

Non-Fossil Alternatives Acknowledgment

We're committed to helping you meet your energy needs. In doing so, we want to ensure that you are aware of the non-fossil energy alternatives and incentives available to you.

Non-Fossil Alternatives

There are a variety of non-fossil alternatives (e.g., electrification) for you to consider when determining how best to meet your energy needs. Such non-fossil alternatives include:

- Heat pumps: Options include air-source and ground-source (i.e., geothermal).
- Electric water heating
- Electric cooking (e.g., stoves, ovens, and other cooktops)

Additional information can be found on National Grid's Heat Pump FAQ document.

Clean Energy Rebates

At National Grid, we are proud to promote electrification and achieve energy goals by partnering with NYSEDA and utilities across New York State who offer heat pump technology incentives. For more information, please check out their offerings, here:

- ConEdison:
<https://www.coned.com/en/our-energy-future/electric-heating-and-cooling-equipment>
- PSEG:
<https://www.psegliny.com/en/saveenergyandmoney>
- NYS Clean Heat Program:
<https://cleanheat.ny.gov/>

Heat Pump Tax Credits and Incentives

In addition to these savings on heat pump technology, you may also qualify for:

- Federal tax credits:
<https://www.energystar.gov/about/federal-tax-credits>
- New York State income-based incentives:
<https://www.nyserda.ny.gov/All-Programs/EmPower-New-York-Program>

If, after reviewing these options, you would still like to connect to our natural gas system, please have the account holder/property owner sign and return this acknowledgment form. Once we receive the completed form, we can proceed with the gas service agreement process. To explore all of our available energy saving programs, visit ngrid.com/save.

I have read the above information regarding non-fossil energy alternatives that are available to me and I would like to proceed with installing natural gas service or adding new gas equipment.

Customer Signature: _____ **Date:** _____

Customer Printed Name: _____

Service Address: _____

If you have any questions regarding this acknowledgment, please contact us at 1-877-MYNGrid (1-877-696-4743).

Heat Pumps

Frequently Asked Questions

What is a Heating and Cooling Heat Pump?

A heating and cooling heat pump moves the existing heat in the air or ground from one place to another using electric or renewable power. In summer, it moves heat from inside a building to the outside, and in winter it works like an air conditioner in reverse and moves heat from outside into the building.

Unlike traditional systems that are powered by burning fossil fuels or using electric resistance, heating and cooling heat pumps are very energy efficient—they extract more energy than they consume—and the latest models work reliably even when the temperature outside is extremely cold or hot.

What is an Air Source Heat Pump (ASHP) and Ground Source Heat Pump (GSHP)?

Air Source Heat Pump (ASHP)

While most heating systems burn fuel or utilize electric resistance, an air source heat pump is a versatile electrical system that extracts heat from one place and transfers it to another. Heat pumps are not a new technology; it has been used in Canada and around the world for decades. Heat pumps work by collecting heat from the outdoor air, transferring it via an air exchanger, and distributing it inside. A heat pump has a fully reversible cycle that can provide year-round climate control for customers – heating in winter and cooling and dehumidifying during the summer.

Ground Source Heat Pump (GSHP)

A ground source heat pump provides a clean way to heat buildings, free of all carbon emissions on site. Unlike the air, the ground (or groundwater) remains at a consistent temperature throughout the year—around 55°F. Geothermal heat pumps take advantage of the steady temperature by transferring heat stored in the earth into a building during the winter and transferring it out of the building and back into the ground during the summer. In addition to space conditioning, geothermal heat pumps equipped with desuperheaters can also produce hot water by transferring excess heat from the pump's compressor to the building's hot water tank.

Ground source heat pumps are suitable for a wide variety of buildings and are particularly appropriate for low environmental impact projects.

Ductless Mini-Split Heat Pumps

For homes without ducts for central air conditioning or heating, air-source heat pumps are also available in a ductless version called a mini-split heat pump. Mini-splits are efficient, whisper-quiet, and can keep your home or business comfortably warm or cool without blocking a window. There is a lot of flexibility in where mini-split systems can be installed, which allows for a stress-free installation.

Air-Source and Ground Source Heat Pump Benefits

Since air-source technology concentrates and transfers heat rather than generating it directly, heat pumps can deliver one-and-a-half to three times more heat energy to a home than the electrical energy they consume, using energy more efficiently.

- Dual heat-and-cooling system
- Cost savings
- Whisper-quiet
- Lower emissions
- Filters and dehumidifies the air

Why are Con Edison and PSEGLI promoting and offering rebates on heat pumps?

Heat pumps are alternative heating and cooling technologies that can provide customers with added comfort and choice in their homes. Additionally, by converting from more traditional, fossil fuel-heating equipment to air- or ground-source technology, you'll be able to enjoy the benefits of cleaner, renewable resources to meet your heating and cooling needs.

