

Seasonal Heat Pump Rate and Preview of Upcoming Energy Efficiency Program Updates

Presented By:

Joe Collins – Business Analyst – Energy Services

Olivia Hayes – Business Analyst – Energy Services

12/10/2025

Overview and Questions

Agenda:

- Educate customers on the new Optional Seasonal Residential Heat Pump Rate – Major Topic
- Current energy efficiency program refresher
- Preview of upcoming energy efficiency program changes

For questions:

- If you have questions, please put them in the chat and we will try to answer them periodically throughout and at the end
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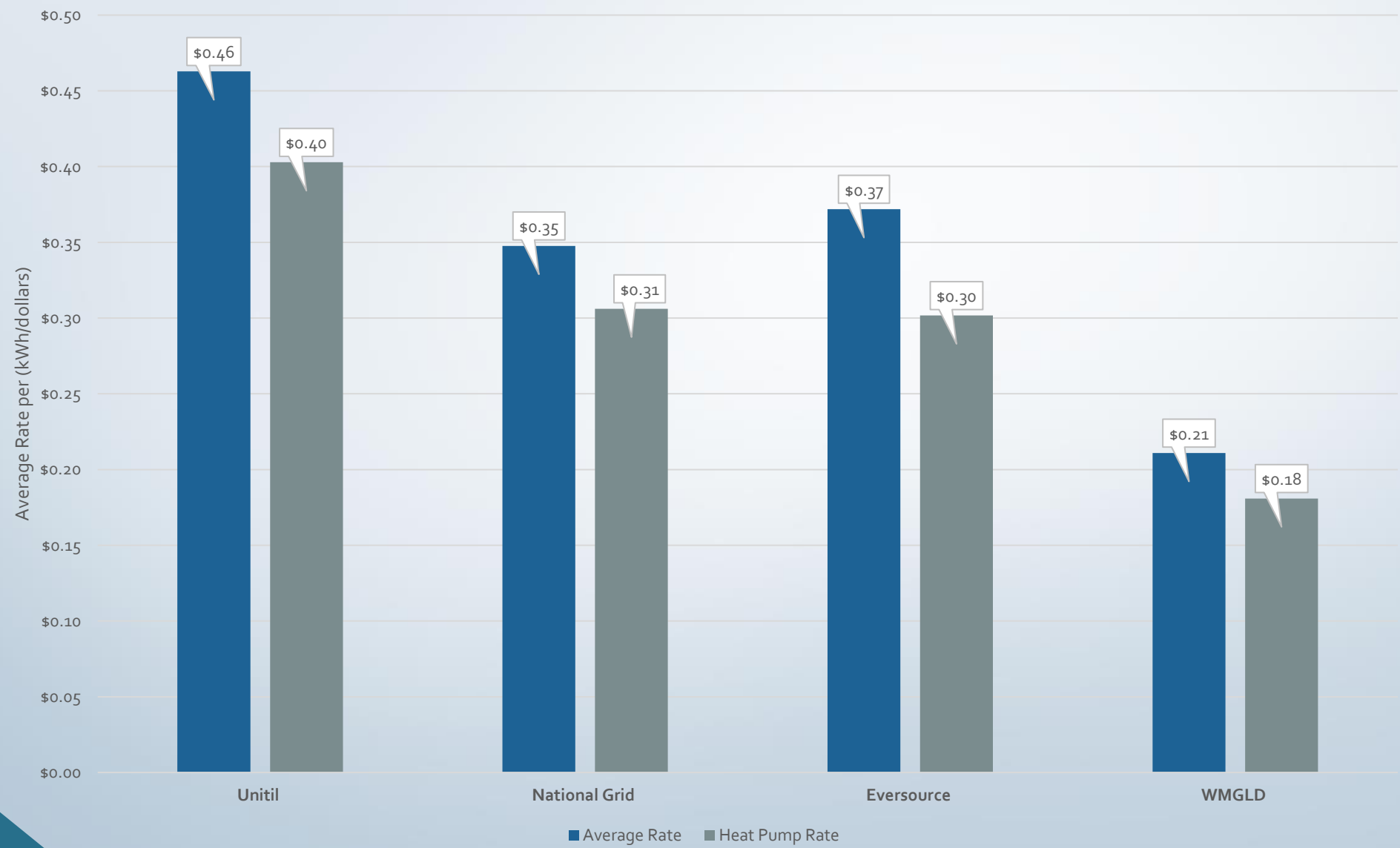
What is the Optional Seasonal Heat Pump Rate?

- Optional seasonal electric rate for customers that heat their homes with heat pumps
- The rate offers a discount on electricity during the heating season (November-April)
- Two-Tiered Approach
 - All-Electric customer (HPRESA)
 - \$0.03 per kWh discount on the distribution charge during the heating season (November-April)
 - Keeping fossil fuel (HPRESB)
 - \$0.015 per kWh discount on the distribution charge during heating season (November-April)
 - If customer is a gas customer, residential gas rate will be switched to Domestic Gas Rate A (Non-heat)
 - Delivery charge is \$0.20 higher than Domestic Gas Rate B
- Customers receiving all-electric seasonal rate must verify the absence of fossil fuel – Energy Audit or Physical Inspection

Electric and Gas Rates

Electric Charges	Residential Rate	HP-RES A (All-Electric)	HP-RES B (Kept Fossil Fuel)	
Electric Customer Charge	\$ 6.00	\$ 6.00	\$ 6.00	
Distribution Charge (per kWh)	\$ 0.0442	\$ 0.0142	\$ 0.0292	Changes with different rate selection
Energy Charge** (per kWh)	\$ 0.1633	\$ 0.1633	\$ 0.1633	**Varies from month to month
Energy Conservation (per kWh)	\$ 0.0075	\$ 0.0075	\$ 0.0075	
Gas Charges (If Applicable)	Gas Heat Rate	Gas Rate		
Gas Customer Charge	\$ 6.25	\$ 5.25	Changes with different rate selection	
Delivery Charge (per CCF)	\$ 0.5988	\$ 0.8002	Changes with different rate selection	
Fuel Charge (per CCF)	\$ 1.0900	\$ 1.0900	**Varies from month to month	

2024/25 Heating Season Average Rate Comparison (Heat Pump Rate)



On the Bill - Before the Heat Pump Rate

E-Billing

Account # [REDACTED] Statement Number: [REDACTED] Statement Date: 11/05/2025
 Service Address: [REDACTED] WAKEFIELD

METER READINGS

Serv	Meter	Read Type	Read Dates			Readings			Mult.	Total kwh/ccf	Demand	Rate
			From	To	Days	Previous	Present	Demand				
E	[REDACTED]	A	10/02/25	10/30/25	28	49015	49183		1.0000	168		LA
G	[REDACTED]	A	10/02/25	11/02/25	31	419	445		1.0000	26		GH-R

WAKEFIELD, MA. 01880

CURRENT CHARGES

	Rate	Usage	Charges
GAS CHARGES			
Customer Charge	6.25		6.25
Delivery Charge	0.5988	26	15.57
Cost of Gas Adjustment Charge	1.1900	26	30.94
Total Charges			52.76
Prompt Payment Discount			-0.78
Total Gas if paid by 11/24/25			51.98
ELECTRIC CHARGES			
Customer Charge	6.00		6.00
Distribution Charge	0.0442	168	7.43
Energy Charge	0.1633	168	27.43
Energy Conservation Charge	0.0075	168	1.26
Total Charges			42.12
Prompt Payment Discount			-0.74
Total Electric if paid by 11/24/25			41.38
Previous Total Due			86.04
Payment - Thank you 10/15/25			-86.04
Current Charges			94.88
Total Due			94.88
Total Discount Available			-1.52
Total Due if Paid by 11/24/25			93.84

Avg. Daily Electric Usage			Avg. Daily Gas Usage		
Month	KWH	Avg	Month	CCF	Avg
Nov-25	168	5.42	Nov-25	26	0.84
Oct-25	197	6.57	Oct-25	18	0.60
Sep-25	234	7.80	Sep-25	20	0.67
Aug-25	266	8.31	Aug-25	21	0.66
Jul-25	239	7.97	Jul-25	19	0.63
Jun-25	217	7.48	Jun-25	22	0.76
May-25	271	8.47	May-25	31	0.97
Apr-25	263	8.48	Apr-25	40	1.29
Mar-25	276	9.86	Mar-25	47	1.68
Feb-25	311	9.72	Feb-25	61	1.91
Jan-25	274	9.45	Jan-25	46	1.59
Dec-24	227	7.57	Dec-24	35	1.17
Nov-24	261	8.42	Nov-24	26	0.84

Rate Classes

- LA = Residential Electric
- GH-R = Gas Heat Residential

Charges that will change

Customer Charge and the Delivery charge will change when switched to HPRESB

Distribution Charge

The discount will be applied to the distribution charge when switched to HPRESB

On the Bill - After the Heat Pump Rate

E-Billing

Account # [REDACTED] Statement Number: [REDACTED] Statement Date: 12/09/2025
Service Address: [REDACTED], WAKEFIELD

WAKEFIELD, MA. 01880

METER READINGS

Serv	Meter	Read Type	Read Dates			Readings			Mult.	kwh/ccf	Total Demand	Rate
			From	To	Days	Previous	Present	Demand				
E	[REDACTED]	A	10/30/25	12/01/25	33	49183	49393		1.0000	210		HPRESB
G	[REDACTED]	A	11/02/25	12/02/25	30	445	485		1.0000	40		GA

CURRENT CHARGES

	Rate	Usage	Charges
GAS CHARGES			
Customer Charge	5.25		5.25
Delivery Charge	0.8002	40	32.01
Cost of Gas Adjustment Charge	1.1900	40	47.60
Total Charges			84.86
Prompt Payment Discount			-1.60
Total Gas if paid by 12/29/25			83.26
ELECTRIC CHARGES			
Customer Charge	12.00		6.20
Distribution Charge	0.0292	210	6.13
Energy Charge	0.1633	210	34.30
Energy Conservation Charge	0.0075	210	1.58
Total Charges			48.21
Prompt Payment Discount			-0.61
Total Electric if paid by 12/29/25			47.60
Previous Total Due			97.34
Payment - Thank you 11/17/25			-97.34
Current Charges			133.07
Total Due			133.07
Total Discount Available			-2.21
Total Due if Paid by 12/29/25			130.86

Avg. Daily Electric Usage			Avg. Daily Gas Usage		
Month	KWH	Avg	Month	CCF	Avg
Dec-25	210	6.36	Dec-25	40	1.21
Nov-25	168	5.42	Nov-25	26	0.84
Oct-25	197	6.57	Oct-25	18	0.60
Sep-25	234	7.80	Sep-25	20	0.67
Aug-25	266	8.31	Aug-25	21	0.66
Jul-25	239	7.97	Jul-25	19	0.63
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Dec-24	227	7.57	Dec-24	35	1.17

Rate Classes

- HPRESB = Seasonal Heat Pump Rate B
- GA = Gas Non-Heat Rate

Charges that will change

- Customer Charge lower
- Delivery charge increased by \$0.20 per CCF

Distribution Charge

The discount of \$0.015 per kWh is applied to the distribution charge

Sign Up and More Information

- Form and Outreach
 - Questionnaire Form on the website to sign up for the rate
 - Email customers that have received a heat pump rebate
- Frequently Asked Questions are on the website
 - 8 questions to start, add more if needed
 - My information will be listed at the end of the presentation
- Bill calculator
 - Downloadable Spreadsheet (potential to add directly into the website)
 - Especially relevant for people who are keeping gas

	Do you use heat pumps for heating?	Primary Heat Type	Secondary Heat Type	Do you have fossil fuel (heating, cooking, etc.)?	Electric Rate Qualified for	Gas Rate Change?
<i>Scenario 1</i>	Yes	Heat Pumps	N/A	No	HP-RES A	N/A
<i>Scenario 2</i>	Yes	Heat Pumps	Gas	Yes	HP-RES B	Gas non-heat (GA)
<i>Scenario 3</i>	Yes	Heat Pumps	Oil	Yes	HP-RES B	N/A
<i>Scenario 4</i>	Yes	Heat Pumps	N/A	Yes	HP-RES B	N/A
<i>Scenario 5</i>	Yes	Gas	Heat Pumps	Yes	HP-RES B	Gas non-heat (GA)
<i>Scenario 6</i>	Yes	Oil	Heat Pumps	Yes	HP-RES B	N/A
<i>Scenario 7</i>	No	Gas or Oil	N/A	Yes	N/A	N/A

