

2024



Heating & Cooling Incentive Program Overview

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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[®]



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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:**

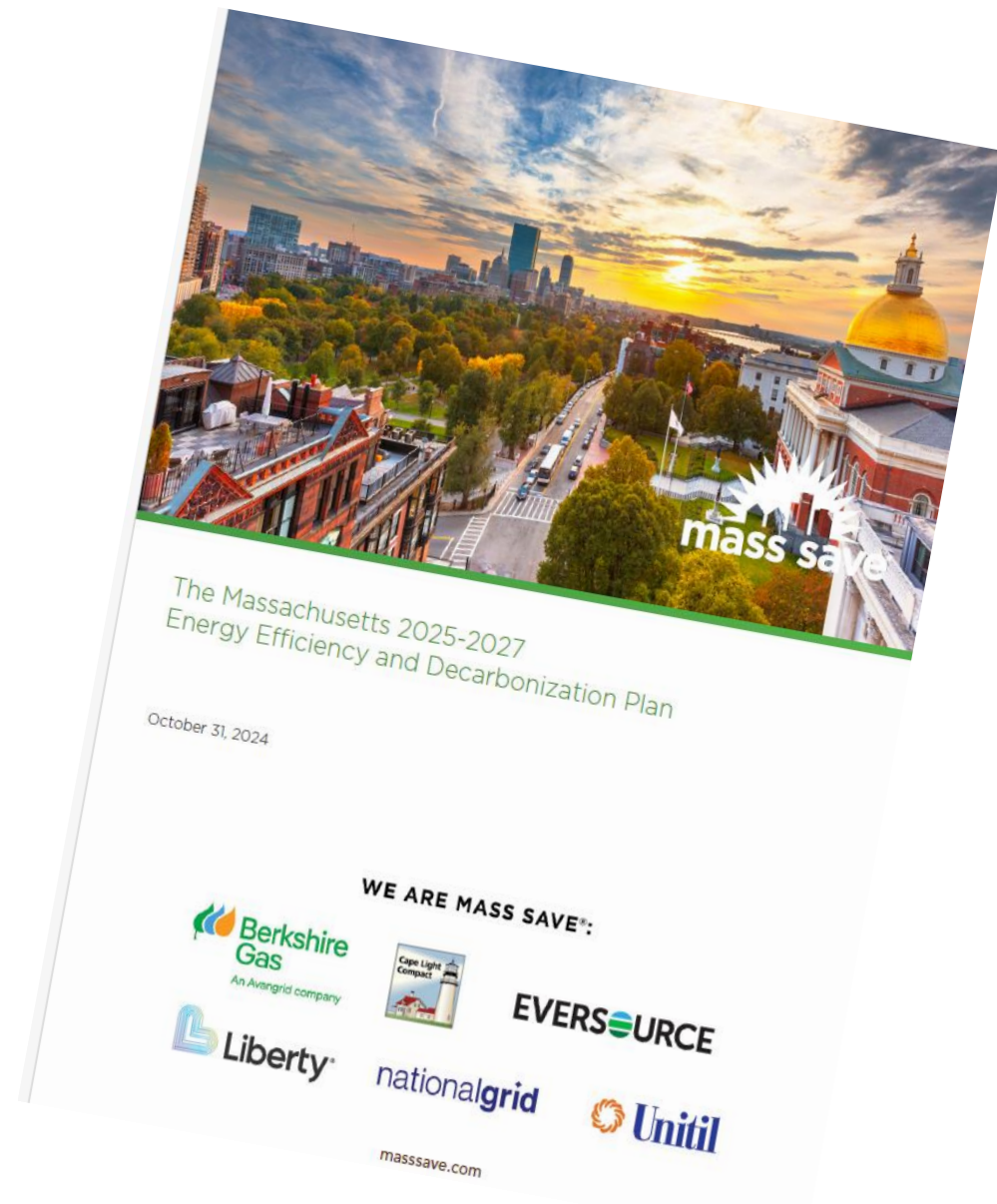
- Expand program access for low-income and moderate-income small business renters and leased properties
- Partner with community foundations to reach customers and support for those other than English.

- **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



[2025-2027 https://www.masssave.com/-/media/Files/PDFs/Mass-2025-2027-Energy-Efficiency-Decarbonization-Plan.pdf](https://www.masssave.com/-/media/Files/PDFs/Mass-2025-2027-Energy-Efficiency-Decarbonization-Plan.pdf)

Commercial Heat Pump Incentive/Rebate Efforts



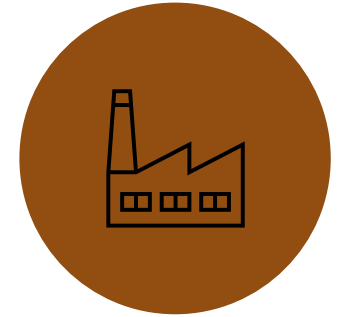
Existing Building



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	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).
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 Unitil 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:

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*:		Control Model #	
Equipment Type	AHRI Reference # (make/model)	Qty (outdoor condensers)	Rebate

*If partially displacing an existing natural gas heating system, an integrated control model must be included or maintained. If an existing building control system will be operating both the new heat pump and the existing system, the new heat pump must be installed at [Project Address] and documentation must be submitted by [Authorization Expiration Date [Date]]. Failure to install all equipment as approved by Mass Save® may disqualify the project for rebate payment.

