

# Home Energy Solutions 2020



Energy-efficient  
Solutions for Your Home

BROUGHT TO YOU BY

**EVERSOURCE**



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# Programs and Resources

We realize that rising energy costs impact our customers. Energize Connecticut (Energize CT) helps you save money and use clean energy. It is an initiative of the Energy Efficiency Fund, the Connecticut Green Bank, the State, and your local electric and gas utilities (with funding from a charge on customer energy bills). Every **\$1.00** collected results in an additional **\$4.80** of clean energy investment.

This is an investment by residential, business, and municipal energy customers that improves the quality of life for everyone in Connecticut. We also believe that energy efficiency and conservation education is important to our state and our nation. The following programs and resources can help make your energy bills a bit more manageable and contribute to a brighter future.

## RESIDENTIAL NEW CONSTRUCTION

If you're building a new home, a HIGH PERFORMANCE home can help you achieve the greatest level of energy efficiency through the use of reliable, advanced building techniques and high-quality materials. Build your dream home and earn incentives for installing energy-efficient HVAC and water heating equipment, high-performance windows, enhanced insulation, tightly sealed ducts, and energy-efficient lighting.



## SMALL BUSINESS ENERGY ADVANTAGE

The Small Business Energy Advantage (SBEA) program is available for electric and firm natural gas customers. This program is designed to provide cost-effective, turnkey energy-saving services for small commercial and industrial customers who do not have the time, financial resources, or in-house expertise necessary to analyze and reduce their energy usage. Program incentives are available for upgrades in lighting, HVAC, refrigeration controls, air compressors, variable frequency drives, premium-efficiency motors, energy management systems, programmable thermostats and more. Zero percent financing is available for qualified customers.



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## REBATES AND INCENTIVES

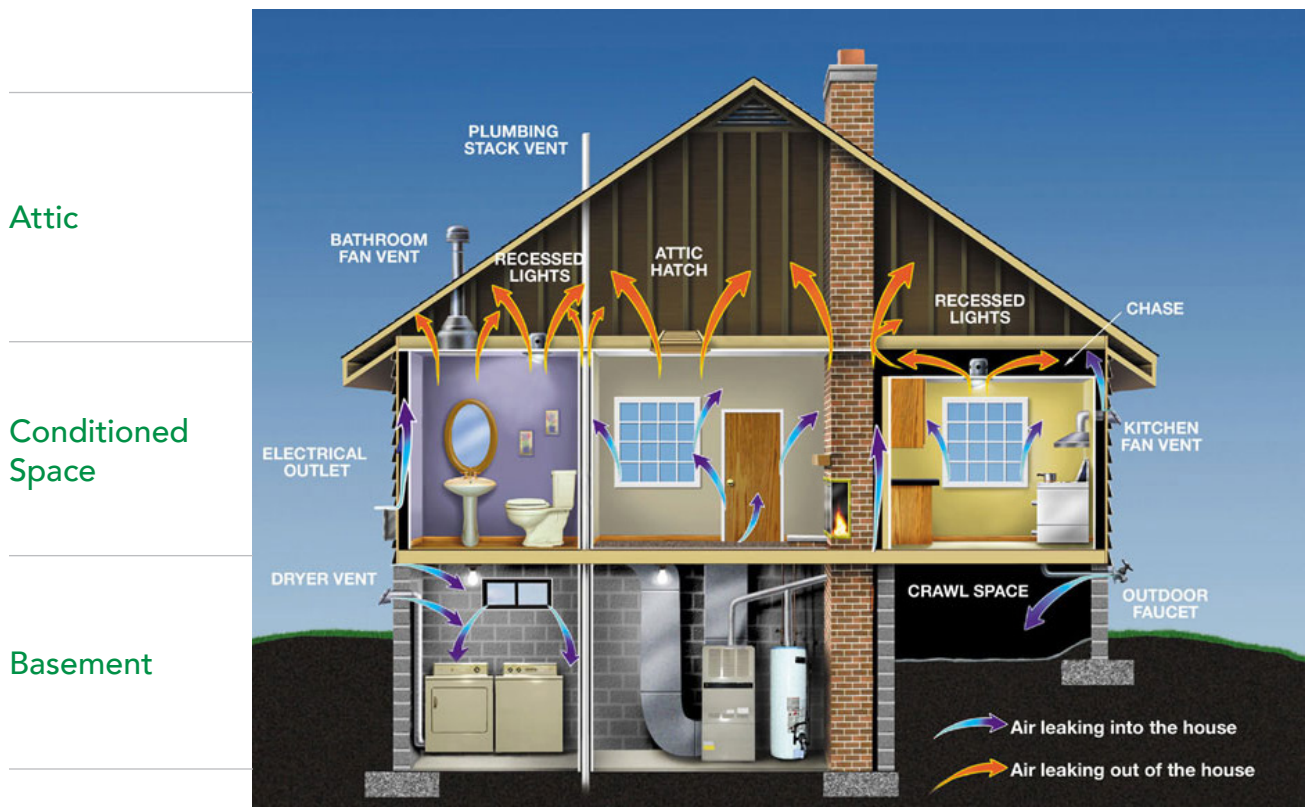
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## AREAS ADDRESSED

# The ABCGs of Air Sealing



Air sealing to eliminate the stack effect in homes is most effective when air sealing according to the ABCG's. To most effectively reduce air leakage in your home, technicians start in the Attic, then move to the Basement and finally address the Conditioned areas of the home. Additionally, if attached to conditioned space, the garage wall and ceiling will also be addressed.

### Envelope Areas Addressed Today:

*(Please check if completed and also circle the area on the picture.)*

A, B, C, G Air Sealing

*(including garage wall and ceiling if attached to conditioned space)*

Attic Opening

Wiring Holes

Plumbing Holes

Rim Joists/Sill/Top Plates

Door Seals

Ducts

Recessed Lights

Other (with description)

# Technician Checklist

HES Vendor Name <<Vendor>>

---

Address <<Address>>, <<City, State, Zip>>

---

Phone <<Phone>> Technician Name

---

Date: UI Job # Eversource Job #

---

Check to indicate completed/provided to customer:

- Visual Inspection including Health & Safety Review

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- Blower Door Test & Air Sealing

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- Duct System Assessment, Testing & Sealing

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- Water Conservation

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- Energy-Efficient Lighting Information

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- Energy Savings Tips, Habits & Suggestions

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- U.S. Department of Energy Home Energy Score

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- Home Performance with ENERGY STAR® Program

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- ▼ Next Steps – Eligible Rebates\*
  - ENERGY STAR Appliances
  - ENERGY STAR Replacement Windows
  - Natural Gas Boiler Water Reset Control
  - Insulation
  - Insulated Cover for Attic Opening
  - Ductless Split Heat Pump
  - Geothermal
  - High Efficiency Heating and Cooling

\* Rebate forms are only left by the HES technician for eligible upgrade measure opportunities.

- ▼ Next Steps – Eligible Rebates Instant Discounts
  - Wi-Fi Thermostat
  - High Efficiency Heating Systems
  - Water Heaters
  - Electrically Commutated Motor (ECM) Circulator Pump

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- ▼ Financing Options
  - EnergizeCT.com
  - HES Payment Plan (Micro) Loan
  - Smart E Loan
  - Energize CT Heating Loan Program

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- Federal Tax Credit Information

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- Electronic Utility Bills

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- Customer Survey

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- ▼ Technician Reminders
  - Relight Pilot on Water Heater
  - Turn On Heating, Ventilation, and Air Conditioning (HVAC) Equipment
  - Install weather stripping and door sweep after removing the blower door apparatus
  - Restore equipment to on/off as required by season

# Duct Airflow Report

For information about duct sealing and advanced duct sealing along with the health and safety benefits go to: [energystar.gov/campaign/heating\\_cooling/duct\\_sealing/benefits](http://energystar.gov/campaign/heating_cooling/duct_sealing/benefits)

A test of your home’s duct airflow has been conducted as part of your Home Energy Solutions<sup>SM</sup> (HES) assessment. If this test has resulted in airflow of less than 300 cubic feet per minute, per cooling ton, or greater than the rated or has an 80 degree Temperature Difference on fossil fuel furnaces, you will be advised by your HES Technician for possible cause. If an existing low airflow was found, it is recommended that you contact a licensed Heating, Ventilation and Air Conditioning (HVAC) contractor of your choice to address the existing low airflow level. Once your HVAC contractor has corrected the airflow and retested the flow, the result may be provided to your HES vendor indicated on the bottom of this form to revisit your home to complete duct leakage testing and sealing at no additional cost.

For central air conditioning (CAC) and forced air heating systems, airflow should be no less than 300 cubic feet per minute (CFM) per ton of CAC (a ton is a unit of cooling capacity equal to 12,000 BTU/ hour). HES technicians test airflow rates through duct systems to make sure they are within manufacturer’s specifications.

Proper airflow through duct systems is important for two reasons:

- 1) Airflow lower than the manufacturer’s specifications (in CFM/per ton) results in lower air conditioner efficiency (and low heating efficiency if the system is used for heating) as well as reduced comfort.
- 2) Low airflow can lead to system damage. If airflow is too low, the cooling coil will become cold enough to form ice which will further reduce airflow and system energy efficiency. In extreme situations, the coil can get completely blocked and the compressor can be damaged. If the duct system is used for heating (e.g., furnaces), low airflow can result in lower heating efficiency and reduced furnace life.

Because sealing a duct system can reduce airflow, we will not seal systems if airflow is already below acceptable levels. Many airflow problems can be corrected by a licensed HVAC contractor. Some common reasons for low airflow are:

- Undersized duct system (or heating or cooling systems that are oversized for the existing duct system)
- Dirty air filters and/or dirty coils
- Duct obstruction or blockage (including compressed flexible ducts)
- Improper fan settings

## AIRFLOW TEST RESULTS

Air Conditioning System Location	Capacity (Tons)	Measures Airflow	CFM per Ton	Test Method	CFM per Ton (after service)

### CONTACT INFORMATION

HES Vendor Name  
<<Vendor>>

**UI or EVERSOURCE**  
877-WISE USE (947-3873)

# Release Form

Customer Name \_\_\_\_\_

Street Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Thank you for participating in the Home Energy Solutions<sup>SM</sup> (HES) program administered by Eversource and United Illuminating (UI) (together, the Companies) as part of the Energize CT initiative.

The HES Vendor to provide these services to your home is <<Vendor>> herein known as "Vendor."

<<Vendor>> | <<Phone>>

<<Address>> | <<City, State, Zip>>

State of CT Department of Consumer Protection Registration # <<HIC #>>

Please read the following description of HES program services that are part of the Vendor's on-site visit to your home. Please let the Vendor know if you have any questions before the work begins. The on-site work should take between 4 to 6 hours, but may take longer depending on the age and/or the size of your home. The Vendor will review all findings with you at the conclusion of the visit. You are strongly encouraged to watch the process and ask questions along the way.

The following services may be provided to you by the Vendor during the visit:

- **Blower door testing and blower door guided air sealing:** this is a scientific test that involves the use of a large fan ("blower door") that will be mounted in an exterior door to measure air infiltration into your home. The HES technician should be able to seal some of the major sources of leakage while on-site. The results of this test will be reviewed with you by the Vendor at the conclusion of the visit.
- **Airflow measurement:** a device will be used to measure the airflow through your duct system when your heating or cooling system is operating. Based on the results of this test, if the heating or cooling system exhibits a low airflow (examples of low airflow causes on Duct Airflow Report, pg 4), duct sealing will not take place. You will be notified and provided a "Duct Airflow Report" (pg 4) form by the Vendor explaining and highlighting the condition. You are encouraged to review these findings with an HVAC contractor.
- **Duct testing and duct sealing:** a large fan known as the "duct blaster" will be used to measure leakage in your duct system. If leaks are found, duct mastic (a gray adhesive material) and silver tape may be applied. Additionally, advanced duct sealing may be performed. Advanced duct sealing is when a certified contractor injects a sealant into your duct system to thoroughly seal leaks up to 5/8ths of an inch. Advanced duct sealing does not apply to all heating and cooling systems.

The Vendor will provide you with helpful information about LEDs highlighting their benefits and also how to properly dispose of and recycle CFLs which could be replaced at a discounted cost. Please initial and date below to acknowledge that you have received this information.

- **Installation of light emitting diode ("LED") bulbs:** energy-saving LEDs will be installed in your home at the Vendor's discretion and your approval. Please note the following in regards to the installation of energy-saving bulbs:
  - ▷ Bulbs will only be installed in sockets that can be safely reached.
  - ▷ The maximum number included in your HES program services LEDs is 25 and may only replace incandescent light bulbs.

- ▷ You may purchase additional LED bulbs at a discounted cost to replace incandescent light bulbs.
- ▷ It may not be possible to retrofit certain sockets with comparable energy-efficient bulbs.
- ▷ No extra bulbs will be left behind; however, any bulbs replaced will remain with the customer.

- **Installation of water and hot water-saving measures:** includes installation of low-flow shower heads and faucet aerators, as well as hot water pipe insulation where appropriate.
- **Identification of older, less-efficient appliances:** you may qualify for rebates for the replacement of older, inefficient refrigerators, freezers, clothes washers and dehumidifiers. This will be explained in more detail to you by the Vendor at the conclusion of the visit.
- **Identification of older, less-efficient water heater and heating and cooling equipment:** you may qualify for incentives for the replacement of older, less efficient water heater and HVAC equipment. This will be explained to you in more detail by the Vendor at the conclusion of the visit.
- **Identification of insufficient insulation and windows:** You may qualify for incentives for the upgrade of insulation or ENERGY STAR<sup>®</sup> window replacements. This will be explained in more detail to you by the Vendor at the conclusion of the visit.
- **Identification of other energy improvement opportunities such as natural gas boiler water reset control.**
- **Rebate offers and incentives are not exclusive to the HES Vendors:** you, the customer, have the option to consider receiving quotes and contracting with the contractor of your choice to install any energy-saving measures that have been suggested to you. Please initial and date to acknowledge that you have been informed of this program policy.
- **Home Energy Report:** At the conclusion of the visit, the Vendor will provide you with a HES Comprehensive Home Energy Report of the work that has been completed, as well as other energy-saving options that you may want to consider. The Vendor will also provide you with additional information or "tools" (e.g., rebate forms, information on tax credits, financing, etc.) to help you if you decide whether to pursue savings opportunities that were identified during this visit. All savings projections provided to the customer and/or Vendor are informational only and are based solely on the Companies' standard and accepted calculations derived from information provided by the Vendor.

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

*Continued on back*

# Release Form

## HES Program Quality Assurance

As part of the HES program quality assurance policies and to ensure quality services are provided to all customers, HES technicians are required to display their utility provided identification badges prior to entering a customer's home. To ensure this and all program rules are strictly adhered to, HES jobs are subject to an in-progress or post inspection. A utility approved quality assurance inspector may be present during your HES assessment to evaluate the quality of services delivered in your home. The HES Vendor and/or quality assurance inspector may request permission to take photos during the HES assessment to document the work performed. Photos will only be shared with the Companies and the HES Vendor, and will not be shared with any other third parties without your expressed permission. You are free to withhold your consent or instruct the Vendor not to take photos of your home.

Additionally, you may be contacted by a utility approved contractor to conduct an HES post inspection. Please initial and date to acknowledge that you have been informed of this program policy.

Initial: \_\_\_\_\_

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

## Terms and Conditions

By signing below you acknowledge and agree that: (i) the vendor is not employed by the Companies nor any Company affiliate and that the Vendor is an independent contractor; (ii) The Companies are not responsible in any way for the work performed by the Vendor hereunder and assume no liability in connection with the same, including products and materials used by the Vendor; and (iii) the Vendor is solely responsible for its work performed under the program, including products and materials used for the same and customer agrees to hold the Companies and their affiliates and their respective directors, officers, employees and agents harmless from and against any and all liabilities, damages, losses, penalties, claims, demands, suits and proceedings of any nature whatsoever for personal injury (including death) or property damage that arise out of or are in any manner connected with the work performed by the Vendor hereunder or any actions or omissions in connection with the same; (iv) Class III conservation credits shall be retained by the Companies pursuant to the applicable PURA decision in effect as of the date hereof and; (vi) Forward Capacity Market (FCM) credits/benefits/payments associated with customer's participation in this program are hereby assigned to the Companies.

Customer Signature: \_\_\_\_\_

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

## Why release your usage data?

At the end of your visit, the Vendor will provide you with a HES Comprehensive Home Energy Report outlining your home's energy usage, savings achieved during the visit, and make recommendations for upgrades. After the Vendor performs tests and installs energy-saving measures, usage data is required to make savings estimates more accurate because they reflect the usage patterns and load shapes of your home.

## What information will be released?

By signing below, you can authorize the Companies to release billing data to the Vendor, which will be limited to the energy used in the month and the amount charged for that energy. Your payment history will not be released.

### Please Check One:

- I authorize the Companies to release my billing information to the assigned Vendor in order to evaluate potential savings resulting from proposed installed weatherization measures.
- I do not authorize the release of my billing information.

Customer Signature: \_\_\_\_\_

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

## U. S. Department of Energy–Home Energy Score

The U.S. Department of Energy's ("DOE's") Home Energy Score may be provided to you after your HES program services are completed and is similar to a vehicle's mile-per-gallon rating. The score, developed and administered by the DOE, allows you to compare the energy performance of your home to other homes nationwide. To calculate a Home Energy Score, the Companies, with your consent, will be providing certain information relating to your residence to the DOE, including but not limited to street address, estimated energy usage, and certain physical characteristics of your home, such as square footage, number of rooms, appliances, and heating/cooling sources. Personal identifiers such as your name, email address, or utility account numbers will NOT be shared with the DOE or any third party. This information will only be used for purposes of analyzing and calculating a Home Energy Score.

