Frequently Asked Questions

What is a Heat Pump Water Heater (HPWH)?
A "heat pump" is a device that moves heat from one place to another; it works much like an air conditioner or a refrigerator. While a refrigerator moves heat from inside the fridge into your kitchen, a heat pump water heater (HPWH) moves heat from your basement or mechanical room into the hot water tank. HPWHs are primarily designed as replacements for standard, electric resistance water heaters.

Do all Heat Pump Water Heaters qualify for the rebate?
No. There are currently **24** Heat Pump Water Heaters that qualify for a Cool Smart rebate based on our specific program requirements. See webpage for listing
http://www.masssave.com/~/media/Files/Residential/Applications-and-Rebate-Forms/CS_Heat_Pump_Water_Heaters_Product_List.pdf

How does a Heat Pump Water Heat qualify for your program?
The unit must first be listed on the ENERGY STAR® website, have an Energy Factor of 2.3 or more, have a first hour rating of 60 gallons or more, and come with a 10 year product warranty.

Can I get a rebate if this is a brand new installation?
Yes. This offer is for replacing an electric resistance water heater unit *or* choosing a HPWH for a brand new installation. Click to view the rebate form; http://www.masssave.com/~/media/Files/Residential/Applications-and-Rebate-Forms/CS_MA_HPWH_Rebate_FINAL.pdf

If my existing unit is an electric water heater, may I qualify for a rebate?
Yes, you are the target group for this measure because you will see the most energy savings by replacing your existing electric unit.

Are there requirements for where this unit can be installed?
Yes. Since the heat pump needs sufficient air flow to perform effectively, closet installations are not eligible for rebates. The manufacturer specs for the unit being installed can guide your plumber, but under no circumstances should a unit be installed in a space less than 750 cubic feet in size if you are seeking a rebate.

Can I install this heat pump water heater myself?
Unless you are a licensed MA plumber, you cannot install this unit yourself.

Will someone be coming to my house to inspect the unit prior to receiving my rebate?
The program sponsors do require that a random sampling of homes have a quality installation inspection. If your home is selected, you may not receive the rebate until our inspector has verified proper installation.

What is the minimum size electric water heater that can be installed to receive a rebate?
You must install a minimum of a 50 gallon HPWH unit to qualify for the rebate. There is a listing of the eligible units and sizes on the website. http://www.masssave.com/~/media/Files/Residential/Applications-and-Rebate-Forms/CS_Heat_Pump_Water_Heaters_Product_List.pdf

I live in a town not covered by the program utility sponsors. Can I still apply for the rebate?
You must be an electric customer of one of the sponsor utilities. If you live in a municipal town, you do not qualify but you should check with your electric provider to see if they have any rebates available.