



# Heat Pump Incentives

Washington Residents

For work completed on or after January 1, 2016

Heat Pump Incentives				
Your trade ally or store associate can help you find eligible products and services				
Incentives	Heat Pump to Heat Pump Upgrade with Best Practice Installation and Sizing	Heat Pump Conversion with Best Practice Installation and Sizing	Heat Pump PTCS Commissioning, Controls and Sizing	Ductless Heat Pump
Customer Incentive	\$150	\$1,250	\$200	\$1,000
Trade Ally Incentive	\$100	\$500	\$200	\$300

Instructions Steps and requirements to earn each incentive	HP Upgrade	HP Conversion	PTCS CC&S	Ductless HP
	<b>1. Ensure the home qualifies</b>			
<ul style="list-style-type: none"> <li>Must be existing home, not new construction</li> <li>Gas, oil, wood heating, pellet stoves and propane system conversions do not qualify</li> </ul>	✓	✓	✓	✓
<ul style="list-style-type: none"> <li>Manufactured home qualifies</li> </ul>	✓	✓		✓
<ul style="list-style-type: none"> <li>Previous primary heat source was a ducted electric heat pump that served at least 80% of the home's conditioned living space</li> </ul>	✓			
<ul style="list-style-type: none"> <li>Previous primary heat source was a permanently installed electric resistance heating system (e.g., electric baseboard, electric furnace, electric ceiling/wall heat) serving at least 80% of the home's conditioned area</li> </ul>		✓		✓
<ul style="list-style-type: none"> <li>Incentive is not offered to customers replacing an existing ducted heat pump</li> </ul>				✓
<ul style="list-style-type: none"> <li>Homes 3,500 square feet or less may qualify for one unit, while homes greater than 3,500 square feet may qualify for two units. Homes greater than 3,500 square feet requiring more than two units may apply for additional incentives (additional documentation required, subject to program approval)</li> </ul>	✓	✓		✓
<b>2. Purchase a new qualifying product or service</b>				
<ul style="list-style-type: none"> <li>Equipment must be installed according to specifications outlined in the Washington Technical Specifications Manual: <a href="http://pacificpower.net/wa-ta-resources">pacificpower.net/wa-ta-resources</a></li> <li>Equipment must be listed on the AHRI Certified Directory: <a href="http://ahridirectory.org">ahridirectory.org</a></li> <li>Work completed must comply with all building codes and standards</li> <li>May apply for only one of these incentives per heat pump</li> </ul>	✓	✓	✓	✓
<ul style="list-style-type: none"> <li>Minimum 9.0 HSPF</li> <li>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</li> <li>New heat pump must be the current primary heat source and must service at least 80 percent of the home's conditioned living space</li> <li>Must include Best Practice Installation and Sizing</li> </ul>	✓	✓		
<ul style="list-style-type: none"> <li>Equipment must be a new heat pump</li> </ul>	✓	✓	✓	
<ul style="list-style-type: none"> <li>Minimum 9.0 HSPF</li> <li>Equipment must be a new AHRI rated ductless (mini-split) system</li> <li>Must employ an inverter driven outdoor compressor unit and a variable speed fan for indoor blower and be fully ductless</li> <li>Must have at least one indoor head installed in the primary living space</li> </ul>				✓



## Homeowner and Property Information Continued

Home's **previous** primary heating source (select one)

- Electric baseboard     
  Electric ceiling or wall heat     
  Electric furnace     
  Natural gas furnace  
 Ductless heat pump     
  Electric ducted heat pump     
  Other

Did home's **previous** primary heating source serve at least 80% of the home's conditioned living space?  Yes  No

Home's **current** primary cooling source (select one)

- Central air conditioner     
  Evaporative cooler     
  Electric heat pump (ducted or ductless)     
  None

Does home's **new** heat pump serve at least 80% of the home's conditioned living space?  Yes  No


(Optional) I decline to receive additional energy-efficient product incentive information

How did you hear about cash incentives for energy-efficient products and services for your home? (select all that apply)

- Friend/family     
  Utility website     
  Print ad     
  TV/radio ad  
 Contractor/store staff     
  Other

## Homeowner's Acceptance of Terms

I hereby certify that all information is accurate including claims of customer and equipment information. I confirm that the improvements I installed were not required by code. I understand that information related to the completeness of my application may be shared with contractors. I also understand that the status of my application may be shared with third parties on an aggregated basis. I have read all terms and conditions and acknowledge that Pacific Power may verify all the information provided. Incentive checks are paid to the Pacific Power account holder. Customers are responsible for payment to contractors.

