

Residential Registered Vendor Monthly Report November 13, 2019



Program Updates

1. ***Moving from Universal to Upgrade-Specific Claim Forms Soon*** – In an effort to simplify the process for submitting rebate claims, Efficiency Maine is changing from a "Universal Claim Form" to a separate claim form for each individual upgrade. Once we make the change, we'll update the forms on our web site.
2. ***Seeking Input for Best Practices on Heat Pump Ground Stands*** – In an effort to improve the program, we're asking for your help in establishing best practices in the use of heat pump stands. We would like to adopt a set of requirements that ensures that the heat pumps will remain stable and level for the entire life of the system. If you have ideas on how to accomplish this, please let us know by emailing Steve Bergeron at Stephen.Bergeron@clearresult.com.
3. ***Welcome QA Inspector Ashley Richards*** – We're happy to announce that Ashley Richards has joined our team as a Quality Assurance Inspector covering southern Maine. Ashley comes to us with over 40 years in the construction industry and extensive knowledge of energy efficient buildings and systems.
4. ***All Programs Brochure Included with Rebate Checks*** – To increase awareness of Efficiency Maine's rebate offerings, rebate checks now include a copy of our ["All Programs" brochure](#). We are also including an invitation for homeowners to take advantage of our free Quality Assurance program.
5. ***Pellet and Wood Stove Rebate Ends December 31, 2019*** – Reminder: Our \$500 rebate for qualifying pellet and wood stoves expires at the end of December. To qualify, units must be purchased between 10/1/2019 and 12/31/2019 and [rebate forms](#) must be postmarked or emailed by January 31, 2020.
6. ***October Loans Were Up 7% vs. 2018*** – October's 115 loans were 7% above October of last year and fiscal year-to-date loans are up 55% 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 at **866-376-2463**.

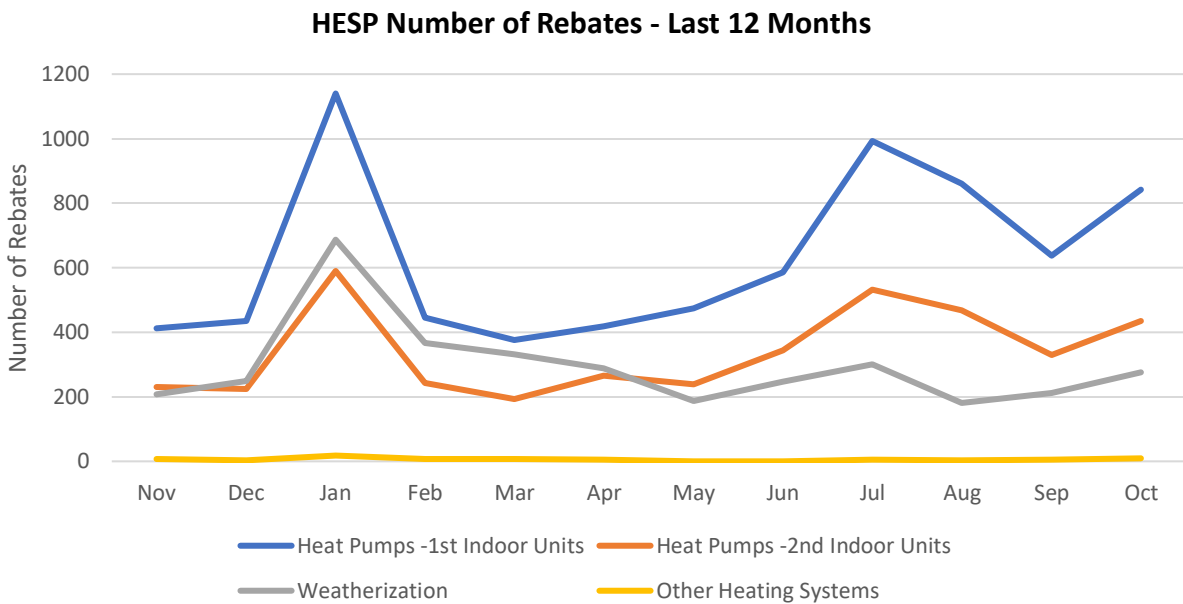
Tips

1. ***Fact of the Month – Heat pumps can offset carbon emissions:*** Heat pumps use electricity to heat your home, so their carbon footprint depends on the power generation that serves the regional energy grid. The mix of generation that serves the grid in Maine is among the cleanest in the country. If you have a ductless heat pump that offsets just one third of the annual heating load of an average Maine home, and if you heat with oil like most Mainers, the heat pump would eliminate 2,400 pounds of carbon dioxide per year. This reduction is equivalent to eliminating the carbon pollution from three months of driving for an average car and miles traveled. The more your heat pump offsets your home's heating from fossil fuels, the more you will reduce your carbon emissions.
2. ***Sales Tool of the Month*** – [On our website](#) we have an insulation case study about a couple in Warren, Maine. It shows how they made their home more comfortable and cut their heating bills by

50% with insulation, air sealing, a moisture barrier, and furnace ducts sealing/insulation. [Click here](#) to download this PDF. Hopefully this case study can help you sell weatherization jobs.

3. **Rebate Processing Tip** – All the fields on the [Ductless Heat Pump Installation Requirements Checklist](#) are required. This is designed to help the installation technician think about the important aspects of the install. Missing information or checkboxes require the customer service team to reach out to confirm the installation information.
4. **Tip from the Field** – Our inspectors have found that even simple acts like sending appointment reminders and offering to wear protective booties can have significant and positive impacts on customer satisfaction.

Home Energy Savings Program (HESP)

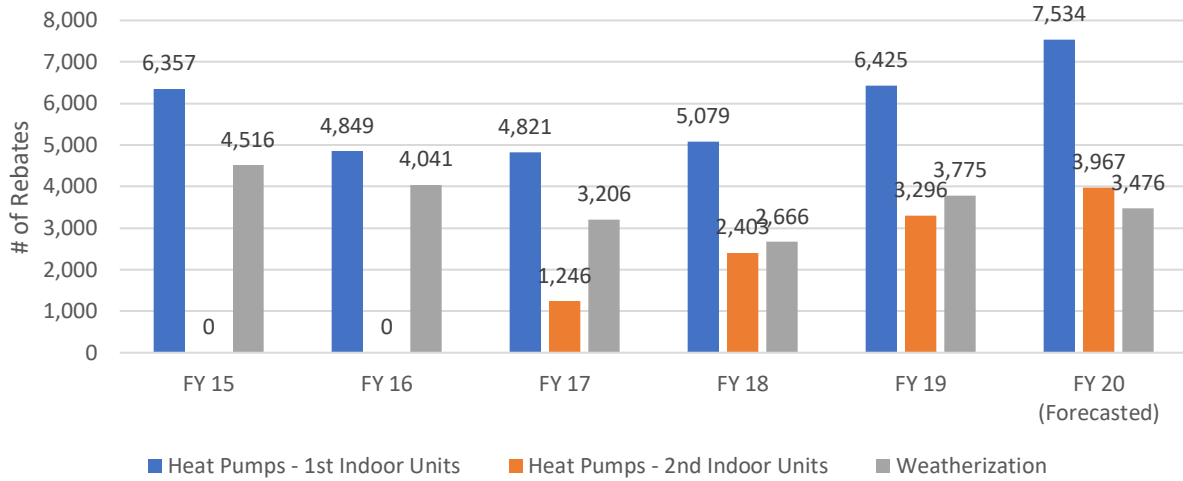


Fiscal Year-to-Date Rebate Comparison

(July 1 – October 31)

#	HESP Rebate Type	FYTD 15	FYTD 16	FYTD 17	FYTD 18	FYTD 19	FYTD 20
1	Heat Pumps - 1st Indoor Units	3,251	2,225	1,959	2,110	2,058	3,329
2	Heat Pumps - 2nd Indoor Units	0	0	138	969	967	1,767
3	Weatherization	1,225	1,038	827	591	848	967
4	Other Heating Systems	53	60	72	59	143	10
Total Measures Installed		4,529	3,323	2,996	3,729	4,016	6,073

Full Fiscal Year Rebate Comparisons Actuals and Forecast



Home Energy Loans

Home Energy Loans Funded

