



Residential and Small-Scale Biomass Heating Program

Program Manual

Updated: June 6, 2018

The Massachusetts Clean Energy Technology Center (“MassCEC”) has authorized Thirty Million Dollars (\$30,000,000) in funding to support a suite of Clean Heating & Cooling programs through 2020. As part of these programs, MassCEC provides rebates for the installation of small-scale high-efficiency, low emissions central biomass boilers and furnaces (“Central Heaters”) at residential, commercial, public, and non-profit properties through the Residential and Small-Scale Biomass Heating Program (“Small-Scale Biomass Heating Program” or the “Program”).

Through the Program, MassCEC supports efficient and high-quality biomass heating technologies that provide lifetime consumer cost savings while reducing greenhouse gas (“GHG”) emissions. In the interest of increasing access to these technologies to broad customer populations, MassCEC offers increased incentives for households that earn less than One Hundred and Twenty Percent (120%) of the state median income and for multifamily affordable housing.

This Residential and Small-Scale Biomass Heating Program Manual (the “Program Manual” or “Small-Scale Program Manual”) describes the rebate application process, eligibility requirements, and rebate levels. This Program covers residential Projects, as well as small-scale commercial, industrial, institutional, and public Projects with rated heating capacities up to One Hundred Twenty Thousand (120,000) British Thermal Units per hour (BTU/hr) (or 10 “Heating Tons” or “Tons”). For projects with rated capacities greater than 10 Tons, please refer to the Commercial-Scale Biomass Heating Program Manual, available on the [MassCEC website](#).

The capitalized terms used in the Program Documents (*e.g.*, Program Manual, Participant’s Agreement, Application, and Award Letter) are defined in Section 4 of the Program Manual. Program Documents and further Program information are located on the Program webpage (<http://www.masscec.com/get-clean-energy>).

Note: This Program has been designed to align with the draft Alternative Portfolio Standard (“APS”) regulations and guidelines. As the APS regulations and guidelines are finalized, this Program will be updated to reflect changes to the APS and to coordinate the incentive levels between the two incentive programs. More information about the APS is available here: <http://www.mass.gov/eea/energy-utilities-clean-tech/renewable-energy/renewable-thermal/renewable-heating-and-cooling-alternative-portfolio-std.html>



Table of Contents

1.	How to Participate in the Program	3
1.1.	How to Apply for a Standard Rebate	3
1.2.	How to Apply for an Emergency Replacement Rebate.....	7
2.	Eligibility Requirements	9
2.1.	Project Site Eligibility.....	9
2.2.	System Owner Eligibility	9
2.3.	Eligible Project Costs.....	10
2.4.	Eligibility for Rebate Adders.....	10
2.5.	Primary Installer.....	13
2.6.	Project Requirements	15
i)	Equipment Requirements:.....	15
ii)	Equipment Testing Requirements	17
iii)	Fuel Quality and Sustainability.....	18
iv)	Bulk Pellet Storage and Delivery Requirement.....	18
v)	Heat Load Calculation and Sizing Requirements	19
vi)	Thermal Storage Requirements	20
vii)	Warranty	21
viii)	Metering.....	21
ix)	Other Project Requirements	22
x)	Deviation from Requirements	22
3.	Rebates and Awarding	23
3.1.	Application Evaluation Criteria and Awarding.....	24
3.2.	Questions and Contact.....	24
4.	Program Definitions	25
5.	General Conditions	28



1. How to Participate in the Program

1.1. How to Apply for a Standard Rebate

All Standard Rebate Applications (for Emergency Replacement Applications see Section 1.2) must be submitted and approved by MassCEC prior to starting Project construction, and, to be eligible for a Rebate, construction may not commence until an Award Letter is received.

Once the System Owner has decided to move forward with the Project, the Primary Installer should apply for a rebate on the System Owner's behalf.

Step 1. Ensure Project Meets Requirements and Primary Installer Meets Eligibility: The System Owner and Primary Installer (together the "Applicant Parties") should read this Program Manual prior to submitting an Application. The Applicant Parties must determine: (1) if the Primary Installer will meet program requirements specified in Section 2.5 in order to qualify for a rebate, and (2) if the Project will meet program requirements specified in Section 2 in order to qualify for a rebate, including site eligibility and project technology requirements.

Step 2. Determine Eligibility for Rebate Adders:

Residential System Owners: Determine eligibility for the Income-Based Rebate Adder and, if applicable, apply for income verification. See Section 2.4 for information on eligibility guidelines. If applying for this additional Rebate amount, residential System Owners who use MassCEC's Income Verification Portal should complete the verification process before their Primary Installer submits their Rebate Application. Those using electric bills or fuel assistance letters should submit the documents with the Application. Affordable housing developments should see the guidelines in Section 2.4.

Non-Residential System Owners: Determine eligibility for the Public, Non-Profit, and Affordable Housing Adder, as described in Section 2.4.

Step 3. Apply for Rebate: The Application should be completed and submitted by the Primary Installer with the assistance and approval of the System Owner. Application documents must be emailed to biomassthermal@masscec.com. To expedite the review, please include "Biomass Application: [System Owner Name (residential) /Site Name (non-residential)]" in the subject line. Both the Primary Installer and System Owner should review all information prior to submitting it to MassCEC.

All complete Applications must include:

1. **Application** - A completed Excel Application file;



2. **Participant's Agreement** - signed by the System Owner;¹
3. **Electric Bill** - from Project Site, clearly showing both the billing address of the installation site and the rate code;²
4. **Heat Load Calculation** - The summary report from the building heat load calculation described in Section 2.6 (Manual J for residential, Manual N for commercial facilities);
5. **Written Quote** from a bulk pellet delivery supplier that includes the price per ton of pellets as well as any applicable delivery fees to the Project Site;

Certain projects must also submit additional documents, as follows:

1. **Income-Based Rebate Adder eligibility verification** (if applicable) – If applying for an Income-Based Rebate Adder, one of the following should be submitted:
 - Provide an electric bill with a low-income rate code;
 - Provide a Fuel Assistance Letter of Acceptance;
 - Mass Save income verification letter; or
 - Receive approval of Income-Base Rebate Adder eligibility from the MassCEC income verification portal;
2. **Affordable Housing Applicant** (if applicable) – Documentation demonstrating that 50% or more of the units are committed or deeded to households below 80% of the state's median income;
3. **Tax Documentation** (if applicable) –
 - **Residential System Owners** do not need to submit W-9 forms or other tax documentation;
 - **All Non-Residential** System Owners/Payees (including all tax-exempt and government entities) must submit signed W-9 forms separately and only to finance@masscec.com (do not CC any other recipients), as do any installers listed as Payees;
 - **Tax-Exempt Entities** (including government entities) must also submit tax-exemption certificate or IRS tax-exemption determination letter to finance@masscec.com;
4. **Professional Engineer Stamped Designs** (if applicable) – For projects with site built pellet storage containers only; and
5. **Photograph of existing eligible** Qualifying Cordwood Heater (if applicable) – For projects that are applying for the Qualifying Cordwood Heater.

