

February 2023



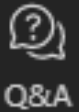
# 2023 Heating & Cooling Contractor Kickoff

WE ARE MASS SAVE®:



# Housekeeping

- Everyone is muted
- Please use Q&A function to submit questions, questions not answered today will be answered via FAQ after the Kickoff
- Recording and slides will be hosted on the [Mass Save Energy Efficiency Learning Center \(EELC\)](#)







Together, we make good  
happen for Massachusetts.

Your local electric and natural gas utilities and energy efficiency service provider are taking strides in energy efficiency: Berkshire Gas, Cape Light Compact, Eversource, Liberty, National Grid and Unitil.

As one, we form Mass Save<sup>®</sup>, with the common goal of helping residents and businesses across Massachusetts save money and energy, leading our state to a clean and energy efficient future.

**We Are Mass Save<sup>®</sup>**



**EVERSOURCE**



**nationalgrid**



WE ARE MASS SAVE<sup>®</sup>:

## 2022-2024 Focus

The Sponsors of Mass Save support the Commonwealth's efforts to reduce carbon emissions and are proud of our work to help Massachusetts be a national leader in the clean energy economy.

**Electrification is a top priority of the 2022-2024 Energy Efficiency Plan.**



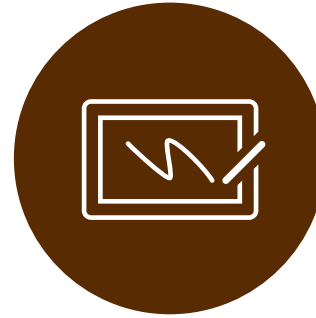
# Heating & Cooling Programs



Rebates and  
financing



Informational  
materials



Technical  
resources



Program  
support

# Kickoff Agenda



2022 Program Highlights

Heat Pump Rebates & Requirements

Other HVAC & Water Heating Incentives

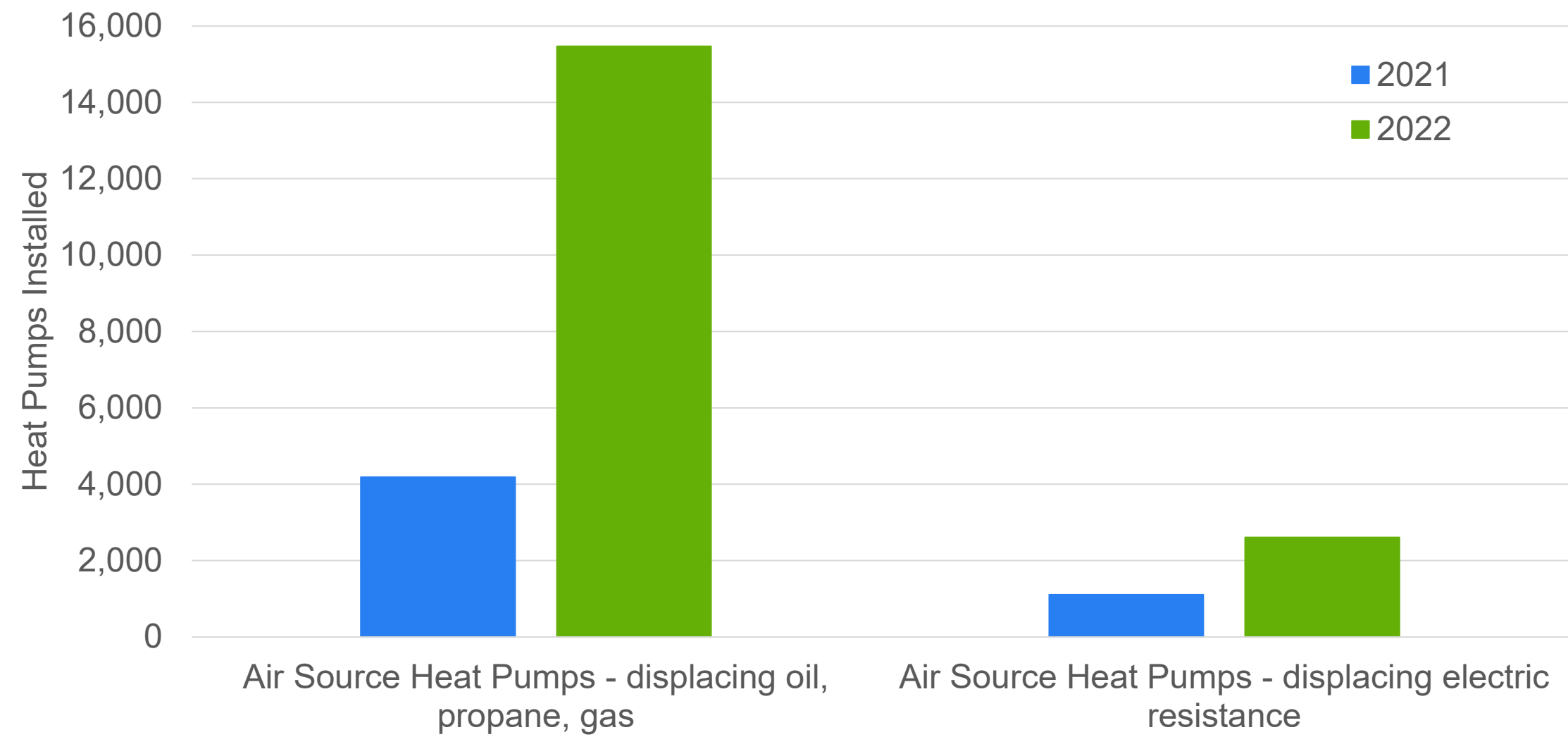
Program Support & Resources

Questions?



# 2022 Program Highlights

# Residential Year-Over-Year Installation Trends





# Post-Installation Satisfaction Survey

## Eversource Residential Customers

- **94%** of customers reported that they have been satisfied or very satisfied with their heat pump's performance
- **95%** of customers were satisfied with their heat pump installation
- Customers reported their top motivating factors to be:
  - Increased comfort
  - Lower cost of heating and air conditioning
  - Lower carbon heating and air conditioning



# THANK YOU

to all the contractors,  
distributors & manufacturers who

Worked with  
us to develop  
new offers

Provided  
feedback on  
the  
participation  
process

Invited us to  
participate in  
your events

Ensured  
your teams  
completed  
program  
trainings

Promoted  
incentive  
offers

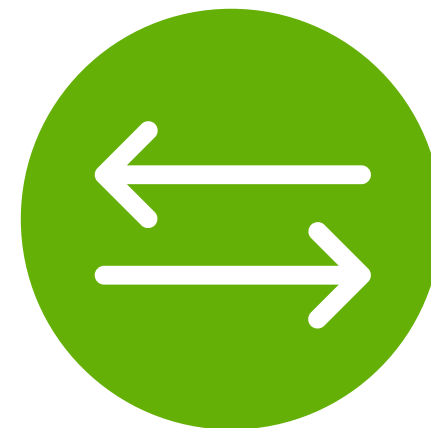
# Heating & Cooling Discussion Requests



Weatherization  
Requirements



Heat Pump  
Installer Network  
Requirements to  
Remain Active



Integrated  
Control  
Requirements

Throughout the kickoff, we'll be covering these topics.