## Putting Your Home Energy Score on the Multiple Listing Services

Multiple Listing Services ("MLS") are increasingly adding "green fields" to their real estate databases to account for energy efficiency investments and/or third-party ratings, labels and scores. You are encouraged to grant permission to share your Home Energy Score with your local MLS. If you make improvements to your home, you are encouraged to get your home rescored and share the latest Home Energy Score with the MLS.

If you opt out of sharing your Home Energy Score with the local MLS, you will not be eligible to receive a Home Energy Score as part of the HES program.

### Please Check One:

- I authorize the companies to share my Home Energy Score Report (in full or in part) with local MLS(s) and authorize local MLS(s) to include my Home Energy Score Report (in full or in part) in listings for this home's address.
- The Companies do not have my authorization to share my Home Energy Score Report (in full or in part) with local MLS(s). By opting out, I understand that I am not eligible to have a Home Energy Score generated for my home as part of my HES assessment.

Customer Signature: \_\_\_\_\_

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



## GET MORE FOR YOUR HOME

Home Performance with ENERGY STAR is a national program administered by the U.S. Department of Energy in conjunction with the U.S. Environmental Protection Agency. Through the Energize Connecticut initiative, UI and Eversource offer Home Energy Solutions, a local Home ENERGY STAR program for homeowners in Connecticut.

When you take ENERGY STAR's pathway to performance, you'll discover improvement opportunities throughout your home that together can make it more comfortable and affordable to own.

The Home Performance with ENERGY STAR program is designed to engage consumers in the highest form of home improvement: making homes safe, healthy, and energy-efficient. Home Performance with ENERGY STAR challenges the traditional approach to home improvement because it evaluates the entire house including its systems and their interactivity to identify solutions that satisfy homeowners. Home Performance with ENERGY STAR offers homeowners qualified Vendors who have been trained to evaluate the entire home and offer tested solutions that have improved hundreds of thousands of homes.

**As a Connecticut resident participating in Home Energy Solutions, you are gaining access to the many benefits offered by Home Performance with ENERGY STAR, including:**

**More Comfort:** Fewer drafts and a safer, healthier home

**More Savings:** Average utility bill savings of \$200 annually

**More Quality & Value:** Work performed by specially trained Vendors and backed by third-party quality assurance

**A Cleaner Environment:** Less energy use means fewer greenhouse gas emissions that contribute to climate change

ENERGY STAR is the simple choice for energy efficiency. For more than 20 years, people across America have looked to the ENERGY STAR program for guidance on how to save energy, save money, and protect the environment. Home Performance with ENERGY STAR is a systematic approach to improving energy efficiency and comfort in homes, while reducing the greenhouse gas emissions that contribute to climate change. Today, ENERGY STAR is the most widely recognized symbol for energy efficiency in the world, helping families and businesses save \$360 billion on utility bills, while reducing carbon pollution by 2.5 billion metric tons since 1992. Join the millions who are already making a difference at [energystar.gov](http://energystar.gov).



2020 RESIDENTIAL HOME PERFORMANCE WITH ENERGY STAR with ENERGY STAR is a national program administered by the U.S. Department of Energy in conjunction with the U.S. Environmental Agency. Through the Energize Connecticut initiative, The United Illuminating Company and Eversource offer Home Energy Solutions, a local Home Performance with ENERGY STAR program for homeowners in Connecticut.

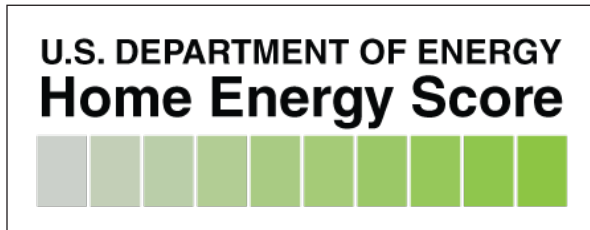


**U.S. DEPARTMENT OF ENERGY**

# Home Energy Score

## Home Energy Score

KNOW HOW YOUR HOME COMPARES



## What Does Your Score Mean?

A HIGHER SCORE MEANS A MORE ENERGY-EFFICIENT HOME

The Home Energy Score is similar to a vehicle's mile-per-gallon rating. The score, developed and administered by the **U.S. Department of Energy**, allows you to compare the energy performance of your home to other homes nationwide.

The process starts with a **Qualified Assessor** collecting energy information about your home during your **Home Energy Solutions<sup>SM</sup>** assessment. In addition to scoring your home, the Qualified Assessor will provide you with a list of recommended energy improvements and their estimated cost savings.

Using the **Home Energy Score Tool**, the Qualified Assessor scores your home on a scale of 1 to 10. This tool measures the home's total energy consumption. A score of 1 indicates the home may need energy improvements to lower the energy consumption, while a score of 10 indicates the home has excellent energy performance.

Use the list of recommended energy improvements provided by your Qualified Assessor, along with the **Energize Connecticut** rebates you received after your energy assessment to prioritize your next steps. Improved energy efficiency will save you money on your utility bills and enhance the comfort of your home. Make your energy improvements today and start to feel the difference in your home (and your utility bill) right away! Plus, you can raise your score!

For information on the Home Energy Score visit [homeenergyscore.gov](http://homeenergyscore.gov)



For more ways to save at home and at work visit [EnergizeCT.com](http://EnergizeCT.com)

# Energy Saving Tips for Your Home

Thank you for participating in the Home Energy Solutions<sup>SM</sup> program. That was a smart energy choice and we want to help you save energy and money every day. Follow as many of these easy home energy saving tips as you can and share them with your friends and family.

### LIGHTING

1. Turn off lights whenever you leave a room or don't need them.
2. When you're away from home, use a timer to turn lights on and off automatically.
3. Replace your incandescent light bulbs, both indoors and outdoors, with light-emitting diodes (LEDs) which use up to 90% less energy and lasts up to 25 times longer than traditional incandescent bulbs. For additional savings, use dimmable LEDs.
4. Use task lighting over desks, tables and workbenches.
5. Take advantage of natural light whenever possible.
6. When turning off a dimmer switch, make sure it's completely in the off position – not just turned down.
7. Use LEDs in holiday lighting displays. They use 90% less energy and last up to 50,000 hours.

### WASHER & DRYER

8. If you're replacing your washer, choose a model with front-loading or horizontal axis features.
9. Wash clothes in cold or warm water rather than hot, and rinse in cold water.
10. Fill your washer and dryer to capacity whenever possible. Wash smaller loads using lower water levels.
11. Hang your clothes to dry whenever possible.
12. Clean your dryer's lint filter after each load, and clean the outside vent regularly.

### DEHUMIDIFIER

13. Choose an ENERGY STAR<sup>®</sup> rated model.
14. Decrease moisture to prevent mold.

### DISHWASHER

15. When buying a dishwasher, look for a model with features like air power drying and overnight drying settings.
16. Scrape dishes instead of rinsing them prior to loading. If you prefer rinsing, use a sink or pot filled with cold water, rather than hot running water.
17. Be sure that the dishwasher is full, but not overloaded.
18. Keep all drains and filters clean.
19. Use the air-drying option instead of heat drying. Or better yet, turn off the drying cycle, open the dishwasher and let the contents air dry.

### OVEN, RANGE, REFRIGERATOR & FREEZER

20. Don't line oven racks with foil. It blocks heat flow.
21. Use a kettle rather than a pot to boil water. If using a pot, keep the lid on.
22. Allow frozen meats to thaw completely before cooking.
23. Leave several inches of space behind and on the sides of your refrigerator so air can circulate around the unit.
24. Clean underneath or in the back of your refrigerator or freezer periodically.
25. Check for air leaks by shutting a piece of paper in the refrigerator door. If you can remove the paper without resistance, cold air may be escaping.

# Energy Saving Tips for Your Home

26. Let hot foods cool before placing them in the refrigerator. (Cooked meats, however, should be refrigerated immediately).
27. Keep your refrigerator temperature setting just low enough to chill milk (38° - 40° F) and the freezer low enough to keep ice cream hard (around 5° F).
28. Don't open the refrigerator door unnecessarily, or keep it open for prolonged periods.
29. For older refrigerators, remove frost periodically.

### SMALL APPLIANCES

30. Unplug electronics when not in use, or use a smart power strip to eliminate any 'standby' power that many devices consume even when turned off. An inexpensive watt-meter can also be purchased to determine how much energy devices are using.

### WATER USE

31. Turn off the tap when you shave or brush your teeth.
32. Set your hot water heater at 120° F. (Many are preset at 140°).
33. Replace washers on leaky faucets. A steady drip can add up to many gallons wasted every month.

### INSULATION

34. Install low-flow showerheads and sink aerators.
35. Install wall-outlet and switch-plate gaskets to reduce the flow of cold air.
36. Install storm windows, or purchase window insulator kits to reduce drafts.
37. Be sure your home's insulation meets U.S. Department of Energy specifications for your geographic area, and that ceilings, walls, and floors over unfinished crawl spaces are all properly insulated. For more information, visit [energy.gov/energysaver/insulation](http://energy.gov/energysaver/insulation).

38. Insulate hot water pipes.
39. Install storm doors to reduce heat transfer to the outside.

### HEATING & COOLING

40. Have your heating equipment periodically checked by a service professional.
41. Dust or vacuum radiator surfaces and vents frequently and keep them unobstructed.
42. Keep insulated drapes or shades closed in summer and open on sunny winter days. Close curtains or drapes on winter nights to reduce heat loss.
43. Close fireplace dampers when not in use to keep heated or cooled air from escaping up the chimney.
44. Set the thermostat as low as comfort permits during the winter. Each degree above 68° F can use 3% more energy for heating.
45. Open windows in spring and fall rather than using air conditioning.
46. Install programmable or Wi-Fi thermostat to automatically control heating and cooling.
47. Clean or replace furnace and air conditioning filters periodically, and have your furnace burner checked and cleaned annually.
48. Use ceiling or portable fans in place of room air conditioners whenever possible.
49. If you have electric heat, consider replacing it with a high efficiency electric heat pump system, which can decrease your electricity use.

### MAKE SMART ENERGY CHOICES

The Energize Connecticut initiative can connect you to programs, rebates and payment plans that will enable you to make smart energy choices. To learn more visit [EnergizeCT.com](http://EnergizeCT.com) or call 1-877-WISE USE (947-3873).

# Energy-Efficient Lighting Information

## WHY CHOOSE ENERGY-EFFICIENT LIGHTING?

Switching from traditional incandescent lightbulbs to light emitting diodes (LEDs) is an effective, easy change every American can make to reduce energy use at home, save money on energy bills and prevent greenhouse gas emissions that contribute to global climate change.



Lighting accounts for nearly 20% of the average home's electric bill. Compared to traditional incandescent bulbs, ENERGY STAR® certified LEDs use up to 90% less energy, last up to 25 years, and produce less heat, making them safer to operate while cutting energy costs associated with home cooling. You will spend more time enjoying a quick return on your investment and less time on the ladder changing bulbs. Better yet, if every home in America replaced just one incandescent lightbulb with an ENERGY STAR certified bulb, in one year we would save enough energy to light more than 2.6 million homes and prevent greenhouse gas emissions equivalent to those of more than 648,000 cars.

### Choosing an LED that's Right for You

Once you make the smart choice to use energy-efficient lighting, you need to decide which bulb to buy. There is an energy-efficient bulb for nearly every application in your home. To make an informed decision, there are a number of things to think about such as location, lifetime, fixture, brightness and color.

Earning the ENERGY STAR means products meet strict energy efficiency guidelines set by the US Environmental Protection Agency. Lighting products that have earned the ENERGY STAR deliver exceptional features, while using less energy, and have a warranty.



## ENERGY STAR® CERTIFIED LIGHTING PRODUCTS

	Harp Shade	Clamp Shade	Pendant Fixture	Ceiling Fixture	Ceiling Fan	Wall Sconce	Recessed Can	Track Lighting	Outdoor Covered	Outdoor Exposed
<b>For This Fixture</b>										
<b>Choose This Bulb</b>										
<b>Key</b>										
	LED	A Line LED	A Line LED Filament Style	LED Candle	LED Flood	LED Outdoor Reflector/Flood	Directional LED			

NOTE: If your fixture is on a dimmer or three-way switch, you'll need to select a bulb that is designed to dim or for three way use. Using regular LEDs on dimmers will cause premature product failure and may create a fire hazard.

# Energy-Efficient Lighting Information

ENERGY STAR certified lighting products come in a variety of colors and brightness to create the right mood, ambiance and atmosphere. Selecting the same bulb color and manufacturer is recommended to achieve consistent light color in a room.

## KELVINS: COLOR OF LIGHT

Color temperature affects the appearance of home furnishings. The Kelvin scale measures the temperature of color in light.

Kelvin	2700K-3000K	3500K-4100K	5000K-6500K
Color	"Warm or Soft White" a warm glow	"Neutral or Cool White" a radiant, crisp glow	"Sunlight or Daylight" a vibrant glow
Impact	Cozy, inviting, relaxing mood	Clean, efficient, fast-paced ambiance	Alert, active, bright atmosphere
Usage	<ul style="list-style-type: none"> <li>• Living room</li> <li>• Family room</li> <li>• Bedroom</li> <li>• Restaurants</li> <li>• Lobbies</li> </ul>	<ul style="list-style-type: none"> <li>• Kitchen</li> <li>• Bathroom</li> <li>• Hobby room</li> <li>• Basement</li> <li>• Garage</li> </ul>	<ul style="list-style-type: none"> <li>• Reading</li> <li>• Detail-oriented activities</li> <li>• Hospitals</li> </ul>
Compares to	Standard incandescent bulbs	Halogen bulbs	Average daylight

**LUMENS: THE NEW WAY TO SHOP FOR LIGHT**

Choose Your Next Lightbulb for the Brightness You Want.

**Lighting facts™**

Light Output (Lumens) 315  
Watts 4.5  
Color Accuracy 85  
Color Temperature 2700 (Warm White)

Lumens (Brightness)  
~450 ~800 ~1100 ~1600

Traditional Incandescent Watts  
40 60 75 100

For the greatest savings, choose ENERGY STAR® light bulbs.

U.S. DEPARTMENT OF ENERGY

## LUMENS — Brightness of Light

Shopping by lumens is more important than shopping by watts when choosing which energy-efficient bulb to purchase. Watts measure the amount of energy required to light products, whereas lumens measure the amount of light produced. The more lumens in a lightbulb, the brighter the light.

## Using the Lighting Facts Label

To help consumers better understand the switch from watts to lumens, the Federal Trade Commission requires a new product label for lightbulbs called the Lighting Facts label. It will help you buy a lightbulb to suit your needs. Like the nutrition label on food products, the Lighting Facts label helps consumers understand what they are really purchasing. The label clearly provides the brightness (lumens), color of the light (Kelvins), and estimated lifetime and annual operating costs.

## Energy-Efficient Bulb Tips

- For greater savings, replace as many incandescent bulbs with LEDs as possible.
- Check the package to ensure that the LED bulb you choose is suitable for closed or poorly ventilated fixtures.
- If installing outdoors, check the package to ensure that the LED bulb you choose is rated for outdoor use.

## THE NEW LIGHTING STANDARD

# Energy-efficient Lighting Information



### More Efficient Technology with LEDs

LEDs look somewhat like traditional incandescent lightbulbs and are the latest in energy-efficient lighting technology. They are estimated to save up to 90% more energy than standard incandescent bulbs with a lifespan of up to 25,000 hours, or up to 25 years. While they are higher in cost than other bulbs, discounts are available through Energize Connecticut and prices are dropping as they become more commonplace.

#### Benefits of LEDs:

- Excellent quality color and brightness of light appears more like that of traditional incandescent bulbs.
- Longer lifetime.
- Light up immediately, even in cold weather.
- Do not contain mercury.
- Made of a durable plastic instead of glass.
- Produce less heat than traditional incandescent bulbs.

### CFL Resources and Disposal Information

Connecticut residents can find state-specific information for hazardous waste collection, recycling, mercury content and basic information related to CFLs by visiting the Department of Energy and Environmental Protection (DEEP) website at [www.ct.gov/deep](http://www.ct.gov/deep) or by calling 860-424-3000.

*For the most up-to-date information on CFL disposal and clean-up, visit [www.epa.gov/cflcleanup](http://www.epa.gov/cflcleanup)*

### Instant Savings Brought to You by Energize CT

You can find reduced pricing on LEDs at most Connecticut lighting retailers. For more information visit [energizect.com/your-home/solutions-list/energy-star-lighting](http://energizect.com/your-home/solutions-list/energy-star-lighting)

For more information on energy-saving programs and services supported by Energize Connecticut, call 1-877-WISE-USE  
Or visit: [EnergizeCT.com](http://EnergizeCT.com)

# In-Store Energy-efficient Products

When purchasing appliances always consider qualified ENERGY STAR® models which can be found at [www.energystar.gov](http://www.energystar.gov).

## \$215 in Energy Savings\*

When you replace your clothes dryer with an ENERGY STAR® certified dryer

Find out more: [energystar.gov/clothesdryers](http://energystar.gov/clothesdryers)

\*over the lifetime of the equipment



## \$195 in Energy Savings\*

When you replace your freezer with an ENERGY STAR certified freezer

Find out more: [energystar.gov/freezers](http://energystar.gov/freezers)

\*over 5 Years



## \$300 in Energy Savings\*

When you replace your refrigerator with an ENERGY STAR certified refrigerator

Find out more: [energystar.gov/refrigerators](http://energystar.gov/refrigerators)

\*over 5 Years



SAVE ENERGY SAVE MONEY  
Protect the Planet



# Why Seal and Insulate?

## SAVE ENERGY AND MONEY

Air can escape, or leak, through your home's envelope, including the outer walls, windows, doors and other openings. Air sealing and adding insulation help to keep the air your heating and cooling systems worked to create inside your home, reducing your energy use and saving you money.

