

2024



Heating & Cooling Incentive Program Overview

WE ARE MASS SAVE[®]:



EVERSOURCE



nationalgrid





What's New 3-Year Mass Save Plan

Commercial Heat Pump Rebates/Incentives

Existing building & new construction

Prescriptive rebates and custom incentive

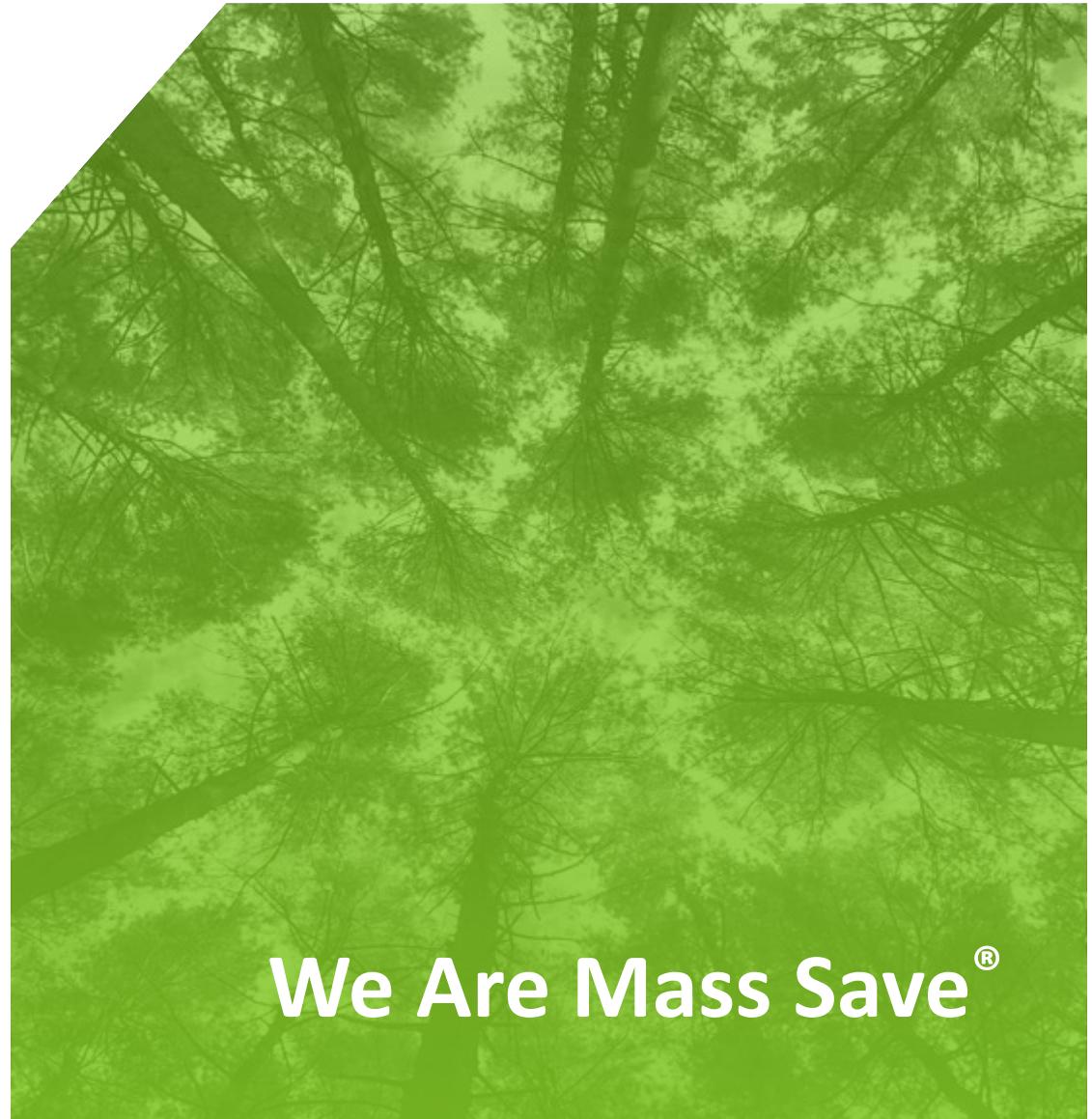
Resources/Contacts



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®, 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®

WE ARE MASS SAVE®:



EVERSOURCE



nationalgrid



Gas Equipment Phase-Out

Not supported:

- New gas-fired equipment

Still supported:

- Heating, cooling, ventilation, and hot water controls, including combustion controls
- Existing building commissioning (retro-commissioning)
- Steam traps
- Energy recovery
- Equipment, pipe, and duct insulation and sealing
- Weatherization
- Hard-to-electrify equipment (mostly process equipment)

