

NYS Clean Heat Rebate Application

nationalgrid

Customer and Contractor Acknowledgment Form

This form is to be filled out only by **customers** participating in the NYS Clean Heat program and not to be filled out by contractors. Customers are encouraged to request contractor assistance as needed. Falsified information or signatures will result in denial of rebate and/or other action pursuant to applicable law and NYS Clean Heat program rules.

Congratulations on your decision to participate in the NYS Clean Heat program. In order to be eligible for an incentive from National Grid, please review and acknowledge the following information.

All fields required

Customer			
Electric account holder name:		National Grid electric account number:	
Email (confirm details via email once your rebate application is processed):		Phone number:	
Service address:	City:	State:	ZIP:
Designated mailing address rebate check to be sent to (not applicable if customer received instant discount):			
Address:	City:	State:	ZIP:
Participating contractor			
Company name:			

Proposed project information

Rebate payment option	
☐ Instant discount provided by contractor ☐ Mail customer a check ☐ Other third-party payee	
Third-party payee company/name:	Contact:
Street address:	City: State: ZIP:
Email:	Phone:

2026 program rebates (check one)	Non-disadvantaged communities		Disadvantaged communities	
	Apartment ¹ or single-family < 1,000 sq. ft.	Single-family	Apartment or single-family < 1,000 sq. ft.	Single-family
ccASHP: Full-load heating	☐ \$3,000	☐ \$6,000	☐ \$4,000	☐ \$8,000
ccASHP: Full-load heating with decommissioning	☐ \$5,000	☐ \$10,000	☐ \$6,000	☐ \$12,000
GSHP: Full-load heating (retrofit)	☐ \$10,000	☐ \$20,000	☐ \$12,500	☐ \$25,000
GSHP: Full-load heating (new construction)	☐ \$7,000	☐ \$14,000	☐ \$9,500	☐ \$19,000
ccASHP: Residential partial to full-load heating	☐ \$2,000	☐ \$4,000	☐ \$2,000	☐ \$4,000
GSHP: Desuperheater ²	☐ \$100	☐ \$100	☐ \$100	☐ \$100
Downstream domestic water heating ³	☐ \$1,250	☐ \$1,250	☐ \$1,250	☐ \$1,250

Proposed customer rebate ⁴		
Total project cost (combined equipment and labor, less any non-program Company discounts, in total project cost): \$ _____	NYS Clean Heat customer rebate (based on Program Manual/rules/current prescriptive calculator): \$ _____	Total paid by customer (if customer received rebate as an instant discount, calculate as total project cost from the left minus customer rebate; if customer is being mailed rebate, total paid by customer should equal total project cost): \$ _____

¹ Apartment project scope covers 1–4 residential dwelling units whose owners do not control the entire building.

² Installed in conjunction with a GSHP: Full-load heating system.

³ Projects installing equipment to provide domestic hot water heating, either a HPWH or as part of a system that supports space and water heating, as in a water-to-water heat pump associated with a GSHP system or certain air-to-water configurations.

⁴ Customer acknowledges that the rebate amount is subject to change based on project review by National Grid or its agents.

NYS Clean Heat Rebate Application

nationalgrid

Customer and Contractor Acknowledgment Form

Customer education and information (check all that apply)

- | | |
|---|--|
| ☐ Contractor shall configure the NYS Clean Heat-eligible equipment installed in this project to be the primary heating source in all spaces into which it is installed. | ☐ Contractor shall provide customer with printed product warranty, operation, and maintenance, as well as contractor contact information. |
| ☐ Contractor shall educate the customer on the objective of the NYS Clean Heat program to minimize the use of heating fuels and on how to operate and maintain the installed system as the primary heating system. | |

I certify that the heat pump heating system is fully operational and all known issues with the equipment or installation have been resolved by the installing contractor or manufacturer to the Customer's satisfaction at this time. ☐ Yes ☐ No

Contractor signature

Date

Customer signature

Date

Customer acknowledgment

I certify that all information above is correct to the best of my knowledge and that I have read and agree to all terms and conditions of this rebate. This rebate is for the benefit of New York electric customers of National Grid, as shown in the rebate payment option on the previous page. I may not apply for or receive multiple rebates for the same measure (i.e., same equipment) from another gas or electric utility. National Grid reserves the right to conduct field inspections to verify installations.

