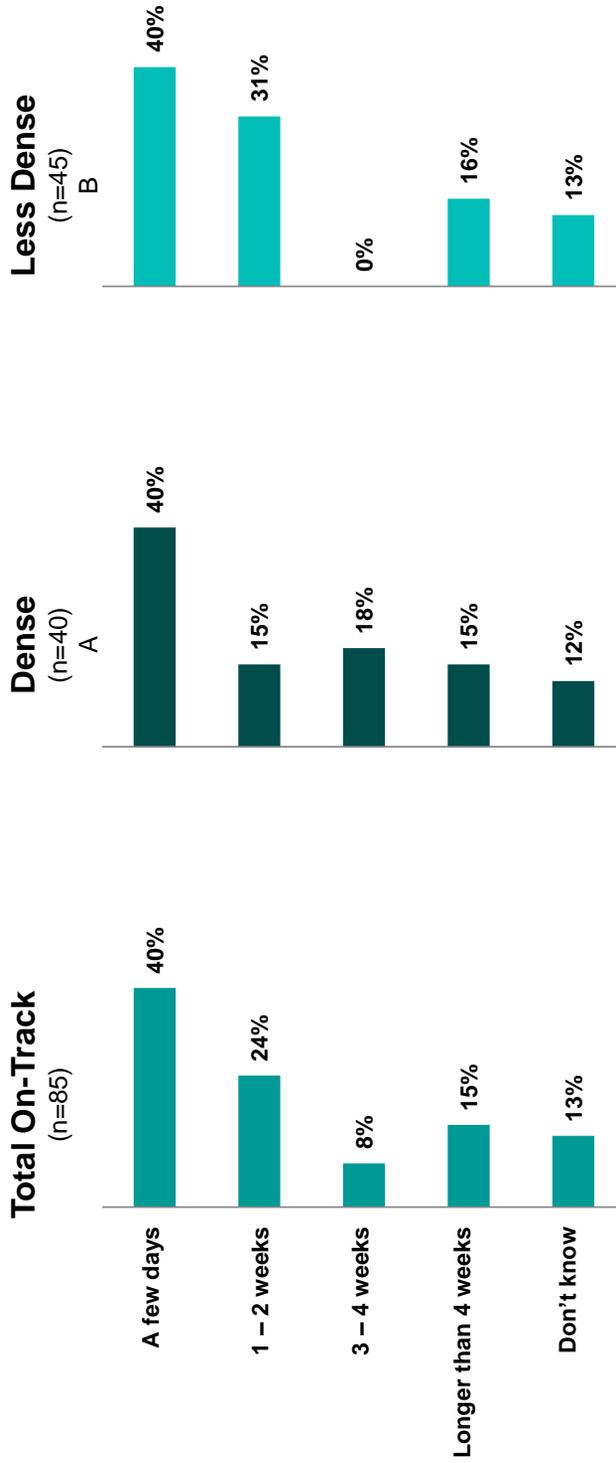


Other Ways Customers Found out About the On-Track Program (open end – verbatim answers)

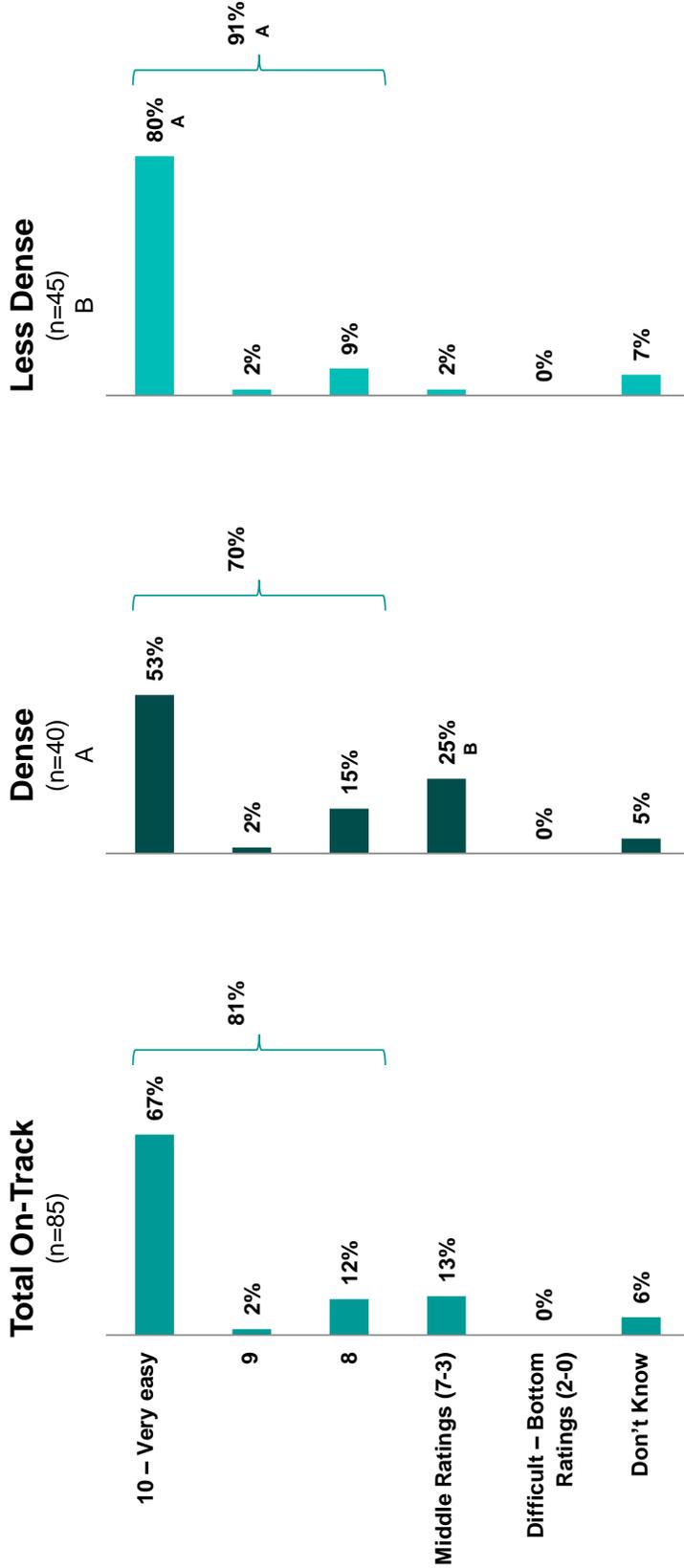
- Church
- Electric Company
- I called national grid for help
- I saw it on the bill and i got a letter and i called and i was already enrolled
- I went to them to see about paying my bills.
- Letter from national grid
- Sent letter
- Through a friend

Base: Currently participating in On-Track program
 OT4. How did you first find out about the On-Track Program?

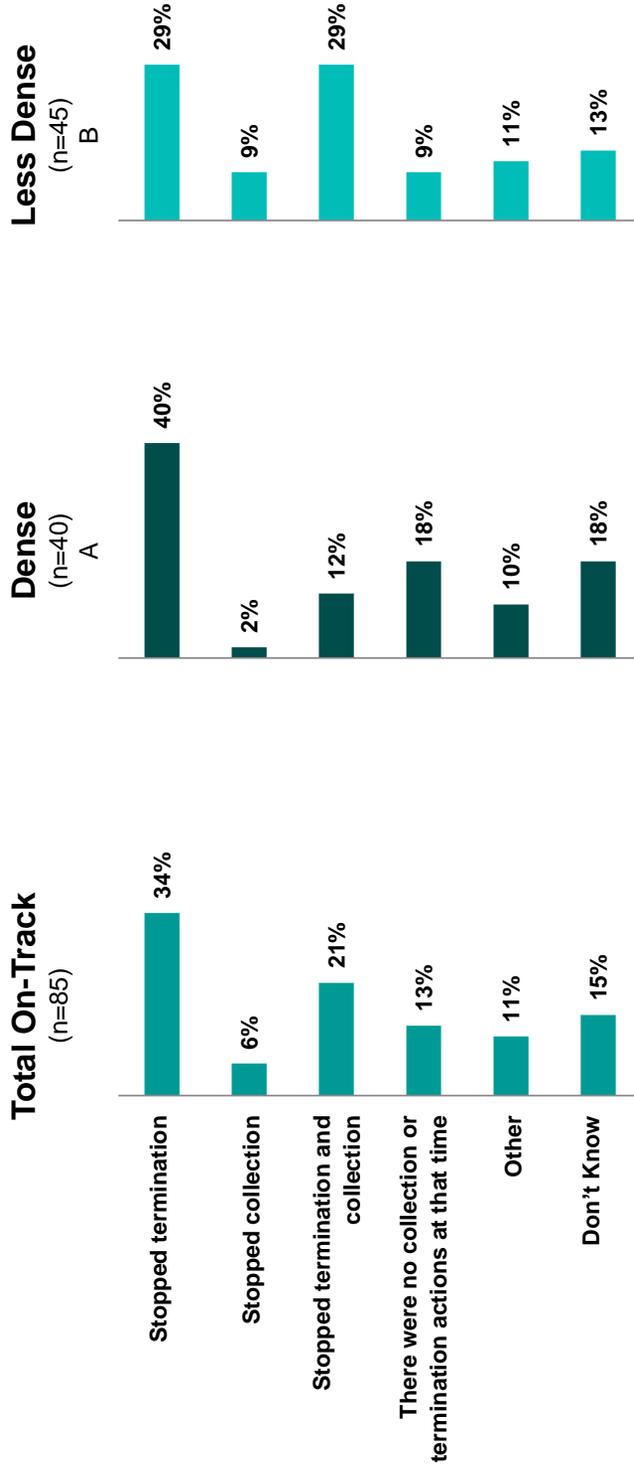
Amount of Time to Become Enrolled in On-Track Program



Base: Currently participating in On-Track program
 OT5. How long did it take you to be enrolled in the program from the time you made your application?



Base: Currently participating in On-Track program
 OT6. On a scale of 0 - 10, where 0 is very difficult and 10 is very easy, how would you describe the On Track application process?



Base: Currently participating in On-Track program
 OT7: Did your enrollment in the On Track program stop any collection or termination action by National Grid?

