

How to Work in the C&I Programs

February 2024

WE ARE MASS SAVE®:



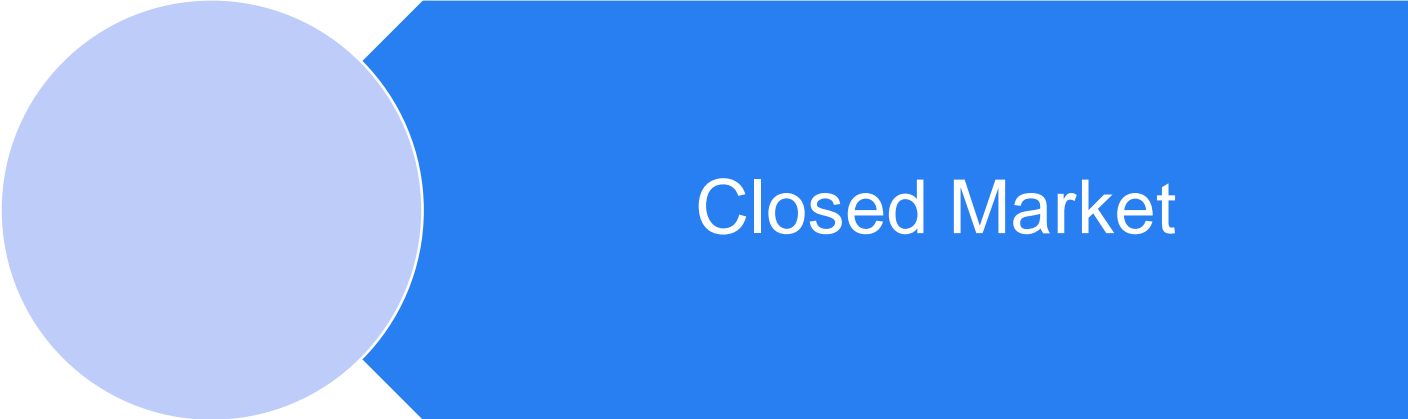
EVERSOURCE



nationalgrid



Commercial Customer Incentive Programs Overview



Commercial Customer Incentive Programs: Vendor Participation Overview



Small Business Services (SBS) Program and Customer Directed Option (CDO) Program

Mark Toussaint, Eversource



Vendor Support for Municipal and Large C&I Customer Projects

Mat McCarthy, National Grid



Joining the Heat Pump Installer Network

Jenn Sylvester, National Grid



Midstream Programs

Jenn Sylvester, National Grid



Technical Assistance Providers

Nate Ernest-Jones, Eversource

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Small Business Services (SBS) Program and Customer Directed Option (CDO) Program

Mark Toussaint, Eversource

Turnkey Pathway



- Energy assessments and installations of recommended measures, are performed by Sponsor contracted vendors who are assigned to specific territories and/or customer segments.
- Turnkey Vendors are selected through the RFP process by each Sponsor

- Opportunities to sub-contract for electrical, HVAC, or insulation services under Turnkey Vendors
- Contact Program Sponsors for future RFP notices or for more information on subcontracting

Customer Directed Option (CDO)



- Customer prefers to use their own vendor to install eligible measures
- Vendor submits project information including proposals, equipment details, and savings to Sponsor for review

- CDO projects include pre- and post-installation inspections
- Contact the Program Sponsor to discuss the project and the next steps

Small Business Program Sponsor Contacts



Berkshire Gas

Andrew Christofor
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Cape Light Compact

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Vendor Support for Municipal and Large C&I Customer Projects

Mat McCarthy, National Grid

Project Support



- Vendors supporting projects at municipalities and large commercial and industrial customers have support options from all Mass Save Sponsors
 - Able to assist with application and requirements for project
- Contact the appropriate Mass Save Sponsor for the territory which the project is in:
 - MassSave.com/find-your-sponsor

