



nationalgrid

Connect with Natural Gas

Your complete guide to connecting your home to natural gas.



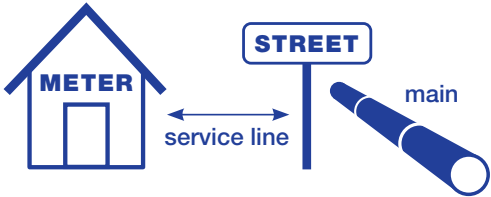
HOW TO GET STARTED WITH GAS CONNECTION

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, a water heater, a gas fireplace, a generator 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 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 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:

- 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 <https://www.nationalgridus.com/MA-Home/Convert-to-Natural-Gas/> 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 1-800-233-5325 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" style="width:100%; border-collapse: collapse; margin-top: 10px;"> <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 (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	
<p>Surrounding Area: <input type="checkbox"/> Wetlands/water <input type="checkbox"/> Undeveloped <input type="checkbox"/> Public Road <input type="checkbox"/> Historic <input type="checkbox"/> Urban <input type="checkbox"/> Private Roadway <input type="checkbox"/> Nature Preserve</p> <p><input type="checkbox"/> Corner Lot (Please mark for meter location and indicate street and cross street names)</p> <div style="text-align: center; margin: 10px 0;"> </div> <p>_____ Cross Street</p> <p>_____ Street Name</p> <p>House square footage: _____</p> <p>Mtr. location #: _____ Distance of house to street: _____</p> <p>Distance from front (_____ right _____ left) corner of house: _____</p> <p>Connection from (Street Name): _____</p> <p>Parking restrictions: _____</p> <p>Conditions on private property along proposed service route (check all that apply):</p> <p><input type="checkbox"/> Wall <input type="checkbox"/> Flower Beds <input type="checkbox"/> Walkway <input type="checkbox"/> Driveway</p> <p><input type="checkbox"/> Sprinkler <input type="checkbox"/> Septic (incl. plan) <input type="checkbox"/> Trees <input type="checkbox"/> Ledge/Rock</p> <p><input type="checkbox"/> Underground electric/phone/cable <input type="checkbox"/> Underground Oil Tank</p> <p><input type="checkbox"/> Waterline <input type="checkbox"/> None of the above</p>	<p>Project Information</p> <p>Type: <input type="checkbox"/> New Construction <input type="checkbox"/> Existing House w/Gas</p> <p><input type="checkbox"/> Existing House No gas <input type="checkbox"/> Existing House with unused gas line</p> <p>Work Requested (check all that apply):</p> <p><input type="checkbox"/> New Service Line <input type="checkbox"/> Modify service</p> <p><input type="checkbox"/> Additional meters <input type="checkbox"/> Upgrade meter(s)</p> <p>Trenching by National Grid: <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>Existing Service Info (if applicable):</p> <p>Service Size _____ Meter Riser Size _____</p> <p>Existing meter location _____ <input type="checkbox"/> Inside <input type="checkbox"/> Outside</p> <p>Customer contribution:* \$ _____</p> <p><small>*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.</small></p> <p>Target Date: _____ All grey shaded areas are for company use</p> <p>Target/Comp ID: _____</p> <p>Work Order #: _____ Easement</p> <p>Permits: <input type="checkbox"/> Town <input type="checkbox"/> State <input type="checkbox"/> Conservation <input type="checkbox"/> Private Road</p> <p>Describe work requested:</p> <p>_____</p> <p>_____</p>

Reviewed by: _____ **Date:** _____

Terms and Conditions of Residential Gas Service Agreement

1. 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.
2. 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.
3. 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.
4. 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.
5. 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.
6. 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.
7. (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.
8. 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.
9. National Grid will accept or modify the meter location shown on the front of this form based upon its installation requirements.
10. 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, provided that this provision shall not apply to environmental contamination caused by any employee, contractor, agent, or representative of National Grid.
11. 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, provided that this provision shall not apply to environmental contamination caused by any employee, contractor, agent, or representative of National Grid.
12. 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, provided that this provision shall not apply to environmental contamination caused by any employee, contractor, agent, or representative of National Grid. 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.
13. National Grid shall own the natural gas distribution system up to the outlet side of each individual customer meter.
14. 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.
15. 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.
16. 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.
17. 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.
18. The laws of the Commonwealth of Massachusetts shall govern this Agreement.
19. 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.
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Massachusetts Eligible Residential Heating Equipment and Pricing



The following sheet promotes manufacturer pricing for National Grid customers. Equipment pricing is available only through www.conversionprogram.net. Pricing and rebate cards may change due to supplies, please check the website for the latest information. Energy Efficiency rebates are available from MassSave Energy Efficiency programs. Please check www.MassSave.com in MA for the latest eligible rebates and enhanced rebates. There are program requirements. Energy efficiency rebates may change. No prices or rebates here are guaranteed. Consult with your plumber for efficient equipment.

Price and rebate update as of: **May, 2024**

BURNHAM HE COMBI & HEATING BOILERS	Model #	Input	AFUE	Equipment Price	MA Upcharge 6.25% Tax Included	Manufacturer Visa Rebate Card	MA EE Mail-In Rebates	
							Tier I	Tier II
Alta Gas Adaptive Water Tube Combi	ALTAC-136-1G02	136,000	95.0%	\$2,213.47	\$2,351.81	\$250.00	\$1,200.00	
	ALTAC-200-1G02	200,000	95.0%	\$2,458.11	\$2,611.74	\$250.00	\$1,200.00	
Alta Gas Adaptive Water Tube Heat Only	ALTA-120-1G02	120,000	95.0%	\$2,008.28	\$8,097.24	\$200.00	\$200.00	
	ALTA-150-1G02	150,000	95.0%	\$2,179.09	\$2,315.28	\$200.00	\$200.00	
	ALTA-180-1G02	180,000	95.0%	\$2,260.78	\$2,402.08	\$200.00	\$200.00	
Alpine Condensing 5:01 <i>Alpine 500-800 available, see Portal for Pricing</i>	ALP080BW-4T02	80,000	95.0%	\$3,227.98	\$3,429.73	\$325.00	\$200.00	
	ALP105BW-4T02	105,000	95.0%	\$3,563.82	\$3,786.56	\$500.00	\$200.00	
	ALP150BW-4T02	150,000	95.0%	\$4,121.95	\$4,379.57	\$500.00	\$200.00	
	ALP210BW-4T02	210,000	95.0%	\$4,626.94	\$4,916.12	\$600.00	\$200.00	
	ALP399CF-4L07	399,000	94.1%	\$7,620.93	\$8,097.24	\$600.00	\$0	
	ALP285BF-4T07			\$6,398.78	\$6,798.70	\$1,000.00	\$0	
	ALP399CF-4L00			\$8,477.52	\$9,007.37	\$600.00	\$0	
ALP500CF-5L00			\$10,946.75	\$11,630.92	\$500.00	\$0		
BURNHAM MID-EFFICIENCY BOILERS Series 2 - Forced Hot Water, Natural Draft Sizes 207-210: See Portal for Inputs / AFUE's / Pricing	202EN-TO	38,000	84.0%	\$2,077.85	\$2,207.72	\$580.00	\$0	
	203EN-TO	69,000	84.0%	\$2,327.23	\$2,472.68	\$715.00	\$0	
	204EN-TO	103,000	84.0%	\$2,498.06	\$2,654.19	\$765.00	\$0	
	205EN-TO	138,000	84.0%	\$2,810.08	\$2,985.71	\$895.00	\$0	
	206EN-TO	172,000	84.0%	\$3,235.59	\$3,437.81	\$1,050.00	\$0	
	207EN-TO			\$3,645.23	\$3,873.06	\$1,130.00	\$0	
	208EN-TO			\$3,997.56	\$4,247.41	\$1,235.00	\$0	
209EN-TO			\$4,487.84	\$4,768.33	\$1,215.00	\$0		
ES2 Series - Forced Hot Water, Natural Vent <i>See Portal for sizes ES27-ES29 Pricing</i>	ES23BNI-T	70,000	85.0%	\$2,560.78	\$2,720.83	\$475.00	\$0	
	ES24BNI-T	105,000	85.0%	\$2,805.90	\$2,981.27	\$510.00	\$0	
	ES25BNI-T	140,000	85.0%	\$3,140.81	\$3,337.11	\$585.00	\$0	
	ES26BNI-T	175,000	85.0%	\$3,586.67	\$3,810.84	\$695.00	\$0	
	ES27BNI-T			\$4,019.16	\$4,270.36	\$790.00	\$0	
	ES28BNI-T			\$4,390.70	\$4,665.12	\$795.00	\$0	
ES29BNI-T			\$4,906.42	\$5,213.07	\$420.00	\$0		
ESC Series - Forced Hot Water, Sealed Combustion <i>See Portal for ESC7 - ESC9 Pricing</i>	X-PV3N-T02			\$2,660.06	\$2,826.31	\$705.00	\$0	
	X-PV4N-T02			\$2,823.37	\$2,999.83	\$695.00	\$0	