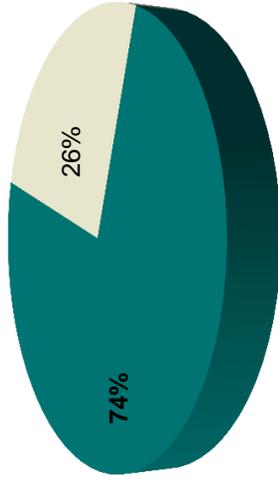
	Total On-Track (n=85)	Dense (n=40) A	Less Dense (n=45) B
<u>Ability to Pay Monthly Bill & Old Balance in Past 6 Months</u>			
Average # of months	4.5	4.9	4.1
<u>Contacted National Grid if Unable to Pay *</u>			
Yes	<u>64</u> (n=44)	<u>72</u> (n=18)*	<u>58</u> (n=26)*
Contacted National Grid to work something out	39	50	31
Contacted National Grid with a question about how to handle the situation	21	17	23
Didn't do anything	4	5	4
No			
Tried to make up payments on my own	<u>36</u>	<u>28</u>	<u>42</u>
Didn't do anything	25	22	27
Other	7	-	11
	4	6	4

*Caution: Small Base Sizes
 Base: Currently participating in On-Track program; * Unable to pay all of past 6 months bills
 OT-17. In past 6 months, how many months were you able to pay your monthly bill plus the agreed old balance?
 OT-18a. If you were unable to pay all or part of your agreement during this time, did you contact National Grid?
 OT-18b. When you contacted National Grid, which of the following actions did you take?
 OT-18c. You mentioned you did not contact National Grid, which of the following actions did you take?

	Total On-Track (n=85)	Dense (n=40) A	Less Dense (n=45) B
<u>Agreed Monthly Payment</u>			
\$10 or less	%	%	%
\$11 - \$50	61	65	58
\$51 - \$100	13	13	13
More than \$100	2	2	2
Don't know	13	8	18
	11	12	9
<u>Deciding Factors for Agreed Monthly Balance (open-end – only a select number of raw verbatim shown in total)</u>			
Based on what I could afford. Was based on my income.			
I did not decide they decided for me about how much i had to pay but they also said that if i could not pay that amount they would work something out it was very helpful i could not make the full payment not to have to pay everything has made it a little easier			
Qualifications were met. Met the criteria. I' am grateful for their help			
They decide for you. That was done prior to the enrollment.			
They told me how much I had to pay. I didn't decide anything. They gave me a minimum that had to pay on the arrears and a monthly payment plan.			
They told me. They came up with how much I had to give them each month.			
They worked it out and they told me how much I had to pay.			

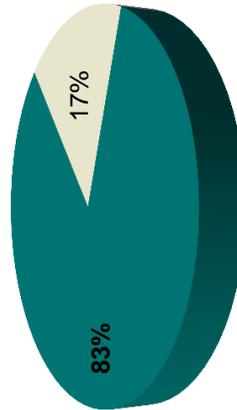
OT9. Would you tell me how much you agreed to pay on your old balance besides your monthly natural gas bill? Please give us the number as a whole dollar amount.
 OT8. When you entered the agreement to participate, you had to agree to a monthly level payment plan amount plus some amount of the old balance you owed. How did you decide how much of the old balance you could pay?

Total On-Track
(n=85)

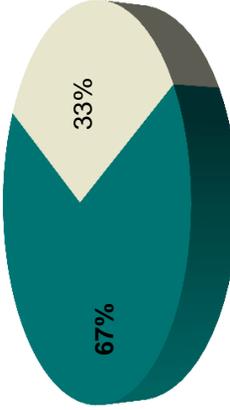


■ Yes
■ No

Dense
(n=40)
A



Less Dense
(n=45)
B



Among those who say their monthly bill is NOT Affordable:**

	Total On-Track (n=22)*
If I didn't agree to that amount I would not have been accepted	23%
I thought I could do it	18%
I wanted to pay off as much as I could	18%
The National Grid employee suggested that amount	9%
Other	41%

*Caution: Small Base Sizes
 Base: Currently participating in On-Track program; ** Old balance repayment not affordable
 OT10: Thinking about all your other monthly expenses besides the gas bill, did you think the amount of old balance you agreed to pay every month was affordable for you?
 OT11: If you did not think the old balance repayment amount was affordable for you, why did you agree to it?

	Total On-Track (n=85)	Dense (n=40) A	Less Dense (n=45) B
<u>Received an On Track Kit</u>	%	%	%
Yes	26	33	20
No	61	60	62
Don't know	13	7	18
<u>Most Useful Parts of the Kit</u>	(n=22)*	(n=13)*	(n=9)*
Tips on Energy Efficiency to reduce your gas bill	50	54	44
On Track Budget Personal Budget Plan Book	32	46 B	11
The Monthly Folders	32	46 B	11
None of it was useful	9	8	11
Don't know	18	8	33

*Caution: Small Base Sizes

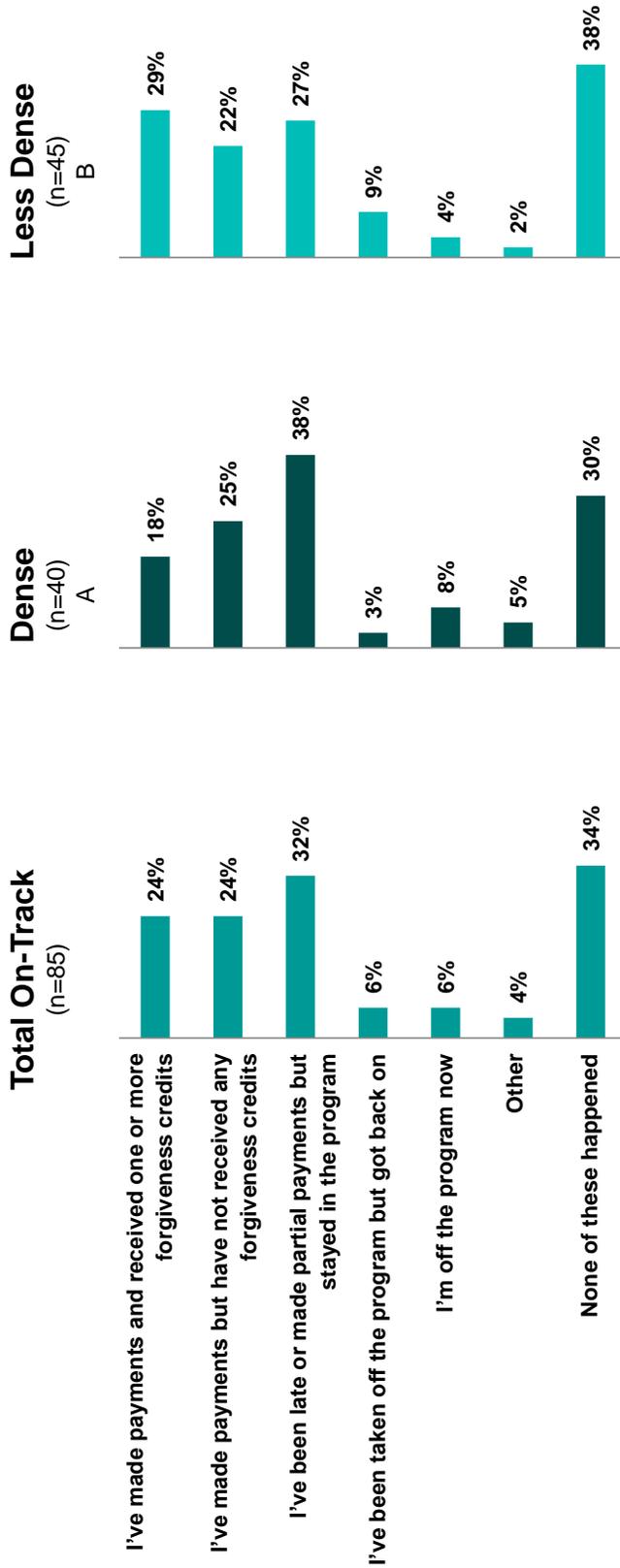
Base: Currently participating in On-Track program

OT-12. Once you signed up for the On Track Program, did you get an On Track kit from National Grid?

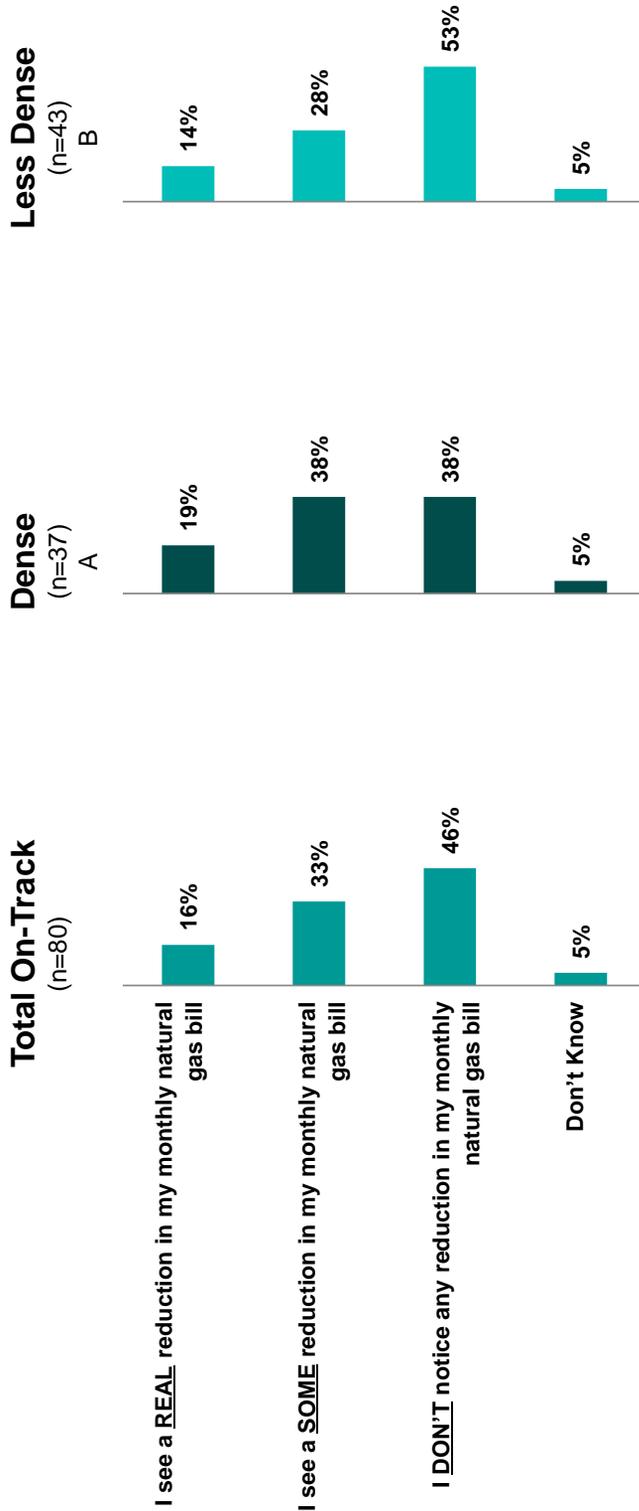
OT-13. What parts of the kit were most useful to you?

