Frequently asked questions

Q: What incentives are available for renovations and additions?

A: The Sponsors of Mass Save* provide a whole-house, performance-based incentive for energy efficiency upgrades to a renovation or addition. We calculate how much energy your home uses after your renovation or addition. That energy usage is compared against a baseline that represents the minimum expected performance of the home. The more energy efficiency measures you implement, the greater your energy savings and incentive. We offer financial incentives for renovations and additions to homes that exceed the Massachusetts building energy code to improve energy efficiency.

Q: What energy efficiency improvements will typically increase savings?

A: The following upgrades may significantly impact your home's overall performance:

Insulation

- · Water heating equipment
- Heating, ventilation, and air conditioning
- · Air and duct sealing

Q: Are site visits required?

A: Yes. A certified HERS rater may make up to three onsite visits to verify energy performance measures of your renovation and/or addition. Renovated homes require a preliminary visit before demolition or construction begins.

Q: What makes your renovation or addition eligible?

A: Residential renovations and additions at single-family homes and multi-family homes with three stories or less can qualify if they are located within the Sponsor's service territories and meet minimum energy savings requirements.

Q: If I accept an incentive for renovations or additions, will it preclude me from receiving other incentives offered by Mass Save?

A: In most cases, yes. Your renovations and additions incentive includes incentives for heating, cooling and water heating equipment upgrades through the performance-based incentive calculation; therefore, you cannot also receive incentives for the same equipment through the Mass Save Heating & Cooling incentive offerings. The one exception is for renovation and additions projects that install air-source or ground-source heat pumps in the existing portion of the home. These are eligible for both the Heating & Cooling equipment rebate in addition to the renovations and additions performance-based incentive.

Q: How long does it typically take for an incentive to be processed?

A: After we confirm that the renovation or addition is complete, customers typically receive an incentive check within 10–12 weeks.

Q: How do I participate?

A: Fill out an Interest Form at MassSave.com/RenovateAdd. Within a few days, we will contact you to proceed. If you have questions, please call us at **1-866-527-SAVE (7283)** or email **RenovateAddMA@icf.com**.

WE ARE MASS SAVE®:













Have a question? We are here to help:

1-866-527-SAVE (7283) • RenovateAddMA@icf.com MassSave.com/RenovateAdd

