

nationalgrid

Your complete guide to understanding
all of **your energy options**



UNDERSTANDING ALL OF YOUR ENERGY OPTIONS

Before you begin, it's important to know that there are clean energy heating alternatives available to support your heating needs, energy costs, and the environment.

Electric heat pumps are a smart alternative to oil, propane, electric resistance or natural gas for heating and water heating in any new construction or existing/major renovation project in your residential or commercial buildings. Keep your home or business comfortable all year long with these efficient, environmentally friendly, all-in-one heating and cooling systems.

This guide provides the information and forms that you will need to convert your home to natural gas. And, National Grid will be right beside you every step of the way.

Determine the availability of gas in your neighborhood.

Getting started is as simple as a phone call. Before you begin the conversion process, it's important to determine how far away your home is from the natural gas line. Call **1-877-MyNGrid** (877-696-4743) and we will analyze the availability of gas in your area.

If natural gas is not in front of your house, National Grid will provide up to 100 feet of main for free. National Grid will also provide up to 100 feet of service line from the meter location to the street. If any additional main or service line is required, we will provide a quote free of charge. **Please use the information sheet on the last page to help get your neighbors on board so you can all get natural gas.**



Complete and submit the Non-Fossil Alternatives Acknowledgment form.

If you choose to move forward with a natural gas service request you will need to complete and submit the Non-Fossil Alternatives Acknowledgment form. This form must be submitted before any work can begin.

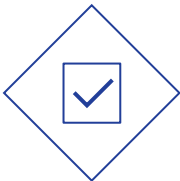
Select a licensed plumber.

Work with the licensed plumber of your choice, to select the optimal heating system. Explore all options with your plumber to design the best system for your home.



Asking the right questions to design your system.

Use the **Questions to Ask Your Plumber** quick reference guide to help you get the most out of your discussion.



Keeping you on track.

Use the **Conversion Checklist** to mark all the steps that you complete.



CONVERTING YOUR HOME

Submit the Gas Load Letter and get started.

Now that you have selected your plumbing and heating professional, and understand your options and costs, it's simple to get the conversion process underway.

Print the **Gas Load Letter** form and working with your plumber, fill it out and email it to NYCGSS@nationalgrid.com or fax it to **718-498-1183**.

Additional Service Line Charges: If your home requires greater than 100 feet of service or main, National Grid will send you a quote with options for payment.



Complete and submit the Non-Fossil Alternatives Acknowledgment form and Gas Load Letter.

If you choose to move forward with a natural gas service request you will need to complete and submit the Non-Fossil Alternatives Acknowledgment form and Gas Load Letter. This form must be submitted before any work can begin.

Timing of your job.

Service Line Installation (gas is on your road): Depending on project scope will take 8-12 weeks.

Gas Main and Service Line Installation: Depending on project scope will take 12-14 weeks.

**Please note: If you live on a State or County Road, add an additional 4-6 weeks to the time line above.*

Your home's conversion is now underway.

This is what you should expect to happen:

- 1** We will review your application, design your project, apply for road opening permits, and provide you with an estimated installation date.
- 2** We will install the gas service line to your home then rake and seed any excavated lawn areas.
- 3** Your plumber will install your new heating equipment.
- 4** Your plumber will schedule an inspection with your local municipality.



To better understand what you must do during the rest of this process, please review the **Roles & Responsibilities** quick reference guide.



QUESTIONS TO ASK YOUR PLUMBER

Explore all options to design the best system for your home.

▶ **What type and size equipment will I need?**
(A heat load analysis is the best way to determine the type and size of equipment needed.)

▶ **Is a Conversion Burner an option?**

▶ **Can I install high-efficiency equipment?**

▶ **Will I need to install a chimney liner?**

▶ **What options do I have for my existing oil tank after I convert?**

▶ **What equipment venting options do I have?**

▶ **When should I cancel my oil delivery?**



QUESTIONS? National Grid will be right beside you every step of the way.
If you have any questions, please contact us at: **1-877-MyNGrid.**



ROLES & RESPONSIBILITIES

Working together, we can make this process easy and rewarding.

