

New York Gas Incentive Program — FAQs



nationalgrid

Where do I go to apply for a NY National Grid energy efficiency gas incentive?

Visit ngrid.com/myrebate and log in as a guest user.

How do I know if I qualify for the program?

You must be a National Grid gas customer on an active gas heating rate code to qualify for this program.

Log in as a guest user through the program incentive portal ngrid.com/myrebate. There, enter your zip code and choose your sector (pick best drop-down option for your installation). You will see a list of eligible equipment, efficiency requirements and incentives available. Check the box for the type of equipment you installed or plan to install. Enter the AHRI reference # ([AHRI directory.org](https://www.ahridirectory.org)) or manufacturer and model number to verify if the equipment qualifies and current incentive amount. You can then enter your National Grid gas account number and verify if you qualify for program incentives.

Who can submit the incentive application?

Eligible National Grid customers or their contractors can submit the incentive application.

How do I know the incentive amount I will receive?

Within the application, find the “Program” section, which has the list of all available equipment types and incentive levels. You can then enter the manufacturer and model number to confirm your equipment qualifies and the applicable incentive amount.

Will there be an inspection?

We inspect 10% of the projects that are submitted. If you are selected, our inspection team will contact you to complete the inspection process. The quicker you can coordinate with the inspector to complete the inspection, the quicker we can send out the incentive payment.

How long does it take to get the check?

Incentives are sent via mail as a check and generally take about six to eight weeks from the date of application submittal to delivery.

What if I submit an incomplete or incorrect application?

If something is incomplete or incorrect, we will reach out to you to ask for clarifications or additional information.

What if I converted from oil to gas for my heating?

If you converted from oil to gas, there are 2 scenarios to consider:

- ▶ If you had gas service previously for cooking or hot water, please contact National Grid customer service to have your rate code updated from a non-heating rate code to a heating rate code.

- ▶ If you previously did not have gas service at all, please wait until you have received your first bill in the mail before trying to apply for an incentive as it takes about one month on average to show up as an active gas heating account in the program incentive portal.

How can I apply for incentives for different types of equipment?

You can only apply for one type of equipment per application. If both a boiler and water heater are installed, they will need to be submitted as separate applications.

Can I apply for multiples of the same piece of equipment?

Yes, you can apply for multiples of the same unit on one application as long as the equipment has the same model and is on the same account. Limit two of the same type of equipment per gas account.

How do I sign the incentive application?

If you are using a mouse, put the cursor in the box. Click the left button and hold. As you move the mouse, it will draw the signature. If you are using a touchpad, click and hold with one finger on the pad like you are selecting a file. Then, with another finger, draw your signature. The signature doesn't have to be perfect, but must be more than a dot or a straight line.

How do I apply for an incentive at a building I own if the National Grid account number is in my tenant's name?

You will need to get your tenant's National Grid account number to apply for an incentive using that account number.

Can I apply for an incentive if the account is in my spouse's name?

Yes, you can apply for an incentive if the account is in your spouse's name.

Can I have the check sent somewhere that is not my account address?

Yes, you will be able to choose where you would like the check to go. You cannot choose an address that is having the mail forwarded.

What happens if the material and labor is not listed on the invoice?

If the invoice is not broken down between labor and material, you can put the total cost down for material cost and \$0 in the labor cost line.