Mass 2025-2027 Energy Efficiency & Decarbonization Plan (pending approval)

- **Reduce GHG emissions:**
 - Commercial heat pump incentives expected to stay generous
 - Support of GHG reduction for C&I customers via decarbonization planning and existing building commissioning
 - Expand work with trade partners and HP installation contractors (1,742 total HPIN participants with 750 com equipment installers)
- **Accelerate program access:**
 - Expand program access for low-income and moderate-income small business renters and leased properties
 - Partner with community foundations to reach customers and support for those other than English.
- **Improved customer experience:**
 - Holistic state-wide multilingual contact center
 - Standardize custom project pathway tools across all PAs
- **Strengthen workforce diversity:**
 - Upskilling and expanding C&I training/education
 - Aiming to spend 15% of Mass Save contracts on MVW owned business



October 31, 2024

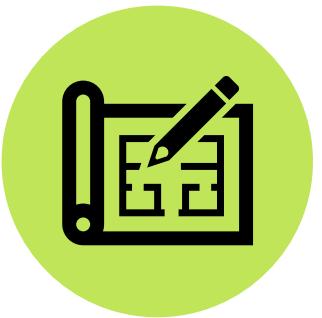


2025-2027 <https://www.masssave.com-/media/Files/PDFs/Mass-2025-2027-Energy-Efficiency-Decarbonization-Plan.pdf>

Commercial Heat Pump Incentive/Rebate Efforts



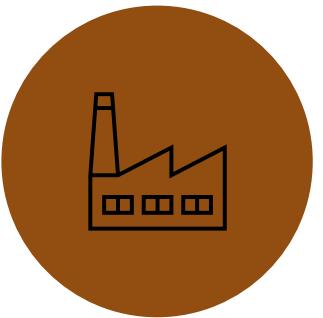
Existing Building



New Construction



Multifamily



Industrial or Complex
Applications

Prescriptive Rebates



- **Equipment for more common technology**
- **with predictable savings**
- **across wide number of applications**

Custom Path



- **Equipment not covered by prescriptive offer**
- **More complex**
- **Larger (e.g over 150 tons)**
- **Industrial**

Commercial Heat Pump Rebates - Existing Buildings

Equipment Type	Efficiency Requirement	Rebate Amount
Air Source Heat Pumps		\$2,500 per ton*
Air Source Variable Refrigerant Flow (VRF)	Refer to MassSave.com/CIHPQPL	\$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).

NOTES: Projects exceeding 150 tons in total require pre-approval for Cape Light Compact, Eversource and National Grid customers. All projects require pre-approval for Berkshire Gas, Liberty Utilities and Utili customers. Equipment must be used for both heating and cooling and must supplement or replace existing oil, propane, natural gas, or electric resistance as primary heating system

Heat Pump Rebate Commitment Letter – C&I Projects

- For qualified projects and equipment
- Valid for up to one year from authorization date
- Go to [Commercial-Heat-Pump-Rebate-Commitment-Letter-Application.pdf \(masssave.com\)](#)
- Submit completed form to MACommercialRebates@resource-innovations.com



SUBMIT REBATE ONLINE

Print & Mail Rebate Form

Request a Rebate Commitment 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:

Finally, displacing an existing natural gas heating system, an Integrated control model must be included or maintained. An existing building control system will be operating both the pump and the existing heating system. Equipment must be installed at [Project Address] and documentation submitted by [Completion Date] on Expiration Date [Date]. Failure to install all equipment as approved by the manufacturer may disqualify the customer from receiving a rebate payment.

For more information on commercial rebates and eligibility, visit MassSave.com/CHHeatPump. Please note that certain incentives are subject to an onsite verification and can't receive an incentive through another offer. Rebates will be paid as per the program terms and conditions outlined in Section 6(a) of the program terms and conditions. The customer will pay no more than the cost to the customer purchasing and installing the eligible equipment. The incentive will be capped at the total project cost. See Terms & Conditions listed on the [2023 Commercial Heat Pump Rebate Form](http://MassSave.com/CHHeatPump) for full requirements.

Take a change to your project after this commitment letter, you must notify us prior to beginning to determine eligibility. Contact the Resource Innovations team should your project scope or change: MARebates@resource-innovations.com or 888-855-0340.

