



**2024 Cooling & Heating  
Incentive Pilot Program (CHIPP)  
REBATE APPLICATION FORM - PART A**

Once a proposal from your contractor has been received, please complete this form and submit to NPU. NPU will review and confirm the quoted system qualifies for the rebate. AFTER receiving pre-approval from NPU, schedule the installation of your new system with your contractor.

Date: \_\_\_\_\_

Name: \_\_\_\_\_ Business Name (if applicable): \_\_\_\_\_

Contact Name (for businesses): \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Installation Address (if different): \_\_\_\_\_

NPU Account Number (for installation address): \_\_\_\_\_

What is your primary heating fuel source? Select one:  Oil  Propane Gas  Natural Gas  Electric Resistance  
Integrated controls are required if you keep your old furnace/boiler so that the heat pump can automatically switch to the furnace/boiler when the outside temperature drops below 20° F.

The following tables must be completed (as applicable):

COLD CLIMATE AIR SOURCE HEAT PUMP SYSTEM <sup>1</sup>				
Ducted or Ductless	Manufacturer and Outdoor Model Number	SEER (min 18.0)	Unit size (tons)*	Quantity

INTEGRATED CONTROLS FOR HEAT PUMP SYSTEM <sup>3</sup>	
Manufacturer and Model	Quantity

GEOTHERMAL HEAT PUMP SYSTEM (no integrated controls rebate available)					
Manufacturer and Model Number	Equipment Type (e.g. Water-to-Air, Water-to-Water, DGX)	EER**	COP**	Unit size (tons)*	Qty

ENERGY STAR® HEAT PUMP WATER HEATER (IF APPLICABLE)	
Manufacturer and Model	Quantity

\*CHIPP rebate cannot exceed 80% of the total project cost, excluding tax, up to \$20,000.

\*Location cap for all NPU rebates is \$50,000 per location over a 3 year period.

\*Integrated controls are **required** if you keep your furnace/boiler. Integrated controls prioritize the heat pump and automatically switch to the furnace/boiler when the outside temperature falls below 20°F.

\* To calculate tonnage of unit, divide the outdoor unit BTU's of cooling capacity by 12,000 (EX: 21,000 BTU/12,000 = 1.75 tons). Cooling capacity can be obtained from the unit's manufacturer's specification sheet.

Geothermal heat pump systems must meet the following specifications:

Energy Star Certified Geothermal Heat Pump System			
Equipment Type	Product Type	Minimum EER	Minimum Coefficient of Performance ("COP")
Geothermal (Water-to-Air)	Closed Loop Water-to-Air	18.8	3.7
	Open Loop Water-to-Air	24.3	4.4
Geothermal (Water-to-Water)	Closed Loop Water-to-Water	18.5	3.6
	Open Loop Water-to-Water	20.1	3.8
Geothermal (DGX)	DGX	24.3	4.4

**An installation quote for a NEEP-certified <sup>1</sup> Cold Climate Air Source Heat Pump or a Geothermal system<sup>2</sup> must be included with this rebate form Part A. The quote must specify the equipment make, model, and size. If integrated controls were installed, the quote must also specify the price, make, and model of such controls.<sup>3</sup>**

**Mail this Rebate Application Form (Part A) to: Energy Services, Norwich Public Utilities, 16 South Golden Street, Norwich, CT 06360 OR email to [efficiencymatters@npumail.com](mailto:efficiencymatters@npumail.com)**

- Please do not schedule installation of heat pump or geothermal system until you have received written confirmation from NPU that the system qualifies for the rebate.
- Following receipt of NPU approval of PART A and after installation of the heat pump or geothermal system, submit PART B of the rebate application form to NPU.

<sup>1</sup> Heat pump must be from Northeast Energy Efficiency Partnerships ("NEEP") Cold Climate Air Source Heat Pumps list and must have a minimum SEER rating of 18.0 and HSPF of 9.0. Ducted heat pumps require integration controls, which must be specified in the quote and on final invoice. Your contractor can recommend a heat pump from: [neep.org/ASHP-Specification](http://neep.org/ASHP-Specification) Heat pump units greater than 5 tons must have a COP rating of at least 2.3 at 17° F and a COP of at least 3.4 at 47° F.