Project Expediter (PEX) Program Overview

Utilize incentives to reduce project cost



Provide comprehensive energy efficiency and electrification services



Receive exclusive benefits by participating

Email pexprogram@nationalgrid.com to learn more and apply



Applying to the PEX Program



1. Provide a signed NDA and complete the PEX application
The application requires:
 - General company information
 - Previous project experience and reference information
 - A signed participation agreement acknowledging the T&Cs
 - A certificate of insurance following all applicable insurance requirements
 - A signed compliance statement for background checks
2. If approved as a PEX, applicants will receive a written Approval Notice. PEX status is not finalized until receipt of such notice

Municipality and Large C&I Customer Sponsor Contacts



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Joining the Heat Pump Installer Network

Jenn Sylvester, National Grid

Heat Pump Installer Network (HPIN)



Rebates and
financing



Leads and
referrals



Marketing
support



Technical
resources

*Residential heat pump rebates are **only** available for heat pumps that are installed by contractors participating in the Mass Save Heat Pump Installer Network. For additional information, please visit [MassSave.com/HPIN](https://www.mass.gov/info-details/mass-save-heat-pump-installer-network).*

Find a Participating Contractor Near You

Looking for a complete list of participating installers?

Download the spreadsheet

Are you a contractor interested in the participating in this network?

Learn More

The contractors that participate in the Mass Save® Heat Pump Installer Network have provided proof of EPA certification and insurance in the state of Massachusetts and have completed heat pump installation training.

Narrow list results using filtered search.

Location

Contractor Name

Equipment Type

Property Type

Language

Diverse Business Type

Search

Get Started



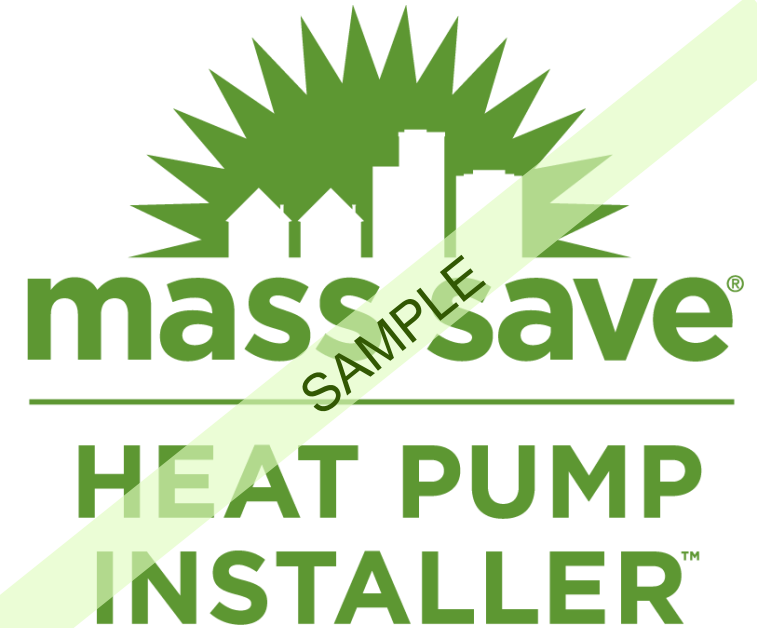
1. Have an *authorized representative* of your company review and provide the following:
 - Sign the HPIN Participation Agreement
 - Provide a W-9
 - Provide Comprehensive General Liability Insurance
 - Relevant licenses, certificates, and proof of training, including:
 - ✓ EPA Section 608 Certification
 - ✓ Certification of installation training provided by a heat pump manufacturer
2. Visit [this link](#) to apply to join the program and contact HVAC@MassSave.com with any questions.



