The Massachusetts Clean Energy Center ("MassCEC") has authorized $30 Million in funding to support a suite of Clean Heating & Cooling programs through 2020. As part of this suite of programs, MassCEC, with support from the Massachusetts Department of Energy Resources ("DOER"), provides rebates for the installation of high-efficiency, cold-climate air-source heat pumps ("ASHP") at residential properties through the Residential Air-Source Heat Pump Program ("Residential ASHP Program" or the "Program").

Through the Program, MassCEC supports efficient and high-quality clean heating and cooling technologies that provide consumer cost savings while reducing greenhouse gas ("GHG") emissions. In the interest of increasing access to these technologies to all residents of Massachusetts, MassCEC offers increased incentives for households that earn less than 80% of the state median income.

This Residential ASHP Program Manual (the "Program Manual") describes the process for applying for a rebate, the eligibility requirements, and the rebate levels. The capitalized terms used in the Program Documents (the Program Manual, Participant’s Agreement, Application, and Award Letter (the “Program Documents”)) are defined in Section 4 of the Program Manual. Program Documents and further Program information are located on the Program webpage (www.masscec.com/solicitations/residential-air-source-heat-pumps).

**Table of Contents**

1. How to Participate in the Program ....................................................................................................... 2
2. Eligibility Requirements ........................................................................................................................ 4
3. Rebates and Awarding ........................................................................................................................ 11
4. Program Definitions ............................................................................................................................ 13
5. General Conditions ............................................................................................................................. 16
1. How to Participate in the Program

Step 1-Check Funding Availability: Annual funding may be limited and is available on a first-come, first-served basis. MassCEC will provide three months’ notice on the Program webpage if it is anticipated that funds will become unavailable in the given fiscal year. If funds are exhausted, additional funding may be added at MassCEC’s discretion. Throughout the duration of the Program, MassCEC reserves the right to modify and decrease the amount of program incentives in future iterations of the program.

Step 2-Understand Program Requirements: The System Owner and Primary Installer (together the “Applicant Parties”) should read this Program Manual prior to submitting an Application. The Applicant Parties must determine if the Project will meet program requirements specified in Section 2 in order to qualify for a rebate, including site eligibility and project technology requirements.

Step 3-System Owner determines eligibility for the Income-Based Rebate Adder and, if applicable, applies for income verification: See Section 2.4 for information on Income-Based Rebate Adder Eligibility. The 80% Income-Based Rebate Adder is only available to households that are replacing or supplementing existing electric resistance heating systems. If applying for the additional rebate available through the Income-Based Rebate Adder, the System Owner should verify their income as described in Section 2.4. System Owners who use MassCEC’s Income Verification portal should complete the income verification process before their Primary Installer submits their rebate Application. System Owners who are using an electric bill or fuel assistance letter should submit those documents with the Application.

Step 4-Complete Project: Projects must be completed according to program guidelines and within the program deadline in order to qualify for a rebate.

Step 5-Apply for Rebate: Download and fill out the required Application materials. Application materials can be found at [www.masscec.com/solicitations/residential-air-source-heat-pumps](http://www.masscec.com/solicitations/residential-air-source-heat-pumps). Applications must be submitted after Project Completion and within 60 days of Project Completion. Applications submitted more than 60 days after Project Completion will not be considered.

The Application should be completed and submitted by the Primary Installer with the assistance and approval of the System Owner. Complete Applications should be submitted to the Air-Source Heat Pump mailbox at ASHP@masscec.com. Please submit the complete Application via email with attachments of the completed Excel Application file and scans of the supporting materials. To expedite the review, please include “ASHP Application: Project Name” in the subject line.

