



Unitil Low Income Program Manual

1. Overview

The Unitil Low Income Program was established to help [LIHEAP](#)-eligible customers save money on their Unitil natural gas bills. The program is funded by the Unitil natural gas System Benefit Charge. This funding is used to increase energy efficiency in low income, Maine homes that are heated by Unitil natural gas.

The funding for this program must be:

- a. Used to capture Unitil natural gas energy savings,
- b. Invested cost-effectively (i.e. the present value of the energy savings must exceed the cost of the program), and
- c. Invested in properties occupied by LIHEAP-eligible tenants.

Program upgrades are *not* subject to meter-related restrictions.

2. Eligibility

Eligible Properties

Program participants must own properties that:

- a. Are located in Maine
- b. Are residences served by Unitil
- c. Meet the following criteria for residents [Low Income Home Energy Assistance Program \(LIHEAP\)](#)-eligibility (LIHEAP *participation* is not required)

Dwelling Units	Minimum % of LIHEAP-eligible residents
1	100%
2	50%
3	66%
4	50%
5 or more	66%

Source: U.S. Department of Energy’s (DOE) Weatherization Assistance Program (WAP), Multifamily Weatherization Initiative

- d. Present cost-effective upgrade opportunities

Eligible Measures

Natural gas boilers and furnaces with AFUE ratings greater than or equal to 94%.



Unitil Low Income Program Manual

Eligible Installers

Any Efficiency Maine trade ally with natural gas qualifications can perform the installations: Residential Registered Vendors, Business Incentive Program Qualified Partners.

3. Rebates

Efficiency Maine pays a rebate equal to one dollar per CCF equivalent of energy used per year. All boilers and furnaces included in the CCF equivalent value must be upgraded. Payments are made upon satisfactory completion of an inspection.

There is no limit to the rebate amount for which an owner may qualify, nor is there a limit to the number of properties that an owner can have upgraded. There are, however, limits to the funding that supports this program.

4. Documentation

- a. Unitil Low Income Program Rebate Reservation Request Form (optional)
- b. Heating fuel usage for previous twelve months.
- c. Unitil Low Income Program Rebate Reservation Confirmation (optional).
- d. Unitil Low Income Program Rebate Claim Form.
- e. Copy of project invoice marked "Paid" showing the make and model of the boiler/furnace.

5. Process

The following is the process that is generally followed for selecting and upgrading properties:

- a. Optionally: Property owners work with an Efficiency Maine trade ally to submit the Unitil Low Income Program Reservation Form, the itemized heating system upgrade quote, and twelve months of heating fuel usage data.
- b. Efficiency Maine reviews submission for eligibility and funding availability.
- c. Efficiency Maine sends letter to owner and vendor approving or denying rebate reservation.
- d. Efficiency Maine natural gas trade ally installs the new heating system.
- e. Property owner sends Rebate Claim Form and a copy of the paid invoice to Efficiency Maine.
- f. Final Inspection. Efficiency Maine inspects installation to confirm that a qualifying heating system was installed according to eligibility guidelines and that all boilers and furnaces connected to the meter were upgraded.
- g. Payment. Rebates can be paid to the property owner or the installer depending on the property owner's wishes within six weeks.



Unitil Low Income Program Manual

6. Terms

- a. Rebate reservations are good for 90 days.
- b. No other Efficiency Maine incentive program can be used for this heating system.
- c. Complete claims must be emailed or post-marked within 90 days of installation.
- d. All terms and conditions are subject to change without notice.