WE ARE MADE BETTER



Commercial Heat Pump Rebate Form

- Account owner or contractor on behalf of owner can submit rebate online or by mail [Mass Save | Heat Pumps](#)
- All rebate form fields completed to avoid process delays:
 - 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

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
Pre-existing heating fuel type:	<input type="checkbox"/> Oil	<input type="checkbox"/> Propane	<input type="checkbox"/> Natural Gas
Are you fully replacing a pre-existing heating system?		<input type="checkbox"/> Yes	<input type="checkbox"/> No
If partially displacing a fossil fuel system, how will the operation of the heat pump and fossil fuel systems be controlled?	<input type="checkbox"/> Integrated control module (ICM) ⁵ <input type="checkbox"/> Building monitoring system <input type="checkbox"/> N/A - Fully displacing or displacing electric resistance		
ICM model number(s) if applicable:		Switchover temperature ⁶ (°F):	

Documentation Requirements

Incomplete applications may delay rebate processing time.

- Completed and signed rebate form
- Copy of invoice from a licensed heating vendor/installer, including:
 - Equipment model numbers (including indoor units, where appropriate)
 - Integrated control model number(s) (if required*)
 - Installation date
 - Installation address
 - Total installation cost
 - Installation company/contractor information
- Copy of W-9, signed and dated

Questions? Reach out to the:

Mass Save Heating & Cooling Team

HVAC@MassSave.com or

call 833-664-0348

Custom Heat Pump Incentives

ASHP, VRF, GSHP

- Projects larger than 150 tons
 - *Up to prescriptive rates (\$2,500 - \$4,500 per ton).*
 - *Subject to approval (budget and installed cost)*



DOWNLOAD & EMAIL REBATE FORM

Other Equipment & Process Applications

- i.e., Air to water heat pumps / heat pump chillers / water source heat pumps / industrial heat pumps
 - *Custom incentive rate relative to net MMBTU savings*

[2024-Custom.pdf \(masssave.com\)](https://masssave.com/2024-Custom.pdf)

Customer Technical Assistance

Studies: Expanded Support for Opportunity Scoping (Electrification + EE)

Dramatic expansion of support for decarbonization assessments



Portfolio Prioritization Plan (PPP)

Municipal,
Commercial Real
Estate



Comprehensive Building Assessment (CBA)

Any middle-
sized/large facility



Decarbonization Roadmap

University, Hospital;
strong appetite to
decarbonize



Focused Technical Assistance Study

Custom projects

Beyond Space Heating

- Battery powered forklifts
- Battery-powered lawn equipment
- Domestic hot water (HPWH)
- Induction cooktops
- Process loads



Visit <https://www.masssave.com/business/rebates-and-incentives> for rebate eligibility and rebate information. For more information and other custom incentives visit MassSave.com/Commercial

New Commercial Customer Heat Pump Consult



Not Sure Where to Start?

Schedule a no-cost, virtual Commercial Heat Pump Consultation with a Mass Save Decarbonization Specialist for guidance. Learn how heat pumps and Variable Refrigerant Flow (VRF) systems work, explore the best solution for your building or business, and receive help navigating the rebate process.

SCHEDULE A CONSULTATION

Major Renovation Definition

Definition



A change of use of the space

Example



Building was previously a hotel and is being renovated as a college dormitory



Complete gut renovation of the space within the customer's own building



A customer is converting their office to a life sciences space and will not be occupying the building during the renovation



Reconstruction of a vacant building



A building is abandoned, empty, and unable to be used as initially intended and is being renovated to an office

New Construction & Major Renovation Program Overview



Per-ton heat pump incentives



Focus on low Energy Use
Intensity (EUI)



New buildings and additions
MUST be all electric to
participate (very limited
exceptions)



Air-Source Heat Pumps
\$800/ton



VRF Heat Pumps
\$1,200/ton



Ground-Source Heat Pumps
\$4,500/ton

Visit MassSave.com/cincmr before installation to determine the incentive path and obtain preapproval

Multifamily Programs

[Mass Save | Multi-Family](#)

New Construction

[Multi-Family High-Rise New Construction Incentives \(4 Stories or Higher\) \(masssave.com\)](#)

Existing Building

Multifamily with 5+ Units

[Multi-Family Energy Efficiency Saving Assessments \(masssave.com\)](#)

Income Eligible
<http://leanmultifamily.org/>



Contacts – Mass Save Existing Building Sponsors

Berkshire Gas

- Residential – Sharon Guarino: sharon.guarino@uinet.com
- Commercial – Andrew Christofor: achristofor@uinet.com

Liberty Utilities

- Matthew Caffrey: Matthew.Caffrey@libertyutilities.com

Cape Light Compact

- David MacLellan: david.maclellan@capelightcompact.org

National Grid

- Residential – Steve Jaslowich: Steven.Jaslowich@nationalgrid.com
- Commercial—Denise Rouleau: denise.rouleau@nationalgrid.com

