Mass Save® HEAT Loan Program FAQ's

How do I schedule a Mass Save Home Energy Assessment?

A: You can schedule a no-cost Home Energy Assessment by calling 866-527-SAVE or by working with a participating Home Performance Contractor.

What is the Mass Save HEAT Loan Program?

A: The HEAT Loan Program is an incentive offering within the Mass Save Home Energy Services Program and provides customers the opportunity to apply for a 0% interest loan from participating lenders to assist with the installation of qualified energy efficient improvements to their homes. The loans are available up to $25,000 (depending on the program administrator and lender) with terms up to 7 years.

Who funds the HEAT Loan Program?

A: The HEAT Loan Program is funded by the following program administrators (PAs): National Grid, NSTAR, Western Massachusetts Electric Company, Columbia Gas of Massachusetts, Unitil (MA), New England Gas, and Cape Light Compact. Each program administrator buys down the interest on the HEAT Loan making it 0% interest to the customer.

Who qualifies for the HEAT Loan Program?

A: The HEAT Loan Program is offered to qualified customers participating in the Mass Save Home Energy Services Program or eligible individually metered residential condo complexes in the Multifamily Retrofit Program. Customers must own the home and have a current residential electric account with a Mass Save Program Sponsor. If a customer lives in a town with a municipal electric company then they must have a residential gas account with a participating PA.

How do I receive a HEAT Loan Packet?

A: Customers must first schedule and complete a no cost Home Energy Assessment. At the Assessment, a HEAT Loan Packet will be provided to you.

> ***Note****: If you are an owner of a condo unit in a complex and have been approved by the Mass Save Home Energy Services Program, you can request a HEAT Loan Packet to be mailed to you. Be sure to review the 'Information for MultiFamily Condo Owners' page within the HEAT Loan Packet.*

Who do I call if I have a question about the HEAT Loan?

A: Call the HEAT Loan Administrator associated with the electric account territory where the property is located.

Electric Territory	HEAT Loan Administrative Support	Telephone #
National Grid	Conservation Services Group (CSG)	800-696-8077
NSTAR	Conservation Services Group (CSG)	800-696-8077
Cape Light Compact	RISE Engineering	508-568-1926
Western Mass. Electric	Honeywell	800-666-3303
UNITIL (MA)	UNITIL	603-294-5137

Am I eligible to participate if I live in a municipal town with a municipal electric account, and have natural gas as my heating fuel?

A: Yes, if you heat with natural gas from a participating utility provider you may be eligible to participate in the HEAT Loan Program. For further questions about qualifications, please see the Eligibility page in the HEAT Loan Packet or visit MassSave.com/HEATLoan. For questions, call the HEAT Loan Administrator associated with the gas utility territory that includes your Municipal Light town.

Gas Territory	HEAT Loan Administrative Support	Telephone #
National Grid	Conservation Services Group (CSG)	800-696-8077
NSTAR	Conservation Services Group (CSG)	800-696-8077
New England Gas	Honeywell	800-666-3303
Columbia Gas of Massachusetts	Honeywell	800-247-4112

Note: *Electric equipment such as central air conditioning and heat pumps, ductless mini split heat pumps and heat pump water heaters are NOT eligible for financing if you live in a community with a municipal electric company.*

If I am receiving fuel assistance or have a discounted rate code do I qualify for the HEAT Loan Program?

A: No, you will need to have services provided to you by your local low income CAP Agency. For more information about the CAP Income-Eligible Program visit Mass.Gov/dhcd or call 1-800-632-8175.

Note: *If you are a landlord or a non occupant owner, please contact the HEAT Loan Program to discuss eligible programs and efficiency upgrades.*

Is loan approval guaranteed?

A: No, loan approval is granted at the discretion of the Participating Lender. The Mass Save HEAT Loan Program approves the 0% interest based off of the minimum standards and requirements for eligible efficiency improvements. Loan approval is based off of FICO scores, credit to debt ratios and income.

How can I apply for the HEAT Loan Program?

A: Review the 'Steps to Participate' page in your HEAT Loan Packet. Find the 'HEAT Loan Intake Form' and fill out Section 2 and sign the bottom. Then submit the proposals or contracts for the eligible energy efficiency upgrades you would like to finance. For questions about minimum standards and requirements, please refer to your HEAT Loan Packet.

What is the best way to submit my paperwork?

A: If you have an active email account, email is the best and most reliable way to submit your paperwork and you will receive a confirmation of receipt.

> ***Note:*** *If you prefer, you may also submit your application by fax or mail. Please refer to the contact information within the HEAT Loan Packet.*

How long does it take to process my paperwork?

A: Processing time can take anywhere from 2-7 days, depending on completeness of paperwork, the items being financed and time of year of your submission. Contact your HEAT Loan Administrator if you have questions on the program.

What is the 'HEAT Loan Authorization' Form?

