

# Steps to the 2011 HEAT Loan Program

The HEAT loan is available to qualified customers participating in the Mass Save® Program and is designed to promote the installation of high efficiency improvements. Customers must be owners of one- to four- family homes and have a current NSTAR residential electric account.\*

*In 2011, Customers are eligible to apply for a 0% loan and obtain applicable utility rebates for the measures installed.*

- 1. Complete a Mass Save Home Energy Assessment and receive a HEAT Loan Intake Form.** Read over the Minimum Standards and Requirements and other program fact sheets provided to you. Visit [www.MassSAVE.com](http://www.MassSAVE.com) for more information and a list of participating lenders. Call Conservation Services Group (CSG) at 1-800-696-8077, if you have any questions concerning the eligible improvements and process.
- 2. If you choose to obtain pre-approval from one of the HEAT Loan participating lenders,** loans are unsecured or secured depending on the lender. Refer to the lender list for pre-approval and loan options.

Loan Options for 1-4 Unit Homes			
Eligible Customer 1-4 Unit Property	Type	Loan Amount	Loan Term
Owner Occupied	Micro Loan	\$500 – \$2,000	24 months
Owner Occupied	1-4 Unit Standard Loan	\$2,001 – \$25,000	Up to 84 Months
Non-Owner Occupied	1-4 Unit Rental Property Loan	\$5,000 – \$25,000	Up to 84 Months

**Maximum loan amounts and loan type can vary by participating lender.**

**Note:** Units in a condo complex with a condo board are not eligible for a HEAT Loan. Condo complexes are served through the utility's multi-family program.

- 3. Obtain signed, itemized contractor proposals for the eligible efficiency improvements that you want to finance.** The customer is responsible for obtaining proposals from qualified contractor(s) for the eligible efficiency improvements. Do-it-yourself installations are not eligible for HEAT Loan financing. Review the Minimum Standards and Requirement fact sheet and share a copy with your contractor(s).
- 4. Choose the contractor(s) you want to use and provide copies of the proposals to CSG for eligibility review and approval.** CSG will review the contractor(s) proposal(s) the customer submits for the HEAT Loan. CSG will contact the customer if any paperwork is incomplete or does not meet the eligibility requirements.

**Mail or Fax the following information to CSG for eligibility review to obtain a Heat Loan Authorization Form:**

- ✓ The original, white copy, of the completed and signed HEAT Loan Intake Form provided at the Home Energy Assessment with section 2 completed and signed.
- ✓ Contractor Proposal(s) for the eligible improvements you want to finance along with all required supporting documentation as described in the Minimum Standards and Requirements on the back of this form.
- ✓ *If replacing a heating system please include a heat loss calculation provided by your heating contractor and a proposal stating the make and model of the proposed new system.*

**Fax:** (508) 836-3181 **Address:** CSG/HEAT Loan, 40 Washington St, Suite 3000, Westborough, MA 01581

- 5. Receive a HEAT Loan Authorization Form.** The Customer provides this form to the lender, then the lender does a final determination on the loan and disperses the funds to the customer in the form of a two-party check.
- 6. Check disbursements.** Successful applicants will receive a loan agreement and two-party check(s) made out to the customer and contractor for the full amount of the loan, net any utility rebates.
- 7. After all work financed through the HEAT Loan is complete, the customer needs to notify CSG and schedule a verification inspection.** The purpose of the inspection is to verify that the work financed by the HEAT Loan has been installed.

**Note: All payment arrangements including payment of any required initial deposits, subsequent or final payments, along with payments schedule, are solely between the contractor and the customer. CSG is the Heat Loan Administrator for NSTAR.**

Financing offer is for a limited time. Participating in the HEAT Loan Program is contingent on being approved for a loan from a participating lender. Financing is subject to funding availability and the Terms and Conditions listed on the HEAT Loan Intake Form are subject to change or cancellation without notice. This program will end on December 31, 2011.

**For questions regarding the HEAT Loan Program contact CSG at 1-800-696-8077.**

\*Municipal electric customers that heat with gas from a participating gas (NSTAR Gas, Columbia Gas) can apply for a HEAT Loan sponsored by the gas utility.

The HEAT Loan is available to qualified customers participating in the Mass Save® Program and is designed to promote the installation of high efficiency improvements. To be eligible for the HEAT Loan, the energy efficiency improvements must meet the following requirements and standards.