	Customer signature	Date
------------------------------------------------------------------------------------	--------------------	------

## SECTION 2 - Trade Ally completes and submits with section 1

Trade Ally Information	HP Upgrade	HP Conversion	PTCS CC&S	Ductless HP
Trade ally completes for all incentives				
Trade ally business name				
Mailing address	City	State	Zip Code	
Technician's name	Daytime phone number			

Product Information	HP Upgrade	HP Conversion	PTCS CC&S	Ductless HP
Date work initiated	Date work completed			
Condenser unit brand	Model number	Serial number		

Air Flow Information	HP Upgrade	HP Conversion	PTCS CC&S	Ductless HP
(Complete one of the following Options)				
Mode unit tested in <input type="checkbox"/> Heating <input type="checkbox"/> Cooling				

## Outside Air Temperature

### (Option 1) True Flow Test

Stage/capacity tested <input type="checkbox"/> High <input type="checkbox"/> Low	Tons tested	Plate installed <input type="checkbox"/> Filter slot @ ID unit <input type="checkbox"/> Filter grille <input type="checkbox"/> Other
Insert plate size <input type="checkbox"/> 14 <input type="checkbox"/> 20	Plate pressure Pascals	
Normal supply operating pressure NSOP Pascals	Supply pressure with plate in TFSOP Pascals	Correction factor ( $\sqrt{(\text{NSOP} \div \text{TFSOP})}$ )
Raw flow CFM	Corrected flow (Correction factor x Raw flow) CFM	CFM/ton (Corrected flow ÷ Tons tested)

Does the air flow across the coil meet the minimum 350 CFM/ton requirement?  Yes  No

### (Option 2) Static Pressure

Does Indoor Unit have an ECM blower?  Yes  No

Return Air Static WCI	Supply Air Static WCI	Total Static Pressure WCI
--------------------------	--------------------------	------------------------------

Does the equipment meet the program specifications of 350 CFM/ton according to the Static Pressure Air Flow Chart?  Yes  No

## Refrigerant Charge Performance Check

Run unit for at least 15 minutes before taking readings

HP  
Upgrade

HP  
Conversion

PTCS  
CC&S

Ductless  
HP

Mode unit tested in  Heating  Cooling  
If > 65°F, test in cooling. If ≤ 65 °F, test in heating

### (Option 1) Cooling Mode

Test when outdoor temperatures are 65 °F or warmer. Run unit for at least 15 minutes before taking readings.

Measured discharge pressure PSIG	Manufacturer's target subcooling found in the equipment's installation manual			
	Min	°F	Max	°F
Discharge saturation temperature (A) °F	Measure liquid line temperature (B) °F	Measured subcooling (A-B) °F		

Is measured subcooling within +/- 3°F of target subcooling or within manufacturer's suggested range?  Yes  No

### (Option 2) Heating Mode

Test when outdoor temperatures are colder than 65 °F. Run unit for at least 15 minutes before taking readings.

Supply Air (SA) °F	Return Air (RA) °F	Measured Temp Split (SA-RA) °F
-----------------------	-----------------------	-----------------------------------

Does the temperature either equal or exceed values expected in the Heat Pump Temperature Split Chart?  Yes  No

## Performance Tested Comfort System Service

HP  
Upgrade

HP  
Conversion

PTCS  
CC&S

Ductless  
HP

Did you install and perform the PTCS service in accordance with standards found in the PTCS Air Source Heat Pump System Installation Specifications?  Yes  No

What was serviced?  New heat pump  Existing heat pump  Refurbished heat pump

## Ductless Heat Pump Installation

HP  
Upgrade

HP  
Conversion

PTCS  
CC&S

Ductless  
HP

Did you install the ductless heat pump in accordance with manufacturer and program specifications, including adherence to proper refrigerant charging and installation of exterior insulated refrigerant lines?  Yes  No

How many head/indoor units does the installed ductless heat pump have?  One  More than one

What is the primary purpose of this ductless heat pump?  
 Primary heat whole home  Supplemental heat for existing room or add-on room

## Trade Ally's Acceptance of Terms

I hereby certify that all information is accurate including claims of customer and equipment information. I have read all terms on this application and acknowledge that Pacific Power may verify all the information provided. Customer personal information and account number will not be shared with contractors or their representatives. The status of customer incentive applications that are missing required information or were not qualified may be shared only with the contractor or their representatives associated with each individual incentive application.