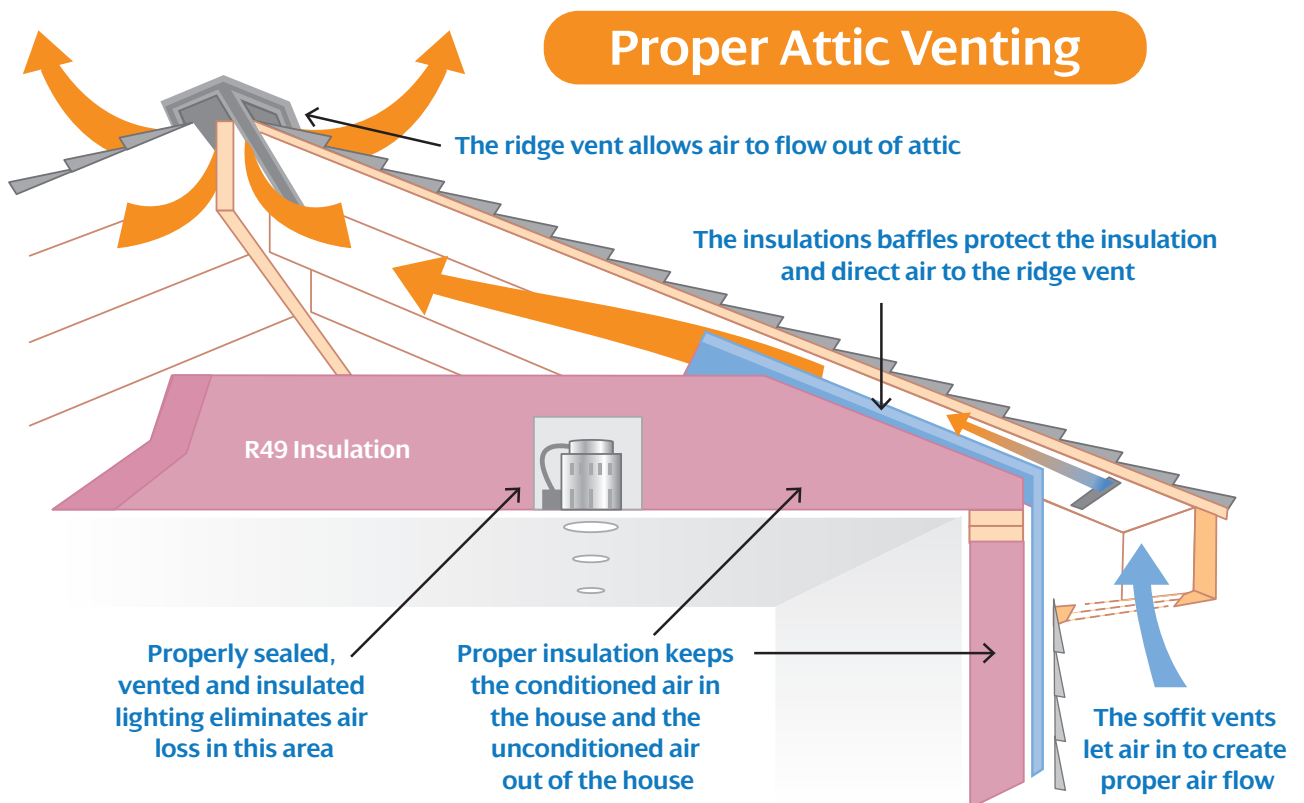
### INCREASE COMFORT

Sealing leaks and adding insulation can improve the overall comfort of your home and help to fix many of these common problems:

- Reduced noise from outside
- Less pollen, dust and insects (or pests) entering your home
- Better humidity control
- Lower chance for ice dams on the roof/eaves

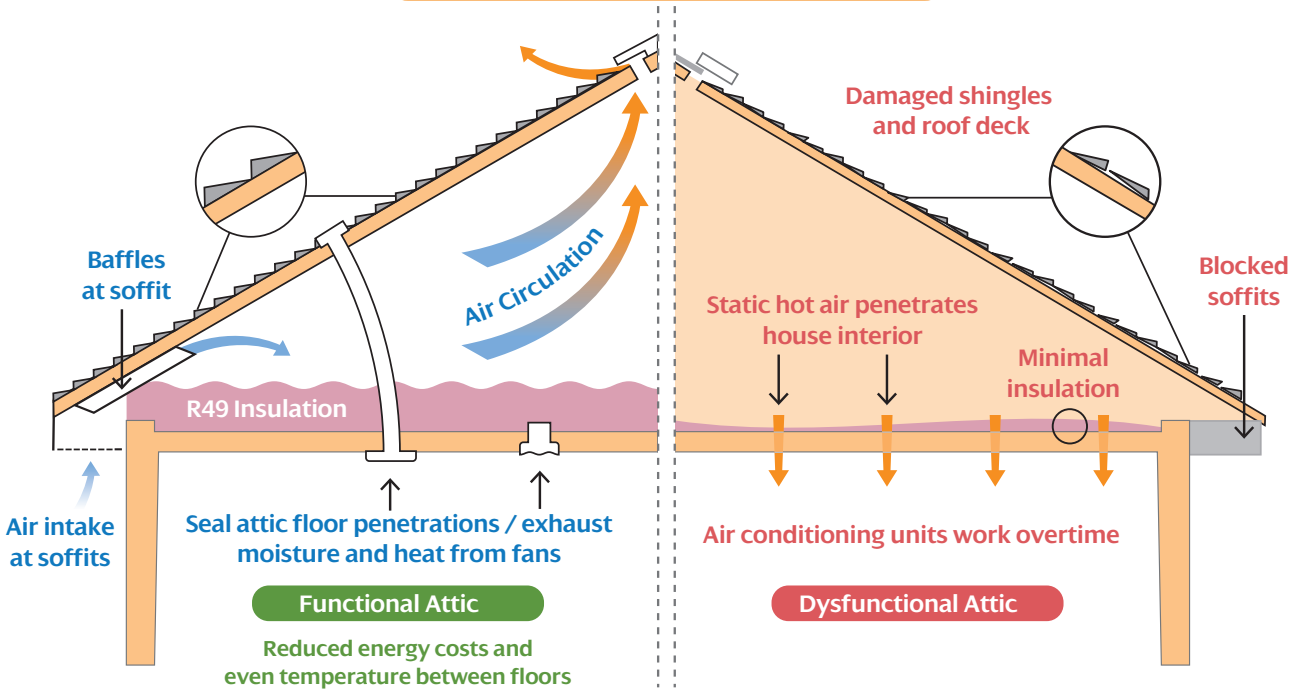
### MOST HOMES WILL BENEFIT

Most homes in the United States don't have enough insulation and have significant air leaks. In fact, if you added up all the leaks, holes and gaps in a typical home's envelope, it would be the equivalent of having a window open every day of the year!

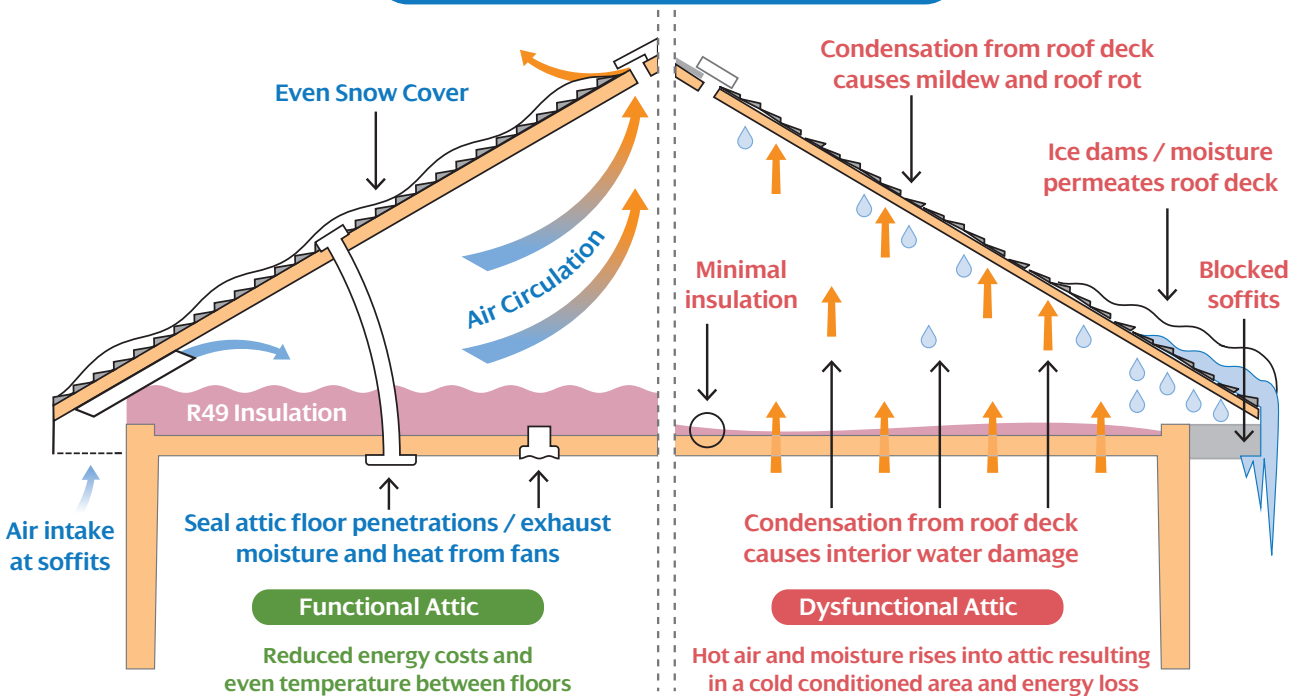


# Why Seal and Insulate?

## Summer Insulation



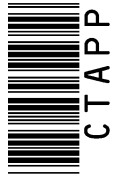
## Winter Insulation



# 2020 HOME ENERGY SOLUTIONS

# ENERGY STAR® Appliance Rebate Application

Valid only for residential customers of Eversource or United Illuminating (UI) for the purchase of the following ENERGY STAR appliances: clothes washer, refrigerator, freezer or dehumidifier purchased/installed **after** a Home Energy Solutions<sup>SM</sup> (HES) assessment has been performed at the premises indicated on this form and **only** if the HES technician has deemed the qualifying measure(s) eligible for replacement. **All HES ENERGY STAR Appliance Rebate Applications with required documentation must be postmarked no later than March 31, 2021.** Confirm your qualifying appliances eligibility at [www.energystar.gov](http://www.energystar.gov).



## CUSTOMER INFORMATION (PLEASE PRINT)

First Name	Last Name
<input type="text"/>	<input type="text"/>

Address

City	State	Zip
<input type="text"/>	<input type="text"/>	<input type="text"/>

Mailing Address (if different from above)

City	State	Zip
<input type="text"/>	<input type="text"/>	<input type="text"/>

Primary Phone	Email
<input type="text"/>	<input type="text"/>

Electric Utility (check one)  
 Eversource  UI

Electric Account Number (as stated on bill)

**Gas Company:**  
(check one ONLY for clothes washer rebate)  
 CNG  SCG  Eversource

Gas Account Number (as stated on bill)

Primary Fuel (required-check one)  
 Electric  Natural Gas  Oil  Propane

Water Heating Fuel (required-check one)  
 Electric  Natural Gas  Oil  Propane

Primary Heating System (required-check one)  
 Ductless Heat Pump  Boiler  
 Geothermal  Furnace  Heat Pump

Central Air Conditioning (required-check one)  
 Yes  No

### REBATE PACKAGE CHECKLIST

- Truthfully and accurately completed 2020 HES Rebate Application
- Provide a copy of the dated invoice/sales receipt(s) showing purchase price, purchase date, manufacturer and model number(s); as indicated in the 2020 HOME ENERGY SOLUTIONS REBATE TERMS AND CONDITIONS on page 41.
- Mail your completed Rebate Package to:

**EFI-CT 2020 HES Rebate**  
**P.O. Box 2528**  
**Manchester, CT 06045**  
**1-877-364-4217**

Failure to provide required information may result in denial of the Rebate. Customers who have sent in the proper information should expect to receive their rebate within 90 days.

# 2020 HOME ENERGY SOLUTIONS

# ENERGY STAR® Appliance Rebate Application

The following checked appliance(s) have been recommended for replacement. Complete the required product/sales information in the area provided. **The 2020 HES ENERGY STAR Appliance Rebate Application on page 17 must also be completed and mailed in with this completed form.**

**One \$50 clothes washer rebate per residence.**



Store Name		<input type="text"/>	
Manufacturer	Model Number		
<input type="text"/>	<input type="text"/>		
Purchase Price	Purchase Date		
<input type="text"/>	<input type="text"/>		

Store City

Type (check one)

Front Load    Top Load

**One \$50 refrigerator\* rebate per residence.**



Store Name		<input type="text"/>	
Manufacturer	Model Number		
<input type="text"/>	<input type="text"/>		
Purchase Price	Purchase Date		
<input type="text"/>	<input type="text"/>		

Store City

Volume

\*Only valid towards the replacement of customer's primary-use refrigerator (15 cubic ft. or greater). Compact or portable refrigerators are not eligible for rebate.

**One \$25 freezer rebate per residence.**

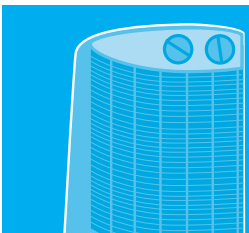


Store Name		<input type="text"/>	
Manufacturer	Model Number		
<input type="text"/>	<input type="text"/>		
Purchase Price	Purchase Date		
<input type="text"/>	<input type="text"/>		

Store City

Volume

**One \$25 dehumidifier rebate per residence.**



Store Name		<input type="text"/>	
Manufacturer	Model Number		
<input type="text"/>	<input type="text"/>		
Purchase Price	Purchase Date		
<input type="text"/>	<input type="text"/>		

Store City

Pints per Day	EF	kWH
<input type="text"/>	<input type="text"/>	<input type="text"/>

By signing this form, I certify that I purchased the ENERGY STAR appliance(s) noted above for use in the Connecticut residential address stated. Qualifying appliance(s) replace(s) an existing primary use less-efficient model and is not a first time new appliance purchase. I agree to recycle the replaced appliance(s) in accordance with state standards and regulations. I have read and understand the 2020 HOME ENERGY SOLUTIONS REBATE TERMS AND CONDITIONS on page 41 as a part of this rebate. I understand that I am eligible only for rebates on the appliance(s) above which have been reviewed during the assessment and deemed eligible as noted by the HES technician signature on that appliance area above. The information I have provided is true and correct and the appliance(s) and/or equipment for which I am requesting a rebate meet(s) the requirements in this application.

Customer Signature (required)	Date	HES Technician Signature (if eligible)	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

Eversource Job #       UI / SCG / CNG Job #

## Wi-Fi Thermostats

### WHAT IS A SMART THERMOSTAT?

A smart thermostat is a Wi-Fi enabled device that automatically adjusts heating and cooling temperature settings in your home for optimal performance.

Smart thermostats that earn the ENERGY STAR® label have been independently certified, based on actual field data, to deliver energy savings.

While system designs may vary, common smart thermostat features include:

### CONVENIENCE

- ▶ Many smart thermostats learn your temperature preferences and establish a schedule that automatically adjusts to energy-saving temperatures when you are asleep or away.
- ▶ Geofencing allows your smart thermostat to know when you're on the way home and automatically adjusts your home's temperature to your liking.

### CONTROL

- ▶ Wi-Fi enabled thermostats allow you to control your home's heating and cooling remotely through your smartphone.
- ▶ ENERGY STAR certified smart thermostats quickly enter a low-power standby mode when inactive.

### INSIGHT

- ▶ Smart thermostats provide equipment use and temperature data you can track and manage.
- ▶ Periodic software updates ensure your smart thermostat is using the latest algorithms and energy-saving features available.



[www.energystar.gov](http://www.energystar.gov)



### MORE WAYS TO SAVE

ENERGY STAR certified smart thermostats are also designed to be compatible with the programs that some local utilities offer, providing home owners in their service territory with incentives to help them manage reliability.

For the average American household, almost half the annual energy bill goes to heating and cooling – more than \$900 a year. Being smart about how you control your temperature settings will help you save money and stay comfortable in your home.

### COMMON ENERGY STAR CERTIFIED SMART THERMOSTAT FEATURES MAY INCLUDE:

- ▶ **Remote Control:**
  - Using your smartphone, you can adjust the temperature in your home from anywhere with an internet connection.
- ▶ **Geofencing:**
  - This feature allows your thermostat to detect when you've left for the day to 'set back' your HVAC system and save money on your heating or A/C bill. If you're on the way home, the thermostat can automatically adjust the temperature to ensure you arrive to a comfortable home.
- ▶ **Learning Temperature Preferences:**
  - Certain ENERGY STAR certified smart thermostats can learn your preferences automatically and establish a schedule that adjusts to energy-saving temperatures when you are asleep or away.
- ▶ **Automatic Updates**

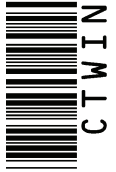
# 2020 HOME ENERGY SOLUTIONS

## ENERGY STAR® Replacement Window Rebate Application

Valid for all Eversource (Eversource) or United Illuminating (UI) residential customers who heat their homes with electricity, natural gas, oil, and propane for the purchase and installation of qualified ENERGY STAR® replacement window(s) after their Home Energy Solutions<sup>SM</sup> (HES) assessment. Additionally, homes with health and safety barriers (e.g., mold, presumed asbestos containing material, etc.) identified by the HES technician may not be eligible to receive this rebate. All ENERGY STAR Replacement Window Rebate Applications with required documentation must be postmarked no later than March 31, 2021. Complete the required product/sales information in the area provided.

