



**Save money,
help the
environment
and achieve
peace of mind.**

Your complete guide to
converting to natural gas.



nationalgrid



UNDERSTANDING YOUR OPTIONS

This guide provides the information and forms that you will need to convert your home to clean, efficient 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.**



Let us help you select a plumber.

It's important to work with a qualified, licensed plumbing and heating professional when converting your home to natural gas. **And, National Grid can make it easy.**

- If you have already selected a plumber, contact them directly to start the conversion process.
- Or, call **1-877-MyNGrid** to request contact information for one or more of our National Grid Value Plus Installers.



Choosing the right equipment for your home.

Now that you've selected a plumber, you will work with them 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 Residential Gas Service Agreement 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 **Residential Gas Service Agreement** form and working with your plumber, fill it out and email it to gaslongislandgrowth@nationalgrid.com. You may also mail it to: National Grid, 1650 Islip Avenue, Brentwood, NY 11717 Attn: Customer Connections 2nd Floor.

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.



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.*

Energy-efficiency heating rebates.

Go to rebatesee.com to submit your rebate applications online or print and mail. Customers who do not have online access can call **1-877-316-9491** to receive an energy efficiency rebate application. **Incentives on high-efficiency equipment are limited and available on a first-come, first-serve basis.**

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.
- 5** You will need to call the National Grid Customer Service center at **1-800-930-5003** to schedule an appointment to install your meter.



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



REAPING THE REWARDS



Congratulations!

Now that you have converted to natural gas you are benefiting from:

- the tremendous price advantage compared with heating oil to cut utility bills,
- lower CO₂ emissions to preserve the planet,
- greater reliability and convenience,
- less soot for a cleaner home.

Don't stop there – take advantage of these valuable incentives.

Claim applicable rebates and rewards by:

▶ Visiting rebatesee.com to submit your rebate applications online or print and mail. Customers who do not have online access can call 1-877-316-9491 to receive an energy efficiency rebate application.

THAT'S IT! Your home is now energy efficient and saving you money!



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**.



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?**



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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 and meter set appointment at **1-877-597-0426**

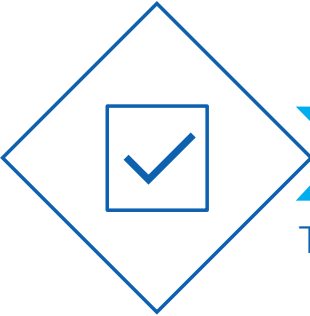
Your responsibility:

- Obtain a plumber
- Call the National Grid Customer Service center at **1-800-930-5003** to establish your customer ID
- Work with your licensed plumber to complete and submit a Residential Gas Service Agreement form
- 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.
- Selected a qualified, licensed plumber.
- Worked with my plumber to select equipment.
- Called the National Grid Customer Service center at **1-800-930-5003** to establish my customer ID.
- Submitted the Residential Gas Service Agreement form to National Grid.
- Submitted the high-efficiency rebate application (if applicable).
- 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**.