Trade ally signature

Date

## Resources

List of qualifying products and services: [pacificpower.net/wa-qpl](http://pacificpower.net/wa-qpl)

Performance Tested Comfort Systems (PTCS) Form: [http://www.bpa.gov/EE/Sectors/Residential/Documents/PTCS\\_Air\\_Source\\_Heat\\_Pump\\_form\\_2015.pdf](http://www.bpa.gov/EE/Sectors/Residential/Documents/PTCS_Air_Source_Heat_Pump_form_2015.pdf)

Get your Pacific Power account number: [pacificpower.net](http://pacificpower.net) or 1-888-221-7070

List of program trade allies: [pacificpower.net/wa-tradeallies](http://pacificpower.net/wa-tradeallies)

Washington Trade Ally Manuals: [pacificpower.net/wa-ta-resources](http://pacificpower.net/wa-ta-resources)

IRS W-9 forms W-9 tax form (for businesses and non-individual customers, including landlords, applying for incentives): [irs.gov/pub/irs-pdf/fw9.pdf](http://irs.gov/pub/irs-pdf/fw9.pdf)

Third Party Payment Addendum (for homeowners and other third party entities not listed on account only): [pacificpower.net/wa-addendum](http://pacificpower.net/wa-addendum)

Incentives status: Please allow six weeks plus mail service time for delivery. Track your incentive status at [pacificpower.net/wa-track-incentive](http://pacificpower.net/wa-track-incentive). You can also reach us at 1-800-942-0266, M-F, 7 a.m. to 5 p.m. (PST)

Mail complete applications, receipts and other required documentation to:

Home Energy Savings  
WA HVAC  
818 S.W. Third Avenue #215  
Portland, OR 97204-2405

## Terms & Conditions

Pacific Power offers incentives through a variety of programs that focus on energy efficient products. When you (the “**Customer**”) participate in these programs, you can save energy and money while reducing your impact on the environment. This application (“**Incentive Application**”) is intended to guide you through the steps necessary to receive an Incentive (“**Incentive**”) under the Home Energy Savings program (“**Program**”). The program is administrated by CLEAResult Consulting Inc., a Texas corporation and/or an affiliate thereof (“**CLEAResult**”). The program may require engaging a qualified trade ally (“**Trade Ally**”) in order to qualify for Incentives. Customer is responsible for paying for all trade ally services.

**Incentive availability:** Incentives are available on a first-come, first-served basis according to the postmark date on the application. Please reference the program website at pacificpower.net/hes to determine the current status of incentive availability. All services must be purchased and installed prior to submitting an Incentive Application. Applications must include all information requested. Failure to provide this information may result in delays. If required information is not provided within 42 days of application submittal, the Incentive Application will be denied. Incentive will not exceed purchase price. Additional terms and conditions may apply. Incentives are subject to tariff approval and may change with 45 days of notice. Please visit pacificpower.net/hes for current program requirements.

**Qualifying customers:** Residential electric customers residing in the state of Washington who purchase their electricity from Pacific Power on rate schedules 16, 17, or 18 qualify. Landlords who own rental properties served by the company in the state of Washington where the tenant is billed on rate schedules 16, 17, or 18 also qualify for this program. You can find your rate schedule on your bill, by calling toll free 1-888-221-7070 or by logging in at pacificpower.net. Incentive checks will be issued in the name of the customer on the qualifying account. If you are a property owner, landlord, property management company or homeowner association and not listed on the account where qualified equipment was installed or services performed you must submit a completed Third Party Payment Addendum to receive incentive check(s) made payable to you.

**Customer responsibilities:** Customer agrees to indemnify and release CLEAResult, and Pacific Power their affiliates, officers and employees from all claims, demands, losses, damages, costs, expenses and liability (legal, contractual or otherwise), which arise from or are in any way connected with any: (1) injury to or death of persons, (2) injury to property of Customer, (3) violation of any applicable laws, statutes or ordinances, or (4) any act omission or negligence of the contractor.

Customer will allow, if requested, a representative from CLEAResult, Pacific Power, or any authorized third party reasonable access to Customer's property for inspections, including but not limited to: (a) post-installation equipment inspection to check implemented measures and to verify compliance with the program requirements; and (b) post-operation inspection to verify energy savings of the measures after a period of operation; and (c) inspection for any other reason.

Customer also consents to CLEAResult's use of Customer's name, program services, and resulting energy savings in reports or other documentation. Customer will obtain the approval of the property owner where the measure is to be installed prior to installation if Customer is not the owner. Customer agrees that information collected in this application may be used for marketing purposes. In addition, Customer acknowledges that information included in this application may be subject to public records requests as required by law.

Customer and CLEAResult shall comply with all applicable laws at all times. It is Customer's responsibility to obtain all licenses, permits or other approvals required for installation of products or measures under the program. Customer is solely responsible for proper disposal of any and all removed products. Customer is solely responsible for the economic and technical feasibility, operational capability and reliability of Customer's installations, products and solutions. CLEAResult and Pacific Power make no representation or warranty and assume no liability with respect to services of any trade ally, quality, safety, performance or other aspect of any design, system or appliance installed pursuant to the program or this Incentive Application and expressly disclaim any such representation, warranty or liability. Under no circumstances shall CLEAResult or Pacific Power be liable for any monetary damages related to the program including any action or inaction of trade ally's performing work under the program. All projected savings are intended to be estimates and CLEAResult and Pacific Power do not guarantee any level of savings. The customer hereby transfers to Pacific Power all environmental attributes (“**Environmental Attributes**”) attributable to program qualifying equipment or its operation. Environmental Attributes include any and all credits, benefits, emissions reductions, offsets and allowances, howsoever entitled, resulting from the avoidance of the emission of any substance to the air, soil or water at or by PacifiCorp generating facilities through reduced generation of energy or other savings or offsets on account of the qualifying equipment. The customer will not claim ownership of any Environmental Attributes. As long as the customer at the same time states the qualifying equipment was made possible with funding from Pacific Power, the customer may claim that it is facilitating the production of the Environmental Attributes attributable to the qualifying equipment.

**Jury waiver:** To the fullest extent permitted by law, each of the parties hereto waives any right it may have to a trial by jury in respect of litigation directly or indirectly arising out of, under or in connection with this agreement. Each party further waives any right to consolidate any action in which a jury trial has been waived with any other action in which a jury trial cannot be or has not been waived.

**Application timeline:** Incentive Application and required documents must be postmarked within 90 days of service completion date. Incentive checks are issued within 45 days of receipt of the completed and approved Incentive Application. Incentives are not to exceed the purchase price of the equipment or service. Equipment and service work may be inspected for compliance. Incentives are subject to tariff approval and may change with 45 days' notice. Additional terms and conditions may apply.

**Application details:** If your Incentive Application is selected for inspection, it will not be processed until the review is satisfactorily completed. Pacific Power issues incentives in the form of checks not utility bill credits. Pacific Power is not responsible if your trade ally provides inaccurate information about the amount and/or conditions of the actual incentive and Pacific Power will not pay incentives for equipment that is mislabeled or is represented by trade allies regarding incentive qualifications. Households receiving incentives under the Home Energy Savings program may not receive equipment purchase and installation incentives under other Pacific Power company programs.

By providing Pacific Power with your e-mail address you agree that we may send you e-mails, occasional “breaking news” alerts and promotions from Pacific Power's Home Energy Savings program. We may also e-mail you occasionally with updates and information about the program. Should we elect to change our privacy policy we will post the changes at pacificpower.net/hes. Where the changes are significant, we may also choose to e-mail all our registered users with the new policy details.

Incentive Application must be postmarked within 90 days of the service completion date.