



nationalgrid

Connect with Natural Gas

Your complete guide to connecting your home to natural gas.



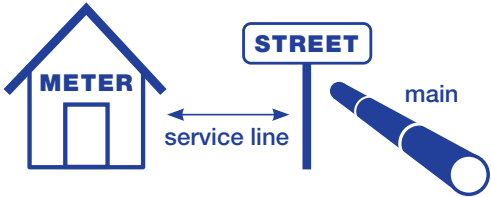
HOW TO GET STARTED WITH A GAS CONNECTION

Determine the availability of gas in your neighborhood.

Getting started is as simple as making a phone call. Before you begin the connection process, it's important to determine how far away your home is from the natural gas line. Call **1-877-MyNGrid** (877-696-4743) and we will analyze the availability of gas in your area.

We will also provide a quote for a service line from your selected meter location to the gas main.

If natural gas is not in front of your house, we can provide a quote to extend the main to your house.

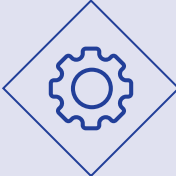


Before you begin, you need a plumber—and to know your gas equipment.

Before you can apply for a gas connection, you will need to have a plumber selected and provide us their information. You also need to know what gas equipment or appliances you will be installing. For example, are you installing a high-efficiency boiler, water heater, gas fireplace or all of these? We need to know the total gas usage (in BTU) that all of your equipment and appliances will require in order to provide the correct meter and gas line size. Make sure to provide this information on the Service Line Agreement and Online Portal Application. Please note homeowners must apply or sign the Service Level Agreement and condo associations must approve of construction.

Choosing the right equipment for your home.

Now that you've selected a plumber, you can work with them to select the optimal heating system. Explore all options with your plumber to design the best system for your home.



Manufacturer's Rebates

Certain manufacturers offer rebates on gas heating equipment for new National Grid customers. See last page for details.



Energy Efficiency Rebates

Search here for instant rebates and incentives for high-efficiency equipment and more. Visit ngrid.com/save to learn more.



THE STEPS TO CONVERTING YOUR HOME

We will need to know the total BTUs of gas that all of your equipment and appliances will require in order to provide the correct meter and gas line size. Provide this information on your Service Line Agreement and Online Portal Application.

Apply for a gas conversion in one of two ways:

If you're ready to apply and know your gas equipment information, you can register and fill out your application through the online Gas Connection Portal:

<https://gridforce.my.site.com/gas/s/>. In the portal you will be able to apply online, upload supporting documents and track the status of your new gas service line installation.

You can also complete the service line agreement included in this booklet and email it to nesales@nationalgrid.com



Understand the timing for your project:

Service Line Installation (gas service is on your road): Depending on project scope may take 8-12 weeks.

Gas Main and Service Line Installation: Depending on project scope may take 16-24 weeks.

**Please note: if you live on a state or county road, permits may require an additional 12 weeks to the timelines above.*

We do not install new gas services or mains during the winter due to permitting moratoriums and winter operations, except on Cape Cod.

We install services in the order that they are received. All paperwork must be complete and all payments received before your installation can be scheduled. In rare occasions, services cannot be installed due to site-specific reasons.

If you are renovating or building a new home, your construction must be safely progressed for gas installation. This includes having a roof, windows and sides with a safe location for the gas meter.

Your conversion is now underway.

- We will review your application, design your project, apply for road opening permits, and provide you with an estimated installation date.
- You will receive separate email notifications with your work order number and target date, as your job progresses. A Gas Connection Representative can provide additional information to you.
- If you apply through the online Gas Connect Portal, you can see the status of your order online at <https://gridforce.my.site.com/gas/s/>
- We will install the gas service line to your home, then lightly loom and seed excavated lawn areas.



Apply online and check the status of your project at the
Gas Connect Portal
<https://gridforce.my.site.com/gas/s/>

Your plumber will install your new gas equipment and pipe it to the new meter bar.

Your plumber will schedule an inspection with your local municipality.

Call Customer Service at 1-800-732-3400 to schedule your meter install.



ROLES AND RESPONSIBILITIES

Working together, we can make this process easy and rewarding.