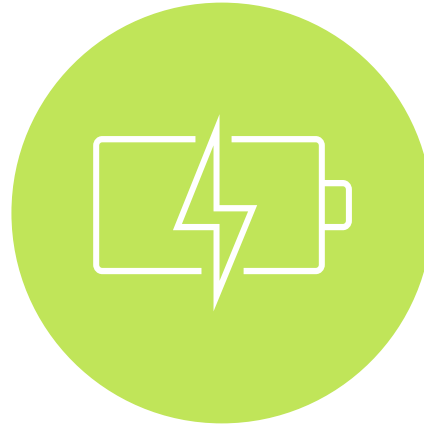


# Heat Pump Rebates & Requirements

# Pairing Heat Pumps with Weatherization



Increased  
comfort



Reduced  
energy  
consumption



Reduced  
greenhouse gas  
emissions

Heat pumps installed in a properly weatherized home or business can dramatically improve comfort.

# Residential Heat Pump Rebates

Pre-existing Fuel Type	Equipment Type	Efficiency Requirement	Rebate Type	Rebate Amount	Enhanced Rebate Amount (Income-Qualified)***
Electric Resistance, Oil, Propane, Natural Gas*	Air Source Heat Pumps	Refer to <a href="https://www.mass.gov/info-details/mass-save-heat-pump-rebate-program">MassSave.com/HPQPL</a>	Whole-Home	\$10,000 per home	\$16,000 per home
			Partial-Home	\$1,250 per ton**	
	Air to Water Heat Pumps		Whole-Home	\$10,000 per home	\$16,000 per home
	Ground Source Heat Pumps	ENERGY STAR® certified	Whole-Home	\$15,000 per home	\$25,000 per home
			Partial-Home	\$2,000 per ton**	

\*Customers with pre-existing natural gas heating are not eligible for income qualified rebates

\*\*Tons calculated based on AHRI cooling capacity divided 12,000 BTUs. (1 ton = 12,000 BTUs)


\*\*\*Cape Light Compact moderate income qualified heat pump rebates differ from the amount listed. Customers are eligible for 80% of the installed cost of qualifying heat pump systems

*Residential heat pump rebates are **only** available for heat pumps that are installed by contractors participating in the Mass Save Heat Pump Installer Network.*



# Whole-Home Heat Pump Rebate Requirements

- ✓ Heat pumps must be used as the sole source of heating during heating season
  - ✓ Sized to meet 90-120% of the total heating load at the outdoor design temperature, per ACCA Manual J
- ✓ Home is sufficiently weatherized and satisfies at least one of the following requirements:
  - A. Home was built during or after 2000
  - B. Home Energy Assessment report indicates less than \$1,000 worth of weatherization recommended
  - C. Weatherization recommendations made during or after 2013 have been completed. Supporting documentation only required upon request.
- ✓ Whole-home verification form must be completed and signed by customer and contractor

**2023 Whole-home heat pump verification form**

The Sponsors of Mass Save® offer rebates to customers who install heat pumps as the sole source of heating and cooling.

CUSTOMER INFORMATION (MUST MATCH CORRESPONDING REBATE FORM)		ALL INFORMATION IS REQUIRED	
Residential Electric/Gas Utility or Energy Efficiency Provider <input type="radio"/> Berkshire Gas <input type="radio"/> Cape Light Compact <input type="radio"/> Eversource <input type="radio"/> Liberty <input type="radio"/> National Grid <input type="radio"/> Unitil			
Electric Account Number:	Natural Gas Account Number:		
Is this property occupied by an owner or a renter? <input type="radio"/> Owner <input type="radio"/> Renter		Assessment Site ID:*	
Account Holder Name:	Phone:	Email Address:	
Installation Address:	City:	State:	ZIP:

Assessment Site ID provided during Home Energy Assessment.


**Eligibility**  
In addition to existing residential heat pump eligibility criteria:





- **Heat pumps must be new and sized to be capable of being the sole source of heating in the home.** Contractors must install equipment sized to meet 90-120% of the total heating load at the outdoor design temperature, per ACCA Manual J Design Conditions, throughout 100% of the conditioned space. Homes may maintain backup heat from either a wood or pellet stove or supplemental heat from either existing electric resistance heating or heat pumps that have not previously received rebates from the Sponsors of Mass Save
- **Project must either include the removal or disconnection of the pre-existing heating system.** If the pre-existing system will remain in place, homeowner must not use the pre-existing heating system unless there is an emergency (either heat pump maintenance down-time or if heat pump is not able to heat the home during an extreme weather event)
- **Home must be sufficiently weatherized prior to heat pump installation.** Sufficient weatherization can be demonstrated by satisfying at least one of the following requirements: (A) home was built during or after 2000, (B) Home Energy Assessment report indicates less than \$1,000 worth of weatherization recommended, or (C) weatherization recommendations made during or after 2013 have been completed. Supporting documentation only required upon request
- **Homes must be occupied full time during the winter heating season.**

CUSTOMER VERIFICATION	
Heat pumps will be used as the sole source of heating in the home.	<input type="radio"/> Yes <input type="radio"/> No
Pre-existing heating system has been removed.	<input type="radio"/> Yes <input type="radio"/> No
Pre-existing heating system has been disconnected.	<input type="radio"/> Yes <input type="radio"/> No
Pre-existing heating system remains in place but will only be used during heat pump maintenance down-time or if needed during an extreme weather event.	<input type="radio"/> Yes <input type="radio"/> No
Homeowner understands that heat pumps may be subject to post-installation inspections prior to receiving rebate payment.	<input type="radio"/> Yes <input type="radio"/> No

CUSTOMER ACCEPTANCE OF TERMS	
I certify that all statements and information, including any attachments, made in this verification form are correct, complete, true, and accurate to the best of my knowledge, and that I have read and agree to the Mass Save Heating & Cooling Terms and Conditions. I understand that any false, fraudulent or incorrect information in this form or any of the attachments is grounds for nonpayment or return of any rebates, suspension or termination from future Mass Save programs and may be subject to referral to applicable government agencies for further appropriate action.	
→ Customer Signature:	Date:

INSTALLER ACCEPTANCE OF TERMS (MUST PARTICIPATE IN THE MASS SAVE HEAT PUMP INSTALLER NETWORK)	
I certify that all statements and information, including any attachments, made in this verification form are correct, complete, true and accurate to the best of my knowledge, and that I have read and agree to the Mass Save Heating & Cooling Terms and Conditions. I certify 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. I understand that any false, fraudulent, or incorrect information in this form or any of the attachments is grounds for nonpayment or return of any rebates, suspension or termination from future Mass Save programs and may be subject to referral to applicable government agencies for further appropriate action.	
→ Installer Signature:	Date:

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

WHV-05-22

# Partial-Home Heat Pump Rebates

## Rebate Requirements:

- ✓ Heat pumps must be used as the primary heating source during heating season
- ✓ If pre-existing oil, propane or natural gas system will remain in place, integrated controls must be installed; Refer to [MassSave.com/ICQPL](https://www.mass.gov/info-details/mass-save-qualified-integrated-controls) for a list of qualified integrated controls

## \$500 Weatherization Bonus:

- Weatherization project cost must have exceeded \$1,000 and have satisfied all weatherization recommendations made during a Home Energy Assessment
- Bonus form will be provided directly to the customer during the Home Energy Assessment

# Integrated Control Requirements

Customers who install heat pumps to partially-displace oil, propane or natural gas must install integrated controls with automated switchover set at **or below** these maximum switch-over temperatures:

Pre-Existing Heating Fuel	<u>Maximum</u> Switch-Over Temperature*
Oil, Natural Gas	$\leq 30^{\circ}\text{F}$
Propane	$\leq 5^{\circ}\text{F}$
*Configure integrated controls to switchover at <i>or below</i> these temperatures. Customers motivated by environmental impact may choose lower switchover temperatures to minimize fossil fuel usage. Please note: the recommended switchover temperature for natural gas systems is designed to support decreased greenhouse gas emissions rather than operational savings.	



# Efficiency Requirements

- Effective January 1, 2023, the federal government has issued new standards for heat pump products. Manufacturers have replaced HSPF and SEER efficiency ratings with HSPF2 and SEER2.
- The Sponsors of Mass Save have updated efficiency requirements for residentially-sized air source heat pump equipment (rated below 65,000 Btu/h) to align with the new federal standards (i.e., ENERGY STAR 6.1 Cold Climate Certification).
- To ease the transition to the new standards, the Sponsors consider **any models that meet the 2022 criteria or the new 2023 criteria as eligible** for equipment installed through 12/31/2023.

The complete list of heat pumps eligible for residential rebates will remain available at [MassSave.com/HPQPL](https://masssave.com/HPQPL).

# Residential Heat Pump Qualified Product List

Use the search tool to filter by:

Unit model  
number


Brand


AHRI number


Heating  
Capacity

For more information, visit  
[MassSave.com/HPQPL](https://MassSave.com/HPQPL)

Select Filters Below

  
CENTRAL HEAT PUMPS

  
MINI-SPLIT DUCTED & MULTI SPLITS

  
MINI-SPLIT HEAT PUMPS

			2022			2023*			
Air Source Heat Pumps			HSPF	SEER	HCR @17°F	HSPF2	SEER2	HCR @5°F	COP @5°F
Ductless	Mini-Split	Single-Zone	10	18	58%	8.5	15.2	70%	1.75
Ductless	Mini-Split	Multi-Zone							
Ducted	Mini-Split	Single-Zone	9.5	16	58%	8.1	15.2	70%	1.75
Ducted	Mini-Split	Multi-Zone							
Ducted	Central	--	9.5	16	60%				

\*Aligns with ENERGY STAR 6.1 Cold-Climate Specification

Select: Brand

Select

Search: Model Number #

Search Outdoor, Indoor or AHR

Heating Capacity Details

Min: 6400

Max: 71500

APPLY FILTERS

# Commercial Heat Pump Rebates

Equipment Type	Efficiency Requirement	Rebate Amount
Air Source Heat Pumps	Refer to <a href="https://masssave.com/CIHPQPL">MassSave.com/CIHPQPL</a>	\$2,500 per ton*
Air Source Variable Refrigerant Flow (VRF)		\$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).

NOTE: For projects totaling up to 150 tons for Cape Light Compact, Eversource or National Grid customers or **more than 10 tons or \$25,000 in total rebate for Berkshire Gas, Liberty, or Unitil customers**; larger systems will be reviewed on a case-by-case basis. See [MassSave.com/CIHeatPump](https://masssave.com/CIHeatPump) for full rebate eligibility details.

1. For units not listed by AHRI or on the QPL found at [MassSave.com/CIHPQPL](https://masssave.com/CIHPQPL), contact [ne-heatpumps@energy-solution.com](mailto:ne-heatpumps@energy-solution.com) for guidance
2. ASHP and VRF refer to air-to-air equipment. Please contact your Sponsor for information on air-to-water heat pump rebates
3. Total rebate amount shall not exceed installed costs (inclusive of both equipment and installation)



# Commercial Heat Pump Qualified Product List

All 2022 eligible models will be accepted through 12/31/2023 to allow for the transition of inventory.

For more information about heat pumps, to access the QPL, and for a link for customers to submit their rebate, please visit [MassSave.com/ciheatpump](https://MassSave.com/ciheatpump)

Equipment Type	Equipment Capacity <sup>2</sup>		EER	IEER	SEER2	HSPF2	COP @ 47F	COP @ 17F	COP @ 5F	Capacity Ratio @ 5F/47F	Rebate (\$ per Ton)
	Tons	Btu / Hr	Split Systems (Ducted)								
Air Source Heat Pumps (ASHP)	< 5.42	< 65,000	---	---	15.2	8.1	---	---	1.75	70%	\$2,500
			Split Systems (Non-Ducted)								
			---	---	15.2	8.5	---	---	1.75	70%	
	≥ 5.4 and < 11.33	≥65,000 and < 135,000	11.1	15.4	---	---	3.5	2.25	---	---	
	≥11.33 and < 20	≥135,000 and < 240,000	10.7	14.6	---	---	3.4	2.05	---	---	
	≥ 20 and <= 150	≥ 240,000 and <= 1,800,000	9.6	13	---	---	3.3	2.05	---	---	
Air Source Variable Refrigerant Flow Heat Pumps (VRF)	≥ 5.4 and < 11.3	≥65,000 and < 135,000	11.1	18.9	---	---	3.4	2.25	---	---	\$3,500
	≥ 11.3 and < 20	≥135,000 and < 240,000	10.7	18	---	---	3.25	2.07	---	---	
	≥ 20 and <= 150	≥ 240,000 and <= 1,800,000	9.6	16.4	---	---	3.25	2.07	---	---	
Ground Source Heat Pumps – Closed Loop (GSHP-C) <sup>3</sup>	<= 150	<= 1,800,000	17.1	---	---	---	3.6	---	---	---	\$4,500
Ground Source Heat Pumps – Open Loop (GSHP-O) <sup>3</sup>	<= 150	<= 1,800,000	21.1	---	---	---	4.1	---	---	---	

1. For units not listed by AHRI or on the QPL found at [www.MassSave.com/cihpqpl](https://www.MassSave.com/cihpqpl), please contact us by email at [hvac-ne@energy-solution.com](mailto:hvac-ne@energy-solution.com) for guidance

2. Btu / Hr based on AHRI rated cooling capacity @ 47°F; Tons are calculated as Btu / Hr divided by 12,000 Btu / Hr

3. The Ground Source Heat Pump specifications in the charts above apply to single stage models. Multi-stage models may be eligible if the average of their AHRI rated part load and full load EER and COP is greater than the criteria listed above.