**Window Requirements:** Existing window(s) must be located as part of the primary building space/envelope only - basement or attic windows (in unheated/unconditioned areas) **DO NOT** qualify for rebate.

Window(s) must be double pane ENERGY STAR replacement window(s) that meet an Energy Star **U-Value** of less than or equal to 0.27 if replacing single pane (no storm windows). Window(s) must be triple pane ENERGY STAR replacement window(s) that meet an **U-Value** of less than or equal to 0.20 if replacing single pane with storms or double pane windows.



### CUSTOMER INFORMATION (PLEASE PRINT)

First Name	Last Name
Address	
City / State / Zip	
Mailing Address (if different from above)	
City / State / Zip	
Primary Phone	Email Address
Electric Utility (Check One)	Electric Account Number (as stated on bill)
<input type="checkbox"/> Eversource <input type="checkbox"/> UI	

Gas Company (Check One)	Gas Acct. No. (as stated on bill)
<input type="checkbox"/> Eversource <input type="checkbox"/> Connecticut Natural Gas <input type="checkbox"/> Southern Connecticut Gas	
Primary Heating Source (required - check one)	
<input type="checkbox"/> Oil <input type="checkbox"/> Natural Gas <input type="checkbox"/> Electric <input type="checkbox"/> Propane	
Central Air Conditioning (required - check one)	
<input type="checkbox"/> Yes <input type="checkbox"/> No	

### ALL WINDOW INVOICE(S) SHOULD INCLUDE:

- The installers contact information (company's name, address, and phone number) on a professional letterhead.
- Installation date(s)
- Room window(s) were installed in
- Windows size (W x H) in inches
- U-Value of windows
- Replacement windows type(s) and manufacturer
- Quantity of windows installed by location and size

### REBATE PACKAGE CHECKLIST

- Truthfully and accurately completed 2020 HES ENERGY STAR Replacement Window Rebate Application
- Copy of dated contractor itemized invoice (See All Window Invoice(s) should include: above)

- A copy of the NFRC label from each replacement window
- If rebate will be assigned to the Contractor, the Contractor must include a completed W9 form
- Mail your completed Rebate Package to:  
**EFI-CT 2020 HES Rebate, P.O. Box 2528, Manchester, CT 06045**

### ENERGY STAR® REPLACEMENT WINDOW REBATE \$50 PER WINDOW

Room	Window Size (W x H) in Inches	Replacement Window Type	U VALUE	Quantity	Other
Example: Living Room	52" x 36"	ENERGY STAR	0.27	4	Comments

**Make Rebate Check Payable to:** (check one)    Customer    Installing Contractor

**(REQUIRED)** By signing this form below, I certify that all of the information and documents I have provided with this 2020 HES ENERGY STAR Replacement Window Rebate Application are accurate and true and the replacement window(s) for which I am requesting a rebate meet(s) the requirements of this application, is/are not a first time purchase and is/are for use in the Connecticut residential address stated on this form. I have read and understand the 2020 HOME ENERGY SOLUTIONS REBATE TERMS AND CONDITIONS on page 2 of 2 as a part of this rebate. I also understand that I am only eligible for a rebate on ENERGY STAR replacement windows as determined during the assessment and deemed eligible as noted by the HES technician signature below.

**(ONLY REQUIRED IF CONTRACTOR IS PAYEE)** By signing below, and subject to concurrence by the contractor, I **AUTHORIZE THE COMPANIES TO ASSIGN PAYMENT OF THE ENERGY STAR REPLACEMENT WINDOW REBATE** listed on the 2020 HES ENERGY STAR Replacement Window Rebate Application and subject to the Terms and Conditions listed on page 2 of 2 as part of this rebate, to the contractor listed on the contractor's window invoice, which must include name and address to send rebate check.

Customer Signature (required)	Date
HES Technician Signature (required)	Date

Installing Contractor Signature (required)	Date
HES Vendor	

Eversource Job #

UI / SCG / CNG Job #

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# 2020 HOME ENERGY SOLUTIONS

# Natural Gas Boiler Water Reset Control Rebate

Valid for Eversource, Connecticut Natural Gas (CNG) or Southern Connecticut Gas (SCG) (Companies) residential customers who purchase a qualifying Natural Gas Boiler Water Reset Control installed on or after January 1, 2020, through December 31, 2020. All Rebate Applications with required documentation must be postmarked no later than March 31, 2021. Limit 2 rebates per household.



## CUSTOMER INFORMATION (PLEASE PRINT)

First Name	Last Name	Primary Phone	Email Address
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Address		Size of the Heated Area in Square Feet:	
<input type="text"/>		<input type="text"/>	
City / State / Zip	Electric Utility (check one)		Electric Account Number (as stated on bill)
<input type="text"/>	<input type="checkbox"/> Eversource <input type="checkbox"/> UI		<input type="text"/>
Mailing Address (if different from above)	Gas Company (check one)		Gas Acct. No. (as stated on bill)
<input type="text"/>	<input type="checkbox"/> Eversource <input type="checkbox"/> Connecticut Natural Gas <input type="checkbox"/> Southern Connecticut Gas		<input type="text"/>
City / State / Zip	<input type="text"/>		
<input type="text"/>	<input type="text"/>		

## NEW EQUIPMENT INFORMATION (This Section To Be Completed By Contractor)

Equipment Type	Install Date	Manufacturer / Brand	Model Number	Total Incentive
Example) Natural Gas Boiler Water Reset Control	01/13/20	ACME	12345	\$200
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

## NATURAL GAS BOILER WATER RESET CONTROL MINIMUM EFFICIENCY LEVELS / INCENTIVE SCHEDULE

Equipment Type	Minimum Efficiency For Incentive	Incentive per Unit
Natural Gas Boiler Water Reset Control	Natural Gas Boiler Water Reset Control for existing qualified natural gas boilers that do not have an operational temperature reset already in place	\$200

### REBATE PACKAGE CHECKLIST

- Truthfully and accurately completed 2020 HES Natural Gas Boiler Water Reset Control Rebate Application
- Invoice copy with make and model number listed
- If rebate will be assigned to the Contractor, the Contractor must include a completed W9 form.

Mail your completed Rebate Package to:  
**EFI-CT 2020 HES Rebate**  
**P.O. Box 2528**  
**Manchester, CT 06045**

## SIGN HERE

### Make Rebate Check Payable to: (check one)

- Customer    Installing Contractor

**(REQUIRED)** By signing this Rebate Application form below, I certify that all the information described in the 2020 HES Natural Gas Boiler Water Reset Control Rebate Application and all the documents provided with this Application are accurate and true. I have read and understand the 2020 HOME ENERGY SOLUTIONS REBATE TERMS AND CONDITIONS on page 41 as a part of this rebate.

**(ONLY REQUIRED IF CONTRACTOR IS PAYEE)** By signing below, and subject to concurrence by the contractor, **I AUTHORIZE THE COMPANIES TO ASSIGN PAYMENT OF THE NATURAL GAS BOILER WATER RESET CONTROL REBATE** listed on the 2020 HES Natural Gas Boiler Water Reset Control Rebate Application and subject to the Terms and Conditions listed on page 41 as part of this rebate, to the contractor listed on the contractor's invoice, which must include name and address to send rebate check.

Customer Signature (required)  Date

Installing Contractor Signature (required)  Date

HES Technician Signature (required)  Date

HES Vendor  
 <<Vendor>>

Eversource Job #

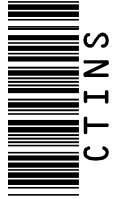
UI / SCG / CNG Job #



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## Insulation Rebate Application

Valid for all Eversource or United Illuminating (UI) residential customers who heat their homes with electricity, gas, oil, or propane and install insulation by March 31, 2021. Additionally, homes with health and safety barriers (e.g., mold, presumed asbestos containing material, etc.) identified by the Home Energy Solutions<sup>SM</sup> (HES) technician may not be eligible to receive this rebate. All HES Insulation Rebate Applications along with all required documentation must be postmarked no later than March 31, 2021. Complete the required product/sales information in the area provided. If you're unable to utilize this rebate within the specified time frame, please call 1-877-WISE USE (877-947-3873).



### Insulation Locations:

- Any area of a residential building envelope separating conditioned and non-conditioned space
- Attic roof decks and rafters do not qualify for the rebate(s)
- Conditioned basements, detached garages and garages without living space above do not qualify for this rebate

Code: All insulation must comply with local building codes and regulations, including energy code, fire code and ventilation requirements

### Acceptable Insulation Materials:

- Fiberglass Batts
- Blown Fiberglass
- Cellulose, Dense Pack Cellulose
- Rockwool
- Spray Foam
- Rigid Foam

**Knob and Tube Wiring Safety Message:** It is recommended that the customer and/or installer obtain a written statement from a licensed electrician or certified electrical inspector stating that insulation can be safely installed over abandoned knob and tube wiring that exists in attics, walls or ceilings.

### R-VALUE QUALIFICATIONS:

#### Attic Floors:

- Existing R value cannot exceed R19
- Final R value of the settled density of installed insulation must be R38 or greater
- Floored Over Attics, existing R value must be increased by R19 or greater
- **Recommendation: Attic access should be adequately insulated**

#### Above & Below Grade Walls:

- Existing R value cannot exceed R4
- The final R value must be R13 or greater

#### Basement and Garage Ceilings:

- The existing R value cannot exceed R6
- Final R value must be R19 or greater

#### Rim Joist:

- The existing R value cannot exceed R6
- Final R value must be R13 or greater

Method of Installation	Incentive Amount	Conditions
Self-installed insulation	\$0.25/sq. ft. for all types	Insulation install must pass third party inspection prior to incentive payment.
Contractor-installed insulation	<ul style="list-style-type: none"> <li>• \$1.50/sq. ft. for walls and attic floors</li> <li>• \$1.00/sq. ft. for basement and garage ceilings</li> <li>• \$1.00/sq.ft. rim joist</li> </ul>	Rebate capped at 75% of total cost
Blower door test-in/test-out by a BPI Analyst or Envelope Certified Professional	\$258.64 blower door test rebate bonus	\$258.64 blower door test rebate bonus

# 2020 HOME ENERGY SOLUTIONS

## Insulation Rebate Application CONTINUED

### CUSTOMER INFORMATION (PLEASE PRINT)

First Name  Last Name

Service Address

City  State  Zip

Mailing Address (if different from above)

City  State  Zip

Primary Phone  Email

Electric Utility (check one)  Eversource  UI

Electric Account Number (as stated on bill)

Gas Company (check one)  CNG  SCG  Eversource

Gas Account Number (as stated on bill)

Primary Heating Source (required-check one)  
 Electric  Natural Gas  Oil  Propane

Central Air Conditioning (required-check one)  
 Yes  No

### HES TECHNICIAN (EXISTING INSULATION & RECOMMENDATION)

Locations: Attic Floor, Wall, Basement OR Garage (Check Only One)	Area: Attic 1, Wall 1, Basement 1, Garage 1. When there are multiple areas that are the same, please identify them as Attic 1, Attic 2, Wall 1, Wall 2, etc.	Ground Factor*	Existing Material	Existing Insulation R-value	Recommended Final R-value	Net Area: Length x Width (sq. ft.)
<input type="checkbox"/> Attic Floor <input checked="" type="checkbox"/> Wall <input type="checkbox"/> Basement <input type="checkbox"/> Garage <input type="checkbox"/> Rim Joist	Wall 1 & Wall 2	Above	Fiberglass	9	25	900
<input type="checkbox"/> Attic Floor <input type="checkbox"/> Wall <input type="checkbox"/> Basement <input type="checkbox"/> Garage <input type="checkbox"/> Rim Joist						
<input type="checkbox"/> Attic Floor <input type="checkbox"/> Wall <input type="checkbox"/> Basement <input type="checkbox"/> Garage <input type="checkbox"/> Rim Joist						
<input type="checkbox"/> Attic Floor <input type="checkbox"/> Wall <input type="checkbox"/> Basement <input type="checkbox"/> Garage <input type="checkbox"/> Rim Joist						
<input type="checkbox"/> Attic Floor <input type="checkbox"/> Wall <input type="checkbox"/> Basement <input type="checkbox"/> Garage <input type="checkbox"/> Rim Joist						

### INSULATION INSTALLED (UTILITY INSPECTION REQUIRED FOR SELF-INSTALLED INSULATION)

Attic Floor, Wall OR Basement (Check Only One)	Area: must correspond to the area listed above	Ground Factor*	Installed Material	Existing Insulation R-value	Existing Insulation Removed	Final Tool Insulation R Value (Existing Plus Added)	Final Total Insulation R Value (Existing plus Added)	Net Area: Length x Width (sq. ft.)	Total Incentive** (sq. ft. x \$.20, \$.50 or \$1.00)
<input type="checkbox"/> Attic Floor <input checked="" type="checkbox"/> Wall <input type="checkbox"/> Basement <input type="checkbox"/> Garage <input type="checkbox"/> Rim Joist	Wall 1 & Wall 2				<input type="checkbox"/> Yes <input type="checkbox"/> No				

Blower Door Performed\*\*\*  Yes  No

CFM Pre Reading:

CFM Post Reading:

\$258.64 Blower Door incentive requested?  Yes  No

BPI Analyst or Envelope Certification #\*\*\*

\* Ground Factor: Below Grade, Above Grade (e.g. crawl spaces) or Mixed Grade (e.g. walk out basement)

\*\* The rebate incentives are paid per sq. ft. or 50% of the total cost, whichever is less. The rebate cap increases to 75% of the total cost when a blower door test is performed by a BPI Analyst or Envelope Certified Professional with the install.

\*\*\* It is recommended that a Blower Door test is performed as part of the insulation installation. The Blower Door test must be conducted by a BPI Analyst or Envelope Certified Professional to test air flow before and after the installation of your insulation. BPI Certification # is required.

# 2020 HOME ENERGY SOLUTIONS

## Insulation Rebate Application CONTINUED

### REBATE PACKAGE CHECKLIST

- Truthfully and accurately completed 2020 Home Energy Solutions<sup>SM</sup> Insulation Rebate Application
- If rebate will be assigned to the Contractor, the Contractor must include a completed W9 form
- A copy of the dated invoice(s)/sales receipt(s) showing purchase price and date. The insulation contractor's invoice MUST include the following: customer signature, installation date, customer and contractor's information, an itemized invoice which matches the Insulation Installed table – Pre and Post CFM reading, price per area, price break-out for vent installation and other code compliance items.
- Self-Install Insulation requires a copy of the dated invoice(s)/sales receipt(s) with purchase price and date
- For contractor installed insulation see section "All Insulation Invoices Should Include."
- Mail your completed Rebate Package to:  
**EFI-CT 2020 HES Rebate • P.O. Box 2528 • Manchester, CT 06045 • 1-877-364-4217**

### ALL INSULATION INVOICES SHOULD INCLUDE:

- Contractor's information
- Customer's information
- Customer's signature
- Installation date
- Itemized invoice which matches the Insulation Installed table
- Pre and Post CFM reading if applicable

### SIGN HERE

#### Make Rebate Check Payable to: (check one)

Customer  Installing Contractor

**(REQUIRED)** By signing this form below, I certify that all of the information and documents I have provided with this 2020 HES Insulation Rebate Application are accurate and true and the insulation for which I am requesting a rebate meets the requirements of this application and is for the Connecticut residential address stated on this form. I have read and understand the 2020 HOME ENERGY SOLUTIONS REBATE TERMS AND CONDITIONS on page 41 as a part of this rebate.

**(ONLY REQUIRED IF CONTRACTOR IS PAYEE)** I also understand that I am only eligible for a rebate on insulation as determined during the assessment and deemed eligible as noted by the HES technician signature below. By signing below, and subject to concurrence by the insulation contractor, **I AUTHORIZE THE COMPANIES TO ASSIGN PAYMENT OF THE INSULATION REBATE** listed on the 2020 HES Insulation Rebate Applications and subject to the Terms and Conditions listed on page 41 as part of this rebate, to the insulation contractor listed on the insulation contractor's invoice, which must include name and address to send rebate check.

Customer Signature (required)

Date

--	--

Installing Contractor Signature (if applicable)

Date

--	--

HES Technician Signature (required)

Date

--	--

HES Vendor

<<Vendor>>

--

Eversource Job #

--

UI / SCG / CNG Job #

--

## Attic Opening Rebate Application

Valid for all Eversource or United Illuminating (UI) residential customers who heat their homes with electricity, gas, oil, or propane and who install insulated and sealed attic opening covers by March 31, 2021. An Attic Opening Rebate Application must be qualified by a Home Energy Solutions<sup>SM</sup> technician. **This attic opening rebate is not applicable to self-installed products.** All Applications along with all required documentation must be postmarked no later than March 31, 2021. Complete the required product/sales information in the area provided. If you cannot utilize this rebate within the specified time frame, please call 1-877-WISE-USE (877-947-3873).

### Attic Requirements:

- **Location:** This rebate applies only to attic floors that are part of a residential building envelope horizontal barrier to an attic space on occupied homes.
- **Code requirements:** All attic opening covers must comply with local and state building codes and regulations, including energy code, fire code, and ventilation requirements.
- **R-value qualifications:** The assembled R-value must be a minimum of R-30 and to a minimum level equivalent to the surrounding insulation.
- **Seal qualifications:** A weatherstripped and sealed installation is required and must be easily resealable after each entry.

This rebate applies to separate assemblies from any attic insulation savings calculation. Note: Counter-weights should be considered to ease accessibility for excessively heavy openings. Entire pull-down stair assembly will be covered with an airtight and removable/openable enclosure inside the attic space. Pull-down stair frame will be caulked, gasketed, weather-stripped, or otherwise sealed with an air barrier material, suitable film, or solid material that allows attic door operation.



Pull Down Stairs **\$100.00\***

Attic Opening **\$35.00\***

### CUSTOMER INFORMATION (PLEASE PRINT)

First Name	Last Name
Address	
City / State / Zip	
Mailing Address (if different from above)	
City / State / Zip	
Primary Phone	Email Address
Electric Utility (check one)	Electric Account Number (as stated on bill)
<input type="checkbox"/> Eversource <input type="checkbox"/> UI	
Gas Utility (check one)	Gas Account Number (as stated on bill)
<input type="checkbox"/> Eversource <input type="checkbox"/> Connecticut Natural Gas <input type="checkbox"/> Southern Connecticut Gas	

### Primary Heating Source (required – check one)

Electric  Natural Gas  Oil  Propane

### Electric Heat Type (required, if electric – check one)

Resistance  Heat Pump

### CONTRACTOR INSTRUCTIONS FOR ATTIC COVER INVOICE

All professionally installed assembly invoices must state the following information:

- The installer's contact information (company's name, address and phone number) on professional invoice letterhead
- Installation date
- Coverage area of the assembly
- Assembled R-value
- Insulation type and thickness
- Per item material cost
- Per item labor cost
- Verify whether the cover was a stand alone item, and separate from any insulation project or is included with an aggregate R-value on a project

*Note: Any pre-manufactured assembly must conform to 16 CFR 460.17 and include a statement of warranty. An example of a manufactured attic pull-down stair assembly that currently qualifies is:*

**The Energy Guardian, Battic Door 50+.**

# 2020 HOME ENERGY SOLUTIONS

## Attic Opening Rebate Application CONTINUED

PULL DOWN STAIR / ATTIC OPENING COVERS				
Number and type of attic penetration cover:	Size of the opening in square feet or inches	Was an infiltration reduction included in a blower door measurement for HES?	Was the item installed as a standalone (i.e., on its own) or as part of an insulation project?	Total rebate = Number of attic stair cover(s) x \$100.00 Number of attic opening(es) x \$35.00
# <input type="text"/> Pull Down Stairs		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Stand Alone <input type="checkbox"/> With Insulation Project	\$
# <input type="text"/> Attic Openings		<input type="checkbox"/> Yes <input type="checkbox"/> No	<input type="checkbox"/> Stand Alone <input type="checkbox"/> With Insulation Project	\$

### REBATE PACKAGE CHECKLIST

- Truthfully and accurately completed 2020 Residential Attic Opening Rebate Application
- If rebate will be assigned to the Contractor, the Contractor must include a completed W9 form

See Contractor Instructions for Attic Cover Invoice requirements on previous page

Mail your completed Rebate Package to:

**EFI-CT 2020 HES Rebate**  
**P.O. Box 2528**  
**Manchester, CT 06045**  
**1-877-364-4217**

**Make Rebate Check Payable to:** (check one)  Customer  Installing Contractor

- (REQUIRED)** By signing this form below, I certify that all of the information and documents I have provided with this 2020 HES Residential Attic Opening Rebate Application are accurate and true and the cover for which I am requesting a rebate meets the requirements of this application and is for the Connecticut residential address stated on this form. I have read and understand the 2020 HOME ENERGY SOLUTIONS REBATE TERMS AND CONDITIONS on page 41 as a part of this rebate.
- (ONLY REQUIRED IF CONTRACTOR IS PAYEE)** I also understand that I am only eligible for a rebate on insulation as determined during the assessment and deemed eligible as noted by the HES technician signature below. By signing below, and subject to concurrence by the insulation contractor, **I AUTHORIZE THE COMPANIES TO ASSIGN PAYMENT OF THE ATTIC OPENING REBATE** listed on the 2020 HES Attic Opening Rebate Applications and subject to the Terms and Conditions listed on page 41 as part of this rebate, to the attic opening contractor listed on the cover contractor's invoice, which must include name and address to send rebate check.

Customer Signature (required)	Date	Installing Contractor Signature (if applicable)	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

HES Technician Signature (required)	Date
<input type="text"/>	<input type="text"/>

HES Vendor	Eversource Job #	UI/SCG/CNG Job #
<input type="text" value="&lt;&lt;Vendor&gt;"/>	<input type="text"/>	<input type="text"/>



### COMFORT AND SAVINGS IN SUMMER AND WINTER.

#### 1 WHY INSTALL A HEAT PUMP?

Heat pumps are integrated systems that provide heating and cooling in one unit. For climates with moderate heating and cooling needs, heat pumps offer homeowners an energy-efficient alternative to air conditioners and furnaces.

Like a refrigerator or air conditioner, a heat pump runs on electricity. A refrigerant transfers heat from one location to another. To cool your house during the summer months, heat pumps extract hot air from indoors and transfer it outdoors. To heat your home during the winter months, heat is extracted from outdoors and transferred into your house. Since heat pumps transfer, or move, heat energy from one place to another instead of producing hot or cold air, they are much more efficient than conventional heating and cooling systems.

If you are going to install an air-source heat pump, ensure that it is an ENERGY STAR® certified product. ENERGY STAR certified products have been identified as having a higher efficiency and quality level than standard equipment. There are two types of ENERGY STAR air-source heat pumps – ducted and ductless. A ducted system can replace an existing, inefficient air conditioning-only system or can be added to an existing warm air furnace. A ductless mini-split heat pump can be installed in homes with an existing heating system to either become the primary heating and cooling system or supplement an existing heating system.

Keep in mind that if you are adding air conditioning to a home that currently does not have a central air conditioning system, your annual electricity usage can increase. Combining your current heating system with an efficient electric heat pump will result in an overall lower heating energy cost.

#### 2 DUCTLESS HEAT PUMPS

A ductless heat pump system is a great choice for a variety of homes since ENERGY STAR certified ductless mini splits come in multiple forms. A section of the heat pump is installed on the outside of the home, as with all air conditioning systems, while another section is installed inside the home. There are three types of indoor sections, with the most common being a wall-mounted unit. Other indoor section types include floor-mounted and ceiling mounted units.

These systems can also take the form of a traditional ducted type with a short-run ducted model unit. These systems provide efficiency while staying hidden, installed above (ceiling) or below (in the floor) the room it is serving. Ductless heat pumps are perfect for homes with no existing ductwork or with no room to add ductwork since they are non-invasive to existing spaces and easy to install.

Ductless heat pumps work great for homes that heat with a hot water system, like a boiler, and do not have any central air conditioning. You could use the heat pump for heating in the winter to reduce fuel oil costs and for cooling during the summer to increase comfort.

**SAY GOODBYE TO PUTTING A/C'S IN THE WINDOW EACH YEAR AND SAY HELLO TO A MORE COMFORTABLE AND EFFICIENT HOME!**

# Air-Source Heat Pumps CONTINUED

### 3 DUCTED AIR-SOURCE HEAT PUMPS

Ducted ENERGY STAR® air-source heat pump systems transfer heat between your home and the outside air. By moving your overall heating costs to a very efficient electric system, you can reduce the overall energy used to heat your home. Ducted systems are great for homes with existing duct work or central air conditioning. You could utilize most of the existing ductwork and install a heat pump to provide heating as well as cooling for your home. These systems have been used for years in many parts of the United States, but until recently they were not used in areas that experience extended periods of subfreezing temperatures, like the Northeast. However, air-source heat pump technologies have advanced.

### 4 HERE'S HOW TO GET THE BIGGEST SAVINGS FROM YOUR HEAT PUMP.

**1. Don't forget to make the rest of your house energy-efficient, too.** To make the most of your new system, consider Home Energy Solutions<sup>SM</sup> to help understand how your home is performing prior to adding a heat pump. High-performance air sealing, insulation, windows, and doors can help keep the heat or cold your new heat pump provides in your home.

**2. When appropriate, your old heating system is a good back-up.** Air-source heat pumps serve as excellent primary sources of heat during the cold months. Some homeowners may find that their furnaces are more efficient in extreme cold weather.

**3. Adjust the heat pump to desired temperature, and then leave it alone.** Just like when you drive your car, you get better mileage driving on the highway than you do when driving in stop-and-go traffic. Heat pumps work better when you maintain a comfortable temperature in

your home, rather than constantly adjusting the thermostat. If you're leaving for a few days, you should adjust the temperature to save energy.

**4. Find the perfect setting for you.** Common homeowner advice may tell you to keep the thermostat at a set degree for certain seasons (68°F in the winter); however, you should choose a temperature setting based on your comfort. Heat pumps operate efficiently at higher space temperature setpoints in the winter.

**5. See more savings with proper air circulation.** For mini-split heat pumps, you should set the fan speed to auto and direct warm air at the floor and cool air upwards. Since warm air rises, adjusting the unit's fan speed and vent direction allows the heat pump to work efficiently.

**6. Proper maintenance keeps the heat (or cold) away.** To ensure your heat pump operates efficiently, be sure to clean or replace indoor dust filters seasonally, keep debris, snow, and ice away from the outdoor unit, and hire a professional to service the system every 1-2 years.

## ENERGIZE CONNECTICUT REBATES AND INCENTIVES

New Energize CT rebates and incentives make it a perfect time to increase your energy savings with a high-efficiency, air-source heat pump system. Homeowners who install a qualifying system may be eligible for rebates or incentives from Eversource or AVANGRID Networks, Inc.

### Ready to move on energy savings?

Learn more at [EnergizeCT.com](http://EnergizeCT.com) or call 877-WISE-USE. The ENERGY STAR website is also a great resource to learn more and to find out how to hire a qualified contractor: [www.energystar.gov/products/heating\\_cooling/heat\\_pumps\\_air\\_source](http://www.energystar.gov/products/heating_cooling/heat_pumps_air_source).



# 2020 HOME ENERGY SOLUTIONS

## Air-Source Heat Pump Rebate Application for Electrically Heated Homes

Valid for residential Eversource or United Illuminating (UI) residential electric service customers (Customer). All Ductless/Ducted Split Heat Pump Rebate Applications (Application) with required documentation must be postmarked no later than March 31, 2021. Total incentive cannot be more than 50% of the total installation cost of the qualifying ductless/ducted split heat pump system (System). Equipment must be installed by a licensed contractor in the service territory of the Participating Utility. It is recommended that the installation contractor be certified by the manufacturer for the product being installed. Eligible systems are ENERGY STAR® Ductless/Ducted Split Heat Pump that meet minimum efficiency levels as described on the reverse of this Application.

### CUSTOMER INFORMATION (PLEASE PRINT)

First Name	Last Name	City / State / Zip
<input type="text"/>	<input type="text"/>	<input type="text"/>
Address	Primary Phone	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>
City / State / Zip	Electric Utility (check one)	Electric Account Number (as stated on bill)
<input type="text"/>	<input type="checkbox"/> Eversource <input type="checkbox"/> UI	<input type="text"/>
Mailing Address (if different from above)	Type of Installation (check one)	
<input type="text"/>	<input type="checkbox"/> New Installation (Existing Home) <input type="checkbox"/> Replacement (of Existing Home)	

### RESIDENCE INFORMATION

Which best describes your home?	Age of Home	Home Area (sq.ft.)	Cooling System Being Replaced by Ductless/Ducted Heat Pump
<input type="checkbox"/> Single Family <input type="checkbox"/> Multi-Family	<input type="text"/>	<input type="text"/>	<input type="checkbox"/> None <input type="checkbox"/> Window Air Conditioner(s) <input type="checkbox"/> Central Air Conditioning
If address where equipment was installed is a rental property: (check one)			In addition to the ductless/ducted heat pump(s), the home will still utilize (check all that apply)
<input type="checkbox"/> Owner pays utility bill <input type="checkbox"/> Resident pays utility bill			<input type="checkbox"/> Electric Resistive Heating <input type="checkbox"/> Electric Heat Pump <input type="checkbox"/> Natural Gas <input type="checkbox"/> Oil
Heating System Being Replaced by Ductless/Ducted Heat Pump (required - check one)			<input type="checkbox"/> Central Air Conditioner <input type="checkbox"/> Window Air Conditioner(s) <input type="checkbox"/> Propane
<input type="checkbox"/> Electric Resistance Heating <input type="checkbox"/> Electric Heat Pump			

### NEW EQUIPMENT INFORMATION (THIS SECTION TO BE COMPLETED BY CONTRACTOR)

	Model Number	Rated Heating Cap. (BTU/h)	SEER	EER	HSPF	AHRI Number	Incentive Amount
Outdoor Unit	OU-123	24,000	20.0	12.5	10.0	1234567	\$700.00
Indoor Unit 1	IN-345	12,000					
Indoor Unit 2	IN-345	12,000					
Indoor Unit 3							

### REBATE PACKAGE CHECKLIST

- Truthfully and accurately completed 2020 HES Ductless/Ducted Heat Pump Rebate Application
  - Contractor Invoice and Paperwork Listing: • Purchase Price • Equipment Type • Date of Purchase • Condenser, coil and fan model and serial numbers
  - The AHRI Certificate Number that verifies the system as a MATCHED ASSEMBLY\* found at [www.ahridirectory.org](http://www.ahridirectory.org)
- \*A matched assembly is a model combination that is listed in the AHRI Directory of Certified Equipment. A matched assembly shall also include the air handler; furnace; or other component that is used to determine the rating according to ANSI/AHRI STANDARD 210/240-2008.
- Mail your completed Rebate Package to: **EFI-CT 2020 HES Rebate • P.O. Box 2528 • Manchester, CT 06045**
  - If rebate will be assigned to the Contractor, the Contractor must include a completed W9 form.



### SIGN HERE

Make Rebate Check Payable to: (check one)

- Customer  Installing Contractor

By signing this form below, I certify that all the information described in the 2020 Ductless/Ducted Split Heat Pump Rebate Application and all the documents provided with this Incentive Application are accurate and true and that I have read and understand the 2020 Ductless/Ducted Split Heat Pump Incentive Program TERMS & CONDITIONS on page 41. By signing this form I further certify that the qualifying System is installed for use in the Connecticut residential address stated.

(**ONLY REQUIRED IF CONTRACTOR IS PAYEE**) By signing below, and subject to concurrence by the contractor, I AUTHORIZE THE COMPANIES TO ASSIGN PAYMENT OF THE 2020 DUCTLESS/DUCTED SPLIT HEAT PUMP INCENTIVE listed on the 2020 Ductless/Ducted Split Heat Pump Incentive Application and subject to the Terms and Conditions listed on page 41 as part of this rebate, to the contractor listed on the contractor's invoice, which must include name and address to send rebate check.

Customer Signature (required)	Date	Installing Contractor Signature (if applicable)	Date
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
HES Technician Signature (required)	Date	HES Vendor	
<input type="text"/>	<input type="text"/>	<<Vendor>>	
Eversource Job #	<input type="text"/>	UI / SCG / CNG Job #	<input type="text"/>

# 2020 HOME ENERGY SOLUTIONS

## Air-Source Heat Pump Rebate Application for Electrically Heated Homes

CONTINUED

**ELIGIBILITY:** Incentives are available to Eversource or United Illuminating (UI) (Companies) residential electric service customers (Customer). Equipment must be installed by a licensed contractor who is certified by the manufacturer for the product being installed. Eligible systems are: **ENERGY STAR® Ductless/ Ducted Split Heat Pump systems with MATCHED ASSEMBLIES in which both the condenser unit and the evaporator coil are installed simultaneously (System).** A matched assembly is a model combination that is listed in the AHRI Directory of Certified Equipment. A matched assembly shall also include the air handler, furnace; or other component that is used to determine the rating according to ANSI/AHRI STANDARD 210/240-2008. Eligible Customers must heat over 50% of their existing home with an electric resistance heating system to qualify for the \$700 mail-in rebate. Please be sure to verify your model at: [www.ahridirectory.org](http://www.ahridirectory.org)

**APPLICATION OFFER:** This Ductless/Ducted Split Heat Pump Rebate program (Program) covers products purchased and installed on or after January 1, 2020, through December 31, 2020 to be eligible for the rebate. Details of this Program, including rebate incentive levels, are subject to change or cancellation without prior notice. This Ductless/Ducted Split Heat Pump Rebate Program application (Application) with required documentation must be postmarked by March 31, 2021. Please call 1-877-WISE-USE (877-947-3873) for details.

**PROOF OF PURCHASE:** A contractor's invoice itemizing the purchased equipment type, make, model number(s) date of purchase and the AHRI certificate number that verifies system as a matched assembly, and your recent electric utility bill must accompany each Application.

**APPLICATION:** This Application must be filled out completely, truthfully and accurately. The Customer and contractor must each sign the completed Application and it must be submitted along with the PROOF OF PURCHASE requirements listed above.

**PAYMENT:** Please allow up to 90 days for payment. Payment processing may take longer if information is missing on the Application. Please call EFI at 1-877-364-4217 if you have any questions about your rebate incentive.

**APPROVAL AND VERIFICATION:** The Companies reserve the right to verify sales transaction and to have reasonable access to your residence to inspect the system installed under this Program prior to issuing incentives for up to one year after date of Application. The customer also grants the Companies the right to confidentially share account number information internally for rebate processing procedures only.

