

2024 Massachusetts

Commercial Heat Pumps

for existing buildings



How to Receive a Rebate

This application is for use only by National Grid electric customers installing a heat pump system to displace a fuel oil, propane, or electric resistance system OR by National Grid natural gas customers installing a heat pump system to displace a natural gas system. For applicable National Grid customers to receive a rebate on their heat pump install, you must:

1. Work with a licensed HVAC contractor to determine which equipment is right for your business and eligible for a rebate. Refer to ngrid.com/heatpumps for more information on commercial heat pumps.
 - Please note: for partial displacement of existing fuels, an eligible integrated control must be installed or certification of an existing building management system will be required.
2. Upon completion of installation, apply for a rebate by submitting all required documentation via email: heatpumpsma@nationalgrid.com. If you have any questions or need assistance, please contact your National Grid account manager or call us at 833-690-1284.

Equipment eligibility

- Equipment installed to displace natural gas space heating valid only for commercial and industrial metered customers with natural gas service provided by National Grid. Equipment installed to displace oil, propane, or electric resistance space heating valid only for commercial and industrial metered customers with electric service provided by National Grid.
- Equipment must be installed by a licensed contractor between January 1, 2024 and December 31, 2024.
 - If your installation will be completed in 2025, please reach out to heatpumpsma@nationalgrid.com directly to confirm eligibility for your project.
- Equipment must be listed on the Mass Save Heat Pump Qualified Product List (MassSave.com/cihpgpl).
- Equipment must be used for heating to supplement or replace existing oil, propane, natural gas, or electric resistance systems.
 - If existing fossil fuel heating equipment will remain in place, customer must either install an integrated control from the Mass Save Qualified Product List (QPL) or must certify that an existing building control system is capable of operating both the heat pump and existing heating equipment in parallel, subject to the stated switchover temperature. Documentation of control sequence may be required.
- Completed rebate form and required documentation must be submitted no later than February 28, 2025.

Documentation Requirements

- Completed and signed rebate form
 - Incomplete applications may require additional information and will delay processing.
- Copy of invoice from a licensed heating installer/vendor, 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
- Copy of AHRI Certificate(s)

Contact National Grid before installation if:

- The proposed project is more than 150 tons, larger systems will be reviewed on a case-by-case basis.
- The proposed project is for a new building being constructed or a major renovation (visit MassSave.com/cincmr).
- The proposed project is for a multi-family building, as rebate eligibility depends on the metering of the facility.
- The heat pumps that are being installed will be using a hydronic or water-loop internal to the building (i.e., not a ground loop) as a heat source/sink.
- You or your contractor has questions about project eligibility.
- The proposed project is replacing existing heat pump equipment.
- If RTUs are supplying a Variable Air Volume System or if RTUs are classified as Dedicated Outdoor Air System (DOAS) or Make-up Air Unit (MAU).

Contact Information

For more information about 2024 commercial heat pump incentives, **please contact us:**

ngrid.com/heatpumps

heatpumpsma@nationalgrid.com

833-690-1284

Commercial Equipment Eligibility and Rebates¹

Rebates below are based on prescriptive projects totaling up to 150 tons, for information on rebates for larger projects please contact National Grid directly.

Equipment Type ²	Minimum Efficiency Requirements	Rebate ³ (\$/ton)
Air Source Heat Pumps (ASHP)	Refer to MassSave.com/cihpppl for list of equipment and minimum requirements	\$2,500
Air Source Variable Refrigerant Flow Heat Pump (VRF)		\$3,500
Ground Loop Heat Pump (GLHP) or Ground Water Heat Pump (GWHP)		\$4,500

¹ For units not listed by AHRI or on the QPL, please contact us by email at heatpumpsma@nationalgrid.com for guidance.

² ASHP and VRF refer to air-to-air equipment. Please contact us for information on air-to-water heat pump rebates.

³ Total rebate amount shall not exceed installed costs (inclusive of both equipment and installation).