National Grid's responsibility:

- Reviewing your application
- Designing your project
- Applying for the necessary permits from your municipality to excavate on your street and property
- Providing you with an estimated installation date once the permits have been received
- Installing the gas service line to your home
- Raking and seeding excavated lawn areas
- Temporarily patching the road to make the excavation area safe
- Installing your home's gas meter
- Performing final road restoration (weather permitting)

The plumber's responsibility:

- Correctly size the best heating system for your home
- Provide quote for their work
- Install gas equipment
- Contact National Grid to schedule a meter set appointment at **718-643-4050**

Your responsibility:

- Obtain a licensed plumber
- Call the National Grid Customer Service center at **718-643-4050** to establish your customer ID
- Work with your licensed plumber to complete and submit the Non-Fossil Alternatives Acknowledgment and the Gas Load Letter
- Send in a payment (if applicable)
- Cancel your oil delivery when new equipment and meter are installed



QUESTIONS? National Grid will be right beside you every step of the way.

If you have any questions, please contact us at: **1-877-MyNGrid**.



CONVERSION CHECKLIST

Track your progress to ensure that you complete all conversion steps.

- Called National Grid to determine the availability of natural gas.
- Completed and submitted the Non-Fossil Alternatives Acknowledgment form.
- Selected a qualified, licensed plumber.
- Worked with my plumber to select equipment.
- Submitted the Gas Load Letter to National Grid.
- Ordered equipment through my plumber.
- Paid additional service line charges (if applicable).
- Scheduled installation of equipment and meter with my plumber.
- Claimed all applicable incentives.
- Cancelled oil deliveries.



QUESTIONS? National Grid will be right beside you every step of the way.

If you have any questions, please contact us at: **1-877-MyNGrid**.

Non-Fossil Alternatives Acknowledgment

We're committed to helping you meet your energy needs. In doing so, we want to ensure that you are aware of the non-fossil energy alternatives and incentives available to you.

Non-Fossil Alternatives

There are a variety of non-fossil alternatives (e.g., electrification) for you to consider when determining how best to meet your energy needs. Such non-fossil alternatives include:

- Heat pumps: Options include air-source and ground-source (i.e., geothermal).
- Electric Water Heating
- Electric cooking (e.g., stoves, ovens, and other cooktops)

Additional information can be found on National Grid's Heat Pump FAQ document.

Clean Energy Rebates

At National Grid, we are proud to promote electrification and achieve energy goals by partnering with NYSEERDA and utilities across New York State who offer heat pump technology incentives. For more information, please check out their offerings, here:

- ConEdison:
<https://www.coned.com/en/our-energy-future/electric-heating-and-cooling-equipment>
- PSEG:
<https://www.psegliny.com/en/saveenergyandmoney>
- NYS Clean Heat Program:
<https://cleanheat.ny.gov/>

Heat Pump Tax Credits and Incentives

In addition to these savings on heat pump technology, you may also qualify for:

- Federal tax credits:
<https://www.energystar.gov/about/federal-tax-credits>
- New York State income-based incentives:
<https://www.nyserda.ny.gov/All-Programs/EmPower-New-York-Program>

If, after reviewing these options, you would still like to connect to the Company's natural gas system, please have the account holder/property owner sign and return this acknowledgment form. Once the Company receives the completed form, we can proceed with the gas service agreement process. To explore all of National Grid's available energy saving programs, visit ngrid.com/save.

I have read the above information regarding non-fossil energy alternatives that are available to me and I would like to proceed with installing natural gas service or adding new gas equipment.

Customer Signature: _____ **Date:** _____

Customer Printed Name: _____

Service Address: _____

Gas Load Letter

Section I: EQUIPMENT GAS LOAD INFORMATION

In order to process your request for gas service, the following information is required.

Customer ID: _____ (Obtained by calling **718-643-4050**)

Project Address: _____ City: _____ State: _____ Zip: _____

Project Contact Name: _____ Direct Phone #: _____

Building Access Contact: _____ Direct Phone #: _____

Please enter the type of equipment (e.g. "Heat", "WH", "Cooking", "Dryer", "BBQ", "Pool/Spa", "Fireplace", "CoGen", etc.), the quantity of units, model number, operating pressure, AFUE, BTUs, and rate.