**TAX LIABILITY:** The Companies will not be responsible for any tax liability that may be imposed on the Customer as a result of the payment of rebate incentives.

**ENDORSEMENT:** The Companies do not endorse any particular manufacturer, contractor, vendor, product, retailer or system design in promoting this Program.

**LIMITATION OF LIABILITY:** The Companies' liability is limited to paying the rebate incentive specified. The Companies are not liable for any damages arising out of or resulting from participation in this rebate offer, including but not limited to loss of profits, loss of revenues, failure to realize expected savings, loss of data, loss of business opportunity, or similar losses of any kind, as well as any indirect, incidental, punitive, special, or consequential damages, or for any damages in tort connected with or resulting from participation in this Program.

**CUSTOMERS' CERTIFICATION:** Customer certifies that he/she has purchased and installed the equipment listed on the other side of this Application at the defined location. Customer agrees that all information is true and that he/she has conformed to all program and equipment requirements listed.

**WARRANTIES:** THE COMPANIES DO NOT WARRANT THE PERFORMANCE OF INSTALLED EQUIPMENT, EXPRESSLY OR IMPLICITLY. The Companies make no warranties or representations of any kind, whether statutory, expressed, or implied, including without limitations, warranties

of merchantability or fitness for a particular purpose regarding the heating and/or cooling system or services provided by a manufacturer, contractor or vendor. Contact your contractor for details regarding equipment performance and warranties.

**FORWARD CAPACITY MARKET AND CLASS III CREDITS:** By signing this document and as a condition to receiving a rebate pursuant to this program, customer hereby assigns to its Participating Utility, either Eversource or UI (as the case may be), any and all payments, benefits and/or credits in connection with the Forward Capacity Market or any currently existing or successor or replacement markets, (including, but not limited to, any and all "LICAP", "ICAP", transitional credits or payments or any and all other capacity-related credits, payments and/or benefits for which Customer is eligible) and that are associated with or applicable to customer's participation in the Ductless/Ducted Split Heat Pump Incentive Program. Customer hereby assigns to either Eversource or UI (as the case may be) all of its right, title and interest in and to any and all such capacity payments, credits and/or benefits and shall take any and all action, including executing and delivering any and all documents and/or instruments, as requested by either Eversource or UI (as the case may be) to evidence the same. Forward Capacity Market means the market for procuring capacity pursuant to ISO-NE Tariff, FERC Electric Tariff No. 3, Section III, Market Rule 1, Section 13, any modifications to the Forward Capacity Market, or any successor or replacement market/capacity procurement process.

In accordance with the Department of Public Utility Control's ("DPUC", now known as the Public Utilities Regulatory Authority or "Authority") September 29, 2008 decision in Docket No. 05-07-19RE01, DPUC Proceeding to Develop a New Distributed Resources Portfolio Standard (Class III) - 2007 Revisions, as supplemented by the Department February 11, 2010 decision in Docket No. 05-07-19RE02, customer is not to receive or retain any Class III renewable energy credits in connection with the Ductless/Ducted Split Heat Pump Incentive Program and Customer hereby acknowledges and agrees the same. Customer further acknowledges and agrees that such credits shall be retained by either Eversource or UI (as the case may be) for the benefit of their customers through Energize Connecticut. In the event that the Authority amends or modifies the allocation of Class III conservation credits as reflected in its September 29, 2008 decision, then the allocation of such credits utilized by either Eversource or UI (as the case may be) shall be the allocation in effect (per the applicable Authority decision) on the date that the Customer submitted its Incentive Application documents to either Eversource or UI (as the case may be).

Customer further acknowledges and agrees that Customer is not to retain or receive any environmental credits or benefits that may be ascribed or attributed from time to time to customer's participation in the Ductless/Ducted Split Heat Pump Incentive Program and any and all such benefits or credits shall be retained by either Eversource or UI (as the case may be) for the benefit of their customers through Energize Connecticut.

### MINIMUM EFFICIENCY LEVELS / INCENTIVE SCHEDULES

#### ELECTRICALLY HEATED CUSTOMERS ONLY\*

Equipment Type	Zone Type	Minimum Efficiency	Incentive Per Home*
ENERGY STAR AHRI1 Certified Ductless Split Heat Pump System of Matched Assembly	Single Zone	20 SEER <sup>2</sup> / 12.5 EER <sup>3</sup> / 10 HSPF <sup>4</sup>	\$700
ENERGY STAR AHRI1 Certified Ductless Split Heat Pump System of Matched Assembly***	Multi-Zone	18 SEER <sup>2</sup> / 12.5 EER <sup>3</sup> / 9 HSPF <sup>4</sup>	\$700
ENERGY STAR AHRI1 Certified Ducted Split Heat Pump	Any Zone	16 SEER <sup>2</sup> / 12.5 EER <sup>3</sup> / 10 HSPF <sup>4</sup>	\$700

#### UPSTREAM INSTANT DISCOUNT AVAILABLE FOR ALL QUALIFIED DUCTLESS SYSTEMS, THROUGH PARTICIPATING DISTRIBUTORS\*\*

Equipment Type	Zone Type	Minimum Efficiency	Incentive Per Home*
ENERGY STAR AHRI1 Certified Ductless Split Heat Pump System of Matched Assembly	Single Zone	20 SEER <sup>2</sup> / 12.5 EER <sup>3</sup> / 10 HSPF <sup>4</sup>	\$300
ENERGY STAR AHRI1 Certified Ductless Split Heat Pump System of Matched Assembly***	Multi-Zone	18 SEER <sup>2</sup> / 12.5 EER <sup>3</sup> / 9 HSPF <sup>4</sup>	\$500

1 AHRI – Air Conditioning, Heating and Refrigeration Institute. All equipment must be rated in the AHRI Heat Pumps and Heat Pump Coils directory found online at [www.AHRIdirectory.org](http://www.AHRIdirectory.org).

2 SEER – Seasonal Energy Efficiency Ratio 3 EER – Energy Efficiency Ratio 4 HSPF – Heating and Seasonal Performance Factor

\* Total incentive payment not to exceed 50% of the total installation cost of the qualifying Ductless/Ducted Split Heat Pump system. Funding for this rebate program is limited to the period indicated or while funds last. Electrically heated customers must participate in the HES program to be eligible to receive the \$700 incentive offered through Eversource or UI.

\*\* Upstream instant discounts are available for all qualified ductless heat pump equipment sales (Maximum of 2 per home). These upstream instant discounts are applied to your invoice by a licensed installation contractor who purchased the equipment through a participating distributor. Please contact your contractor with any questions regarding the discount.

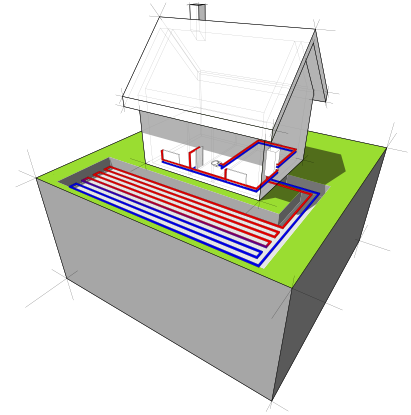
\*\*\* Maximum of 2 outdoor units per home.

# Geothermal Heat Pumps

A geothermal heat pump (also known as a groundsource heat pump, or GSHP) is a heating and cooling system that operates by transferring heat from the ground to the building (heating cycle) or vice versa (cooling cycle).

- **SAFE**
- **RELIABLE**
- **20-70% SAVINGS**
- **LOW MAINTENANCE**
- **NO EMISSIONS**
- **QUIET**

Like a refrigerator or an air conditioner, it takes heat from one place and transfers it to another. There are two significant differences: 1) the system is reversible, providing heat in the cold months and air conditioning in the warm ones, and 2) the system uses the relatively constant temperature of the ground as a heat source in the winter and a heat sink in the summer. Because the system works by transferring heat energy from one place to another instead of burning fossil fuel to create heat, it is much more efficient than conventional HVAC or air-source heat pump systems.



### GEOTHERMAL HEAT PUMP SYSTEMS CONSIST OF:

- 1 A closed loop that circulates fluid or refrigerant through an underground field. The loop is enclosed in either vertical and/or horizontal trenches.
- 2 Single or multiple pumps, fans and compressors that provide heating and cooling.
- 3 A distribution system (typically ducts) to provide even temperatures throughout the heated zone(s).

In the winter, fluid circulating in the pipes carries the earth's energy to the home where it is concentrated to provide heating. In the summer, the process is reversed and energy from the home is carried back to the earth through the pipes to provide cooling. Rebates make it a perfect time to increase your energy savings with a geothermal heating and cooling system. Homeowners who install a system may be eligible for rebate incentives from the Energize CT and other incentive programs. [Qualifying geothermal heat pump systems are eligible for Energize Connecticut incentives of up to \\$1,500. Also visit \[www.energystar.gov\]\(http://www.energystar.gov\) or call the ENERGY STAR® Hotline at 888-STAR-YES \(888-782-7937\) between 9:00 a.m. and 5:00 p.m. EST to find out if there is also a tax credit available for additional savings on eligible measures.](#)

# 2020 HOME ENERGY SOLUTIONS

# Geothermal Eligibility Application

Valid for all Eversource or United Illuminating (UI) (Companies) residential electric service customers (Customer) planning to install a residential geothermal system (System) for an existing home in 2020. Applicants must complete a Home Energy Solutions<sup>SM</sup> assessment and meet energy efficiency requirements. **During assessment, interested customers should request completion of the 2020 Residential Geothermal Eligibility Application (Application).** The completed Application will indicate the home as passing or needing improvement. If improvements are needed, please attach appropriate documentation. A pre-approved and stamped Final Application is then mailed to the applicant from the utility administrator and the incentive dollars reserved. **TO APPLY FOR YOUR REBATE, READ THE PROGRAM REQUIREMENTS ON REVERSE BEFORE PROCEEDING.**

**INSTRUCTIONS:** Please fill out this Application completely, truthfully and accurately and mail it together with the required items outlined in the **Rebate Package Checklist** below to:

**EVERSOURCE CUSTOMERS SEND TO:** Eversource  
P.O. Box 270, Hartford, CT 06141-0270  
Fax #: 860-665-3874, Attn.: Jesus Pernia or jesus.pernia@eversource.com **OR**

**UI CUSTOMERS SEND TO:** United Illuminating  
60 Marsh Hill Road, M/S 3, Orange, CT 06477  
Fax #: 203-499-2800, Attn.: Alyson Caiola or alyson.caiola@uinet.com

## CUSTOMER INFORMATION (PLEASE PRINT)

First Name	Last Name	City / State / Zip	
Address (where equipment was installed)		Primary Phone	Email Address
City / State / Zip		Electric Utility (check one)	Electric Account Number (as stated on bill)
Mailing Address (if different from above)		<input type="checkbox"/> Eversource	<input type="checkbox"/> UI

## EXISTING HOME INFORMATION

Year Built		* If Home Renovation and/or addition occurring, please complete below:
Number of Bedrooms		<input type="checkbox"/> Conditioned sq. ft. to be added
House Sq. Ft.		<input type="checkbox"/> Full Gut Renovation sq. ft.
* If new conditioned area exceeds 50% of floor space apply to Residential New Homes Program!		

## SYSTEM BEING REPLACED (this section to be completed by contractor)

Manufacturer/Brand	Model Number	Capacity	Approximate Age	Efficiency

## PROPOSED SYSTEMS (must be matched AHRI rated assemblies)

Estimated Startup Date	Brand	Tons	Compressor Section Model No.	Fan/Coil Section (if split coil)	AHRI Reference No.

Select proposed system type:	Minimum ENERGY STAR® Full Load Efficiency Requirements
<input type="checkbox"/> CLHP – Closed Loop Water to Air	17.1 EER, 3.6 COP Minimum
<input type="checkbox"/> DX – Direct Expansion Refrigerant	16.0 EER, 3.6 COP Minimum
<input type="checkbox"/> W to W – Water to Water	16.1 EER, 3.1 COP Minimum

## GEOHERMAL CONTRACTOR INFORMATION

Geothermal Contractor Company

Contractor Name	Contractor License Number	Email Address
Address		Primary Phone
City		State Zip
		Fax Number

## REBATE PACKAGE CHECKLIST

- A Home Energy Solutions job number.
  - Any follow-up documents indicating your home has been improved to meet minimum program requirements as stated on the following page.
  - Copy of AHRI Certificate
  - Copy of Installation Invoice
- Mail to: Your electric utility at the address listed on the top of this form under INSTRUCTIONS.
- If rebate will be assigned to the Contractor, the Contractor must include a completed W9 form.
- \* These items must accompany each incentive Application form completely and mailed to the applicable address above.

## SIGN HERE

By signing this form below, I certify that all of the information described on this Application and all documents provided with this Application are accurate and true and that I have read and understand the 2020 Residential Geothermal Eligibility Application program TERMS AND CONDITIONS on page 40. By signing this Application, I further certify that the qualifying System will be installed for use in the Connecticut residential address stated.

Customer Signature (required)	Date	HES Technician Signature (required)	Date
HES Vendor	Eversource Job Number	UI/SCG/CNG Job Number	

# 2020 HOME ENERGY SOLUTIONS

## Geothermal Eligibility Application CONTINUED

### TERMS AND CONDITIONS

**ELIGIBILITY:** Incentives are available to Eversource or United Illuminating (UI) (Companies) residential electric service customers (Customer) planning to install a residential geothermal system (System) for an existing home in 2020 (Program). Applicants must complete a Home Energy Solutions<sup>SM</sup> (HES) assessment and meet energy efficiency requirements. Qualifying System must be installed in the service territory of the Participating Utility by a licensed contractor.

### TO BE COMPLETED BY HOME ENERGY SOLUTIONS TECHNICIAN

Minimum Requirements Insulation:	Pass	Needs Improvement/Current Value
Roof/Attic insulation greater than or equal to R-30	<input type="checkbox"/>	R- _____
Floor over basement greater than or equal to R-19	<input type="checkbox"/>	R- _____
Floor over other unheated space greater than or equal to R-30	<input type="checkbox"/>	R- _____
Above grade exterior walls greater than or equal to R-13	<input type="checkbox"/>	R- _____
<b>Minimum Window Requirements:</b>		
Double Pane or U-value less than or equal to .40 or equivalent (storms + single pane is acceptable)	<input type="checkbox"/>	U- _____
<b>Minimum Air Leakage:</b>		
Tested CFM50 per square foot of conditioned floor area less than or equal to 1CFM50 per square foot of all space to be conditioned	<input type="checkbox"/>	CFM50/sq. ft.= _____

If any of the above requirements are not met at the time of inspection, applicant must submit receipt or other documentation that deficient items have been improved. If home requirements were not met and a second test or inspection is required, additional testing costs will be at the customer's expense.

Additional detail is provided on the Residential Geothermal Performance Incentive Final Application For Existing Homes which will be provided once the home is approved.

To participate in Home Energy Solutions, Call 1-877-WISE-USE (877-947-3873)

For Eversource customers: [www.eversource.com](http://www.eversource.com) | For UI Customers: [www.uinet.com](http://www.uinet.com)

**PURPOSE:** The 2020 Connecticut Residential Geothermal Eligibility Application for Existing Homes program (Program) has been created to:

- 1) Verify existing homes meet required energy efficiency levels to maximize benefit to Customers
- 2) Reserve incentive dollars for the proposed project

**APPLICATION OFFER:** This Program covers Customers who will install a residential geothermal System for an existing home on or after January 1, 2020, through December 31, 2020. This Application with required documentation must be postmarked by March 31, 2021. This must be filled out completely, truthfully and accurately and signed by the Customer and the Home Energy Solutions technician. Incomplete inspection reports will not be accepted. To find out if needed improvements may have separate program incentives available to assist you, contact your program administrator listed on the front of this Application form. **Details of this Program are subject to change or cancellation without prior notice. Funding for this rebate Program is limited to the period indicated or while funds last. For more information, please call 1-877-WISE-USE (877-947-3873).**

### REQUIREMENTS:

- 1) The home must be assessed by one of the Companies approved Home Energy Solutions technician and meet minimum requirements.
- 2) The System must be ENERGY STAR<sup>®</sup> rated and meet 2020 efficiency requirements - visit [www.energystar.gov](http://www.energystar.gov).
- 3) The System must be AHRI rated as assembled - visit [www.ahridirectory.org](http://www.ahridirectory.org).

**APPROVAL AND VERIFICATION:** The home must meet the minimum requirements described. The home may be improved and re-verified. Reverification may be by any approved auditor. There may be an additional cost for re-verification. You will be notified within three business days if your geothermal project has been approved. The customer also grants the Companies the right to confidentially share account number information internally for rebate processing procedures only.

**A stamped Residential Geothermal Performance Incentive Final Application for Existing Homes form will be mailed to the Customer once the home is approved.**

### MINIMUM EFFICIENCY LEVELS / INCENTIVE SCHEDULES

Eligible Equipment Type	Minimum Efficiency for Incentive	Incentive Per Ton*
GLHP - Closed Loop Water to Air	17.1 EER <sup>1</sup> / 3.6 COP <sup>2</sup> Minimum	\$500
DX - Direct Expansion Refrigerant	16.0 EER / 3.6 COP Minimum	\$500
W to W - Water to Water	16.1 EER / 3.1 COP Minimum	\$500

<sup>1</sup> EER - Energy Efficiency Ratio <sup>2</sup> COP - Coefficient of Performance

\* \$500 per AHRI reported cooling ton in 1/2 ton increments to a maximum of \$1,500 per home.

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# 2020 HOME ENERGY SOLUTIONS

## High Efficiency Heating & Cooling Rebate

Valid for customers who purchase a qualifying high efficiency ENERGY STAR® Central Air Conditioning or ENERGY STAR Ductless/Ducted Split Heat Pump System installed on or after January 1, 2020, through December 31, 2020. All Rebate Applications with required documentation must be postmarked no later than March 31, 2021.

**CHECK ONE**    **\$200 ENERGY STAR Central Air Conditioning\***    **\$500 ENERGY STAR Ducted Split Heat Pump Rebate\***

### CUSTOMER INFORMATION (PLEASE PRINT)

First Name	Last Name	City / State / Zip
<input type="text"/>	<input type="text"/>	<input type="text"/>
Address	Primary Phone	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>
City / State / Zip	Electric Utility ( <i>check one</i> )	Electric Account Number ( <i>as stated on bill</i> )
<input type="text"/>	<input type="checkbox"/> Eversource <input type="checkbox"/> UI	<input type="text"/>
Mailing Address (if different from above)	Sq. Ft. of Heated Space:	<input type="text"/>
<input type="text"/>		

### HEATING OR COOLING EQUIPMENT BEING REPLACED (THIS SECTION TO BE COMPLETED BY HES TECHNICIAN)

Manufacturer/Brand	Model Number	Approx. Age	Capacity	EER	HSPF

### NEW EQUIPMENT INFORMATION (THIS SECTION TO BE COMPLETED BY LICENSED CONTRACTOR)

Equipment Code**	Install Date	Manufacturer/Brand	Model Numbers (Condenser, Coil & Fan)	Tonnage	SEER	EER	HSPF or COP	# of Units	AHRI Ref. No.	Total Incentive

\* Total rebate payment not to exceed 50% of the total installation cost of the qualifying measure. \*\* C = Central A/C; H = Heat Pump; P=Package Terminal Heat Pump

### REBATE PACKAGE CHECKLIST

- Truthfully and accurately completed 2020 HES High Efficiency Heating & Cooling Rebate Application with matching AHRI number located at [www.ahridirectory.org](http://www.ahridirectory.org)
- Recent electric bill
- Contractor invoice and paperwork containing:
  - Equipment type • Purchase price • Date of purchase • Condenser make & model number
  - Coil make & model number • Fan make & model number
- Mail your completed Rebate package to: **EFI-CT 2020 HES High Efficiency Heating & Cooling Rebate, P.O. Box 2528, Manchester, CT 06045**
- If rebate will be assigned to the Contractor, the Contractor must include a completed W9 form.

### SIGN HERE

#### Make Rebate Check Payable to: (*check one*)

- Customer    Installing Contractor

By signing this form below, I certify that all the information described in the 2020 High Efficiency Heating & Cooling Rebate Application and all of the documents provided with this Application are accurate and true and that I have read and understand the 2020 High Efficiency Heating & Cooling Rebate TERMS AND CONDITIONS on page 41. By signing this form, I further certify that this equipment is installed in the Connecticut residential address stated.

Customer Signature (required) \_\_\_\_\_ Date \_\_\_\_\_

HES Technician Signature (required) \_\_\_\_\_ Date \_\_\_\_\_

(**ONLY REQUIRED IF CONTRACTOR IS PAYEE**) By signing below, and subject to concurrence by the contractor, I **AUTHORIZE THE COMPANIES TO ASSIGN PAYMENT OF THE 2020 HIGH EFFICIENCY HEATING & COOLING REBATE** listed on the 2020 High Efficiency Heating & Cooling Rebate Application and subject to the Terms and Conditions listed on page number 41 as part of this rebate, to the contractor listed on the contractor's invoice, which must include name and address to send rebate check.

Installing Contractor Signature (if applicable) \_\_\_\_\_ Date \_\_\_\_\_

HES Vendor  
 <<Vendor>> \_\_\_\_\_

Eversource Job # \_\_\_\_\_

UI / SCG / CNG Job # \_\_\_\_\_

# 2020 HOME ENERGY SOLUTIONS

## High Efficiency Heating & Cooling Rebate CONTINUED

### TERMS AND CONDITIONS

**ELIGIBILITY:** Rebates are available to all existing Eversource or United Illuminating (UI) (Companies) residential electric service customers (Customer) who purchase and install an eligible high efficiency heating and/or cooling system (System) on or after January 1, 2020, through December 31, 2020. System must be installed in the service territory of the Participating Utility and by a licensed contractor. Eligible Systems are: ENERGY STAR® Central Air Conditioning or ENERGY STAR Ducted Split Heat Pump System of MATCHED ASSEMBLY in which both the condenser unit and the evaporator coil are installed simultaneously. A matched assembly is a model combination that is listed in the AHRI Directory of Directory of Certified Product Performance. A matched assembly shall also include the air handler; furnace; or other component that is used to determine the rating according to ANSI/AHRI STANDARD 210/240-2008 found at [www.ahridirectory.org](http://www.ahridirectory.org).

**APPLICATION OFFER:** Valid for eligible System(s) purchased and installed between January 1, 2020 and December 31, 2020. Details of this program, including incentive levels, are subject to change or cancellation without prior notice. **This High Efficiency Heating & Cooling Rebate Application with required documentation must be postmarked by March 31, 2021.** For more information, please call 1-877-WISE-USE (877-947-3873).

**PROOF OF PURCHASE:** A contractor's invoice listing the date of purchase, condenser, coil and fan model and serial numbers, the purchased equipment type, make and model numbers, the AHRI certificate number verifying system as a matched assembly, and your recent electric utility bill must accompany each Application.

**APPLICATION:** This Application must be filled out completely, truthfully and accurately. The Customer and Contractor must each sign the completed Application and it must be submitted along with the **PROOF OF PURCHASE** requirements listed above.

**PAYMENT:** Please allow up to 90 days for payment. Payment processing may take longer if information is missing from the Application. **Please Call EFI at 1-877-364-4217 if you have any questions about your rebate incentive.**

**APPROVAL AND VERIFICATION:** The Companies reserve the right to verify sales transaction and to have reasonable access to your residence to inspect the System installed under this Program, prior to or after issuing incentives, for up to one year after date of Application. Neither of the Companies make any warranties or representations of any kind, whether statutory, expressed, or implied for the performance or installation of the equipment as a result of the approval and verification process. These incentives may not be combined with any other utility or energy service offer including but not limited to midstream contractor point-of-sale promotions. The customer also grants the Companies the right to confidentially share account number information internally for rebate processing procedures only.

**TAX LIABILITY:** The Companies will not be responsible for any tax liability that may be imposed on the Customer as a result of the payment of rebate incentives.

**ENDORSEMENT:** The Companies do not endorse any particular manufacturer, contractor, vendor, product, retailer or system design in promoting this program.

**LIMITATION OF LIABILITY:** The Companies' liability is limited to paying the rebate incentive specified. The Companies are not liable for any damages arising

out of or resulting from participation in this rebate offer, including but not limited to loss of profits, loss of revenues, failure to realize expected savings, loss of data, loss of business opportunity, or similar losses of any kind, as well as any indirect, incidental, punitive, special, or consequential damages, or for any damages in tort connected with or resulting from participation in this program.

**CUSTOMER'S CERTIFICATION:** Customer certifies that he/she has purchased and installed the equipment listed on the other side of this Application at the defined location. Customer agrees that all information is true and that he/she has conformed to all Program and equipment requirements listed.

**WARRANTIES:** THE COMPANIES DO NOT WARRANT THE PERFORMANCE OF INSTALLED EQUIPMENT, EXPRESSLY OR IMPLICITLY. The Companies make no warranties or representations of any kind, whether statutory, expressed, or implied, including without limitations, warranties of merchantability or fitness for a particular purpose regarding the heating and/or cooling system or services provided by a manufacturer, contractor or vendor. Contact your retailer, manufacturer, vendor or contractor for details regarding equipment performance and warranties.

**ISO-NE CAPACITY PAYMENTS:** By signing this document, and as a condition to receiving a rebate pursuant to this program, the customer acknowledges and agrees that any and all payments, benefits and/or credits associated with or applicable to the customer's participation in the program that is the subject of this Agreement in connection with the ISO New England, Inc. Forward Capacity Market ("FCM") or any existing, successor or replacement markets, (including, but not limited to, any and all transitional FCM credits or payments or any and all other capacity-related credits, payments and/or benefits for which such customer is eligible) shall be deemed as and form capacity payments, credits and/or benefits of The Connecticut Light and Power Company, dba Eversource Energy (Eversource), or The United Illuminating Company (UI), as applicable. The customer hereby assigns to Eversource or UI, as applicable, all of its right, title and interest in and to any and all such capacity payments, credits and/or benefits, and agrees to take any and all action, including executing and delivering any and all documentation and/or instruments, as requested by Eversource or UI, as applicable, to evidence the same. FCM means the market for procuring capacity pursuant to ISO-NE Tariff, FERC Electric Tariff No. 3, Section III, Market Rule 1, Section 13, any modifications to the FCM, or any successor or replacement market/capacity procurement process.

### MINIMUM EFFICIENCY LEVELS / INCENTIVE SCHEDULES

CENTRAL AIR CONDITIONING		
Eligible Systems	Minimum Efficiency	Incentive Per Unit*
ENERGY STAR Certified AHRI1 Rated Air Conditioning Split Systems	16 SEER <sup>2</sup> / 12.5 EER <sup>3</sup>	\$200
AIR-SOURCE HEAT PUMP		
Eligible Systems	Minimum Efficiency	Incentive Per Unit*
ENERGY STAR AHRI1 Rated Ducted Split Heat Pump System	16 SEER <sup>2</sup> / 12.5 EER <sup>3</sup> / 10 HSPF <sup>4</sup>	\$500

1 AHRI - Air-Conditioning, Heating and Refrigeration Institute. All equipment must be rated in the AHRI Air Conditioners and Air Conditioner Coils or Heat Pumps and Heat Pump Coils Directories. Both can be found online at [www.AHRIdirectory.org](http://www.AHRIdirectory.org).

2 SEER - Seasonal Energy Efficiency Ratio    3 EER - Energy Efficiency Ratio    4 HSPF - Heating and Seasonal Performance Factor

\* Total incentive payment not to exceed 50% of the total installation cost of the qualifying high efficiency cooling system. Funding for this rebate program is limited to the period indicated or while funds last.



## Water Heater Instant Discount Information

According to the U.S. Department of Energy, water heating is the second largest energy expense in your home. It typically accounts for about 18% of your energy costs. There are three ways to cut your water heating bills:

### Reduce hot water consumption

Turn down the thermostat on your water heater (no lower than 120°F)

Buy a new, more energy-efficient water heater

While an energy-efficient water heater may have a greater upfront cost than a standard model, you will save more energy and money over the lifetime of the appliance.

Instant rebates are available through participating retailers and distributors, please visit [EnergizeCT.com/hpwh](http://EnergizeCT.com/hpwh) or [EnergizeCT.com/gaswaterheating](http://EnergizeCT.com/gaswaterheating) for more information.

### High-Efficiency Natural Gas Water Heaters

A high-efficiency natural gas water heater presents you with a number of advantages, including energy savings, performance, and reliability. For the environmentally conscious, you'll also find comfort knowing that high-efficiency natural gas hot water heaters create less toxic emissions than standard gas or oil water heaters. By choosing an ENERGY STAR® certified model, you can save up to 30% on your annual energy bill.

### Heat Pump Water Heater

Heat pump water heaters are another option when considering replacing your old inefficient water heating system. A heat pump water heater combines a high-efficiency air-source heat pump with an electric resistance water heater. These units utilize heat pump technology to offset water heating costs by transferring heat from the surrounding ambient air to the domestic hot water. Electric resistance is used only as needed, reducing water heating costs.

Depending on the location of the water heater and your usage patterns, you may save up to 50% on water heating costs compared to running a standard electric resistance water heater.



### Replacement Water Heater Minimum Efficiency Levels / Instant Discount Schedule

Equipment Type	Minimum Efficiency For Incentive	Incentive Per Unit
ENERGY STAR Certified Natural Gas Standalone Condensing Water Heater*	Greater than or equal to .95 TE2	\$300 Instant Discount*
ENERGY STAR Certified Natural Gas Tankless Water Heater*	Greater than or equal to .92 UEF <sup>1</sup> with Electronic Ignition	\$300 Instant Discount*
ENERGY STAR Certified Heat Pump Water Heater	3.0 UEF <sup>1</sup> or greater with less than 55 gallons of storage capacity as listed in the ENERGY STAR Water Heater directory at <a href="http://energystar.gov">energystar.gov</a>	**Distributors: \$750 instant discount **Retailers: Home Depot/Lowes \$400 instant discount and \$350 mail in rebate available in stores**

<sup>1</sup> UEF – Unified Energy Factor <sup>2</sup> TE—Thermal Efficiency as found at [www.energystar.gov](http://www.energystar.gov)

\* No Mail-In rebate. Instant discount must be applied by installation contractor. In order to obtain instant discount, installation contractor must purchase a qualified high efficiency gas water heater from a participating equipment distributor. Visit [www.EnergizeCT.com/gaswaterheating](http://www.EnergizeCT.com/gaswaterheating) for more information.

\*\*Rebate offers cannot be combined

## 2020 HOME ENERGY SOLUTIONS

# Heating/Cooling Instant Discounts

In most homes, heating is the single biggest energy expense. Replacing your old furnace, boiler or boiler circulator pump with new high efficiency heating equipment can take a bite out of your energy costs, plus make your home more comfortable. Older furnace and boiler systems have efficiencies in the range of 56 to 70 percent. High efficiency heating systems achieve efficiencies as high as 97 percent, converting nearly all the fuel to useful heat for your home.

Instant discounts are now available on qualified high efficiency natural gas, oil, and propane heating systems including a boiler circulator pump. Qualified equipment must be purchased by licensed installation contractor at a participating equipment distributor. For more information and for a listing of participating equipment distributors, please visit [EnergizeCT.com/high-efficiency-heating](http://EnergizeCT.com/high-efficiency-heating).

### INSTANT DISCOUNT INFORMATION

The installation contractor should apply the instant discount to the total installation cost (including installation) of the project. In order to receive the instant discount, the installation contractor must purchase a qualifying high efficiency furnace or gas boiler from a participating equipment distributor. Contact your installation contractor to make sure they apply the instant discount to your total installation cost. Visit [EnergizeCT.com](http://EnergizeCT.com) for more information about the instant discount program.

**THAT CAN  
MEAN BIG  
SAVINGS!**

### Minimum Efficiency Levels / Incentive Schedule

Equipment Type	Minimum Efficiency For Incentive	Incentive Per Unit
Natural Gas Warm Air Furnace	AHRI <sup>1</sup> Rated 95% AFUE <sup>2</sup> and ENERGY STAR® certified	\$800 Instant Discount
Natural Gas Boiler*	ENERGY STAR certified, AHRI <sup>1</sup> Rated 94% AFUE or greater with Temperature Reset or Purge Control	\$750 Instant Discount*
Boiler Circulator Pump	Boiler circulator pump with Electronically Commutated Motor (ECM) installed on any qualified boiler	\$35 Instant Discount
Ductless Heat Pump Single Zone System**	AHRI <sup>1</sup> Rated ENERGY STAR Certified with 20 SEER, 12.5 EER, & 10 HSPF	\$300 Instant Discount
Ductless Heat Pump Multi Zone System**	AHRI <sup>1</sup> Rated ENERGY STAR Certified with 18 SEER, 12.5 EER, & 9 HSPF	\$500 Instant Discount
ENERGY STAR certified Wi-Fi enabled smart thermostat bundled	ENERGY STAR certified Wi-Fi enabled smart thermostat bundled with the purchase/rebate of a program qualified Boiler, Furnace, or Ductless Heat Pump.	\$100 Instant Discount***

<sup>1</sup> AHRI – Air-Conditioning, Heating and Refrigeration Institute. All equipment must be rated in the AHRI Directory of Certified Product Performance. Both can be found online at [www.ahrinet.org](http://www.ahrinet.org).

<sup>2</sup> AFUE - Annual Fuel Utilization Efficiency

\* Due to budgetary constraints, installations in Southern Connecticut Gas Company service territory are not available for the instant discount in 2020. If program funding becomes available in 2020, HES vendors will be notified.

\*\* Customers who heat over 50% of their entire home with electric resistance heating are eligible to receive an additional mail-in rebate as indicated on page 41.

\*\*\* Rebate limited to \$100 per ENERGY STAR certified smart thermostat and cannot exceed the purchase price if less than \$100. Up to two (2) rebates per eligible customer. Not eligible with the Wi-Fi thermostat rebate in this packet.

# Rebate Terms and Conditions

**ELIGIBILITY:** Customers with electrically, natural gas, oil or propane heated homes may be eligible for a rebate towards the purchase of the following qualifying measure(s): clothes washer, refrigerator, freezer, dehumidifier, boiler water reset, insulation, attic opening, and Wi-Fi thermostats. Eligible measure(s) must be purchased by March 31, 2021 after a Home Energy Solutions<sup>SM</sup> (HES) assessment has been performed at the premises indicated on the rebate application form found on pages 17, 18, 20, 22, 24, 25, 26, 27, 28, 31, 32, 34, 35, 37 and 38 (as applicable) and only after the HES technician has deemed the qualifying measure(s) eligible for replacement. All rebate requests must be postmarked no later than March 31, 2021. Total incentive cannot be more than 50 percent of the total cost of each eligible measure as applicable. Limit: One rebate per residential electric, and/or

natural gas account in Eversource or United Illuminating (UI) (Companies). Qualifying measure(s) must be installed within the Eversource or UI service areas. For more information, call 1-877-WISE USE (877-947-3873). Only the Companies' customers are eligible for these rebates and only after a Home Energy Solutions assessment has been performed at the premises indicated on the rebate application (Application). The rebate is only valid on purchases made after the assessment has been completed and the HES technician has deemed applicable measures eligible for replacement. THIS REBATE MAY NOT BE COMBINED WITH ANY OTHER UTILITY REBATE. This rebate may be subject to change without prior notice. The Companies and energy efficiency providers reserve the right to conduct field inspections to verify measure installations.

