



For questions regarding these instructions or required paperwork, please contact the assigned EWEB Energy Management Specialist or the Heat Pump Water Heater (HPWH) program team lead at 541-685-7000.

**These documents must be received by EWEB before an EWEB Energy Management Specialist will be assigned to any project:**

- ☐ **Complete** Residential Program Application (FORM 1).
- ☐ Rental property owners must **complete and submit** an IRS Form W9. Due to privacy requirements, EWEB can only accept the W9 form from the customer.

**When an EWEB customer's project has been assigned to the Heat Pump Water Heater (HPWH) program, the EWEB Energy Management Specialist will:**

- ☐ Notify the customer in writing that they have either been approved or denied participation in the program. If necessary, a site visit will be scheduled.

**When the customer has decided to have a unit installed, the installer will:**

- ☐ Complete the **Heat Pump Water Heater Installation Form** at the time of installation. The heat pump water heater equipment eligibility requirements are as follows:
  - The HPWH and its tier qualification must appear on the BPA Qualified Heat Pump Water Heater List.
  - Heat pump water heater units may be installed in an unheated location (e.g. garage, unheated basement, shed, etc.) or in a conditioned/interior location.
  - AirGenerate and Electrolux heat pump water heaters will no longer qualify for a rebate after April 1 2015.
  - Tier 1 units will no longer qualify for a rebate after December 31, 2016.
- ☐ Verify the installation will be in compliance with all code and permitting requirements by law for the installation of a HPWH.
- ☐ Install the HPWH according to the manufacturer instructions.
- ☐ Arrange for any required permit inspections and final permit approvals.

**After the system has been installed, the installer will:**

- ☐ Submit to EWEB the following:
  - Itemized customer invoice(s) for the HPWH and installation cost. The invoice(s) should include the manufacturer, model number, type, size, quantity of equipment or product installed, the purchase date, HPWH cost and installation cost if applicable. Completed **Heat Pump Water Heater Installation Form**. If available, a completed copy of the manufacturer's installation checklist.
- ☐ EWEB may schedule an appointment with the customer and inspect the system for compliance with all Heat Pump Water Heater program specifications. It is helpful if the installer is available for this final inspection as this could alleviate a contractor callback for non-compliance. EWEB will promptly communicate to the installer the reasons for any failed inspection. In addition:
  - ☐ The Energy Management Specialist will e-mail or fax to the installer's representative the details pertaining to any failed final inspection. It is the responsibility of the installer to remedy any issues in a timely manner and to notify the Energy Management Specialist once the job is ready for a re-inspection.
- ☐ When the Energy Management Specialist has approved the installation, he or she will authorize payment of any funds for which the customer has been approved.