



HEAT Loan information



0% interest. 100% easy.



WE ARE MASS SAVE®:



BLACKSTONE
GAS COMPANY



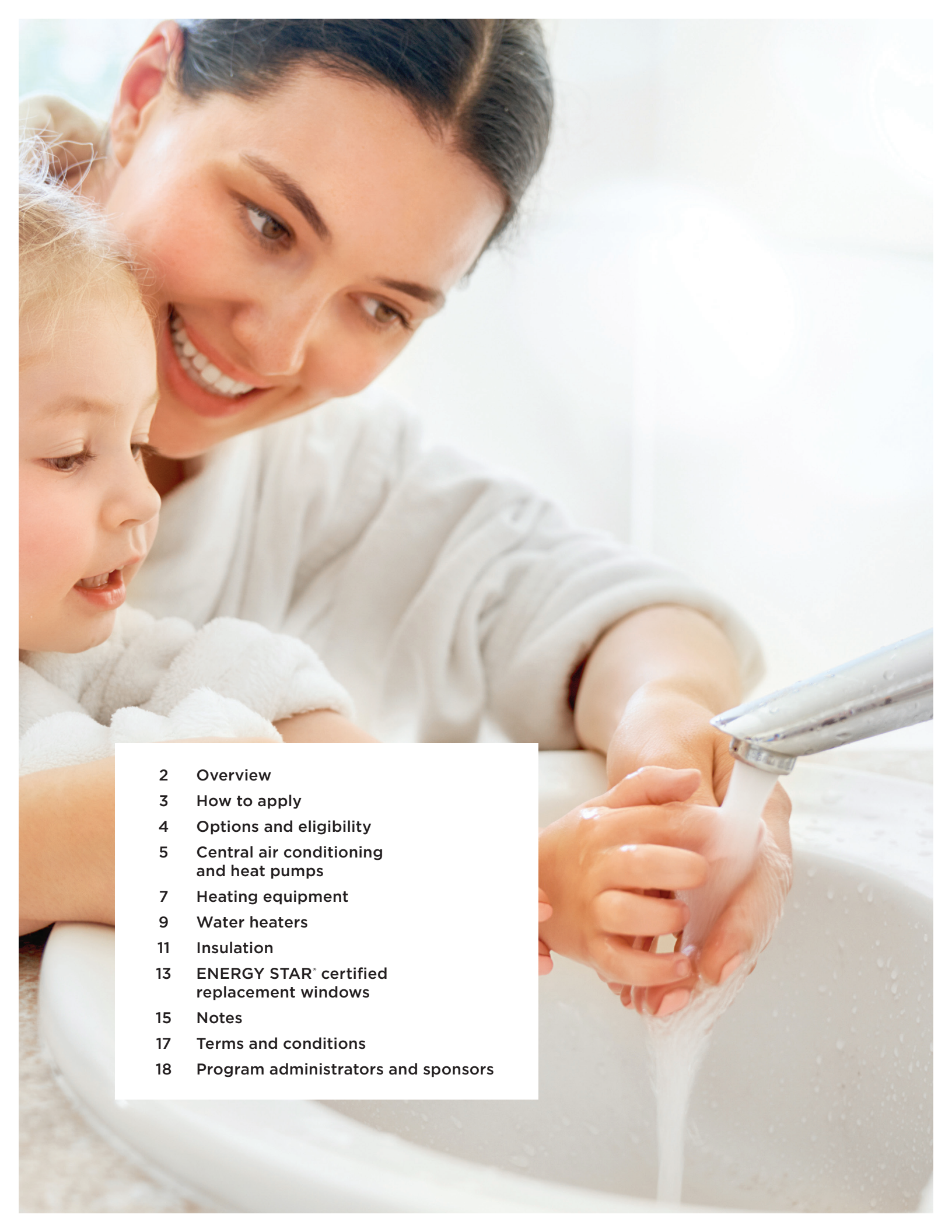
Columbia Gas®

EVERSOURCE



nationalgrid



A photograph of a woman with dark hair, smiling warmly as she washes her hands in a white sink. A young child with blonde hair is leaning in from the left, looking at the woman's hands. The scene is brightly lit, suggesting a clean, domestic environment. A white table of contents is overlaid on the bottom left of the image.