A complete Application submission will include:

1. Completed Excel Application file
2. Participant’s Agreement, signed by both the System Owner and Primary Installer

1 The Application may include either the entire Participant’s Agreement or just the last page (the Signature and Acceptance Form). The signatures may be either scanned versions of original, handwritten signatures or
3. A copy of the **System Owner’s Electric Bill**, showing both the billing address of the installation site and the residential rate code\(^2\)

4. A copy of the **Final Invoice**, sent from the Primary Installer to the System Owner showing:
   a. Date of Project Completion;
   b. Model number of the installed system; and
   c. That the invoice was paid in full.

5. For Projects that are designed to supply 100% of a building’s heat with no supplemental heat source, a scanned copy of the **Manual J** heat load calculation.

6. Income-Based Rebate Adder verification (if applicable) – If applying for an Income-Based Rebate Adder, the Applicant should either:
   a. include an electric bill with a low-income rate code or Fuel Assistance Letter of Acceptance with the Application; or
   b. have received notice from the MassCEC income verification portal that they are eligible for an Income-Based Rebate Adder.

**Step 6-Receive Rebate:** When MassCEC begins to process the Application, program staff will send an email confirming the Application has been received, and will indicate one of the following Application statuses:

- the Application is not missing any information and may be selected for inspection;
- the Application is incomplete and requires additional information or clarification; or
- the Project is ineligible and has been rejected.

After detailed Application review and possibly an inspection, once all issues have been addressed and the rebate has been approved, a second email will serve as the Award Letter and will include the address to which the Award payment will be sent. Payment will be made to the Payee within four weeks of the Award Letter date.

\(^2\) For new construction, a request for electric service can be submitted instead of an electric bill, if an electric bill is not available within 60 days of the installation of the Project.
2. Eligibility Requirements

2.1. Project Date Eligibility
Applications submitted more than 60 days after Project Completion will not be considered.

2.2. Project Site Eligibility
Project sites must be new or existing residential units that will use the ASHP(s) for heating (not just for cooling). Residential buildings with 1 to 4 units can apply jointly with one application, subject to existing caps. A single apartment or condominium can also apply individually.

Project Site Utility Service
Projects may be installed in residences that fall under one of the two following categories:

- The Project Site is in a utility territory that contributes to the Renewable Energy Trust. This includes the Massachusetts service territory of National Grid, Eversource, Unitil, and municipal light plants that have elected to pay into the Renewable Energy Trust (please see www.masscec.com/content/municipal-lighting-plant-communities for more information).
- The Project Site is located in the service territory of a municipal light plant that has not elected to pay into the Renewable Energy Trust, but the Project will be replacing or supplementing an existing electric resistance heating system (not including an existing cold-climate ASHP).

Project Site Energy Efficiency Audit Requirement
All existing residences must have an energy efficiency audit completed within the past 48 months or have an efficiency audit scheduled to occur and completed within six months of Project Completion. MassCEC highly recommends that priority recommendations from the audit are implemented. For qualifying locations, free residential energy audits can be scheduled through MassSave at www.masssave.com. New construction residences do not require an energy audit, although an energy audit is still recommended.

2.3. System Owner Eligibility
Individual Project System Owners may be awarded no more than $35,000 in total Awards through this Program in a fiscal year. MassCEC, at its sole discretion, will determine the applicability of the cap to a System Owner in the event that the cap is reached and may remove the cap.

2.4. Income-Based Rebate Adder Eligibility
In the interest of increasing access to clean heating and cooling technologies such as high-efficiency, cold climate air-source heat pumps, MassCEC offers additional incentives for households with income below 120% of the state median income. Eligibility thresholds are determined based on household size, as shown in the table below. The 80% Income-Based Rebate Adder is only available to System Owners that are replacing or supplementing existing electric resistance heating systems.
### Income-Based Rebate Adder Thresholds by Household Size