HPIN Logo

- Available for use by participating contractors that sign and submit HPIN Participation Agreement
- Agreement includes marketing guidelines
- All marketing materials with the HPIN Logo must be reviewed and approved prior to distribution
 - Note: The sponsors transitioned to a new approval vendor on February 1

Please note: The Mass Save logo should not be used in promotions or advertising without the prior express written consent of the Sponsors



Additional Resources

- [MassSave.com/HeatPump](https://masssave.com/HeatPump)
- [MassSave.com/HPIN](https://masssave.com/HPIN)
- [Heat Pump Installer Training](#)
- [Residential Heat Pump Rebates](#)
- [Commercial Heat Pump Rebates](#)



Commercial Heat Pump Rebates

Pre-existing Fuel Type	Equipment Type	Efficiency Requirement	Rebate Amount*
Electric Resistance, Oil, Propane, Natural Gas**	Air Source Heat Pumps	Refer to MassSave.com/HPQPL ***	\$2,500 per ton
	Air Source Variable Refrigerant Flow Heat Pump		\$3,500 per ton
	Ground Source Heat Pumps		\$4,500 per ton

*Tons calculated based on AHRI cooling capacity divided 12,000 BTUs. (1 ton = 12,000 BTUs). All projects where Berkshire Gas, Liberty Utilities and Unitil are the Sponsor must be pre-approved. Projects over 150 tons for Cape Light Compact, Eversource, and National Grid projects require pre-approval.

** Existing heating fuel type. New Construction and major renovation projects utilizing heat pumps have different incentive amounts and eligibility criteria. More information available by visiting [www.MassSave.com/CINCMR](https://www.mass.gov/info-details/mass-save-heat-pump-qualified-products-list)

*** See qualified products list (QPL) for full list of eligible products.

1. Commercial heat pump rebates are only available for heat pumps that are installed by licensed contractors.
2. For units not listed by AHRI or on the QPL found at [MassSave.com/HPQPL](https://www.mass.gov/info-details/mass-save-heat-pump-qualified-products-list), contact HVAC@MassSave.com for guidance
3. ASHP and VRF refer to air-to-air equipment. Please contact your Sponsor for information on air-to-water heat pump rebates
4. Total rebate amount shall not exceed installed costs (inclusive of both equipment and installation)



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Midstream Programs

Jenn Sylvester, National Grid

Midstream Program Overview



Incentives available at the point of sale for eligible high-efficiency products:

- Commercial Lighting
 - Troffers with Controls
 - And more
- HVAC
 - Packaged Terminal Heat Pumps
 - Water-source VRF
 - PEI and ECM Pumps
 - A/C only units, and more

- Water Heating
 - Heat Pump Water Heaters
 - Natural Gas Water Heaters
- Food Service
 - Fryers
 - Ovens
 - Refrigeration
 - Dishwashers, and more
- Cold Storage & Lab Equipment

Reach out to HVAC-NE@Energy-Solution.com or 617-440-5467 with questions or to enroll as a distributor.

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Technical Assistance Providers

Nate Ernest-Jones, Eversource

Technical Assistance



Technical Assistance Providers

- Identify energy-saving opportunities to decrease energy costs
- Improve productivity and comfort for building occupants

- Staffed by professional engineers with strong background in building science
- Extensive experience with many types of energy efficiency opportunities

Become a Technical Assistance Provider



RFP Process

- Next RFP for these vendors will be through a multi-state RFP process later this year
- Interested vendors can contact one of the Sponsors to receive RFP updates
- Visit MassSave.com/rfp for more info

Technical Assistance Program Sponsor Contacts



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Additional Resources

Jenn Sylvester, National Grid

Additional Resources



Check out the Trade Partners webpage for upcoming trainings, past presentations, and other opportunities to partner with the Mass Save Sponsors:

- MassSave.com/trade-partners

Summary of rebate offerings easily accessible online:

- New Construction: MassSave.com/CINCMR
- Existing Buildings: MassSave.com/BusinessRebates

Find Your Sponsor Tool

massave.com/find-your-sponsor



Product/project saves electricity =
Electric Sponsor

Product/project saves natural gas = Natural
Gas Sponsor

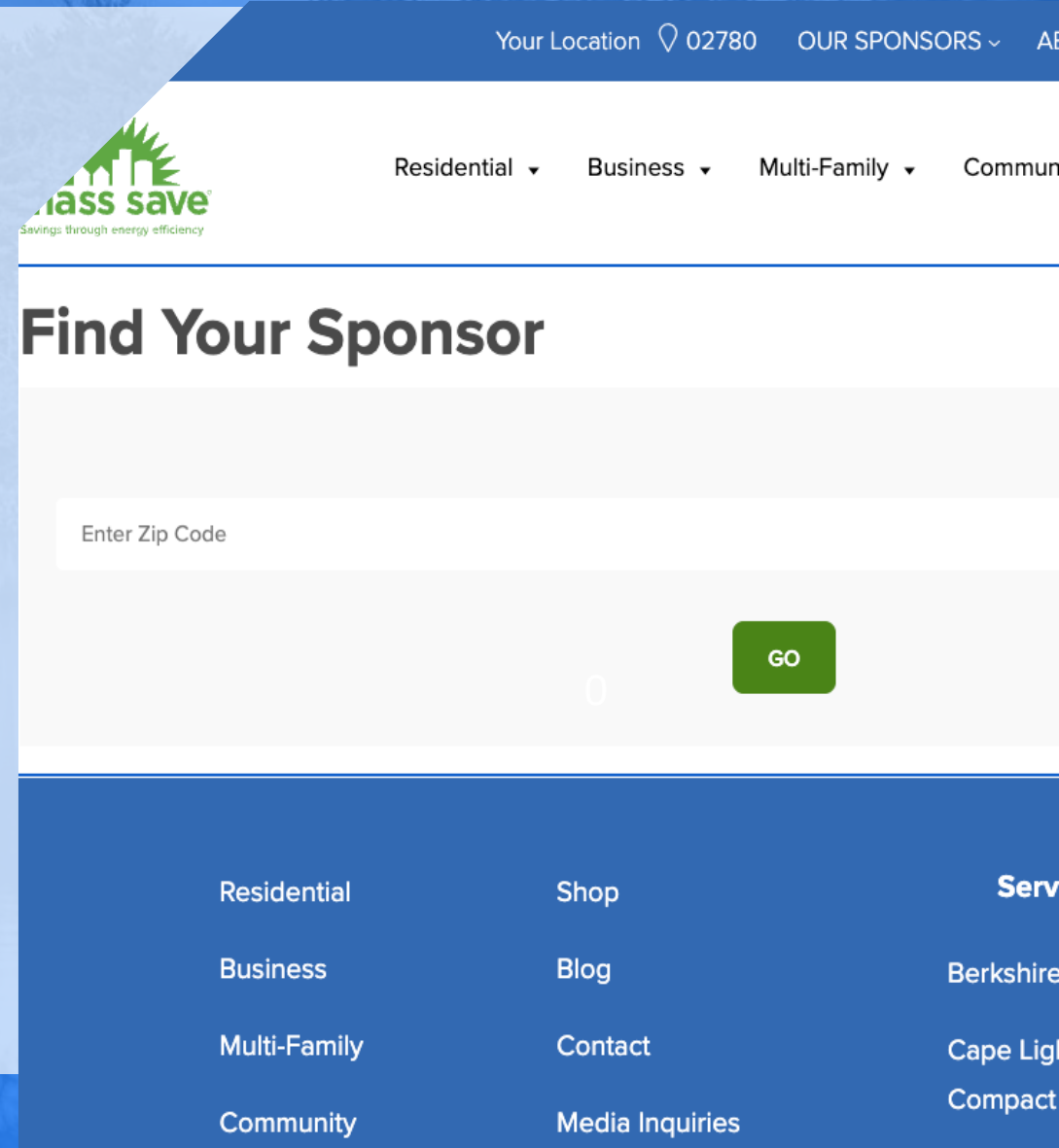
Project saves both fuels = start with
Electric Sponsor



If a customer is served by a MA municipally-
owned electric/gas [company](#), please contact
them for rebate information.

Exception:

Heat pump displacing natural gas = Natural
Gas Sponsor OR if displacing oil, propane or
electric resistance = Electric Sponsor



Contact the Program Sponsor for Any Project



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Questions?

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