



# Customer Electrification Program

## Frequently Asked Questions

### What is the Customer Electrification Program?

The Customer Electrification Program is a unique, limited-time offer for select customers to transition from natural gas to electric appliances. Depending on your location and the natural gas infrastructure on your street, you may be offered options to either fully electrify your home, building, or business (including heating, cooling, and other appliances) or make partial switches to electric equipment. 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.

### Why am I invited to participate?

Your home, business, or building is connected to a designated gas pipe that is scheduled for future infrastructure work, such as repair or replacement. Instead of expanding traditional gas infrastructure, this program allows us to invest in forward-looking solutions—supporting customers who are interested in transitioning their homes to electric technologies with generous financial incentives.

Participation in the Customer Electrification Program is voluntary and may require a minimum number of invited customers in your pipe segment to participate. If customers choose not to participate, National Grid will move forward with planned gas infrastructure upgrades and continue to provide safe and reliable gas service.

### Who will I be working with for this program?

Willdan is our trusted partner for this program, specializing in energy design, development, construction, and maintenance. Willdan will work closely with you for your energy assessment, equipment installation and upgrades, and customer support. National Grid works closely with Willdan to ensure a smooth customer experience.

### How much will I have to pay?

In many cases, customers have little to no out-of-pocket costs. Project costs can vary depending on your property's needs—such as your current appliances, electrical panel, and the level of weatherization required.

You will not have to pay up front and your financial incentive may cover up to 100% of costs. If it does not, you would only be responsible paying for the remaining net balance after the incentive is applied.

### How much is the incentive amount?

The program provides a custom incentive based on your property's unique characteristics, such as your current appliances, energy usage, and personal preferences. Because of this, incentive amounts will vary from customer to customer.

After an energy assessment is completed, we'll develop a custom project plan and financial incentive. In many cases, this incentive will cover all—or nearly all—of the project costs. Additionally, we'll help you maximize your benefits by identifying opportunities to combine incentives from state and/or federal programs.

### How can I use the program incentives?

Depending on the type of gas pipe your property is connected to, participation requirements may vary. In some cases, you may need to fully electrify your home—meaning all gas equipment must be replaced with electric alternatives. In other cases, partial upgrades may be allowed, such as installing a heat pump or replacing select appliances. The incentives may be used for:

- Electric appliances that replace existing gas appliances, including heating systems, water heaters, stoves, clothes dryers, and more
- Electric panel upgrades
- Weatherization
- Professional installation and removal of old gas equipment

### What is an energy assessment?

An energy assessment is a key first step in understanding your energy use. During the assessment, an approved contractor will visit your home, building, or business to:

- Review your current appliances and equipment
- Understand your energy usage
- Evaluate your electric panel and capacity
- Identify potential upgrades

The assessment is no cost and typically takes two to three hours. It's a no-obligation process designed to give you valuable insights into your energy use and help us create a personalized project plan and financial incentive.

### What are “heat pumps”?

Heat pumps are highly efficient heating systems. Instead of generating heat like a furnace, they move heat from one place to another—similar to how a refrigerator works. In the winter, they extract heat from the outside air (even when it’s cold) and bring it indoors. In the summer, they reverse the process to cool your space by removing heat from inside and releasing it outside. This 2-in-1 system allows for efficient year-round comfort.

Heat pumps run on electricity and can replace traditional heating and cooling systems. They come in different types, including ducted systems and ductless mini-splits, and can be tailored to fit your space and comfort needs.

### Will heat pumps keep my space warm enough in the winter?

Yes. As part of this program, we’ll install high-performance heat pumps designed for cold climates. Whether you’re heating a home, building, or commercial space, these systems are selected to meet your specific needs and maintain comfort throughout the colder months. Additionally, weatherization helps prevent heat loss and improve overall efficiency.

### What is “weatherization”?

Weatherization means making your home, building, or business more energy-efficient by sealing air leaks and adding insulation. These upgrades help keep warm air inside during the winter and cool air inside during the summer—making your space more comfortable while using less energy.

### What if I’m interested in replacing some of my gas equipment but not all?

Participation requirements vary depending on your property’s location and the type of infrastructure serving your area.

In some cases, customers must fully switch from gas to electric equipment to be eligible. In other areas, partial upgrades—like installing a heat pump while keeping a gas stove—may be possible if enough neighbors also participate and reduce overall gas usage.

We’ll help you understand what’s required for your property and what options are available.

### Who will install the new equipment and appliances?

National Grid along with our contracted partner, Willdan, will supply a licensed contractor to perform the upgrades

and equipment installation. If a customer requests their own contractor, they will need to be onboarded by Willdan as a participating contractor. This allows us to vet the contractor and confirm they have all necessary licenses and insurance, which supports quality control and a positive customer experience.

### I’m particular about my appliances. Can I choose the models I want?

You can request specific models, but they must meet program eligibility requirements. Most customers select from preapproved options, though reasonable exceptions may be considered by National Grid. Keep in mind that incentives cover a set amount—choosing higher-cost models could mean some or more out-of-pocket costs.

### How will this impact my utility bills?

Energy costs vary depending on usage patterns and electric rates. **Some customers will fully switch from gas to electric equipment and will no longer receive a gas bill.** Their electric bill may increase since it will cover heating, hot water, cooking, and more—but weatherization and high-efficiency equipment can help manage overall energy costs. Other customers may make partial upgrades and keep certain gas appliances. In those cases, they will continue receiving both gas and electric bills, with costs varying based on the specific upgrades.

Your custom project plan will outline what’s required for your property and help you understand how your energy costs may change.

### Do my neighbors also have to agree to participate?

In most cases, yes. Depending on the type of infrastructure serving your area, the program may require a certain number of invited neighbors to agree to move forward before the incentives can be confirmed and the project can proceed. We will guide you and let you know if neighbor participation is needed in your area.

### This sounds like a big change, will it be a lot of work for me?

We understand that energy updates can feel overwhelming. You have our support every step of the way—from the energy assessment to installation and beyond. Our team will help guide the process, answer your questions, and make the experience as smooth as possible.

Participation in the Customer Electrification Program is completely voluntary, and we’re here to help you explore whether it’s the right fit for you.



Learn More

Scan the QR code or visit [ngrid.com/CustomerElectrificationProgram](https://ngrid.com/CustomerElectrificationProgram)

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