<table>
<thead>
<tr>
<th>Household Size</th>
<th>80% of State Median Income</th>
<th>120% of State Median Income</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>$44,168</td>
<td>$66,252</td>
</tr>
<tr>
<td>2</td>
<td>$57,759</td>
<td>$86,638</td>
</tr>
<tr>
<td>3</td>
<td>$71,348</td>
<td>$107,022</td>
</tr>
<tr>
<td>4</td>
<td>$84,939</td>
<td>$127,408</td>
</tr>
<tr>
<td>5</td>
<td>$98,529</td>
<td>$147,794</td>
</tr>
<tr>
<td>6</td>
<td>$112,119</td>
<td>$168,178</td>
</tr>
<tr>
<td>7</td>
<td>$114,667</td>
<td>$172,000</td>
</tr>
<tr>
<td>8</td>
<td>$117,216</td>
<td>$175,824</td>
</tr>
<tr>
<td>9</td>
<td>$119,764</td>
<td>$179,646</td>
</tr>
<tr>
<td>10</td>
<td>$122,312</td>
<td>$183,468</td>
</tr>
<tr>
<td>11</td>
<td>$124,860</td>
<td>$187,290</td>
</tr>
<tr>
<td>12</td>
<td>$127,408</td>
<td>$191,112</td>
</tr>
<tr>
<td>13</td>
<td>$129,956</td>
<td>$194,934</td>
</tr>
<tr>
<td>14</td>
<td>$132,504</td>
<td>$198,756</td>
</tr>
<tr>
<td>15</td>
<td>$135,052</td>
<td>$202,578</td>
</tr>
<tr>
<td>16</td>
<td>$137,600</td>
<td>$206,400</td>
</tr>
<tr>
<td>17</td>
<td>$140,149</td>
<td>$210,224</td>
</tr>
</tbody>
</table>

To receive the Income-Based Rebate Adder, the System Owner must complete one of the following three income verification methods:

1. **Electric Bill**: Provide MassCEC with a copy of an Electric Bill with a low-income rate code from within the last six months. National Grid, Unitil, and Eversource’s low-income rate code is R2.
2. **Fuel Assistance Letter**: Provide MassCEC with a copy of a Fuel Assistance Letter of Acceptance from within one year showing the date, System Owner’s name, and Project Site address. An example Fuel Assistance Letter can be found on the program webpage.
3. **MassCEC Income Verification**: Complete a free income verification through MassCEC’s Income Verification portal (http://masscecverify.com). The income verification process requires submission of a completed IRS Form 4506 - T for each adult tax filing (single, married filing jointly, married filing separately, and/or head of a household) within the household.
   a. System Owners that are going through MassCEC’s income verification portal should select “MassCEC Income Verifier Approval” as the income verification method on their Application.
   b. MassCEC’s Income Verification portal process takes approximately one week to verify income.
   c. Income verification should be completed prior to the Application and will be valid for a period of one year.
d. Once the income verification process is completed, MassCEC and the System Owner will receive an email confirming the System Owner is eligible for the Income-Based Rebate Adder. Once the System Owner has received the email confirmation, the rebate Application can be submitted to MassCEC. MassCEC is automatically notified of all System Owners who are eligible for the Income-Based Rebate Adder.

e. Note: MassCEC’s income verification portal is run by an independent third-party that meets stringent security standards. MassCEC will never have access to any Applicant’s financial information or tax documents.

System Owners that are using MassCEC's Income Verification portal should complete the income verification process before their Primary Installer applies for the cold-climate ASHP rebate. System Owners that are using an electric bill or fuel assistance letter should submit those documents with the Application.

2.5. Primary Installer Requirements

Installer Eligibility
Primary Installers participating in the Program must have read and submitted a signed copy of the Primary Installer Agreement (available on the Program webpage) and provided MassCEC with a letter or certificate from the manufacturer verifying that they have successfully completed training for the products they plan on installing under the program. Primary Installers may submit additional brand certifications throughout the Program. If multiple Primary Installers work for the same company, each Primary Installer must submit a separate Primary Installer Agreement with evidence of their training.