Optional Heat Pump Rate Scenarios

Bill Comparison Calculator

WMGLD Optional Seasonal Heat Pump Bill Calculator

Electric Charges	Residential Rate	HP-RES A (All-Electric)		HP-RES B (Kept Fossil Fuel)	
		Electric		Fossil Fuel	
Electric Customer Charge	\$ 6.00	\$ 6.00		\$ 6.00	
Distribution Charge (per kWh)	\$ 0.0442	\$ 0.0142		\$ 0.0292	Changes with different rate selection
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Gas Customer Charge	\$ 6.25	\$ 5.25		Changes with different rate selection	
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Fuel Charge (per CCF)	\$ 1.0900	\$ 1.0900		**Varies from month to month	

Input your actual usage in the highlighted boxes below and select which rates you want to compare in the box highlighted in blue

Estimated Bill Comparison (Using 2025 Electric and Gas Rates)

Standard Residential Rates					HP-RES A (All-Electric)				
Month	kWh Usage	Electric Bill	CCF Usage	Gas Bill	Month	kWh Usage	Electric Bill	CCF Usage	Gas Bill
January	1900	\$ 405.00	0	\$ -	January	1900	\$ 348.00	0	\$ -
February	1900	\$ 405.00	0	\$ -	February	1900	\$ 348.00	0	\$ -
March	1250	\$ 268.50	0	\$ -	March	1250	\$ 231.00	0	\$ -
April	900	\$ 199.50	0	\$ -	April	900	\$ 172.50	0	\$ -
May	600	\$ 135.00	0	\$ -	May	600	\$ 117.00	0	\$ -
June	600	\$ 135.00	0	\$ -	June	600	\$ 117.00	0	\$ -
July	800	\$ 178.00	0	\$ -	July	800	\$ 154.00	0	\$ -
August	800	\$ 178.00	0	\$ -	August	800	\$ 154.00	0	\$ -
September	600	\$ 135.00	0	\$ -	September	600	\$ 117.00	0	\$ -
October	600	\$ 135.00	0	\$ -	October	600	\$ 117.00	0	\$ -
November	900	\$ 199.50	0	\$ -	November	900	\$ 172.50	0	\$ -
December	1250	\$ 274.75	0	\$ -	December	1250	\$ 237.25	0	\$ -
Total		\$ 2,648.25	Total	\$ -	Total		\$ 2,285.25	Total	\$ -

Total Estimated Savings \$ 363.00

Estimated Savings Examples

- All-electric apartment (\$0.03 per kWh discount)
 - Estimated Net Annual Savings: **\$155.72**
- All-electric house (\$0.03 per kWh discount)
 - Estimated Net Annual Savings: **\$392.48**
- Primary heat pump house that kept gas (\$0.015 per kWh discount)
 - Estimated Net Annual Savings: **\$195.37**
- Mixed Heating house (\$0.015 per kWh discount)
 - Estimated Net Annual Savings: **\$145.91**

Note: If gas is your primary heat source you may want to use the bill calculator to estimate savings before signing up for this rate.

Upcoming Energy Efficiency Program Updates

- Overview of existing programs
- Preview of upcoming changes to WMGLD's Energy Efficiency Programs in 2026

Appliance and Yard Equipment

Appliance	Rebate Amount	Requirements
HEAT PUMP WATER HEATER	\$500	Energy Star Rated (UEF > 3.0)
INDUCTION RANGE (Replacing Gas)	\$500	See Below
INDUCTION RANGE	\$100	N/A
CLOTHES DRYER	\$50	Energy Star Rated
WASHING MACHINE	\$50	Energy Star Rated
AIR CONDITIONER	\$50	Energy Star Rated (EER rating >10)
DEHUMIDIFIER	\$50	Energy Star Rated
REFRIGERATOR	\$50	Energy Star Rated
DISHWASHER	\$25	Energy Star Rated
Thermostat	Rebate Amount	Requirements
SMART WIFI ENABLED THERMOSTAT	50% up to \$125	WIFI Connection Enabled & Energy Star Rated
PROGRAMABLE THERMOSTAT	\$25	Energy Star Rated

NEW: Adding Heat Pump Dryer to this list at \$500

Qualifying Items	Rebate Amount
Snow Blower	50% of purchase price up to \$100
Lawn Mower	50% of purchase price up to \$100
Leaf Blower	50% of purchase price up to \$25
String Trimmer	50% of purchase price up to \$25
Hedge Trimmer	50% of purchase price up to \$40
Chain Saw	50% of purchase price up to \$50

NEW: Added Bundle → if customer buys multiple items together in a bundle, customer gets \$5 additional per item

Electric Vehicle Programs

- Flexible programs – Three options to choose from
 - Rebate for a **Chargepoint Home Flex Charger**
 - Connected Homes
 - Separate Meter Time-of-Use Rate
- Important to note that all-electric vehicles will qualify customer to receive a rebate on the ChargePoint Level 2 EV charger, however Plug-In Hybrid's will qualify for a portion of the cost of the level 2 charger
- Curtailment vs. Connected Homes
 - Chargers must be ChargePoint
- Charging agreement 3-year minimum
- Fill out online application

The ChargePoint logo, featuring the word "chargepoint" in a sans-serif font. The "charge" part is orange and the "point" part is blue. There is a small orange plus sign to the right of the word.

Residential Solar



- Approved projects will receive an incentive of **\$0.80 per watt** of the cost of the installed system on a first come first serve basis
- 85% buyback on solar output pushed back to WMGLD
- Solar projects must be pre-approved by WMGLD to get the rebate funds
- For questions and document submittal email solar@wmgld.com
- System capped at 10kW; you can put in larger system with WMGLD approval, however you will only get a rebate value up to a 10kW system
- Shade reports must show annual access is at least 80%
 - Analysis must be from one of the following companies:

- Solmetric SunEye
- Solar Pathfinder
- Wiley ASSET Software
- Aurora software with LIDAR data available
- Bright Harvest
- Scanify

Enhanced Heat Pump Rebates

- Heat Pump with insulation – Increased rebate
- Heat Pump replacing fossil fuel – Increased further
- **NEW*** Heat Pump with complete disconnect from gas on the property – Highest rebate
- Must have at least \$1,000 worth of insulation to qualify for bundle
- Process (Need to do all steps if bundling insulation with heat pump)
 - Pre-audit/home energy audit - [Insulation](#)
 - Consult with Abode – [Heat Pump](#)
 - Hiring Contractors - [Heat Pump](#) and [Insulation](#)
 - Post audit from NextZero – [Insulation](#)
 - Post Installation QA with Abode – [Heat Pumps](#)

2026 Program Updates

Summary of Energy Conservation Program Changes					
Rebate/Incentive Item	Old	New	Heat Pump Cap	Insulation Cap	Annual Rebate Cap
Heat Pump	\$500 per Ton	\$500 per Ton	\$ 2,000.00	\$ 2,000.00	\$ 2,500.00
Heat Pump w/insulation	\$750 per Ton	\$1,000 per Ton	\$ 5,000.00	\$ 2,500.00	\$ 7,500.00
Heat Pump replacing fossil fuel	\$1,000 per Ton	\$1,250 per Ton	\$ 6,250.00	\$ 3,750.00	\$ 10,000.00
Heat Pump w/disconnect from gas	N/A	\$1,500 per Ton	\$ 7,500.00	\$ 3,750.00	\$ 11,250.00
Insulation	\$ 1,500.00	\$ 2,000.00	\$ 2,000.00	\$ 2,000.00	\$ 2,500.00
Windows	\$50 per Window (\$500)	Removed			
Heat Pump Dryer (Electric)	N/A	\$ 500.00			

Listed above are the proposed Energy Conservation Program changes for 2026. In line with reducing carbon emissions and the gas peak, WMGLD is enhancing incentives related to the heat pump bundles as well as adding an additional option for those disconnecting from the gas system completely. Additionally, WMGLD is removing window rebates in line with other utilities, and in place is adding that \$500 to the insulation rebate cap (from \$1,500 to \$2,000). On the appliance side, WMGLD plans to add a heat pump dryer.

Questions?

- Questions in the chat
- Raise your hand
- Email me: jcollins@WMGLD.com

