

GENERAL INFORMATION SYSTEM
Center for Employment & Economic Supports

July 23, 2014

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: July 25, 2014

CONTACT PERSON: Temporary Assistance (TA) Bureau at 1-800-343-8859, extension 4-9344

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, July 25, 2014. The NG government website will be unavailable from Friday, July 25, 2014 until beginning of business Monday, July 28, 2014.

NG does not terminate utility service on Fridays. However, a SSD may receive an emergency assistance request from a customer that had utility service terminated prior to July 25, 2014. If the SSD receives such a request and the customer's service was terminated because the household did not receive the proper protection under Section 11.5 of the Home Energy Fair Practices Act (HEFPA), the SSD must immediately contact NG at (315) 460-7373. This is a **number that is to be used only for this one event** on Friday, July 25, 2014 between 8:00 a.m. and 5:00 p.m. in order for NG to determine if utility service must be restored for health and safety issues specified under the HEFPA. If service cannot be restored under HEFPA, the SSD must offer alternative housing.