MassCEC has the discretion to institute an annual cap on awarded applications from any one installer up to $500,000 dollars under the Residential ASHP Program. MassCEC reserves the right to stop accepting Applications from those Installers once the cap has been reached. MassCEC, at its sole discretion, will determine the applicability of the cap to Installers in the event that the cap is reached and may adjust the cap.

All ASHPs must be installed by a licensed contractor in accordance with the National Electric Code and manufacturer’s specifications, and must conform to all applicable municipal, state, and federal codes, standards, and regulations, as well as program requirements. The System Owner and Primary Installer must certify that the Project has received approval from the local building inspection authority as part of the Participant’s Agreement.

Installation Inspections
MassCEC reserves the right to conduct inspections to Projects prior to payment of the Award. MassCEC typically inspects at least two Project Completions for each Primary Installer but also will elect to inspect Projects at random, due to suspected issues, or based on Project complexity. If the inspector detects an issue with an ASHP installation, MassCEC reserves the right to suspend current Applications and/or stop accepting Applications from the Installer.
2.6. Project Technology Requirements

Applicable Technologies
The Residential Air-Source Heat Pump Program applies to the following applicable technologies with rated heating capacities up to 60,000 BTU/hour at 47 °F (dry bulb):

- Air-to-air, split system heat pumps;
- Air-to-water heat pumps;
- Single-head, multi-head, and central systems;
- Ducted and ductless systems (both single and multi-head).

The following equipment types are not eligible for the Program:

- Cooling only units;
- Single-stage heat pumps;
- Ground-source heat pumps (please see Residential Ground-Source Heat Pump Program).

Equipment Eligibility
Only Projects installing qualifying high-efficiency, cold-climate ASHPs are eligible for rebates through this program. This program defines a qualifying cold-climate ASHP (“Qualified Equipment”) as an ASHP that both:

1. Meets the requirements of the Cold Climate Air Source Heat Pump Specification published by Northeast Energy Efficiency Partnerships (“NEEP”) and is listed on NEEP’s website; and
2. Meets the Performance Requirements stated in this section of the Program Manual and is approved by MassCEC and listed in this section of the Program Manual.

Additionally, MassCEC requires that Qualified Equipment has a minimum five year manufacturer’s warranty.

Performance Requirements
All Qualifying Equipment must meet the following requirements:

- ASHP system must be listed as ENERGY STAR certified;
- Compressor must be variable capacity; and
- Indoor and outdoor units must be part of an AHRI matched system.
### Qualifying Equipment Performance Requirements

<table>
<thead>
<tr>
<th>Minimum Performance Requirement</th>
<th>Single-Head Air-to-Air</th>
<th>Multi-Head/Central</th>
</tr>
</thead>
<tbody>
<tr>
<td>COP @ 5° F (at maximum capacity)</td>
<td>1.75</td>
<td>1.75</td>
</tr>
<tr>
<td>Percent of Rated Heating Capacity Delivered at 5°F³</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>HSPF</td>
<td>10</td>
<td>9 (for Multi-Head), 10 (for Central)</td>
</tr>
<tr>
<td>SEER</td>
<td>20</td>
<td>17</td>
</tr>
<tr>
<td>EER</td>
<td>12.5</td>
<td>12.5</td>
</tr>
</tbody>
</table>

MassCEC will occasionally update these Performance Requirements to reflect the highest efficiency products that are available on the market.

#### Qualifying Equipment

The following list currently qualifies as Qualifying Equipment under this program. This does not constitute a final list, and MassCEC may add or remove any equipment listed at any time:

---

³ Rated Heating Capacity refers to the higher of the AHRI rated heating capacities at either 47° F or 17° F. The heating capacity delivered at 5° F refers to the maximum heating capacity at 5° F.
### Qualifying Equipment

<table>
<thead>
<tr>
<th>Manufacturer</th>
<th>Single-Head</th>
<th>Multi-Head (must have non-ducted indoor units)*/Central</th>
</tr>
</thead>
</table>
| Carrier      | • 38GRQB09---301  
• 38GRQB12---301  
• 38GRQB18---301 | |
| Friedrich    | • MR09Y3J  
• MR12Y3J  
• MR24Y3J | |
| Fujitsu      | • AOU9RLFC  
• AOU9RLFF  
• AOU9RLFFH  
• AOU9RLS2  
• AOU9RLS3  
• AOU9RLS3H  
• AOU12RLFC  
• AOU12RLS2  
• AOU12RLS3  
• AOU12RLS3H  
• AOU15RLFF  
• AOU15RLFFH  
• AOU15RLS3  
• AOU15RLS3H  | • AOU18RLXFZH  
• AOU24RLXFZH |
| Haier        | • 1U09ES2VHA | |
| Mitsubishi   | • MUZ-FE09NA  
• MUZ-FH09NA  
• MUZ-FE12NA  
• MUZ-FH12NA  
• MUZ-FH15NA  
• MUZ-FE18NA  
• MUZ-FH18NA  | • MXZ-2C20NAHZ  
• MXZ-3C24NAHZ  
• MXZ-3C30NAHZ  
• MXZ-4C36NAHZ  
• MXZ-5C42NAHZ  
• MXZ-8C48NAHZ  
• PUZ-HA36NHA5 |

*Note: As stated in the Performance Requirements, all indoor and outdoor units must be part of an AHRI matched system. At this time, the only indoor units that meet MassCEC’s requirements for the multi-head systems are the non-ducted indoor units, such as wall-mounted, floor-mounted, and ceiling cassette units.

Manufacturers that believe they have a qualifying ASHP must submit documentation directly to NEEP for review prior to incorporation into MassCEC’s Program. Please see NEEP’s Cold Climate Air Source Heat Pump Specification page for submission details.

Once a product is listed on NEEP’s website as meeting the Cold Climate Air Source Heat Pump Specification, MassCEC will review NEEP’s data and determine if it meets MassCEC’s Performance

MassCEC Residential Air-Source Heat Pump Program
Requirements. MassCEC reserves the right to determine the content of the eligibility list. MassCEC may add or remove equipment from this list at any time.

**Additional Whole-Building Equipment Eligibility**

All ASHP Projects that are designed to supply 100% of a building’s heat load with no supplemental heat source (“Whole-Building ASHP Systems”) must submit a building peak heating capacity calculation calculated using the Air Conditioning Contractors of America (ACCA) Manual J building heat load calculation method as part of the Application. Modeling must include indoor temperature setpoints of 68 to 72 degrees Fahrenheit and weather data taken from the ACCA Manual J Residential Load Calculation for Outdoor Design Conditions using 99% dry bulb for winter and 1% dry bulb for summer using the closest city. All listed Massachusetts locations and their heating design temperatures are provided below.

<table>
<thead>
<tr>
<th>Massachusetts Location</th>
<th>Heating Design Temperature in Degrees Fahrenheit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Boston</td>
<td>12</td>
</tr>
<tr>
<td>Clinton</td>
<td>2</td>
</tr>
<tr>
<td>East Falmouth</td>
<td>14</td>
</tr>
<tr>
<td>Fall River</td>
<td>9</td>
</tr>
<tr>
<td>Framingham</td>
<td>6</td>
</tr>
<tr>
<td>Gloucester</td>
<td>5</td>
</tr>
<tr>
<td>Greenfield</td>
<td>-2</td>
</tr>
<tr>
<td>Lawrence</td>
<td>0</td>
</tr>
<tr>
<td>Lowell</td>
<td>1</td>
</tr>
<tr>
<td>New Bedford</td>
<td>9</td>
</tr>
<tr>
<td>Pittsfield</td>
<td>-3</td>
</tr>
<tr>
<td>Springfield</td>
<td>0</td>
</tr>
<tr>
<td>Taunton</td>
<td>9</td>
</tr>
<tr>
<td>Weymouth</td>
<td>11</td>
</tr>
<tr>
<td>Worcester</td>
<td>5</td>
</tr>
</tbody>
</table>

All Whole-Building ASHP Systems must meet a minimum of 100% of the building total heating load as designated in the Manual J heat load calculation if there is no supplemental heating system.
3. Rebates and Awarding

Rebates can be paid to the System Owner or to the Primary Installer, provided that the System Owner provides written permission in the Application.

