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### Heat Pump Best Practices Installation and Sizing

Customer Incentive	Trade Ally Incentive
\$500	\$250

#### Requirements:

- Work must be completed by a Program-Qualified Trade Ally
- Equipment must be a new, air-source split or packaged unitary heat pump with an AHRI Standard Rating Cooling Capacity of 65,000 BTU/hr (5.4 tons) or less
- Equipment must be listed on the AHRI Certified Directory
- Work must be installed according to the Technical Specification Manual

#### Ensure the home qualifies:

- Must be existing home, not new construction
- Air flow must meet minimum 350 CFM
- Gas, oil, wood heating, pellet stoves, and propane systems conversions do not qualify
- Work completed must comply with all building codes and standards

#### Additional program rules:

- Incentive cannot exceed project costs

#### Application:

- **Heat Pump Application** - completed and signed
- Mail all documents so they are postmarked within 90 days of the qualifying service completion date
- Make copies for your records

#### Itemized receipt or invoice:

- Product or service description and costs
- Model numbers: indoor and outdoor
- Date work initiated
- Date work completed

#### Additional Documents:

- **AHRI certificate**
  - W-9 for businesses and non-individual customers receiving an incentive
  - Third party addendum for homeowners who are not listed on the utility account and who are applying for incentives
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## Existing Single Family Homes Incentives Continued

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### Whole Home Upgrade Package

Customer Incentive: \$1,000 bonus per home

#### Electrically Heated Homes Requirements:

Must complete the following services, one from each category:

Category	Service Options
Heating HVAC	Heat Pump <b>OR</b> Ductless Heat Pump
Duct Work (for ducted heat pumps only)	Duct Sealing <b>OR</b> Duct Sealing and Duct Insulation
Insulation	Whole Home Attic Insulation, Whole Home Wall Insulation, <b>OR</b> Whole Home Floor Insulation
Air Sealing	Air Sealing

#### Gas Heated and Electrically Cooled Homes Requirements:

Must complete the following services, one from each category:

Category	Service Options
Heating HVAC	ECM on Existing Furnace <b>OR</b> 95% AFUE Gas Furnace with ECM
Cooling HVAC	Evaporative Cooler Tier 2 <b>OR</b> Central Air Conditioner (must be ducted)
Duct Work	Duct Sealing and Duct Insulation
Insulation	Whole Home Attic Insulation <b>OR</b> Whole Home Wall Insulation

#### Ensure the home qualifies:

- Must be an existing home, not new construction
- Home must meet individual program requirements for all services completed

#### Additional Program Rules:

- Incentive cannot exceed project costs

#### Application:

- Whole Home Upgrade One Pager
- Duct Sealing and Duct Insulation Application
- Insulation and Air Sealing Application
- Central Air Conditioner and Gas Furnace Application (Electrically Cooled Homes Only)
- Evaporative Cooler Application (If Applicable for Electrically Cooled Homes Only)
- Heat Pump Application (Electrically Heated Homes Only)
- Mail all documents so they are postmarked within 90 days of the qualifying service completion
- Make copies for your records.

#### Itemized receipt or invoice and Additional Documents:

- See individual applications for more details
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## Existing Single Family Homes Incentives Continued

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### Heat Pump Water Heater

**Customer Incentive:** up to \$300

**Trade Ally Incentive:** \$100

#### Requirements:

- Work must be completed by either a Program-Eligible Program Trade Ally or maybe self-installed
- Heat pump water heater must meet the Northern Climate Specifications found at [neea.org/northernclimatespec](http://neea.org/northernclimatespec)
- Must be located in an unheated buffer (unconditioned space) location, heat pump water heater may not be installed in a conditioned space
- Work must be installed according to the Technical Specification Manual

#### Ensure the home qualifies:

- Must be existing home, not new construction
- Work completed must comply with all building codes and standards
- Heat pump water heater must be installed within 90 days of purchase
- Previous water heater must have been an electric storage water heater (incentive does not apply when replacing an existing heat pump water heater)
- Gas system conversions do not qualify

#### Application:

- **Heat Pump Water Heater Application** – Completed and signed
- Mail all documents so they are postmarked within 90 days of the qualifying service completion date
- Make copies for your records

#### Itemized receipt or invoice:

- Product and/or service description and costs
- Model number
- Date work initiated
- Date work completed

#### Additional Documents:

- W-9 for businesses or non-individual receiving an incentive
- Third party addendum for property owners who are not listed on the utility account and who are applying for an incentive

## Glossary

Home's Primary System		
	Heating	Cooling
Electrically Heated System	Electric	Electric or Non-Electric
Electrically Cooled System	Non-Electric	Electric

**Electric Heating** Permanently installed, ducted system consisting of an electric furnace, heat pump or electric zonal heating system (baseboard or ceiling/wall heaters) serving as the home's current primary heat source (space heaters do not qualify)

Duct Sealing (Stand Alone) and Duct Sealing and Duct Insulation Specific:

Permanently installed, ducted system consisting of an electric furnace or heat pump serving as the home's current primary heat source

**Electric Cooling** Permanently installed, electric heat pump or ducted electric central air conditioner serving as the home's current primary cooling source. Room air conditioners and evaporative cooler do not qualify

**Non-Electric Heating** Heating system with gas, oil, wood, pellet stoves, and propane serving as the home's current primary heat source

**Finished or Conditioned Living Space** Living space that has a permanently installed heating or cooling system

**Unconditioned Living Space** Spaces that exist outside of the home's thermal boundary (e.g. garages, crawlspaces, the exterior of the home, or potentially the basement)

**ACCA** Air Conditioning Contractors of America

**AFUE** Annual Fuel Utilization Efficiency

**AHRI** Air Conditioning, Heating and Refrigeration Institute

**CAC** Central Air Conditioner

**CAZ** Combustion Appliance Zone Testing

**CFM** Cubic Feet per Minute

<b>ECM</b>	Electronically Commutated Motor
<b>EER</b>	Energy Efficiency Ratio
<b>HES</b>	Home Energy Savings
<b>HSPF</b>	Heating Seasonal Performance Factor
<b>HVAC</b>	Heating, Ventilation, and Air Conditioning
<b>Pa</b>	Pascal
<b>RMP</b>	Rocky Mountain Power
<b>SEER</b>	Seasonal Energy Efficiency Ratio
<b>TXV</b>	Thermal Expansion Valve
<b>QPL</b>	Qualified Products List
<b>WCI</b>	Water Column Inches