	Total On-Track (n=85)	Dense (n=40) A	Less Dense (n=45) B
Received Calls			
	%	%	%
Yes	30	38	22
No	68	62	73
Don't know	2	-	5
Found Calls Helpful			
	(n=25)*	(n=15)*	(n=10)*
Yes	92	87	100
No	-	-	-
Don't know	8	13	-
How Calls Have Helped (open-end – only a select number of raw verbatim shown in total: n=23)			
Get on track to make sure your abler to pay same helped you get back on track			
I appreciate them. I seems like they give a d--n. It is a big relief. With the electric bill they are not so forgiving. It was a relief to know there was a workable solution.			
I asked questions, and asked them how much no just gave me information, how to make the payments lower			
I was a little late and they called me to tell me and they worked with me. The explained i could go to other agencies.			
Let me know they care to keep me on track			
Letting me know that everything is current and good with my bill			
They helped me not to forget my bill was due and they send out reminders and that was helpful.			

*Caution: Small Base Sizes
 Base: Currently participating in On-Track program
 OT14: Have you received calls from On Track Program staff to find out how you're doing in the program?
 OT15: Have you found those calls helpful to you?
 OT16: How have they helped you?

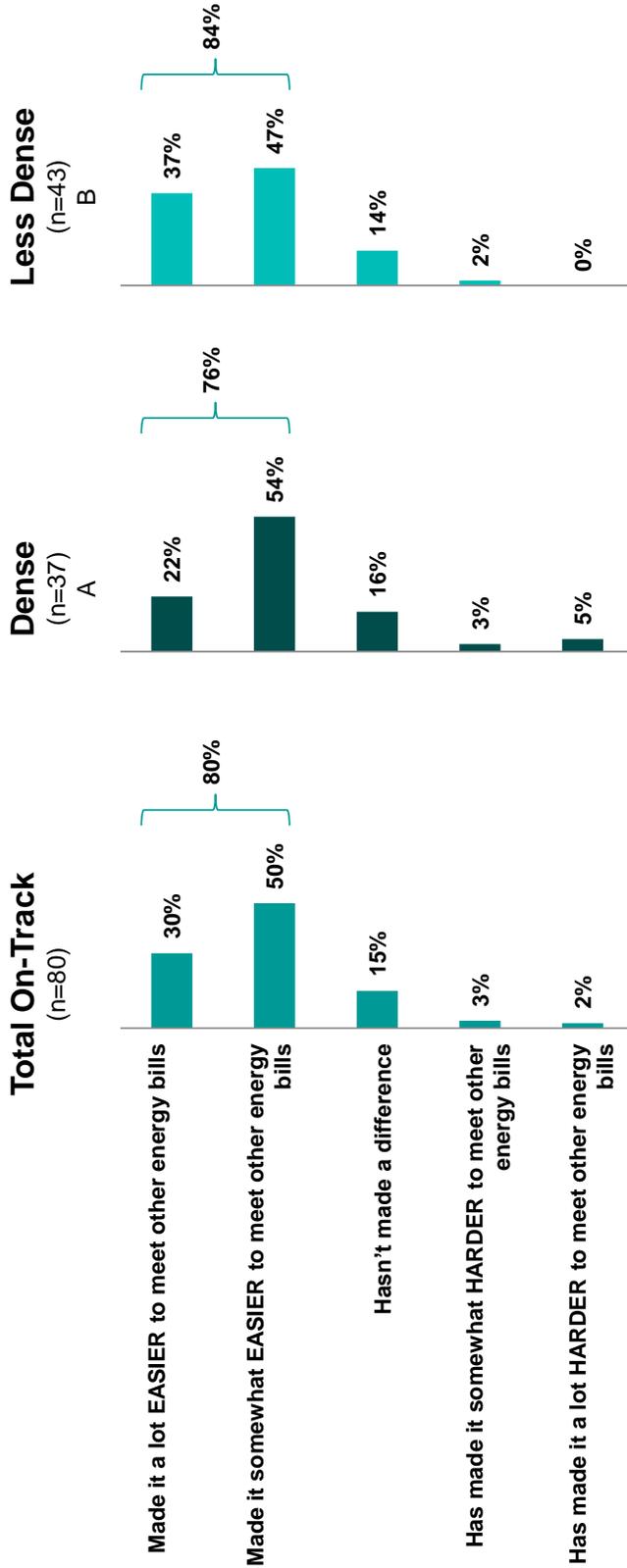


Base: Currently participating in On-Track program OT19. Since you've been participating in On Track, have any of the following happened?

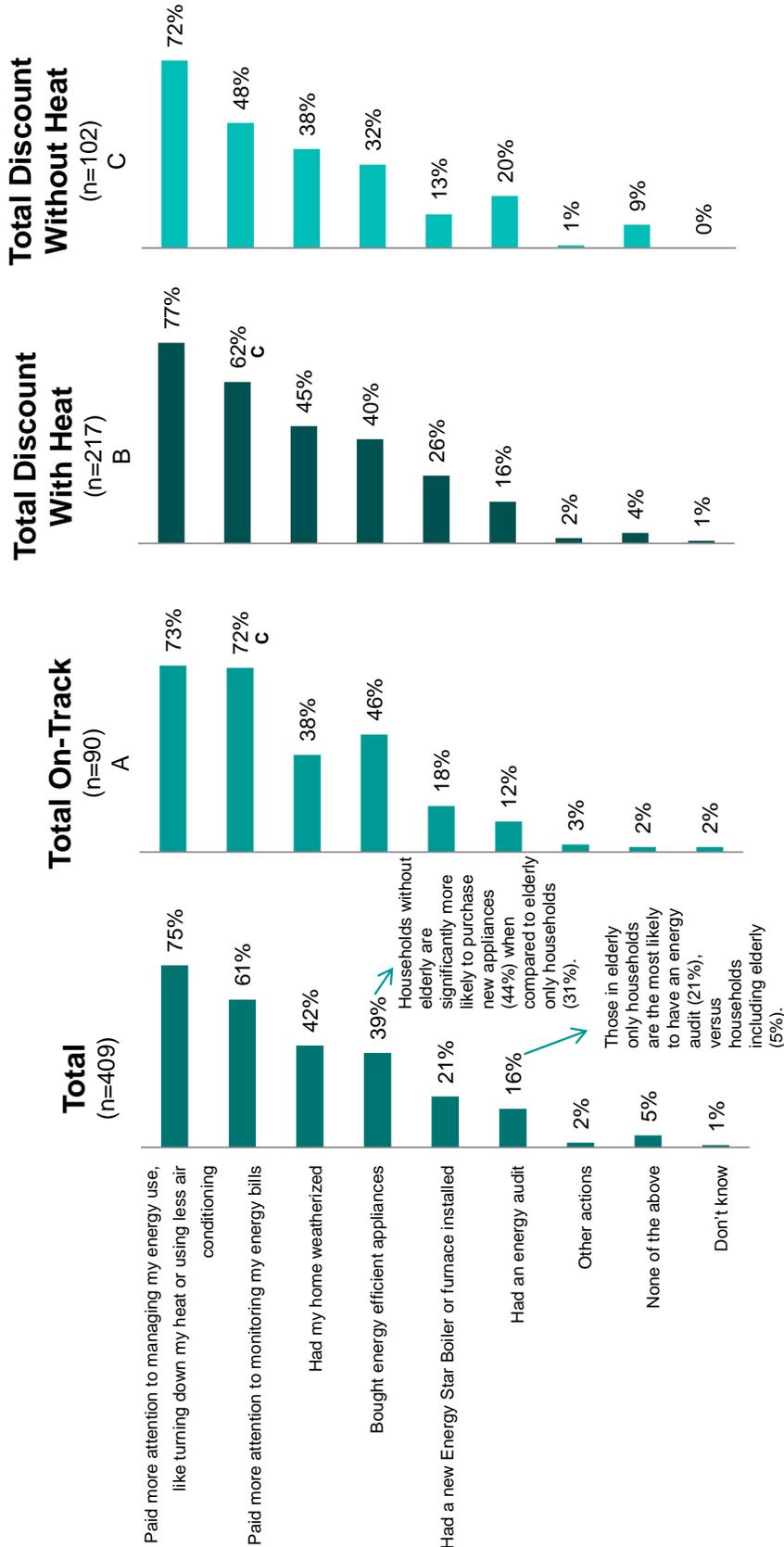


Base: Currently participating in On-Track program (not OT19=5) OT20. Which of these statements best fits how the On Track Program affects your gas bill?

Energy Expense Results from Participation in the On-Track Program



Base: Currently participating in On-Track program (not OT19=5)
 OT21. Has participation in the On-Track program made it easier or harder to meet your other energy expenses, such as your electric bill?



Base: Total Respondents EE1. Since participating in either the Reduced Rate program or the On Track program, which of the following actions have you taken?

