



**2025 Cooling & Heating  
Incentive Pilot Program (CHIPP)  
REBATE APPLICATION FORM - PART B**

Please submit this form to NPU after your cold climate heat pump or geothermal system has been installed.

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

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

Installation Address: \_\_\_\_\_

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

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

Contractor Name: \_\_\_\_\_ License # \_\_\_\_\_

**Select upgrade type:**

Replaced boiler/furnace/electric resistance with electric heat pump

Integrated heat pump into furnace/boiler with controls

(Note: integrated controls are required if you keep your furnace/boiler. Integrated controls prioritize the heat pump and automatically switch to the furnace/boiler when the outside temperature drops below 20°F)

Replaced boiler/furnace/electric resistance with geothermal heat pump system

**Did you also replace an oil, propane gas, natural gas, or electric resistance water heater with an Energy Star® electric heat pump water heater?**

Select one:  Yes  No

**What was your primary heating fuel source before installing a heat pump or geothermal system?**

Select one:  Oil  Propane Gas  Natural Gas  Electric Resistance

**The following documentation must be included with this form to complete the rebate:**

- A dated and itemized invoice, **paid in full**, showing proof of purchase and installation of the system. The invoice must detail the equipment type, size, make and model, serial number of the system, and date of purchase. The equipment installed must match the quote submitted with Part A and approved by NPU.
- A Manual J or Manual D Report from your contractor
- Detailed photos of the installed units, including the following:
  - o Clear pictures of the inside unit(s) in each room
  - o Clear pictures of the outside unit(s) to show the position against the house
  - o Clear pictures of the outside unit(s) label so that the model number is legible
  - o If you are keeping your furnace or boiler, a photo of the integrated controller **set at 20° F** for secondary heating supply is required.
- Manufacturer's specification sheets with equipment make, model, and size (from contractor)
- A Letter of Compliance and/or CO from the City of Norwich Building Department
- Two prior years of fuel use documentation. This information can be provided in the table on the reverse side of application, or emailed in an Excel spreadsheet or other electronic format.
- If you installed an Energy Star® heat pump water heater: a dated and itemized invoice, **paid in full**, including all the detail described above. The equipment installed must match the quote submitted with Part A and approved by NPU.

Please complete these tables (as applicable):

| INSTALLED COLD CLIMATE AIR SOURCE HEAT PUMP SYSTEM |          |                   |               |  |
|--|----------|-------------------|---------------|--|
| Heat Pump Manufacturer/Model                       | Quantity | Unit size (tons)* | Rebate \$/Ton | Rebate (\$) **                         |
|  |          |                   | \$1,200/ton   |  |
|  |          |                   | \$1,200/ton   |  |
| Integrated Controls Manufacturer/Model***          | Quantity | Price             |               | Rebate \$ (Lesser of Price or \$2,000) |
|  |          |                   |               |  |
|  |          |                   |               |  |

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

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

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

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

| GEOTHERMAL HEAT PUMP SYSTEM (no integrated controls rebate available) |          |                    |               |             |
|---|----------|--------------------|---------------|-------------|
| Manufacturer and Model Number   | Quantity | Unit size (tons)** | Rebate \$/Ton | Rebate (\$) |
|   |          |                    | \$1,200/ton   |             |
|   |          |                    | \$1,200/ton   |             |

Heat pump units greater than 5 tons must have a COP rating of at least 2.3 at 17° F and a COP of at least 3.4 at 47° F.

| INSTALLED ENERGY STAR® HEAT PUMP WATER HEATER |          |       |                           |
|---|----------|-------|---------------------------|
| Manufacturer/Model                            | Quantity | Price | Rebate (\$1,100 per unit) |
|   |          |       |                           |

Total rebate \$ \_\_\_\_\_

*Incentive amounts are subject to change. NPU reserves the right to provide the rebate in the form of a credit adjustment on your electric account if the past due balance exceeds \$100.*

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

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

By signing above, the customer agrees to the conditions as stated in this application and in Program Requirements herein.

*Fuel Usage: Please provide this information. If you heated your home or business with natural gas or electric resistance for the last two or more years, please check natural gas or electric resistance below and leave the table blank. NPU can gather this information.*

| Check one (or more if applicable***): Oil <input type="checkbox"/> Propane <input type="checkbox"/> Natural Gas <input type="checkbox"/> Electric Resistance <input type="checkbox"/> |                    |                       |                 |
|---|--------------------|-----------------------|-----------------|
| Delivery Date   | Quantity (Gallons) | Price Per Gallon (\$) | Total Cost (\$) |
| Example: 11/1/2016  | 18.9               | \$4.689               | \$88.62         |
|   |                    |                       |                 |
|   |                    |                       |                 |
|   |                    |                       |                 |
|   |                    |                       |                 |

Note: If you heated with more than one fuel type, please provide a separate information table for each.

## PROGRAM REQUIREMENTS

**Rebate Offer:** Any rebate cannot exceed 80% of the total project cost, excluding tax, up to \$20,000 and all customers must submit a PART A application to receive PRE-APPROVAL from NPU before beginning their project. This program will cover products purchased on or after March 15, 2024. Details of this Program, including Rebate levels, are subject to change or cancellation without prior notice. This application form must be received by June 30, 2025. If capacity for the Pilot Program participation is met before this date, NPU reserves the right to no longer accept participants before this date. The Rebate Application (Part A and Part B plus all other required documentation) must be completed and submitted (postmarked) to NPU and the system must be installed **within 120 days of notification** from NPU that Applicant has been approved to participate in the Pilot Program. Applicants who participate in the Pilot Program agree to take part in a satisfaction survey if requested. Call (860) 823-4514 for additional information.

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

**Customers must be pre-approved by NPU into the Pilot Program to be eligible to receive a Rebate.**

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

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

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

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

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

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

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

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

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

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

**Customer's Certification:** Customer signs certifying that he/she has purchased and installed the equipment at the defined location. Customer agrees that all information herein is true and that he/she conformed to all Program guidelines and eligibility requirements listed herein. Owner will need to verify that the units listed in the Rebate application have been installed correctly and that there are no unusual noises or vibrations and all controls have been calibrated. The owner must also certify that he/she has been instructed on how to operate and maintain the equipment and has received all the necessary operation and maintenance manuals.