

Control Point Highlights Nearly 20 Years of Growth and Community Commitment

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As Control Point Heating ? Cooling ? Plumbing ? Electric approaches its 20th year in business, the Shrewsbury-based company is reflecting on the growth, people, and community relationships that have shaped its nearly two decades of service. The company's history and customer-focused approach were recently featured in the Community Advocate article, ?Local Roots, Big Hearts: Control Point Keeps Central Mass Comfortable,? published October 30, 2026.

Founded in 2007 by Navy veteran Nick Lupo, Control Point has grown from a small heating and cooling operation into a full-service residential and commercial provider serving communities throughout Central Massachusetts and the MetroWest area.

The company's expansion reflects a broader commitment to helping homeowners and businesses manage their essential property systems through one service provider. Initially focused on heating and cooling, Control Point expanded its capabilities to include plumbing and electrical services, allowing customers to

address a wider range of home and commercial building needs. Today, its offerings include HVAC installation, repair, and maintenance; heat pumps and ductless systems; plumbing repairs, water heaters, and repiping; and electrical installations, upgrades, and repairs. The company also helps homeowners navigate available Mass Save incentives through its Residential Concierge team.

When Lupo established Control Point in 2007, the company had a team of 13 employees. According to the company, its workforce has since grown to more than 45 people, reflecting the expansion of its services and customer base. The company attributes much of that growth to its investment in hiring, developing, and retaining skilled employees.

The Community Advocate feature highlighted the importance Control Point places on its employees and the connection between workplace culture and customer experience. Rather than competing primarily on price, the company emphasizes having knowledgeable technicians who can explain their recommendations, understand individual customer needs, and perform work that meets applicable requirements.

?We take care of our technicians; they take care of you. It's that simple,? said Nick Lupo, Co-Owner of Control Point.

The company reports that its team brings more than 286 years of combined industry experience to its work. Its approach also emphasizes accountability, initiative, continued growth, and finding solutions that address customers' needs. These principles guide its work across heating, cooling, plumbing, and electrical projects.

Customer feedback has played an important role in Control Point's development. The Community Advocate article highlighted recurring themes in customer reviews, including technicians arriving on time, communicating clearly, and treating customers' homes with respect. The company reports that it is approaching 1,000 five-star Google reviews and maintains an A+ rating with the Better Business Bureau. These figures reflect the company's reported customer feedback and business standing as of November 2026.

Control Point also offers its VIP Club maintenance membership to help customers take a proactive approach to maintaining their home systems. Membership includes scheduled maintenance and inspections designed to identify potential concerns, support equipment performance, and help customers stay ahead of routine service needs. The program covers essential heating, cooling, plumbing, and electrical systems.

Beyond its day-to-day work, Control Point maintains connections with the communities it serves through local sponsorships and events. Its community involvement has included the Spirit of Shrewsbury Fall Festival and Parade and the Summer Concert Series. These activities provide opportunities for the company to support local events and remain engaged with the residents and businesses that make up its service area.

With its 20th anniversary approaching in 2027, Control Point continues to build on the foundation established when the company first opened in Shrewsbury. Its evolution from a heating and cooling business into a multi-service provider reflects nearly two decades of adapting to customer needs while maintaining its focus on employees and the communities it serves. Control Point Heating ? Cooling ? Plumbing ? Electric is located at 155 Memorial Drive, Suite D, in Shrewsbury, Massachusetts, and serves residential and commercial customers throughout Central Massachusetts and the MetroWest area.

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Control Point

Founded in 2007 by an HVAC professional with extensive commercial experience, Control Point is located in central Massachusetts. Our HVAC experts offer over 189 years of combined experience in the HVAC industry and bring excellence to every job.

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