I acknowledge that National Grid, their implementation vendors, New York agencies, and authorities will use this information, and additional supporting documentation to be submitted by the installing contractor, together with my attestation, to determine whether a rebate will be issued and that such information may also be used for other purposes as set forth below. I further acknowledge that National Grid or its representatives or designees may contact me to ask about my experience participating in this program or using my heat pump.

I have read and agree to the terms and conditions below for Customers participating in the program.

Customer signature

Date

Contractor acknowledgment

I certify that all information above is correct to the best of my knowledge and that I have read and agree to all terms and conditions of this rebate. Further, I certify that I am familiar with the NYS Clean Heat Participation Agreement⁵ terms and conditions signed on behalf of my Company and with the NYS Clean Heat Program Manual and program rules,⁶ as applicable to this project. I certify that the project and all supporting documentation and calculations are in accordance with the NYS Clean Heat Program Manual and program rules. I acknowledge that this rebate is for the benefit of New York electric customers of National Grid, as shown in the rebate payment option on the previous page. Customers may not apply for or receive multiple rebates for the same measure (i.e., same equipment) from another gas or electric utility, or through other National Grid programs. National Grid reserves the right to conduct field inspections to verify installations and system functionality and compliance with program rules.

I acknowledge that National Grid, their implementation vendors, New York agencies, and authorities will use this information, and additional supporting documentation to be submitted by the installing contractor, together with my attestation, to determine whether a rebate will be issued and that such information may also be used for other purposes as set forth below. I further acknowledge that any information submitted in connection with this application may be provided to the Customer.

I have read and agree to the terms and conditions below.

Contractor signature

Date

Required customer acknowledgment for instant discount/instant rebate

I am the Account Holder of the National Grid account listed above.

By designating the "instant rebate" option in the proposed project information section on the previous page of this form, I am indicating that I authorize and request the instant rebate amount previously listed to be paid directly to the contractor.

The instant rebate incentive will be deducted from the purchase price of the qualifying equipment and service(s), as indicated on the final invoice. The Account Holder (Customer) agrees to an instant rebate to be paid by National Grid (or via its implementation vendor, ICF) directly to the participating contractor performing the work at the designated service address.

Please contact National Grid's NYS Clean Heat implementation vendor at 1-844-212-7823 or email NYSCleanHeat@icf.com if you have any questions regarding your participation in the NYS Clean Heat program or need assistance with filling out this form.

⁵ Participation Agreement can be found at nystatewidecmp.customerapplication.com

⁶ The Program Manual can be found at cleanheatconnect.ny.gov/nys-clean-heat-materials

Customer terms and conditions

1. **Rebates:** Subject to these terms and conditions, this program is offered by Niagara Mohawk Power Corporation d/b/a National Grid (the "Company" or "National Grid"). The Company, through its contractual vendor (the "Vendor"), will pay rebates to eligible customers in the Company's service territory for the purchase and installation of the equipment/products described in this literature and within this application.
2. **Customer eligibility:** Applications submitted on Jan. 1, 2026, and later for qualifying equipment are eligible, contingent upon availability of funds. Eligible customers must be an electric customer of National Grid with an active utility account or have proof of ownership of a property served by National Grid. Each Customer must provide a valid utility account number. Customers who receive a NYS Clean Heat rebate are not eligible to receive a high-efficiency heating equipment rebate.
3. **Participation in other energy efficiency programs:** Customers may not apply for or receive multiple incentives for the same energy efficiency measure from other SBC funded and/or any rate base funded New York State utilities or the New York State Energy Research and Development Authority (NYSERDA).
4. **Customer information:** National Grid may use the information provided herein and by the participating contractor(s), including name, address, account number, fuel type, building type, and equipment installed, together with Customer's energy consumption data and energy savings (collectively, "Customer information"), to determine whether a rebate will be issued. Customer of National Grid agrees and authorizes the utility's sharing of the Participant-Customer's information and/or project-level information with New York State Department of Public Service staff and NYSEERDA, including its agents or authorized representatives, consistent with NYSEERDA's New York State Public Service Commission and statutorily authorized responsibilities, including, but not limited to, supporting market development initiatives, and other evaluation and measurement activities. (For clarity, the term "project level" includes the information based on the scope of the project, including, but not limited to, aggregated and anonymized whole building, building, or subsets of the project.) Such information will be kept confidential and used only for the limited purposes of program evaluation, making program improvements, and determining program eligibility and energy savings during the term of the NYS Clean Heat program (currently anticipated to be from Jan. 1, 2026, to Dec. 31, 2030). Customer information may also be provided to federal and state governmental and regulatory agencies to the extent required by law. Customer information will be provided in aggregated or anonymized format (combined with that of other customers so that individual information is not revealed) or provided under a request for protective treatment.
5. **Post-installation work verification:** The Company reserves the right to perform a verification of the specified installation. If the Company and/or Vendor determines that the equipment was not installed in a manner that is consistent with program guidelines, the Company and/or Vendor may require that the installation be modified before making any rebate payments. The cost of such modifications is the responsibility of the Customer. The Customer hereby authorizes the Company to release their energy use information to energy efficiency program sponsors and System Benefits Charge program administrators and/or designees and understands that such information will be kept confidential and used only for the purposes of program evaluation and determining program eligibility and energy savings.
6. **Installation requirements:** To qualify, all installations of heating and water heating equipment must be completed by a contractor in conformance with state and local code requirements.
7. **Proof of proper installation:** The contractor is required to submit proof of installation via the contractor portal. The Customer will allow National Grid's verification contractor access to the space for verification purposes, if needed.
8. **On-site inspection:** National Grid reserves the right to conduct field inspections to verify installations. The Customer agrees to provide National Grid (and its subcontractors) access to the premises for pre-installation, installation, and follow-up visits upon reasonable notice and at a time convenient to the Customer. The Customer understands that the purpose of the follow-up visit(s) is to provide National Grid with an opportunity to review the operation of the heat pumps for quality control and program evaluation purposes only. Such inspections or follow-up visits do not include any type of safety review. National Grid is under no obligation to (i) make follow-up visits, (ii) review the operation of the heat pump, or (iii) make any suggestions of any kind to the Customer.
9. **Indemnification:** Customer shall defend, indemnify, and hold harmless the Company and its officers, directors, employees, agents, and servants and assigns from and against any and all losses, claims, demands, and/or liability for damage to property, injury, or death of any person or any other liability incurred by the Company, including all expenses, legal or otherwise, arising out of or related to the equipment or installation, except to the extent attributable to the negligence of the Company. In no event shall the Company's liability to the Customer exceed the rebate amounts.
10. **Limited scope review:** The scope of review by the Company and the Vendor and their inspection of the installation of the equipment is limited solely to determine whether rebates are payable. It does not include any kind of safety or code review and should not be relied upon as one.
11. **Rebate amounts:** The Company will provide rebates for approved space heating and water heating equipment up to rebate amount indicated in the program literature and within this application. Qualifying equipment that is installed and submitted on an application starting on Jan. 1, 2026, and later are eligible for a rebate, pending funding availability. Rebate amount will not exceed purchase price of qualifying equipment and installation.
12. **Payment:** The Company, through the Vendor, expects to make rebate payments to eligible customers within two weeks of satisfactory work verification. The customers must refund any rebate made to the extent the contractor or equipment does not satisfy program requirement.
13. **No warranties:** The Company does not endorse, guarantee, or warrant any particular contractor, manufacturer, or product installation, and the Company disavows and provides no warranties, expressed or implied, for any product or services that may be rendered hereunder. The Customer's reliance on warranties is limited to any warranties that may arise from, or be provided by, contractors, vendors, or manufacturers. The Company and the Vendor do not make any representation of any kind regarding the results to be achieved by the equipment or the adequacy or safety of such equipment.
14. **Changes in the program:** Equipment incentive program/tax liability conditions and details of the program are subject to change without prior notice, and rebate offers may increase or decrease over time. The Company reserves the right to modify or terminate the program without notice. Participants of the program may be subject to tax liability for the value of goods and services received through the program pursuant to state or federal income tax codes. The Company is not responsible for any tax liability that may be imposed as a result of receipt of the rebate by the Customer.
15. **Contractor status:** The status of the contractor(s) providing the Customer services associated with the heat pump installation and applying for a rebate under this program shall be that of an independent contractor and not that of an agent or employee of National Grid or NYSEERDA. The Company is not responsible for any damage that may be caused by or arise out of an installation of any equipment. The Customer is responsible for selecting contractors who are qualified and carry adequate insurance coverage.
16. **Eligible measures:** Only measures included on this application are eligible for rebates. The Company will not provide rebate payments for non-eligible equipment, substitutions, or used equipment. The Company has the right to reject any rebate application with ineligible equipment not indicated on this form.