

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 home and you are converting to natural gas heating, 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.



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.

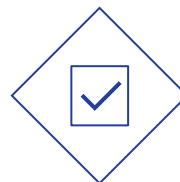
Choosing the right equipment for your home.

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.



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 (877-696-4743)**.



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.

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.

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.

Timing of your project.

Service Line Installation (gas is on your road): Depending on project scope will take 12-14 weeks.

Gas Main and Service Line Installation: Depending on project scope will take 14-16 weeks.

*Please note: If you live on a State or County Road, add an additional 4-6 weeks to the timeline 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.
- 5** You will need to call the National Grid Customer Service center at **1-833-359-0645** 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.



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 (877-696-4743)**.



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?

▶ 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 (877-696-4743)**.



ROLES & RESPONSIBILITIES

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

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 **1-833-359-0645**

Your responsibility:

- Obtain a licensed 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 the Non-Fossil Alternatives Acknowledgment and the Residential Gas Service Agreement forms
- 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 (877-696-4743)**.



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.
- ☐ 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.
- ☐ Paid additional service line charges (if applicable).
- ☐ Scheduled installation of equipment and meter with my plumber.
- ☐ 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 (877-696-4743)**.

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: _____

Email form to gaslongislandgrowth@nationalgrid.com

Mail form to National Grid - 1650 Islip Ave, Brentwood, NY 11717 Attn: Customer Connections 2nd Floor

***Your application for gas service will be processed once you establish a customer account with National Grid. To set up your customer account, call 1-800-930-5003 and provide your customer account ID in the space below.**

PLEASE NOTE: Your application will be delayed if you do not fill out the form in its entirety.

CUSTOMER INFORMATION

Legal Name: _____
 Preferred Name: _____
***Customer ID:** _____
 Service Address: _____
 City, State, Zip: _____
 Phone: _____
 Email: _____
 Mailing Address: _____
 City, State, Zip: _____

PLEASE NOTE: your customer ID is a required field for the application. To establish a customer ID please call **1-800-930-5003** and provide this number on your application.

Type of Road: ☐ Public ☐ Private

NY Public Service Commission regulations require that conversions to gas heat comply with the following efficiency standards.

Please check that you have complied:

- ☐ Roof/ceiling has at least 6 inches of insulation with an R value of 19 or greater
☐ The dwelling has storm windows, or thermal windows with multiple glazing
☐ Entrances have storm doors or thermal doors

Residence Type

☐ Single family or ☐ Multifamily No. of Meters Req'd. _____

Meter Size Requested (for equipment currently being installed)*

Meter 1 ☐ 250 ☐ 400 ☐ 630 ☐ 800 ☐ 1M ☐ 1.5M ☐ 3M
☐ Heat ☐ Water heat ☐ Range/dryer/other

Meter 2 ☐ 250 ☐ 400 ☐ 630 ☐ 800 ☐ 1M ☐ 1.5M ☐ 3M
☐ Heat ☐ Water heat ☐ Range/dryer/other

***Please note:** This information is used to establish your Gas Billing Rate. If new equipment will be installed in the future, please call 1-800-930-5003 to have your gas rate changed when additional appliances are installed.

Gas Equipment

(Please indicate below if equipment is existing = **E** or New = **N**)

Appliance	E/N	BTU's	Appliance	E/N	BTU's
Heat	_____	_____	Water Htg.	_____	_____
Cooking	_____	_____	Drying	_____	_____
Fireplace	_____	_____	Generator	_____	_____
Grill	_____	_____	Light	_____	_____
Pool Htr.	_____	_____	Garage Htr.	_____	_____

Does any gas equipment indicated above require elevated pressure? ☐ Yes ☐ No

Total Load: _____

PLUMBER/BUILDER INFORMATION

Company Name: _____
 Contact Name: _____
 Address: _____
 City, State, Zip: _____
 Phone: _____
 Email: _____