National Grid's responsibilities:

- Provide a quote for your project
- Review your application
- Design your project
- Provide an invoice which will include payment instructions
- Apply for necessary permits from your municipality once payment received
- Provide an estimated target date for installation once permit is received
- Install the gas service to your home
- Light loam and seed of excavated areas
- Install your gas meter after your gas piping has been inspected by the town
- Perform final road restoration, if necessary

The plumber's responsibilities:

- Provide quote for their work
- Provide you the BTU load of your new gas equipment
- Install gas equipment
- Call for town inspection of the gas equipment

Your responsibilities:

- To set up your customer account, call **1-800-732-3400**
- Apply online at Gas Connect Portal
- Provide required documents (e.g., certified plot plan for new construction, septic plans, sidewalk deposits, trench permits, easements, condo association approval, etc. as necessary)
- Send in a payment
- Pay any additional costs required by your town (e.g., paving restoration)
- Once your equipment has been installed and inspected by your town, call Customer Service at **1-800-732-3400**
- Do not remove existing appliances until gas is fully connected



Visit ngrid.com/gas-connection to learn more.

QUESTIONS? We will be right beside you every step of the way.

If you have any questions, please contact us at **1-877-MyNGrid**.

Email form to: nesales@nationalgrid.com

*Your application for gas service will be processed once you establish a customer account with National Grid.

To set up your customer account, call 1-800-732-3400 and provide your customer account ID in the space below.

Highlighted fields MUST be completed by applicant/contractor or job cannot be processed.

<p>Contact Information</p> <p>Applicant Name: _____</p> <p>Customer ID _____</p> <p>Premise Address: _____</p> <p>City, State, Zip: _____</p> <p>Mailing Address: _____ <i>(if different from service address)</i></p> <p>Contact Phone: _____</p> <p>Alternate Phone: _____</p> <p>Email Address: _____</p> <p>Contractor Name: _____</p> <p>Contractor Address: _____</p> <p>Contractor Phone: _____</p>	<p>Gas Load</p> <p><input type="checkbox"/> Single family</p> <p><input type="checkbox"/> Multi family _____ # Units</p> <p>_____ Individual meters _____ Heating _____ Generator</p> <p>_____ Heat _____ Water Htg. _____ Grill</p> <p>_____ Non-heat _____ Cooking _____ Light</p> <p>_____ House meter _____ Drying _____ Pool Htr.</p> <p>_____ Single meters _____ Fireplace _____ Garage Htr.</p> <p>Planned Equipment installation date _____ / _____ / _____</p> <p>Framing complete date (New Construction): _____</p> <table border="1"> <thead> <tr> <th></th> <th>Unit</th> <th>BTU/HR</th> <th>Heating BTU</th> <th>Rate</th> <th>Mtr. Size</th> </tr> </thead> <tbody> <tr><td>Mtr. 1</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>Mtr. 2</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>Mtr. 3</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>Mtr. 4</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>Mtr. 5</td><td></td><td></td><td></td><td></td><td></td></tr> <tr><td>TOTAL</td><td></td><td></td><td></td><td></td><td></td></tr> </tbody> </table>		Unit	BTU/HR	Heating BTU	Rate	Mtr. Size	Mtr. 1						Mtr. 2						Mtr. 3						Mtr. 4						Mtr. 5						TOTAL					
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This agreement is subject to the Terms and Conditions on the back of this agreement. Boston Gas Company d/b/a National Grid, Colonial Gas Company d/b/a National Grid and Essex Gas Company d/b/a National Grid agrees to install a gas service to the above location (Premises). I understand that I may cancel this agreement, without obligation, at anytime prior to the installation of the gas service line. I hereby authorize National Grid to install a natural gas service line to the address noted above.

In the event that the gas equipment identified in this agreement is not installed and in use within six months of the date of installation of the service line, the Applicant agrees to pay National Grid for the cost of installing all gas lines necessary to serve Premises, minus any prior contribution in aid of construction made to National Grid. _____ (initial)

Owner/Applicant Signature: _____ **Date:** _____

Contractor Signature: _____ **Date:** _____

Site Information

Surrounding Area: Wetlands/water Undeveloped Public Road Historic Urban Private Roadway Nature Preserve

Corner Lot
(Please mark for meter location and indicate street and cross street names)

_____ Cross Street

1 2 3

_____ Cross Street

9 8 7

_____ Street Name

House square footage: _____

Mtr. location #: _____ Distance of house to street: _____

Distance from front (_____ right _____ left) corner of house: _____

Connection from (Street Name): _____

Parking restrictions: _____

Conditions on private property along proposed service route (check all that apply):

Wall Flower Beds Walkway Driveway

Sprinkler Septic (incl. plan) Trees Ledge/Rock

Underground electric/phone/cable Underground Oil Tank

Waterline None of the above

Project Information

Type: New Construction Existing House w/Gas

Existing House No gas Existing House with unused gas line

Work Requested (check all that apply):

New Service Line Modify service

Additional meters Upgrade meter(s)

Trenching by National Grid: Yes No

Existing Service Info (if applicable):

Service Size _____ Meter Riser Size _____

Existing meter location Inside Outside

Customer contribution:* \$ _____

*Customer quote is valid for 90 days from the date this Agreement is sent to the customer. After 90 days, this amount is no longer valid and is subject to change.

Target Date: _____ **All grey shaded areas are for company use**

Target/Comp ID: _____

Work Order #: _____ **Easement**

Permits: Town State Conservation Private Road

Describe work requested:

Reviewed by: _____ **Date:** _____

Terms and Conditions of Commercial Gas Service Agreement

1. Applicant has reviewed and understands alternative energy and/or electrification options prior to applying for natural gas. National Grid's receipt of the Applicant's signed "electrification options and incentives acknowledgement" form is required prior to proceeding with the natural gas installation process.
2. Applicant agrees to pay National Grid to aid in the construction of the natural gas service line and associated main work required to provide service to the Premises. In the event that the actual service line length exceeds the estimated footage, National Grid may bill the property owner at a rate of (Excess Footage Fee) over the estimated service line length.
3. Once the meter is set, the Applicant becomes the customer of record and National Grid will commence billing the Applicant. The Applicant agrees to pay for gas service pursuant to the applicable rate classification and in accordance with National Grid's Terms and Conditions, as filed from time to time with the Massachusetts Department of Public Utilities.
4. National Grid will take reasonable measures to minimize damage to Applicant's property. For existing structures, National Grid will loam and reseed excavated areas and patch disturbed asphalt. Applicant is responsible for maintaining all reseeded areas.
5. National Grid will install the necessary natural gas distribution system to the site, subject to weather conditions and all federal, state and local codes and permit requirements. In the event that National Grid is unable to obtain the necessary permits to install the gas service line, National Grid shall not be obligated to perform such installation and this Agreement shall be null and void.
6. Notwithstanding the foregoing, National Grid may, at any time, terminate this Agreement without any further obligations, in the event of one of the following "Triggering Conditions": (a) it discovers that there is no active natural gas main in close proximity to Applicant's property for which a service connection can be made in a reasonably cost effective manner (b) it discovers conditions (including, without limitation, ledge, steep grades, and retaining walls), that would, in National Grid's judgment, materially increase the cost of installation, or (c) the fees for the required permits are significantly in excess of what is typical for such work (d) National Grid is unable to obtain the necessary permits to install the gas service line. In the event of a Triggering Condition, National Grid shall consider any Applicant proposals for an adjustment of price.
7. National Grid will not be responsible for delays or damages associated with the installation of a gas service line due to weather or the issuance of permits, nor will it be responsible for damages attributable to unforeseen conditions beyond its control.
8. (New Construction Only) Applicant shall construct, or cause the construction of all necessary water lines, sewer lines, roads and electrical lines, and will perform other necessary work required to prepare the site for the installation.
9. Applicant shall provide all easements and rights-of-way necessary for National Grid to install natural gas distribution lines required to provide service to the Premises.
10. National Grid will accept or modify the meter location shown on the front of this form based upon its installation requirements. All meters must be located on the exterior of the building.
11. Applicant assumes full and complete responsibility for any and all costs associated with any environmental contamination encountered by National Grid during the installation, including but not limited to the costs to clean up or remediate such contamination.
12. In the event that environmental contamination is encountered during the installation, all work shall cease and National Grid shall provide oral and written notice to the Applicant within a reasonable time. Thereafter, National Grid shall have no further obligations under this agreement.
13. Applicant shall, to the fullest extent permitted by law, indemnify, hold harmless and release National Grid, its parent company, affiliates and subsidiaries and their respective directors, officers, employees, agents, servants, representatives, successors and assigns from and against all claims, demands, liabilities or expenses related to environmental contamination at or in the vicinity of the Premises. This indemnity and release provision survives the expiration or termination of the Agreement and extends to the respective successors and assigns of National Grid and Applicant.
14. National Grid shall own the natural gas distribution system up to the outlet side of each individual customer meter.
15. All installations where excavating and back filling are to be performed by Applicant or his/her designee will be performed in compliance with National Grid's specifications, and the installation shall not commence until said trench is inspected and accepted by a representative of National Grid.
16. In the event that the gas equipment identified on the front of this agreement is not installed and in use within six months of the date of installation of the service line, the Applicant agrees to pay National Grid for the cost of installing all gas lines necessary to serve Premises, minus any prior contribution in aid of construction made to National Grid.
17. Prior to the start of the work described on the front of this agreement, Applicant is responsible for marking out any underground facilities on their property that are not marked out as a result of National Grid's notification of the Dig Safe system.
18. This Agreement may be modified only by a writing signed by National Grid and Applicant; any verbal representations or modifications by National Grid employees or others shall be null and void.
19. The laws of the Commonwealth of Massachusetts shall govern this Agreement.
20. If Applicant changes the primary fuel from natural gas to an alternate fuel source during the first five (5) years after billing commences, National Grid reserves the right to reevaluate the financial impact of this change and bill Applicant for a portion of its original investment.
21. If any terms of this Agreement or portions thereof are declared or become invalid or unenforceable, the remainder of this Agreement shall continue in full force and effect.
22. Customer quote is valid for 90 days from the date this Agreement is sent to the customer. After 90 days this amount is no longer valid and is subject to change.

Electrification Options and Incentives Acknowledgment



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We're committed to a clean energy future. We want to ensure that you are aware of options and incentives available to heat and cool your property. Please review the information below. If, after reviewing your options, you choose to connect to natural gas, please sign and return this acknowledgment, and we will proceed with the gas service agreement process.

Mass Save® Rebates and Incentives

National Grid, a Sponsor of Mass Save, offers a variety of incentives, services, and support to help homeowners and renters save money and improve their homes' energy efficiency.

**If you are served by a Municipal Electric Company, please reach out to them directly regarding alternatives and incentives as they may not participate in the Mass Save Program. Mass Save is a collaborative of National Grid, Eversource, Cape Light Compact, Unitil, Liberty Utilities and Berkshire Gas Co.*

Weatherization Services

Start with a no-cost Home Energy Assessment to see if your home could benefit from 75 to 100% off approved insulation and no-cost air sealing. Customers meeting income eligibility criteria may qualify for additional offers. [MassSave.com/HEA](https://masssave.com/HEA)

Heat Pumps, Electrification Rebates, and Financing

Heat pumps installed in a properly weatherized home can improve comfort, save energy, and reduce carbon emissions year-around. Rebates and financing are available for eligible electric equipment and replacing oil/propane equipment with high-efficiency electric options that significantly reduce carbon emissions. For example, heat pumps can efficiently heat in the winter and double as a cooling system in the summer, while lowering greenhouse gas emissions. Visit [MassSave.com/heatpump](https://masssave.com/heatpump) to learn more about heat pumps. The Mass Save HEAT Loan offers 0% financing opportunities for eligible energy-efficient upgrades. To get help electrifying your home or business, visit [MassSave.com/about-us/electrification](https://masssave.com/about-us/electrification)

Generous incentives are available for:

- Air source heat pumps
- Ground source heat pumps
- Air-to-water heat pumps
- Heat pump water heaters
- Residential pool pumps
- Commercial pool heaters
- Appliances

To explore all of our available energy saving programs, visit ngrid.com/save. To schedule a Home Energy Assessment, call **866-527-SAVE (7283)**.

I have read the above information regarding other options available to me and I would like to proceed with installing natural gas service or adding new gas equipment.

Print Name: _____ Date: _____

Service Address: _____

City: _____ State: _____ Zip: _____

Customer Signature: _____

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