

## Terms and conditions

### Loan applicant acknowledgment:

I certify that I have read and understand the Minimum Standards and Requirements information provided and have shared a copy with the individual contractor(s) whose proposal(s) are submitted with this HEAT Loan Intake Form for eligibility approval.

If desired, I can contact a Participating Lender for pre-approval before obtaining firm contractor estimates. I understand that I cannot apply for a HEAT Loan until I submit proposals to my HEAT Loan Administrator noted below and receive a HEAT Loan Authorization Form.

I understand that after receiving the HEAT Loan Authorization Form, I must formally apply for the HEAT Loan at a Participating Lender. A listing of Participating Lenders, including a summary of applicable fees and charges, can be obtained at [MassSave.com/HEATLoan](https://MassSave.com/HEATLoan).

The actual amount of the HEAT Loan will be determined by the actual costs of all of the approved energy efficiency improvements. The HEAT Loan amount shall be minus any additional rebates available through the Mass Save program administrator(s).

I understand that receipt of a HEAT Loan Authorization Form does not guarantee approval for a HEAT Loan. HEAT Loans may only be provided directly from a Participating Lender. **I understand that I should not complete any energy efficiency improvements or otherwise rely on the funds of the HEAT Loan until I receive a formal commitment from a Participating Lender.**

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The Sponsors of the Mass Save Program are the following utilities and program administrators, and will henceforth in this document be referred to as "the PAs": Berkshire Gas, Cape Light Compact, Eversource, Liberty, National Grid, and Unil.

**Customer eligibility:** Resident of the unit must be a current residential customer eligible to participate in the Mass Save Program. The applicant must be the owner of the home receiving the energy efficiency improvements. Customers can take advantage of this loan program multiple times, however the combined loans cannot exceed the loan maximum of \$25,000.

**Municipal electric customers that heat with natural gas** provided by Eversource, National Grid, and Liberty are eligible to participate in the HEAT Loan Program for all improvements except electric upgrades, including Central Air Conditioning and all types of Heat Pumps and Heat Pump Water Heaters.

**All residential electric and natural gas, individually metered condo units are eligible** to apply for HEAT Loan financing for eligible upgrades. Condos that are master metered in condo complexes are NOT eligible to participate in the HEAT Loan Program.

**No warranties:** THE PA'S DO NOT WARRANT THE PERFORMANCE OF ANY INSTALLED EQUIPMENT. THE PA'S EXPRESSLY DISCLAIM ANY AND ALL WARRANTIES OR REPRESENTATIONS OF ANY KIND, WHETHER ORAL, STATUTORY, EXPRESSED OR IMPLIED, INCLUDING, WITHOUT LIMITATION, WARRANTIES OF MERCHANTABILITY, USAGE, SUITABILITY OR FITNESS FOR A PARTICULAR PURPOSE. THE PAs DO NOT MAKE ANY REPRESENTATION OF ANY KIND REGARDING THE RESULTS TO BE ACHIEVED BY THE INSTALLATION OF ANY ENERGY EFFICIENCY IMPROVEMENT.

**Contractor selection:** The HEAT Loan Program requires that selected contractors are licensed and insured. It is your responsibility to verify the license and insurance coverage of your chosen contractor(s) before installing energy efficient improvements. If financing Central Air Conditioning/Central Heat Pumps, the contractor selected must be HVAC Check-trained.

**Limitation of liability:** The Program Administrators' liability is limited to the amount of the rebate and loan interest rate subsidy. The PAs are not liable for any indirect or consequential damages or for any damages connected with or resulting from participation in this offer.

**Post installation work verification:** The PAs reserve the right to withhold payment of any rebate until the installed improvements have undergone a verification and inspection of the specified installation to ensure compliance with program requirements. All customers who successfully receive financing will need this verification inspection.

**Upgrades not installed or not meeting program requirements:** If the upgrades installed do not meet the program requirements or are not installed, the customer is only liable for the interest costs and the repayment to the PAs (via your HEAT Loan Administrator) for the amount of the HEAT Loan interest buy down associated with the upgrade, which can be paid out of the balance of the job. Interest costs for HEAT loans are prepaid for the entire term by the sponsoring utility once the loan is closed. Prepaying the lender does not satisfy the interest cost reimbursement for non-installed or ineligible upgrades. The customer must contact their HEAT Loan Administrator to work out repayment details.

**Utility energy benefit:** The PAs are entitled to 100% of the energy benefits associated with this incentive, excluding the value of energy cost savings to you, our customer, but including all rights to all associated Independent Systems Operator — New England, Energy, Capacity and Reserves Products, and you, our customer, agree to provide us with such further documentation as we may request to confirm the ownership of such benefits and Products. This statement does not apply to the customer rebate.

**Changes in program:** Rebate and financing offer is for a limited time. Participation in the HEAT Loan Program is contingent on being approved for a loan from a Participating Lender. Rebates and financing are subject to funding availability and the program Terms and Conditions are subject to change or cancellation without notice. This program will end on the last calendar day of the year.

Please submit your signed HEAT Loan Intake Form and all required documents to your Heat Loan Administrator based on your location and Program Sponsor.