

Frequently Asked Questions



Optional Seasonal Residential Heat Pump Rate (HP-Res)

Q 1. What is the optional seasonal residential heat pump rate (HP-Res)?

The HP-Res is an optional rate offered to WMGLD residential electric customers that utilize heat pumps as a primary or secondary heating source. It includes a discount on the Distribution Charge located on your monthly utility bill.

Q 2. Why is WMGLD offering this rate?

WMGLD is offering the seasonal heat pump rate as a way to ease the burden of electrification by making use of the additional distribution revenue that electrification and decarbonization are producing. The rate is in line with the DPU's pronouncement that the three major electric utilities in Massachusetts (National Grid, Eversource, Unitol) must create an optional seasonal heat pump rate.

Q 3. What are HP-Res A and HP-Res B and how do I know which I qualify for?

HP-Res A and HP-Res B are two rate scenarios under the Optional Seasonal Residential Heat Pump Rate.

HP-Res A is a rate designed for electric customers with heat pumps as their primary heating source who also have no fossil fuel for heating, cooking, or water heating. HP-Res A offers a \$0.03 per kWh discount off the distribution charge during the heating season (November 1st – April 30th).

HP-Res B is a rate designed for customers with heat pumps as their primary or secondary heating source who have fossil fuel for heating, cooking, or water heating. The discount for this rate is \$0.015 per kWh off the distribution charge during the heating season (November 1st – April 30th).

Q 4. How do I enroll in the heat pump rate? Will I be enrolled automatically?

On our website you can fill out a [FORM](#) that offers a series of questions to see if you would qualify for one of the two rates. For customers (that we have contact information for) who we know have received a heat pump/mini split rebate through WMGLD, we will reach out via email to send them a link to the form to fill out. For apartment buildings that we know are all-electric with heat pumps as the heating source, these customers will be automatically enrolled in HP-Res A.

If you are unsure if your building or apartment would qualify you for one of these rates, please feel free to reach out to WMGLD directly and we can help verify this with you.

Q 5. How do I know if I am already enrolled in this rate?

The top of your utility bill will show you the meter(s) associated with your account. Electric meters begin with E. On the line with your "E" meter if you look all the way to the right there is a

column called “Rate”, under this column it will show what rate(s) your meter is on. The rate for your “E” meter will be HPRESA or HPRESB if you are enrolled in one of the optional residential heat pump rates.

Q 6. If I keep my gas and I switch to the HP-RES B rate, will I save money?

In general, the HP-Res B is designed for anyone who significantly heats with heat pumps to benefit in the wintertime. [LINKED HERE](#) is a calculator on our website where you can put in your own usage data to estimate how much you would have or could save.

There will be scenarios for people who keep their gas and continue to use it as a primary source of heat, where it may not be worth it to be on the optional season heat pump rate. No matter the situation though, to save the most money on HP-Res B, we highly recommend limiting your gas usage, it not only saves you money, but it also helps the Department manage the gas system during peak gas usage periods.

Q 7. Can renters enroll in this rate?

Yes, renters can participate in this rate. Your rental unit may be enrolled in this rate already, you can check by contact WMGLD or you can look at your utility bill to see. To see if you are already enrolled in this rate please refer to Question 5 which explains how to check your bill for the rate.

Q 8. If I enroll in this rate and find that I don’t want to be anymore, can I unenroll?

Yes, if you find that this rate is not for you, you can reach out to WMGLD and we can change your rate back to the standard residential electric rate. If you qualify for the HP-Res A rate or are on HP-Res B with fossil fuel other than gas, we highly recommend that you stay on this rate, as the rate offers a seasonal discount with no drawbacks.

If you have any additional questions, feel free to contact us by phone at **781-246-6363** or via email at office@WMGLD.com.