

Programs Abode Support

Program Name	Description	State
<u>Mass Save Heating & Cooling Initiative</u>	Implementer providing consultations, quote reviews, training, and QA protocols guiding homeowners from inquiry to quality installations.	MA
<u>Energize CT Heating & Cooling Initiative</u>	Statewide 'concierge' model for heat-pump adoption with virtual consultations, standardized quote-comparison process, and contractor management.	CT
<u>Clean Heat RI</u>	Lead Vendor administering Rhode Island's residential heat pump program, combining consultations, contractor network management, and QA with partner coordination.	RI
<u>Municipal Light Plant Programs</u>	Support for 9 MA municipal utilities with customer education, consultations, contractor vetting, and QA for heat pumps and related measures.	MA
<u>Healthy & Green Homes</u>	Building Science Facilitator and Technical Consultant for Boston's retrofit pilot with comprehensive assessments, concierge services, and retrofit roadmaps.	MA
<u>Energy Saver Home Loan</u>	Technical implementer providing in-home assessments, planning support, and contractor coordination for whole-home scopes blending weatherization and electrification.	MA
<u>Boston Energy Saver</u>	Decarbonization technical advising services supporting equitable access to electrification and weatherization for Boston residents of all languages and backgrounds.	MA
<u>Electrify Cambridge</u>	Partnership with City of Cambridge providing customer education and contractor engagement to create navigable experience for residents including renters and language-isolated households.	MA
<u>Home Modernization Navigator</u>	Co-implementation in Springfield and Lowell centering renters, moderate-income, and EJ communities with bilingual outreach and technical advising.	MA
<u>Decarbonization Pathways</u>	Lead Technical Consultant designing assessment protocols, recommendation framework, and planning tool for participants to prioritize multiple projects over time.	MA
<u>Renew</u>	Technical assistance lead for Merrimack Valley decarbonization efforts developing protocols, training energy specialists, and supporting barrier mitigation.	MA
<u>Mass Save Residential Turnkey Program</u>	Lead Vendor for Home Performance Contractor path overseeing contractor networks, QA for assessments, barrier mitigation, and day-to-day operations.	MA
<u>Electric Coach Training Program</u>	Collaboration with Rewiring America providing four-week training series equipping individuals to help households transition to clean energy with confidence.	Multi-state

Consultations & Decision Support Drive Better Customer Outcomes

Consultations

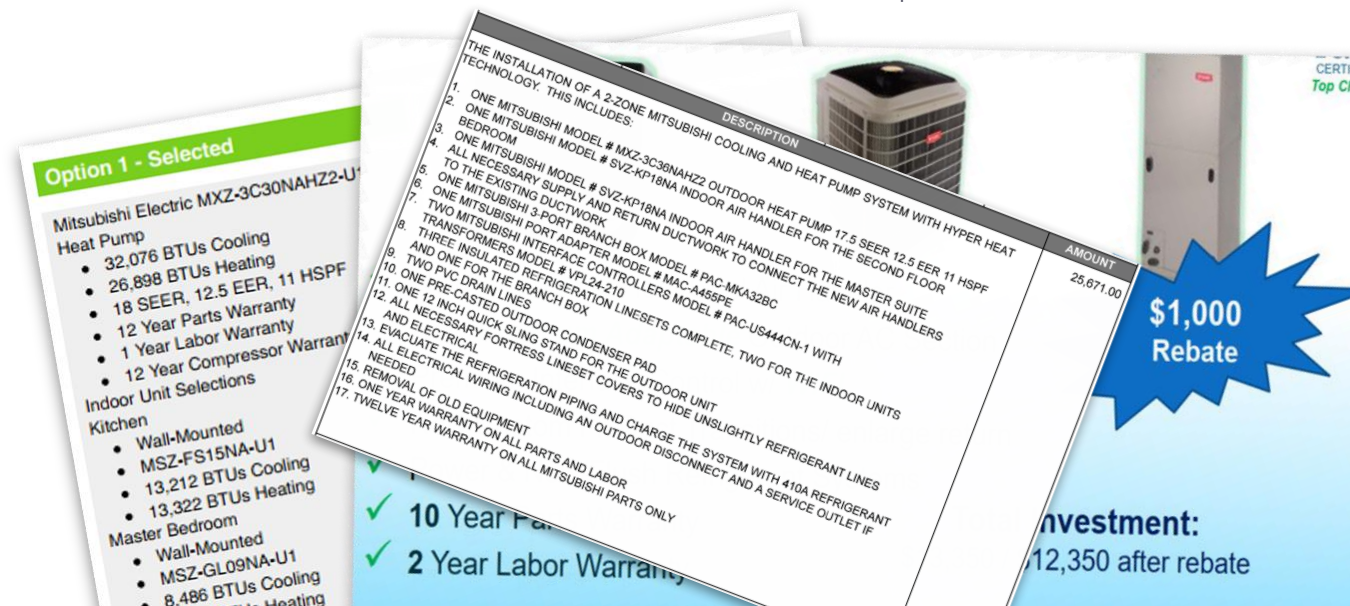
- Educates customers around program offerings, incentives, and how to find contractors
- Prepares customers to engage with contractors by exploring potential solutions and approaches before the sales visits start
- Builds customer confidence to take action around the right solutions
- Provides customers whole-home context to make decisions

"Frances was lovely. She explained everything in a way I understood. Her answers to my questions were concise as she layed out several options that I could effectively explain to someone else after talking to her."

-Pauline, 5/21/2025

Quote Comparison Report

- Provides an objective, "apples to apples" comparison of heat pump quotes
- Allows customers to compare quotes in a way that makes sense to them
- Provides key insights into quote sizing, design, and economic impact
- Holds contractors accountable in the marketplace



Post-Consultation Report

Customer Summary

Customized Notes

- We provide specific considerations based on the customer’s goals and motivations
- Covers information discussed in the consultation, such as various electrification technologies
- Prepares the customer to productively engage with contractors to achieve specific goals

Call to Action

- Encourages customer to reengage with consultant and take advantage of the quote comparison report



DECARBONIZATION
CONSULTATION REPORT

Customer Name:
Consultation Date: 5/2/2025 1:00:00 PM
Specialist Name: Frances Duncan

Learn more about Mass Save® program benefits

Consultation Notes:

For comfort all year long, a cold climate heat pump can keep you warm during the winter and cool during the summer. There are cold climate heat pump systems that can provide adequate heating when sized to match the needs of your home, can be your sole source of heating, oil and propane heating systems and can sometimes cost less to operate.

Heat pumps are highly efficient for cooling too, using about half the amount of energy a heat pump is that many models offer a dry mode, which will prioritize dehumidification and keep you comfortable on those mild humid days.

Air source heat pumps are flexible systems with a range of options to consider for your home, but inside your home, there are two ways that the cooled or heated air gets to you.

Ductless: Ductless systems can be wall-mounted, floor-mounted, or placed in the attic. They are more efficient than ducted systems and can be faster and easier to install as well.

Ducted: Ducted systems heat and cool rooms of any size and can be a good solution for your home that blows heated or cooled air out to your rooms through ducts. There are different sizes of ducted systems or a small compact one can serve just one or a few rooms.

Combination: A design with both ducted and ductless units is often a good solution for your home. There is attic space above or an unfinished basement or crawlspace below. Then there is where you spend more of your time.

For a whole home ductless system, a typical design will include one ductless unit for each main living space. If your home needs more than 4-5 indoor units, the design can be more complex. Ideally, each outdoor unit should only be connected to indoor units on one floor for operational flexibility and improved comfort, while also providing redundancy. If you have a ducted system, it is other to still provide some heating or cooling for your home.

After you receive quotes, we can help review the information, compare performance, and look for incentives. We recommend seeking at least three comparable quotes. Please make sure the quote contains all data points listed in [the HPIN sample invoice](#) including your system number. Once you are ready, please schedule an Electrify My Abode quote comparison appointment.

Your Path to Home Electrification

The Sponsors of Mass Save have created a step-by-step process to home electrification based on research and best practices. However, since all homes (and all people) are unique, your path to home electrification may vary based on your needs.



Step 1
Weatherize
[Weatherization, including insulation and air sealing](#), helps reduce the amount of energy your home uses to stay warmer in the winter and cooler in the summer. This can dramatically improve the comfort of your home and may allow you to buy a smaller, less expensive heating and cooling system.

Step 2
Consider Your Electric Panel
If you haven't upgraded your home's electrical panel, consult a qualified electrician. An upgrade may be necessary to prepare your home for electrification and can be included in a 0% interest loan through the [Mass Save HEAT Loan Program](#).

Step 3
Electrify Your Heating, Cooling, and Major Appliances
Get off fossil fuels and switch to all-electric options for your major home systems like space heating, water heating, and cooking.

Step 4
Electrify Your Small Appliances & Tools
Options for [electric lawn mowers](#), [small appliances](#), and more can help you fully electrify your home.

Step 5
Power with Renewables and Battery Storage
Installing solar panels and a battery storage system or subscribing to a community solar plan means you can power your electrified home with 100% renewable energy.

WE ARE MASS SAVE®:



Visit [MassSave.com](#) to learn more

Consultations to Install Timeline



After completing consultations:

- 57% of customers intend install a system within one year
- 17% more weatherization completed vs customer without consultation
- 18% more whole-home systems installed vs customer without consultation

Quote Comparison Report

Page 1: Summary

Equipment Summary

Qualified Product Lists

- Highlights equipment that meets rebate requirements

Operating cost

- Estimated annual heating and cooling cost

Change in Operating Cost

- Change relative to estimated existing operating cost

System Fit Score

- Explained on the next slide

Environmental benefit/CO2 reduction

- % change in CO2

Heat Pump Quote Comparison Summary



555 Virginia Rd, Concord, MA

Percent of home to be conditioned by heat pumps: **100%**

Primary Motivation:

Reduce environmental impacts



Current Setup

Electric Rate: **\$ 0.34/kWh**

Electric Utility: **National Grid**

Heating Fuel and Distribution: **Oil/Hot water**

HeatWave Heroes

Pump It Up Pros

Toasty Titans

Equipment

3 x Indoor Units
2 x Outdoor Units

Ductless + Ducted

3 x Indoor Units
2 x Outdoor Units

Ductless + Ducted

3 x Indoor Units
1 x Outdoor Units

Ductless + Ducted

Each system contains a variety of indoor and outdoor units. The type of ducting will depend on the layout of your current house.

Rebates

Eligible

Net cost after rebate

Eligibility not confirmed
\$24,000

Mass Save
\$27,000

Mass Save
\$21,000

This shows if each system is eligible for rebates, and the estimated net cost of the system after rebates. Be sure to check with your contractor to verify rebate eligibility.

Annual Heating & Cooling Cost

\$2,873

\$3,246

\$2,517

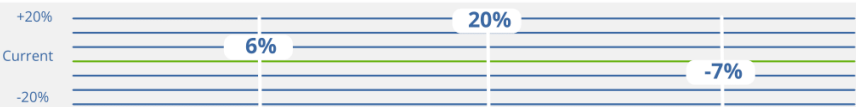
This is an estimate of the heating and cooling costs for one year of operation.

Change in Annual Heating & Cooling Cost

+20%

Current

-20%



This is an estimate of how much your annual heating and cooling costs for each new system will change compared to your current heating/cooling system.

System Fit Score (Out of 10)

8.1

7.4

8.0

The system fit score provides a high-level estimate of how well each system meets your heating and cooling needs. Note: The system fit score does not consider project cost in determining a score.

Environmental Benefit CO2 Reduction



60%



56%



66%

This is an estimate of the environmental benefit that will occur by changing from your existing system to the new system.

Page 2+ Individual Quote Summaries

System Fit Score

- Evaluated based on analysis of six key measures of performance
- SCOP, Capacity maintenance, Aux electric resistance, Sizing for heating, Cycling temperature, Cooling turndown ratio

Equipment Visual

- Visual summary of the quoted equipment

System Sizing

- Sizing relative to the estimated heating load

Cost to Purchase and Annual Heating and Cooling Cost

- Compared to current heating and cooling costs

Other Considerations

- Dynamic list of considerations based on performance data and analysis results

HeatWave Heroes *Option A*

System Fit Score

- The system fit score evaluates how the system will perform:
- Over an entire heating season
 - During heating at both mild and the coldest temperatures typically experienced in the heating season
 - During cooling at average temperatures
- Which taken together can impact operating costs, CO2 emissions, and comfort.



Equipment

Combination of Ductless and Ducted

1x Indoor Ducted



2x Indoor Wall

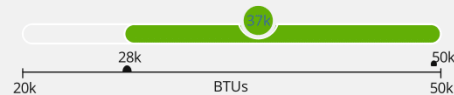


2x Outdoor



System Sizing

The green area represents the sizing range for your home's heating needs based on the usage data you provided.



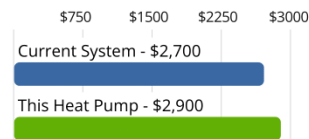
Cost to Purchase

\$33,000
Cost to Purchase

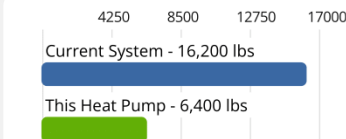
\$9,000
Estimated Rebates

\$24,000
Cost after Rebates

Annual Heating & Cooling Cost



Annual CO2 Production



Other Considerations

- Includes multiple outdoor units, which can provide improved control and resilience
- Includes ducted equipment, which can be beneficial for comfort in smaller, closed off rooms
- Includes single zone outdoor units which can be better for comfort and performance
- Estimated seasonal heating performance is average compared to commonly installed heat pumps in the Northeast
- Estimated to reduce CO2 emissions by 60 percent compared to your current heating system
- This option should perform better than average when heating your home at mild outdoor temperatures based on sizing and when it is expected to start cycling on and off
- Note: The system fit score does not consider project cost in determining a score

Page 2+ Individual Quote Summaries (con.)

Compare up to 5 quotes

- The report can include up to 5 different options to compare
- The analysis can estimate the change heating/cooling loads from upcoming weatherization
- Partial and whole-home options can be compared side-by-side

Other Considerations

- Dynamic list of considerations populate for each quote, highlighting differences and tradeoffs for customers to weigh in their decision making

Pump It Up Pros *Option B*

System Fit Score

The system fit score evaluates how the system will perform:

- Over an entire heating season
- During heating at both mild and the coldest temperatures typically experienced in the heating season
- During cooling at average temperatures

Which taken together can impact operating costs, CO2 emissions, and comfort.



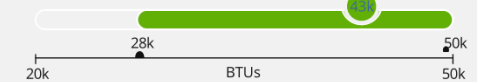
Equipment

Combination of Ductless and Ducted



System Sizing

The green area represents the sizing range for your home's heating needs based on the usage data you provided.



Cost to Purchase

\$36,000
Cost to Purchase

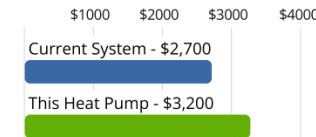
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\$9,000
Estimated Rebates

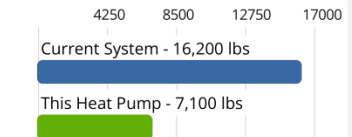
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\$27,000
Cost after Rebates

Annual Heating & Cooling Cost



Annual CO2 Production



Other Considerations

- Includes multiple outdoor units, which can provide improved control and resilience
- Includes ducted equipment, which can be beneficial for comfort in smaller, closed off rooms
- Includes single zone outdoor units which can be better for comfort and performance
- Estimated seasonal heating performance is average compared to commonly installed heat pumps in the Northeast
- Estimated to reduce CO2 emissions by 56 percent compared to your current heating system
- This option should perform better than average when heating your home at mild outdoor temperatures based on sizing and when it is expected to start cycling on and off
- Note: The system fit score does not consider project cost in determining a score