



www.munihelps.org

Program Hotline

(888) 333-7525

****Residential Solar Thermal Rebate Program ****

Primary Objectives

- Promote the installation of solar thermal water heating systems in existing and new residential buildings using electricity as their primary domestic water heating fuel.
- Assist SHELD customers to reduce operating costs by promoting the installation of solar thermal systems.

Program Summary/ Design

The Solar thermal incentive program is designed to assist residential customers currently using electric hot water heating with the initial costs for the installation of solar thermal domestic water heating systems by providing a rebate to defray the initial cost. The Program provides a turnkey service through the light department and HELPS Solar Thermal. A customer can also contract with an installer of their choice. In 2011, the program design will consist of the following process:

- **Initiation:** Customer contacts the HELPS toll-free number (888-333-7525) to schedule an energy audit and solar orientation assessment. If the assessment done during the home energy audit shows a good solar orientation, the customer will be provided with contact information for the HELPS Solar Thermal design and installation services. A customer may also hire their own installation firm. All design and installation are between the customer and the installer, not HELPS Solar Thermal, SHELD or MMWEC. Customer is encouraged to undertake any due diligence.
- **Application:** Prior to the Solar Thermal system being installed, customer completes and submits an application form that addresses key contact information, technologies installed, and rebates requested. Completed applications must include the design and layout of the proposed system, and equipment specification sheets. The residential application form is available on the HELPS website, www.munihelps.org in the Rebates and Incentives tab, under South Hadley. The application information is submitted to HELPS SOLAR THERMAL at 327 Moody Street, Ludlow, MA 01056. Applicants will then be notified if the project will be considered for rebates.
- **Application Review:** HELPS Solar Thermal will review the application and supporting materials to confirm the project meets the eligibility requirements. A project approval letter will be sent via US Mail or email to the customer and installer. Installation cannot proceed before an approval is received from HELPS.
- **Customer Agreement:** This document will accompany the project approval letter. Customer must sign and return to HELPS.
- **Project Completion:** Once the customer completes a project, they must submit the Certificate of Completion and Interconnection. This form must be signed by the town building or plumbing inspector and the manager of the light department or their designee.
- **Rebate:** Once HELPS receives the Certificate of Completion the rebate process will be initiated and the rebate check will be mailed via US Mail.

