

National Grid Customer Assistance EXPOs

nationalgrid

HERE WITH YOU. HERE FOR YOU.



NEUAC

June 2015



Consumer Advocacy Components

nationalgrid

HERE WITH YOU. HERE FOR YOU.



Lending a helping hand, the Consumer Advocacy Team goes the extra mile to help those in need.

➤ The 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



“

I am extremely proud of the effort and commitment our advocates have placed into helping those in need, . . . thanks to all of you for once again thinking of others and protecting our vulnerable customers....”

Sue Mais
Vice President-Customer Care



Building stronger relationships through collaborations with leaders of organizations representing vets...

Capital District

- Veteran's men and women's shelter - when transitioning out of the shelter and into their own housing or called to duty
- Assist the veteran with payment plans Budget plan Works with them month to month on uncollected bill issues
- Yellow Ribbon Campaigns – outreach and assistance given to National Guard servicemen and women – attended 4 events (approximately 200 in attendance at each event) for both deployed and returning service personnel
- Attended military award ceremonies
- Relationships with community agencies and Home Health Care providers led to participation in Outreach Fair for Homeless Veterans at a local BPO Elks club
- Community Outreach Fair at the VA Stratton Hospital in Albany – networked with 30 agencies/vendors – available to answer questions for VA caseworkers and provide them with information.
- NYS Homeless Veterans –in-service for the caseworkers at this organization
- Participate in Colonie VFW Post events
- Soldier On
- Albany County Veterans Service Bureau
- The Veterans Administration for Healthcare for Homeless Veterans
- The NYS Division of Veterans Affairs
- Tri-City Veterans Council

Central NY

- Yellow Ribbon Campaigns
- Thank a Servicemen Event at the Onondaga Nation to honor deceased, retired and active Native American Serviceman
- Outreach at Fort Drum Veteran's Administration collaboration
- VA Hospital in Syracuse
- Oneida county and Jefferson county outreach sites
- Stand Down Event in Utica for Veterans and their families

Western NY

- Veteran Roundtable—service agencies share information to assist veterans and returning veterans
- Veteran Housing organizations - application procedures and governmental funding made available to proceed with the application of utility services if the customer had an amount owing from a previous address
- Table at the yearly "Yellow Ribbon" outreach at a local army
- Erie County Team Mobile Project
- Erie County Health Dept. Community Outreach
- One Stop Employment Center offered by the NYS Labor Department
- Participation in a Vet2Vet Compeer program - a consumer/provider partnership program that utilizes veterans in recovery in a peer-counseling capacity to help other veterans.
- Veteran's Hospital Social Work Department - discuss how advocates may be able to assist customers who are in danger of service termination
- Family Readiness 98th Division of the United States Army – an organization that helps families of soldiers when they are deployed



Customer Assistance EXPO

nationalgrid

HERE WITH YOU. HERE FOR YOU.



nationalgrid
HERE WITH YOU. HERE FOR YOU.

Customer Assistance EXPO

Connect With Those Who Care

Life can be hard but finding assistance shouldn't be.

Thursday, June 5th
10 am - 3 pm
Syracuse EOC
100 New Street
Syracuse

Please join us on June 5th at the Syracuse Educational Opportunity Center and meet with assistance program experts.

You will be able to connect with the resources your family needs, all under one roof, all in one day.

DSS Temporary Assistance
SNAP
Child Care
Office of the Aging
Salvation Army
Catholic Charities
Syracuse Educational Opportunity Center

Literacy CNY
Food Bank CNY
Good Samaritan
NY's FISC Outreach
P.E.A.C.E.
EnPower Energy Efficiency Program

- Newest Initiative – Life Can be Hard but finding assistance shouldn't be
- Purpose to provide a our low income customers a way to connect with the resources they need, all under one roof in one day



Customer Assistance EXPO

Opportunities

nationalgrid

HERE WITH YOU. HERE FOR YOU.

Expos offer opportunities:

- To work one-on-one with customers and agencies in their neighborhoods
- To work as a community team – maximizing resources
- More importantly they provide hope to customers who feel like there is no place to turn



Customer Assistance EXPO

nationalgrid

HERE WITH YOU. HERE FOR YOU.



Customers are beyond grateful:

- “I signed up for HEAP & Food Stamps – this made it so easy”
- “You guys are truly angels for wanting to help people”
- “Thank you so much for all the help”
- “You really do have people who care”
- “I had lost hope, but thanks to being here, my hope is renewed, and I now have a fighting chance of getting out of our mess”



Customer Assistance EXPO

nationalgrid

HERE WITH YOU. HERE FOR YOU.



- Our low income partners see a great benefit of the events:
- County caseworker, “NG did more concrete assistance in a few hours than most agencies can do in a month”
- Buffalo: “The EXPO gave the community an opportunity to talk to NG about their issues and to learn what assistance and programs are available. Excellent outreach”
- County caseworker: “Like you we too have been labeled unfavorably at times, its nice to know we have the public the human side of our business”



Upcoming EXPO Events

nationalgrid

HERE WITH YOU. HERE FOR YOU.

2016 Customer Assistance EXPOs:

- May 7 Syracuse
- June 3 Oswego
- June 11 Buffalo
- June 24 Utica
- August 14 Albany
- September 23 Troy



QUESTIONS?

nationalgrid

HERE WITH YOU. HERE FOR YOU.

