



Energy Services: (860) 823-4514
E-Mail: efficiencymatters@npumail.com

CUSTOMER INFORMATION

Name: _____ Contact: _____
(Applicant must be listed on utility account)

Mailing Address: _____ City: _____ ST: _____ Zip: _____

Installation Address (if different): _____

Account Number (for installation address): _____

Phone: _____ Fax: _____ E-Mail: _____

By signing below, the customer agrees to the conditions as stated on the back of this application and to any special requirements.

Customer Signature: _____ Date: _____

APPLICATION INSTRUCTIONS

(Applications will not be processed without providing all applicable information)

- | | |
|---|--|
| <ul style="list-style-type: none"> Read Initiative Requirements on the reverse side of this application. Use HEATING EQUIPMENT REBATE LEVELS (reverse) to determine eligibility and rebate amount for your equipment purchase(s). <i>NPU reserves the right to provide the rebate in the form of a credit adjustment on your natural gas account.</i> | <ul style="list-style-type: none"> Attach paid in full invoice showing installation, manufacturer’s specification sheet with equipment make, model, size and efficiency rating, and a final letter of compliance from the building department. <i>NPU reserves the right to conduct field inspections to verify installation of equipment.</i> |
| <ul style="list-style-type: none"> Fill out all applicable spaces on the application. | <ul style="list-style-type: none"> Send all documentation to: efficiencymatters@npumail.com or mail to: NPU – Natural Gas Rebate Program, 16 South Golden Street, Norwich, CT 06360. |

EQUIPMENT INSTALLED AND REBATE AMOUNT

Equipment Code (from back side of form)	Manufacturer & Model Number	Unit Size (BTU)	Efficiency (AFUE, Thermal Efficiency or EF)	Max. Flow Rate at 65°F Temp Rise (GPM)	Qty Installed	Rebate Amount Requested
<i>(EXAMPLE) HWB</i>	<i>Acme, HV1011</i>	<i>300,000</i>	<i>90%</i>		<i>1</i>	<i>\$600</i>

TOTAL REBATE _____

Check here if you prefer your rebate in the form of a credit adjustment on your natural gas account.

Customer Check List:

- | | |
|--|--|
| <input type="checkbox"/> Completed rebate form | <input type="checkbox"/> Contractor invoice showing proof of purchase and installation |
| <input type="checkbox"/> Equipment specification sheet | <input type="checkbox"/> Letter of Compliance from City of Norwich Building Department |

(For copies of your Letter of Compliance, or to schedule a final inspection, contact the Building Department at 860-823-3745.)

Please note: In most cases, STEAM heating systems will not qualify for a rebate due to their lower efficiency levels.

HEATING EQUIPMENT REBATE LEVELS

FURNACES and SPACE UNIT HEATERS

Equipment Code	Type	Heating Capacity (BTU)	Minimum Efficiency	Rebate
WAF	Condensing Warm Air Furnace	≤ 150,000	95% AFUE	\$400
SUH	Wall/ Ceiling Hung Unit Heater	≤ 150,000	95% AFUE	\$400

BOILERS

Equipment Code	Type	Heating Capacity (BTU)	Minimum Efficiency	Rebate
HWB	Condensing Hot Water Boiler	≤ 300,000	90% AFUE	\$600
HWB	Condensing Hot Water Boiler	>300,000 and ≤500,000	90% Thermal Efficiency	\$1,500
HWB	Condensing Hot Water Boiler	>500,000 and ≤1,000,000	88% Thermal Efficiency	\$3,000
HWB	Condensing Hot Water Boiler	>1,000,000	88% Thermal Efficiency	<i>Custom</i>
THWB	Tankless Hot Water Boiler	≤ 300,000	90% AFUE	\$600
COMBI	Tankless Boiler / Water Heater Combined	≤ 300,000 / < 4 GPM	90% AFUE	\$850
COMBI	Tankless Boiler / Water Heater Combined	≤ 300,000 / ≥ 4 GPM	90% AFUE	\$1,050

WATER HEATERS

Equipment Code	Type	Flow Rate at 65°F Rise (GPM)	Minimum Efficiency	Rebate
WH-ODT	On Demand Tankless Water Heater	< 4	.82 Energy Factor	\$250
WH-ODT	On Demand Tankless Water Heater	≥ 4	.82 Energy Factor	\$450
WH-IF	Indirect Fired Water Heater	N/A	90% Thermal Efficiency	\$250

PROGRAM REQUIREMENTS

Rebates are available to residential and commercial natural gas service customers of Norwich Public Utilities. Equipment must be installed in the service territory of Norwich Public Utilities.

Application Offer: This rebate is good for purchases made from January 1, 2026 – June 30, 2026. All rebate requests must be received by July 15, 2026. Details of this program, including rebate levels, are subject to change or cancellation without prior notice.

Contractors Invoice: The invoice copy must indicate the equipment type, size, make and model, serial number of the system and date of purchase.

Application Form: This application must be filled out completely, truthfully and accurately. The customer must sign, date, and submit the application along with the invoice, and manufacturer's equipment performance sheet stating the AHRI certified efficiency rating and nominal capacity. **To qualify for a Gas Efficiency Rebate, a copy of the final letter of compliance from the Building Department must be supplied with this application.**

Payment: Please allow 30 days for payment. Payment process will take longer if information is missing on application.

Approval and Verification: Pre-approval from Norwich Public Utilities will be required if the rebate total is greater than \$6,000. Norwich Public Utilities reserves the right to verify sales transactions and to have reasonable access to your facility to inspect the equipment installed under this program, prior to issuing rebates or at a later time.

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

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

Warranties: **NORWICH PUBLIC UTILITIES DOES NOT WARRANT THE PERFORMANCE OF INSTALLED EQUIPMENT, EXPRESSLY OR IMPLICITLY.** Norwich Public Utilities makes no warranties or representation of any kind, whether statutory, expressed or implied, including, without limitations, warranties of merchantability or fitness for particular purpose regarding equipment 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 reserves the right to modify or suspend this rebate at any time. 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 Initiative.

Owner's Certification: Owner/Contractor certifies that he/she has purchased and installed the equipment listed above at the defined location. Owner agrees that all information is true and that he/she conformed to all initiative and eligibility requirements listed. Owner has verified that the units listed above have been installed correctly. There are no unusual noises or vibrations and all controls have been calibrated. Owner or owner's representative has been instructed on how to operate and maintain this equipment and has received all the necessary operation and maintenance manuals. Owner has verified that any applicable air-system and water balancing has been performed.

NPU reserves the right to provide your rebate in the form of a credit adjustment on your natural gas account if your past due balance exceeds \$100.