	X-PV5N-T02	see portal	see portal	\$3,297.79	\$3,503.90	\$765.00	\$0	
	X-PV6N-T02			\$3,789.42	\$4,026.26	\$820.00	\$0	
	X-PV7N-T02			\$4,080.79	\$4,335.84	\$845.00	\$0	
	X-PV8N-T02			\$4,593.03	\$4,880.09	\$830.00	\$0	
Steam Max Series - Steam Natural Draft	STMX100N-RM-PA	100,000	82.0%	\$3,280.77	\$3,485.82	\$600.00	\$0	
	STMX125N-RM-PA	125,000	82.0%	\$3,728.65	\$3,961.69	\$650.00	\$0	
	STMX150N-RM-PA	150,000	82.0%	\$3,888.62	\$4,131.66	\$700.00	\$0	
	STMX175N-RM-PA	175,000	82.0%	\$4,342.60	\$4,614.01	\$750.00	\$0	
Independence INPV Series - Steam, Power Ventd	IN3PVNI-M2	62,000	83.2%	\$2,987.33	\$3,174.04	\$605.00	\$0	
	IN4PVNI-M2	105,000	82.2%	\$3,448.49	\$3,664.02	\$690.00	\$0	
	IN5PVNI-M2	140,000	82.2%	\$4,032.77	\$4,284.82	\$810.00	\$0	
	IN6PVNI-M2	175,000	82.2%	\$4,531.55	\$4,814.77	\$915.00	\$0	
Steam Max Series - Steam Natural Draft	STMX200N-RM-PA	200,000	82.0%	\$4,597.02	\$4,884.33	\$750.00	\$0	
	STMX250N-RM-PA	250,000	82.0%	\$5,078.44	\$5,395.84	\$800.00	\$0	
	STMX299N-RH-KA	299,000	82.0%	\$5,438.74	\$5,778.66	\$800.00	\$0	
	STMX350N-RM-KS	350,000	81.0%	\$6,214.17	\$6,602.56	\$850.00	\$0	
	STMX399N-RM-KS		81.0%	\$9,910.00	\$10,529.38	\$0	\$850.00	
	STMX450N-RM-KS	450,000	81.0%	\$7,157.71	\$7,605.07	\$900.00	\$0	
	STMX500N-RM-KS		81.0%	\$11,019.00	\$11,707.69	\$0	\$900.00	
STMX550N-RM-KS		81.0%	\$11,570.00	\$12,293.13	\$0	\$1,000.00		
AMERICAN STANDARD EQUIPMENT Furnace Standard Equipment	S8X1B040M2PSCA	40,000	80.0%	\$761.00	\$808.56			
	S8X1B060M3PSAB	60,000	80.0%	\$729.00	\$774.56	\$0	\$0	
	S8X1B080M4PSCA	80,000	80.0%	\$798.00	\$847.88	\$0	\$0	
	S8X1C100M5PSCA	100,000	80.0%	\$829.00	\$880.81	\$0	\$0	
	S8X1D120M5PSCA	120,000	80.0%	\$869.00	\$923.31	\$0	\$0	
Furnace Ultra-High Efficiency Equipment with Electronically Commutated Motor	S9V2B040U3VSAC	40,000	97.0%	\$1,693.00	\$1,798.81	\$200.00	\$1,000.00	
	S9V2B060U3VSAC	60,000	97.0%	\$1,793.00	\$1,905.06	\$200.00	\$1,000.00	
	S9V2B080U3VSAC	80,000	97.0%	\$1,918.00	\$2,037.88	\$200.00	\$1,000.00	
	S9V2C100U4VSAC	100,000	97.0%	\$2,170.00	\$2,305.63	\$200.00	\$1,000.00	
	S9V2D120U5VSAC	120,000	97.0%	\$2,301.00	\$2,444.81	\$200.00	\$1,000.00	
Furnace High Efficiency Equipment	S9X1B040U3PSBA	40,000	96.0%	\$1,261.00	\$1,339.81	\$200.00	\$500.00	
	S9X1B060U4PSBA	60,000	96.0%	\$1,302.00	\$1,383.38	\$200.00	\$500.00	
	S9X1B080U4PSBA	80,000	96.0%	\$1,320.00	\$1,402.50	\$200.00	\$500.00	
	S9X1C100U5PSBA	100,000	96.0%	\$1,444.00	\$1,534.25	\$200.00	\$500.00	
	S9X1D120U5PSBA	120,000	95.0%	\$1,658.00	\$1,761.63	\$200.00	\$500.00	