Eversource

- Residential – Danielle Crocker (Heat Pumps) danielle.crocker@eversource.com
- Commercial - Aslam Kolia (Heat Pumps): aslam.kolia@eversource.com
- Jesus Pernia (Gas Heating & Water Heating): jesus.pernia@eversource.com

Utilil

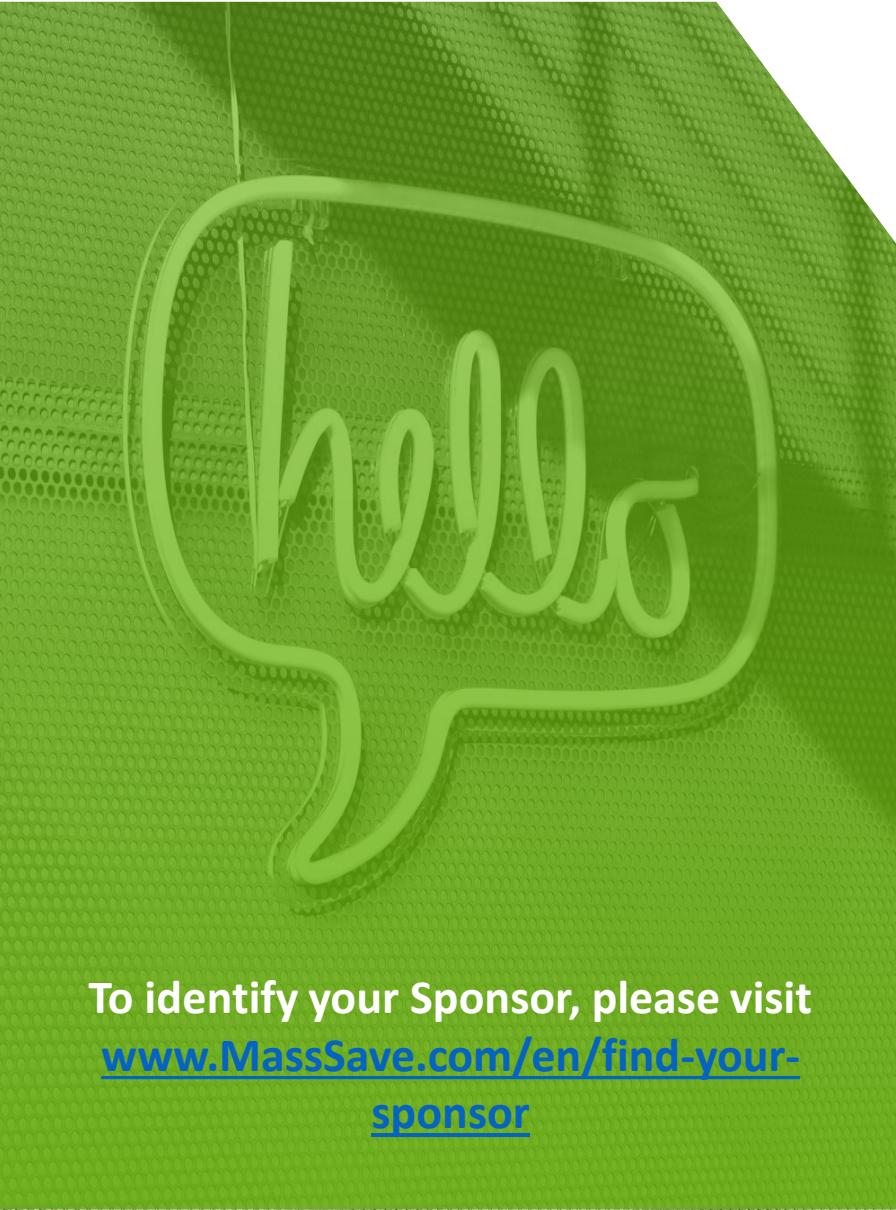
- Residential – Kevin Parse: parsek@utilil.com
- Commercial – Joe Vangombos: vangombosj@utilil.com

Contacts - Mass Save New Construction/Major Renovation

More at MassSave.com

masssave.com/cincmr

Commercial Project Teams: Contact Your Electric Company Program Administrator to Start the Process



To identify your Sponsor, please visit
www.MassSave.com/en/find-your-sponsor

Kim Cullinane

Eversource

- kim.cullinane@eversource.com

Tatsiana Nickinello

Cape Light Compact

- tnickinello@capelightcompact.org

Eileen Barrett

National Grid

Eileen.Barrett@nationalgrid.com

Brad Hunter

Unitil

hunterb@util.com

Matt Caffrey

Liberty Utilities

matthew.caffrey@libertyutilities.com

Andrew Christofor

Berkshire Gas

achristofor@uinet.com



Thank you!



WE ARE MASS SAVE[®]:

EVERSOURCE



nationalgrid