Project Information

Weatherization is crucial to ensuring efficient heat pump operation. Please provide the following information about your project/building:

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
Are you interested in receiving an energy assessment from National Grid?				<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	
Fully replacing pre-existing heating system?				<input type="checkbox"/> Yes	<input type="checkbox"/> No/Unsure
If partially displacing existing fossil fuel system, what integrated control system will be used?					
<input type="checkbox"/> Integrated Control		<input type="checkbox"/> Building Monitoring System		<input type="checkbox"/> Not Applicable	
Switchover temp⁴ (°F):		Integrated control model number(s)⁵			

Equipment Type (ASHP, VRF, GLHP, GWHP)	AHRI Reference#	Cooling Capacity ⁶		Qty	Floor Area (sq ft) ⁹	Rebate
		Btu/h	Equipment Tonnage ⁷			
ASHP	205599563	24,000	2.00	1		\$5,000
Total Project Cost:			Total:			

⁴ The "Switchover Temp" is the outdoor temperature below which the supplemental/pre-existing heating system will be enabled (recommended to be at or below 30°F).

This must be automatically controlled using an Integrated Control Module or with an existing building monitoring system.

⁵ Integrated Control Modules must be listed on Mass Save's QPL (www.masssave.com/cihpppl). If certifying that an existing building monitoring system will control the HP and the pre-existing heating system, please input "BMS" into this field. Integrated Control Modules are not required for applications that will be fully displacing the pre-existing heating system.

⁶ Cooling tons is calculated by dividing the cooling capacity by 12,000 Btu/h

⁷ Rounding up of AHRI ratings is not acceptable

⁸ Cooling tons is calculated by dividing the cooling capacity by 12,000 Btu/h

⁹ Provide total floor area covered by heat pump equipment on each line

National Grid Commercial Heat Pump Rebate Application

All Fields On This Page Are Required To Complete Your Application.

This application is for use only by National Grid electric customers installing a heat pump system to displace a fuel oil, propane, or electric resistance system OR by National Grid natural gas customers installing a heat pump system to displace a natural gas system.

ELECTRIC ACCOUNT NUMBER	GAS ACCOUNT NUMBER
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Account Holder Information

COMPANY NAME	INSTALLATION SITE NAME	APPLICATION DATE	
INSTALLATION ADDRESS	CITY	STATE	ZIP
MAILING ADDRESS (IF DIFFERENT)	CITY	STATE	ZIP
CONTACT NAME	EMAIL ADDRESS	PHONE	
BUILDING TYPE	IF OTHER, PLEASE SPECIFY	SQUARE FEET COVERED BY NEW EQUIPMENT	

Payment Method – Payee Must Submit a W-9 Form (Tax Id# Required if Receiving Rebate)

PAYMENT TO	PAYEE TAX ID#
CHECK PAYABLE TO: <input type="checkbox"/> Customer <input type="checkbox"/> Vendor/Installer	PAYEE COMPANY TYPE: <input type="checkbox"/> Incorporated <input type="checkbox"/> Not Incorporated <input type="checkbox"/> Exempt

Vendor Information

VENDOR/INSTALLER	CONTACT PERSON		
PHONE	EMAIL ADDRESS		
STREET ADDRESS	CITY	STATE	ZIP
VENDOR/INSTALLER AUTHORIZED SIGNATURE (NOT APPLICABLE IF CUSTOMER IS PAYEE.)			DATE

Customer Acceptance of Terms

I certify that all statements and information, including attachments, made in this rebate form are correct, complete, true, and accurate to the best of my knowledge, and that I have read and agree to the terms and conditions on this form.		INSTALLATION DATE
PRINT NAME	AUTHORIZED SIGNATURE	DATE

Terms and Conditions

1. Incentives

Subject to these Terms & Conditions, National Grid will pay Incentives to Customer for the installation of EEMs.

2. Definitions

- (a) "Approval Letter" means the letter issued by National Grid stating National Grid's approval of Customer's application, the maximum approved Incentives, required date of EEM completion, any changes to Customer's application and any other requirements of National Grid related to the Incentives. The Approval Letter may also be referred to as, inter alia, an Offer Letter or Pre-Approval Letter.
- (b) "Customer" means the commercial and industrial ("C&I") customer maintaining an active account for service with either a gas or electric distribution company.
- (c) "EEMs" are those energy efficiency measures described in the Program Materials or other Custom Measures that may be approved by National Grid.
- (d) "Facility" means the Customer location in Massachusetts served by National Grid where EEMs are to be installed.
- (e) "Incentives" means those payments made by National Grid to Customer pursuant to the Program and these Terms and Conditions. Incentives may also be referred to as "Rebates".
- (f) "Minimum Requirements Document" means the document setting forth the minimum requirements that may be required by National Grid, which, if so required, will be submitted with Customer's application and approved by National Grid.
- (g) "Program" means any of the energy efficiency programs offered to a C&I Customer by National Grid.
- (h) "Program Materials" means the documents and information provided or made available by National Grid specifying the qualifying EEMs, technology requirements, costs and other Program requirements.

3. Application Process and Requirement for National Grid Approval

- (a) The Customer shall submit a completed application to National Grid or rebate processor, as required. The Customer may be required to provide National Grid with additional information upon request by National Grid. For example, Customer will, upon request by National Grid, provide a copy of the as-built drawings and equipment submittals for the Facility after EEMs are installed. To the extent required by National Grid or by applicable law, regulation or code, this analysis shall be prepared by a Professional Engineer licensed in the state where the Facility is located.
- (b) To be eligible for gas funded EEMs, Customer must have an active natural gas account. To be eligible for electric funded EEMs, a Customer must have an active electric account. Customers must meet any additional eligibility requirements set forth in the Program Materials.
- (c) National Grid reserves the right to reject or modify Customer's application. National Grid may also require the Customer to execute additional agreements, or provide other documentation prior to National Grid approval. If National Grid approves Customer's application, National Grid will provide Customer with the Approval Letter.
- (d) National Grid reserves the right to approve or disapprove of any application or proposed EEMs.
- (e) Sections 3(a)-(c) do not apply in the event that the Program Materials explicitly state that no Approval Letter is required for the Program. In such an event, Customer must submit to National Grid the following: (i) completed and signed Program rebate form, (ii) original date receipts for purchase and installation of EEMs, and (iii) any other required information or documentation within such time as Program Materials indicate.

4. Pre- and Post-Installation Verification; Monitoring and Inspection

- (a) Customer shall cooperate and provide access to Facility and EEM for National Grid's pre-installation and post-installation verifications, where applicable. Such verifications must be completed to National Grid's satisfaction.
- (b) Customer agrees that National Grid may perform monitoring and inspection of the EEMs for a three-year period following completion of the installation to determine the actual demand reduction and energy savings.

5. Installation Schedule Requirements

Where applicable, if the Customer does not complete installation of the approved EEMs within the earlier of the completion date specified in the Approval Letter or application or twelve (12) months from the date National Grid issues written pre-approval of the EEM project, National Grid may terminate any obligation to make Incentive payments.

6. Incentive Amounts, Requirements for Incentives and Incentive Payment Conditions

- (a) National Grid reserves the right to adjust and/or negotiate the Incentive amount. National Grid will pay no more than the cost to Customer of purchasing and installing the EEM, the calculated incremental cost, the prescriptive rebate on the form, or the amount in the Approval Letter (unless such Approval Letter is not required), whichever is less. (b) National Grid shall not be obligated to pay the Incentive amount until all the following conditions are met: (1) National Grid approves Customer's application and provides the Approval Letter (unless an Approval Letter is not required by the terms of the Rebate), (2) satisfactory completion of pre-installation and post-installation verifications by National Grid, where applicable, (3) purchase and installation of EEMs in accordance with Approval Letter, Program Materials, Minimum Requirements Document (where applicable), Customer's application, these Terms and Conditions, and any other required documents, (4) where applicable, all applicable permits, licenses and inspections have been obtained by Customer, (5) National Grid's receipt of final drawings, operation and maintenance manuals, operator training, permit documents, and other reasonable documentation, where applicable, and (6) National Grid's receipt of all invoices for the purchase and installation of the EEMs.
- (c) All EEM invoices will include, at the minimum, the model, quantity, labor, materials, and cost of each EEM and/or service, and will identify any applicable discounts or other incentives.
- (d) National Grid reserves the right, in its sole discretion, to modify, withhold or eliminate the Incentive if the conditions set forth in Section 6(b) are not met.
- (e) Upon National Grid's written request, Customer will be required to refund any Incentives paid in the event that Customer does not comply with these Terms and Conditions and Program requirements.
- (f) National Grid shall use commercially reasonable efforts to pay the Incentive amount within forty-five (45) days after the date all conditions in Section 6(b) are met.

7. Contractor Shared Savings Arrangements

If EEMs are being installed by a contractor under a shared savings arrangement, in which the contractor's compensation is based on the savings achieved, National Grid maintains the right to determine the cost of purchasing and installing the EEMs.

8. Maintenance of EEMs

Customer shall properly operate and maintain the EEMs in accordance with the manufacturer's recommendations and the terms thereof for the life of the equipment.

9. Program/Terms and Conditions Changes

Program terms and materials (including these Terms & Conditions) may be changed by National Grid at any time without notice. National Grid reserves the right, for any reason, to withhold approval of projects and any EEMs, and to cancel or alter the Program, at any time without notice. Approved applications will be processed under the Terms and Conditions and Program Materials in effect at the time of the Approval Letter.

10. Publicity of Customer Participation

The Customer grants to National Grid the absolute and irrevocable right to use and disclose for promotional and regulatory purposes (a) any information relating to the Customer's participation in the Program, including, without limitation, Customer's name, project energy savings, EEMs installed, and incentive amounts, and (b) any photographs taken of Customer, EEMs, or Facility in connection with the Program, in any medium now here or hereafter known.

Terms and Conditions (continued)

11. Indemnification and Limitation of the National Grid's Liability

To the fullest extent allowed by law, and except as the Commonwealth of Massachusetts and its agencies are precluded by Article 84 of the Amendments to the Massachusetts Constitution from pledging their credit without prior legislative authority, and the Commonwealth of Massachusetts' cities and towns are precluded by Section 7 of Article 2 of the Amendments to the Massachusetts Constitution from pledging their credit without prior legislative authority, Customer shall indemnify, defend and hold harmless National Grid, its affiliates and their respective contractors, officers, directors, members, employees, agents, representatives from and against any and all claims, damages, losses and expenses, including reasonable attorneys' fees and costs incurred to enforce this indemnity, arising out of, resulting from, or related to the Program or the performance of any services or other work in connection with the Program, caused or alleged to be caused in whole or in part by any actual or alleged act or omission of the Customer, or any contractor, subcontractor, agent, or third party hired by or directly or indirectly under the control of the Customer, including any party directly or indirectly employed by or under the control of any such contractor, subcontractor, agent, or third party or any other party for whose acts any of them may be liable.

To the fullest extent allowed by law, the National Grid's aggregate liability, regardless of the number or size of the claims, shall be limited to paying approved Incentives in accordance with these Terms and Conditions and the Program Materials, and National Grid and its affiliates and their respective contractors, officers, directors, members, employees, agents, representatives shall not be liable to the Customer or any third party for any other obligation. To the fullest extent allowed by law and as part of the consideration for participation in the Program, the Customer waives and releases National Grid and its affiliates from all obligations (other than payment of an Incentive), and for any liability or claim associated with the EEMs, the performance of the EEMs, the Program, or these Terms and Conditions.

12. No Warranties or Representations by National Grid

- (a) NATIONAL GRID DOES NOT ENDORSE, GUARANTEE, OR WARRANT ANY CONTRACTOR, MANUFACTURER OR PRODUCT, AND NATIONAL GRID MAKES NO WARRANTIES OR GUARANTEES IN CONNECTION WITH ANY PROJECT, OR ANY SERVICES PERFORMED IN CONNECTION HERewith OR THEREWITH, WHETHER STATUTORY, ORAL, WRITTEN, EXPRESS, OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. THIS DISCLAIMER SHALL SURVIVE ANY CANCELLATION, COMPLETION, TERMINATION OR EXPIRATION OF THE CUSTOMER'S PARTICIPATION IN THE PROGRAM. CUSTOMER ACKNOWLEDGES AND AGREES THAT ANY WARRANTIES PROVIDED BY ORIGINAL MANUFACTURERS', LICENSORS', OR PROVIDERS OF MATERIAL, EQUIPMENT, OR OTHER ITEMS PROVIDED OR USED IN CONNECTION WITH THE PROGRAM UNDER THESE TERMS AND CONDITIONS, INCLUDING ITEMS INCORPORATED IN THE PROGRAM, ("THIRD PARTY WARRANTIES") ARE NOT TO BE CONSIDERED WARRANTIES OF NATIONAL GRID AND NATIONAL GRID MAKES NO REPRESENTATIONS, GUARANTEES, OR WARRANTIES AS TO THE APPLICABILITY OR ENFORCEABILITY OF ANY SUCH THIRD-PARTY WARRANTIES. THE TERMS OF THIS SECTION SHALL GOVERN OVER ANY CONTRARY VERBAL STATEMENTS OR LANGUAGE APPEARING IN ANY OF NATIONAL GRID'S OTHER DOCUMENTS.
- (b) Review of the design and installation of EEMs by National Grid is limited solely to determine whether Program requirements have been met and shall not constitute an assumption by National Grid of liability with respect to the EEMs. Neither National Grid nor any of its employees or contractors is responsible for determining that the design, engineering or installation of the EEMs is proper or complies with any particular laws, codes, or industry standards. National Grid does not make any representations of any kind regarding the benefits or energy savings to be achieved by the EEMs or the adequacy or safety of the EEMs.
- (c) National Grid is not a manufacturer of, or regularly engaged in the sale or distribution of, or an expert with regard to, any equipment or work.
- (d) No activity by National Grid includes any kind of safety, code or other compliance review.

13. Customer Responsibilities

Customer is responsible for all aspects of the EEMs and related work including without limitation, (a) selecting and purchasing the EEMs, (b) selecting and contracting with the contractor(s), (c) ensuring contractor(s) are properly qualified, licensed and insured, (d) ensuring EEMs and installation of EEMs meet industry standards, Program requirements and applicable laws, regulations and codes, and (e) obtaining required permits and inspections. National Grid reserves the right to (a) deny a vendor or contractor providing equipment or services, and (b) exclude certain equipment from the Program.

14. Removal of Equipment

The Customer shall properly remove and dispose of or recycle the equipment, lamps and components in accordance with all applicable laws, and regulations and codes. Customer will not re-install any of removed equipment in the Commonwealth of Massachusetts or the service territory of any affiliate of National Grid, and assumes all risk and liability associated with the reuse and disposal thereof.

15. Energy Benefits

As applicable, other than the (i) the energy cost savings realized by Customer, (ii) energy or ancillary service market revenue achieved through market sensitive dispatch, (iii) alternative energy credits, and (iv) renewable energy credits, National Grid has the unilateral rights to apply for any credits or payments resulting from the Program or EEMs. Such credits and payments include but are not limited to: (a) ISO-NE capacity, (b) forward capacity credits, (c) other electric or natural gas capacity and avoided cost payments or credits, (d) demand response Program payments. Except for the credits and payments set forth in (i)-(iv) of this Section, Customer agrees not to, directly or indirectly, file payments or credits associated with the Program or EEMs, and further will not consent to any other third party's right to such payments or credits without prior written consent from National Grid. National Grid's rights under this Section are irrevocable for the life of the EEMs unless National Grid provides prior written consent.

16. Customer Must Declare and Pay All Taxes

The benefits conferred upon the Customer through participation in this Program may be taxable by the federal, state, and local government. The Customer is responsible for declaring and paying all such taxes. National Grid is not responsible for the payment of any such taxes.

17. Counterpart Execution; Scanned Copy.

Any and all Program related agreements and documents may be executed in several counterparts. A scanned or electronically reproduced copy or image of such agreements and documents bearing the signatures of the parties shall be deemed an original.

18. Miscellaneous

- (a) Paragraph headings are for the convenience of the parties only and are not to be construed as part of these Terms and Conditions.
- (b) If any provision of these Terms and Conditions is deemed invalid by any court or administrative body having jurisdiction, such ruling shall not invalidate any other provision, and the remaining provisions shall remain in full force and effect in accordance with their terms.
- (c) These Terms and Conditions shall be interpreted and enforced according to the laws of the Commonwealth of Massachusetts. Any claim or action arising under or related to the Program or arising between the parties shall be brought and heard only in a court of competent jurisdiction located in the Commonwealth of Massachusetts.
- (d) In the event of any conflict or inconsistency between these Terms and Conditions and any Program Materials, these Terms and Conditions shall be controlling.
- (e) Except as expressly provided herein, there shall be no modification or amendment to these Terms and Conditions or the Program Materials unless such modification or amendment is in writing and signed by a duly authorized officer of National Grid.
- (f) Sections 4(b), 10, 11, 12, 14, 15 & 18 shall survive the termination or expiration of the Customer's participation in the Program.