2	Overview
3	How to apply
4	Options and eligibility
5	Central air conditioning and heat pumps
7	Heating equipment
9	Water heaters
11	Insulation
13	ENERGY STAR® certified replacement windows
15	Notes
17	Terms and conditions
18	Program administrators and sponsors



From attic to basement, we're here to help with your home energy upgrades.

The Mass Save® HEAT Loan offers interest-free financing opportunities up to \$25,000 for energy-efficient home upgrades like heating and water heating equipment, central A/C and heat pumps, insulation and more. Apply today and see how easy it is to make improvements a reality.

The HEAT Loan can help you:

- Afford more efficient upgrades by avoiding potential extra costs from credit cards or higher interest loans.
- Increase your home's comfort.
- Boost the value of your home.

Energy efficiency for a better tomorrow.

The Sponsors of Mass Save are proud to offer this interest-free loan in addition to a wide variety of rebates and incentives.

WE ARE MASS SAVE®:



How to apply

Applying for a HEAT Loan is easy.
Follow the steps below and flip
ahead for specific details about your
planned upgrade(s).



- Step 1: Choose a contractor.** Make sure to get a signed proposal from your chosen contractor on their official letterhead. We recommend getting multiple quotes from licensed and insured contractors before choosing one.



- Step 2: Complete and submit** a signed copy of the enclosed Intake Form to your HEAT Loan Program Administrator, shown on page 17. Include your signed contractor proposal and any additional required documentation. If your work meets program eligibility requirements, you will receive an Authorization Form.



- Step 3: Secure the loan.** Submit your Authorization Form to your selected participating lender. If approved, the lender will provide you with a two-party check made payable to you and your contractor(s). For a list of participating lenders, visit MassSave.com/HEATLoan



- Step 4: Complete the upgrade(s).** To pay your contractor, simply sign over the bank check.



- Step 5: Apply for a rebate.** Visit MassSave.com/Rebates to apply for any available rebates.



- Step 6: Complete your verification inspection.** Call 1-866-527-SAVE for details on completing this required verification.



Loan options and eligibility requirements

Loan options

Loan types and amounts can vary by lender. Based on your needs and qualifications, you could be eligible for financing up to \$25,000.

Building type	Loan amount	Term length
Owner occupied	≤\$2,000	2 years
	≤\$25,000	Up to 7 years
Non-owner occupied	\$5,000–\$25,000	Up to 7 years

Eligibility requirements

- The HEAT Loan is available to qualified customers participating in the Mass Save Program.
- Loan applicant must be the homeowner.
- Residents must have a current residential electric account.
- Municipal electric customers can take advantage of the HEAT Loan offer if the home is heated with natural gas, provided by a Mass Save Program Sponsor. Municipal electric customers can apply for the HEAT Loan for all upgrades with the exception of central air conditioning, heat pumps, and heat pump water heaters.
- Financing is only available for the qualifying energy-efficient improvements outlined within this packet.
- **Financing is contingent upon loan approval from a participating lender.**

Central air conditioning and heat pumps

No matter the season, high-efficiency heating and cooling equipment helps keep your home more comfortable year round and helps to reduce energy costs.

Required documentation to submit with your HEAT Loan Intake Form:

- Signed contractor proposal that includes:**
 - Manufacturer and complete model number of equipment
 - Scope of work and pricing

Notes:



Central air conditioning and heat pumps

Minimum efficiency standards

Standard central A/C & central heat pump				
Equipment type		Efficiency requirements		Rebate amount ¹
Central air conditioning		AHRI SEER ≥ 16, EER ≥ 13		\$50 per ton
Central heat pump		Refer to Heat Pump Qualified Products List at MassSave.com/HPQPL		\$250 per ton
Fuel optimization rebates				
Equipment type	Efficiency requirements	Primary fuel type	Additional requirements	Rebate amount ¹
Central heat pump	Refer to Heat Pump Qualified Products List at MassSave.com/HPQPL	Oil or propane	Integrated Controls ² required unless central heating system is removed. ³ Refer to Integrated Controls Qualified Products List at MassSave.com/ICQPL	\$1,250 per ton
		Electric resistance heat	900 kWh difference between sum of 3 winter-usage and 3 lowest-usage months	
Integrated controls ²	Add-on to existing central heat pump	Oil or propane	Refer to Integrated Controls Qualified Products List at MassSave.com/ICQPL	Up to \$500 per indoor unit, max of \$1,500

¹ Actual tons are calculated based on AHRI cooling capacity divided by 12,000 BTUs. Rebate amount based on actual tons.

² Integrated Controls are either approved control packages or dual fuel thermostats that switch between a heat pump and a central heating system.

³ The Sponsors of Mass Save® do not recommend fully replacing existing central heating systems with heat pump equipment. Customers that choose to do so may access the Fuel Optimization incentive levels without the installation of an integrated control. Please see Terms & Conditions for full requirements. Cannot be combined with other rebate for same equipment

Financing details

- If you're installing central A/C or a central heat pump, you must obtain a proposal from and have work completed by a Mass Save HVAC Check trained contractor. Visit MassSave.com/heating-cooling for a list of HVAC Check contractors.
- Equipment that does not meet the efficiency standards above as well as Do-It-Yourself (DIY) installations do not qualify.
- Municipal customers that heat with natural gas do not qualify for electric upgrades.
- Electrical panel replacements or upgrades may not exceed \$500.
- Fuel optimization rebates cannot be combined with standard rebates for the same equipment.

Heating equipment

Heating upgrades can dramatically lower your home's energy use while keeping you cozy through the winter months.

Required documentation to submit with your HEAT Loan Intake Form:

- Signed contractor proposal that includes:**
 - Manufacturer and complete model number of the heating equipment
 - AFUE and/or COP efficiency rating
 - Scope of work and pricing
- A contractor proposal with scope of work and pricing for asbestos removal, if applicable**

Notes:



Heating equipment

Minimum efficiency standards

Rebate		Heating equipment	Minimum standards	
Natural gas equipment				
\$1,000	\$1,250	Hot air furnace with ECM	AFUE ≥ 95%	AFUE ≥ 97%
\$950		Hot air furnace with ECM and on-demand DHW	AFUE ≥ 97%	
\$2,000	\$2,750	Water boiler	AFUE ≥ 90%	AFUE ≥ 95%
\$2,400		Combined condensing boiler with on-demand water heater	AFUE ≥ 95%	
N/A		Steam Boiler	AFUE ≥ 82%	
Propane equipment				
\$1,000		Hot air furnace with ECM	AFUE ≥ 95%	
\$1,500	\$2,300	Water boiler	AFUE ≥ 90%	AFUE ≥ 95%
\$2,000		Combined condensing boiler with on-demand water heater	AFUE ≥ 95%	
N/A		Steam boiler	AFUE ≥ 82%	
Oil equipment				
\$650		Hot air furnace with ECM	AFUE ≥ 86%	
\$800		Water boiler	AFUE ≥ 86%	
N/A		Steam boiler	AFUE ≥ 84%	
Electric heat pumps				
N/A		Ground source heat pump	COP ≥ 3.3	
ECM: Electronic Commutated Motor. AFUE: Annual Fuel Utilization Efficiency. COP: Coefficient of Performance.				

Financing details

- Equipment that does not meet the efficiency standards as well as Do-It-Yourself (DIY) installations do not qualify.
- New equipment must be right-sized for the home and follow state and local codes.
- Any new oil, propane, or gas furnace must come equipped with an electronically commutated motor.
- If necessary, **you may be eligible to finance up to \$4,000 for asbestos removal** on or around your existing heating system if required for the replacement of your equipment (ECM). A contractor proposal for this work must be submitted with your application.
- If insulation and/or air sealing measures are recommended by your Mass Save Energy Specialist, then the recommended measures must be completed in order to be eligible to finance a steam boiler or ground source heat pump.
- Please provide the cost for ineligible work, including removal or replacement of an oil/propane tank, installation of a humidifier, electronic air cleaner or an air filtration system. Those costs will be deducted from the loan total on your Authorization Form.

