

## Frequently Asked Questions

**Q: Who do I go to for a heat pump rebate?**

**A:**

- If your **primary** heating is from natural gas, go to [Mass Save](#).
- All others, (propane, oil, wood, electric) go to [CMLP](#).

**Q: Who do I go to for a heat pump rebate if I use natural gas only for cooking, fireplace, water heating, clothes drying or some combination of these?**

**A:** Go to [CMLP](#).

**Q: How does a heat pump system qualify for a whole home heat pump rebate from CMLP?**

**A:** The heat pump system 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 Town of Concord's online [property assessment database](#). That is, the heat pump must be sized to meet 90% to 120% of the total heating 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. A Manual J heat load calculation is required for sizing whole home heat pump systems. For ground-source heat pump systems, a software design report showing the system's heating capacity at the incoming water temperature is required.

CMLP reserves the right to issue rebates for heat pumps sized to meet more than 120% of the total heating load, at its discretion.

Homes may use supplemental electric heat (electric resistance units/baseboards, existing heat pumps and/or ETS) if the new heat pump system is sized to meet 90% - 120% of the home's total heat load. Auxiliary electric resistance strips built into the heat pump itself or non-electric systems are allowed for emergency heat (see below) but not supplemental heat. If a heat pump project utilizes supplemental electric heat in rooms other than bathrooms, the project is eligible for a whole home rebate only if the supplemental electric heat meets no more than 10% of the home's total heat load and the new heat pump is sized to meet 90% - 120% of the home's total heat load.

Homes may maintain emergency heating capacity from:

- electricity (electric resistance strips within the heat pump(s), electric resistance units/baseboards or ETS equipment)
- existing or new wood/pellet stoves, boilers or furnaces
- existing or new fossil fuel (fuel oil or propane) boilers or furnaces

An emergency is:

- heat pump maintenance/repair downtime or
- the heat pump is not able to heat the home during an extreme weather event.

Homes may use a pre-existing or new fossil fuel heating system for domestic hot water.

Finished basements with existing electric resistance heating will need to be converted to heat pumps in almost all cases in order for the customer to receive a whole home rebate, even if the customer is installing heat pumps to replace the central heating system that serves the rest of the house. Usually, a finished basement has a large room where the ductless unit could go and it will usually keep the other adjacent basement rooms warm enough. However, under the whole house rebate rules, the homeowner can use the electric resistance for supplemental or emergency heat, as long as supplemental electric heat meets no more than 10% of the home's total heat load and the new heat pump is sized to meet 90% - 120% of the home's total heat load.

Some areas, such as a semi-finished basement, are not counted as living space in the Assessor's database. Homeowners are welcome to expand projects to include these extra areas as part of the whole home rebate, but they cannot be substituted for any of the living space area in order to qualify for a whole home heat pump rebate.

To qualify for a whole home heat pump rebate, the customer and installer must sign a Whole Home Heat Pump Verification Form stating that the pre-existing heating system will be removed or disconnected, or if it is kept in place and operational, used only in an emergency or for heating hot water for domestic uses. A link to the Whole Home Heat Pump Verification Form can be found in the "Additional Requirements for Whole Home Heat Pump Projects" section of CMLP's [Heat Pump Rebates for Your Home](#) page.

**Q: What do I do if I'm not sure whether the heat pump system qualifies for a whole home rebate?**

A: CMLP strongly recommends that installers and customers request an optional pre-approval review from CMLP to confirm whole home rebate eligibility before an installation contract is signed. See the "Eligibility Criteria for All Heat Pump Projects" section of CMLP's [Heat Pump Rebates for Your Home](#) page for a link to the optional pre-approval request form.

**Q: Can I receive a heat pump rebate for a new heat pump to replace a heat pump I already had?**

A: CMLP will provide whole home or partial home heat pump rebates for new heat pumps to replace existing heat pumps as long as all whole home or partial home heat pump rebate requirements are met. A new heat pump consists of both an outdoor condenser and indoor air handling unit(s).

**Q: If I have a space in the basement that does not currently have a source of heating or cooling, is there a heat pump rebate for which I would be eligible?**

A: If a heat pump is installed in an unconditioned space as part of a whole home heat pump project, see the FAQ above: "How does a heat pump system qualify for a whole home heat pump rebate from CMLP?"

If a heat pump is installed **only** in an unconditioned space, it is eligible for a partial home heat pump rebate from CMLP.