Projects at commercial facilities totaling up to 150 tons are eligible for these incentives for Cape Light Compact, Eversource and National Grid customers. Projects totaling 10 tons or \$25,000 in total incentive or more for Berkshire Gas, Liberty Utilities, and Unitil customers require pre-approval. Please contact [hvac-ne@energy-solution.com](mailto:hvac-ne@energy-solution.com) for pre-approval and questions.

# Optional: Heat Pump Rebate Commitment Letter – C&I Projects

Valid for up to one year from authorization date.

*Required information:*

- Project Summary
  - Installation location information
  - Estimated completion date
  - Square footage being heated by heat pump
- Project Contact Information
- Equipment Summary

Contact [ne-heatpumps@energy-solution.com](mailto:ne-heatpumps@energy-solution.com) with project details to request this letter.

Commercial Heat Pump Project: Rebate Commitment Letter

[Sponsor Name], a proud sponsor of Mass Save®, is excited to provide [Company/Customer Name] with a Rebate Commitment Letter for the following commercial heat pump project:

PROJECT SUMMARY				
Project Installation Location Name				
Project Address				
Square Feet Covered by New Equipment				
Estimated Project Completion Date				
Total Rebate Amount Authorized				
Authorization Date				
Authorization Expiration Date <sup>1</sup>				

PROJECT CONTACTS				
Primary Contact Name				
Contact Email				
Contact Phone Number				

EQUIPMENT SUMMARY				
Pre-existing Heating Fuel Type				
Fully replacing pre-existing heating system? (Y/N)				
If partially displacing pre-existing system*:				
Equipment Type	AHRI Reference # make/model	Integrated Control Model #	QTY	Rebate
Totals				






\*If partially displacing an existing natural gas heating system, an integrated control model number must be included or must certify that an existing building control system is being replaced by a new system that integrates both the heat pump and the existing heating system.

<sup>1</sup>To be eligible for rebate payment, equipment must be installed at [Project Address] and documentation must be submitted by [Authorization Expiration Date [Date]]. Failure to install all equipment as approved by this date may result in denial of payment or reduce rebate payment.

For more information on commercial rebates and eligibility, visit [MassSave.com/CIHeatPump](https://MassSave.com/CIHeatPump). Please note that this installation may be subject to an onsite verification. See Terms & Conditions listed on the [2022 Commercial Heat Pump Rebate Form](#) for full requirements.

**Questions or Scope Change?**  
If you make a change to your project after this commitment letter, you must notify us prior to beginning installation to determine eligibility. Contact the Energy Solutions team should your project scope or timing change: [ne-heatpumps@energy-solution.com](mailto:ne-heatpumps@energy-solution.com) or 617-440-5468.

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# Equipment Proposal & Invoice Requirements

- List total install cost for each system
  - Labor and equipment breakout not required
- List equipment model #s

Sample invoice is available at  
[MassSave.com/Invoice](https://MassSave.com/Invoice)

**INVOICE**

 **EnergySavers HVAC Inc.**

**Installation Date**  
DATE 2/6/2023

**Last 6 digits of HPIN Company ID for heat pump installs**  
INVOICE NO ABC123

**HPIN Company ID: 111111**  
100 ENERGY AVE.  
ENERGYTOWN, MA 02140  
[energysaversinc@email.com](mailto:energysaversinc@email.com)  
(617) 111-2222

**Installation Address**  
Jennifer Q Public  
5 Savings Lane  
Energyville, MA 02155  
(617) 867-5309

**PAID IN FULL**

**Contractor Information**

SALESPERSON	JOB	PAYMENT TERMS	DUE DATE
Joe Everyone	22-0xxx	Due on Receipt	30 days Net

DESCRIPTION	MODEL #'S/NOTES	Outdoor and Indoor model #s	AMOUNT	Total Install Cost for Each System
BestHeatPumps, Inc.	BTU's 48,000-4 Ton condenser, 4 indoor units AHRI Certificate Number: 2223ABC445	Outdoor # CHP48 Indoor # CHP18 Indoor # CHP9 x3	\$13,000.00	
BestHeatPumps, Inc.	BTU's 12,000 (1 Tons) 1 Condenser, 1 indoor unit AHRI Certificate Number: 3333ABC445	Outdoor # CHP12 Indoor # CHPZ12	\$6,000.00	
XYZ Integrated Controls	Approved integrated control for BestHeatPumps, Inc. IC1234ABC Dual Fuel Thermostat Model #DF397		\$2,000.00	
Subtotal			\$21,000.00	
Mass Save Rebate			(\$6,250.00)	
Total			\$14,750.00	

**Integrated control model type & model # (required for partial-home heat pump rebates only)**

**Mass Save® Instant Rebate (required if contractor is assigned rebate payee)**

# Inflation Reduction Act (IRA)

## What is the Inflation Reduction Act?

The Inflation Reduction Act (IRA) is a U.S. law designed to advance clean energy and reduce greenhouse gas emissions through support for investment in domestic energy production, energy efficiency and beneficial electrification. The legislation provides over \$10 billion in rebates and tax credits to help households install important home upgrades, increase energy efficiency, and use renewable energy.

## How could a home benefit from the IRA?

The Act includes tax credits and rebates designed to reduce the cost of increasing a home's energy efficiency. Specifically supported measures include weatherization, distributed energy resources (solar PV and batteries) and various forms of electrification, including support for high-efficiency heat pumps, induction cooktops, heat pump hot water heaters and electrical upgrades.

See the [IRA FAQ](#) on [MassSave.com](#) for additional information.



# Other HVAC & Water Heating Incentives

# Residential Boiler & Furnace Rebates

Fuel	Equipment Type	Efficiency Requirement	Rebate Amount		Enhanced Amount (Income-Qualified)	
			Tier I	Tier II*	Tier I	Tier II*
Natural Gas	Hot Air Furnace with ECM	95% AFUE	\$200	\$500	\$1,000	\$6,000
		97% AFUE	\$200	\$1,000	\$1,000	\$6,500
	Hot Water Boiler	95% AFUE	\$200	\$2,000	\$1,000	\$6,600
	Combined Condensing Furnace with On-Demand Water Heater	97% AFUE	\$700		\$7,300	
	Combined Condensing Boiler with On-Demand Water Heater	95% AFUE	\$1,200		\$7,300	
Propane	Hot Air Furnace with ECM	95% AFUE	\$200	\$500	\$1,000	\$4,500
	Hot Water Boiler	95% AFUE	\$200	\$2,000	\$1,000	\$4,500
	Combined Condensing Furnace with On-Demand Water Heater	95% AFUE	\$700		\$4,500	
	Combined Condensing Boiler with On-Demand Water Heater	95% AFUE	\$1,200		\$4,500	
Oil	Hot Air Furnace with ECM	86% AFUE	\$500		\$4,500	

\*Customers replacing existing Condensing Furnaces or Boilers are not eligible for Tier II amounts. If pursuing Tier II rebates, pre-verification of pre-existing heating system is required prior to installation. Visit [MassSave.com/GetVerified](https://www.mass.gov/info-details/mass-save-get-verified).

# Commercial HVAC Incentives

Equipment Type	Incentive Amount*
Water Source Heat Pumps	Up to \$100/ton
Water Source VRFs	Up to \$175/ton
Air Source Air Conditioners	Up to \$100/ton
Water/Evaporatively Cooled Air Conditioners	Up to \$100/ton
Dual Enthalpy Economizer Controls (when installed with new qualifying equipment)	\$125/unit
ECM Circulator Pumps	Up to \$200/unit
Commercial PEI-Rated Efficient Water Pumps	Up to \$2.50 (\$/HP/ER)
High-Efficiency Condensing Units (HECU) for Refrigeration	Up to \$400 (\$/HP)
*Rebates are provided as instant discounts through participating distributors. For more information, including the Find a Distributor tool, visit <a href="https://MassSave.com/Commercial">MassSave.com/Commercial</a> .	

# Residential Thermostats & Controls Rebates

Equipment Type	Efficiency Requirement	Rebate Amount
Programmable Thermostat	-	\$25 per unit
Smart Thermostat	ENERGY STAR <sup>®</sup> certified	\$100 per unit
Integrated Control (IC)	Refer to <a href="https://www.mass.gov/info-details/mass-save-program-requirements">MassSave.com/ICQPL</a>	\$500 per indoor unit, up to \$1,500*
*The Integrated Control rebate is for retrofitting existing heat pumps with Integrated Controls; <b>it is not applicable to new heat pump installations.</b>		

# Residential Water Heater Rebates

Fuel Type	Equipment Type	Efficiency Requirement	Rebate Amount
Electric Resistance, Oil, Propane, Natural Gas	Heat Pump Water Heater	ENERGY STAR <sup>®</sup> certified UEF ≥ 3.30	\$750*
	Heat Pump Water Heater (120V/15A Circuit)	ENERGY STAR certified UEF ≥ 2.20	
	Split-System Heat Pump Water Heater	ENERGY STAR certified UEF ≥ 2.20	\$1,500
Natural Gas	On-Demand Tankless Water Heater	ENERGY STAR certified UEF ≥ 0.87	\$550
	Storage Water Heater	ENERGY STAR certified, Medium draw UEF ≥ 0.64, High draw UEF ≥ 0.68	\$100
	Condensing Gas Water Heater	ENERGY STAR certified UEF ≥ 0.80	\$400
Propane	Indirect Water Heater	Must be attached to a propane-fired heating system, and replace a freestanding or tankless water heater. Solar storage tanks are not eligible.	\$300
	On-Demand Tankless Water Heater	ENERGY STAR certified UEF ≥ 0.87 UEF with electronic ignition	\$550
Oil	Indirect Water Heater	Must be attached to an oil-fired heating system, and replace a freestanding or tankless water heater. Solar storage tanks are not eligible.	\$300

\*Rebates are provided as instant discounts through participating distributors and retailers.



# Commercial Water Heater Incentives

Equipment Type	Incentive Amount*
Natural Gas Storage or Volume Water Heater	Up to \$2.00/Mbtuh
Natural Gas Tankless (On-Demand)	Up to \$1.00/Mbtuh
Natural Gas Indirect Water Heater	\$200/unit
Natural Gas Pool Heaters	\$2.00/Mbtuh
Natural Gas High Speed Clothes Washer	\$4.00/lb capacity
Heat Pump Water Heater (replacing Electric, Oil, Propane or Natural Gas)	Up to \$2,200/unit

\*Rebates are provided as instant discounts through participating distributors. For more information, including the Find a Distributor tool, visit [MassSave.com/Commercial](https://MassSave.com/Commercial).

# Additional Commercial Rebates

Incentives offered to commercial customers after product installation are:

- High efficiency gas heating equipment
- Chillers
- After market boiler reset controls
- Smart or programmable thermostats
- Steam traps
- Showerheads
- Faucet aerators

Visit [MassSave.com/saving/business-rebates/gas-fired-heating-equipment](https://www.mass.gov/info-details/mass-save-commercial-rebates/gas-fired-heating-equipment) for rebate eligibility and rebate information. For equipment not shown, custom incentives may be available, please contact your Program Administrator.

# Program Support & Resources

# For Customers



# Residential Rebate Participation Process

1. Consider eligibility for enhanced income-qualified offers

- Verify eligibility by visiting [MassSave.com/Enhanced](https://MassSave.com/Enhanced) or calling [1-866-527-7283](tel:1-866-527-7283)\*

2. Satisfy any pre-installation requirements

- For whole-home heat pumps: home has been sufficiently weatherized
- For combustion systems: confirm inefficiency of existing system has been verified via Energy Assessment or Special Home Visit

3. Complete installation of high-efficiency equipment

- For heat pumps: contractor must be enrolled in the Heat Pump Installer Network
- Provide detailed invoice, including all model numbers

4. Submit application for rebate through online portal or by mail

- Rebate payment can take 6-8 weeks
- Post-installation inspections may be required

*\*Customers of Cape Light Compact should call [1-800-797-6699](tel:1-800-797-6699)*