-
- 1 The Application may include either the entire Participant's Agreement or just the last page (the Signature and Acceptance Form). The signatures may be either scanned versions of original, handwritten signatures or electronic signatures (including electronic signatures that are signed via an electronic notepad). However, all electronic signatures and any related signing process must comply fully in all respects with the United States Electronic Signatures in Global and National Commerce Act and the Uniform Electronic Transactions Act (as each may be amended from time to time) as well as any applicable state laws, statutes and regulations. Approved electronic signature services include DocuSign or EcoSign.
 - 2 For new construction, a request for electric service can be submitted instead of an electric bill, if an electric bill is not available within 60 days of Project installation.



Step 4. Receive Award Approval: Upon receiving the Application, MassCEC program staff will send two (2) separate emails. The first email will confirm that the Application has been received; the second email will indicate one of the following statuses:

- the Application is complete;
- the Application is incomplete and further information is needed; or
- the proposed Project is ineligible and has been rejected.

Applications will be evaluated to ensure that the Project will meet the Eligibility and Project Requirements stated in this Program Manual. MassCEC reserves the right to accept, assign design reviews, or reject Applications based on completeness, qualitative criteria, and available funding; to make no Awards; to award less than the Applicant requests; and/or to award less than the maximum amount of funds potentially available through this Program. If MassCEC elects to conduct a design review, Primary Installers should be prepared to work with the reviewer to answer any outstanding questions about the Project's design and must respond within seven (7) days to any information requests.

MassCEC will notify Applicants of their Application status within four (4) weeks of receipt of a complete Application, barring extenuating circumstances. If the Application meets all requirements of this Program and funding remains available, MassCEC will issue an Award Letter to the System Owner and Primary Installer via email that will provide details on the Award amount and denote which party will receive payment ("the Payee"). MassCEC will also attach a Project Completion Form, which will be submitted to MassCEC upon Project Completion.

Step 5. Complete Project: Project installation may commence only after receipt of the Award Letter. Projects must be completed within four (4) months of the Award Date on the Award Letter for Projects at existing buildings and within six (6) months for Projects at new construction buildings.

Upon Project Completion, the Primary Installer in cooperation with the System Owner will complete and submit the Project Completion Form and supporting documentation to MassCEC, including:

1. Project Completion Form;
2. Pictures of the new Central Heater, pellet/chip bulk storage system installed, and the Qualifying Cordwood Heater that was removed (if applicable);
3. Indoor/Outdoor Hydronic Heater Disposal Form (if applicable) - This form, which certifies that the eligible Indoor/Outdoor Hydronic Heater has been properly discarded and rendered inoperable, must be signed by both the recycler and the Primary Installer. Only those Applicants seeking a rebate of this type are required to submit this documentation.



This documentation should be submitted by email to biomassthermal@masscec.com with “Biomass Project Completion: [*System Owner Name (residential) /Site Name (non-residential)*]” in the subject line.

Step 6. Receive Rebate Payment: Rebates can be paid to the System Owner or Primary Installer, as directed by the System Owner in the Application, which rebate will be paid within four (4) weeks (barring extenuating circumstances) following MassCEC’s approval of the submitted Project Completion Documentation.



1.2. How to Apply for an Emergency Replacement Rebate

The Emergency Replacement Rebate process allows eligible Primary Installers to install eligible Central Heaters at eligible Project Sites, without first receiving an Award from MassCEC. The Emergency Replacement Rebate option is only available at Project Sites where the current heating system cannot safely function or the Primary Installer believes that for safe and reliable operation the system has to be replaced within 30 days. Under this option, the Primary Installer will charge the System Owner a price discounted by the estimated MassCEC rebate, and, if MassCEC determines that the Project meets all of the requirements outlined in this Program Manual, the Primary Installer will receive the rebate. If, for any reason, MassCEC determines that the Project is not eligible, the Primary Installer cannot seek to recover the estimated price of the MassCEC rebate from the System Owner. ****Note: While the base rebate must go to the Primary Installer for Emergency Replacement, if the System Owner applies for an Income-Based Rebate Adder that portion of the rebate will go directly to the System Owner.****

Step 1. Determine Primary Installer Eligibility: Only Primary Installers who have had two successful inspections by MassCEC with no unsatisfactory issues identified are eligible to apply for this type of rebate. Primary Installers must submit and have approved an Emergency Replacement Primary Installer Agreement prior to applying for an Emergency Replacement Rebate. See Section 2.5 for more details.

Step 2. The Primary Installer Will Determine Project Eligibility and Understand Program Requirements: Project Sites are eligible for the Emergency Replacement rebate only if their current heating system cannot safely function or the Primary Installer believes that for safe and reliable operation the system has to be replaced within 30 days. Because the installation for Emergency Replacement projects will occur before MassCEC reviews the Application, it is the responsibility of the Primary Installer to ensure that the Project Site is eligible (see Section 2.1), the project design and installation meets all of MassCEC's Project Requirements (see Section 2.6), and to review the [Program webpage](#) for any upcoming funding deadlines. MassCEC's rebate for Emergency Replacement projects will only be paid to the Primary Installer. Projects applying for the Emergency Replacement Rebate are not eligible for the Qualifying Cordwood Heater Removal Adder.

Step 3 (Optional): System Owner determines eligibility for Income-Based Rebate Adders and, if applicable, applies for income verification: If applying for the additional rebate amount available through an Income-Based Rebate Adder, the System Owner must demonstrate that their household income is eligible for this rebate adder. While the base rebate must go to the Primary Installer for Emergency Replacement, if the System Owner applies for an Income-Based Rebate Adders that portion of the rebate will go to them, and **the risk of failing to qualify for the Income-Based Rebate Adder will be borne by the System Owner.** See Section 2.4 for more information on the Income-Based Rebate Adders.



Step 4. Complete Project: Project installation may commence before an Award from MassCEC. Upon Project Completion, the Primary Installer in cooperation with the System Owner will complete and submit all documents required for the Standard Rebate (as stated in Section 1.1), as well as:

1. **Emergency Replacement Participation Agreement** (in lieu of standard Participation Agreement) signed by the System Owner and Primary Installer; and
2. **Emergency Replacement Project Completion Form** (in lieu of the standard Project Completion Form) signed by the System Owner and Primary Installer.

These documents are available at <http://www.masscec.com/residential/clean-heating-and-cooling>.