Water heaters

Water heating is typically the second biggest source of energy use homeowners face. Help offset these costs by upgrading to a more efficient water heater.

Required documentation to submit with your HEAT Loan Intake Form:

Signed contractor proposal that includes:

- Manufacturer and complete model number of the water heater
- Unified Energy Factor (UEF) efficiency rating
- Scope of work and pricing

For solar water heaters, you must also submit:

- The rebate amount your contractor will apply for from the Massachusetts Clean Energy Center (MassCEC)
- The Solar Rating Certification Corporation (SRCC) certificate from your contractor

Notes:



Water heaters

Minimum efficiency standards

Rebate	Water heating equipment	Minimum standards
Natural gas equipment		
\$400	Indirect water heater	Connected to water boiler
\$100	Storage water heater	≥ .64 UEF Medium Draw ≥ .68 UEF High Draw
\$700	On-demand tankless water heater	UEF ≥ .87
\$500	Condensing water heater	UEF ≥ .80
Propane equipment		
\$400	Indirect water heater	Connected to water boiler
N/A	Freestanding water heater	UEF ≥ .61
\$800	On-demand tankless water heater	UEF ≥ .87
Oil equipment		
\$400	Indirect water heater	Connected to water boiler
N/A	Freestanding water heater	Unified energy factor (UEF) ≥ .61
Electric equipment		
\$150	Heat pump water heater	UEF ≥ 2.7 > 55 gallons
\$600	Heat pump water heater	UEF ≥ 2.0 ≤ 55 gallons
Solar systems		
Contact Mass CEC*	Solar water heater (solar for DHW only, not for heating)	Collectors must be certified by SRCC

*masscec.com

Financing details

- Equipment that does not meet the efficiency standards above as well as Do-It-Yourself (DIY) installations do not qualify.
- **Heat pump water heaters are only eligible for financing when replacing an existing electric water heater.** New equipment must be on the Qualified Products List, which can be found at MassSave.com/heating-cooling
- Municipal electric customers that heat with natural gas only qualify for financing of natural gas equipment.
- If insulation and/or air sealing measures are recommended by your Mass Save Energy Specialist, the recommended measures must be completed in order to be eligible to finance a freestanding water heater.

Insulation

Proper insulation goes a long way toward lowering your energy costs, reducing drafts, and keeping your home cooler in the summer and warmer in the winter.

Required documentation to submit with your HEAT Loan Intake Form:

- Please include the signed insulation and/or air sealing contract(s) provided by your Mass Save Energy Specialist
- Contractor proposal for any pre-weatherization barrier work as applicable
- Permit authorization form, enclosed cavity form, and/or lead safety form as applicable

Notes:



Insulation

Insulation

Insulation upgrades decrease your energy use, save you money, and increase your home comfort year-round, keeping you cooler in the summer and warmer in the winter.

If your home has a barrier preventing you from moving forward with insulation, you may be able to finance the removal of that barrier along with your insulation work.

Barriers to insulation

Barrier	Allowable financing
Knob and tube wiring	Up to \$10,000
Vermiculite	Up to \$10,000
Mold abatement	Up to \$4,000
Structural concerns	Up to \$1,000
Combustion safety	Up to \$1,000

Financing details

- Insulation financing is only available when specified and installed by a participating contractor of the Mass Save Home Energy Services Program. Visit [MassSave.com/findacontractor](https://masssave.com/findacontractor)
- Do-It-Yourself (DIY) installations and major structural repairs do not qualify.
- Recommended air sealing and insulation work must be completed if financing pre-weatherization barriers.

ENERGY STAR® certified replacement windows

The difference is clear: ENERGY STAR certified windows can enhance your home's comfort and air quality while reducing outside noise and UV damage.

