



Dear NPU Customer:

Norwich Public Utilities (NPU) has launched an exciting program called **Cooling & Heating Incentive Pilot Program (CHIPP)**, and we think you may be an ideal candidate to participate in this program.

**What is CHIPP?** An incentive program that aims to help our existing electric customers that heat primarily with oil, propane gas, natural gas, or electric resistance to convert to a more energy-efficient electric cold-climate air source heat pump system or geothermal heat pump system. A heat pump system not only heats your home efficiently during cold weather months, but also provides central air cooling during the heat of the summer.

**Why should I participate?** NPU will provide participants with a \$1,200 per ton rebate (based on the size of the system) toward the purchase and installation of a heat pump or geothermal system. There is also a rebate of up to \$2,000 available for integrating the heat pump into your current boiler or furnace (not available for geothermal systems). If you decide to integrate the heat pump into your current heating system, controls **are required** in order to receive the rebate. As an added bonus, NPU will also provide a rebate of up to \$2,200 toward the purchase and installation of a heat pump water heater if installed at the same time. The rebate amount cannot exceed 80% of the total project cost, excluding tax. The above stated rebate amounts are effective 01/01/26 – 6/30/26, or until program goals have been met.

All customers must submit a PART A application to receive PRE-APPROVAL from NPU before beginning their project. Installations must be completed **within 120 days** of receiving Part A approval. If the project is not completed, the estimated rebate will no longer be valid, and the customer will need to resubmit the Part A application for consideration. Requests for time limit extensions must be submitted in writing to NPU for review and are not guaranteed.

Depending on the size of the system required for your house or place of business, this rebate can contribute from 15-30% towards the cost of the new system.\* You can also finance your new system through several financial institutions offering attractive rates for those who qualify.

**How does the program work?** Interested customers should reply by completing a short interest form online at [rebrand.ly/CHIPP4NPU](https://rebrand.ly/CHIPP4NPU) (mobile-friendly). You can also reach out to [EfficiencyMatters@npumail.com](mailto:EfficiencyMatters@npumail.com) with any questions. Applicants will be selected on a first come, first served basis until our participation goals have been met.

Below, you will find the steps explaining how to participate and the rebate forms which explain all the program details.

*\*System costs and rebates are dependent on many factors. Consult with your local HVAC contractor and submit a quote to NPU to get an actual rebate quote.*

### **Step 1 (Optional)**

If you haven't had an energy audit at the installation location within the last two years, you can schedule a FREE Home Energy Savings (HES) audit with Lantern Energy. Contact Lantern Energy at 1-877-878-3006 or "Schedule an Assessment" at [LanternEnergy.com](http://LanternEnergy.com). Be sure to mention it's part of CHIPP. If you are unsure if or when you had an energy audit, contact Lantern for assistance.

If you have had an energy audit in the last two years, you can skip to Step 2.

### **Step 2**

Complete a short interest form online at [rebrand.ly/CHIPP4NPU](http://rebrand.ly/CHIPP4NPU) (mobile-friendly). Once you complete the form, you will receive an automated email with the program details, including a list of contractors who are familiar with the CHIPP program. NPU does not endorse any specific contractor for this program.

### **Step 3**

Contact one or more licensed contractors to obtain quote(s) for the installation of a NEEP-certified Cold Climate Air Source Heat Pump with integrated controls<sup>1</sup> or a geothermal heat pump system.<sup>2</sup>

- Residential customers who require financing can contact any of the following lenders:
  - A) CorePlus Credit Union – 860-886-0576, ext. 3178
  - B) ASCEND Bank – 203-458-4007
  - C) Energize Connecticut - Find more information about Smart-E loans at [www.energizect.com/your-home/solutions-list/smart-e](http://www.energizect.com/your-home/solutions-list/smart-e) or ask your contractor<sup>3</sup> how to apply for a Smart-E Loan.
  - D) Your contractor may also have additional financing options available.
- Small business customers who require financing should contact NPU to determine financing options.

Integrated controls **are required** unless the old central heating system is being removed or a geothermal system is being installed. NPU is offering an additional rebate of up to \$2,000 toward integrated controls that meet program specifications. Ask NPU or your contractor for a list of qualifying controls.

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<sup>1</sup> Heat pump must be from Northeast Energy Efficiency Partnerships ("NEEP") Cold Climate Air Source Heat Pumps list and must have a minimum SEER2 rating of 17.0 (SEER 18.0), EER2 of 12.5 (EER 13.0) and HSPF2 of 8.1 (HSPF 9.0). If keeping an existing furnace/boiler, integration controls are required and must be specified in the invoice. Your contractor can recommend a heat pump from: [neep.org/ASHP-Specification](http://neep.org/ASHP-Specification)

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 2.4 at 47° F.  
<sup>2</sup> Geothermal heat pump must be Energy Star certified, certified by the Air Conditioning, Heating, and Refrigeration Institute ("AHRI"), and meet the program EER/EER2 and coefficient of performance ("COP") requirements. See rebate application for system requirements.

<sup>3</sup> For residential customers applying for a Smart E-loan, the contractor must be approved by Energize CT to work with Smart-E loans. To find an authorized contractor, go to Energize CT's "Find a Contractor" tool at [www.energizect.com/find-a-contractor/](http://www.energizect.com/find-a-contractor/) and select "Ductless Split Heat Pump Service" from the Step 2 drop-down menu, and "Smart-E Loan" from the Step 3 drop-down menu.

#### **Step 4**

Compile your fuel use data for the last two years. If you don't have this information, your oil or propane gas supplier should be able to provide it to you. If your heating is supplied by natural gas or electric resistance heating, you may skip this step. You can continue onto Step 5 while you work to compile this information.

#### **Step 5**

Once you decide on a contractor and new system, submit **Part A** of the rebate application form to NPU **with the installation quote attached**. You can email this quote to [efficiencymatters@npumail.com](mailto:efficiencymatters@npumail.com). The quote must specify the equipment make, model, and size. NPU will review and confirm that the proposed system qualifies for the rebate. Check your e-mail for a pre-approval notification from NPU. **Please do not begin installation until pre-approval is received.**

#### **Step 6**

After you receive approval and an estimated rebate quote from NPU, you can schedule the installation of the heat pump or geothermal system with your contractor.

#### **Step 7**

Following the installation, submit **Part B** of the rebate application to NPU with the following documentation attached:

- A dated and itemized FULLY PAID invoice showing proof of purchase and installation. 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.
- Manufacturer's specification sheets with equipment make, model, and size (from contractor).
- A Manual J or Manual D Report (heat load calculation from contractor).
- A Letter of Compliance and/or CO from the City of Norwich Building Department
- Two prior years of fuel use documentation
- Detailed photos of the installed units, including controls (if applicable)

There is also a rebate of up to \$2,200 available from NPU toward the purchase and installation of a high efficiency Energy Star electric heat pump water heater if it replaces an oil, propane gas, natural gas, or electric resistance water heater. Please see Parts A and B of the CHIPP rebate application for more details and mention your interest to your licensed contractor in Step 3.

You will receive the rebate after we review and confirm that all required documents have been received. Incomplete applications will result in a delayed rebate. You'll receive a confirmation email once your package has been processed. Please allow 30 days from receipt of confirmation email for release of funds.

Again, please don't hesitate to contact [efficiencymatters@npumail.com](mailto:efficiencymatters@npumail.com) with any questions about CHIPP.

Sincerely,

NPU Efficiency Team

Attachments: Application Forms Part A & Part B