EXISTING GAS EQUIPMENT REMAINING ON PREMISES

Type Heat, WH, Cooking, Dryer, etc.	QTY	BTU Input (Total for each type)
Total Existing BTU Input		

Please check all that applies to your job	
Project Type <input type="checkbox"/> New Construction <input type="checkbox"/> Renovation <input type="checkbox"/> Equipment/Load Change <input type="checkbox"/> Conversion to Natural Gas <input type="checkbox"/> Disposition (analysis) Letter only <input type="checkbox"/> Other (specify below) _____	Building Type <input type="checkbox"/> Residential 1-5 Family <input type="checkbox"/> Multi-Family 6+ <input type="checkbox"/> Mixed Use (commercial & residential) <input type="checkbox"/> Public Assembly <input type="checkbox"/> Private Community/Landmark Property <input type="checkbox"/> Commercial (specify below) _____

Gas Service Need by Date: _____

***Date must be a Minimum 10 weeks out from completed / approved Load Letter for New Construction/New Service/Service Upgrades/ BTU increases/ additional meter requests.

NEW GAS EQUIPMENT TO BE INSTALLED ON PREMISES

Type Heat, WH, Cooking, Dryer, etc.	QTY	AFUE	Model	Press		BTU Input	Rate	
				Min	Max		Firm	Dual Fuel
Total NEW BTU Input								

- The entire project can take approximately 10-14 weeks from the date the Load Letter review process is completed – providing there are no unforeseen delays which may increase this timeframe. Please plan accordingly. Please do not have your existing equipment removed until your gas line has been installed.
- I understand that I may cancel this agreement, without obligation, at any time prior to the installation of the Gas Service line and/or Gas Main. I hereby authorize National Grid to install a natural gas service line to the address noted above. National Grid is NOT RESPONSIBLE for damage to private property see "Terms and Conditions".
- National Grid agrees to install gas service to the above location (Premises).
- Your signature acknowledges that you have read and agree to all the Terms and Conditions above and on page 4.

(Please print) Owner/Applicant Name:	(Please sign) Signature:	Date:
Licensed Plumber Name:	Signature:	Date:

Reminder: Photos of job site readiness are required before service can be scheduled. FINAL Approved DOB Gas Authorization is required before meters can be set. Please email, fully completed document, (all pages) in PDF format to: NYCGSS@nationalgrid.com or FAX to **718-498-1183**.

Section II: CUSTOMER / PROJECT INFORMATION

OWNER INFORMATION <i>(Please print)</i>			
Billing Account Name:			
Preferred Name:			
Project Address:	City:	State:	Zip Code:
Direct Home / Office#:	Cell:	Fax:	
Email:			

PLUMBER / HEATING INSTALLER INFORMATION <i>(Please print)</i>			
Name of Plumbing Company:		Name of Plumber:	
Plumbers License Number:		Licensed Master Plumber Operator Qualified # (Task 87):	
Company Address:	City:	State:	Zip Code:
Direct Office#:	Plumbers Cell:	Fax:	
Email:			

Section III: BUILDING / METER INFORMATION

Total Existing Meters Building:	Total Requested Meters:	Total Number of Apartments / Units / Spaces in the Building:
Total Square Feet in the Building:		Total Number of Floors in the Building:

Meter	Meter Label (1FL, 2FL, Store)	Total BTU Input for each meter	Equipment List
			(HEAT-XXXBTU, WH-XXXBTU, Cooking-XXX BTU, Dryer-XXX BTU, etc.)
Meter 1			
Meter 2			
Meter 3			
Meter 4			
Meter 5			
Meter 6			
Meter 7			
Meter 8			
Meter 9			
Meter 10			
Total Existing BTU Input			(must match to BTU's in Section 1 New and Existing Equipment BTU totals)

