

Mass Save® Heat Pump Installer Network

Frequently Asked Questions

1. What residential rebates are available for heat pumps in 2022?

The Sponsors of Mass Save offer rebates on air source heat pumps (ducted/central and ductless/mini-split), air to water heat pumps, and ground source heat pumps (geothermal).

Equipment Type	Partial-Home Rebate	Whole-Home Rebate
Air Source Heat Pump	\$1,250 per ton, maximum of \$10,000	\$10,000 per home
Air to Water Heat Pump	n/a	\$10,000 per home
Ground Source Heat Pump	\$2,000 per ton, maximum of \$15,000	\$15,000 per home

More information on residential heat pump rebates, as well as access to the online rebate portal and 2022 residential rebate forms, can be found [here](#).

2. What are the residential heat pump eligibility requirements?

- **Participant:** Offers valid only for residential customers in Massachusetts where Berkshire Gas, Cape Light Compact, Eversource, Liberty Utilities, National Grid, or Unitil is the Program Sponsor
 - Rebates for heat pumps displacing electric resistance, oil, or propane heating are offered to electric customers of the participating Program Sponsors
 - Rebates for heat pumps displacing natural gas heating systems are offered to natural gas customers of the participating Program Sponsors
- **Building:** Equipment installed in residential homes with 1-4 units may qualify for either partial or whole-home rebates. Equipment installed in individual dwelling units in residential 5+ unit complexes, including 1-4 unit buildings that are part of larger complexes, can fully displace their existing heating system but do not qualify for whole-home rebates. These customers are eligible for the partial-home rebate amounts.
- **Timeframe:** Equipment must be purchased and installed between January 1, 2022, and December 31, 2022. Rebate forms must be filled out completely, signed, accompanied by dated invoices, and received by the Mass Save representative within 60 days of installation.
- **Installer:** Equipment must be installed by a licensed contractor. Beginning in 2023, residential heat pump rebates will only be available for heat pumps that are installed by participating Mass Save Heat Pump Installers. See #6 for additional requirements for the Mass Save Heat Loan.

- **Equipment Efficiency:** Air Source Heat Pumps must be listed on the [Mass Save Heat Pump Qualified Products list](#). Ground Source Heat Pumps must be ENERGY STAR certified. Integrated controls must be listed on the [Integrated Controls Qualified Products List](#).
- **Equipment Use:** Heat Pumps must be used to supplement or replace oil, propane, natural gas, or electric baseboard (resistance) as primary heating system. *Heat pumps replacing existing heat pumps are not eligible for rebates.*
 - **Partial-Home displacement:**
 - Integrated controls must be installed in homes with a pre-existing heating type of propane, oil, or natural gas
 - Integrated control switch-over temperatures must be set at or below 15°F when configuring heat pumps to operate alongside existing propane heating systems and at or below 30°F when configuring heat pumps to operate alongside existing oil or natural gas heating systems
 - **Whole-Home displacement:**
 - Heat pumps must be sized to be capable of being the sole source of heating
 - Weatherization recommendations made during a Home Energy Assessment must be completed or proof of sufficient weatherization must be provided
 - Pre-existing heating systems must be either removed, disconnected, or customers must attest to only use as an emergency back-up
 - Homes must be occupied full time during the winter heating season
- **Documentation:** Rebate submissions must include all required documentation –
 - Completed and signed rebate form.
 - Contractor invoice that includes company name, installation date and address, outdoor and indoor equipment model numbers, integrated control model numbers (if applicable), and must be marked paid in full or otherwise indicate the sale is complete. If a customer is requesting rebates for more than one system, invoice must include costs itemized per system.
 - If pursuing whole-home rebates, completed and signed whole-home verification form, as well as proof of weatherization.

Heat pumps installed as part of a new construction or major renovation project (500 sq ft. or greater), may be eligible for the Mass Save Residential New Construction or Renovations and Additions Programs.

3. How do the Sponsors define “partial-home” for partial-home rebates?

New heat pumps installed to supplement an existing heating system or to heat and cool just a section of a home are considered partial-home heat pumps and may qualify for partial-home rebates.

4. How do the Sponsors define “whole-home” for whole-home rebates?

New heat pumps installed as the sole source of heating and cooling and sized to satisfy 90-120% of the peak heating load throughout out 100% of the conditioned space are considered whole-home heat pumps and may qualify for whole-home rebates. More information on whole-home rebate requirements can be found [here](#).

5. How do the Sponsors define “sufficiently weatherized” for whole-home rebates?

Homes that can provide proof of meeting one or more of the below criteria will be considered “sufficiently weatherized” by the Program Sponsors:

- Constructed during or after 2000
- Previously received air sealing or insulation through the Mass Save program (2013-2021)
- Virtual or on-site Mass Save Home Energy Assessment is completed in the 2022-2024 term and documentation indicates:
 - Less than \$1,000 of weatherization work was recommended
 - More than \$1,000 of weatherization work was recommended and all recommendations have been completed

Heat pumps installed for whole-home heating and cooling that do not meet the weatherization requirement may be eligible for partial-home rebate amounts.

6. Are customers receiving residential heat pump rebates eligible for HEAT loan financing?

Yes, in addition to residential rebates, the Sponsors of Mass Save offer an interest-free financing opportunity for heat pump installations. Effective March 1, 2022, participation in the HPIN is required to grant access for heat pump installations. More information on HEAT loan can be found [here](#).

7. What expectations do the Sponsors have for the quality of installations, and how is this verified?

Installation expectations are outlined in the Mass Save Residential Air Source Heat Pump Quality Installation Check-list. To verify quality installations, approximately 10% of all residential heat pump installations are inspected by a third-party vendor prior to rebate payment.

8. What resources are available to customers considering heat pump installations?

The Sponsors of Mass Save offer information on heat pumps through a variety of tools and resources including the Mass Save Heating Comparison Calculator, a contractor look-up tool, and virtual Heating & Cooling Consultations. More information on customer resources available can be found [here](#).

9. What resources are available to contractors through the Heat Pump Installer Network?

Through the Heat Pump Installer Network, the Sponsors of Mass Save offer access to rebates and financing, leads and referrals, marketing support, and technical resources. More information on the benefits of participation can be found [here](#).

10. What is required to remain active in the Heat Pump Installer Network?

Prior to January 2023, all primary installers must complete assigned cold-climate heat pump trainings via the Mass Save Energy Efficiency Learning Center. These trainings are currently under development but will include information on program participation, the importance of weatherization, installation best practices, and more. Air source heat pump installers must also provide certification of cold-climate sizing and design training by a heat pump manufacturer.

For more information, contact HVAC@MassSave.com