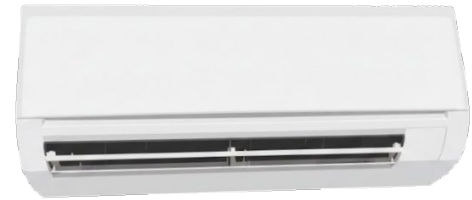


Maximize Your Comfort and Savings: Heat Pumps & Time-of-Day Rates

Heat Pump Owners: Set It and Forget It

If you have a heat pump, you are already in a great position to save under Time-of-Day. Unlike traditional furnaces, heat pumps are designed to run steadily and efficiently rather than “throttling” up and down.



- **Don’t Change Your Habits:** We do not recommend adjusting your thermostat to avoid the 3 PM-7 PM weekday peak window. This can actually use more energy.
- **The “Super Off-Peak” Advantage:** Because heat pumps run steadily through the night, you will automatically benefit from the Super Off-Peak rates (1 AM – 5AM). Most heat pump customers are expected to see savings compared to current flat rates.
- **Thermostat Programs:** If you enroll in the Connected Homes thermostat program, your thermostat will not be turned down from 3 PM-7 PM on weekdays. Instead, if a monthly peak event is forecast to fall outside of the 3 PM-7 PM weekday window, you will be notified to participate in this peak. You will be eligible for the usual per device incentives in this situation. No more than 2-3 of these events are anticipated throughout a calendar year.

Why Time-of-Day Rates?

Electricity costs more to produce and deliver when everyone is using it at once. Time-of-Day (TOD) rates reflect these real-time costs. These rates may cause customers to use energy when demand is low, which will lead to **lower long-term costs** for the entire community, **reduced carbon emissions** by using cleaner energy sources available during off-peak hours, and a **strengthened electricity grid** by preventing system overloads.

How Time-of-Day Works

Starting **April 1, 2026**, your rate will depend on *when* you use electricity. You will see these changes reflected on your **May 2026** bill.

See the rate breakdown (per kWh) in the table to the right:

Period	Time Window	Standard Rate Dec-Feb, May-Sep	Shoulder Rate Mar, Apr, Oct, Nov
Peak	Weekdays: 3:00 p.m. – 7:00 p.m.	\$0.30315	\$0.25379
Super Off-Peak	Daily: 1:00 a.m. – 5:00 a.m.	\$0.20117	\$0.19644
Off-Peak	All other hours	\$0.20432	\$0.20230

Learn More:

Flexibility Matters: We believe OD rates are the best way to save, but we understand every home is different. If you find this structure doesn’t fit your lifestyle, an **Opt-**

Out rate remains available. We are happy to answer questions about your specific situation. Please email us at concordutilities@concordma.gov

or call us at (978) 318-3101 if the website does not address your questions or concerns.

Heat Pump Frequently Asked Questions

Will my bill go up during a cold snap?

While heat pumps work harder when it's very cold, they are still incredibly efficient. Because your heat pump runs 24/7 during a cold snap to maintain a steady temperature, a significant portion of that electricity use happens during Super Off-Peak (1AM – 5AM) and Off-Peak hours. For most customers, the lower rates during these 20 hours of the day will more than offset the 4 hours of Peak pricing.

Should I lower my thermostat during the 3 PM-7 PM weekday Peak?

No. We recommend the “Set it and Forget it” approach during the heating season. Heat pumps are most efficient when maintaining a constant temperature. If you lower the temperature during the Peak window, the system will have to work at maximum power (and lower efficiency) to “recover” once the window ends. This often costs more than simply leaving it alone.

When using heat pumps for cooling during the summer, it is more likely that raising the thermostat setting a few degrees during 3 PM-7 PM weekday peak will save you money. Because the difference between the outdoor and the indoor temperature is less during the summer, the heat pump doesn't have to work as hard to restore the indoor temperature to the lower thermostat setting once the peak window ends.

What about the “Emergency Heat” or “Auxiliary Heat” setting?

If your ducted heat pump system switches to auxiliary heat (electric resistance strips) during a cold winter afternoon, it does use more power. However, if sized correctly, modern cold-climate heat pumps are designed to avoid this unless it is extremely cold. Even if it happens occasionally, the deep discounts during the other 20 hours of the day are designed to keep your overall seasonal costs down. (Ductless heat pumps, also known as mini-splits, rarely utilize auxiliary electric resistance strips.)

Does the “Connected Homes” program apply to heat pumps?

The Connected Homes program briefly turns off or curtails appliances during the 3 PM-7PM peak to reduce costs. While this works great for EV chargers or water heaters, it can cause a heat pump to lose its steady-state efficiency. Further, wi-fi thermostat and mini-split controller manufacturers do not allow utility management of these devices during daily peak periods. You may enroll your heat pump in Connected Homes Supplemental Peak Events. In the Supplemental Program, you will be notified if a peak is expected to fall outside of the 3 PM-7 PM weekday window. If you choose to participate in a Supplemental Peak event, you will be eligible for the usual per device incentive. No more than 2-3 of these events are anticipated throughout a calendar year. Otherwise, to keep your home comfortable and your system running at peak performance, heat pump owners should “Set It and Forget It”.

Why don't you offer a lower "Heat Pump Rate" like the larger investor-owned utilities?

As a Municipal Light Plant, we have broad local control that allows us to focus on community-wide fairness rather than the appliance-specific rates often used by large investor-owned utilities. Instead of picking winners based on specific equipment, our Time-of-Day rate provides a fair, transparent price for all customers based on when electricity is actually used. Because heat pumps naturally heat during Super Off-Peak hours, you automatically receive the lowest possible rate without the need for a separate billing category. Further, by encouraging CMLP customers to shift other types of electricity use to lower cost time periods, Time-of-Day rates have the potential to lower rates for the entire community. This is more beneficial than simply subsidizing heat pump users.

What if I'm not seeing savings?

Every home is different. Factors like insulation, home size, and the age of your equipment matter. If you find that Time-of-Day rates aren't a good fit for your specific home after a few months, you can switch to our Opt-Out rate at any time.

How can I get answers if I have more questions about best practices for heating and cooling my home with heat pumps?

Please [request a meeting](#) with one of CMLP's trained heating/cooling coaches. They would be happy to advise you.

View rates, FAQs and learn
more on our website:



concordma.gov/tod