

Total Home Comfort Program

Frequently Asked Questions



What are weatherization services and what is included?

A: Weatherization services are cost-effective energy efficiency measures for residential, multifamily, and commercial and industrial customers to improve comfort and save energy by repairing and improving the building shell.

The goal is to increase your home's energy efficiency, safety and comfort by identifying and repairing places where your home loses energy. Measures can include eliminating drafts by weather stripping, repairing doors, patching holes in walls and roofs, repairing damaged windows, insulating attic, walls, floors, heater pipes or furnace ducts.

How does the Total Home Comfort Program work?

A: We work with approved program partners and their contractor network to provide rebates for customers who complete weatherization measures. Services may include a home energy assessment, quotes and identification of rebates and financing opportunities.

I already have a contractor I like working with.

Can they participate in the program on my behalf?

Ask your contractor if they are already a part of the Total Home Comfort Program Partner Network. If not, have them reach out to us at totalhomecomfort@leidos.com or **877-888-8378** to ask about how they can get involved.

I'm in the middle of my project, can I still apply for a rebate?

Depending on the phase of your project, you may still be able to apply for a rebate. Ask your contractor if they are already a part of the Partner Network and they should be able to provide guidance or reach out to us at totalhomecomfort@leidos.com or **877-888-8378**.

How do I know how much rebate I'll get?

Rebates are calculated based on expected gas savings resulting from your improvements and will vary by project. Your selected Partner will be able to estimate the rebate upon developing your scope of work. The total rebate is capped at the total project cost.

What is a Partner?

The Total Home Comfort Partners are energy service providers who will make all arrangements to develop your project, install the measures, and submit the application details for rebate reimbursement.

Do I need to prove I am income-qualified to participate in this program?

No. This program has no income eligibility requirements.

Will I get a free estimate from the Partner?

When you reach out to the Partner to inquire about working with them, they can explain their process and next steps for developing a quote. Currently all Partners are offering a free quote or estimate.

Where can I find additional information, and a list of approved partners?

A: Visit ngrid.com/totalhomecomfort or call **877-888-8378**.

Can I participate in the Total Home Comfort Program and other energy efficiency programs?

A: Yes! Please visit ngrid.com/save for available programs and eligibility.

I just built/renovated my home, or I am building/renovating my home. Am I eligible?

If renovation did not require changes to the building envelope (no insulation work or air sealing was required by code) and you are now interested in adding insulation and air sealing — your Partner can help determine if you qualify for rebates. New construction projects are not eligible for rebates from the Total Home Comfort program.

I rent or lease my home, can I apply for rebates?

If you are a tenant in a building with 4 or fewer living units and can obtain permission from the building owner to do work, you are eligible to apply.