This documentation should be submitted by email to biomassthermal@masscec.com with “Biomass Emergency Replacement Application: [*System Owner Name (residential) /Site Name (non-residential)*]” in the subject line.

Step 5. Receive Rebate Payment: If MassCEC determines that the Project meets all requirements in this Program Manual, an Award will be made. If the Project is not selected for inspection, the rebate will be paid to the Primary Installer within four (4) weeks. If the Project is selected for inspection and no issues that require correction are found, the rebate will be paid to the Primary Installer within six (6) weeks, barring extenuating circumstances.



2. Eligibility Requirements

The System Owner, Primary Installer, and Project must meet the following eligibility requirements.

2.1. Project Site Eligibility

Projects at new and existing residential, commercial, public, and non-profit buildings located in Massachusetts are eligible for the Program. Project Sites must be occupied year-round. Projects with a single Central Heater serving multiple units in a multifamily residential building can apply jointly with one application, subject to Program caps. A single apartment or condominium can also apply individually. Projects must have rated heating capacity no greater than one hundred and twenty (120,000) BTU/hr.

For the Standard Rebate, Project installation may not commence until after the Application has been approved by MassCEC and System Owner has received an Award Letter; projects that have already commenced construction are not eligible for the rebate.

For the Emergency Replacement Rebate, Projects are only eligible if their current heating system cannot safely function or the Primary Installer certifies that the system has to be replaced within 30 days for safe and reliable operation.

Project Site Utility Service Requirement

The Project Site must be located in a utility territory that contributes to the Massachusetts Renewable Energy Trust. This includes the Massachusetts service territory of National Grid, Eversource, Unitil, and municipal light plants that have elected to pay into the Renewable Energy Trust (please see www.masscec.com/municipal-lighting-plant-communities for more information).

Project Site Energy Efficiency Audit Requirement

All existing buildings must have an energy efficiency audit completed within the past forty-eight (48) months or have an efficiency audit scheduled to occur and completed within six (6) months of Project Completion. MassCEC highly recommends that priority recommendations from the audit are implemented before or in coordination with the installation of the biomass heating system. For qualifying locations, free residential energy audits can be scheduled through Mass Save at www.masssave.com. New buildings do not require an energy audit, although an energy audit is still recommended.

2.2. System Owner Eligibility

Individual Project System Owners may be awarded no more than five hundred thousand dollars (\$500,000) in total Awards through this Program and the Commercial-Scale Biomass Heating Program combined in a fiscal year. MassCEC, at its sole discretion, will determine the applicability of the cap to a System Owner in the event that the cap is reached and may remove the cap in its discretion.



2.3. Eligible Project Costs

Eligible Project Costs include costs directly related to the design, the purchase of equipment, and installation work for the Project. Eligible Project Costs are detailed in the table below, provided that in cases, any and all costs associated (directly or indirectly) with the removal, decommissioning, and/or disposal of a Qualifying Cordwood Heater are not considered “Eligible Project Costs” for purposes herein unless otherwise determined by MassCEC in its sole and absolute discretion. If you have any questions with respect to what would constitute Eligible Project Costs, please contact MassCEC.

Eligible Project Costs	Non-Eligible Project Costs
<ul style="list-style-type: none"> • Biomass Central Heater • Thermal storage • Fuel storage and conveyance • Chimney costs directly related to using a biomass Central Heater versus a fossil fuel system • On-site wood chip drying equipment • Metering equipment and the subscription cost of the metering data platform for up to the first two years of the Project’s useful life • Balance of system: <ul style="list-style-type: none"> ○ All piping, pumps, and valves before the distribution system pump ○ Automation and controls, including interconnections between boiler systems and building controls and outdoor reset controls ○ Other necessary balance of system components • Permitting, design, construction, and commissioning fees 	<ul style="list-style-type: none"> • Distribution system equipment and upgrades • Chimney costs, except those costs directly related to using a biomass Central Heater versus a fossil fuel system • Demolition and disposal of existing equipment (including I/OHHs), including any environmental remediation (old tank removal, asbestos, etc.) • Controls and automation not related to Central Heater or heating system

2.4. Eligibility for Rebate Adders

MassCEC offers additional incentives for Projects that meet certain criteria.

Income-Based Rebate Adder

In the interest of increasing access to clean heating and cooling technologies such as high-efficiency, low emissions biomass boilers and furnaces to all residents of Massachusetts, MassCEC offers additional incentives for households with income below eighty percent (80%) and one-hundred-twenty percent (120%) of the state median income (SMI).



The 80% Income-Based Rebate Adder is only available to System Owners that are replacing or supplementing existing electric resistance, oil, or propane heating systems.

Eligibility thresholds are determined based on household size, as shown in the table below.

Table 1. Income-Based Rebate Adder Thresholds by Household Size		
Household Size	80% of State Median Income	120% of State Median Income
1	\$45,840	\$68,760
2	\$59,944	\$89,916
3	\$74,049	\$111,074
4	\$88,153	\$132,230
5	\$102,257	\$153,386
6	\$116,363	\$174,544
7	\$119,007	\$178,510
8	\$121,652	\$182,478
9	\$124,296	\$186,444
10	\$126,941	\$190,412
11	\$129,585	\$194,378
12	\$132,231	\$198,346
13	\$134,875	\$202,312
14	\$137,519	\$206,278
15	\$140,164	\$210,246
16	\$142,808	\$214,212
17	\$145,453	\$218,180

To receive the Income-Based Rebate Adder, the System Owner must complete one of the following four income verification methods:

1. **Electric Bill:** When submitting the Application Documents, provide MassCEC with a copy of an Electric Bill with a low-income rate code from within the last six (6) months. National Grid, Unitil, and Eversource’s low-income rate code is R2.
2. **Fuel Assistance Letter:** When submitting the Application Documents, provide MassCEC with a copy of a Fuel Assistance Letter of Acceptance from the past twelve (12) months showing the date, System Owner’s name, and Project Site address. An example Fuel Assistance Letter can be found on the [MassCEC’s website](#).
3. **Mass Save income verification screening:** Provide MassCEC with a copy of a letter demonstrating that the System Owner has participated in the income verification screening process for the Mass Save Home Energy Services Program and is eligible for enhanced incentives or the Income Eligible Program. An example letter can be found on the [MassCEC’s website](#).