<sup>2</sup>Geothermal heat pump must be Energy Star certified, certified by the Air Conditioning, Heating, and Refrigeration Institute ("AHRI"), and meet the program EER and COP requirements.

<sup>3</sup> Integrated controls **must be installed** with the heat pump system unless the old central heating system is removed. Integrated controls will qualify for up to \$2,000 of additional rebate if they prioritize the new heat pump system over the old central heating system. Controls do not apply to geothermal systems as the installation needs to be a whole home change.

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## PROGRAM REQUIREMENTS

**Rebate Offer:** This program will cover products purchased on or after March 15, 2023. Details of this Program, including Rebate levels, are subject to change or cancellation without prior notice. This application form must be received by December 31, 2024. If capacity for the Pilot Program participation is met before this date, NPU reserves the right to no longer accept participants before this date. Call (860) 823-4514 for additional information.

The Rebate Application Form Part A and Part B and all other required documentation must be completed and submitted (postmarked) to NPU and the heat pump or geothermal system **must be installed within 120 days of notification from NPU** that Applicant has been approved to participate in the Pilot Program.

Applicants who participate in the Pilot Program agree to take part in a satisfaction survey if requested.

**Eligibility:** The Pilot Program is available to residential and small commercial electric service customers of Norwich Public Utilities that have used oil, propane gas, natural gas, or electric resistance as their primary heating fuel for two or more years. Equipment must be installed in the service territory of Norwich Public Utilities. Eligible systems are cold climate electric heat pumps or geothermal heat pump systems. **Customers must be pre-approved by NPU into the Pilot Program to be eligible to receive a Rebate.**

**Approval and Verification:** Pre-approval from Norwich Public Utilities will be required to participate in the Pilot Program and to receive the Rebate. Once accepted, Norwich Public Utilities reserves the right to verify sales transactions and to have reasonable access to your facility to inspect the cold climate heat pump or geothermal system installed under this Program, prior to issuing rebates or at a later time.

**Rebate Form:** The Rebate Application Form Part A and Part B must be filled out completely, truthfully and accurately.

**Proof of Purchase:** An itemized installation invoice must be submitted to NPU with Part B of the Rebate Application Form. The invoice must indicate the equipment type, size, make, model, serial number of the system, and date of purchase. Manufacturer specification sheets and two prior years of fuel use documentation must also be submitted to NPU. Photos must be submitted of the installed indoor and outdoor units, the units' labels, and integrated controls (if applicable) set at 20° F for the secondary heating supply. Additional requirements may be defined by NPU at a later date.

**Payment:** Please allow 30 days from submission of required documentation for payment. Payment process may take longer if information is missing. Call (860) 823-4514 for details. Norwich Public Utilities reserves the right to provide Rebate in the form of a credit adjustment on your electric account.

**Endorsement:** Norwich Public Utilities does not endorse any particular manufacturer, product, or system design in promoting this Program.

**Tax Liability:** Norwich Public Utilities will not be responsible for any tax liability that may be imposed on the customer as a result of the payment of Rebates.

**Warranties:** NORWICH PUBLIC UTILITIES DOES NOT WARRANT THE PERFORMANCE OF INSTALLED EQUIPMENT, EXPRESSLY OR IMPLICITLY. Norwich Public Utilities makes no warranties or representation of any kind, whether statutory, expressed or implied, including, without limitations, warranties of merchantability or fitness for particular purpose regarding the cold climate heat pump system or services provided by a manufacturer or vendor. Contact your contractor for details regarding equipment performance and warranties.

**Limitations of Liability:** The liability of Norwich Public Utilities is limited to paying the Rebate specified. Norwich Public Utilities is not liable for any consequential or incidental damages or for any damages in tort connected with or resulting from participation in this Program.

**Assignment:** The rebate check can only be payable to the utility customer.

**Specific Requirements:** These include, but are not limited to: payment options, Rebate restrictions for facilities using self-generation for non-emergency purposes. Please call (860) 823-4514 for more details.

***Incentive amounts are subject to change. NPU reserves the right to provide the rebate in the form of a credit adjustment on your electric account if the past due balance exceeds \$100.00.***