



## Residential Ducted Heat Pump Program Information

### PROGRAM DESCRIPTION

A ducted heat pump can deliver one and a half to over three times more heat energy to a home than the electric energy it consumes. This is possible because heat pumps move heat from the air rather than converting it from a fuel, like in combustion heating systems. This cycle can be reversed in the summer to cool your home. The mild Pacific Northwest climate provides ideal conditions for high-efficiency heat pumps and provides the following benefits:

- **Saves you energy and money** - If you heat with electricity, a heat pump can reduce the amount of energy you use for heating by as much as 30%-40%.
- **Increased comfort** - Heat pumps deliver constant, even temperatures and also balance humidity.
- **Reliable performance** - With routine maintenance, heat pumps are typically durable and highly reliable and can deliver service for 20 years or more.



EWEB is a sponsor of the ENERGY STAR® Quality Installation (QI) program for heat pumps. The ENERGY STAR® QI program provides guidelines to ensure that the equipment is installed correctly. These guidelines are based on the Air Conditioning Contractors of America (ACCA) heating, ventilation, and air conditioning (HVAC) QI Specification. These practices help ensure that your new equipment is sized correctly, is connected to a well-sealed duct system, is operating with sufficient air flow, and is installed with the proper amount of refrigerant. For more information about ENERGY STAR® QI go to [www.energystar.gov](http://www.energystar.gov).

### ELIGIBILITY REQUIREMENTS

All EWEB electric customers *may be* eligible.

- Signature of the home owner is required on the **Energy Management Services Program Application (FORM 1)**.
- Loan approval is based on EWEB credit history and credit report, and loan amount may vary based on approved credit.

### PROGRAM STEPS

1. The home owner must complete, sign and return a completed **Energy Management Services Program Application (FORM 1)** to EWEB.
2. If you are applying for a 0% interest loan, all owners of record must complete, sign and return the loan application to EWEB.
3. Upon participation approval, an EWEB Energy Management Specialist will send the customer a letter or email outlining the next steps.
4. The customer will solicit bids from EWEB's list of participating ducted heat pump contractors and select a contractor.

5. If the customer decides to upgrade their insulation levels, that work should be completed after the installation of the heat pump. Insulation upgrades may be eligible for a rebate or 0% interest loan.
6. After installation of the system and contractor submittal of all required documentation, EWEB will verify the system for program compliance.
7. Rebate payments will be mailed to either the homeowner or contractor approximately four to six weeks from the date EWEB approves the installation. Loan payments will be mailed approximately four to six weeks after the customer returns the signed loan contracts to EWEB.

## FINANCING & INCENTIVES

A customer may opt to receive the rebate **OR** 0% interest loan (upon approved credit) referenced in the box below.

| 0% Interest Loans (60 month term) |                      |          | Rebate  |
|-----------------------------------|----------------------|----------|---------|
| Manufactured Home                 | Air Source Heat Pump | \$7,000  | \$1,000 |
| Site-Built Home                   | Air Source Heat Pump | \$12,000 | \$1,000 |

### ADDITIONAL TAX CREDIT INFORMATION

**Home owners:**

**Federal:**

[www.energystar.gov](http://www.energystar.gov)

Search **tax credits**

**State:**

[www.oregon.gov](http://www.oregon.gov)

Search **residential tax credits**

**RENTAL PROPERTIES:** Home owners must include a completed Form W-9 with their program application. For energy tax credits through the State of Oregon for rental property upgrades, visit [www.oregon.gov](http://www.oregon.gov) and search **small premium projects**.

