

**DATE:** October 18, 2016

**TO:** Subscribers

**SUGGESTED DISTRIBUTION:** Commissioners, TA Directors, SNAP Directors, HEAP Coordinators

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

**SUBJECT:** National Grid Website Changes

**EFFECTIVE DATE:** Immediately

**CONTACT PERSON:** TA Bureau (518) 474-9344

The purpose of this General Information System (GIS) message is to notify Social Service Districts (SSDs) that National Grid will update their website between October 19, 2016, and October 21, 2016, to change the web address and to allow users the ability to reset their own passwords. All other National Grid website functionality will remain the same.

Users will access the utility website at a new web address found at <https://uswebapps.nationalgrid.com/niagaramohawk/government/>. Centraport will be updated with this new address effective October 21, 2016. Current users can use the old address and will be redirected to the new web address.

Users will have the ability to change or reset their password. Users will be prompted to answer a series of security questions upon logging in that are used to reset their password.

New user processes to obtain access to the National Grid website will remain the same. A request must be sent to Tiffani Linney at [Tiffani.Linney@nationalgrid.com](mailto:Tiffani.Linney@nationalgrid.com).

This message only affects those SSD users located within the National Grid Service areas, and who currently have both a business need and utility granted permissions to access the utility website.