



HELPS
Home Energy Loss
Prevention Services



2017 HELPS Cool Homes - Residential Rebate Program

Terms and Conditions

ENERGY STAR® EQUIPMENT REQUIREMENTS

System Requirements: All rebated central air conditioning (A/C) units/systems or electric air source heat pumps must be ENERGY STAR® qualified, listed with and certified by the Air Conditioning, Heating, and Refrigeration Institute (AHRI), and meet the program SEER, EER and HSPF requirements (see table on application form). The A/C condenser and the evaporative coil must be new and replaced together. The condenser and coil are separate components in a split A/C or heat pump system, but for rebate purposes, are considered one unit. For mini split ductless systems, for rebate purposes, the unit consists of outdoor condenser and indoor unit(s).

Sizing: Load calculation requires proper design temperatures for area, and unit installed must be within ½ ton of calculation.

Proof of Purchase: A copy of the customer's invoice itemizing the purchased equipment must accompany each rebate application form. The invoice must indicate the equipment type, size, make, model, name of purchaser, installation date and location, date of purchase and total installed cost.

Information Sources to Verify ENERGY STAR® Equipment: EER, SEER and HSPF ratings (for heat pumps only) for condenser, evaporator and air handler (if applicable) must be provided. Both the Consortium for Energy Efficiency (ceehvacdirectory.org) and the AHRI directory (ahridirectory.org or call 703-600-0384) web sites list SEER and EER values. AHRI also provides AHRI numbers. Manufacturer's spec sheets may be accepted ONLY if equipment is not yet AHRI rated and ONLY if AHRI listing is pending.

Owner's Certification: Owner certifies that he/she has purchased and installed the equipment listed on this application at the defined location. Owner agrees that all information is true and that he/she has conformed to all offer and equipment requirements listed. Owner has verified that the unit(s) listed on this application have been installed or serviced correctly. There are no unusual noises or vibrations and all controls have been calibrated. Owner or owner's representative has been instructed on how to operate and maintain this equipment and has received all necessary operation and maintenance manuals provided by the manufacturer with the new unit(s).

GENERAL REQUIREMENTS

Eligible Customers: Existing residential customers residing in single family homes and up to four family apartment units.

Rebate Limit: One rebate per account.

Time Limit: Qualifying units for equipment rebate must be purchased and installed between January 1, 2017 and December 31, 2017. Applications must be postmarked by January 31, 2018. Program is subject to change without prior notice, including rebates and incentive levels.

Geographic Requirements: Offers valid only for residential electric customers in municipal light department service territories listed below.

Application Form: This application must be filled out completely, truthfully, and accurately. The customer or contractor must date and submit the completed application along with all required documentation for specific rebates and/or incentives. By submitting the rebate application, the customer and contractor agree to abide by these Terms and Conditions.

Payments: From the time the application is processed and approved, please allow 4–6 weeks for payment. Payment processing may take longer if information or documentation is missing from the application.

Approval and Verification: Sponsors reserve the right to verify and to have reasonable access to the residence to inspect the HVAC system installed prior to issuing rebates and incentives; this right to access extends up to one year after date of application, even if rebates or incentives have been paid.

Tax Liability: Sponsors will not be responsible for any tax liability that may be imposed on the customer or contractor as a result of the payment of rebates.

Endorsement: Sponsors do not endorse any particular manufacturer, product, system design, or technology in promoting these offers.

Warranties: SPONSORS DO NOT WARRANT THE PERFORMANCE OF INSTALLED OR SERVICED EQUIPMENT, EXPRESSLY OR IMPLICITLY. Program sponsors make no warranties or representations of any kind, whether statutory, expressed, or implied, including, without limitations, warranties or merchantability or fitness for a particular purpose regarding the HVAC equipment or services provided by a manufacturer or vendor. Contact your contractor for details regarding equipment performance and warranties.

Limitation of Liability: Sponsors and their rebate administrator's liability is limited to paying the rebate and incentive specified. Sponsors and their rebate administrator are not liable for any consequential or incidental damages or for any damages in tort connected with or resulting from participation in these offers.

Contractor Certification: Contractor certifies that installation and services performed have been in accordance with all applicable municipal, state and federal codes, standards and regulations, as well as program requirements.

Participating Municipal Light Department Sponsors:



Ashburnham Boylston Chicopee Holden Hull Ipswich Marblehead Peabody Princeton Russell Shrewsbury South Hadley Sterling Templeton West Boylston