

## How do I get started?

Contact the Home Energy Affordability Team (HEAT<sup>SM</sup>) to start the process. Call **1-844-375-HEAT (4328)** or e-mail **NGridLIHeat@clearesult.com**

## Who qualifies?

Homeowners and renters residing in residential buildings with 1-4 units may be eligible. Customers must be listed as the person of record responsible for the natural gas service, and meet income guidelines or receive HEAP (Home Energy Assistance Program), SNAP (Supplemental Nutrition Assistance Program) or public assistance.

Customers living in buildings with more than five units will be served by the multi-family program. Please have your landlord or condo association call **1-800-427-6318** or visit **ngrid.com/multifamily** to learn more.

## If I qualify, what will specialists look at?

Energy specialists will do an attic-to-basement evaluation to identify areas where you can save energy in your home. These may include:

- **Energy-saving equipment installation**  
Install pipe insulation for water heaters and water flow restrictors like low-flow showerheads and faucet aerators.
- **Evaluate insulation**  
Determine if additional insulation is needed to improve your home's comfort and energy efficiency. A fully insulated home saves up to 10 percent on energy bills per year.
- **Locate drafts/detect leaks**  
An appointment will be scheduled with a certified contractor, who will perform air sealing and/or duct sealing to lower your heating and cooling costs by up to 15 percent.
- **Check appliances and equipment**  
Examine natural gas appliances for performance and safety, and schedule a repair or replacement of the unit(s) if needed. Energy efficient heating systems and appliances reduce maintenance and can potentially increase the safety and comfort of the home.
- **The final step**  
Complete a walk-through of your home to explain completed upgrades and recommend further action by a professional if needed.

## HEAT<sup>SM</sup> is here to help.

Income-eligible customers will receive the entire program at no cost — from the initial evaluation to the installation of approved energy-efficient upgrades.

Learn more about energy efficiency:

**Call: 1-844-375-HEAT (4328)**

**E-mail: NGridLIHeat@clearesult.com**

**Visit: [ngrid.com/li-affordable](https://ngrid.com/li-affordable)**

**This is an important notice. Please have it translated.**

Este é um aviso importante. Quiera mandá-lo traduzir.  
Este es un aviso importante. Sirvase mandarlo traducir.  
Avis important. Veuillez traduire immédiatement.  
Questa è un'informazione importante, si prega di tradurla.  
Это очень важное сообщение.  
Пожалуйста, попросите чтобы вам его перевели.  
Đây là một thông báo quan trọng.  
Xin vui lòng dịch thông báo này.  
這是一個重要的通知。請翻譯一下。  
ہم اہم راطحہ اذہ  
এটা একটা গুরুত্বপূর্ণ বজ্ঞপ্তি অনুগ্রহ করে এটা অনুবাদ করে ননি।  
Sa a se yon avi enpòtan. Tanpri, fè li tradwi.  
טצערעביא עטיב. גאזנא עקטיוו א זיא דאס

**nationalgrid**

**Our no-cost energy-saving upgrades improve the comfort of your home.**

**Let us show you how.**



Our Home Energy Affordability Team (HEAT<sup>SM</sup>) can assist you in creating an energy efficient home that's healthier, more comfortable, and more affordable for you and your family. The first step is to schedule a **no-cost** Home Energy Assessment. An energy specialist will complete an attic-to-basement evaluation to identify areas where you can save energy in your home. Services are available if you heat your home with natural gas.

Customers may also qualify for **no-cost** energy-saving improvements such as:

- Installation of water-saving devices (faucet aerators, low-flow showerheads)
- Installation of health and safety devices (carbon monoxide detectors and/or smoke detectors)
- Attic insulation, weather stripping, and air sealing of leaks
- In certain cases, repair or replace natural gas appliances (heating systems, water heaters, primary cooking stoves).

Call **1-844-375-HEAT (4328)**, email **NGridLIHeat@cleareresult.com** or visit **ngrid.com/li-affordable** to learn more.

## How the program works

National Grid has partnered with CLEAResult to form the Home Energy Affordability Team (HEAT<sup>SM</sup>). HEAT<sup>SM</sup> will help guide you through the process to determine if you qualify for these energy efficiency services. If you qualify, HEAT<sup>SM</sup> will make arrangements with one of our skilled energy specialists to conduct a no-cost assessment of your home.

The energy specialist will perform an attic-to-basement evaluation of the home, both inside and out, to find areas where you can save money.

## How does my household qualify?

If you have a household income of less than 60 percent of the State median income, you may qualify for this program as well as a Home Energy Assistance Program (HEAP) grant to help pay your home heating bills. This chart is a guide and is based on income requirements.

Household Size	Maximum Gross Monthly Income	Maximum Gross Annual Income	Household Size	Maximum Gross Monthly Income	Maximum Gross Annual Income
1 person	\$3,322	\$39,874	8 people	\$8,818	\$105,819
2 people	\$4,345	\$52,143	9 people	\$9,010	\$108,120
3 people	\$5,367	\$64,412	10 people	\$9,201	\$110,420
4 people	\$6,390	\$76,681	11 people	\$9,393	\$112,721
5 people	\$7,412	\$88,949	12 people	\$9,585	\$115,021
6 people	\$8,434	\$101,218	13 people	\$9,952	\$119,430
7 people	\$8,626	\$103,519	Each additional	+ \$672	

