

Suspension of In-Home and On-Premise Visits

March 20, 2020

Dear Valued Partner,

Due to the serious and quickly evolving situation involving the COVID-19 pandemic, and the declaration of a state of emergency by the Governor of New York, we must temporarily suspend, effective immediately, all in-home and on-premise program services.

This decision was made after careful consideration and consultation with the New York Public Service Commission in an effort to limit interaction and thus help decrease the spread of the virus.

We appreciate your patience and understanding as we make these temporary changes to ensure public safety during this unprecedented time.

As more information becomes available we will communicate updates regarding restoration of these programs.

During the temporary suspension of on-premise services, we plan to continue all other energy efficiency services. This includes online audits, home energy reports, upstream offerings through distributors, retail rebates including National Grid Marketplace offerings, active demand response enrollments, and non-direct install C&I incentive projects, which may include virtual pre-and-post inspections when applicable.

Heat pump update

National Grid will continue to provide incentives for heat pump applications where equipment has already been installed through our Electric Heat Initiative.

As the NYS Clean Heat Statewide Heat Pump Program launches on April 1, we are discouraging all heat pump installations and on-premise activity other than emergency services.

We value your partnership and encourage you to share your ideas and suggestions as to how we can work collaboratively during this time. We will continue to work closely with our state and local partners promptly updating our informational web page, ngrid.com/covid-19 as we have additional information.

Please reach out to your National Grid energy efficiency contacts if you have questions about specific situations.

Sincerely,
National Grid