MassCEC will not provide funding that would, in MassCEC’s sole determination, exceed total Project costs. Total Project costs shall include all costs presented in the Application, less all other available incentives, including any state or federal rebates, subsidies, and tax incentives, discounted to present value where necessary. MassCEC will evaluate these situations on a case-by-case basis, and reserves the right to reduce any Award projected to exceed total Project costs by an amount sufficient to prevent the excess.

ASHP Program Rebate Levels

Rebates levels for qualifying Projects are outlined in the table below. They are subject to change at the sole discretion of MassCEC. Applicants should check the Program webpage to confirm that they are reviewing the most recent version of the Program Manual.

<table>
<thead>
<tr>
<th>System Type</th>
<th>Single-Head Ductless System</th>
<th>Central or Multi-Head Systems</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Base Rebate</strong></td>
<td>$625 per system; 3 system maximum</td>
<td>$625 per 12,000 BTU/hr (maximum heating capacity at 5° F); 48,000 BTU/hr maximum</td>
</tr>
<tr>
<td><strong>Rebate with 80 to 120% Income-Based Rebate Adder</strong></td>
<td>$750 per system; 3 system maximum</td>
<td>$750 per 12,000 BTU/hr (maximum heating capacity at 5° F); 48,000 BTU/hr maximum</td>
</tr>
<tr>
<td><strong>Rebate with 80% Income-Based Rebate Adder</strong></td>
<td>$1500 per system; 3 system maximum</td>
<td>$1500 per 12,000 BTU/hr (maximum heating capacity at 5° F); 48,000 BTU/hr maximum</td>
</tr>
</tbody>
</table>

Rebates for single-head ductless systems are available to support the first three units installed. Residences may install more than three systems, though the rebate will only support the first three installed.

Rebates for central or multi-head systems are limited to 48,000 BTU/hr of heating capacity (maximum heating capacity at 5° F) installed. Residences may install systems with a greater capacity, though the rebate will only support the first 48,000 BTU/hr of heating capacity installed.

Residences may install a combination of single-head and multi-head systems. Each residence is eligible for rebates for up to three systems (i.e., three outdoor units), with the total rebate amount capped at $2,500 per Project Site at the base rebate level, $3,000 with the 80 - 120% Income-Based Rebate Adder, or $6,000 with the 80% Income-Based Rebate Adder. Only households replacing or supplementing existing electric resistance heating systems are eligible for the 80% Income-Based Rebate Adder, households with any type of existing heating system are eligible for the 80 - 120% Income-Based Rebate Adder.
Adder. System Owners applying for the 80 - 120% Income-Based Rebate Adder will follow the same income verification process as applicants for the 80% Income-Based Rebate Adder.

**Application Evaluation Criteria and Awarding**

Applications will be evaluated to ensure that they meet the Eligibility and Project Requirements stated in this Program Manual. MassCEC reserves the right to accept or reject Applications based on completeness, qualitative criteria, and available funding; to assign inspections; to make no Awards; to award less than the Applicant requests; and/or to award less than the maximum amount of funds potentially available through this Program.

If the Application meets all requirements of this Program and funding remains available, MassCEC will issue the rebate payment to the Payee via mail.

**Contact Information**

For questions on the Residential ASHP Program, please visit the Program webpage at [www.masscec.com/solicitations/residential-air-source-heat-pumps](http://www.masscec.com/solicitations/residential-air-source-heat-pumps), email the Residential ASHP mailbox at ASHP@masscec.com, or call 617-315-9357.
4. Program Definitions

**80% Income-Based Rebate Adder:** The increased incentive level for which System Owners with household incomes less than 80% of the state median income who are replacing electric resistance heating are eligible.