4. **MassCEC Income Verification:** Prior to submitting Application Documents, complete a free income verification through MassCEC’s Income Verification Portal (<http://masscecoverify.com>). The income verification process requires submission of a completed IRS Form 4506 - T for each adult tax filing (single, married filing jointly, married filing separately, and/or head of a household) within the household. MassCEC’s Income Verification Portal is run by an independent third-party that meets stringent security standards. MassCEC will never have access to any Applicant’s financial information or tax documents.
 - a. System Owners that are going through [MassCEC’s Income Verification Portal](#) should select “MassCEC Income Verifier Approval” as the income verification method on their Application.
 - b. MassCEC’s Income Verification Portal process takes approximately two weeks to verify income. Some verifications could take up to four weeks.
 - c. Income verification should be completed prior to the Application and will be valid for a period of one year.
 - d. Once the income verification process is completed, MassCEC and the System Owner will receive an email confirming the System Owner is eligible for the Income-Based Rebate Adder. Once the System Owner has received the email confirmation, the rebate Application can be submitted to MassCEC. MassCEC is automatically notified of all System Owners who are eligible for the Income-Based Rebate Adder.

System Owners using MassCEC’s Income Verification Portal should complete the income verification process before Applications are submitted. Those using electric bills, fuel assistance letters or Mass Save letters should submit those documents with the Application.

Public, Non-Profit, and Affordable Housing Adder

Public, non-profit, and affordable housing Projects are eligible to receive higher grant levels. Public entities are defined as instrumentalities, authorities, agencies, departments, or political subdivisions of the Commonwealth of Massachusetts, including municipalities. Non-profits are defined as organizations under Section 501(c) (3) of the Internal Revenue Code and registered with the Massachusetts Attorney General, Non-Profit/Public Charities Division. Projects serving Public Entities and Non-Profits that take federal or state tax credits for the Project are not eligible to utilize the Public and Non-Profit Adder.

MassCEC and the Commonwealth of Massachusetts have a particular interest of increasing access to clean heating and cooling technologies to low- and moderate-income residents. As a result, MassCEC offers additional incentives to affordable housing developments in Massachusetts that are owned by commercial, non-profit, or public entities (see Section 3.2). Projects may apply for the Affordable Housing Rebate Adder if the System Owner can demonstrate that at least 50% of the Project’s units are committed or deeded to households at or below 80% of the state’s median income, using one of the following methods:



- 1) An eligibility letter from the Low-Income Energy Affordability Network's (LEAN) Low-Income Multifamily (LIMF) Energy Retrofits Program. See <http://leanmultifamily.org/> for more details.
- 2) A deed restriction that explicitly states the development has reserved at least fifty percent (50%) of the units for households earning eighty percent (80%) or less of AMI. If it is not explicit, then Applicants will need to provide item 1, 3, or 4 instead.
- 3) For housing shelters, a letter from the Executive Director or another individual with signatory authority stating that the property is used as a housing shelter.
- 4) Other forms of documentation as determined by MassCEC on a case-by-case basis.

Affordable housing developers may not take federal or state tax credits for the Project if they utilize the Affordable Housing Rebate Adder.

Qualifying Cordwood Heater Removal Adder

System owners who currently use a non-EPA certified Indoor Hydronic Heater (IHH) or a non-DEP certified Outdoor Hydronic Heater (OHH) may be eligible for an additional Six Thousand Dollars (\$6,000) for Qualifying Cordwood Heater removal, as detailed in Section 3 herein. IHHs, OHHs, and wood furnaces that meet the requirements below are collectively referred to as "Qualifying Cordwood Heaters." System Owners must work with Primary Installers to properly remove, destroy, and recycle the Qualifying Cordwood Heater and replace it with one of the eligible central biomass heating technologies under this Program. Please note that [NYSERDA's then current list of Advanced Cordwood Boilers](#), are considered eligible equipment for Projects removing a Qualifying Cordwood Heater, as described in Section 2.6.

The existing Qualifying Cordwood Heater must meet all of the following criteria in order to be considered eligible for the Removal Rebate Adder:

- The Qualifying Cordwood Heater is still in working condition and operational at the time of removal.
- The IHH cannot be on the Environmental Protection Agency ("EPA") list of indoor hydronic heaters (<https://www.epa.gov/compliance/list-epa-certified-hydronic-heaters>); the OHH cannot be on the Massachusetts Department of Environmental Protection ("DEP") list of Massachusetts-certified outdoor hydronic heaters: <http://www.mass.gov/eea/agencies/massdep/air/quality/massachusetts-certified-outdoor-hydronic-heaters.html>.
- Any Qualifying Cordwood Heater removed through this Program must be rendered permanently inoperable at a recycling facility.

System Owners and Primary Installers must replace the old Qualifying Cordwood Heater with one of the Program's qualifying technologies in accordance with Section 2.6 herein.

2.5. Primary Installer



Primary Installer Agreement

Prior to submitting Applications, Primary Installers participating in the Program must read and submit a signed copy of the Primary Installer Agreement (available on the [Installer Resources webpage](#)).

Primary Installer Credentials

Primary Installers participating in the Program must have received manufacturer training for the products they plan on installing as part of the Program.

Prior to submitting Applications, Primary Installers participating in the Program must provide MassCEC with:

1. A letter or certificate from the Central Heater manufacturer or distributor verifying that they have successfully completed training for the products they plan on installing under the Program. Primary Installers may submit additional brand certifications throughout the Program.
2. A signed [Primary Installer Agreement](#).

Design Reviews

MassCEC may elect to consult an independent Third-Party Inspector to review a Project's design and ask the Primary Installer to describe the sequence of operations including all actions that initiate demand for heat (space heating, domestic hot water, etc.) and all actions that shut off operations. Primary Installers should be prepared to work with the reviewer to answer any outstanding questions about the Project's design and must respond within seven (7) days to any information requests.

Installation Inspections

MassCEC will send a Third-Party Inspector to inspect a minimum of two (2) completed projects for each Primary Installer. MassCEC reserves the right to inspect subsequent Project Completions at random or due to suspected issues. If the inspector detects an issue with a heating system installation, MassCEC will withhold payment until the issue is resolved by the Primary Installer. Furthermore, MassCEC reserves the right to suspend current Applications and/or stop accepting Applications from that Primary Installer and/or its subcontractors.

Adhering to Building Code

Installed systems must meet all applicable state and local laws and ordinances, including applying for and receiving a building permit and, upon project completion, receiving sign-off from a local building authority.

Emergency Replacement Eligibility

A Primary Installer is only eligible to participate in the Emergency Replacement Rebate option as outlined in Section 1.2 after they have had two successful inspections by MassCEC with no unsatisfactory issues identified, submitted Emergency Replacement Primary Installer Agreement to MassCEC, and received notice from MassCEC that they have been approved to participate in the



Emergency Replacement Rebate program. MassCEC, at its sole discretion, reserves the right to limit the number of Emergency Replacement Projects per Primary Installer. MassCEC will provide written notice to the Primary Installer if such a cap is being imposed. The cap will not apply to any Emergency Replacement Projects that are currently in progress.

2.6. Project Requirements

In order to be eligible for a rebate, Projects must meet the following requirements:

i) Equipment Requirements:

All Central Heaters must be certified by the EPA under its New Source Performance Standards for Residential Wood Heaters to be eligible for this Program. (For more information see: <https://www.epa.gov/residential-wood-heaters/final-new-source-performance-standards-residential-wood-heaters>). Additionally, all Central Heaters must meet the requirements in the table below. MassCEC will maintain a list of equipment that has already been determined to meet the Program's requirements on the [MassCEC website](#).

MassCEC may periodically modify these requirements as biomass heating technology evolves. If these requirements are modified the equipment requirements at the time of Applications submission will determine the eligibility of a Project's Central Heater.



MassCEC Central Heater Requirements			
	Pellet Systems	Wood Chip Systems	Advanced Cordwood Systems (Only eligible for projects removing a qualified I/OHH)
Thermal efficiency (HHV)³	≥85% at nominal output	≥75% at nominal output* Or ≥ 80% Lower Heating Value if EN303-5 test method is used	Must be on NYSERDA’s list of eligible boilers for their Advanced Cordwood Boiler program.** (Projects at Sensitive Receptor Sites must still achieve <0.03 lb PM2.5/MMBTU _{input})
Particulate emissions	<0.08 lb PM2.5 ⁴ /MMBTU _{input} at nominal output (<0.03 lb PM2.5/MMBTU _{input} at Sensitive Receptor Sites)	<0.10 lb PM2.5/MMBTU _{input} at nominal output Or ≤ 0.05 lbs total PM per MMBtu _{input} if EN303-5 test method is used (<0.03 lb PM2.5/MMBTU _{input} at Sensitive Receptor Sites)	
CO emissions	270 ppm at 7% O ₂		
Startup	Adhere to manufacturer’s ignition protocol		
Modulation/shut off	The system must automatically modulate to lower output and/or turn itself off when the heating load decreases or is satisfied		
Pressurized portion of the system	For residential Projects less than 200,000 btu/hr: Either ASME certification or EN 303-5 required For all other Projects: ASME certification		

*Projects must commit to use wood chips with equivalent or less moisture content than the submitted test data.

**Projects must commit to use seasoned cordwood with equivalent or less than 20% moisture content

Advanced Cordwood Boilers are considered an eligible technology **only** when the System Owner is removing a Qualifying Cordwood Heater, as defined in Section 2.4. MassCEC will utilize NYSERDA’s then current list of qualifying technologies for its [Renewable Heat NY program](https://www.nyserdera.ny.gov/All-Programs/Programs/Renewable-Heat-NY/Advanced-Cordwood-Boiler) (<https://www.nyserdera.ny.gov/All-Programs/Programs/Renewable-Heat-NY/Advanced-Cordwood-Boiler>). Advanced Cordwood Boilers must be listed on NYSERDA’s current list of eligible boilers to qualify for MassCEC’s rebates.

Thermally-led Combined Heat and Power (CHP) Central Heaters are allowed to participate in the Program. Thermally-led must be sized based on the thermal load of the building and System Owner must operate the system only when there is a thermal load. The efficiency of the combined thermal and

³ HHV stands for higher heating value.

⁴ PM2.5 means particulate matter sized 2.5 microns or less collected using a filter and back half impinger set for condensables or a dilution tunnel method such as EPA reference test method 28 that collects filterable and the condensable fraction.



electric output of the system must meet the requirements in the table above, based on fuel type. For example, the combined electrical and thermal efficiencies of a pellet CHP system must be at least 85% at nominal output.

Systems that are capable of burning either pellets or wood chips must be able to meet both sets of requirements based on which type of fuel they are burning.

ii) Equipment Testing Requirements

To meet federal regulations, all residential Projects must be in compliance with the EPA's New Source Performance Standards (NSPS) for Residential Wood Heaters. In order to provide regional consistency for Central Heater qualification, MassCEC will utilize NYSERDA's list of qualifying technologies for its [Renewable Heat NY program](#). MassCEC highly encourages and prefers manufacturers of biomass pellet heating systems to seek qualification through NYSERDA. For wood chip Central Heaters, which are currently not eligible for NYSERDA's program, the manufacturers of a wood chip fired hydronic heaters subject to the NSPS for Residential Wood Heaters, should test in accordance to the NSPS testing requirements, obtain EPA certification, and demonstrate that the hydronic heater meets the emissions and efficiency standards above.

If a wood chip fired hydronic heater or boiler is not subject to the NSPS for Residential Wood Heaters, it is still recommended that the manufacturer test in accordance to the NSPS testing requirements, obtain EPA certification, and demonstrate that the hydronic heater meets the emissions and efficiency standards above. Alternatively, the manufacturer could submit independent test results performed by an accredited lab based on EN303-5. These test results should be submitted to MassCEC (at biomassthermal@masscec.com) for evaluation. As a third option, the manufacturer could work with MassCEC and DEP to develop a test protocol based on the following test methods: EPA Test Method 28 WHH, EPA test method 28 WHH Partial Thermal Storage, EPA CTM-039, ASTM E2515-11, or ASTM E2618-13 for continuously fed biomass hydronic heaters. Once the test protocol has been approved by MassCEC and DEP, test results can be submitted to MassCEC (at biomassthermal@masscec.com) for evaluation.

Advanced cord wood boilers must be tested under the US EPA Method-28 Wood Hydronic Heater Partial Thermal Storage Test (M28 WHH-PTS), certified by the U.S. Environmental Protection Agency, and on NYSERDA's list of qualifying technologies.

iii) Fuel Quality and Sustainability

	Pellets	Chips	Cordwood
Calorific value	> 8,000 Btu/lb	> 5,950 Btu/lb	N/A
Moisture	< 6%	<30%	<20%
Ash	< 1%	N/A	N/A
Source materials	Only wood pellets, wood chips, or cordwood. Grass, construction & demolition waste are excluded.		

Compliance with the pellet fuel quality standards can be demonstrated through certification against standards such as the PFI Premium or ENPlus A1. Eligible biomass heating systems can only be designed to burn wood pellets and/or wood chips (or cordwood, if for Qualifying Cordwood Heater removal and replacement). Systems that can co-fire with fossil fuels or cord wood are not eligible for this program.

Sustainable sourcing of biomass fuel is a high priority for MassCEC. MassCEC expects to adopt the sustainable sourcing requirements outlined in DOER’s forthcoming Alternate Portfolio Standard (“APS”) regulations and guidelines for this Program once they are finalized.

iv) Bulk Fuel Storage and Delivery Requirement

All bulk fuel storage units must meet the following requirements:

	Pellet Systems	Wood Chip Systems	Advanced Cordwood Systems
Storage structure	Pellets must be stored in an outdoor silo, in an enclosure built only for the storage of biomass fuel, or indoors in a pellet bag or site built bulk pellet storage unit (not to exceed 5 tons). Site built bulk pellet storage units will require a Professional engineer stamp and approval by the local building inspector. Access points to site-built or outdoor bulk storage units must be locked at all times when the storage unit is not being accessed. Only professionals utilizing appropriate safety	Wood chips must be stored in an appropriately sized and covered storage unit suitable for the capacity of the proposed boiler. MassCEC highly recommends utilizing air flow to partially remove water vapor from wood chip surfaces and to improve the caloric value of the feedstock. Applicants should evaluate incorporating any technology utilizing passive evaporation from airflow such as solar hot air, waste or by-product heating, or active heating such as fan blown air to partially pre-dry chips.	Wood that will be used as fuel must be stored under proper cover with sufficient ventilation to allow the wood to dry to at least 20% moisture content or below.

	procedures should enter bulk pellet storage units.		
Signage	All enclosed bulk storage units must be labeled with clearly visible, permanent signs at access points stating that access may only be made by qualified professionals.		n/a
Delivery to storage	The pellet storage unit must be capable of receiving bulk delivery via pneumatic hose from a delivery truck. The delivery point must be located 80 feet or less from the street or driveway and accessible to bulk pellet delivery trucks.	The wood chip storage unit should be accessible to delivery trucks for bulk delivery. MassCEC highly recommends that the storage unit is capable of receiving bulk delivery via pneumatic hose from a delivery truck.	The cordwood storage unit should be accessible to delivery trucks for bulk delivery.
Capacity	Indoor units must be sized to contain between 3 and 5 tons of pellets or wood chips. Outdoor units must have a minimum capacity of 3 tons ; there is no maximum capacity for outdoor units.		The storage unit should have adequate space to allow an annual supply of wood to season long enough to meet the 20% moisture content requirement.
Delivery to heating system	The system must have a bulk fuel storage unit that automatically supplies the boiler or furnace with the pellets or wood chips by pneumatic hose or auger.		n/a

v) Heat Load Calculation and Sizing Requirements

Equipment must be sized according to Air Conditioning Contractors of America (ACCA) Manual CS for commercial buildings or Manual S for residential buildings. For Projects located at residential buildings, Central Heaters using pellets or chips must be between 80% and 110% of the building's peak heating load. For Central Heaters using cordwood the average capacity with thermal storage should be sized to meet the building heat load). For Projects at non-residential buildings, MassCEC will support Projects that are designed to meet only a portion of a Project Site's peak heating load if they are installed in combination with other heating systems, but the capacity of the Central Heater cannot exceed 110% of the building's peak heating load. MassCEC will evaluate exceptions to these sizing requirements on a case-by-case basis.

Primary Installers must submit the summary page of the ACCA Manual J or Manual N calculation of the building's peak heat load at the 99% dry bulb heating design temperature for the most relevant ACCA location. All listed Massachusetts locations and their heating design temperatures are provided below. Heating set temperatures may be between 68 and 72 degrees Fahrenheit. Heat load calculations may be adjusted for increased wind chill in windy regions (e.g., Cape Cod).



Massachusetts Location	Heating Design Temperature in Degrees Fahrenheit	Massachusetts Location	Heating Design Temperature in Degrees Fahrenheit
Barnstable	14	Martha's Vineyard	12
Boston	12	New Bedford	12
Buzzards Bay	17	Norwood	9
Chatham	16	Otis	13
Clinton	2	Pittsfield	-3
Fall River	9	Plymouth	10
Falmouth Area	14	Provincetown	18
Framingham	6	South Weymouth	10
Gloucester	5	Springfield	0
Greenfield	-2	Taunton	9
Lawrence	9	Weymouth	11
Lowell	1	Worcester	6

vi) Thermal Storage Requirements

All Projects must incorporate thermal storage, unless the Project meets one of the following conditions:

- 1) The biomass heating system selected for the Project is able to:
 - a. Modulate below 20% of maximum capacity;
 - b. Maintain emissions rate of less than 0.08 lb PM2.5/MMBtu_{output} or 0.10 lb PM2.5/MMBtu_{output} (for pellets and wood chips, respectively) at the system's minimum tested capacity;⁵ and
 - c. Maintaining thermal efficiency (HHV) of ≥85% or ≥75% (for pellets and wood chips, respectively) at the system's minimum tested capacity.
- 2) Waiver request: The Primary Designer may submit a waiver request from the thermal storage requirement even if the Project does not meet the first or second condition. A waiver request will only be granted by MassCEC if the Primary Designer can demonstrate the thermal storage would be detrimental to the performance of the Project. For example, if the biomass heating system is being used for process heat and is either on at full capacity or off, a waiver request may be appropriate.
- 3) Furnaces: All Projects with furnace Central Heaters must incorporate thermal storage unless they have submitted and had approved by MassCEC independent third-party test results documenting that the Central Heater is designed for and capable of:
 - a. Modulating below 35% of maximum capacity;

⁵ The system's minimum tested capacity must be ≤30% of the system's maximum capacity to demonstrate compliance with the emissions and efficiency requirements for conditions b and c.



- b. Maintain average emissions rate of less than 0.08 lb PM_{2.5}/MMBtu_{input} or 0.10 lb PM_{2.5}/MMBtu_{input} (for pellets and wood chips, respectively) for the averaged value of all tested capacities;
- c. Maintain emissions rate of less than 0.12 lb PM_{2.5}/MMBtu_{input} or 0.14 lb PM_{2.5}/MMBtu_{input} (for pellets and wood chips, respectively) at the system's minimum tested capacity; and
- d. Maintaining thermal efficiency (HHV) of ≥85% or ≥75% (for pellets and wood chips, respectively) at the system's minimum tested capacity.

Note: Furnaces may only be installed in buildings with ductwork. Furnaces may not be installed to indirectly support hydronic or steam distribution systems.

The minimum size of thermal storage for pellet and wood chip Projects less than 85,000 BTU/hr is 119 gallons or 2.0 gallons per 1,000 BTU/hr, whichever is less. For boilers greater than 85,000 BTU/hr, the minimum heat storage is 2.0 gallons per 1,000 BTU/hr.

Advanced cordwood boilers (only eligible for projects removing a Qualifying Cordwood Heater) must meet NYSERDA's thermal storage requirements, available at <https://www.nyserda.ny.gov/All-Programs/Programs/Renewable-Heat-NY/Advanced-Cordwood-Boiler>.

Thermal storage tanks must have a minimum of R12 insulation. Horizontal thermal storage tanks are not permitted. The thermal storage tank must have controls integrating the Central Heater and decreasing the number of central heating system starts and stops.

vii) Warranty

Any Project receiving an Award under this Program must be covered by a minimum one-year manufacturer's warranty. Furthermore, the Primary Installer shall agree to fix any system defects or significant workmanship issues identified during the first year after the Project Completion date. MassCEC recommends that System Owners seek longer warranties.

viii) Metering

MassCEC highly recommends the installation of metering equipment including a flow meter, at least two temperature sensors, and a BTU computer with a connection to the internet. The installation of metering equipment allows the Primary Installer or entity responsible for ongoing maintenance to evaluate system performance and identify issues. Up to the first two years of the subscription cost of the metering data platform can be included in Eligible Project Costs. If these costs are included as Eligible Project Costs, the System Owner must provide MassCEC with quarterly summaries of the metering data or else provide MassCEC access to the Project's metering data platform.

DOER's forthcoming Alternate Portfolio Standard ("APS") regulations and guidelines will have more specific requirements about what types of meters are required to be eligible for that incentive program.



To be eligible for an Award under this Program, the System Owner must agree to allow metering and monitoring to be conducted on their Project for up to 24 months after installation, if requested. Upon request, the System Owner will be required to submit utility and fossil fuel bills for two years prior to installation (for existing buildings) and for the duration of the performance monitoring. Monitoring equipment will be paid for and installed directly by contractors to MassCEC with no direct cost to the System Owner. Data will be collected and analyzed for program evaluation purposes and will not impact the Award received by the Grantee.

ix) Other Project Requirements

The Central Heater must be designed for installation in a weatherproof, insulated space inside the building, either in a basement or a room designed specifically to accommodate the heating system, although if space does not permit, it may be installed in a separate structure. Central Heaters designed for outdoor installation or tested to or designed for EPA test method 28 are not permitted.

The heating system must include a positive closure and/or fire extinguishing device and/or emergency disconnection device between the burn chamber and the bulk storage device to keep fire from reaching the pellet storage area and a grounded or anti-static fuel pipe connecting the boiler or furnace to the storage bin.

The system must adhere to all applicable federal, state and local building codes and regulations, safety standards and certifications.

Steam boilers are not eligible for this Program. Central Heaters that are capable of burning multiple fuel types are not eligible for this Program. Pellet burners that are installed on existing boilers are not eligible for this program.

x) Deviation from Requirements

Although MassCEC typically does not allow deviation from these design requirements, certain site characteristics may lend themselves to alternate system designs. If for technical reasons, a design requirement cannot be met for an installation, the Primary Installer may request a waiver. All variations must be explained in detail in the Project Notes field at the bottom of the Application. MassCEC may send these Applications to MassCEC's Third-Party Inspector for review and consideration, but in all cases are subject to final approval by MassCEC.



3. Rebates and Awarding

The rebate is calculated as a percentage of Eligible Project Costs. The rebate may be combined with any other local, state or federal incentives, and Applicants are encouraged to do so where possible. MassCEC will not provide funding that would, in MassCEC’s sole determination, exceed total Project costs to the System Owner. Total Project costs to the System shall include all costs presented in the Application, less all other available incentives, including any state or federal rebates, subsidies, and tax incentives, discounted to present value where necessary. MassCEC will evaluate these situations on a case-by-case basis, and reserves the right to reduce any Award projected to exceed total Project costs by an amount sufficient to prevent the excess. Grantees must declare this rebate if applying for a Mass Save HEAT Loan.

Annual funding may be limited and is available on a first-come, first-served basis. MassCEC will provide three (3) months’ notice on [MassCEC’s website](#) if it is anticipated that funds will become unavailable in the given fiscal year. If funds are exhausted, additional funding may be added at MassCEC’s discretion. Throughout the duration of the Program, MassCEC reserves the right to modify and decrease the amount of program incentives in future iterations of the program.

The rebate structure is summarized in the table below, with additional detail provided in the text following the table.

	Base Rebate Amount	Thermal Storage Adder	Maximum Rebate	Qualifying Cordwood Heater Removal Adder	Maximum Rebate with Qualifying Cordwood Heater Adder
Residential	40% of Eligible Project Costs, limited to \$10,000	100% of Thermal Storage Unit Installed Cost, limited to \$2,000	\$12,000	\$6,000	\$18,000
Residential (80%-120% Income-Based Rebate)	50% of Eligible Project Costs, limited to \$12,250		\$14,250		\$20,250
Residential (<80% Income-Based Rebate)	60% of Eligible Project Costs, limited to \$14,500		\$16,500		\$22,500
Private/For-Profit	40% of Eligible Project Costs, limited to \$20,000		\$22,000		\$28,000
Public/Non-Profit/Affordable Housing	50% of Eligible Project Costs, limited to \$25,000		\$27,000		\$33,000



For residential Projects, the base rebate is 40% of Eligible Project Costs or up to \$10,000, whichever is less. For households at or below 120% of the state median income, as defined in Table 1 above, the rebate level is 50% of Eligible Project Costs, up to \$12,500. For households at or below 80% of the state median income, as defined in Table 1 above, the rebate level is 60% of Eligible Project Costs, up to \$14,500.

For private or for-profit Projects, the rebate is 40% of Eligible Project Costs or up to \$20,000, whichever is less. For public, non-profit, or affordable housing Projects, the rebate is 50% of Eligible Project Costs or up to \$25,000, whichever is less.

All projects that are required to install or choose to install thermal storage that meet the requirements outlined in Section 2.6 are eligible for the Thermal Storage Adder of the lesser of the installed cost of the thermal storage unit or \$2,000.

Projects that are eligible for the Qualifying Cordwood Heater Removal Adder outlined in Section 2.4 are eligible for an additional \$6,000.

3.1. Application Evaluation Criteria and Awarding

Applications will be evaluated to ensure that they meet the Eligibility and Project Requirements stated in this Program Manual. MassCEC reserves the right to accept or reject Applications based on completeness, qualitative criteria, and available funding; to assign inspections; to make no Awards; to award less than the Applicant requests; and/or to award less than the maximum amount of funds potentially available through this Program.

3.2. Questions and Contact

For questions on the Residential Central Pellet Heating Program, please visit the Program website at <http://www.masscec.com/residential/clean-heating-and-cooling>, email the Program mailbox at biomassthermal@masscec.com, or call 617.315.9300.



4. Program Definitions

80% Income-Based Rebate: The increased incentive level for which residential System Owners with household incomes less than eighty percent (80%) of the state median income are eligible.

80 - 120% Income-Based Rebate: The increased incentive level for which residential System Owners with household incomes between eighty percent (80%) and one-hundred-twenty percent (120%) of the state median income are eligible.

Affordable Housing Adder: The increased Rebate amount for System Owners installing Central Heater systems at sites that meet the Program's criteria for affordable housing developments.

Applicant: The Applicant is the Primary Installer who prepares and submits the Application on behalf of the System Owner with the System Owner's approval. The Primary Installer is responsible to work with the System Owner to prepare and submit the Application.

Applicant Parties: The Primary Installer and the System Owner, who together are responsible for providing the content of and signing the Application.

Application: Application submitted on behalf of System Owner by Primary Installer for an Award.

Award: Rebate funding awarded to a System Owner and to be paid by MassCEC to the Payee under the Program based on a submitted Application that has been approved by MassCEC.

Bulk Pellet Delivery: Delivery of biomass pellets in high-volume, typically 3 to 5 tons for residential applications. Delivery is typically provided by a truck with a pneumatic hose directly into the bulk pellet storage hopper.

BTU/hr: This common unit of thermal power capacity represents one British Thermal Unit (BTU) of thermal energy delivered per hour.

Eligible Project Costs: These costs refer to costs directly associated with the biomass central heating system but do not include elements of the distribution system or other heating systems. Please see Section 3 for further details.

Grantee: The System Owner once the Award is made.

Heating Ton: A common unit of thermal energy representing twelve-thousand (12,000) British Thermal Units (BTUs) of thermal energy delivered per hour for the purpose of heating.

Manual J/Manual N Heat Load Calculation: The calculation of a building's heat load using the ACCA Manual J (Residential)/Manual N (Commercial) methodology. This heat load represents a building's heating and cooling capacity needed for a heating and/or cooling unit under design conditions.



Non-Profit Entities: Non-profits are defined as organizations under Section 501(c) (3) of the Internal Revenue Code and registered with the Massachusetts Attorney General, Non-Profit/Public Charities Division.

Qualifying Cordwood Heater: A qualifying cordwood heater is an existing indoor or outdoor wood boiler or wood furnace used to burn wood or other organic material for heat that meets the requirements outlined in Section 2.4.

Payee: The Payee is the designee to receive the rebate for a Project that has achieved Project Completion. System Owners may choose to have their Awards paid directly to themselves or their Primary Installers. Payment is made for the work performed on the Project and does not convey ownership rights to the installed system.

Public Entity: Public entities are defined as instrumentalities, authorities, agencies, departments, or political subdivisions of the Commonwealth of Massachusetts, including municipalities.

Primary Installer: The Primary Installer is the primary entity responsible for the installation of the Project. The Primary Installer is directly responsible for turnkey project management, submission of the Application, and installation work, although aspects of the installation work may be sub-contracted.

Program Documents: The Program Documents consist of the Program Manual, Application, Participation Agreement, and Award Letter.

Project: The Central Heater system.

Project Site: The residential building being served by Project.

Project Completion: The status of a Project at the stage when major Project components have been fully installed. Supplemental service or modifications do not change the Project Completion status.

Project Completion Date: The date when major components have been fully installed. Supplemental service or modifications do not change the original Project Completion Date.

Public Entity: Public entities are defined as instrumentalities, authorities, agencies, departments, or political subdivisions of the Commonwealth of Massachusetts, including municipalities.

Public, Non-Profit, and Affordable Housing Adder: The increased incentive level for which public, non-profit, and affordable housing entities are eligible. This adder is not available for third-party owned systems located at public and non-profit facilities.

Sensitive Receptor Site: Project Sites with populations particularly sensitive to fine particle exposure, including schools, hospitals, and nursing homes.



System Owner: An individual, organization, business, or government entity who, together with the Primary Installer, applies to MassCEC for a Program rebate. The System Owner is the owner of the Project that is supported by the Program rebate.

Thermal Storage: A system which stores thermal energy for use in supplementing or offsetting heating system output.

Third-Party Inspector: An independent third-party engaged by MassCEC to inspect completed projects and review project designs.



5. General Conditions

MassCEC reserves the right to reject any applications or projects.

5.1. Notice of Public Disclosure

5.1.1 General Statement on Public Records

As a public entity, MassCEC is subject to Massachusetts' Public Records Law, codified at Chapter 66 of the Massachusetts General Laws ("Public Records Law"). Applicants acknowledge and agree that any documentary material, data, or other information submitted to MassCEC is presumed to be public records. An exemption to the Public Records Law may apply to certain records, including materials that fall under certain categories under a statutory or common law exemption, including the limited exemption at Massachusetts General Laws Chapter 23J, Section 2(k) regarding certain types of confidential information submitted to MassCEC by an applicant for any form of assistance. By submission of an application, Applicants acknowledge and agree that MassCEC, in its sole discretion, shall determine whether any particular document, material, data or other information is exempt from or subject to public disclosure. Thus, MassCEC urges Applicants to carefully consider what documents, materials, data and other information is submitted to MassCEC in connection with this Program.

In line with Public Records Law requirements, MassCEC generally considers the following types of information as exempt:

- Personal email addresses
- Personal phone numbers
- Electric bills
- LIHEAP Fuel Assistance Letter of Acceptance
- Eligibility letter for MassCEC's Income-Based Rebate Adders

5.1.2 C-THRU

System Owner agrees and acknowledges that MassCEC shall have the right to disclose the name of any Grantee and/or Payee, the amount of the payment under the Program and any other information it may deem reasonably necessary on C-THRU, the Commonwealth of Massachusetts' online database of state spending, or other applicable state spending website.

5.2. Contractual Requirements

The Participant's Agreement defines the legal terms that will govern the Award and sets forth the respective roles and responsibilities of the parties specifically as they relate to the project that is the subject of the Award. The Participant's Agreement is designed to be executed upon submitting an Application and become effective as of the "Effective Date" indicated in the final executed Agreement. This contract language is non-negotiable. Accepting the Participant's Agreement at the time of Application does not entitle the Applicant Parties to an award for funding by MassCEC.



No grant funds may be used to pay rebates for Projects that reach Project Completion prior to the program launch date.

5.3. Waiver Authority

MassCEC reserves the right, at its sole discretion, to waive minor irregularities in submittal requirements, to request modifications of the Application, to accept or reject any or all applications received, and/or to cancel all or part of this Program at any time prior to Awards.

5.4. Disclaimer

This Program Manual does not commit MassCEC to award any funds, pay any costs incurred in preparing an application, or procure or contract for services or supplies. MassCEC reserves the right to accept or reject any or all applications received, negotiate with all qualified Applicants, cancel or modify the Program Manual in part or in its entirety, or change the application guidelines, when it is in its best interests.

5.5. Changes/Amendments to the Program Manual

The requirements listed herein are subject to change without notice to potential Applicant Parties. This Program Manual has been distributed electronically using MassCEC's website. It is the responsibility of Applicant Parties to check MassCEC's website for any addenda or modifications to the Program Manual to which they intend to respond. MassCEC, the Commonwealth of Massachusetts, and its subdivisions accept no liability and will provide no accommodation to an Applicant who submits an Application based on an out-of-date Program Manual and/or related document.