Required documentation to submit with your HEAT Loan Intake Form:

- A signed contractor proposal that includes:**
 - Manufacturer and complete model number of replacement window(s)
 - Scope of work
 - Itemized cost per replacement window, including labor

Notes:



ENERGY STAR[®] certified replacement windows

Financing details

- If insulation and/or air sealing upgrades were also recommended by your Mass Save Energy Specialist, they must be completed by a Mass Save participating contractor to be eligible for window financing.
- You may finance up to \$500 for each eligible replacement window, up to a total of \$10,000.
- Windows must be ENERGY STAR certified for Climate Zone 5 and be installed as replacements for single-pane windows.
- Do-It-Yourself (DIY) installations, replacement of existing double-pane windows, new construction windows, and major structural repairs or finish work do not qualify.
- Existing single pane windows must be pre-qualified for financing by your Energy Specialist during your Mass Save Home Energy Assessment. Refer to your HEAT Loan Intake Form for number of pre-qualified windows.

Terms and conditions

Loan applicant acknowledgment:

I certify that I have read and understand the Minimum Standards and Requirements information provided and have shared a copy with the individual contractor(s) whose proposal(s) are submitted with this HEAT Loan Intake Form for eligibility approval.

If desired, I can contact a Participating Lender for pre-approval before obtaining firm contractor estimates. I understand that I cannot apply for a HEAT Loan until I submit proposals to my HEAT Loan Administrator noted below and receive a HEAT Loan Authorization Form.

I understand that after receiving the HEAT Loan Authorization Form, I must formally apply for the HEAT Loan at a Participating Lender. A listing of Participating Lenders, including a summary of applicable fees and charges, can be obtained at MassSave.com/HEATLoan.

The actual amount of the HEAT Loan will be determined by the actual costs of all of the approved energy efficiency improvements. The HEAT Loan amount shall be minus any additional rebates available through the Mass Save program administrator(s).

I understand that receipt of a HEAT Loan Authorization Form does not guarantee approval for a HEAT Loan. HEAT Loans may only be provided directly from a Participating Lender. **I understand that I should not complete any energy efficiency improvements or otherwise rely on the funds of the HEAT Loan until I receive a formal commitment from a Participating Lender.**

Terms and conditions:

The Sponsors of the Mass Save Program are the following utilities and program administrators, and will henceforth in this document be referred to as "the PAs": Berkshire Gas, Blackstone Valley Gas, Cape Light Compact, Columbia Gas, Eversource, Liberty Utilities, National Grid, and Unitil.

Customer eligibility: Resident of the unit must be a current residential customer eligible to participate in the Mass Save Program. The applicant must be the owner of the home receiving the energy efficiency improvements. Customers can take advantage of this loan program multiple times, however the combined loans cannot exceed the loan maximum of \$25,000.

Municipal electric customers that heat with natural gas provided by Eversource, National Grid, Columbia Gas, and Liberty Utilities are eligible to participate in the HEAT Loan Program for all improvements except electric upgrades, including Central Air Conditioning and all types of Heat Pumps and Heat Pump Water Heaters.

All residential electric and natural gas, individually metered condo units are eligible to apply for HEAT Loan financing for eligible upgrades. Condos that are master metered in condo complexes are NOT eligible to participate in the HEAT Loan Program.

No warranties: THE PA'S DO NOT WARRANT THE PERFORMANCE OF ANY INSTALLED EQUIPMENT. THE PA'S EXPRESSLY DISCLAIM ANY AND ALL WARRANTIES OR REPRESENTATIONS OF ANY KIND, WHETHER ORAL, STATUTORY, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, USAGE, SUITABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE PAs DO NOT MAKE ANY REPRESENTATION OF ANY KIND REGARDING THE RESULTS TO BE ACHIEVED BY THE INSTALLATION OF ANY ENERGY EFFICIENCY IMPROVEMENT.

Contractor selection: The HEAT Loan Program requires that selected contractors are licensed and insured. It is your responsibility to verify the license and insurance coverage of your chosen contractor(s) before installing energy efficient improvements. If financing Central Air Conditioning/Central Heat Pumps, the contractor selected must be HVAC Check-trained.

Limitation of liability: The Program Administrators' liability is limited to the amount of the rebate and loan interest rate subsidy. The PAs are not liable for any indirect or consequential damages or for any damages connected with or resulting from participation in this offer.

Post installation work verification: The PAs reserve the right to withhold payment of any rebate until the installed improvements have undergone a verification and inspection of the specified installation to ensure compliance with program requirements. All customers who successfully receive financing will need this verification inspection.

Upgrades not installed or not meeting program requirements: If the upgrades installed do not meet the program requirements or are not installed, the customer is only liable for the interest costs and the repayment to the PAs (via your HEAT Loan Administrator) for the amount of the HEAT Loan interest buy down associated with the upgrade, which can be paid out of the balance of the job. Interest costs for HEAT loans are prepaid for the entire term by the sponsoring utility once the loan is closed. Prepaying the lender does not satisfy the interest cost reimbursement for non-installed or ineligible upgrades. The customer must contact their HEAT Loan Administrator to work out repayment details.

Utility energy benefit: The PAs are entitled to 100% of the energy benefits associated with this incentive, excluding the value of energy cost savings to you, our customer, but including all rights to all associated Independent Systems Operator — New England, Energy, Capacity and Reserves Products, and you, our customer, agree to provide us with such further documentation as we may request to confirm the ownership of such benefits and Products. This statement does not apply to the customer rebate.

Changes in program: Rebate and financing offer is for a limited time. Participation in the HEAT Loan Program is contingent on being approved for a loan from a Participating Lender. Rebates and financing are subject to funding availability and the program Terms and Conditions are subject to change or cancellation without notice. This program will end on the last calendar day of the year.

Please submit your signed HEAT Loan Intake Form and all required documents to your Heat Loan Administrator based on your location and Program Sponsor.

HEAT Loan program administrators and sponsors

Please submit your signed HEAT Loan Intake Form and all required documents to your Heat Loan Administrator based on your location and Program Sponsor:

Cape Light Compact	
Territory	Cape Cod & Martha's Vineyard
HEAT Loan Administrator	Rise Engineering
Address	5 Dupont Ave., So Yarmouth, MA 02664
Email Address	CapeLightCompactInfo@RISEngineering.com
Phone	508-568-1926
Eversource Electric	
Territory	All except Cape & Vineyard
HEAT Loan Administrator	CLEAResult
Address	50 Washington St, Suite 2000 Westborough, MA 01581
Website	myHEATLoan.com
Phone	800-696-8077
Municipal Electric with Eversource or National Grid Gas	
Territory	All except Cape & Vineyard
HEAT Loan Administrator	CLEAResult
Address	50 Washington St., Suite 2000, Westborough, MA 01581
Website	myHEATLoan.com
Phone	800-696-8077
Columbia Gas	
Territory	All
HEAT Loan Administrator	Rise Engineering
Address	60 Shawmut Rd. Unit 2, Canton, MA 02021
Email Address	ColumbiaGasMAInfo@RISEngineering.com
Phone	339-502-6335
Liberty Utilities	
Territory	All
HEAT Loan Administrator	Rise Engineering
Address	60 Shawmut Rd. Unit 2, Canton, MA 02021
Email Address	LibertyUtilitiesInfo@RISEngineering.com
Phone	339-502-6335
National Grid Electric	
Territory	All except Cape & Vineyard
HEAT Loan Administrator	CLEAResult
Address	50 Washington St., Suite 2000, Westborough, MA 01581
Website	myHEATLoan.com
Phone	800-696-8077
Unitil Electric	
Territory	All
HEAT Loan Administrator	Rise Engineering
Address	60 Shawmut Rd. Unit 2, Canton, MA 02021
Email Address	UnitilEEInfo@RISEngineering.com
Phone	339-502-6335



WE ARE MASS SAVE®:

