

**GENERAL INFORMATION SYSTEM**  
**Center for Employment & Economic Supports**

**December 5, 2013**

Page: 1

**TO:** Subscribers

**SUGGESTED DISTRIBUTION:** TA Directors, HEAP Coordinators, Staff Development

**FROM:** Phyllis D. Morris, Deputy Commissioner  
Center for Employment and Economic Supports

**SUBJECT:** National Grid System Maintenance

**EFFECTIVE DATE:** December 6, 2013

**CONTACT PERSON:** Temporary Assistance (TA) at 1-800-343-8859; ext. 4-9344  
HEAP Bureau at 1-800-343-8859; ext. 3-0332.

The purpose of this GIS is to inform Social Services Districts (SSD) that National Grid (NG) will be performing maintenance to their Customer Service System on Friday, December 6, 2013, which will result in the unavailability of all NG customer information accessed through that system from Friday, December 6, 2013 until Monday, December 9, 2013. As a result, the NG government website is anticipated to be off-line from Friday, December 6, 2013 until Monday, December 9, 2013.

Since NG does not terminate utility service on Fridays, a SSD may receive an emergency assistance request from a customer that had utility service terminated prior to December 6, 2013. If the SSD receives such a request, the SSD can contact the NG group that works with Upstate SSDs at (800) 253-7407. They will be available from 8:00 a.m. until 4:30 p.m. to handle emergencies.