*** Please submit a separate Section III for any project having more than 10 meters.

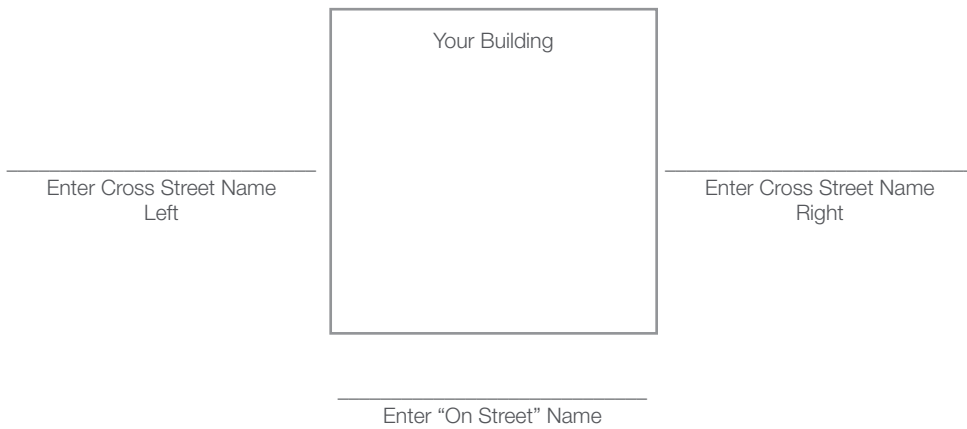
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Project Address: _____ City: _____ State: _____ Zip: _____

Section IV: POINT OF ENTRY (POE) INFORMATION

Please identify the Point of Entry (POE) by marking an "X" on the box below.
 Provide measurements from front or rear corner of building.
FINAL POE to be determined by National Grid

Footage from POE to curb: _____



Type of Gas Service Installation:	
Outside Gas Meter Set: Reference 16 NYCRR 255.353 And 49 CRR 192.353	<input type="checkbox"/> Yes <input type="checkbox"/> No
Will the service location encroach any existing or planned windows, doors or openings into the building:	<input type="checkbox"/> Yes <input type="checkbox"/> No
For piping and venting standards — please see Blue Book. Click here for Blue Book.	

Are there any MTA Bus/Train Assets near your building? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, where in relation to your POE is it? _____			
Do you know of any easements that may affect the installation of your gas service? <input type="checkbox"/> Yes <input type="checkbox"/> No (see item 9 of Terms and Conditions)			
Local Law 154 (LL154) Compliant? <input type="checkbox"/> Yes <input type="checkbox"/> No	Have you filed with the DOB? <input type="checkbox"/> Yes <input type="checkbox"/> No	When? _____	
Do you have Approved DOB Gas Authorization? <input type="checkbox"/> Yes <input type="checkbox"/> No			
All other utilities installed? <input type="checkbox"/> Yes <input type="checkbox"/> No	When? _____	Are the Curbs Set? <input type="checkbox"/> Yes <input type="checkbox"/> No	When? _____

Energy Efficiency Program Information: <input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Building Controls <input type="checkbox"/> Pipe / Roof / Wall Insulation <input type="checkbox"/> Other _____
RESIDENTIAL PROPERTIES ONLY	
NY Public Service Commission regulations require that all RESIDENTIAL dwellings must meet all three of the following conditions in compliance with 16 NYCRR Part 233 and corresponding provisions in the Company's tariff, PSC No. 12.	Please check that you have complied: <input type="checkbox"/> Roof / ceiling has at least 6 inches of insulation with an R value of 19 or greater. <input type="checkbox"/> The dwelling has storm windows, or thermal windows with multiple glazing. <input type="checkbox"/> Entrances have Storm Doors or Thermal Doors

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Terms and Conditions

1. Before we can process your gas service application or begin any work, you will need to fill out our Non-Fossil Alternatives Acknowledgment form confirming that you have received information about clean-energy heating alternatives and are choosing to move forward with gas.
2. If the actual service line and/or main length exceed tariff allowances, National Grid will require a contribution in aid of construction (CIAC). National Grid will notify Applicant(s) through a separate invoice of any required CIAC. This payment must be made before any work is scheduled.
3. The term "Applicant" means the person or entity identified on the front of this agreement in the block next to Property Owner.
4. Once the meter is set, the Applicant becomes the customer of record and National Grid will commence billing the Applicant and the Applicant agrees to pay for gas service pursuant to the applicable rate classification and in accordance with National Grid's terms and conditions in its Tariff PSC No.12, as filed with and updated from time to time with the New York Public Service Commission. Customer must establish a billing account with National Grid before this gas service agreement can be processed.
5. Excavated lawn areas will be raked and seeded. National Grid will take reasonable measures to minimize any damage to property but will not restore/repair other on-site areas. Applicant is responsible for maintaining all reseeded areas.
6. National Grid shall install the necessary natural gas distribution system to the site, subject to weather conditions (during winter frosts charges will apply) and all federal, state and local codes and permit requirements. If National Grid is unable to obtain the necessary permits to install the gas service line, National Grid shall not be obligated to perform such installation and this Agreement shall be null and void.
7. National Grid will not be responsible for delays or damages associated with the installation of a gas service line due to weather or the issuance of permits, nor will it be responsible for damages attributable to unforeseen conditions beyond its control.
8. (New Construction Only) Applicant shall (i) construct, or cause the construction of all necessary water lines, sewer lines, roads and electrical lines, and will perform other necessary work required to prepare the site for the installation including but not limited to bringing this site to within 6" of final grade and free of debris and scaffolding.
9. Applicant shall provide all easements and rights-of-way permits necessary for National Grid to install natural gas distribution lines required to provide service.
10. National Grid will accept or modify the meter location shown on the front of this form based upon its installation requirements.
11. Applicant represents and warrants that it has provided National Grid with all information known to it concerning environmental contamination or threat thereof at or in the vicinity of the Premises, provided that this provision shall not apply to environmental contamination caused by any employee, contractor, agent, or representative of National Grid.
12. Applicant assumes full and complete responsibility for all costs associated with any environmental contamination encountered by National Grid during the installation including but not limited to the costs to clean up or remediate such contamination, provided that this provision shall not apply to environmental contamination caused by any employee, contractor, agent, or representative of National Grid.
13. If environmental contamination is encountered during the installation, all work shall cease, and National Grid shall provide oral notice and written notice within a reasonable time. Thereafter, National Grid shall have no further obligations under this Agreement, provided that this provision shall not apply to environmental contamination caused by any employee, contractor, agent, or representative of National Grid.
14. Applicant shall to the fullest extent permitted by law, indemnify, hold harmless and release National Grid, its parent company, affiliates and subsidiaries and their respective directors, officers, employees, agents, servants, representatives, successors and assigns from and against all claims, demands, liabilities or expenses related to environmental contamination at or in the vicinity of the Premises. This indemnity and release provision survives the expiration or termination of the Agreement and extends to the respective successors and assigns of National Grid and Applicant.
15. National Grid shall own the natural gas distribution system up to the building wall for each outside customer meter. When the meter is located inside, National Grid shall own the natural gas distribution system up to the first accessible fitting inside the wall of the customer's building.
16. All installations where excavating and backfilling are to be performed by Applicant or his/her designee will be performed in compliance with National Grid's specifications, and the installation shall not commence until said trench is inspected and accepted by a representative of National Grid's construction division.
17. Prior to the start of the work described on the front of this agreement, Applicant is responsible for marking out any underground facilities on their property that are not marked out as a result of National Grid's notification of the New York State One Call system.
18. This Agreement may be modified only by a writing signed by both parties; any verbal representations or modifications by National Grid employees or others shall be null and void.
19. The laws of the State of New York shall govern this Agreement.
20. If any terms of this Agreement or portions thereof are declared or become invalid or unenforceable, the remainder of this Agreement shall continue in full force and effect.
21. If the equipment identified on the front of this agreement is not installed and in use within three months (Existing Homes) or six months (New Construction) of the date of installation of the service line, the Applicant agrees to pay National Grid the actual cost of installing and disconnecting the gas service line plus the actual cost of any required main work minus any payments already received.
22. By submitting this application for service with National Grid, Applicant expressly consents to the Company or its representatives contacting Applicant by phone, autodialed or automated voice call, email, or text message regarding your application and utility service.
23. TASK 87: Licensed Master Plumber Operator Qualified Number is required to perform work on DOB Jurisdictional Piping
24. To obtain a copy of the Blue Book for piping and venting standards: <https://www.nationalgridus.com/media/pronet/gas-blue-book.pdf>
25. Owner/Applicant understands that they may cancel this agreement, without obligation, at any time prior to the installation of the Gas Service line and/or Gas Main. Owner/Applicant hereby authorize National Grid to install a natural gas service line to the address noted above. National Grid is NOT RESPONSIBLE for damage to private property.
26. As of May 27, 2024, National Grid requires each customer to set up a Customer ID. Please call **718-643-4050** and speak with a representative to set one up.

Reminder: Photos of job site readiness are required before service can be scheduled. FINAL Approved DOB Gas Authorization is required before meters can be set. Please email, fully completed document, (all pages) in PDF format to: NYCGSS@nationalgrid.com or FAX to **718-498-1183**.