SAMPLE GROUPS – BROKEN OUT BY POPULATION DENSITY

	On-Track			Discount With Heat			Discount Without Heat		
	Dense (n=44) A	Less Dense (n=46) B	%	Dense (n=112) C	Less Dense (n=105) D	%	Dense (n=70) E	Less Dense (n=32) F	%
Paid more attention to managing my energy use, like turning down my heat or using less air conditioning	71	76		80	73		74	66	
Paid more attention to managing my energy bills	77	67		64	60		41	63	
Bought energy efficient appliances	43	48		43	37		29	41	
Had my home weatherized	30	46		49	41		34	47	
Had a new Energy Star Boiler or furnace installed	14	22		25	28		11	16	
Had an energy audit	9	15		16	16		16	28	
Other actions	2	4		-	4		1	-	
None of the above	2	2		5	4		11	3	
Don't know	2	2		-	1		-	-	

Responses ranked on On-Track Dense Group
 Base: Total Respondents
 EE1. Since participating in either the Reduced Rate program or the On Track program, which of the following actions have you taken?

ATTACHMENT 2



Consumer Advocacy and Low Income Grassroots Campaign “Advocates in Action”



Consumer Advocate Role



- Advocates are the voice of our most vulnerable customers
- They provide a host of critical services for payment troubled customers
 - Negotiate specialized payment plans tailored to meet the customer’s individual need
 - Provide information on internal and external low income programs and other forms of assistance
 - Provide energy-saving tips
 - Routinely present outreach and education programs to low-income community organization
 - Provide assistance through the HEAP application process
 - Refer customers to our Low Income Programs

Consumer Advocacy



- **Advocacy Team Initiatives Focus on the Most Vulnerable Customers**
 - Serious medical condition
 - Life Support Equipment (LSE)
 - Disability
 - Those struggling with an inability to pay their bill
 - Defaulted payment agreements
 - Facing termination of services
 - Loss of service
 - Elderly
 - Unemployed / Underemployed
 - Veterans
 - Low Income



Who Are Our Customers?

The unemployed or underemployed...

- At age 50 plus, a working male whose gas was terminated on May 5, 2011 and remained off until October 28, 2011
- A 48 year old, neurologically disabled, verbally impaired mother of three whose services were terminated
- A single, newly unemployed woman in her fifties who feared that she will be unable to maintain her perfect payment history for service to her upper middle class home
- A deaf, unemployed single mother in her 30s who cannot afford the minimum monthly payments on her account
- A newly unemployed, middle aged couple finding themselves needing assistance for the first time in their entire lives. They are unfamiliar with the system and ashamed to go down to HRA to apply for help
- A man unemployed for two years and his wife is disabled. His unemployment benefits just came to an end
- A 30 year old father of 4 year old twins
- A single mother who was struggling without child support before she lost her job

Many of our unemployed customers once worked at Fortune 500 companies or had their own business. Now, they collect unemployment benefits and spend their days at the Department of Labor in pursuit of a new position.

At a time of diminished income, many monthly costs remain fixed:

- Mortgages or Rent
- Property Taxes
- Utilities
- Car Payments
- Insurance

Bills once affordable just months ago - they are now forced to make tough choices in order to survive. What do you pay first with a maximum benefit of \$405/wk?

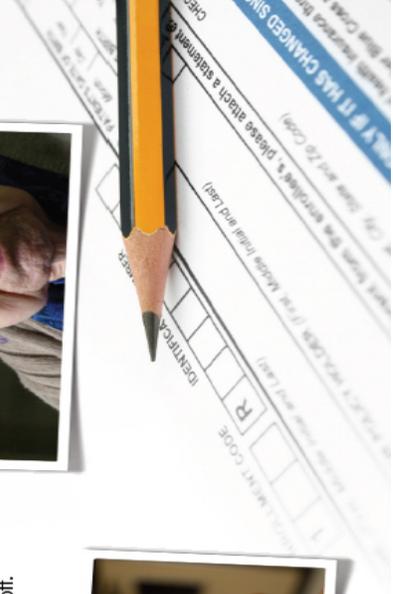
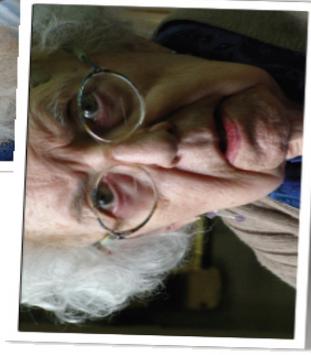
- Housing?
- Utilities?
- COBRA?
- A phone bill?
- Gas to attend a job interview?



Who Are Our Customers?

The elderly...

- A man in his 70's who owns his all electric home and is trying to keep up with his wife's medical treatment and bills resulting from her cancer. The man receives social security but also works part-time as a truck driver. Unfortunately his extra earned income makes him ineligible for many assistance benefits like HEAP and Food Stamps.
- A senior Hispanic man who receives SSI and lives alone but preferred to enter into a minimum payment agreement rather than access emergency assistance from the department of social service.
- An elderly woman who was shut off for non-payment a few years ago and stood at her living room window for hours, waiting for someone to reconnect her service. She's now terrified that we will disconnect her service again so she pays her electric bill at the expense of food and other necessities.
- An elderly man who is being financially exploited by his daughter
- A 69 year old elderly woman receiving social security with barely enough money to cover her mortgage. She makes sporadic payments on her account and says she fears being shut off.



Dedicated to our Most Vulnerable Customers



- ◆ In summary
- ◆ Advocates assist customers in areas that go beyond their utility service. National Grid understands that all the needs of our customers impact their ability to maintain continuous service and we are prepared to help our customers in many ways.
- ◆ Through extensive outreach and education, Advocates are able to form relationships with government agencies and charitable groups to work cooperatively in meeting all the needs of our vulnerable customers.
- ◆ Advocates update their knowledge on a regular basis to make ensure their ability to refer customers for assistance that is appropriate for their needs.
- ◆ We continue to monitor the trends of the areas we serve in order to proactively reach out to groups and identify unexpected segments of customers requiring assistance.
- ◆ We provide highly relevant demographic knowledge which is critical to advocacy success.
- ◆ Our services will continue to be in demand as the economy continues to struggle.
- ◆ Our services will continue to be a critical resource for our communities and customer which is why we will continue to build on our successes keeping National Grid at the forefront of care and service to our vulnerable customers.



Grassroots Campaign

Grassroots Campaign “Advocates in Action”

In April 2011 the Consumer Advocates launched the grassroots campaign “Advocates in Action.” This on-going campaign furthers our goal of discovering previously untapped segments of vulnerable customers. Our Advocates have been providing one-on-one assistance at various off-site agencies (Community Action Agencies, local Departments of Social Services, food pantries, health care facilities etc.). Equipped with a laptop, we are able to provide on-site National Grid billing system access, review specific customer accounts, provide individualized bill payment assistance, energy education and information on low income programs and other services. This Campaign allows Advocates to directly engage with assistance agencies and their clients, fostering new partnerships while strengthening our existing relationships. Feedback from both agencies and customers has been extremely positive and because the program is so well received we will continue to expand the campaigns.



Purpose of the Grassroots campaign

- Target prospective low income customers
- Identify new segments of low-income customers in need
- Continually engage the human and social service agencies to strengthen long term relationships
- Build new partnerships with agencies and organizations we haven't worked with in the past
- Provides customers with one-on-one assistance for customized payment plans, crisis bill payment management, low income program referrals and energy education



Activities July 2011 – Long Island

Event	Location	Date	Description
New York State Department of Labor Outreach (weekly 4/15/11 – present)	Hicksville	July 5, 2011	Nassau advocate available to review/discuss NGRID programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Anti-Hunger Task Force (quarterly)	Central Islip	July 12, 2011	Serve on the Health and Welfare Council's taskforce, a collaboration of health and human service – public and private agencies, community based organizations, governmental agencies and individuals committed to reducing, preventing, and eradicating hunger on Long Island. The consumer advocate is available to consistently bring awareness of National Grid programs and services.
New York State Department of Labor Outreach (weekly)	Hicksville	July 12, 2011	Nassau advocate available to review/discuss NGRID programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	July 13, 2011	Consumer advocate available to review/discuss NGRID programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.

Activities July 2011 – Long Island

Event	Location	Date	Description
Catholic Charities presentation to case management staff on NG programs	Freeport	July 13, 2011	Consumer advocate to present information on Consumer Advocacy and National Grid programs and services to staff who provide services to homebound seniors.
Suffolk County Community Action agency meeting – focus on family self-sufficiency in Suffolk County. (bi-monthly)	Centereach	July 18, 2011	Meetings focus on family self-sufficiency in Suffolk County. The meeting is held to allow networking amongst community advocates in order to stay abreast of resources to assist clients in achieving self-sufficiency. Consumer advocate consistently provides information on programs and services offered by National Grid programs to assist advocates from other agencies.
New York State Department of Labor Outreach (weekly)	Hicksville	July 19, 2011	Nassau advocate available to review/discuss NGRID programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Long Island Cares – outreach to military personnel and their families (monthly)	Freeport	July 19, 2011	Long Island Cares initiative for Veterans and their family members offering resource sharing and one-on-one utility assistance as well as education on National Grid programs and services.
South West Department of Social Services Advisory council meeting (monthly)	Deer Park	July 19, 2011	The consumer advocate is available to consistently bring awareness of NGRID programs and services. Provided workers with HAR applications.



Activities July 2011 – Long Island

Event	Location	Date	Description
South West Department of Social Services Advisory council meeting (monthly)	Deer Park	July 19, 2011	The consumer advocate is available to consistently bring awareness of NGRID programs and services. Provided workers with HAR applications.
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	July 20, 2011	Consumer advocate available to review/discuss NGRID programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Income Support Committee Meeting – sub-committee of the Suffolk County Department of Social Service's Commissioner's Board	Medford	July 21, 2011	The Income Support Committee is a sub-committee of the Suffolk County Department of Social Services Commissioners' Board. This committee deals with all financial issues concerning clients and benefits within the county including utilities, food stamps, public assistance and housing. The consumer advocate is available to consistently bring awareness of NGRID programs and services.
Brookhaven Department of Social Services Advisory Board Meeting (monthly)	Coram	July 21, 2011	This meeting is held to discuss the issues facing the clients of the Brookhaven township of Suffolk County. In this meeting, new procedures and changes at the Coram Department of Social Services are discussed. Many community agencies are in attendance. The consumer advocate presents information at this meeting when National Grid announces any new programs or initiatives



Activities July 2011 – Long Island

Event	Location	Date	Description
Long Island Cares – Veteran’s outreach at the Hauppauge food pantry	Hauppauge	July 26, 2011	The consumer advocate partners with Long Island Cares food pantry in the Hauppauge location to provide military customers with one-on-one assistance as well as education on programs and services that are offered by National Grid during special pantry hours dedicated to veterans and service personnel.
New York State Department of Labor outreach (weekly)	Hicksville	July 27, 2011	Nassau advocate available to review/discuss NGRID programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.



