

2020



# Residential heat pump water heater rebate form

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# 2020 residential heat pump water heater rebate form

1. To receive your rebate faster, submit online at [MassSave.com/Rebates](https://MassSave.com/Rebates)

2. By mail, send all required documentation to Mass Save Residential Heating & Cooling Program, P.O. Box 2528, Manchester, CT 06045

## REQUIRED DOCUMENTS\*

1. \*Completed and signed application. 2. \*Copy of your most recent electric utility bill. 3. \*Contractor's invoice including:

- \*Equipment Make
- \*Model Number and Size
- \*Installation Date and Address
- \*Total Install Cost and Proof of Payment
- \*Contractor Information

**Note:** Completed rebate application and required documentation must be submitted by January 31, 2021. Rebate processing time is typically less when submitting online.

\*Required Fields/Documents

## CUSTOMER INFORMATION (FILL CIRCLES COMPLETELY)

Residential Electric Utility or Energy Efficiency Provider:\*  Cape Light Compact  Eversource  National Grid  Unitil

Account Holder Name:\* \_\_\_\_\_

Electric Account Number:\* \_\_\_\_\_ Do you own or rent your home?  Own  Rent

Installation Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_  
(must match the residential electric account address)

Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

I certify that all information is correct to the best of my knowledge and that I adhere to all terms and conditions of this rebate.

## MAILING ADDRESS FOR REBATE (IF DIFFERENT FROM ABOVE)

Payee Name: \_\_\_\_\_ Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ State: \_\_\_\_\_ ZIP Code: \_\_\_\_\_

## NEW EQUIPMENT INSTALLED (ALL SURVEY QUESTIONS AND FIELDS MUST BE FILLED OUT)

- New Construction
- Replaced Functioning Electric Water Heater
- Replaced Failed Electric Water Heater

### Heat Pump Water Heater

Install Date*	Manufacturer*	Model Number*

Location of Equipment Installation:  Basement  Garage  Attic  Other \_\_\_\_\_

## CONTRACTOR INFORMATION

Note: All contractor information contained in this section is required on the contractor's invoice.

Company Name:\* \_\_\_\_\_ Contact Person:\* \_\_\_\_\_

City:\* \_\_\_\_\_ State:\* \_\_\_\_\_ ZIP Code:\* \_\_\_\_\_

Phone Number:\* \_\_\_\_\_ Email:\* \_\_\_\_\_

**Customer Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

I certify that new equipment is replacing an existing electric storage tank water heater or is new construction. I certify that information is correct to the best of my knowledge, and that I adhere to all terms and conditions of this rebate.

Please allow 6-8 weeks for processing. For more information, to confirm eligibility or to check the status of your rebate, call 800-232-0672 or email [ask@efi.org](mailto:ask@efi.org)

FOR ADDITIONAL INFORMATION, VISIT [MASSSAVE.COM/REBATES](https://MassSave.com/Rebates) OR CALL 800-232-0672.

# 2020 residential heat pump water heater rebate form

Save with rebates on heat pump water heater equipment purchased and installed between January 1, 2020 and December 31, 2020.

Rebate not to exceed purchase price. Limit three (3) rebates per service address.

## STANDARD HEAT PUMP WATER HEATER REBATES

Equipment Type	Capacity	UEF <sup>1</sup>	Rebate Amount
Heat Pump Water Heater	> 55 gallons	≥ 2.7	\$150
	≤ 55 gallons	≥ 2.0	\$600

<sup>1</sup>UEF - Uniform Energy Factor

Please see Terms & Conditions for full requirements. Cannot be combined with other rebate for same equipment.

## HEAT PUMP WATER HEATER

A heat pump water heater works much like an air conditioner or a refrigerator, moving heat from the surrounding air into the hot water tank. Most heat pump water heaters include an integrated hot water tank and a “hybrid” mode, allowing them to run as standard electric water heaters if necessary. Before installation, consider the following:

**Location:** For a heat pump water heater to run efficiently, the space should generally stay above 50°F.

**Space:** Since heat pumps remove heat from ambient air, there must be a considerable volume of air available. Most manufacturers recommend about 750 cubic feet, which means that closets (even those with louvered doors) are generally not appropriate locations for heat pump water heaters.

