

## 2025 Whole-Home Heat Pump Verification Form

The Concord Municipal Light Plant offers enhanced rebates to residential customers who switch from oil, propane, electric resistance, heat pump, or ETS heating to new heat pumps for whole-home heating and cooling. Whole-home heat pump rebates not available for outbuildings. If your primary heating fuel is natural gas, do not use this form. Submit a rebate application to [Mass Save's Heat Pump Rebate Program](#) instead.

CUSTOMER INFORMATION (MUST MATCH CORRESPONDING REBATE APPLICATION)	
Name	
Installation Address	Concord, MA 01742
Phone Number	
Email	

**ELIGIBILITY:** In addition to eligibility criteria for any residential heat pump equipment receiving a CMLP rebate, whole home heat pump systems are bound by the following:

- ❖ **New, Sole Source Heat:** Heat pumps must be new and sized to be capable of being the sole source of heating in the home, defined as the living area in the Assessor's database. That is, the heat pump must be sized to meet 90 - 120% of the home's total heat load at an 8°F outdoor design temperature, per ASHRAE 2021 Design Conditions. Each condenser must be able to heat its zone down to 8°F. CMLP may, at its discretion, issue rebates for heat pump systems sized larger than 120%.
- ❖ **Supplemental Heat:** Homes may use supplemental **electric** heat only, from existing heat pumps, ETS, and/or electric resistance baseboards. Auxiliary electric resistance strips built into the heat pump itself or non-electric heating systems are allowed for emergency heat (see below) but not supplemental heat. Supplemental electric heat used in rooms other than bathrooms may meet no more than 10% of the home's total heat load, and the new heat pump system must be sized to meet 90% - 120% of the home's heat load.
- ❖ **Domestic Hot Water:** Homes may use a pre-existing or new fossil fuel heating system for domestic hot water.
- ❖ **Emergencies:** Homes may maintain emergency heating capacity from electric resistance baseboards or strips within the heat pump(s), from ETS equipment, from existing or new fossil fuel (fuel oil or propane) boilers or furnaces, or from wood/pellet stoves, boilers or furnaces. An emergency is either heat pump maintenance down-time or if heat pump is not able to heat home during an extreme weather event.

**CUSTOMER VERIFICATION:** Homeowner will use heat pumps as sole source of heat for the home, as defined above.

I certify that all statements and information made in this form are correct, complete, true and accurate to the best of my knowledge and that I have read and agree to the CMLP Heat Pump Rebate Program requirements. I understand that any false, fraudulent or incorrect information in this form or any of the attachments is grounds for non-payment or return of any rebates, and suspension or termination from future CMLP programs.	
Customer Signature:	Date:
<b>INSTALLER ACCEPTANCE OF TERMS</b>	
I certify that all statements and information made in this form are correct, complete, true and accurate to the best of my knowledge and that I have read and agree to the CMLP Heat Pump Rebate Program requirements. I certify that the 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 non-payment or return of any rebates, and suspension or termination from future CMLP programs.	
Installer Signature:	Date:

Upload an electronic copy of this completed and signed form with your heat pump rebate application. Questions? Contact Jan Aceti at [jaceti@concordma.gov](mailto:jaceti@concordma.gov) or 978-318-3151.