

## Frequently Asked Questions: Energy Efficiency Programs

### **Which customers qualify for energy efficiency programs?**

National Grid New York City and Long Island residential gas heating and oil-to-gas conversion customers on firm gas heating rates qualify for the enclosed programs if funding is available when they install qualifying high-efficiency measures. National Grid also offers separate energy efficiency rebate programs to our commercial, industrial and multifamily gas heating and oil-to-gas conversion customers on firm gas heating rates.

### **What areas are within National Grid's gas service territory?**

New York City offers are available to customers that reside in Queens, Brooklyn, and Staten Island, where natural gas is available. Long Island offers are available to customers that reside in Nassau and Suffolk counties or the Rockaway Peninsula, where natural gas is available.

### **Does a customer need a reservation before submitting their rebate application?**

Yes. Beginning January 1, 2012, all customers are required to reserve funding by visiting [www.smartenergy-zone.com/nationalgridny](http://www.smartenergy-zone.com/nationalgridny) or calling 1-877-316-9491 before submitting their rebate application to National Grid. There is only one exception: If a customer is solely installing a 7-day programmable thermostat, a reservation is not necessary.

### **How long is a rebate reservation good for?**

Customers are required to complete their application and mail it in with the required contractor invoice within 60 days of reserving funds. Please make sure the contractor invoice includes:

- The complete equipment make and model number(s)
- Total installation cost
- Installer name and address
- Indicate "payment made in full" or "zero balance"

### **Where should customers mail their completed applications and contractor invoices?**

#### **New York City customers should mail to:**

New York High-Efficiency Heating Equipment Rebate (NYC)  
Offer# H743999  
PO Box 130013  
El Paso, TX 88513-0013

#### **Long Island customers should mail to:**

New York High-Efficiency Heating Equipment Rebate (LI)  
Offer# H643998  
PO Box 130013  
El Paso, TX 88513-0013

**Which equipment qualifies for rebates?**

Criteria for eligible equipment are listed on the program at the [www.powerofaction.com](http://www.powerofaction.com) website:

**What are the heating equipment efficiency requirements?**

Equipment must meet the minimum requirements indicated on the application. For example, a boiler with a listed Annual Fuel Utilization Efficiency (AFUE) of 84.6% does not meet the minimum requirements of 85%, and therefore is not eligible for rebates. To confirm a model's efficiency rating, please visit the Air-Conditioning, Heating and Refrigeration Institute (AHRI) website at [www.ahridirectory.org](http://www.ahridirectory.org). National Grid does not promote any specific brand or manufacturer through the program.

**Is qualifying high-efficiency equipment required to be contractor-installed?**

7-day programmable thermostats can be contractor-installed or customer-installed. However, all other equipment (furnaces, boilers, indirect water heaters, and boiler reset controls) must be installed in conformance with state and local code requirements by qualified contractors.

**Where can customers go to confirm the status of their energy efficiency rebate applications?**

Customers can track the status of their rebates by visiting [www.smartenergy-zone.com/nationalgridny](http://www.smartenergy-zone.com/nationalgridny) or calling 1-877-316-9491.

**What if customers have multiple accounts?**

Customers must submit a separate rebate application for each account where they are installing energy efficient equipment.

**What happens if all funding is committed via the rebate reservation system before the end of the calendar year, when the 2012 programs are scheduled to expire?**

If all funding is committed before the end of the calendar year, the program becomes oversubscribed and we cannot commit any additional rebates to customers. In 2011, this occurred mid-year for the Long Island program. Therefore, we encourage customers to reserve funding and complete installations as early as possible in 2012.

Please call 1-877-316-9491 or visit [www.powerofaction.com/efficiency](http://www.powerofaction.com/efficiency) if you have any additional questions.

# 2012 National Grid

## New York City and Long Island Residential Energy Efficiency Rebates

**Customers should follow these steps to receive a rebate for the equipment listed below:**

- 1) Consult a qualified heating contractor or plumber to obtain an estimate.
- 2) Go to [www.smartenergy-zone.com/nationalgridny](http://www.smartenergy-zone.com/nationalgridny) to view available funds and complete the online reservation form. Customers that do not have online access may call **1-877-316-9491** to reserve funding.
- 3) This will reserve funding for your anticipated rebate. You will receive confirmation of your reservation via a Web Submission ID number. (In order to receive a rebate, it is **REQUIRED** that you obtain a Web Submission ID number by 12/31/2012).
- 4) Complete your rebate form and mail it in within 60 days of rebate reservation with required documentation (as detailed on the rebate form).

PRODUCT	NYC REBATE	LI REBATE
<b>Replacement thermostats</b>		
7-day programmable thermostats. Maximum 2 per household.	\$25/each	\$25/each
<b>Boiler reset controls</b>		
Add on unit attached to a forced hot water boiler	\$100	\$100
<b>High-efficiency heating equipment</b>		
Forced hot air furnace with AFUE* $\geq$ 90% rating	\$200	\$160
Forced hot air furnace with AFUE* $\geq$ 92% rating and Electronic Commutated Motor	\$400	\$320
Forced hot air furnace with AFUE* $\geq$ 94% rating and Electronic Commutated Motor	\$600	\$480
Steam boiler with AFUE* $\geq$ 82% rating	\$500	\$400
Forced hot water boiler with AFUE* $\geq$ 85% rating	\$500	\$400
Condensing forced hot water boiler with AFUE* $\geq$ 90% rating	\$1,000	\$800
<b>Indirect Water Heater Storage Tank</b>		
Indirect water heater attached to a natural gas ENERGY STAR® hot water boiler with $\geq$ 85% AFUE*	\$300	\$240

Equipment must be installed from 1/1/12 to 12/31/12 and rebate application must be postmarked by 12/31/12 to be eligible for qualified rebate(s) contingent upon availability of funds. Due to limited funding, the program may be terminated at any time. New York City offer available to customers that reside in Queens, Brooklyn and Staten Island where natural gas is available. Long Island offer available to customers that reside in Nassau and Suffolk counties or the Rockaway Peninsula where natural gas is available. National Grid high-efficiency equipment rebates are available for both existing gas heating and oil-to-gas conversion customers of National Grid, regardless of equipment manufacturer.

\*AFUE = Annual Fuel Utilization Efficiency



Please call **1-817-316-9491**  
or visit [www.powerofaction.com/efficiency](http://www.powerofaction.com/efficiency) with questions.