## NEXT STEPS

1. Work with a licensed plumber to install a qualifying product. Equipment must be **replacing an existing residential electric storage tank water heater** or be new construction (gas, oil, or propane replacement not eligible).
2. Review the 2020 residential heat pump water heater rebate form for step-by-step instructions detailing how to participate.
3. **Interested in 0% financing?**  
Apply for a Mass Save® HEAT Loan prior to installing your equipment. Learn more at [MassSave.com/HEATLoan](https://masssave.com/HEATLoan)
4. Install a qualifying product at a property with an active residential electric account with Cape Light Compact, Eversource, National Grid or Unitil. **Municipal electric customers are NOT eligible.**
5. Apply for a rebate by submitting all required documentation online at [MassSave.com/Rebates](https://masssave.com/Rebates) or by mail to

**Mass Save Residential Heating & Cooling Program**  
P.O. Box 2528  
Manchester, CT 06045

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## TERMS AND CONDITIONS

### Equipment Requirements

Applicable only when replacing an existing electric storage tank water heater or in new construction. Heat pump water heater must be installed by an MA licensed plumber and installed within the MA electric service area of one of the participating sponsors, be UL listed, and installed in accordance with the National Electric Code and manufacturer's specifications. Must have a Uniform Energy Factor (UEF) of at least 2.0 for 55 gallons or less and at least 2.7 for larger than 55 gallons. UEF is the ratio of useful energy output from a water heater to the total amount of energy delivered to the water heater. The higher the UEF is, the more efficient the water heater. Rebate amount not to exceed the cost of equipment (excluding sales tax and all installation costs).

### General Requirements

**Application Form:** This application must be filled out completely, truthfully and accurately. The customer must date and submit the completed application along with all required documentation for specific rebates and/or incentives. By submitting the rebate application, the customer agrees to abide by these Terms and Conditions.

**Time Limit:** Qualifying units for equipment rebate must be purchased and installed between January 1, 2020, and December 31, 2020. Applications must be postmarked by January 31, 2021. Program is subject to change without prior notice, including rebates and incentive levels.

**Payments:** From the time the application is processed and approved, please allow 6-8 weeks for payment. Payment processing will take longer if information or documentation is missing from the application. If payee information is different from account holder information and the electric utility provider is National Grid, additional processing time will be needed for payee verification.

**Geographic Requirements:** Offers valid only for residential electric customers in MA where the Mass Save Heating and Cooling Program is offered by Cape Light Compact, Eversource, National Grid and Unitil.

**Rebate Limitations:** This rebate may not be combined with any other utility or energy efficiency service provider offer for the same equipment. This does not apply to the HEAT Loan financing program. Other, non-Mass Save rebates or incentives may also be used. Rebate amount not to exceed the cost of equipment (excluding sales tax and all installation costs) and may be subject to change without notice.

**Proof of Purchase:** A copy of the customer's invoice itemizing the purchased equipment must accompany each rebate application form. The invoice must indicate the equipment make, model number and size, installation date and address, total install cost and proof of payment.

**Contractor Certification:** Contractor certifies that installation and services performed have been in accordance with all applicable municipal, state and federal codes, standards and regulations, as well as program requirements pertaining to the installed system.

**Approval and Verification:** The participating utility or energy efficiency service provider reserves the right to conduct field inspections to verify installations.

**Tax Liability:** Sponsors will not be responsible for any tax liability that may be imposed on the customer or contractor as a result of the payment of rebates.

**Endorsement:** Sponsors do not endorse any particular manufacturer, product, system design, or technology in promoting these offers.

**Limitation of Liability:** Sponsors and their rebate administrator's liability is limited to paying the rebate and incentive specified. Sponsors and their rebate administrator are not liable for any consequential or incidental damages or for any damages in tort connected with or resulting from participation in these offers.

**Warranties:** SPONSORS DO NOT WARRANT THE PERFORMANCE OF INSTALLED OR SERVICED EQUIPMENT, EXPRESSLY OR IMPLICITLY. Program sponsors make no warranties or representations of any kind, whether statutory, expressed, or implied, including, without limitations, warranties or merchantability or fitness for a particular purpose regarding the equipment or services provided by a manufacturer or vendor. Contact your contractor for details regarding equipment performance and warranties.

**Electric Benefits:** Other than the energy savings realized by customer, customer agrees that Program Administrator has the unilateral right to apply for any credits or payments resulting from the Program or equipment. Such credits and payments include but are not limited to: (a) ISO-NE capacity payments, (b) other electric or natural gas capacity and avoided cost payments or credits, (c) environmental credits, and (d) payments from demand response programs. Customer further agrees Customer will not file for such payments or credits either directly or indirectly, and will not consent to any other third party's right to such payments or credits. This right is irrevocable for the life of the equipment unless the Program Administrator provides written consent.

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