

Rhode Island Energy™
a PPL company

Save money, help the environment and achieve peace of mind.

Your complete guide to converting to natural gas.



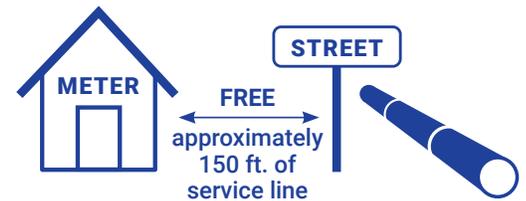
UNDERSTANDING YOUR OPTIONS

This guide provides the information and forms that you will need to convert your home to clean, efficient natural gas. And, Rhode Island Energy will be right beside you every step of the way.

Determine the availability of gas in your neighborhood.

Getting started is as simple as a phone call. Before you begin the conversion process, it's important to determine how far away your home is from the natural gas line. Call **1-855-RIE-1106** and we will analyze the availability of gas in your area.

Rhode Island Energy will provide up to approximately 150 feet (RI only) of service line from the meter location to the street. If additional service is required, Rhode Island Energy will provide a quote free of charge. If natural gas is not in front of your house, Rhode Island Energy can provide a quote to extend the main to your house. Please share the information with neighbors as it may decrease the cost.



Let us help you select a plumber.

It's important to work with a qualified, licensed plumbing and heating professional when converting your home to natural gas. **And, Rhode Island Energy can make it easy.**

- If you have already selected a plumber, contact them directly to start the conversion process.
- Or, call **1-855-RIE-1106** to request contact information for one or more of our Rhode Island Energy Value Plus Installers.

Choosing the right equipment for your home.

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



Asking the right questions to design your system.

Use the **Questions to Ask Your Plumber** quick reference guide to help you get the most out of your discussion.



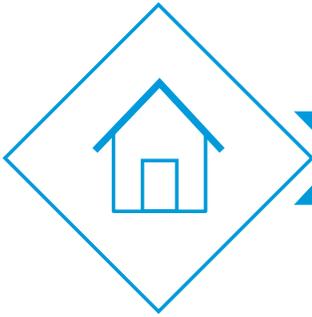
Rebates can open up even more options.

We provide valuable incentives and rebates on high-efficiency equipment to make it easier for your family to save, year-in and year-out. View the **Eligible Heating Equipment and Pricing List** which includes a listing of available incentives and rebates.



Keeping you on track.

Use the **Conversion Checklist** to mark all the steps that you complete.



CONVERTING YOUR HOME

Submit the Residential Gas Service Agreement and get started.

Now that you have selected your plumbing and heating professional, and understand your options and costs, it's simple to get the conversion process underway.

Print the **Residential Gas Service Agreement** form and working with your plumber, fill it out and email it to RISales@rienergy.com.



Energy-efficiency heating and control rebates.

We offer rebates on qualifying energy-efficiency equipment for residential, commercial, and multifamily gas heating customers. Installing high-efficiency equipment helps you reduce energy usage, lower your energy bills and ensure a cleaner, "greener" future!

To submit your rebate applications online or print and mail:

Rhode Island customers visit rienergy.com

Incentives on high-efficiency equipment are limited and available on a first-come, first-serve basis.

Your home's conversion is now underway.

This is what you should expect to happen:

- 1** Rhode Island Energy will review your application, scope your project, apply for permits, and provide you with an estimated installation date.
- 2** Rhode Island Energy will install the gas service line to your home.
- 3** Your plumber will install your new heating equipment.
- 4** Your plumber will schedule an inspection with your local municipality.
- 5** You will be asked to call the Rhode Island Energy Customer Service center to schedule an appointment to install your meter. The number to call is **1-800-870-1664**



To better understand what you must do during the rest of this process, please review the **Roles & Responsibilities** quick reference guide.



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REAPING THE REWARDS



Congratulations!

Now that you have converted to natural gas you are benefiting from:

- the cost savings of natural gas compared to heating oil to cut utility bills,
- lower CO₂ emissions to preserve the planet,
- greater reliability and convenience,
- less soot for a cleaner home.

Don't stop there – take advantage of these valuable incentives.

Claim applicable rebates and rewards by:

- ▶ Submitting your rebate application online:
Rhode Island customers visit rienergy.com
- ▶ If you selected a Burnham Boiler, visit conversionprogram.net clicking on “Register My Owner Rebate” and using your Order Number provided by your plumber, as well as your equipment model and serial number.

THAT'S IT! Your home is now energy efficient and saving you money!



QUESTIONS? Rhode Island Energy will be right beside you every step of the way.

If you have any questions, please contact us at: **1-855-RIE-1106**.



ROLES & RESPONSIBILITIES

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

Rhode Island Energy's responsibility:

- Reviewing your Residential Gas Service Agreement
- Designing your project
- Applying for the necessary permits from your municipality to excavate on your street and property
- Providing you with an estimated installation date once the permits have been received
- Installing the gas service line to your home
- Temporarily patching the road to make the excavation area safe
- Installing your home's gas meter
- Performing final road restoration (weather permitting)

The plumber's responsibility:

- Provide quote for their work
- Install gas equipment and controls
- Correctly size the best heating system for your home
- Contact Rhode Island Energy to schedule and meter set appointment at **1-800-870-1664**

Your responsibility:

- Do not remove any of your heating, hot water or cooking appliances until gas line has been installed.
- Obtain a licensed plumber
- Complete and submit a Residential Gas Service Agreement form
- Send in a payment (if applicable)
- Cancel your oil delivery when new equipment and meter are installed



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QUESTIONS TO ASK YOUR PLUMBER

Explore all options to design the best system for your home.

▶ **What type and size equipment will I need?**

(A heat load analysis is the best way to determine the type and size of equipment needed.)

▶ **Is a Conversion Burner an option?**

▶ **What energy-efficient equipment is appropriate for my home?**

▶ **Will I need to install a chimney liner?**

▶ **What options do I have for my existing oil tank after I convert?**

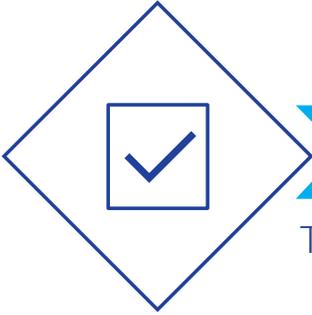
▶ **What equipment venting options do I have?**

▶ **When should I cancel my oil delivery?**



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If you have any questions, please contact us at: **1-855-RIE-1106**.



CONVERSION CHECKLIST

Track your progress to ensure that you complete all conversion steps.

- Called Rhode Island Energy to determine the availability of natural gas.
- Selected a qualified, licensed plumber.
- Worked with my plumber to select equipment.
- Submitted the Residential Gas Service Agreement form to Rhode Island Energy.
- Ordered equipment through my plumber.
- Scheduled installation with my plumber.
- Paid invoice for service installation.
- Claim manufacturer rebate for heating equipment (if applicable).
- Cancelled oil deliveries.
- Submitted the high-efficiency rebate application (if applicable).



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