

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:		
Account Holder Name:			Phone:		Email Address:
Installation Address:			City:		State: ZIP:

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. Manual J and/or Manual D documentation required upon request.
- **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 except for domestic hot water heating (e.g., indirect storage tank or combination boiler). The pre-existing heating system may be connected for use during heat pump system downtime (e.g., repair or service)
- **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 individually owned 1-4 unit buildings or townhouses and must be occupied full time during the winter heating season.** Apart from townhouses, customers in 5+ unit homes are not eligible for whole-home heat pump rebates and should contact the Mass Save multi-family program prior to installation. (A townhouse is defined as a single-family dwelling unit constructed in a group of three or more attached units in which each unit extends from foundation to roof.)

CUSTOMER VERIFICATION	CUSTOMER INITIALS
Heat pumps will be used as the sole source of heating in the home.	
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 and connected but will only be used during heat pump maintenance downtime.	<input type="radio"/> Yes <input type="radio"/> No
Customer acknowledges that fuel costs are variable and that, because a heat pump is an electrical system, electric usage will go up when one is installed. For a heating cost comparison, visit the Mass Save Heating Comparison Calculator.	

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:

WE ARE MASS SAVE*:



FOR ADDITIONAL INFORMATION, VISIT [MASSSAVE.COM](https://masssave.com) OR CALL 888-855-0340.