Activities August 2011 – Long Island

Event	Location	Date	Description
New York State Department of Labor Outreach (weekly)	Hicksville	August 2, 2011	Nassau advocate available to review/discuss NGRID programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Hempstead Harbor Senior Citizen Outreach (annual)	Port Washington	August 8, 2011	National Grid resource sharing opportunity offering interaction with seniors. This event is organized by a local legislator.
Long Island Cares – Veteran's outreach at the Hauppauge food pantry	Hauppauge	August 9, 2011	Long Island Cares initiative for Veterans and their family members offering resource sharing and one-on-one utility assistance as well as education on National Grid programs and services.
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	August 10, 2011	Consumer advocate available to review/discuss NGRID programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.



Activities August 2011 – Long Island

Event	Location	Date	Description
Bi-County Consumer Survivor Conference – (annual)	Melville	August 12, 2011	Consumer advocate invited to the annual Mental Health Association conference as an exhibitor of National Grid resource information.
New York State Department of Labor Outreach (weekly)	Hicksville	August 16, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
South West Department of Social Services Advisory council meeting	Deer Park	August 16, 2011	The consumer advocate is available to consistently bring awareness of National Grid programs and services.
Long Island Cares - military outreach at the food pantry– (monthly)	Freeport	August 16, 2011	Long Island Cares initiative for Veterans and their family members offering resource sharing and one-on-one utility assistance as well as education on National Grid programs and services.
Adult Protective Services Advisory Meeting – (monthly)	Uniondale	August 17, 2011	Committee serves to identify issues, program gaps and makes recommendations to improve communication and delivery of DSS/APS services. Members include those who provide services to the frail, elderly, and vulnerable in the community. The consumer advocate is available to consistently bring awareness of NGRID programs and services.

Activities August 2011 – Long Island

Event	Location	Date	Description
St. Vincent de Paul meeting (monthly)	Roosevelt	August 18, 2011	Nassau advocate participates at monthly meeting to discuss, advise and consult with agency in regards to requests for utility assistance. Advocate discusses National Grid programs and services that are available to assist customers.
New York State Department of Labor Outreach (weekly)	Hicksville	August 23, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Long Island Cares – Veteran's outreach at the Hauppauge food pantry (monthly)	Hauppauge	August 23, 2011	Long Island Cares initiative for Veterans and their family members offering resource sharing and one-on-one utility assistance as well as education on National Grid programs and services.



Activities August 2011 – Long Island

Event	Location	Date	Description
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	August 24, 2011	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
New York State Department of Labor Outreach (weekly)	Hicksville	August 30, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.



Activities September 2011 – Long Island

Event	Location	Date	Description
New York State Department of Labor Outreach (weekly)	Hicksville	September 6, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Long Island Cares – Veteran's outreach at the Hauppauge food pantry (monthly)	Hauppauge	September 6, 2011	Long Island Cares initiative for Veterans and their family members offering resource sharing and one-on-one utility assistance as well as education on National Grid programs and services.
St. Vincent de Paul annual training meeting	Roosevelt	September 7, 2011	Nassau advocate participates in annual training.
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	September 7, 2011	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.



Activities September 2011 – Long Island

Event	Location	Date	Description
Queen of the Most Holy Rosary Pantry Outreach	Roosevelt	September 8, 2011	Consumer advocate available to review/discuss National Grid programs and services. Provide one-on-one assistance to our customers who are food pantry clients in order to assist them with their utility bills and usage management issues.
St. Vincent de Paul annual training meeting	Melville	September 10, 2011	Nassau advocate participates in annual training.
Healthy Sunday outreach	Great Neck	September 10, 2011	Catholic Health Services Medical outreach event – individuals and families come to receive free health screenings and to learn about Child Health Plus. Table event where the Consumer advocate is available to review/discuss National Grid programs and services. Provide one-on-one assistance to our customers who are attending the event.
East End DSS Advisory Council meeting	Riverhead	September 13, 2011	Meeting held at the Riverhead Department of Social Services to discuss issues relating to the East end portion of Suffolk County. There are approximately 12 organizations in attendance some of those are: the Family Service League, Cornell Cooperative Extension, Maureen's Haven for the Homeless, Adult Protective Services, etc. The Consumer Advocate presents information regarding NGRID
New York State Department of Labor Outreach (weekly)	Hicksville	September 13, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.



Activities September 2011 – Long Island

Event	Location	Date	Description
Brookhaven Department of Social Services Advisory Board Meeting (monthly)	Coram	September 15, 2011	This meeting is held to discuss the issues facing the clients of the Brookhaven township of Suffolk County. In this meeting, new procedures and changes at the Coram Department of Social Services are discussed. Many community agencies are in attendance. The consumer advocate presents information at this meeting when National Grid announce any new programs or initiatives
St. Vincent de Paul meeting (monthly)	Roosevelt	September 15, 2011	Nassau advocate participates at monthly meeting to discuss, advise and consult with agency in regards to requests for utility assistance. Advocate discusses National Grid programs and services that are available to assist customers.
Long Island Cares – Annual Agency Fair	Melville	September 16, 2011	Long Island's food bank's annual conference welcomes those committed to addressing food insecurity to share resources at the annual event. Participating agencies include: Head Start, Catholic Charities, Health & Welfare Council, Nassau/Suffolk Law Services, Cornell Cooperative Extension, and REAP. Table event where the Consumer advocate is available to review/discuss National Grid programs and services. Provide one-on-one assistance to our customers who are attending the event.
St. Vincent de Paul meeting	East Rockaway	September 17, 2011	Quarterly agency meeting – affords the opportunity to share National Grid programs and services information and interact with volunteers who assist our customers.

Activities September 2011 – Long Island

Event	Location	Date	Description
Program Coordinating Committee meeting	Centereach	September 19, 2011	This committee meeting focuses on family self sufficiency in Suffolk County. The meeting includes agencies from across the Suffolk county region of the island. The purpose of the meeting is to encourage networking and pooling of resources. The Consumer Advocate consistently provides programs offered by National Grid and LIAP to assist advocates from other agencies.
New York State Department of Labor Outreach (weekly)	Hicksville	September 20, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
South West DSS Advisory Council meeting (monthly)	Deer Park	September 20, 2011	Organizations meet to discuss issues relating to the communities as well as the process and procedure issues at the local Department of Social Service office. Organizations typically in attendance at this meeting include a representative from the Suffolk County Department of Labor, Suffolk County Department of Health, Local Outreach centers including St.Ciro Methodist Church and Resurrection House for Women. Client issues are discussed anonymously in an effort to pool resources and assist in problem solving for advocates. The Consumer Advocate consistently presents National Grid program information to the group.

Activities September 2011 – Long Island

Event	Location	Date	Description
Long Island Cares – Veteran’s outreach at the Hauppauge food pantry (monthly)	Freeport	September 20, 2011	Long Island Cares initiative for Veterans and their family members offering resource sharing and one-on-one utility assistance as well as education on National Grid programs and services.
New York State Department of Labor Outreach (weekly)	Hicksville	September 20, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
South West DSS Advisory Council meeting (monthly)	Deer Park	September 20, 2011	Organizations meet to discuss issues relating to the communities as well as the process and procedure issues at the local Department of Social Service office. Organizations typically in attendance at this meeting include a representative from the Suffolk County Department of Labor, Suffolk County Department of Health, Local Outreach centers including St.Ciro Methodist Church and Resurrection House for Women. Client issues are discussed anonymously in an effort to pool resources and assist in problem solving for advocates. The Consumer Advocate consistently presents National Grid program information to the group.



Activities September 2011 – Long Island

Event	Location	Date	Description
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	September 21, 2011	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Adult Protective Services Advisory Meeting – (monthly)	Uniondale	September 21, 2011	Committee serves to identify issues, program gaps and makes recommendations to improve communication and delivery of DSS/APS services. Members include those who provide services to the frail, elderly, and vulnerable in the community. The consumer advocate is available to consistently bring awareness of National Grid programs and services.
Anti-Hunger Task Force	Hempstead	September 22, 2011	This is a networking meeting to address the issues of food insecurity where the Consumer Advocates are available to consistently bring awareness of National Grid programs and services.
New York State Department of Labor Outreach (weekly)	Hicksville	September 27, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.

Activities September 2011 – Long Island

Event	Location	Date	Description
Long Island Cares – Veteran's outreach at the Hauppauge food pantry (monthly)	Hauppauge	September 27, 2011	Long Island Cares initiative for Veterans and their family members offering resource sharing and one-on-one utility assistance as well as education on National Grid programs and services.



Activities October 2011 – Long Island

Event	Location	Date	Description
Blessed Sacrament – Healthy Sunday Outreach	Valley Stream	October 1, 2011	Consumer advocate available to review/discuss National Grid programs and services. Provide one-on-one assistance to our customers in order to assist them with their utility bills and usage management issues. This outreach has a health and safety focus.
Our Lady of Loretto Parish – Healthy Sunday Outreach	Hempstead	October 2, 2011	Consumer advocate available to review/discuss National Grid programs and services. Provide one-on-one assistance to our customers in order to assist them with their utility bills and usage management issues. This outreach has a health and safety focus.
New York State Department of Labor Outreach (weekly)	Hicksville	October 4, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Long Island Cares – Veteran's outreach at the Hauppauge food pantry (monthly)	Hauppauge	October 4, 2011	Long Island Cares initiative for Veterans and their family members offering resource sharing and one-on-one utility assistance as well as education on National Grid programs and services.



Activities October 2011 – Long Island

Event	Location	Date	Description
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	October 5, 2011	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Queen of the Most Holy Rosary Pantry Outreach	Roosevelt	October 6, 2011	Consumer advocate available to review/discuss National Grid programs and services. Provide one-on-one assistance to our customers who are food pantry clients in order to assist them with their utility bills and usage management issues.
New York State Department of Labor Outreach (weekly)	Hicksville	October 11, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
East End DSS Advisory Council meeting	Riverhead	October 11, 2011	Meeting held at the Riverhead Department of Social Services to discuss issues relating to the East end portion of Suffolk County. There are approximately 12 organizations in attendance some of those are: the Family Service League, Cornell Cooperative Extension, Maureen's Haven for the Homeless, Adult Protective Services, etc. The Consumer Advocate presents information regarding NGRID .



Activities October 2011 – Long Island

Event	Location	Date	Description
New York State Department of Labor Outreach (weekly)	Hicksville	October 18, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Long Island Cares – Veteran's outreach at the Hauppauge food pantry (monthly)	Hauppauge	October 18, 2011	Long Island Cares initiative for Veterans and their family members offering resource sharing and one-on-one utility assistance as well as education on National Grid programs and services.
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	October 19, 2011	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Adult Protective Services Advisory Meeting – (monthly)	Uniondale	October 19, 2011	Committee serves to identify issues, program gaps and makes recommendations to improve communication and delivery of DSS/APS services. Members include those who provide services to the frail, elderly, and vulnerable in the community. The consumer advocate is available to consistently bring awareness of National Grid programs and services.



Activities October 2011 – Long Island

Event	Location	Date	Description
Brookhaven Department of Social Services Advisory Board Meeting (monthly)	Coram	October 20, 2011	This meeting is held to discuss the issues facing the clients of the Brookhaven township of Suffolk County. In this meeting, new procedures and changes at the Coram Department of Social Services are discussed. Many community agencies are in attendance. The consumer advocate presents information at this meeting when National Grid announce any new programs or initiatives such as HAR.
Queen of the Most Holy Rosary Pantry Outreach	Roosevelt	October 20, 2011	Consumer advocate available to review/discuss National Grid programs and services. Provide one-on-one assistance to our customers who are food pantry clients in order to assist them with their utility bills and usage management issues.
St. Vincent de Paul meeting (monthly)	Roosevelt	October 20, 2011	Nassau advocate participates at monthly meeting to discuss, advise and consult with agency in regards to requests for utility assistance. Advocate discusses National Grid programs and services that are available to assist customers.
8 th Annual Energy Forum for Advocates	Hauppauge	October 21, 2011	Annual training and networking event hosted in partnership with LIPA and United Way of Long Island to provide latest energy assistance and utility programs information to community advocates as the heating season nears.



Activities October 2011 – Long Island

Event	Location	Date	Description
New York State Department of Labor Outreach (weekly)	Hicksville	October 25, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Long Island Cares – Veteran's outreach at the Hauppauge food pantry (monthly)	Hauppauge	October 25, 2011	Long Island Cares initiative for Veterans and their family members offering resource sharing and one-on-one utility assistance as well as education on National Grid programs and services.

Activities November 2011 – Long Island

Event	Location	Date	Description
New York State Department of Labor Outreach (weekly 4/15/11 – present)	Hicksville	November 1, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Long Island Cares – Veteran’s outreach at the Hauppauge food pantry	Hauppauge	November 1, 2011	The consumer advocate partners with Long Island Cares food pantry in the Hauppauge location to provide military customers with one-on-one assistance as well as education on programs and services that are offered by National Grid during special pantry hours dedicated to veterans and service personnel.
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	November 2, 2011	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
St. Brigid’s Health Fair	Westbury	November 6, 2011	4 th Annual Health Fair table even where the Nassau advocates has the opportunity to assist customers with one-on-one as well as provide education on programs and services that are offered by National Grid.
New York State Department of Labor Outreach (weekly 4/15/11 – present)	Hicksville	November 8, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.



Activities November 2011 – Long Island

Event	Location	Date	Description
East End Department of Social Services Advisory Council Meeting (monthly)	Riverhead	November 8, 2011	This meeting is hosted by DSS in order to make community advocates aware of DSS updates, staffing, and procedural changes. This meeting is attended by 6 – 7 other agencies such as Family Service League, Cornell Cooperative Extension, Maureen’s Haven for the Homeless and Adult Protective services. Our Consumer Advocate is available to review/discuss National Grid programs and services
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	November 10, 2011	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid
Healthy Sunday at St. Mary’s	Long Beach	November 13, 2011	Table event where the Consumer Advocate provides information on National Grid programs and services such as the Residential Reduced Rate, On-Track, the Household Assistance Rate, and the consumer advocacy program.
New York State Department of Labor Outreach (weekly)	Hicksville	November 15, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.



Activities November 2011 – Long Island

Event	Location	Date	Description
South West Department of Social Services Advisory Council meeting (monthly)	Deer Park	November 15, 2011	The Consumer Advocate attends this meeting hosted by DSS in order to make community advocates aware of DSS updates, staffing, and procedural changes. Other agencies in attendance include Suffolk Department of Labor, Suffolk County Department of Health, local outreach centers including St.Ciro Methodist Church, and Resurrection House for Women. The Consumer Advocate is available to consistently bring awareness of National Grid programs and services such as Residential Reduced Rate, On-Track, the Household Assistance Rate, and consumer advocacy program. Provides workers with HAR applications when needed.
Long Island Cares – Veteran’s outreach at the Hauppauge food pantry	Hauppauge	November 15, 2011	The consumer advocate partners with Long Island Cares food pantry in the Hauppauge location to provide military customers with one-on-one assistance as well as education on programs and services that are offered by National Grid during special pantry hours dedicated to veterans and service personnel.
Long Island Cares – outreach to military personnel and their families (monthly)	Freeport	November 15, 2011	Long Island Cares initiative for Veterans and their family members offering resource sharing and one-on-one utility assistance as well as education on National Grid programs and services.



Activities November 2011 – Long Island

Event	Location	Date	Description
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	November 16, 2011	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Adult Protective Services Advisory Meeting – (monthly)	Uniondale	November 16, 2011	Committee serves to identify issues, program gaps and makes recommendations to improve communication and delivery of DSS/APS services. Members include those who provide services to the frail, elderly, and vulnerable in the community. The consumer advocate is available to consistently bring awareness of National Grid programs and services.
Long Island Cares – Veteran's outreach at the Hauppauge food pantry	Hauppauge	November 16, 2011	The consumer advocate partners with Long Island Cares food pantry in the Hauppauge location to provide military customers with one-on-one assistance as well as education on programs and services that are offered by National Grid during special pantry hours dedicated to veterans and service personnel.



Activities November 2011 – Long Island

Event	Location	Date	Description
Brookhaven Department of Social Services Advisory Board Meeting (monthly)	Coram	November 17, 2011	This meeting is held to discuss the issues facing the clients of the Brookhaven township of Suffolk County. In this meeting, new procedures and changes at the Coram Department of Social Services are discussed. Many community agencies are in attendance. The consumer advocate presents information at this meeting when National Grid announce any new programs or initiatives such as HAR.
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	November 17, 2011	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid
St. Vincent de Paul meeting (monthly)	Roosevelt	November 17, 2011	Nassau advocate participates at monthly meeting to discuss, advise and consult with agency in regards to requests for utility assistance. Advocate discusses National Grid programs and services that are available to assist customers.
Suffolk County Community Action agency meeting – focus on family self-sufficiency in Suffolk County. (bi-monthly)	Centereach	November 21, 2011	Meetings focus on family self-sufficiency in Suffolk County. The meeting is held to allow networking amongst community advocates in order to stay abreast of resources to assist clients in achieving self-sufficiency. Consumer advocate consistently provides information on programs and services offered by National Grid to assist advocates from other agencies.

Activities November 2011 – Long Island

Event	Location	Date	Description
New York State Department of Labor Outreach (weekly)	Hicksville	November 22, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Long Island Cares – Veteran's outreach at the Hauppauge food pantry	Hauppauge	November 22, 2011	The consumer advocate partners with Long Island Cares food pantry in the Hauppauge location to provide military customers with one-on-one assistance as well as education on programs and services that are offered by National Grid during special pantry hours dedicated to veterans and service personnel.
New York State Department of Labor Outreach (weekly)	Hicksville	November 29, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Long Island Cares – Veteran's outreach at the Hauppauge food pantry	Hauppauge	November 29, 2011	The consumer advocate partners with Long Island Cares food pantry in the Hauppauge location to provide military customers with one-on-one assistance as well as education on programs and services that are offered by National Grid during special pantry hours dedicated to veterans and service personnel.

Activities December 2011 – Long Island

Event	Location	Date	Description
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	December 1, 2011	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid
New York State Department of Labor Outreach (weekly)	Hicksville	December 6, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	December 8, 2011	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid
New York State Department of Labor Outreach (weekly)	Hicksville	December 13, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.



Activities December 2011 – Long Island

Event	Location	Date	Description
Long Island Cares – Veteran’s outreach at the Hauppage food pantry (monthly)	Hauppauge	December 13, 2011	Long Island Cares initiative for Veterans and their family members offering resource sharing and one-on-one utility assistance as well as education on National Grid programs and services.
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	December 14, 2011	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Brookhaven Department of Social Services Advisory Board Meeting (monthly)	Coram	December 15, 2011	This meeting is held to discuss the issues facing the clients of the Brookhaven township of Suffolk County. In this meeting, new procedures and changes at the Coram Department of Social Services are discussed. Many community agencies are in attendance. The consumer advocate presents information at this meeting when National Grid announce any new programs or initiatives such as HAR.
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	December 15, 2011	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid

Activities December 2011 – Long Island

Event	Location	Date	Description
St. Vincent de Paul meeting (monthly)	Roosevelt	December 15, 2011	Nassau advocate participates at monthly meeting to discuss, advise and consult with agency in regards to requests for utility assistance. Advocate discusses National Grid programs and services that are available to assist customers.
New York State Department of Labor Outreach (weekly)	Hicksville	December 20, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
South West Department of Social Services Advisory Council meeting (monthly)	Deer Park	December 20, 2011	The Consumer Advocate attends this meeting hosted by DSS in order to make community advocates aware of DSS updates, staffing, and procedural changes. Other agencies in attendance include Suffolk Department of Labor, Suffolk County Department of Health, local outreach centers including St.Ciro Methodist Church, and Resurrection House for Women. The Consumer Advocate is available to consistently bring awareness of National Grid programs and services such as Residential Reduced Rate, On-Track, the Household Assistance Rate, and consumer advocacy program. Provides workers with HAR applications when needed.

Activities December 2011 – Long Island

Event	Location	Date	Description
Adult Protective Services Advisory Meeting – (monthly)	Uniondale	December 21, 2011	Committee serves to identify issues, program gaps and makes recommendations to improve communication and delivery of DSS/APS services. Members include those who provide services to the frail, elderly, and vulnerable in the community. The consumer advocate is available to consistently bring awareness of National Grid programs and services.
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	December 22, 2011	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid
New York State Department of Labor Outreach (weekly)	Hicksville	December 27, 2011	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Long Island Cares – Veteran's outreach at the Hauppauge food pantry	Hauppauge	December 27, 2011	The consumer advocate partners with Long Island Cares food pantry in the Hauppauge location to provide military customers with one-on-one assistance as well as education on programs and services that are offered by National Grid during special pantry hours dedicated to veterans and service personnel.

Activities December 2011 – Long Island

Event	Location	Date	Description
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	December 28, 2011	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	December 29, 2011	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid

Activities January 2012 – Long Island

Event	Location	Date	Description
New York State Department of Labor Outreach (weekly)	Hicksville	January 3, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	January 5, 2012	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid
New York State Department of Labor Outreach (weekly)	Hicksville	January 10, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
East End Department of Social Services Advisory Council Meeting (monthly)	Riverhead	January 10, 2012	This meeting is hosted by DSS in order to make community advocates aware of DSS updates, staffing, and procedural changes. This meeting is attended by 6 – 7 other agencies such as Family Service League, Cornell Cooperative Extension, Maureen's Haven for the Homeless and Adult Protective services. Our Consumer Advocate is available to review/discuss National Grid programs and services

Activities January 2012 – Long Island

Event	Location	Date	Description
Long Island Cares – Veteran's outreach at the Hauppauge food pantry	Hauppauge	January 10, 2012	The consumer advocate partners with Long Island Cares food pantry in the Hauppauge location to provide military customers with one-on-one assistance as well as education on programs and services that are offered by National Grid during special pantry hours dedicated to veterans and service personnel.
New York State Department of Labor Outreach (weekly)	Hicksville	January 10, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
East End Department of Social Services Advisory Council Meeting (monthly)	Riverhead	January 10, 2012	This meeting is hosted by DSS in order to make community advocates aware of DSS updates, staffing, and procedural changes. This meeting is attended by 6 – 7 other agencies such as Family Service League, Cornell Cooperative Extension, Maureen's Haven for the Homeless and Adult Protective services. Our Consumer Advocate is available to review/discuss National Grid programs and services
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	January 11, 2011	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.

Activities January 2012 – Long Island

Event	Location	Date	Description
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	January 12, 2012	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid
Suffolk County Community Action agency meeting – focus on family self-sufficiency in Suffolk County. (bi-monthly)	Centereach	January 16, 2012	Meetings focus on family self-sufficiency in Suffolk County. The meeting is held to allow networking amongst community advocates in order to stay abreast of resources to assist clients in achieving self-sufficiency. Consumer advocate consistently provides information on programs and services offered by National Grid to assist advocates from other agencies.
New York State Department of Labor Outreach (weekly)	Hicksville	January 17, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.



Activities January 2012 – Long Island

Event	Location	Date	Description
South West Department of Social Services Advisory Council meeting (monthly)	Deer Park	January 17, 2012	The Consumer Advocate attends this meeting hosted by DSS in order to make community advocates aware of DSS updates, staffing, and procedural changes. Other agencies in attendance include Suffolk Department of Labor, Suffolk County Department of Health, local outreach centers including St.Ciro Methodist Church, and Resurrection House for Women. The Consumer Advocate is available to consistently bring awareness of National Grid programs and services such as Residential Reduced Rate, On-Track, the Household Assistance Rate, and consumer advocacy program. Provides workers with HAR applications when needed.
Long Island Cares – outreach to military personnel and their families (monthly)	Freeport	January 17, 2012	Long Island Cares initiative for Veterans and their family members offering resource sharing and one-on-one utility assistance as well as education on National Grid programs and services.
Adult Protective Services Advisory Meeting – (monthly)	Uniondale	January 18, 2012	Committee serves to identify issues, program gaps and makes recommendations to improve communication and delivery of DSS/APS services. Members include those who provide services to the frail, elderly, and vulnerable in the community. The consumer advocate is available to consistently bring awareness of National Grid programs and services.

Activities January 2012 – Long Island

Event	Location	Date	Description
Brookhaven Department of Social Services Advisory Board Meeting (monthly)	Coram	January 19, 2012	This meeting is held to discuss the issues facing the clients of the Brookhaven township of Suffolk County. In this meeting, new procedures and changes at the Coram Department of Social Services are discussed. Many community agencies are in attendance. The consumer advocate presents information at this meeting when National Grid announce any new programs or initiatives such as HAR.
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	January 19, 2012	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid
St. Vincent de Paul meeting (monthly)	Roosevelt	January 19, 2012	Nassau advocate participates at monthly meeting to discuss, advise and consult with agency in regards to requests for utility assistance. Advocate discusses National Grid programs and services that are available to assist customers.
New York State Department of Labor Outreach (weekly)	Hicksville	January 24, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.



Activities January 2012 – Long Island

Event	Location	Date	Description
Long Island Cares – Veteran’s outreach at the Hauppauge food pantry	Hauppauge	January 24, 2012	The consumer advocate partners with Long Island Cares food pantry in the Hauppauge location to provide military customers with one-on-one assistance as well as education on programs and services that are offered by National Grid during special pantry hours dedicated to veterans and service personnel.
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	January 25, 2012	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	January 26, 2012	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid
New York State Department of Labor Outreach (weekly)	Hicksville	January 31, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.

Activities February 2012 – Long Island

Event	Location	Date	Description
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	February 2, 2012	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid
New York State Department of Labor Outreach (weekly)	Hicksville	February 7, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Long Island Cares – Veteran's outreach at the Hauppauge food pantry	Hauppauge	February 7, 2012	The consumer advocate partners with Long Island Cares food pantry in the Hauppauge location to provide military customers with one-on-one assistance as well as education on programs and services that are offered by National Grid during special pantry hours dedicated to veterans and service personnel.
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	February 8, 2012	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.

Activities February 2012 – Long Island

Event	Location	Date	Description
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	February 9, 2012	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid
New York State Department of Labor Outreach (weekly)	Hicksville	February 14, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
East End Department of Social Services Advisory Council Meeting (monthly)	Riverhead	February 14, 2012	This meeting is hosted by DSS in order to make community advocates aware of DSS updates, staffing, and procedural changes. This meeting is attended by 6 – 7 other agencies such as Family Service League, Cornell Cooperative Extension, Maureen's Haven for the Homeless and Adult Protective services. Our Consumer Advocate is available to review/discuss National Grid programs and services
Adult Protective Services Advisory Meeting – (monthly)	Uniondale	February 15, 2012	Committee serves to identify issues, program gaps and makes recommendations to improve communication and delivery of DSS/APS services. Members include those who provide services to the frail, elderly, and vulnerable in the community. The consumer advocate is available to consistently bring awareness of National Grid programs and services.



Activities February 2012 – Long Island

Event	Location	Date	Description
Brookhaven Department of Social Services Advisory Board Meeting (monthly)	Coram	February 16, 2012	This meeting is held to discuss the issues facing the clients of the Brookhaven township of Suffolk County. In this meeting, new procedures and changes at the Coram Department of Social Services are discussed. Many community agencies are in attendance. The consumer advocate presents information at this meeting when National Grid announce any new programs or initiatives such as HAR.
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	February 16, 2012	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid
St. Vincent de Paul meeting (monthly)	Roosevelt	February 16, 2012	Nassau advocate participates at monthly meeting to discuss, advise and consult with agency in regards to requests for utility assistance. Advocate discusses National Grid programs and services that are available to assist customers.
New York State Department of Labor Outreach (weekly)	Hicksville	February 21, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.

Activities February 2012 – Long Island

Event	Location	Date	Description
South West Department of Social Services Advisory Council meeting (monthly)	Deer Park	February 21, 2012	The Consumer Advocate attends this meeting hosted by DSS in order to make community advocates aware of DSS updates, staffing, and procedural changes. Other agencies in attendance include Suffolk Department of Labor, Suffolk County Department of Health, local outreach centers including St.Ciro Methodist Church, and Resurrection House for Women. The Consumer Advocate is available to consistently bring awareness of National Grid programs and services such as Residential Reduced Rate, On-Track, the Household Assistance Rate, and consumer advocacy program. Provides workers with HAR applications when needed.
Long Island Cares – Veteran's outreach at the Hauppauge food pantry	Hauppauge	February 21, 2012	The consumer advocate partners with Long Island Cares food pantry in the Hauppauge location to provide military customers with one-on-one assistance as well as education on programs and services that are offered by National Grid during special pantry hours dedicated to veterans and service personnel.
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	February 22, 2012	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.



Activities February 2012 – Long Island

Event	Location	Date	Description
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	February 23, 2012	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid
Long Island Cares – Veteran's outreach at the Hauppauge food pantry	Hauppauge	February 28, 2012	The consumer advocate partners with Long Island Cares food pantry in the Hauppauge location to provide military customers with one-on-one assistance as well as education on programs and services that are offered by National Grid during special pantry hours dedicated to veterans and service personnel.

Activities March 2012 – Long Island

Event	Location	Date	Description
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	March 1, 2012	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid
New York State Department of Labor Outreach (weekly)	Hicksville	March 6, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Long Island Cares – Veteran's outreach at the Hauppauge food pantry	Hauppauge	March 6, 2012	The consumer advocate partners with Long Island Cares food pantry in the Hauppauge location to provide military customers with one-on-one assistance as well as education on programs and services that are offered by National Grid during special pantry hours dedicated to veterans and service personnel.
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	March 7, 2012	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.



Activities March 2012 – Long Island

Event	Location	Date	Description
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	March 8, 2012	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid
New York State Department of Labor Outreach (weekly)	Hicksville	March 13, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
East End Department of Social Services Advisory Council Meeting (monthly)	Riverhead	March 13, 2012	This meeting is hosted by DSS in order to make community advocates aware of DSS updates, staffing, and procedural changes. This meeting is attended by 6 – 7 other agencies such as Family Service League, Cornell Cooperative Extension, Maureen's Haven for the Homeless and Adult Protective services. Our Consumer Advocate is available to review/discuss National Grid programs and services
Brookhaven Department of Social Services Advisory Board Meeting (monthly)	Coram	March 15, 2012	This meeting is held to discuss the issues facing the clients of the Brookhaven township of Suffolk County. In this meeting, new procedures and changes at the Coram Department of Social Services are discussed. Many community agencies are in attendance. The consumer advocate presents information at this meeting when National Grid announce any new programs or initiatives such as HAR.

Activities March 2012 – Long Island

Event	Location	Date	Description
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	March 15, 2012	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid
Suffolk County Community Action agency meeting – focus on family self-sufficiency in Suffolk County. (bi-monthly)	Centereach	March 19, 2012	Meetings focus on family self-sufficiency in Suffolk County. The meeting is held to allow networking amongst community advocates in order to stay abreast of resources to assist clients in achieving self-sufficiency. Consumer advocate consistently provides information on programs and services offered by National Grid to assist advocates from other agencies.
New York State Department of Labor Outreach (weekly)	Hicksville	March 20, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
South West Department of Social Services Advisory Council meeting (monthly)	Deer Park	March 20, 2012	The Consumer Advocate attends this meeting hosted by DSS in order to make community advocates aware of DSS updates, staffing, and procedural changes. Other agencies in attendance include Suffolk Department of Labor, Suffolk County Department of Health, local outreach centers including St.Ciro Methodist Church, and Resurrection House for Women. The Consumer Advocate is available to consistently bring awareness of National Grid programs and services such as Residential Reduced Rate, On-Track, the Household Assistance Rate, and consumer advocacy program. Provides workers with HAR applications when needed.



Activities March 2012 – Long Island

Event	Location	Date	Description
Long Island Cares – outreach to military personnel and their families (monthly)	Freepoint	March 20, 2012	Long Island Cares initiative for Veterans and their family members offering resource sharing and one-on-one utility assistance as well as education on National Grid programs and services.
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	March 21, 2012	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Adult Protective Services Advisory Meeting – (monthly)	Uniondale	March 21, 2012	Committee serves to identify issues, program gaps and makes recommendations to improve communication and delivery of DSS/APS services. Members include those who provide services to the frail, elderly, and vulnerable in the community. The consumer advocate is available to consistently bring awareness of National Grid programs and services.
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	March 22, 2012	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid

Activities March 2012 – Long Island

Event	Location	Date	Description
New York State Department of Labor Outreach (weekly)	Hicksville	March 27, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Long Island Cares – Veteran's outreach at the Hauppauge food pantry	Hauppauge	March 27, 2012	The consumer advocate partners with Long Island Cares food pantry in the Hauppauge location to provide military customers with one-on-one assistance as well as education on programs and services that are offered by National Grid during special pantry hours dedicated to veterans and service personnel.
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	March 29, 2012	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid



Activities April 2012 – Long Island

Event	Location	Date	Description
New York State Department of Labor Outreach (weekly)	Hicksville	April 3, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Long Island Cares – Veteran's outreach at the Hauppauge food pantry	Hauppauge	April 3, 2012	The consumer advocate partners with Long Island Cares food pantry in the Hauppauge location to provide military customers with one-on-one assistance as well as education on programs and services that are offered by National Grid during special pantry hours dedicated to veterans and service personnel.
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	April 4, 2012	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
New York State Department of Labor Outreach (weekly)	Hicksville	April 10, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.



Activities April 2012 – Long Island

Event	Location	Date	Description
East End Department of Social Services Advisory Council Meeting (monthly)	Riverhead	April 10, 2012	This meeting is hosted by DSS in order to make community advocates aware of DSS updates, staffing, and procedural changes. This meeting is attended by 6 – 7 other agencies such as Family Service League, Cornell Cooperative Extension, Maureen’s Haven for the Homeless and Adult Protective services. Our Consumer Advocate is available to review/discuss National Grid programs and services
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	April 12, 2012	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid
South West Department of Social Services Advisory Council meeting (monthly)	Deer Park	April 17, 2012	The Consumer Advocate attends this meeting hosted by DSS in order to make community advocates aware of DSS updates, staffing, and procedural changes. Other agencies in attendance include Suffolk Department of Labor, Suffolk County Department of Health, local outreach centers including St.Ciro Methodist Church, and Resurrection House for Women. The Consumer Advocate is available to consistently bring awareness of National Grid programs and services such as Residential Reduced Rate, On-Track, the Household Assistance Rate, and consumer advocacy program. Provides workers with HAR applications when needed.



Activities April 2012 – Long Island

Event	Location	Date	Description
Long Island Cares – Veteran’s outreach at the Hauppage food pantry	Hauppage	April 17, 2012	The consumer advocate partners with Long Island Cares food pantry in the Hauppage location to provide military customers with one-on-one assistance as well as education on programs and services that are offered by National Grid during special pantry hours dedicated to veterans and service personnel.
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	April 18, 2012	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Adult Protective Services Advisory Meeting – (monthly)	Uniondale	April 18, 2012	Committee serves to identify issues, program gaps and makes recommendations to improve communication and delivery of DSS/APS services. Members include those who provide services to the frail, elderly, and vulnerable in the community. The consumer advocate is available to consistently bring awareness of National Grid programs and services.
Brookhaven Department of Social Services Advisory Board Meeting (monthly)	Coram	April 19, 2012	This meeting is held to discuss the issues facing the clients of the Brookhaven township of Suffolk County. In this meeting, new procedures and changes at the Coram Department of Social Services are discussed. Many community agencies are in attendance. The consumer advocate presents information at this meeting when National Grid announce any new programs or initiatives such as HAR.



Activities April 2012 – Long Island

Event	Location	Date	Description
Long Island Cares – Veteran's outreach at the Hauppauge food pantry	Hauppauge	April 24, 2012	The consumer advocate partners with Long Island Cares food pantry in the Hauppauge location to provide military customers with one-on-one assistance as well as education on programs and services that are offered by National Grid during special pantry hours dedicated to veterans and service personnel.
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	April 26, 2012	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid



Activities May 2012 – Long Island

Event	Location	Date	Description
New York State Department of Labor Outreach Nassau County (weekly)	Hicksville	May 1, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	May 2, 2012	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Contractors for Kids	Melville	May 3, 2012	Advocates met with Non Profit Organization and LIPA to discuss initiatives to get the organization more involved in assisting families with bill payments in households with terminally ill children.

Activities May 2012 – Long Island

Event	Location	Date	Description
New York State Department of Labor Outreach Nassau County (weekly)	Hicksville	May 8, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Long Island Cares – outreach to military personnel and their families (monthly)	Freeport	May 8, 2012	Long Island Cares initiative for Veterans and their family members offering resource sharing and one-on-one utility assistance as well as education on National Grid programs and services.
East End Department of Social Services Advisory Council Meeting (monthly)	Riverhead	May 8, 2012	This meeting is hosted by DSS in order to make community advocates aware of DSS updates, staffing, and procedural changes. This meeting is attended by 6 – 7 other agencies such as Family Service League, Cornell Cooperative Extension, Maureen’s Haven for the Homeless and Adult Protective services. Our Consumer Advocate is available to review/discuss National Grid programs and services
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	May 10, 2012	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid



Activities May 2012 – Long Island

Event	Location	Date	Description
Senior Center Outreach	Port Washington	May 14, 2012	Nassau advocate presented National Grid programs and services information to Seniors, including Consumer Advocacy, REAP, HAR, On Track, and Resi Rate.
South West Department of Social Services Advisory Council meeting (monthly)	Deer Park	May 15, 2012	The Consumer Advocate attends this meeting hosted by DSS in order to make community advocates aware of DSS updates, staffing, and procedural changes. Other agencies in attendance include Suffolk Department of Labor, Suffolk County Department of Health, local outreach centers including St.Ciro Methodist Church, and Resurrection House for Women. The Consumer Advocate is available to consistently bring awareness of National Grid programs and services such as Residential Reduced Rate, On-Track, the Household Assistance Rate, and consumer advocacy program. Provides workers with HAR applications when needed.
Senior Center Outreach	Port Washington	May 15, 2012	Nassau advocate presented National Grid programs and services information to Seniors, including Consumer Advocacy, REAP, HAR, On Track, and Resi Rate.



Activities May 2012 – Long Island

Event	Location	Date	Description
New York State Department of Labor Outreach Nassau County (weekly)	Hicksville	May 15, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	May 16, 2012	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Program Coordinating Committee meeting focus on family self-sufficiency in Suffolk County. (quarterly)	Centereach	May 14, 2012	Meetings focus on family self-sufficiency in Suffolk County. The meeting is held to allow networking amongst community advocates in order to stay abreast of resources to assist clients in achieving self-sufficiency. Consumer advocate consistently provides information on programs and services offered by National Grid to assist advocates from other agencies.
Long Island Cares – Veteran's outreach at the Hauppauge food pantry	Hauppauge	May 22, 2012	The consumer advocate partners with Long Island Cares food pantry in the Hauppauge location to provide military customers with one-on-one assistance as well as education on programs and services that are offered by National Grid during special pantry hours dedicated to veterans and service personnel.



Activities May 2012 – Long Island

Event	Location	Date	Description
New York State Department of Labor Outreach Nassau County (weekly)	Hicksville	May 22, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
New York State Department of Labor Outreach Nassau County (weekly)	Hicksville	May 29, 2012	Nassau advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Long Island Cares – outreach to military personnel and their families (monthly)	Freeport	May 29, 2012	Long Island Cares initiative for Veterans and their family members offering resource sharing and one-on-one utility assistance as well as education on National Grid programs and services.

Activities May 2012 – Long Island

Event	Location	Date	Description
Town of Babylon Community Action agency resource group. Available for one-on-one assistance (bi-monthly)	Wyandanch	May 30, 2012	Consumer advocate available to review/discuss National Grid programs and services. Create awareness of energy assistance and conservation programs as well as to provide one-on-one assistance to our customers who have not been in need before.
Queen of the Most Holy Rosary (bi-weekly)	Roosevelt	May 31, 2012	Consumer Advocate is available at the food pantry to provide one-on-one assistance to customers. It also affords the opportunity to provide information on programs and services (such as the Residential Reduced Rate and On-Track) offered by National Grid