February 2025

PA Update

WE ARE MASS SAVE®:

Improving Delivery and Customer Experience

Call Center

Average Call Center wait time dropped from >6 min in November 2023 to <1 min since December 2023.

Maintaining enhanced staffing levels to align with increased customer demand

PAs have invested in internal QA/QC capacity and customer escalation support

All Rebate Applications

~130k rebate applications received since July 2023 (~7k applications per month).

Over $50 million rebates paid in past 3 months

30-day average for paid applications from completed application to payment. Wait times are longer for incomplete applications.

Efforts continue to improve customer communication for projects in "Missing Information" status

Heat Pumps

~45k heat pump applications received since July 2023 (~2.3k applications per month).

Over $48 million rebates paid in past 3 months

36-day average for paid applications from completed application to payment. Wait times are longer for incomplete applications.

Data through 1/31/25