A: The 'HEAT Loan Authorization Form' is a required document to apply for the loan with a Participating Lender. The Authorization Form has a HEAT Loan ID number and allows the bank to move forward with the 0% interest loan. The Form includes the contractor and borrower information, applicable rebates and the loan amount. Please note, loan approval is determined by the Participating Lender.

Who are the Participating Lenders?

A: The Participating Lender list with locations and contact information can be found at MassSave.com/HEATLoan. The list is also included in the HEAT Loan Packet.

What do I need to take to the bank?

A: The Participating Lender you select will require a 'HEAT Loan Authorization' Form. The 'HEAT Loan Authorization' Form will be issued to you by your HEAT Loan Administrator (contact information is located on the HEAT Loan paper work you received) and will either be emailed or mailed to you depending on your preference. In addition, the lender may require W2's, pay stubs and other applicable information. For other supporting documentation please contact the Participating Lender of your choice.

What is the maximum HEAT Loan amount and term?

A: The maximum HEAT Loan amount and term depends on the lender you choose. Typically, the maximum loan amount is up to $25,000 for a term of 7 years. For loan options and terms and conditions of the HEAT Loan Program, please refer to the Eligibility page in your HEAT Loan Packet.

How are the loan funds dispersed to the customer if the loan approval is granted by a Participating Lender?

A: The lender will provide the customer with two party check(s) made out to the customer and contractor(s) for the amount of the loan, minus any utility rebates.

What energy efficient improvements can be financed through the HEAT Loan Program?

A: The HEAT Loan Program finances qualified improvements including:

- Heating systems
- Hot water heaters
- Solar hot water
- Replacement windows (existing must be single pane and new replacement windows must be ENERGY STAR®)
- Mass Save approved weatherization
- New or replacement ductless mini split heat pumps,
- New geothermal heat pumps
- New or replacement air source heat pumps
- New or replacement central air conditioning.

Note: *Heat pumps & central air conditioning are for both new or replacement equipment.*

Can I finance Do-It-Yourself work?

A: No, do-it-yourself work is not eligible for financing through the HEAT Loan Program.

Are there special requirements for central air conditioning to be financed?

A: Yes, your contractor must be Quality Installation Verification (QIV) certified in order to finance any ducted heat pumps or central air conditioning. An AHRI certificate and Manual J version 8 load calculation must be submitted with your proposal.

What does QIV certified mean?

A: A Quality Installation Verification, also known as QIV Certified, is a specialized contractor trained by the COOL SMART Program. COOL SMART trains contractors to install and test equipment to ensure it meets the manufacturer's specifications. For a list of QIV trained contractors, visit MassSave.com/COOLSMART.

Does my heating contractor need to have special certifications to qualify for the HEAT Loan Program?

A: The HEAT Loan Program only requires your contractor to be licensed and insured. For heating system replacements you can select a contractor of your choice.

What steps do I need to follow in order to finance replacement windows?

A: To finance replacement windows, you need to submit your 'HEAT Loan Intake' Form and an itemized window proposal. The windows must have a U-Factor of .30 or less to qualify. Only existing single pane or single pane with a storm are eligible to be replaced. If any insulation/air sealing work was recommended by your Energy Specialist, this work must be completed in congruence with your windows.

Does the HEAT Loan Program finance oil to gas conversions?

A: The HEAT Loan Program can be used simply for the replacement of the heating and domestic hot water systems. For questions on efficiency levels please refer to the heating system page/section in your HEAT Loan Packet for minimum standards and requirements. Please note that the HEAT Loan Program does not cover the gas line from the street to the home, the cost of oil tank removals, and the connection of any other gas appliances in the home. All of these items should be broken out on the proposal or itemized to show that they are not included. Contact your HEAT Loan Administrator for more details.

Where can I find a contractor for insulation if it is recommended by the Energy Specialist?

A: Insulation contractors can be assigned to you through the HEAT Loan Program for Mass Save approved weatherization work. If you would like to pre-select a contractor prior to signing your contract, please visit MassSave.com for a list of Participating Contractors.

How do I obtain my rebate for insulation?

A: You do not need to apply for a rebate for insulation. The rebate is an instant incentive that will be listed and applied to the contract provided by your Energy Specialist. The incentive level is 75% off up to $2,000 toward approved insulation upgrades.

How do I start the process for insulation improvements?

A: Submit your 'HEAT Loan Intake' Form with Section 2 filled out and signed at the bottom. Sign and initial all spaces noted for the customer and submit any additional sign off sheets provided to you by your Energy Specialist. Submit by mail, email or fax to the addresses listed on your HEAT Loan Packet. For additional questions on your insulation contracts please contact your HEAT Loan Administrator.

When is a heat pump hot water heater eligible to be financed with a HEAT Loan?

A: In order to be eligible to finance a heat pump hot water heater you need to have a previously existing electric hot water heater. Refer to the Domestic Hot Water & Solar Hot Water Heaters page in the HEAT Loan Packet for efficiency details.