### Customer Eligibility

To be eligible to apply for the HEAT Loan, you must:

- Be an owner of a one to four family residence
- Have completed a Home Energy Assessment through the Mass Save Program

### Heating Systems and Thermostat Controls:

Heating systems proposal(s) must have state manufacturer, model, Efficiency Rating (AFUE, HSPF, or COP) of the proposed heating system.

**For all Heating systems, the new system must be sized based on actual heating load calculations for the building according to ACCA Manual J, Manual S, IBR load calculations, or equivalent sizing methods.**

A copy of the sizing calculation must be provided with the contractor's proposal.

Distribution system upgrades are limited and can only be covered when a customer is switching from Electric baseboard, Electric Radiant heat or when a customer is switching from a steam boiler to a hot water boiler.

When switching from Electric baseboard or Electric radiant heat the new heating system must meet the minimum efficiency standards as listed in the following table.

When switching from a steam boiler to a hot water boiler you must meet the following minimum standards listed below.

- To finance a distribution upgrade with the Heat Loan, new natural gas or propane boilers must be at least 90% AFUE to be eligible.
- To finance a distribution upgrade with the Heat Loan, new oil boilers must be at least 85% AFUE and an outdoor weather responsive control must be installed in conjunction with the boiler to be eligible.

Not Covered: Oil tanks and air conditioning.

Heating Systems and Controls	Minimum Standard
Furnace — Natural Gas with ECM*	AFUE ≥ 92%
Furnace — Propane	AFUE ≥ 90%
Furnace — Propane with ECM*	AFUE ≥ 92%
Furnace — Oil	AFUE ≥ 83%
Furnace — Oil with ECM*	AFUE ≥ 83%
Steam Boiler — All Fuels	AFUE ≥ 82%
Hot Water Boiler — Natural Gas or Propane	AFUE ≥ 85%
Hot Water Boiler — Oil	AFUE ≥ 85%
Combined High Efficiency Boiler and Water Heater — Natural Gas	AFUE ≥ 85%
Air Source Heat Pump — Electric	HSPF ≥ 8.2
Ground Source Heat Pump	COP ≥ 3.3
Oil/Propane Boiler's Weather Responsive Controls	
Natural Gas — Market Boiler Reset Controls (After Market)	

\*Electronic Commutated Motor HSPF (Heating Seasonal Performance Factor)  
AFUE (Annual Fuel Utilization Efficiency) COP (Coefficient of Performance)

### Insulation, Air Sealing, and Duct System Improvements

Insulation, air sealing, and ductwork (duct sealing and insulation) improvements must be installed to the Mass Save material and insulation standards. Work must be completed by a contractor that has met all of the requirements and is currently eligible to provide program approved weatherization services in the Mass Save program.

**Insulation proposals need to be itemized by type of work, insulation area, square footage, costs, and R value installed.**

### Domestic Hot Water Systems:

Domestic hot water systems must meet the minimum efficiency standards as noted in the following table to be eligible for the HEAT Loan.

Domestic Hot Water System Type and Fuel	Minimum Standard
Indirect Water Heater	Meets Massachusetts State Code Requirements
Freestanding Electric Water Heater	Energy Factor (EF) ≥ .92
On-Demand Tankless Water Heater – Natural Gas or Propane	Energy Factor (EF) ≥ .82 with Electronic Ignition
Freestanding Gas, Oil, or Propane Water Heaters	Energy Factor (EF) ≥ .61
Heat Pump Water Heater	Energy Factor (EF) ≥ 2.0
Solar Hot Water	Collectors must be certified by SRCC (Solar Rating Certification Corporation)
Condensing Water Heater – Natural Gas	Thermal Efficiency ≥ 95%

### ENERGY STAR® Qualified Replacement Windows:

ENERGY STAR qualified windows with a U-factor of .30 or less are eligible for the HEAT Loan only when:

- The ENERGY STAR qualified windows are installed as replacements for **existing single glazed windows**
- The recommended insulation and/or air sealing upgrades must be completed by a contractor that has met all of the requirements and is currently eligible to provide program approved weatherization services in the Mass Save program. (See insulation section above for details).

**Please refer to the HEAT Loan Steps on the other side of this sheet for information about how to apply for the loan.**

#### Mailing Address:

Conservation Services Group  
HEAT Loan  
40 Washington Street, Suite 3000  
Westborough, MA 01581

**If you have any questions regarding these Minimum Standards and Requirements, contact: CSG at 1-800-696-8077.**