

March 2023



Heat Pump Program Offers

WE ARE MASS SAVE®:



2022-2024 Energy Efficiency Plan

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.

The Sponsors of Mass Save developed a Three-Year Energy Efficiency Plan outlining a path to achieve this goal.

Electrification is a top priority of this plan.



Residential Rebates & Financing

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 will consider **any models that meet the current criteria or the new 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 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 MassSave.com/HPQPL	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
- ✓ 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
 - ✓ (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-icqpl) 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

Residential Rebate Eligibility

- Offers valid only for residential customers in Massachusetts where Berkshire Gas, Cape Light Compact, Eversource, Liberty, National Grid, or Unitil is the Program Sponsor
- Equipment must be installed by a **contractor participating in the Mass Save Heat Pump Installer Network** ([MassSave.com/HPIN](https://masssave.com/HPIN)) between January 1, 2023 and December 31, 2023
- Equipment must be listed on the Mass Save Heat Pump Qualified Products List ([MassSave.com/HPQPL](https://masssave.com/HPQPL))
- Equipment must be new and installed to replace oil, propane, natural gas, or electric baseboard (resistance) as primary heating system
- Rebate form and supporting documentation must be received by February 29, 2024

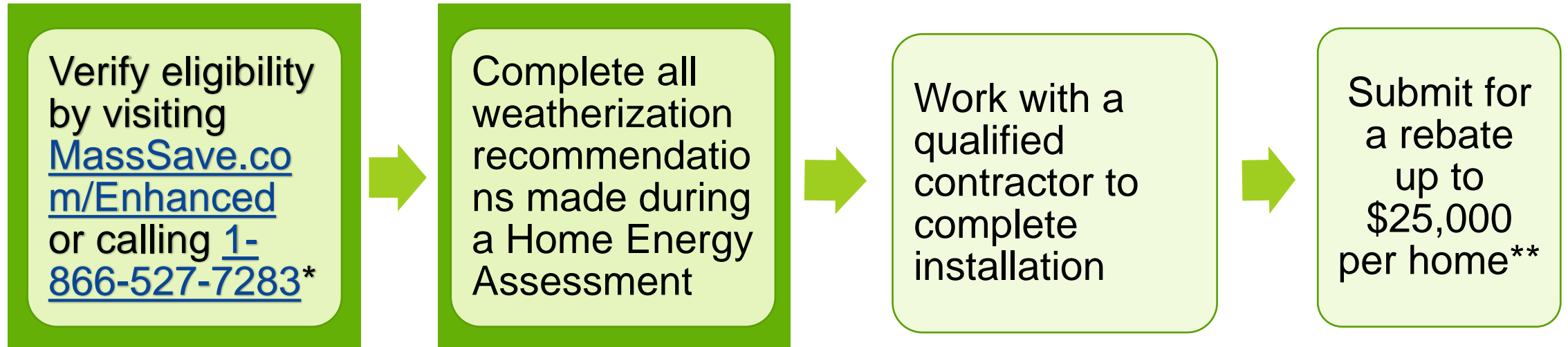
For information on incentives for new construction or major renovation projects, please contact the Mass Save Sponsor.

Residential Rebate Eligibility (cont.)

- Please note, equipment installed in individual units in **residential 5+ unit complexes**, including 1-4 unit buildings that are part of larger complexes, are not eligible for whole-home rebates but may receive the partial-home rebate amounts.
- This rebate is only available to residences that are **occupied full-time** during the winter heating season.



Moderate Income (Enhanced) HVAC Rebates



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

***Enhanced rebate form to be provided by Home Energy Specialist*

Residential HEAT Loan



Up to \$50,000*
for energy-
efficient home
upgrades



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. For more information, visit MassSave.com/HEATLoan.*

Commercial Rebates

Commercial Heat Pump Rebates

Equipment Type	Efficiency Requirement	Rebate Amount
Air Source Heat Pumps	Refer to MassSave.com/CIHPQPL	\$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 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

Equipment Type	Equipment Capacity ²		EER	IEER	SEER2	HSPF2	COP @ 47F	COP @ 17F	COP @ 5F	Capacity Ratio @ 5F/47F	Rebate (\$ per Ton)
	Tons	Btu / Hr									
Air Source Heat Pumps (ASHP)	< 5.42	< 65,000	Split Systems (Ducted)								\$2,500
			---	---	15.2	8.1	---	---	1.75	70%	
	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) ³	<= 150	<= 1,800,000	17.1	---	---	---	3.6	---	---	---	\$4,500
Ground Source Heat Pumps – Open Loop (GSHP-O) ³	<= 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, please contact us by email at 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 for pre-approval and questions.