How do heat pumps perform during the coldest days of the winter and the hottest days of the summer?

Heating and cooling pumps are a proven technology and, depending on the particular model, will continue to operate even at extreme outdoor temperatures. For example, one of the performance requirements for a NEEP-certified cold climate air-source heat pump (one of the requirements for National Grid program eligibility)

Heat Pumps

Frequently Asked Questions

is a Coefficient of Performance (COP) > 1.75 at 5°F. This means that, for every unit of energy utilized by the system, 1.75 units of heating/cooling energy will be provided.

The equipment may see a decrease in efficiency at the extreme temperatures but will continue to heat or cool as intended.

For more specific information, please consult either the specific manufacturer or the contractor responsible for installing the equipment.

What are cold climate heat pumps?

A cold climate heat pump provides air conditioning and heating from one unit. In summer, it uses a refrigerant to transfer warm air from inside to the outdoors. In winter, it acts like an air conditioner in reverse, transferring warmth from the outside air to the inside. Yes, even cold winter air contains enough heat to use for warmth. Cold climate heat pumps are designed to operate in the northeast.

Will running a heat pump affect my electricity bill?

Overall, electricity bills may increase due to specific usage patterns and customer behavior. On average, a typical customer may see a decrease in electricity consumption during the summer months (e.g. a mini-split unit replacing a window air conditioner) but an increase during the winter months (e.g. a central air-source pump system offsetting an oil boiler for space heating). Any increase in electricity consumption due to heating use may be offset by decreases in other forms energy consumption, for example, gallons of heating oil (or propane) or therms of natural gas. If, however, your home is currently heated through an electrical resistance system, you may see a decrease in electricity consumption during the winter months as well.

Why should I use a cold climate heat pump to heat my home or business?

Cold climate heat pumps are more efficient and cleaner than standard units because they reduce the use of fossil fuels. As more and more of our power is generated from renewable sources, this benefit will only increase. With our enhanced rebate, you can have a heat pump system installed at a lower cost than a traditional, cooling-only system.

Does a mini-split heat pump system require ductwork?

Depending on your individual circumstances mini-split heat pump are available in both duct and ductless units. You should always have professionals advise you on making the right choice for your home.

Will my existing energy services be affected?

Depending on the scale of your overall project, your existing electric service may need to be upgraded. Additionally, you may also need to upgrade your home's electrical specifications based on the type of heat pump system you'd like to install. Please consult a licensed electrician to verify your home's electrical needs prior to installing new heat pump equipment.

Why is National Grid encouraging heat pump technology?

National Grid strongly supports the 2019 New York State Climate Leadership and Community Protection Act, which set a goal of using 100% renewable energy in the state by 2040. Heat pump systems use a combination of electricity and renewable energy instead of fossil fuels, making them more efficient and cleaner than older fuel oil and propane heating systems. The overall cost of operating a heat pump is typically lower than these fossil fuel systems, saving you money each month. Heat pump systems are better for you and our planet.

Heat Pump Incentives

Incentives

► NYC Regions

**Con Edison — Brooklyn, Staten Island and Queens
— National Grid service regions**

Residential Customers

1. Air Source Heat Pump (ASHP) and Ground Source Heat Pumps (GSHP)

Con Edison currently offers incentives to residential customers via participating contractors for eligible ASHP and GSHP installations. Con Edison is currently running a limited-time 2024 promotion with increased incentives for projects that are completed by May 31, 2024.

Customers interested in learning more about ASHPs and GSHPs and available incentives may visit coned.com/heatpumps

For a listing of participating Con Edison qualified contractors, visit <https://coned-findcontractor.icfsightline.com/>

2. Heat Pump Water Heater (HPWH) Incentives

Con Edison offers customer incentives for new ENERGY STAR-rated heat pump water heaters. Con Edison offers two channels for customers to access incentives — through qualified distributors and at purchases at select retailers. To learn more about the program and available incentives, visit <https://www.coned.com/en/our-energy-future/electric-heating-and-cooling-equipment>

► LI Regions

PSEG Long Island

Residential Customers

1. Air Source Heat Pump (ASHP) and Ground Source Heat Pumps (GSHP)

PSEG Long Island offers valuable rebates on cold climate air source heat pumps to fit any space, as well as rebates on ENERGY STAR ground source heat pump equipment. To learn more about the program and apply for rebates visit www.psegliny.com/saveenergyandmoney/homeefficiency/homecomfort

Customers must select a participating licensed air conditioning contractor and install a qualifying system. For a listing of participating PSEG LI qualified contractors visit www.psegliny.com/saveenergyandmoney/homeefficiency/homecomfort

2. Heat Pump Water Heater (HPWH) Incentives

PSEG LI offers customer incentives for new ENERGY STAR-rated heat pump water heaters. To learn more about the program and available incentives, visit <https://www.psegliny.com/saveenergyandmoney/homeefficiency/homecomfort>

For questions or additional details please contact
Con Edison Energy Efficiency Call Center at
1-877-870-6118 or email CleanHeat@coned.com

For questions or additional details please contact
PSEG LI Energy Efficiency & Rebates Call Center at
1-800-692-2626

Residential Meter Upgrade Process

Meter Upgrade Process:

- ▶ Complete the Meter Upgrade Request Form in its entirety. Failure to complete the entire form will result in the delay of the application being processed (see *page 2*).
- ▶ Once completed, email the application to ngridmeterupgrades@nationalgrid.com.
- ▶ An automatic reply will be sent to the email address from which we received the application, indicating no further action is needed.
- ▶ Within 5 business days a Gas Customer Connections Representative will call to further discuss your request.
- ▶ If the existing service is adequate, the representative will:
 - Contact the plumber
 - Confirm all appropriate consumer piping/header and certified Pressure Test Certificate are ready
 - Schedule meter appointment up to meter size 630 Class
 - Provide contact information for 800 Class and above for meter appointment.
 - If any gas equipment has consumer-owned underground piping, plumber will be advised to provide Customer Owned Buried Piping Certificate
- ▶ If the existing service is inadequate, the representative will:
 - Advise the customer of charges for larger diameter service
 - Ask the customer if they would like to move forward
 - If yes, a work order will be created and assigned to a field inspector for measurement
 - If charges apply, an invoice will be sent to the customer
 - Once payment is received permit application will be sent to the appropriate municipality for approval
 - Permit approval allows National Grid to progress job to scheduling

Once upgraded service is installed, the plumber can call the representative at 631-348-6063 to request larger meter providing the following requirements have been met:

- All appropriate consumer piping/header and certified PTC are ready
- Plumber has completed Customer Owned Buried Piping Certificate, if applicable
- Meter size 630 Class or less
- For Meter sizes 800 Class and larger, the representative will provide contact information to make a meter appointment

By Law, excavators and contractors working in New York City and Nassau and Suffolk Counties must contact **New York 811** at least 2 full business days, not including the day of contact, prior to digging by calling **811** or by using the website <https://newyork-811.com/>

Licensed Master Plumber Operator Qualified Number (Task 87) is required to perform work on DOT Jurisdictional Piping.

For any technical questions please call 631-348-6063

*Processing time can vary depending on meter size and scheduling availability. Someone 18 years or older must be present for the meter set appointment.

**Please allow 7-10 business days for a payment to clear in our system.

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Residential Meter Upgrade Request Form

The following information is necessary before National Grid can initiate a meter upgrade or new service if additional equipment is being installed at your home. National Grid performs an analysis to determine if the existing service to your home is adequate in size to provide the pressure necessary for the additional equipment to operate properly.

New gas equipment may require a larger meter or larger diameter service to be installed, which requires City/Town or State permits (lead time can vary depending on scope of work).

All new services require customer payment and will be invoiced prior to service installation.

A National Grid analyst will contact the homeowner/contractor once analysis is complete and advise of next steps.

Please Note: Gas equipment may not operate properly if meter and/or service is not properly sized.

Increased gas load on LP systems may not meet the demand of the new gas appliances.

Licensed Contractor should fill in gas appliance load information (BTU's) for both existing and added appliances.

CUSTOMER INFORMATION

Name:	Customer ID:		
Service Address:	City:	State:	Zip:
Phone:	Email:		
Mailing Address:	City:	State:	Zip:
Type of Road: <input type="checkbox"/> Public <input type="checkbox"/> Private			

GAS EQUIPMENT (Please indicate below if equipment is existing = E or New = N)

Appliance	E/N	BTU's	Appliance	E/N	BTU's
Heat			Water Heating		
Cooking			Drying		
Fireplace			Garage Heater		
Grill			Light		
Pool Heater			Generator		
Requested Meter Size: <input type="checkbox"/> 250 <input type="checkbox"/> 400 <input type="checkbox"/> 630 <input type="checkbox"/> 800 <input type="checkbox"/> 1M <input type="checkbox"/> 1.5M <input type="checkbox"/> 3M			Total Load:		
Does any gas equipment you listed require elevated pressure?			<input type="checkbox"/> Yes <input type="checkbox"/> No		

PLUMBER/BUILDER INFORMATION

Company Name:	Contact Name:		
Address:	City:	State:	Zip:
Phone:	Email:		
Licensed Master Plumber Operator Qualified # (Task 87):			

Customer Signature: _____ **Date:** _____

Plumber/Contractor Signature: _____ **Date:** _____

Thank you for your request. Please email completed form to ngridmeterupgrades@nationalgrid.com
Allow 3-5 business days for processing. A National Grid representative will contact you with next steps on the installation of your new equipment.