nationalgrid

Customer Profile:

O'Connor & Co. Insurance Agency, Webster, MA

A more sustainable solution. Built on partnership.

As a family-owned and operated business, O'Connor & Co. Insurance Agency truly values the significance of building strong relationships. That's why, when it was time to upgrade their HVAC system to high-efficiency heat pumps, they turned to Michael Williams from M.J. Williams Heating & AC, Inc., an industry expert and an O'Connor customer for nearly 30 years. M.J. Williams Heating & AC was able to quickly understand their needs, and installed the O'Connor family's new heat pump system, taking advantage of generous rebates available through National Grid.

The Opportunity

The O'Connor & Co. Insurance Agency is housed in a 3,800 sf converted residential building. However, the building's high pressure air conditioning, oil-based heat and complex ductwork proved inadequate for their evolving needs. With an outdated system, and multiple floors to consider, O'Connor was looking for solutions that would maximize their efficiency and provide best-in-class comfort year-round. They needed a system that would allow for comfort in individual offices as well as throughout an open floor space for their employees. Plus, the owners wanted to be able to control the temperature digitally and remotely to ensure maximum comfort and energy efficiency. This required a versatile solution with app control that allowed them to adjust the settings at a moment's notice.

O'Connor installed two Mitsubishi hyper-heat, multi-headed, heat pump systems throughout offices and the main floor.

See all the possibilities
at ngrid.com/heatpumps

The Solution

M.J. Williams Heating & AC chose a system for O'Connor & Co. Insurance that provides a sustainable, flexible solution, with multiple units that covered different zones within their space. "With multiple offices, employees had their own preferred temperature settings. Heat pumps allowed us to zone the system to provide staff more control," explained installer, Michael Williams. They installed two Mitsubishi hyper-heat, multi-headed, ductless heat pump systems throughout offices and the main floor so each employee could feel comfortable based on their own individual needs. With Mitsubishi Kumo Cloud's integrated controls, the O'Connors are able to program their heat pump through an app that allows them to adjust temperatures based on office usage. That means temperatures are more moderate on weekends and evenings, which improves energy efficiency without having to manually adjust the thermostat. The system also seamlessly integrates with their existing boiler, providing reliable heating support during exceptionally cold weather. With integrated controls, the boiler switches on automatically when it is needed, giving them a hybrid solution that's prepared for anything.

"When the discussion came up, we had to look at the rebates that are available. And that was a huge factor in getting it done."

Dan O'Connor, President
O'Connor & Co. Insurance Agency

The Results

The key to knowing how a small business heat system is working comes directly from the staff. With the O'Connors employees now able to adjust the heating and cooling settings to maximize their comfort, it reflects the company's commitment to employee well-being, allowing them to work comfortably. With help from M.J. Williams Heating & AC and rebates from National Grid, O'Connor Insurance was able to defray more than $16,250 in installation costs for their 3,800 square foot building.

0.86 METRIC TONS
decrease of greenhouse gas emissions

12 MM BTUS
approximate annual reduction of energy consumption

$16,250
of projected costs incentivized by National Grid

Heat pump systems featuring the convenience of smartphone app remote operation, allows digital temperature control for maximum efficiency.

Find more information about heat pump equipment eligibility and see how you can take advantage of generous rebates.
Call 1-833-690-1284 or visit ngrid.com/heatpumps

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