Commercial Heat Pump Rebate Eligibility

- Equipment installed to displace natural gas space heating valid only for commercial and industrial metered customers served by a Sponsor of Mass Save for natural gas. Equipment installed to displace oil, propane, or electric resistance space heating valid only for commercial and industrial metered customers served by a Sponsor of Mass Save for electricity
- Equipment must be installed by a licensed contractor between January 1, 2023 and December 31, 2023
- Equipment must be listed on the Mass Save Heat Pump Qualified Product List (MassSave.com/CIHPQPL)
- Equipment must be used for heating to supplement or replace existing oil, propane, natural gas, or electric resistance systems
 - If existing fossil fuel heating equipment will remain in place, customer must either install an integrated control from the Mass Save QPL or must certify that an existing building control system is capable of operating both the heat pump and existing heating equipment in parallel, subject to the stated switchover temperature. Documentation of control sequence may be required.
- Completed rebate form and required documentation must be submitted no later than February 29, 2024

New construction/major renovation projects are most likely not eligible for this rebate. Visit MassSave.com/cincmr and contact the Mass Save Sponsor before installation to determine the incentive path.

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 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 ¹				

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.

¹To 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. Please note that 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 or 617-440-5468.

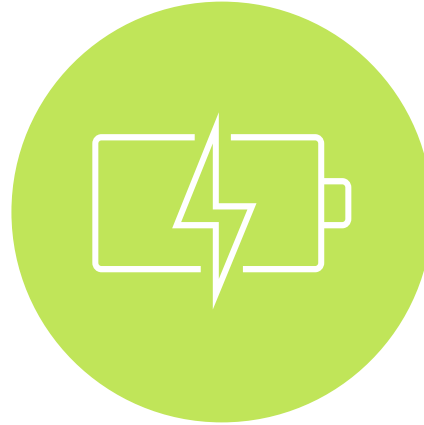
WE ARE MASS SAVE®

Commercial Weatherization



Increased
comfort



Reduced energy
consumption



Reduced
greenhouse gas
emissions

Heat pumps installed in a properly weatherized facility can dramatically improve comfort.

Rebates available for attic insulation, attic air sealing, and wall insulation.

Visit MassSave.com/ciwx for additional information.

Commercial Heat Pump Rebate Form

- Account owner or contractor on behalf of owner can submit rebate online [here](#) or by mail
- Please help the business owner ensure all rebate form fields are populated:
 - Weatherization status
 - Full or partial displacement
 - Pre-existing heating fuel type
 - Switchover temperature (if partial displacement)
 - Integrated control model number (if partial displacement) or note that existing system will be used
 - Itemized invoice

Weatherization is crucial to ensuring efficient heat pump operation. Please provide the following information about your project/building:

Was your building constructed or had a major renovation completed on or after 2000?				<input type="checkbox"/> Yes	<input type="checkbox"/> No/Unsure
Has your building received weatherization upgrades in the last 15 years?				<input type="checkbox"/> Yes	<input type="checkbox"/> No/Unsure
Are you interested in receiving an energy assessment from the PAs?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
Fully replacing pre-existing heating system?				<input type="checkbox"/> Yes	<input type="checkbox"/> No
Pre-existing heating fuel type:	<input type="checkbox"/> Oil	<input type="checkbox"/> Propane	<input type="checkbox"/> Natural Gas	<input type="checkbox"/> Electric Resistance	
Switchover temp ⁴ (°F):		Integrated control model number(s) ⁵			

Documentation requirements

- ☐ Completed and signed rebate form
 - o Incomplete applications may require additional information and will delay processing.
- ☐ Copy of invoice from a licensed heating installer/vendor, including:
 - o Equipment model numbers (including indoor units, where appropriate)
 - o Integrated control model number(s) (if required*)
 - o Installation date
 - o Installation address
 - o Total installation cost
 - o Installation company/contractor information
- ☐ Copy of W-9

Additional Commercial Incentives

Instant Incentives: Additional heating, cooling, and water heating incentives are available at the point of sale through participating distributors. (Includes heat pump water heaters).

