

GENERAL INFORMATION SYSTEM
Center for Employment & Economic Supports

August 14, 2014

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TO: Subscribers

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

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

SUBJECT: National Grid Fax Outage

EFFECTIVE DATE: August 14, 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 (SSDs) that National Grid (NG) has informed the Office of Temporary and Disability Assistance (OTDA) they have not been able to receive or send faxes since 11:00 a.m today due to technical issues. NG's website and toll free number have not been affected by this technical issue.

SSDs must notify NG of utility related actions via NG's website, by scanning and emailing documents to dsswest@nationalgrid.com, or by calling 1-800-253-7407.

Documents that were transmitted by fax after 11:00 a.m. today must be resubmitted by one of the aforementioned methods.

This is a temporary situation and you will be advised when NG's ability to send and receive faxes has been restored.