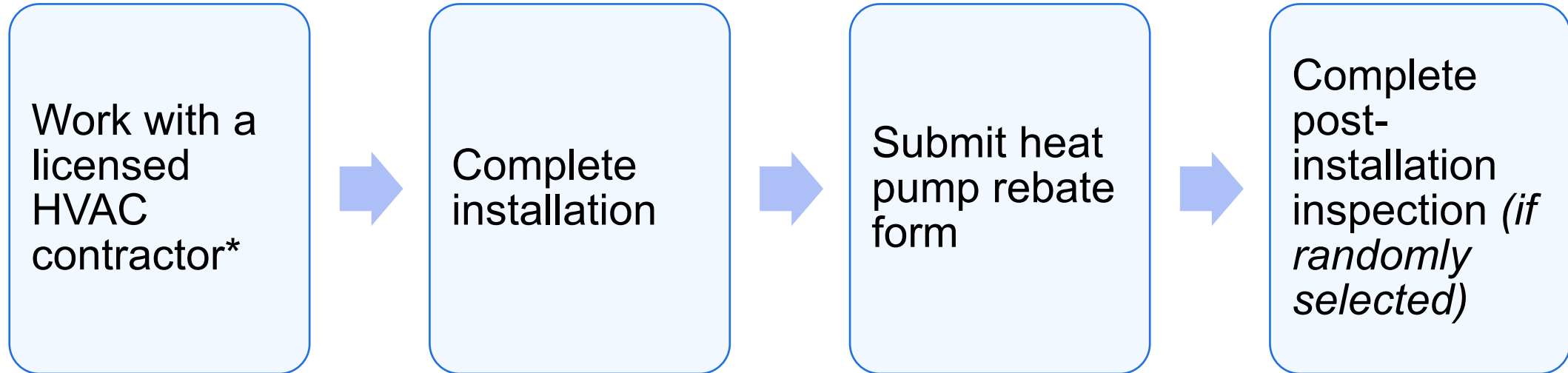
# Residential Enhanced Rebate Eligibility

- **Verify eligibility**
  - Visit [MassSave.com/Enhanced](https://MassSave.com/Enhanced) or call [1-866-527-7283](tel:1-866-527-7283). Cape Light Compact customers should call [1-800-797-6699](tel:1-800-797-6699).
- **Prepare your home**
  - A Home Energy Assessment is required. Visit [MassSave.com/HEA](https://MassSave.com/HEA) or call [1-866-527-7283](tel:1-866-527-7283) to schedule.
- **Weatherize your home**
  - All weatherization updates recommended must be completed prior to applying for the enhanced rebate.
  - All weatherization work is available at no cost for income verified customers.

Number of Household Members	Annual Household Income 2022 - 2023 Heating Season
1	\$42,412 – \$56,548
2	\$55,462 – \$73,948
3	\$68,512 – \$91,348
4	\$81,562 – \$108,748
5	\$94,611 – \$126,147
6	\$107,661 – \$143,547
7	\$110,108 – \$146,809
8	\$112,555 – \$150,072
9	\$115,002 – \$153,335
10	\$117,449 – \$156,597
11	\$119,896 – \$159,860
12	\$122,344 – \$163,124
13	\$124,789 – \$166,384
14	\$127,236 – \$169,647
15	\$129,683 – \$172,909
16	\$132,130 – \$176,172
17	\$134,577 – \$179,435

Visit [MassSave.com/Enhanced](https://MassSave.com/Enhanced) for additional information

# Commercial Participation Process for Heat Pump Rebates



*\* Optional rebate commitment letter available for businesses seeking assurance that equipment and installations are eligible for incentive amounts.*

- Customers can assign the incentive directly to the installation contractor.
- Projects exceeding 150 tons in total require pre-approval for Cape Light Compact, Eversource and National Grid customers, and for projects exceeding 10 tons or \$25,000 in total require pre-approval for Berkshire Gas, Liberty Utilities and Unitil customers

# No-Cost Energy Assessments

- Available for existing residential, multi-family and small commercial buildings
- Virtual and in-person assessment options
- Receive a custom energy report detailing efficiency upgrades & available rebates

**Sign up on the Mass Save website:**

- [Residential \(1-4 Units\)](#)
- [Multi-family \(5+ Units\)](#)
- [Commercial](#)



# Residential HEAT Loan



Up to **\$50k** for eligible heat pump installations or **\$25k** for other energy efficiency improvements\*



0% interest for qualifying customers

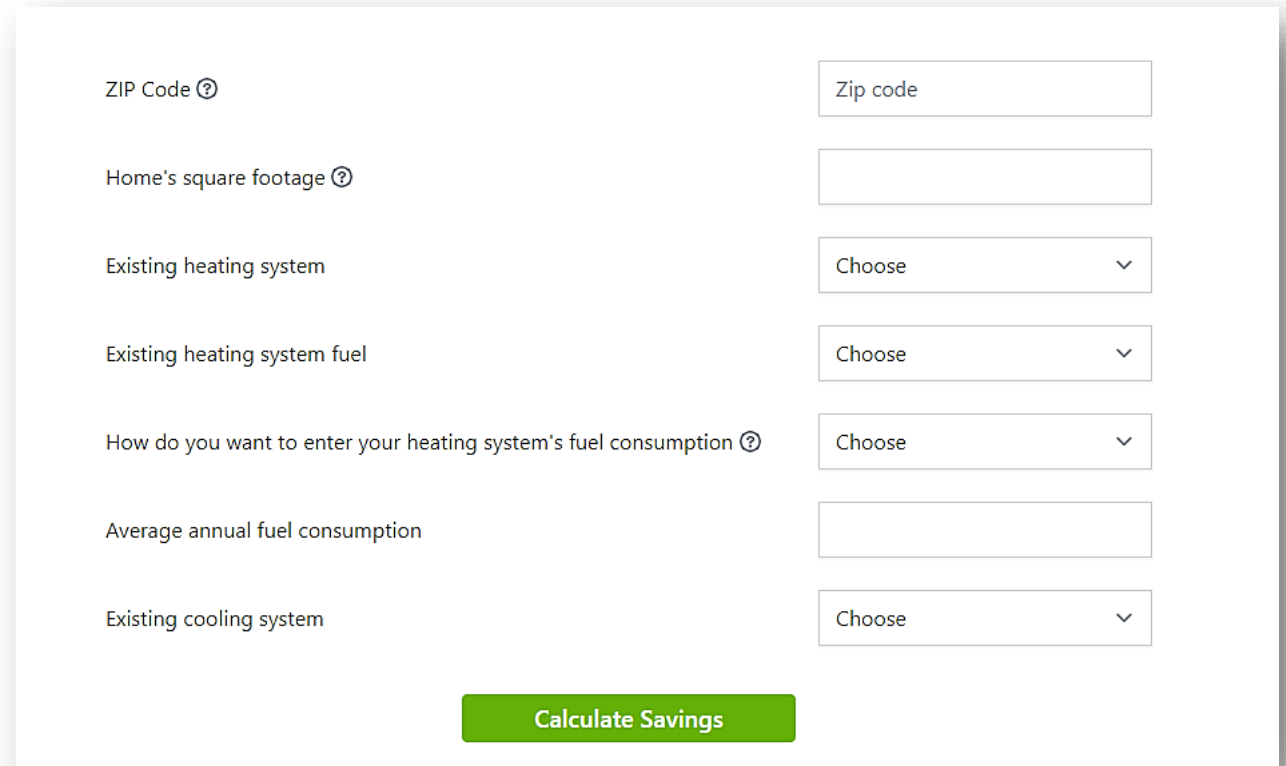


Participation in the Heat Pump Installer Network required to grant access for heat pump installations

*\*Limit may vary based on lender and type of equipment financed. For more information, visit [MassSave.com/HEATLoan](https://MassSave.com/HEATLoan).*

# Residential Heating Comparison Calculator

- Customers can see how installing a high-efficiency home heating system impacts heating costs and carbon emissions
- Provides comparison to multiple options



The image shows a web form for a Residential Heating Comparison Calculator. It contains several input fields and dropdown menus for user information and preferences. At the bottom is a green button labeled 'Calculate Savings'.

ZIP Code ?	<input type="text" value="Zip code"/>
Home's square footage ?	<input type="text"/>
Existing heating system	<input type="text" value="Choose"/> ▼
Existing heating system fuel	<input type="text" value="Choose"/> ▼
How do you want to enter your heating system's fuel consumption ?	<input type="text" value="Choose"/> ▼
Average annual fuel consumption	<input type="text"/>
Existing cooling system	<input type="text" value="Choose"/> ▼

For more information, visit [MassSave.com/HeatingCalculator](https://MassSave.com/HeatingCalculator)



# Heat Pump Installer Look-up Tool

- Customer can search by contractor name or filter by one or more of the following:
  - Location (zip code)
  - Equipment type(s) sold
  - Property type serviced (residential vs. commercial)
  - Language spoken
- PDF list of all contractors also available

Mass Save Heat Pump Installer Network

## Find a Participating Contractor Near You

Looking for a complete list of participating installers?

**Download the PDF**

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.**

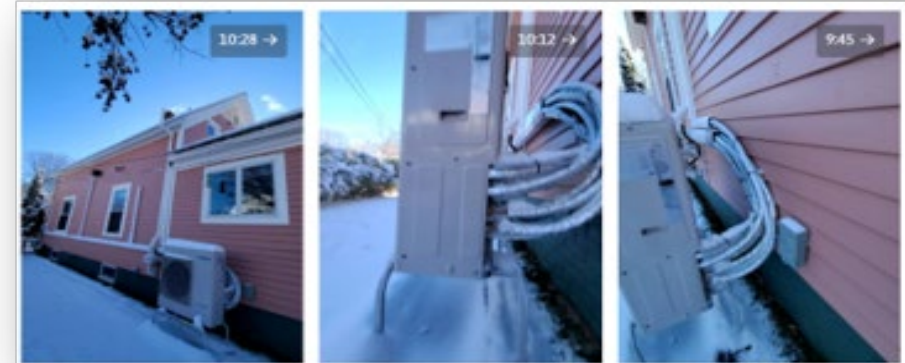
<b>Location</b>	<b>Contractor Name</b>	<b>Equipment Type</b>
<input type="text" value="Enter Zip Code"/>	<input type="text" value="Enter Name or part of the name"/>	<input type="text" value="Equipment Type"/>
<b>Property Type</b>	<b>Language</b>	
<input type="text" value="Property Type"/>	<input type="text" value="Language"/>	

**Search**

Look-up tool is available at [MassSave.com/residential/find-a-heat-pump-installer](https://MassSave.com/residential/find-a-heat-pump-installer)

# Heat Pump Quality Installation Inspections

- Inspections can be in-person or virtual
- ~15% of all rebate requests are randomly selected
- During inspections:
  - Provide user tips
  - Ensure proper installation
  - Verify switchover temps
  - Answer questions



**1,000+ quality installation inspections were performed in 2022**

# For Contractors



# Heat Pump Installer Network (HPIN)

*New in 2023: C&I installers are welcome to join!*



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://MassSave.com/HPIN).*

# HPIN - Get Started

1. Create a secure portal account
2. Have an *authorized representative* of your company upload the following:
  - Signed HPIN Participation Agreement
  - W-9
  - Relevant licenses, certificates, and proof of training, including:
    - ✓ EPA Section 608 Certification
    - ✓ Certification of installation training provided by a heat pump manufacturer
3. Have all installers register for EELC





# Energy Efficiency Learning Center (EELC)

- ✓ No-cost, virtual training
- ✓ 24 hours a day, 7 days a week access
- ✓ Residential and commercial trainings available

The screenshot shows the Mass Save Heating and Cooling EELC dashboard. At the top is a green navigation bar with the Mass Save logo, links for Dashboard, Catalog, and Resources, a search bar, and a user profile icon labeled 'JD'. Below the navigation bar are tabs for 'My Courses' and 'My Live Sessions', and a 'Download Training History' button. The main content area features a welcome message: 'Welcome Back to the Mass Save Heating and Cooling EELC!' with a link to 'Questions? Email HVAC@MassSave.com' and a 'Visit MassSave.com' button. To the right, under 'WE ARE MASS SAVE\*', are logos for Berkshire Gas, Cape Light Compact, Eversource, Liberty, National Grid, and Unitil. Below this is a section titled 'Total Number of Courses' with three cards: '13 Enrolled Courses', '3 Completed Courses', and '1 Learning Paths'. To the right of these cards is a blue card for 'Mass Save Residential Heat pump Installer network' with a 'Required Courses' link. Further right is a section for 'Cold-Climate Heat Pump Required Residential Courses v2' showing 'Completed 1' and 'Completed on 06 Sep 2022'. At the bottom right is a 'Relaunch' button.

Total Number of Courses		
13	3	1
Enrolled Courses	Completed Courses	Learning Paths

Course Title	Status	Completion Date
Mass Save Residential Heat pump Installer network	Required Courses	
Cold-Climate Heat Pump Required Residential Courses v2	Completed 1	Completed on 06 Sep 2022

For more information, visit [MassSave.com/learn/partners/heat-pump-installer-training](https://MassSave.com/learn/partners/heat-pump-installer-training)

Already have an account? Visit [mshc.learnupon.com](https://mshc.learnupon.com) to get started

# Residential Cold Climate Heat Pump Courses

\* Mass Save Residential Heat Pump Basics (45 mins)

\* Weatherization 101 for Residential HVAC Contractors (30 mins)

\* Integrated Controls 101 for Residential Heat Pump Installs (35 mins)

Residential Air Source Heat Pump Sizing & Design (2 hours)

Residential Mini-Split Heat Pump Installation Best Practices (1 hour)

Residential Heat Pump Value Proposition (40 mins)

Customer Service & Expectations for Residential Heat Pump Installs (30 mins)

*\*Required to be completed by **all** residential installers to remain active in the HPIN*

# Commercial Heat Pump Courses

## Mass Save Commercial Heat Pump Program Overview (25 mins)

- Introduction to Mass Save
- Overview of eligible heat pump systems
- Information on commercial heat pump rebates and eligibility requirements
- Summary of program resources