**80 - 120% Income-Based Rebate Adder:** The increased incentive level for which System Owners with household incomes between 80% and 120% of the state median income are eligible.

**Additional Installer:** A Project installer working with or under the Primary Installer. If the Primary Installer is not overseeing the on-site installation, the installer overseeing the work is the Additional Installer.

**Air-Conditioning, Heating, & Refrigeration Institute (AHRI):** A trade association representing manufacturers of heating, ventilation, air-conditioning, refrigeration, and water heating equipment. AHRI provides the database of equipment performance specifications which is used in this program to determine the rebate amount.

**Air-to-Air Heat Pumps:** These heat pumps utilize outside air as the heat sink and provide conditioned air to the indoor space.

**Air-to-Water Heat Pumps:** These heat pumps use outside air as the heat sink and utilize water to condition the indoor space.

**Applicant:** The Applicant is the Primary Installer who prepares and submits the Application on behalf of the System Owner. The Primary Installer is responsible to work with the System Owner to prepare and submit the Application.

**Applicant Parties:** The Primary Installer and the System Owner, who together are responsible for providing the content of and signing the Application.

**Application:** Application submitted on behalf of System Owner by Primary Installer for an Award.

**Award:** Rebate funding awarded to a System Owner under the Residential ASHP Program based on a submitted Application that has been approved by MassCEC.

**BTU/hr:** This common unit of thermal power capacity represents one British Thermal Unit (BTU) of thermal energy delivered per hour.

**Central ASHPs:** Central ASHPs condition air or water at a central location and distribute it throughout the building utilizing a distribution system.

**Coefficient of Performance (COP):** The coefficient of performance of a heat pump is a ratio of heating provided to electrical energy consumed.
Ductless (or non-ducted) ASHPs: These ASHPs utilize refrigerant directly at the conditioning unit and do not require ducts to transport conditioned air. These systems typically have higher efficiencies than ducted ASHPs.

Energy Efficiency Ratio (EER): A measure of efficiency in the cooling mode that represents the ratio of total cooling capacity to electrical energy input.

Heating Seasonal Performance Factor (HSPF): This seasonal heating efficiency rating is a metric for overall efficiency over the course of a standard heating season. It is a ratio of BTU heat output over the heating season to watt-hours of electricity used.

Manual J Heat Load Calculation: The calculation of a building’s heat load using the Air-Conditioning Contractors of America (ACCA) Manual J methodology. This heat load represents a building’s heating and cooling capacity needed for a heating and/or cooling unit under design conditions.

Multi-Head ASHP: These ASHPs have one outdoor compressor unit connected to multiple indoor conditioning units.

Participant’s Agreement: The Participant’s Agreement is the document that defines the legal terms that will govern the Award and sets forth the respective roles and responsibilities of the parties specifically as they relate to the Project that is the subject of the Award. The Participant’s Agreement should be signed by the Primary Installer and the System Owner.

Payee: The Payee is the designee to receive the rebate for a Project that has achieved Project Completion. A System Owner may choose to have its Award paid directly to the Primary Installer. Payment is made for the work performed on the Project and does not convey ownership rights to the installed system.

Primary Installer: The Primary Installer is the primary entity responsible for the installation of the Project. The Primary Installer is directly responsible for turnkey project management, submission of the Application, and installation work, although aspects of the installation work may be sub-contracted.

Program Documents: The Program Documents consist of the Program Manual, Application, Participant’s Agreement, and Award Letter.

Project: One or more ASHP systems installed at a residence.

Project Completion: The status of a Project at the stage when major ASHP components have been fully installed. Supplemental service or modifications do not change the Project Completion status.

