nationalgrid

Natural Gas Demand Response Program for Firm Customers

Downstate New York

During the winter, natural gas demand is highest from 6 a.m. to 10 a.m. and 4 p.m. to 8 p.m., when homes and businesses need the most energy. By reducing firm customers' (customers on an uninterruptible straight gas rate) overall energy demand during these periods, we can better manage our system needs for all customers.

Let's work together to lower energy demand.

If you enroll in the program, Demand Response Events may be called during the program period when extremely cold weather is forecasted— lowest hourly temperatures of 10°F or below or a daily average temperature of 15°F or below.*

Customers who reduce natural gas usage during an event will not only contribute to managing gas demand, but also earn incentives and support the clean energy transition.

- The program period runs November 1, 2026 – March 31, 2027.
- Following the program period, eligible customers can receive an incentive for participation.
- Customers can increase their incentive by up to 50%, when applied to a future energy efficiency project.

**Pending approval—under regulatory consideration*

Earn rewards for reducing demand during peak times.

Program incentive

Incentives depend on the amount of natural gas reduction you commit to and the participation option you choose. Incentive payments are based on your performance during Demand Response Events. Eligible customers may earn incentives worth up to 15% of their annual natural gas costs. Please see the table below for participation options.

Final determination of your incentive will be completed during review of your application. The Direct Control Participation option earns higher incentives. "Direct Load Control" means we will automatically switch customer equipment during tests or events.

Load Shedding Demand Response Options:

Option	Event Hours	Direct Control
Non-DLC	6-10 a.m. and/or 4-8 p.m.*	No
DLC	6-10 a.m. and/or 4-8 p.m.*	Yes

*Events may start in the 4-8 p.m. window and finish the next day following the 6-10 a.m. period.

Load Shifting Demand Response Option:

Option	Event Hours	Direct Load Control
Load shifting	6-10 a.m.	No

Incentive Rates

The following are the 2026-2027 incentive rates for both reservation and performance rates:

Program Option — Load Shedding	Event Window(s)	Reservation Rate	Performance Rate
Non DLC	6-10 a.m. and/or 4-8 p.m.	$46/Dth/Month	$20/Dth
DLC	6-10 a.m. and/or 4-8 p.m.	$55/Dth/Month	$20/Dth
Program Option — Load Shifting	**Event Window(s)**	**Reservation Rate**	**Performance Rate**
Non DLC	6-10 a.m.	$50/Dth/Month	$20/Dth

NOTE: 1 Dekatherm (Dth) = 10 Therms (Th) = approx. 1,000,000 BTU's.

Technical Data and Eligibility Requirements

General Requirements

- Must be a firm commercial natural gas customer in good standing in our New York City or Long Island Service Territories, excluding Staten Island.
- Must submit a Natural Gas Demand Response Application Form (the "Application") before September 30 of any given year to participate in that year's Demand Response Program ("Program"). We reserve the right to accept applications beyond this date.
- For new DLC enrollments, the application must be submitted before September 1.
- If your business signs up for the Winter 2026/2027 Demand Response ("DR") Season, it will be required to resubmit a bid for the 2027/2028 DR Season, and any subsequent DR Seasons if you are enrolled in the year prior, unless you opt for the auto-renewal enrollment option in your Application Form.
- Higher incentives are available for customers who choose reduction in natural gas consumption by Direct Load Control.
- Customers enrolled in the program can receive financial incentives to reduce natural gas use in accordance with the eligibility requirements described herein.
- Enrolled customers must have hourly gas metering equipment installed and functioning during the DR Season (Nov 1 – Mar 31). Any customers new to the program will require the installation of an interval data monitoring device at no cost. New and returning customers may be required to perform, at the customer's expense, additional work related to meter power and communications to prepare their facility for the installation of the devices.
- Customers that currently use a third-party marketer for commodity should be aware of implications to their commodity contract if complying with the Natural Gas Demand Response Program puts them out of swing tolerance in their commodity contract. There should not be any issues for customers with "full requirements" commodity contracts.

Demand Response Type Requirements

- Specific to the Load Shedding Demand Response program options, customers must have the ability to reduce gas consumption by shutting off non-heating gas equipment or switching to a backup, non-gas heating fuel source. Customers who can only shift gas loads to a different time period within the same day are encouraged to participate in the Load Shifting Demand Response program.
- Specific to the Load Shifting Demand Response program, customers are restricted from using a fossil fuel backup non-gas heating fuel source to reduce load during demand response events. Participating customers will be asked to attest that they will not use such resources during demand response events. A customer may, however, use exempt resources such as heat pumps. A full list of prohibited and exempt resources follows. A customer who does not comply with this rule may be barred from participating in the program for the remainder of the season and future DR events. Customers who must rely on a fossil fuel alternate are strongly encouraged to participate in the Load Shedding Demand Response program.

  PROHIBITED Load Shifting DR Resources: Fossil fuel options such as Propane, Ultra-low sulfur Heating Oil and Kerosene.

  EXEMPT Load Shifting DR Resources: Non-fossil and/or renewable options such as Electricity (including heat pumps), Pelletized Wood (except in NYC), Biodiesel/Biofuel (at least Type B10 – 10% blended), Other Solid fuels (Biomass), Alcohols (Ethanol or Methanol), Hydrogen, Renewable Natural Gas.
- Accounts must enroll a minimum of 1 Dth per hour. Customer enrolled accounts must consume at least 4,000 Dths per year or have peak consumption greater than 1 Dth per hour. This restriction also applies to each site enrolled through an Aggregator.
- Curtailment of standby equipment and emergency generators is not eligible.

Scan the QR code or visit **ngrid.com/gdr** for more information about our Gas Demand Response Programs.

About Demand Response Events

- A "Demand Response Event" or "DR Event" is a period during the winter program season when participants are asked to temporarily reduce their natural gas use based on the participation option they selected.
- DR Events will only be called during the DR Season, which lasts from November 1 to March 31.
- DR events will be called at least twenty (20) hours before curtailment is needed.
- Customers cannot opt out of a DR event.
- We reserve the right to call a Mid-Winter Test Event option for all programs if no actual events have occurred.

About the Incentive

- Incentives will be paid out within 90 days of the conclusion of the DR Season each year.
- Payments will be equal to the committed event dekatherm reduction multiplied by the Reservation Rate listed in the Program Options and adjusted by the then applicable Performance Factor (“PF”) for each month of the winter season.
- Customers will not be eligible for Reservation payments in any month where an enrolled account’s calculated Performance Factor is less than 25%.
- Customers who choose to direct their DR incentive towards an Energy Efficiency project need to apply for this option before May 31 after the end of the DR season.

Details about the Demand Response Incentive Program

- Customers not selected for participation in the Winter 2026/2027 Gas DR Season will have the opportunity to apply for participation in the 2027/2028 Winter DR Season program.
- Incentives and participant openings to this program are limited based on the quantity of demand response assets to register.

8 Quick Facts about the Program

1. This program is NOT available to interruptible or Non-Firm service customers. Customers enrolling in the Load Shedding option will require an alternate fuel source, such as oil, propane, or electric heating, to participate. Customers willing to turn off non-heating loads (i.e., process loads, electric generation, etc.) are also encouraged to participate. Participating customers must reduce their gas usage during Demand Response Event days. The Demand Response Events will only last for a predetermined period of time (please see previous table for participation time options).

2. Demand Response Events may be called for days when forecasts indicate the lowest hourly temperature at either Republic Airport or LaGuardia Airport will be at or below 10°F, or the daily average temperature will be at or below 15°F*.

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3. Your rate won’t change, which means no changes to your bills or billing cycle.

4. We will arrange the no-cost installation of simple devices that will allow us to monitor your usage, and possibly switch your equipment during events if you choose the Direct Control option. There may be costs associated with electrical fit-out needs or customer equipment compatibility.

5. Notifications for events will be sent no less than 20 hours before the start of an event (i.e. by 10 a.m. the day prior to the event morning).

6. Incentive payments will be mailed out within 90 days of March 31. Incentive levels are based on customer-enrolled demand reduction amounts, subject to performance during events. There are no penalties associated with not performing during an event.

7. The program is available to our Firm Commercial, Industrial, and Multi-Family customers in Brooklyn, Queens, and Long Island (excludes Staten Island).

8. Customers can earn incentives of up to 15% of their annual gas bill. Incentives will be calculated based on performance during events in the season.