**PROOF OF PURCHASE:** An invoice itemizing the purchased measure(s) must accompany each Application and for: clothes washer, refrigerator, freezer, dehumidifier, window(s), insulation, attic openings, boiler water reset, or Wi-Fi thermostat, the sales receipt copy must indicate the manufacturer, make and model number(s) and the date of purchase. INSULATION, the contractor's invoice copy must indicate location, square footage, insulation type, existing R-value, R-value installed and date of installation. WINDOW(s), sales receipt/invoice must indicate the manufacturer, make and model numbers, the date of purchase as well as a copy of the NFRC label from each window. ATTIC OPENING COVER, dated contractor itemized invoice showing number, type, area installed, price, manufacturer, and model number(s).

**APPLICATION:** To receive your rebate, Application(s) must be filled out completely, truthfully and accurately. The customer (Customer), HES technician and contractor (if applicable) must each sign the Application(s). The Customer must submit the completed Application(s) along with the above proof of purchase requirements for each applicable appliance/equipment and a copy of his/her recent electric and/or natural gas bill.

**PAYMENT:** Please allow up to 90 days for payment. Payment processing may take longer if information is missing on the Application. Please contact Energy Federation, Inc. (EFI) at 1-877-364-4217 to inquire about the status of your Application. For Prepaid Rebate Card only, Card is issued by MetaBank®, Member FDIC, pursuant to license by Mastercard International Incorporated. Mastercard is a registered trademark, and the circles design is a trademark of Mastercard International Incorporated. No cash access or recurring payments. Card valid for up to 6 months; unused funds will forfeit after the valid thru date. Card terms and conditions apply and the card option has a 5% add when used before 6 months.

**APPROVAL AND VERIFICATION:** The Companies reserve the right to verify sales transaction and to have reasonable access to your residence to inspect the system installed under this program, prior to issuing rebates, for up to one year after date of Application. These incentives may not be combined with any other utility or energy service offer including but not limited to midstream contractor point-of-sale promotions. Customer also grants the Companies the right to (1) confidentially share account number information for rebate processing procedures only and (2) solicit and receive data information relating to your installed Wi-Fi Temperature Control/s directly from the manufacturer or data retrieval contractor.

**TAX LIABILITY:** The Companies will not be responsible for any tax liability that may be imposed on the Customer as a result of the payment of the rebate incentive.

**ENDORSEMENT:** The Companies do not endorse any particular retailer, manufacturer, vendor, contractor, product or system design in promoting this Program. **LIMITATION OF LIABILITY:** The Companies' liability is limited to paying the incentive specified. The Companies are not liable for any damages arising out of or resulting from participation in this rebate offer, including but not limited to loss of profits, loss of revenues, failure to realize expected savings, loss of data, loss of business opportunity, or similar losses of any kind, as well as any indirect, incidental, punitive, special, or consequential damages, or for any damages in tort connected with or resulting from participation in this Program.

**WARRANTIES:** THE COMPANIES DO NOT WARRANT THE PERFORMANCE OF INSTALLED EQUIPMENT, EXPRESSLY OR IMPLICITLY. The Companies make no warranties or representations of any kind, whether statutory, expressed, or implied, including without limitations, warranties of merchantability or fitness for a particular purpose regarding the measure(s) or service(s) provided by a retailer, manufacturer, vendor or contractor. Contact your retailer, manufacturer, vendor or contractor for details regarding equipment performance and warranties.

**CUSTOMER'S CERTIFICATION:** Customer certifies that he/she has purchased and installed the measure(s) listed on this Application at the defined location and, if applicable, the measure(s) has been installed by a licensed contractor. Customer agrees that all information is true and that he/she has conformed to all Program and equipment, material and/or product requirements listed.

**FORWARD CAPACITY MARKET AND CLASS III CREDITS:** By signing this document and as a condition to receiving a rebate pursuant to the Home Energy Solutions program, Customer hereby assigns to its Participating Utility, either Eversource or UI (as the case may be), any and all payments, benefits and/or credits in connection with the Forward Capacity Market or any currently existing or successor or replacement markets, (including, but not limited to, any and all "LICAP", "ICAP", transitional credits or payments or any and all other capacity related credits, payments and/or benefits for which Customer is eligible) and that are associated with or applicable to Customer's participation in the Home Energy Solutions Program. Customer hereby assigns to either Eversource or UI (as the case may be) all of its right, title and interest in and to any and all such capacity payments, credits and/or benefits and shall take any and all action, including executing and delivering any and all documents and/or instruments, as requested by either Eversource or UI (as the case may be) to evidence the same. Forward Capacity Market means the market for procuring capacity pursuant to ISO-NE Tariff, FERC Electric Tariff No. 3, Section III, Market Rule 1, Section 13, any modifications to the Forward Capacity Market, or any successor or replacement market/capacity procurement process. In accordance with the Department of Public Utility Control's ("DPUC", now known as the Public Utilities Regulatory Authority or "Authority") September 29, 2008, decision in Docket No. 05-07-19RE01, DPUC Proceeding to Develop a New Distributed Resources Portfolio Standard (Class III) - 2007 Revisions, (as supplemented by the Department February 11, 2010, decision in Docket No. 05-07-19RE02), Customer is not eligible to receive or retain any Class III renewable energy credits in connection with the Home Energy Solutions Program and customer hereby acknowledges and agrees to the same. Customer further acknowledges and agrees that such credits shall be retained by either Eversource or UI (as the case may be) for the benefit of their respective customers through Energize CT. In the event that the Authority amends or modifies the allocation of Class III conservation credits as reflected in its September 29, 2008, decision, then the allocation of such credits utilized by either Eversource or UI (as the case may be) shall be the allocation in effect (per the applicable Authority decision) on the date that the customer submitted its Rebate Application documents to either Eversource or UI (as the case may be). Customer further acknowledges and agrees that customer shall not retain or receive any environmental credits or benefits that may be ascribed or attributed from time to time to Customer's participation in the Home Energy Solutions Program and any and all such benefits or credits shall be retained by either Eversource or UI (as the case may be) for the benefit of their respective customers through Energize CT.

# Energy Efficiency Financing Options

As part of the Energize Connecticut initiative, Capital for Change (C4C) and the Connecticut Green Bank offer their loans as attractive financing options for energy-efficient home improvements to help you enjoy the benefits of smart energy choices right away.

C4C is a private nonprofit organization supporting affordable housing and neighborhood revitalization projects since 1968 with their energy-efficient loans. Repayment may be included in your monthly electric bill for qualifying customers.

The Green Bank's mission is to confront climate change and provide all of society a healthier and more prosperous future by increasing and accelerating the flow of private capital into

markets that energize the green economy. Green Bank administers the Smart-E Loan program in partnership with local contractors and lenders, including C4C.

For program and equipment qualifications, approved contractors, and customer eligibility, please visit the program websites below.

For additional financing opportunities, visit [EnergizeCT.com](http://EnergizeCT.com) or call 1-877-WISE-USE.

## RESIDENTIAL ENERGY EFFICIENCY FINANCING PROGRAM

Program Description	Administered by	Rates & Terms	Loan Amounts	Repayment Options	Get Started
HES Payment Plan (Micro) Loan: for "Type 1" qualifying improvements	Capital for Change Inc.	0% 3 year repayment	\$1,000 – \$3,000	On electric utility bill	<a href="http://www.capitalforchange.org">www.capitalforchange.org</a>
Smart-E Loan: for heating/cooling, insulation, windows, solar and more	CT Green Bank	4.49% – 6.99% 5 – 12 year repayment options	\$500 – \$40,000	Paid through local lenders*	<a href="http://EnergizeCT.com/smart-e">EnergizeCT.com/smart-e</a>
Energize CT Heating Loan: for heating system replacements**	Capital for Change Inc.	0.99% 3-10 year repayment	Up to \$15,000	On electric utility bill	<a href="http://www.ctheatloan.com">www.ctheatloan.com</a>

This list is abbreviated for the purpose of this chart and does not include efficiency requirements. All equipment must meet guidelines and efficiency standards as defined by the Energize CT programs. Please go to the program websites for complete equipment efficiency qualifications and program requirements.

\* Through the Energize Connecticut initiative, lenders in your community offer long-term, low-interest financing for your smart energy upgrade. Loan amounts and borrower qualification may vary depending on the selected participating lender. Minimum 580 FICO score is required.

\*\*Must install an ENERGY STAR or higher boiler, furnace or heat pump.

# Smart-E Loans and Financing

## UPGRADE THE COMFORT OF YOUR HOME WITH A SMART-E LOAN



**smart-e loan**

RATES AS LOW AS

**4.49%**

NO MONEY DOWN

FIXED MONTHLY  
PAYMENTS

By participating in Home Energy Solutions, you can get deeper savings with a Smart-E Loan. **Combine your Energy Checkup with any of the following measures to increase your comfort and reduce your energy costs:**

- Attic, wall or floor insulation
- Heat pump technology
- Asbestos and mold remediation
- High efficiency heating and cooling
- Windows
- Solar

**Options to fit your needs:**

- Fixed monthly payments with no money down
- Finance up to 100% of project
- Use up to 25% of the loan for related home upgrades like ENERGY STAR® appliances.

Loan Term	5 Years	7 Years	10 Years	12 Years
Maximum Rate (Varies by Lender)	4.49%	4.99%	5.99%	6.99%

Visit [EnergizeCT.com/smart-e](https://www.energizect.com/smart-e) to get started today!

## GET FLEXIBLE FINANCING WITH A SMART-E LOAN.

A Smart-E Loan offers no money down, low-interest financing to help you upgrade your home's energy performance – and save money! Over 40 home improvement projects that reduce energy use and lower utility bill costs may qualify.

**smart-e loan**

To qualify, your home must be:

- 1–4 units
- Owner-occupied
- Individually metered (if it's a condominium)
- A primary residence located in Connecticut

### QUALIFYING HOME ENERGY UPGRADES

Here are some of the upgrades that qualify for a Smart-E Loan

(a full list is available at [EnergizeCT.com/smart-e](http://EnergizeCT.com/smart-e)).



#### Mold & Asbestos

Remove dangerous health hazards that prevent energy upgrades.



#### Oil-to-Gas Conversions

With low natural gas prices, there has never been a better time to switch from oil to gas for your boiler or furnace.



#### Heat Pump

Reduce energy costs while heating and cooling your home. Heat pumps include air-source hot water heaters, ductless mini splits, and geothermal.



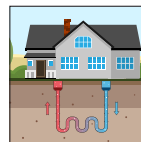
#### Insulation

Insulating your home and sealing air leaks are the simplest and most cost-effective ways to save on heating and cooling costs.



#### Solar PV

Enjoy electricity savings straight from the sun! Increasingly affordable costs plus state and federal incentives make it the perfect time to go solar.



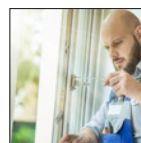
#### Geothermal

The Earth's energy helps heat and cool your home – and save! – when you switch to a geothermal system.



#### Heating and Cooling

Save money and be more comfortable by upgrading to high efficiency heating and cooling equipment.



#### Windows

Save money on heating and cooling costs by installing energy-saving low U-Factor windows.

Visit [EnergizeCT.com/smart-e](http://EnergizeCT.com/smart-e) to get started today!

# Choosing an Electric Supplier

Electricity generation services in Connecticut were deregulated in 2000. Eversource and UI customers have choices when purchasing their generation service. They can remain with Eversource or UI and use the electricity that is bought and supplied to you at the price Eversource or UI pays, or switch to an alternate supplier licensed to serve Connecticut customers. Regardless of the electricity supplier you select, Eversource or UI will continue to provide safe and reliable delivery to your home or business.



### ALTERNATE ELECTRIC SUPPLIERS/AGGREGATORS

Like shopping for any other product or service, you should be informed about the choice you will make. Some things to consider are price, additional services and whether the power is produced from clean or renewable energy sources. Use the Generation Services Charge on your electric bill to compare prices.

It is important to know that regardless of the generation supplier you choose, Eversource or UI will deliver your electricity, bill you for service and respond to power outages.

Public Utilities Regulatory Authority (PURA) licensed electric suppliers/aggregators are independent companies that have been approved by PURA to provide generation services to retail electric customers. Services provided by one of these suppliers/aggregators replace the Standard Service Generation provided by Eversource or UI. Many suppliers offer fixed, variable and renewable energy rate plans. These plans allow you to support renewable energy and may lower your costs.



Visit  
**[EnergizeCT.com/  
suppliers](https://www.energizect.com/suppliers)**  
for more information  
and a current PURA  
maintained list of  
licensed suppliers  
and aggregators.

# Eversource Energy Savings Plan

## INTERESTED IN SAVING MONEY ON YOUR ENERGY BILLS?

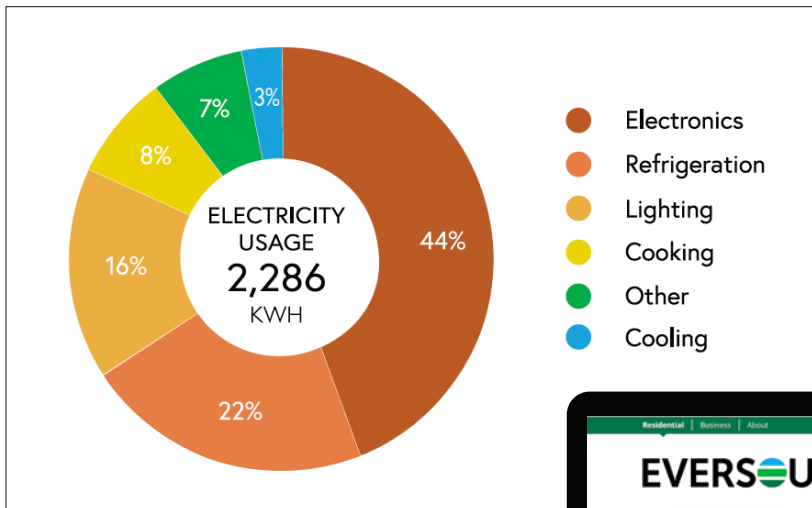


### EVERSOURCE IS HERE TO HELP

Our **free Energy Savings Plan** is an interactive, online planning tool that empowers you to find ways to save energy and money.

First, we'll ask you simple questions about your home. Then, we'll share easy-to-read charts, helping you understand exactly where you are using energy and spending money. We'll provide specific recommendations and explain which energy saving measures will give you the greatest, fastest payback. Lastly, we'll connect you to incentives and rebates to help you save.

To start your **free Energy Savings Plan**, visit [eversource.com](http://eversource.com) and select "Save Money & Energy."



# EVERSOURCE





# Customer Survey

In an effort to help your utility company to better serve customers, please fill out this brief questionnaire and mail it back to us. If you have any questions, or would like to discuss your experience with the program, please contact us at [WiseUse@eversource.com](mailto:WiseUse@eversource.com) or 1-877-WISE-USE (877-947-3873). Thank you for your participation. **Please place survey in the pre-addressed envelope provided and mail.**

Vendor Name <<Vendor>>		Date Visited	
Technician Name		Project Number	
Customer Name		Daytime Telephone Number	
Address:	City	State	Zip

**How did you hear about the program?** (please check)

- Word of Mouth
  Bargain Book/Money Tree
  Vendor
  Newspaper/Magazine  
 Radio/TV
  Poster
  Bill Insert
  Public Event
  Direct Mail
  Website
  Other

1. Did the HES Technicians identify themselves as HES Contractors upon arrival?  YES  NO
2. Did the HES Technicians arrive on time?  YES  NO
3. Did the HES Technicians provide a clear explanation of the work they were performing and its benefits?  YES  NO
4. Did the HES Technicians perform in a professional manner?  YES  NO
5. Did the HES Technicians leave the work area clean?  YES  NO
6. Did the HES Technicians discuss additional ways to save energy with you?  YES  NO
7. Would you recommend the Home Energy Solutions program to others?  YES  NO
8. How satisfied were you with Eversource's/UI's performance in each of the following categories?  
Please rank each of the following on a scale between 1-5, where 1 = Strongly Disagree and 5 = Strongly Agree.
 

<b>a. Overall I was satisfied with the program</b> 1   2   3   4   5   N A	<b>b. I was impressed with the HES Technicians' skill and knowledge</b> 1   2   3   4   5   N A
---	--
9. May we contact you about your response?  YES  NO

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

Additional Comments: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

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# 1-877-WISE-USE

Thank you for participating in Home Energy Solutions<sup>SM</sup>!

We hope you will complete the survey on page 49, which is very helpful in determining program enhancements. If you have additional questions, concerns, or wish to express your satisfaction, please contact us at 1-877-WISE-USE (877-947-3873)!

BROUGHT TO YOU BY

**EVERSOURCE**



Part of the AVANGRID Family

PROUD SPONSORS OF



Energize Connecticut helps you save money and use clean energy. It is an initiative of the Energy Efficiency Fund, the Connecticut Green Bank, the State, and your local electric and gas utilities, with funding from a charge on customer energy bills.