

TOTAL BUILDING COMFORT PROGRAM FAQs

I have a project in mind. What do I need to do?

Call our Energy Efficiency customer line at 1-800-787-1706 or contact us at efficiency@nationalgrid.com and one of our Energy Efficiency specialists will walk you through the process.

Once I submit a project, when and how will I know National Grid will offer an incentive?

Depending on the scope of the project, the incentive offer is usually determined and presented in a few weeks.

What types of buildings qualify?

Multifamily apartment buildings that contain 5 units or more, condos/co-ops that contain 20 units or less, and commercial/industrial buildings.

Are there specific types of window or roof replacements that qualify?

Potentially, because of the variations, all window and roof replacements are subject to screening in order to qualify. The National Grid Tech Team will review project details.

Does National Grid need to visit the site?

Yes. For eligibility, we visit your site before the project is started and after it's completed. These are also great times to speak to your trusted National Grid energy advisor.

Can I use my own contractor?

Yes. We are also developing a list of approved participating contractors you can use with confidence.