Project Completion Date: The date when major ASHP components have been fully installed. Supplemental service or modifications do not change the original Project Completion Date.
**Qualifying Equipment:** ASHPs that meet the Applicable Technologies, Equipment Eligibility, and Performance Requirements stated in this Program Manual, as well as the NEEP Cold Climate Air-Source Heat Pump Specification.

**Seasonal Energy Efficiency Ratio (SEER):** This seasonal cooling efficiency rating is a metric for overall efficiency over the course of a standard cooling season. It is a ratio of BTU cooling output over the cooling season to watt-hours of electricity used.

**Single-Head ASHP:** These ASHPs have one outdoor compressor unit connected to a single indoor conditioning unit.

**System Owner:** An individual who, together with the Primary Installer, applies to MassCEC for a Residential ASHP Program rebate. The System Owner is the owner of the Project that is supported by the Residential ASHP Program rebate.

**Whole-Building ASHP Systems:** ASHP Projects that are designed to supply 100% of a building’s heat load with no supplemental heat source.
5. **General Conditions**
MassCEC reserves the right to reject any applications or projects.

5.1 **Notice of Public Disclosure**

5.1.1 **General Statement on Public Records**

As a public entity, MassCEC is subject to Massachusetts’ Public Records Law, codified at Chapter 66 of the Massachusetts General Laws (“Public Records Law”). Applicants acknowledge and agree that any documentary material, data, or other information submitted to MassCEC are presumed to be public records. An exemption to the Public Records Law may apply to certain records, including materials that fall under certain categories under a statutory or common law exemption, including the limited exemption at Massachusetts General Laws Chapter 23J, Section 2(k) regarding certain types of confidential information submitted to MassCEC by an applicant for any form of assistance. By submission of an application, Applicants acknowledge and agree that MassCEC, in its sole discretion, shall determine whether any particular document, material, data or other information is exempt from or subject to public disclosure. Thus, MassCEC urges Applicants to carefully consider what documents, materials, data and other information is submitted to MassCEC in connection with this Program.

In line with Public Records Law requirements, MassCEC generally considers the following types of information as exempt:
- Personal email addresses
- Personal phone numbers
- Electric bills
- LIHEAP Fuel Assistance Letter of Acceptance
- Eligibility letter for MassCEC’s Income-Based Rebate Adders

5.1.2 **Open Checkbook**

System Owner agrees and acknowledges that MassCEC shall have the right to disclose the name of any Grantee, the amount of the payment under the Program and any other information it may deem reasonably necessary on Open Checkbook, the Commonwealth of Massachusetts’ online database of state spending.

5.2 **Contractual Requirements**

The Participant’s Agreement defines the legal terms that will govern the Award and sets forth the respective roles and responsibilities of the parties specifically as they relate to the project that is the subject of the Award. The Participant’s Agreement is designed to be executed upon submitting an Application. This contract language is non-negotiable.

No grant funds may be used to pay rebates for Projects that reach Project Completion prior to the program launch date or after the program deadline.
5.3 Waiver Authority
MassCEC reserves the right, at its sole discretion, to waive minor irregularities in submittal requirements, to request modifications of the Application, to accept or reject any or all applications received, and/or to cancel all or part of this Program at any time prior to Awards.

5.4 Disclaimer
This Program Manual does not commit MassCEC to award any funds, pay any costs incurred in preparing an application, or procure or contract for services or supplies. MassCEC reserves the right to accept or reject any or all applications received, negotiate with all qualified Applicants, cancel or modify the Program Manual in part or in its entirety, or change the application guidelines, when it is in its best interests.

5.5 Changes/Amendments to the Program Manual
The requirements listed herein are subject to change without notice to potential Applicant Parties. This Program Manual has been distributed electronically using MassCEC’s website. It is the responsibility of Applicant Parties to check MassCEC’s website for any addenda or modifications to the Program Manual to which they intend to respond. MassCEC, the Commonwealth of Massachusetts, and its subdivisions accept no liability and will provide no accommodation to an Applicant who submits an Application based on an out-of-date Program Manual and/or related document.