



Natural Gas Demand Response Program for Firm Customers

Upstate New York



The Natural Gas Demand Response Program is designed to help make reducing energy use during peak times rewarding for everyone.

Let's work together to lower energy demand.

During the winter months, demand for natural gas is at its highest between the hours of 6 AM to 10 AM and from 4 PM to 8 PM. That's when homes and businesses are turning up the thermostat and production is at its highest. In general, the colder it is, the more gas that customers use to heat up their homes and run their businesses. By reducing gas usage during these periods of high demand, your participation will contribute to better management of the gas system, enabling National Grid to serve all customers reliably and affordably, and support the transition to net zero greenhouse gas (GHG) emissions by 2050.

Participate and earn financial incentives.

If you enroll in the program, National Grid can call Demand Response Events when low temperatures are forecasted to be 3° F or below during the program period. Customers who reduce natural gas usage during an event will not only contribute to managing gas demand, but also earn monetary incentives and support the clean energy transition.

Quick facts about the program:

- Firm commercial customers in our Upstate New York service area are eligible to enroll.
- Enrollment period ends on September 30.
- The program period runs November 1 - March 31.
- Customers who successfully reduce usage receive financial incentives for participation.
- There are no penalties associated with not performing during events.
- Potential to increase your incentive by up to 20% when applied to a future energy efficiency project.



“The Gas Demand Response program was great. The benefits of participating in the program are that it serves as a test run on your back-up fuel, to ensure your systems are in good shape. In addition to this, you are able to bring revenue to the hospital with not a lot of effort. It is good to know that our participation ensures the reliability of the system during a stressful period.”

- UNY Hospital

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Program incentive

The incentive for this program is based on the amount of reduction you can offer and the option you choose and is subject to your performance during events. An estimate of your incentive is up to 15% of your annual spend. Please see the table below for participation options.

C&I DR Program Options:

Option	Event Windows	Reservation Rate	Performance Rate
Load Shedding DR	6-10AM and/or 4PM-8PM*	\$40/Event Dth/Mo	\$20/Dth
Load Shifting DR	6-10AM	\$40/Event Dth/Mo	\$20/Dth

**Events may start in the 4PM-8PM window and finish the next day following the 6-10AM period.*

- 1** This program is NOT available to interruptible or Non-Firm service customers. Customers enrolling in the Load Shedding option will require an alternate fuel source, such as oil, propane, or electric heating, to participate, or be willing to turn off non-heating loads (i.e., process loads, electric generation, etc.). Other Customers may opt for the Load Shifting option. Participating customers must reduce their gas usage during Demand Response Events. The Demand Response Events will only last for a pre-determined period of time (please see previous table for participation time options).
- 2** Demand Response Events may be called for days when forecasts indicate the low temperature at either Syracuse Airport or Albany International Airport will be at or below 3° F.
- 3** Your rate won't change, which means no changes to your bills, billing cycle, or anything else.
- 4** We will arrange the installation of simple devices that will allow us to monitor your usage. National Grid equipment and installation is free. However, there may be costs to you associated with electrical or communications fit-out needs.
- 5** Notifications for events will be sent no less than 20 hours before the start of an event (i.e. by 10AM the day prior to the event morning).
- 6** Incentive payments will be mailed out within 90 days of the close of the season. Incentive levels are based on customer-enrolled demand reduction amounts, subject to performance during events. There are no penalties associated with not performing during an event.
- 7** Program available to National Grid Firm Commercial, Industrial, and Multi-Family customers in National Grid's Upstate New York service territory.
- 8** Most Customers can earn incentives of up to 15% of their annual gas bill. Incentives will be calculated based on quantity enrolled and performance during events in the season.

GET STARTED TODAY!

Contact your demand response aggregator, or email us at gasdr@nationalgrid.com