For more information on commercial rebates and eligibility, visit [MassSave.com/CIHeatPump](https://masssave.com/CIHeatPump). Please note that incentives are subject to an onsite verification and can't receive an incentive through another program. The incentive 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](#) for full requirements.

Changes or Scope Change?

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

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Liberty

National Grid

Unitil

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

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

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	<input type="checkbox"/> Electric Resistance	
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):	

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](https://www.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



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

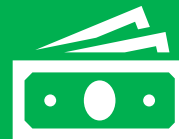


Reconstruction of a vacant building

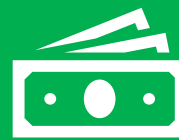
Example



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



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



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 Christofo: achristofo@uinet.com

Cape Light Compact

- David MacLellan: david.maclellan@capelightcompact.org

Eversource

- Residentail – 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

Liberty Utilities

- Matthew Caffrey: Matthew.Caffrey@libertyutilities.com

National Grid

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

Unitil

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

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@unitil.com

Matt Caffrey

Liberty Utilities

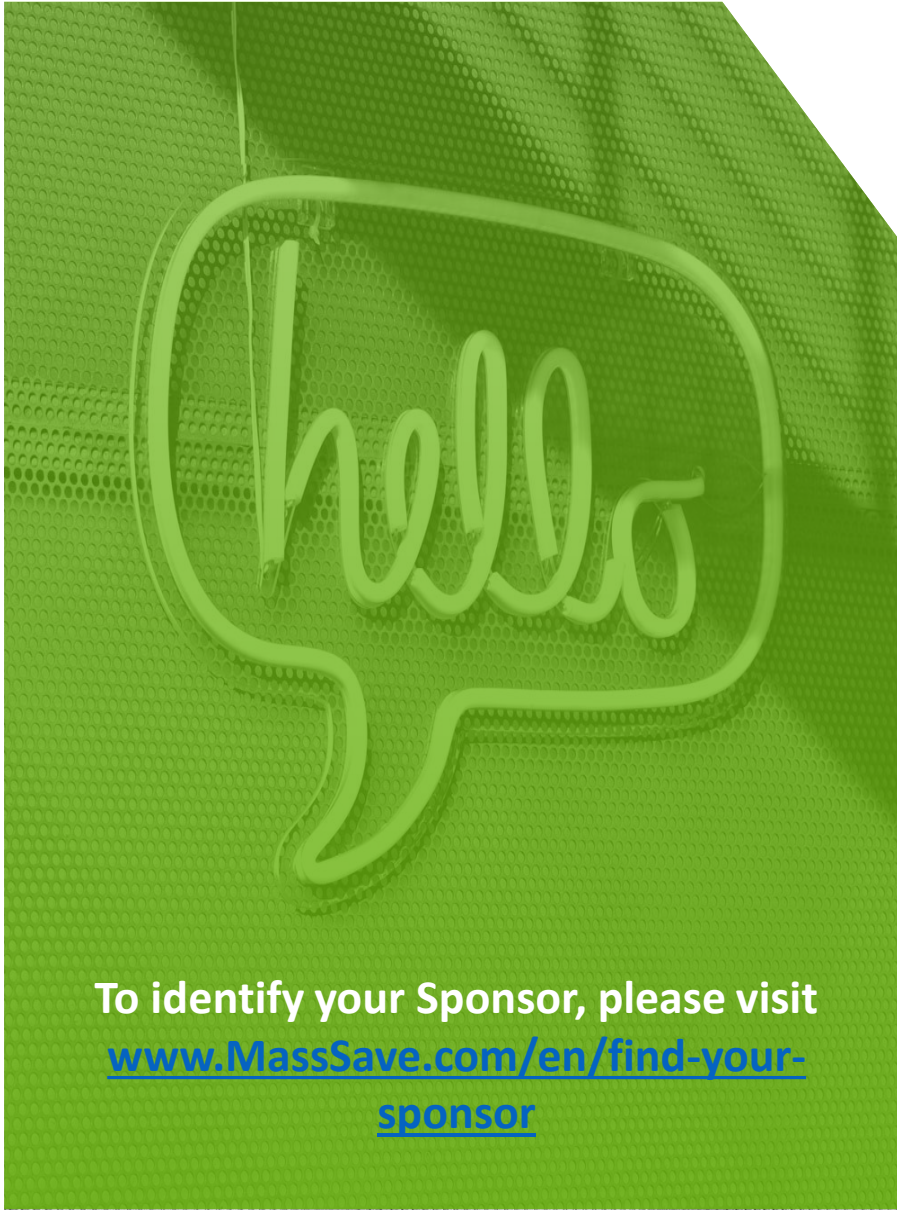
matthew.caffrey@libertyutilities.com

Andrew Christofor

Berkshire Gas

achristofor@uinet.com

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



Thank you!

WE ARE MASS SAVE®:

