

FINANCIAL EXAMPLE

\$1,300 qualified heat pump water heater
– \$ 750 Efficiency Maine mail-in rebate
\$ 550 net price

\$330/year savings for a four-person household*

20-month payback

More than \$3,000 lifetime savings*

**Source: energystar.gov accessed 6/1/17.*

Note: Your costs and savings may vary.

BENEFITS

1. Heat pump water heaters can save more than \$3,000 over the life of the unit compared to electric water heaters.
2. They typically have 10+ year warranties.
3. They dehumidify the space they are in.



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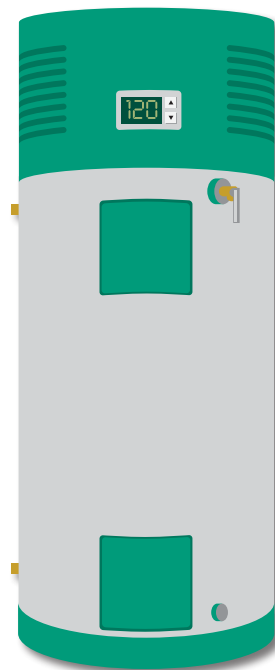
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Heat Pump Water Heater

Myths & Facts

Over **10,000 Mainers** have installed heat pump water heaters and surveys demonstrate a high level of customer satisfaction. They provide **plenty of hot water, reduce electric bills and help dehumidify the air.** Plus they typically have long warranties.

Despite their widespread use, some heat pump water heater myths still exist—myths that could reduce savings and leave users with a cold shower.



Myths & Facts

1 **MYTH: Heat pump water heaters are not well-suited to Maine's cold climate.**

FACT: Heat pump water heaters offer year-round savings, regardless of climate. Over 10,000 Mainers have installed a heat pump water heater and an Efficiency Maine customer satisfaction survey found that **over 80% of those surveyed rated their satisfaction, on a scale of one to ten, at eight or higher.**

2 **MYTH: Heat pump water heaters should be set to "Hybrid" or "Energy Saver" mode as a default.**

FACT: Keeping your water heater **set to the "Heat Pump" mode will result in the most savings.** Hybrid or Energy Saver mode should only be used in special circumstances (see below).

3 **MYTH: If you need more hot water capacity, switch to "Electric" mode.**

FACT: Always start with Heat Pump mode. If you're running out of hot water, try switching to low-flow devices first. If that doesn't work, turn up the temperature on your water heater and install an anti-scald mixing valve. If those two steps don't result in enough hot water, then switch to Hybrid or Energy Saver mode.

Hybrid or Energy Saver mode can heat water the fastest because it can use both the electric elements and heat pump simultaneously.

4 **MYTH: Venting the cool exhaust air outside saves energy.**

FACT: Venting exhaust air outside is a bad idea because any air exhausted outside will be replaced by outdoor air. In the winter this wastes energy. While running, there could be 30°F outdoor air coming in to replace 40°F exhaust air. And when the unit is not running, there's an open hole through the wall that could let in cold air.

In the summer, outdoor ducting may bring in moisture.

5 **MYTH: Using Electric mode in the winter saves money because it avoids stealing heat from your furnace.**

FACT: If your heat pump water heater is installed in a space that is not intentionally heated (like a basement with no thermostat) then the heat it absorbs won't cause the furnace to work any harder. It's only taking free heat.

If your water heater is installed in an intentionally heated space, the furnace will have to replace heat that the water heater absorbs, but this is **cheaper than using the water heater's Electric mode.** Electric mode is the most expensive way to heat water.

6 **MYTH: Condensate water should be neutralized.**

FACT: This myth stems from the fact that acidic condensate produced by condensing gas boilers needs to be neutralized. Heat pump water heaters don't have flue gases. They are dehumidifiers so their condensate comes from the air and **does not need to be neutralized.**