

GENERAL INFORMATION SYSTEM
Center for Employment & Economic Supports

June 20, 2013

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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:** June 21, 2013**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 June 21, 2013, which will result in all NG customer information to NG operations being unavailable from Friday, June 21, 2013 until Monday, June 24, 2013. The NG government website is anticipated to be off-line from Friday, June 21, 2013 until Monday, June 24, 2013 and the SSD service center will not be available on Friday, June 21, 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 June 21, 2013. If the SSD receives such a request and believes that 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), in cases where a resident in the household could be harmed by absence of electricity such as a medical emergency, resident on life support systems, entire household is elderly, blind, under 18, or disabled, 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, June 21, 2013 between 8:00 am and 5:00 pm in order for NG to determine if utility service must be restored for health and safety issues in those instances specified under the HEFPA. If service cannot be restored under HEFPA, the SSD must offer alternative housing.

Please contact the TA Bureau at (518) 474-9344 for any questions regarding this GIS.