

How Does It Work?

1 Let us know you're interested.

Email us at CustomerElectrificationProgram@nationalgrid.com to get started.

2 Get an energy assessment.

This assessment is conducted at your convenience and at no cost. It will not commit you to participate, but helps us understand your current heating, cooling, appliances, and energy use, as well as your needs and preferences.

3 Receive your custom incentive offer.

You'll receive a personalized project plan and incentive offer—which may cover most or all of your project costs.

Note: In some cases, your project may be part of a neighborhood group. If so, your incentive will be confirmed once invited neighbors also express interest.

4 Contractor completes the work.

Once all required neighbors have opted in, your contractor will schedule and complete the installation of your new equipment. No upfront payment is required—you'll only pay the difference, if any, after your incentive is applied.

Customer Electrification Program

A limited-time offer for eligible customers.

If your home, building, or business is connected to an approved gas pipe, you qualify for this voluntary program offering custom incentives that may fully cover the costs of weatherization, electric panel upgrade, heat pump, and new electric appliances.



Contact us

Email us at CustomerElectrificationProgram@nationalgrid.com



Learn more by scanning the QR code or visiting ngrid.com/CustomerElectrificationProgram

What is the Customer Electrification Program?

The Customer Electrification Program is a unique offer for select customers to transition from natural gas to electric appliances. Participants receive generous financial incentives that cover most or all of the costs of new electric appliances, installation, weatherization and an electric panel upgrade if necessary.

For the project to move forward, it may be necessary for other neighbors on your street to participate as well.



What's included in the program?

Incentives are customized based on the unique needs of each property and may include the following:

New Heating System:

Air source heat pumps efficiently heat your home, building, or business. Choose from ducted or ductless models, including options that provide year-round comfort with both heating and cooling.

Heat Pump Water Heater:

Heat pump water heaters are highly efficient, using significantly less energy than standard water heaters.

Electric Clothes Dryer:

Electric clothes dryers are often quieter and have features like advanced moisture sensing and smartphone compatibility.

Electric Panel Upgrade:

We'll assess your electrical panel to ensure it can handle your new electric equipment and upgrade it if needed.

Weatherization:

Insulation and air sealing help protect your indoor space from outdoor temperatures—often the biggest energy-saving opportunity for a property.

Induction Stove:

Enjoy faster cooking times, precise temperature control, and added safety—induction cooktops only heat when a pan is in place.

Other appliances:

Additional gas-powered equipment—like pool heaters or fireplace inserts—may also be eligible for replacement with new, electric alternatives.