Plumber Operator Qualified # (Task 87) _____

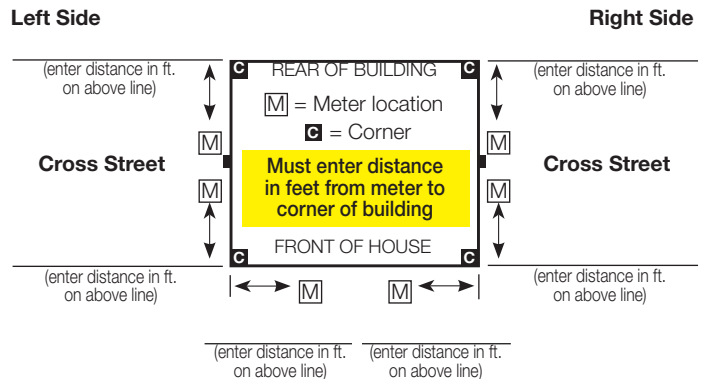
Type (select one): ☐ New construction (survey required)

- ☐ Reconnection (previously had gas) ☐ Existing house no gas
☐ Additional meter only ☐ Check service line capacity/meter upgrade
☐ New construction common trench with other utilities

Trenching by National Grid: ☐ Yes ☐ No

Site Information (required to fill out)**Surrounding Area:**

- Please provide distance from street to meter location _____
 ■ Please circle meter box location below and provide measurements from front and/or rear corner of home.



(A standard residential meter requires an obstruction-free wall space (18"W X 28"H X 48"D))

- Please identify location of all known private underground facilities such as buried oil tanks, cesspools, wiring and sprinkler lines.

Is there a buried oil tank on the property? ☐ Yes ☐ No

Is there a cesspool located on the property? ☐ Yes ☐ No

Description of Meter Location/Additional Comments:**Examples of acceptable meter descriptions:**

- Left side of house - behind chimney ■ Front of house - 5' off right side
 ■ Right side of house - 10' back from front of house

Examples of unacceptable meter descriptions:

- Below electric meters ■ Back of house ■ Within 3' of sources of ignition
 ■ Under window and vents

Your signature acknowledges that you have read and agree to all the **Terms and Conditions on page 2 of this agreement**. KeySpan Gas East Corporation, d/b/a National Grid, NY (National Grid) agrees to install gas service to the above location (Premises). I understand that I may cancel this agreement, without obligation, at any time prior to the installation of the gas service line and 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 #4 of "Terms and Conditions" on reverse side).

The entire project can take approximately 10-14 weeks. If the property is located on a state or county road it can add an additional 4-6 weeks to the project timeline. Please plan accordingly. Please do not have your existing equipment removed until your gas line has been installed. **Please do not have your existing heating equipment removed, purchase new equipment, install new equipment or cancel your oil contract until we obtain all the necessary Municipality approvals for road excavation and your gas line has been installed.**

Owner/Applicant Signature: _____

Date: _____

Licensed Plumber Signature: _____

Date: _____

Terms and Conditions of Residential Gas Service Agreement

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. In the event that the actual service line and/or main length exceeds 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, as filed 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. National Grid is not responsible for repairing private property. Damage to walkways, driveways, shrubs, sprinklers, etc. is the responsibility of the applicant to repair. Excavated lawn areas will be raked and seeded. 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. In the event that 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 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, rights-of-way, and 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 any and 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. In the event that 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 consumer owned underground facilities on their property that *were not marked out by National Grid when notification was made to **New York 811***.
18. By Law, excavators and contractors working in New York City and Nassau and Suffolk Counties must contact **New York 811** at least 2 full business days, not including the day of contact, prior to digging by calling **811** or by using the website <https://newyork-811.com/>
19. **Licensed Master Plumber Operator Qualified Number (Task 87) is required to perform work on DOT Jurisdictional Piping.**
20. This Agreement may be modified only by a letter signed by both parties; any verbal representations or modifications by National Grid employees or others shall be null and void.
21. The laws of the State of New York shall govern this Agreement.
22. 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.