Post-Installation Rebates:

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

For more information, including the Find a Distributor tool, visit MassSave.com/Commercial.

For equipment not shown, custom incentives may be available, please contact your Program Administrator to discuss project eligibility. To find the project Sponsor, visit MassSave.com/Contact.

Program Resources & Support

Energy Efficiency Learning Center (EELC)

- ✓ No-cost, virtual training
- ✓ 24 hours a day, 7 days a week access
- ✓ Residential and commercial project 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, there are links 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 the heading 'WE ARE MASS SAVE*', there are logos for Berkshire Gas, Cape Light Compact, Eversource, Liberty, nationalgrid, and Unitil. Below this, a section titled 'Total Number of Courses' displays three statistics: 13 Enrolled Courses, 3 Completed Courses, and 1 Learning Path. A blue card for 'Mass Save Residential Heat pump Installer network' is also visible, with a link to 'Required Courses'. On the right side of the dashboard, there is a section for 'Cold-Climate Heat Pump Required Residential Courses v2' showing a completion status and a 'Relaunch' button.

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

For more information, visit MassSave.com/learn/partners/heat-pump-installer-training
Already have an account? Visit mshc.learnupon.com to get started

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.*

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



Remaining Active

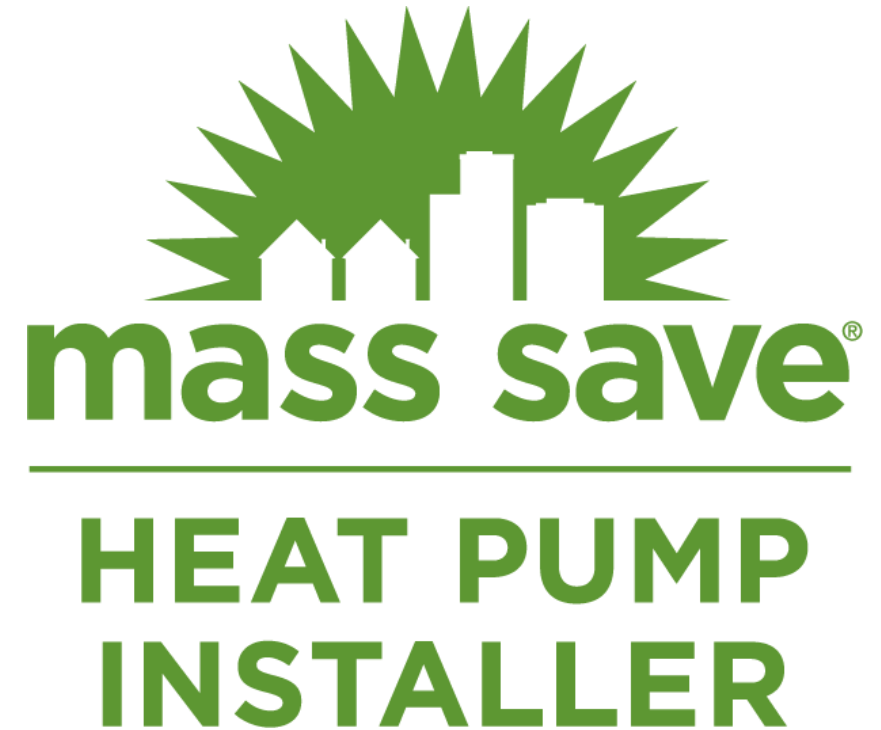
- For contractors installing in residential properties, status in the HPIN is dependent upon successful completion of these first-year requirements:
 - **Air Source Heat Pump Installers** must provide certification of Cold Climate Sizing and Design Training by a heat pump manufacturer
 - **All installers** must complete assigned Cold Climate Heat Pump trainings via the Mass Save Energy Efficiency Learning Center
- 2023 residential required course: Integrated Controls 101 for Residential Heat Pump Installs



HPIN Logo Coming Soon

- Will be 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 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](#)
- [MassSave.com/Enhanced](https://masssave.com/Enhanced)
- [HEAT Loan 0% Financing](#)
- [Residential Heating Comparison Calculator](#)
- [Commercial Heat Pump Rebates](#)



Questions?

WE ARE MASS SAVE®:

