Important National Grid Telephone Numbers
Customer Service: 1-800-642-4272
Credit & Collections: 1-800-443-1837
Power Outage/Downed Lines: 1-800-867-5222
Life Support Outage Hotline: 1-800-460-0316
(For customers identified as Life Support)
Hearing/Speech Impaired: Call 711 and provide our Customer Service number 1-800-642-4272

Important National Grid Websites
National Grid Website: nationalgridus.com
Payment Assistance Programs: nationalgridus.com/Upstate-NY-Business/Bill-Help/Payment-Assistance-Programs
Energy Saving Programs nationalgridus.com/Upstate-NY-Home/Energy-Saving-Programs
National Grid’s Consumer Advocates
Get the help you need

National Grid’s Consumer Advocates are committed to assisting and providing protections to National Grid’s most vulnerable customers in meeting their home energy needs by utilizing their specialized regional knowledge, communication skills and relationships with agency partners.

They specialize in aiding customers that are experiencing extreme financial hardship or an acute life situation such as: sudden illness, loss of a job, death of an immediate family member, victim of a natural disaster, crime victim, recent divorce, etc.

To contact a Consumer Advocate:
By telephone – 1-800-642-4272
Please ask the representative to have a Consumer Advocate contact you.

If you are having difficulty paying your utility bill, National Grid Consumer Advocates may be able to assist by providing information on the following programs and services:

National Grid’s Energy Affordability Program (EAP)
Customers that receive the Home Energy Assistance Program (HEAP) are automatically enrolled in the income eligible EAP Program with the receipt of a HEAP payment. HEAP or proof of HEAP with another utility or vendor is the only way on the program. This program offers a monthly bill credit.

Care & Share (Opens each February and closes when funds run out)
Additional assistance may be available to pay home heating bills through National Grid’s Care & Share Program administered by Heart Share Human Services of NY. For more information visit: heartshare.org/our-programs/energy-assistance-and-community-development

Home Energy Assistance Program – HEAP (Opens each November)
A federally funded program that assists income-eligible families and individuals in paying their home heating bills – generally available November - March. It is not a loan and does not have to be paid back. There are two components to HEAP – Regular and Emergency. For more information visit: otda.ny.gov/programs/heap

For more information about HEAP and other available assistance programs through local Department of Social Services, please visit: mybenefits.ny.gov

NYSERDA’s EmPower NY
Free energy efficiency improvements are available to qualified homeowners and renters. For more information, please visit: nyserda.ny.gov/All-Programs/Programs/EmPower-New-York

Consumer Advocates can provide information and assistance with:
- Account protections information
- Specialized payment arrangements
- Billing and payment options
- Information on programs and services
- Tips on how to make your energy dollars stretch

Speak with a Consumer Advocate in your area to learn about:
- How they can work with you one-on-one
- Ways they can connect you with agencies and services in your community
- Presentations to consumer groups
- Financial literacy workshops
- Customer Assistance Expos