



New Gas Demand Response Program Benefits Glens Falls Hospital



DEMAND MANAGEMENT



WATER PUMP



STEAM TRAP

For 10 years, Glens Falls Hospital has partnered with National Grid on a wide variety of energy-efficiency projects that have saved the hospital close to four million kWh and over 200,000 therms. The ongoing partnership helped the hospital take advantage of a new National Grid program that earned them nearly \$31,000 in incentives for participating.

“National Grid is very active in talking to their customers and they reach out to us on a regular basis, especially since we are very involved in many of their energy-efficiency incentive programs,” said Karen Seward, Director of Energy Management at the Albany Med Health System which Glens Falls Hospital is a part of. “Not only do they help you with rebates and incentives, they make you aware of what is going on with the different programs they are offering, and a good example is the Gas Demand Response Program.”

National Grid’s Gas Demand Response program offers large commercial or industrial customers monetary incentives to reduce natural gas consumption during high demand periods in the winter. High demand periods are events that occur on particularly cold days that put strain on the gas system especially during peak day or hour consumption. Customers can participate by stopping their gas usage either fully or partially during these peak times or by shifting some of that gas consumption to non-peak hours during the day.

“I received a call from Megan Davis at National Grid and she asked if any hospitals in our network would like to participate in their new Gas Demand Response program,” Seward said. “I called Dianna at Glens Falls Hospital and she said that they were very interested in participating. So, we signed up Glens Falls Hospital for the program. I really appreciate the fact that National Grid reached out and asked me. I had never thought about gas demand—I

“Our partnership with National Grid has been very easy. They’ve been very helpful. Communication is never an issue. They’re easy to talk with and good at giving you the information you need.”

Dianna Kearns, Engineering Manager at Glens Falls Hospital



A ten-year partnership with open dialogue helped the Glens Falls Hospital take advantage of National Grid’s new Gas Demand Response program. It all started with a call from Megan Davis at National Grid (left) calling Karen Seward (right).

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was busy thinking about changing lighting to LED and other conservation measures.”

In order to be approved to participate in the Gas Demand Response program, customers need to be located in National Grid’s gas service area, meet a minimum yearly consumption, and during gas demand events either be able to switch to a backup, non-gas heating fuel source, shut down process loads, or shift gas loads to different time periods within the same day if they don’t have a backup fuel system.



Dianna Kearns (left) and Bill Canale (right) work together with National Grid on ways to improve the hospital facility systems and keep patients and employees safe and comfortable.

“One of the unexpected benefits of the program is that it pushed us to use fuel oil, which has always been our backup fuel for our boilers,” said Dianna Kearns, Engineering Manager at Glens Falls Hospital. “Because National Grid requires a mandatory test to ensure the system works and we can operate on our backup fuel, we find the process exercises our boilers and keeps them in better shape. If we ever were to have an emergency, we know we can switch the fuels without any hiccups or any lag time. Plus, participating in this program is relatively simple and something we can do to help the rest of New York.”

“When National Grid called upon us to switch our fuel this past winter, it was a very simple process,” said Bill Canale, Engineering Supervisor at Glens Falls Hospital. “We receive a communication via email and text and we just have to reply that we acknowledge it. Once we acknowledge it, we make the changes necessary to implement and it is a very simple two-minute process.”

Between two events during the winter, Glens Falls Hospital switched to their alternative fuel for four-hour stretches. At the end of the winter, Glens Falls Hospital received incentives worth \$30,779.

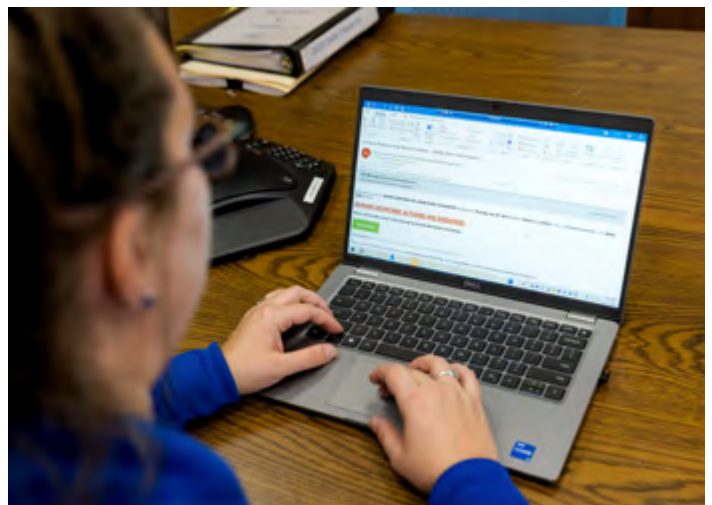
\$30,779 National Grid incentives for participating in Gas Demand Response program

“Seeing the data from the Demand Response department at National Grid and the positive results we had at Glens Falls Hospital, we were easily convinced to add other sites to the Gas Demand Response Program,” Seward said.

Now Saratoga Hospital, Columbia Memorial Hospital and Albany Medical Center’s South Clinical Campus are all signed up to participate in the Gas Demand Response Program for this next winter.

“I love working with our customers and being able to identify areas that can help them improve their business, their lives and save them money through energy savings,” said Megan Davis, an Energy Efficiency Sales Representative at National Grid. “Glens Falls Hospital is really motivated to stay ahead of the game. They complete regular energy audits with us so we can look at the bigger picture and plan energy-efficiency projects accordingly.”

One example was a controls project which led to incentives worth \$260,000 from National Grid, an amount that equated to over 50% of the total project costs. That project alone yielded 500,000 kWh and 100,000 therms saved annually.



Once signed up for the Gas Demand Response program, staff at Glens Falls Hospital receive a communication via email and text alerting them about an upcoming event.

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The boilers at Glens Falls Hospital normally run on natural gas, but during an event, can be switched to a backup fuel oil to alleviate strain on the gas system.

“Over the past five years, we’ve done a wide variety of energy-efficiency projects in consultation with National Grid,” Kearns said. “A big one was LED lighting upgrades. We also installed eight new water booster pumps, got our boiler tuned-up and did a steam trap survey.”



Some of the energy-efficiency projects at Glens Falls over the years included the installation of eight water booster pumps and LED lighting.

“We’re currently working on energy-efficiency projects with air handlers and variable frequency drives in the facility,” Canale said. “We’re also doing small things like converting our lighting controls and manual lighting timers to a photoelectric sensor which will allow us to shave off the usage of our exterior lights by a few hours every day.”

All of these National Grid programs and incentives along with energy-efficiency projects support the aggressive sustainability goals set by the Albany Med Health System, which first and foremost are designed to maintain an environment that ensures patient and employee comfort while also reducing its overall carbon footprint.

“Our partnership with National Grid has been very easy,” Kearns said. “They’ve been very helpful. Communication is never an issue. They’re easy to talk with and good at giving you the information you need. If they don’t know the answer to our questions, they look into it and get back to us.”



Glens Falls Hospital used National Grid’s energy-efficiency programs to conduct a steam trap survey, which led to the replacement of steam traps and significant annual energy savings.

“We have been able to maintain the comfortable and safe environment that we must for patients while improving our efficiency,” Seward said. “This has occurred because we have been supported by National Grid rebates, incentives and programs. They also provide technical assistance with engineering firms that look at our facilities, do an analysis and provide recommendations. That’s a huge help because we have enough work as it is. Being able to provide the rebates and the technical help has really been a bonus in helping us achieve our goals.”

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