

Residential Registered Vendor Monthly Report August 14, 2019



Program Updates

1. **Updated Heat Pump Water Heaters Video** – Efficiency Maine has updated the Introduction to Heat Pump Water Heaters video. The video describes how the technology works and highlights key features, benefits, and considerations. Click [here](#) to view the video.
2. **Change to the Heat Pump Installation Requirements Checklist** – We wanted to let you know that we've made a small change to the [Heat Pump Installation Checklist](#). The outdoor unit must now be installed at least 24" above the ground.
3. **Personnel Changes at CLEAResult** – We've had a couple personnel changes that have resulted in two job openings. CLEAResult, the company that runs our residential programs, is hiring an Operations Manager to replace Dana Storer (click [here](#) for details) and a Residential Field Specialist to do Quality Assurance inspections, replacing Steve Bergeron who was promoted to Field Manager (click [here](#) for details).
4. **Home Energy Loan Update** – July's 85 loans were 174% above July of last year and fiscal year-to-date loans are up 174% over last year. If you don't already have a loan portal ID and password, you can reach our financial services provider (NEIF) by calling our Call Center (866-376-2463).

Tips

1. **Sales Tool of the Month** – Efficiency Maine has over a dozen brochures available to Residential Registered Vendors at no charge. Our Home Energy Loan brochure is a tri-fold brochure that describes how customers can borrow up to \$15,000 at 4.99% APR for rebate-eligible upgrades. It includes a table showing monthly payments for different loan amounts (e.g., a \$10,000 loan costs just \$106/month over ten years). If you'd like Home Energy Loan brochures for your customers, you can download them from our [website](#) or order them to be mailed to you at no charge by contacting our Call Center at 866-376-2463 or info@efficiencymaine.com.
2. **Rebate Processing Tip** – If you, or a homeowner, are applying for a loan on a project in a home more than 50 years old, the project will have to go through a historic review by the Maine Historic Preservation Commission. Efficiency Maine sends the paperwork to the commission, which takes 7 business days to review the project.
3. **Tip from the Field** – One easy way to make customers happy is to call them if you're going to be more than 15 minutes late. We frequently hear that arriving on time was one of the most important factors for homeowners.

Fact of the Month:

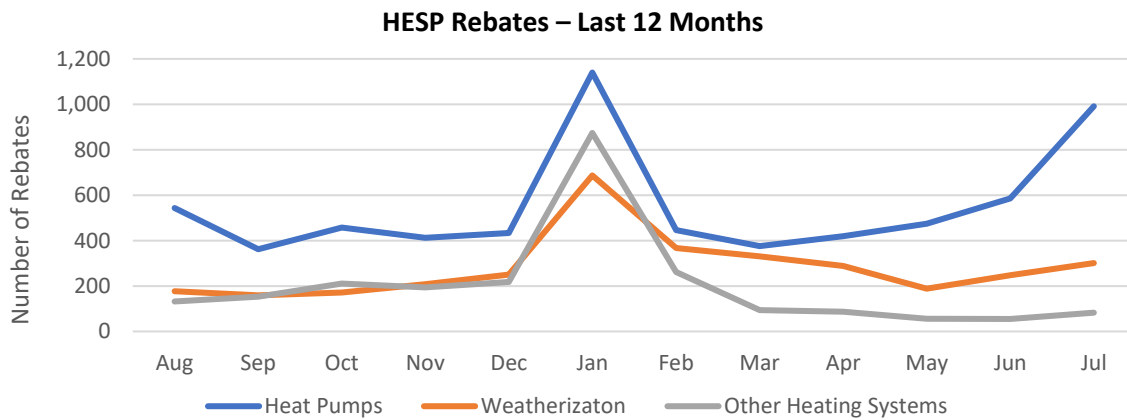
Heat Pumps Cheaper to Operate than Oil systems until between 5F and -15F: For some heat pump/boiler combinations there is an outdoor temperature below which an oil boiler is less expensive to operate than a heat pump. Our modeling has shown that using 2018 energy prices, the transition point is somewhere between 5F and -15F. Switching back and forth exactly when the temperature

crosses the transition point could save up to 5% on heating costs. However, forgetting to switch back to the heat pump once the temperature climbs back above the transition point could end up costing more. We generally recommend that customers select a temperature set point on the heat pump that makes the room feel comfortable (usually several degrees higher than the central heating system thermostat) and leave it at that setting throughout the winter.

Home Energy Savings Program (HESP)

HESP Rebates – Last 12 Months

Year:	2018	2018	2018	2018	2018	2019	2019	2019	2019	2019	2019	2019
HESP Rebate Type	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul
Ductless Heat Pump	543	362	458	413	434	1,140	446	376	419	474	585	991
Boiler	79	97	86	102	98	431	171	69	63	41	52	70
Air Sealing	70	70	63	81	89	248	135	121	117	72	83	105
Attic Insulation	52	41	50	62	72	228	112	98	79	56	78	94
Basement Insulation	37	28	38	40	65	153	89	76	70	38	58	79
Furnace	32	29	53	23	27	126	48	11	17	12	3	7
Wall Insulation	18	20	21	25	24	58	31	36	22	22	28	23
Pellet Boiler	2	2	6	6	3	10	5	4	2	0	0	2
Pellet Stove	8	10	35	48	22	208	24	4	3	3	0	0
Wood Stove	9	15	31	13	68	99	11	2	0	0	0	0
Geothermal	2	0	0	2	0	0	2	4	2	0	0	3
Total Measures Installed	852	674	841	815	902	2,701	1,074	801	794	718	887	1,374

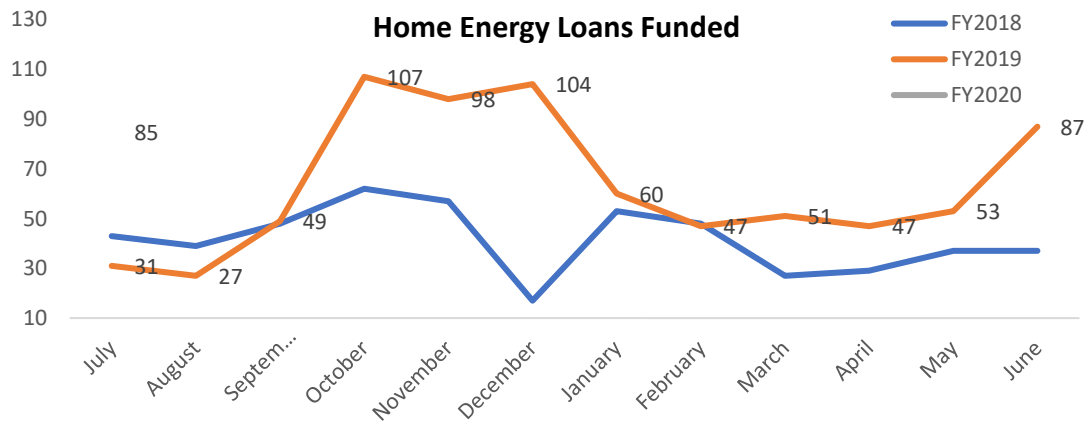


HESP Year-Over-Year Comparison

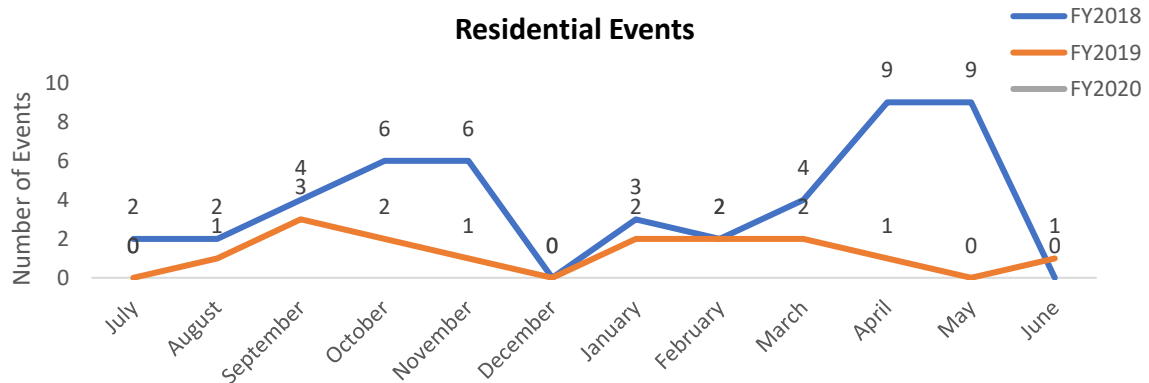
(July 1 – July 31; EXCLUDED 2nd zone mini-split and whole house heat pumps)

#	HESP Rebate Type	FYTD 15	FYTD 16	FYTD 17	FYTD 18	FYTD 19	FYTD 20
1	Ductless Heat Pump	811	507	351	496	619	991
2	Air Sealing	158	113	52	64	107	105
3	Boiler	43	46	37	43	118	70
4	Attic Insulation	72	66	41	47	75	94
5	Basement Insulation	78	37	21	20	57	79
6	Furnace	4	19	8	13	19	7
7	Wall Insulation	9	17	17	12	27	23
8	Pellet Boiler	33	7	3	1	2	2
9	Pellet Stove	3	4	2	1	10	0
10	Geothermal HP	7	5	0	1	1	3
11	Wood Stove	1	1	1	0	5	0
	Total Measures Installed	1,219	822	533	698	1,040	1,374

Home Energy Loans



Marketing Activities



Upcoming Events

Efficiency Maine will be participating in the following events. If you are interested in participating, reach out with the contact information mentioned in the table below (where available).

Date	Event	Location	Contact Information
9/20	Common Ground Fair	Unity, ME Fairgrounds	mofga@mofga.org 207-568-4142
10/1	Maine Housing 50th Anniversary	Augusta Civic Center	https://www.eiseverywhere.com/website/2473/exhibitors/
10/19	Home and Energy Show	East End Community School	info@thesunriseguide.com (207) 221-3450 https://greenmainehomes.com/exhibitors