## Commercial Heat Pump Installation Considerations (20 mins)

- Introduction to Mass Save
- Overview of heat pump design and site considerations
- Review of equipment selection considerations
- Information on program expectations and resources

*Additionally, there is a “Mass Save Online Rebate Submission Demo” course to watch how to submit a residential and commercial heat pump rebate.*

# Coming Soon! HPIN Logo

- Available for use by participating contractors that sign and submit HPIN Participation Agreement addendum
- Marketing guidelines and co-brandable materials to be shared upon release

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



# ASHP Quality Installation Checklist

- Developed through collaboration with manufacturers
- Provides an overview of program quality expectations
- Shares best practices observed during post-installation inspections

Outdoor Unit	<input checked="" type="checkbox"/>	Level side-to-side and front-to-back, and on proper base, secure
	<input checked="" type="checkbox"/>	Greater than or equal to 18" above ground
	<input checked="" type="checkbox"/>	Clearance from obstructions including walls, overhangs and protrusions, etc. (minimum 4" to rear)
	<input checked="" type="checkbox"/>	Protected from roof runoff by gutter, rain cap, gable end, or overhang
Line Set	<input checked="" type="checkbox"/>	Floor, wall, and ceiling penetrations properly sealed
	<input checked="" type="checkbox"/>	Visible line sets run through line set covers with transition and termination fittings
	<input checked="" type="checkbox"/>	Covered to within a few feet of the outdoor unit, tape wrap over insulation ends
	<input checked="" type="checkbox"/>	Condensate line installed without dips or traps, away from crawlspaces, and walkways
Indoor Unit(s)	<input checked="" type="checkbox"/>	Ductless units installed so that the air discharge is no higher than 8' from the floor
	<input checked="" type="checkbox"/>	Thermostats installed on interior walls, away from direct sunlight, appliances and drafts
	<input checked="" type="checkbox"/>	All ductwork insulated to R8 and sealed (if applicable)
Integrated Control (if applicable)	<input checked="" type="checkbox"/>	Installed to provide automatic changeover from heat pump to pre-existing heating system
	<input checked="" type="checkbox"/>	If back-up heating system is propane, switch-over temperature set at or below 5°F
	<input checked="" type="checkbox"/>	If back-up heating system is oil or natural gas, switch-over temperature set at or below 30°F

Checklist is available on [MassSave.com/HPIN](https://MassSave.com/HPIN)

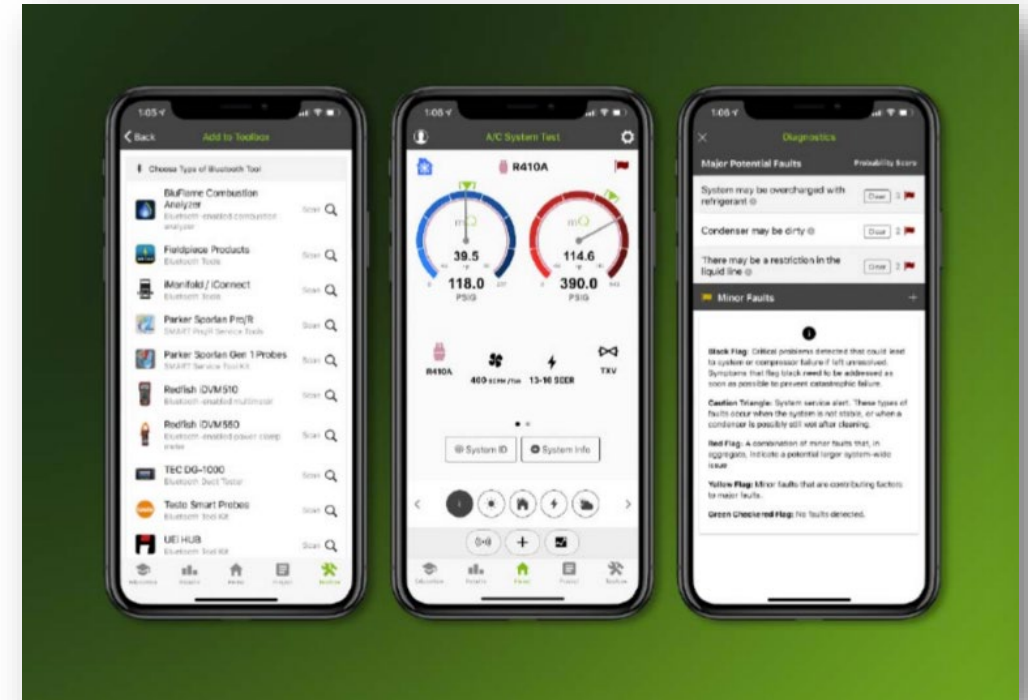


# measureQuick (mQ)

Connected system of tools, services, and diagnostic technology to grow your business, completed through a mobile application

## *How to Participate:*

1. [Register](#) for and complete the training
2. Purchase the [diagnostic equipment](#)
3. [Submit](#) for equipment reimbursement
4. Submit for incentives: mQ submissions, downsizing measures & duct sealing measures



For more information, visit [MassSave.com/learn/partners/heat-pump-installer-training](https://MassSave.com/learn/partners/heat-pump-installer-training)

# Contractor Support Team

Please contact the Mass Save Heating and Cooling Contractor Support Team for assistance:

- Phone: (833) 664-0348
- Email: [HVAC@MassSave.com](mailto:HVAC@MassSave.com)

# Sponsor Contacts

## Berkshire Gas

- Residential – Sharon Guarino: [sharon.guarino@uinet.com](mailto:sharon.guarino@uinet.com)
- Commercial – Jonathan Bronke: [jonathan.bronke@uinet.com](mailto:jonathan.bronke@uinet.com)

## Cape Light Compact

- Dan Schell: [dan.schell@capelightcompact.org](mailto:dan.schell@capelightcompact.org)

## Eversource

- Mia Lombardi (Heat Pumps): [mia.lombardi@eversource.com](mailto:mia.lombardi@eversource.com)
- Jesus Pernia (Gas Heating & Water Heating): [jesus.ernia@eversource.com](mailto:jesus.ernia@eversource.com)

## Liberty Utilities

- Matthew Caffrey: [Matthew.Caffrey@libertyutilities.com](mailto:Matthew.Caffrey@libertyutilities.com)

## National Grid

- Residential – Steve Jaslowich: [Steven.Jaslowich@nationalgrid.com](mailto:Steven.Jaslowich@nationalgrid.com)
- Commercial – Jenn Sylvester: [jenn.sylvester@nationalgrid.com](mailto:jenn.sylvester@nationalgrid.com)

## Unitil

- Residential – Kevin Parse: [parsek@unitil.com](mailto:parsek@unitil.com)
- Commercial – Joe VanGombos: [vangombosj@unitil.com](mailto:vangombosj@unitil.com)

# Questions?

WE ARE MASS SAVE®:

