

# Residential Registered Vendor Monthly Report April 8, 2020



## Program Updates

1. **COVID-19 Impact on Rebate Programs** – At this time no changes are planned for rebates, however on-site QA inspections are suspended until further notice.
2. **ECM Pumps Can Be Least Expensive Option with Instant Discount** – Efficiency Maine has \$1 million for [ECM circulator pump incentives](#). In many cases the \$75 instant discount can make an ECM circulator pump lower priced than a traditional pump. We hope you'll use our instant discount to drive volume of the more efficient ECM circulator pumps.
3. **New Heat Pump Training Requirements** – We're introducing some new requirements for heat pump installation crews. Starting 7/1/2020 a member of each crew will need:
  - a. Efficiency Maine Annual Heat Pump Basics certificate
  - b. EPA Section 608 certificate

A link to the Efficiency Maine Annual Heat Pump Basics certification online training portal will be sent to all Heat Pump RRVs soon. Heat Pump RRVs must continue to have at least one employee per company who has completed a manufacturer, community college, or Maine Energy Marketers Association heat pump installation training.

Starting 1/1/2021 a member of each crew will need:

- a. Efficiency Maine Annual Heat Pump Basics certificate
- b. EPA Section 608 certificate
- c. Manufacturer or community college heat pump installation training

Contact your local distributor, manufacturer, community college, or [Maine Energy Marketers Association](#) to see what they offer. We're offering a 50% scholarship, up to \$500, for a 40-hour community college heat pump training course for RRV employees. We'll include links to the Scholarship Application and update RRV Agreement when we launch the online training portal.

4. **Energy Loans up 2% vs March 2019, up 20% Year-to-Date** – March's 52 loans were 2% above March of last year and fiscal year-to-date loans are up 20% 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).

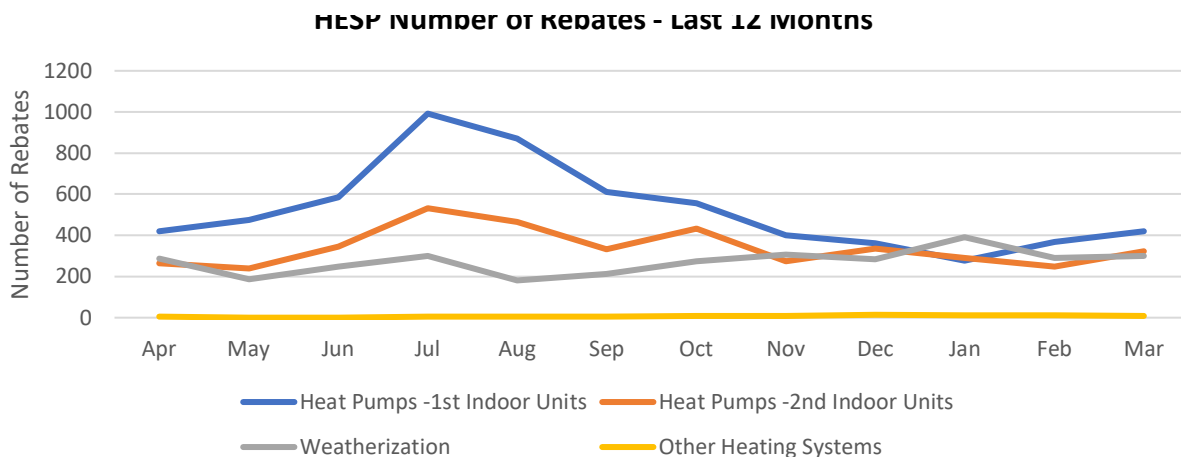
5. **High Customer Satisfaction with Program** – Efficiency Maine gauges customer satisfaction by asking the following question: On scale from 0 to 10, how likely are you to recommend Efficiency Maine Programs to a friend or colleague? We're happy to report that 94% of the program participants who signed up for Quality Assurance inspections since last August responded with a 9 or a 10, details below.

Rating	# Respondents	% Respondents
10	702	89%
9	38	5%
8	27	3%
7	6	1%
6	0	0%
5	0	0%
4	1	0%
3	0	0%
2	0	0%
1	2	0%
0	9	1%

### Tips

- 1) **Fact of the Month** – Heat pumps are used as the primary heating systems in 20,300 Nova Scotia homes, and account for the lowest annual energy bills in the province.
- 2) **Sales Tool of the Month** – Engage with Efficiency Maine on Facebook. Keep an eye on [our Facebook page](#) and share our posts that are relevant to your business on your own pages.
- 3) **Tip From the Field** – Our inspectors have found a best practice for sealing exterior wall penetrations. First, an exterior-grade caulking or duct sealant is used on the exterior side. Then, expanding foam can be used from the inside to fill the void and restore the insulation.
- 4) **Rebate Processing Tip** – For faster heat pump rebate processing, clearly provide all 6 itemized invoice requirements.

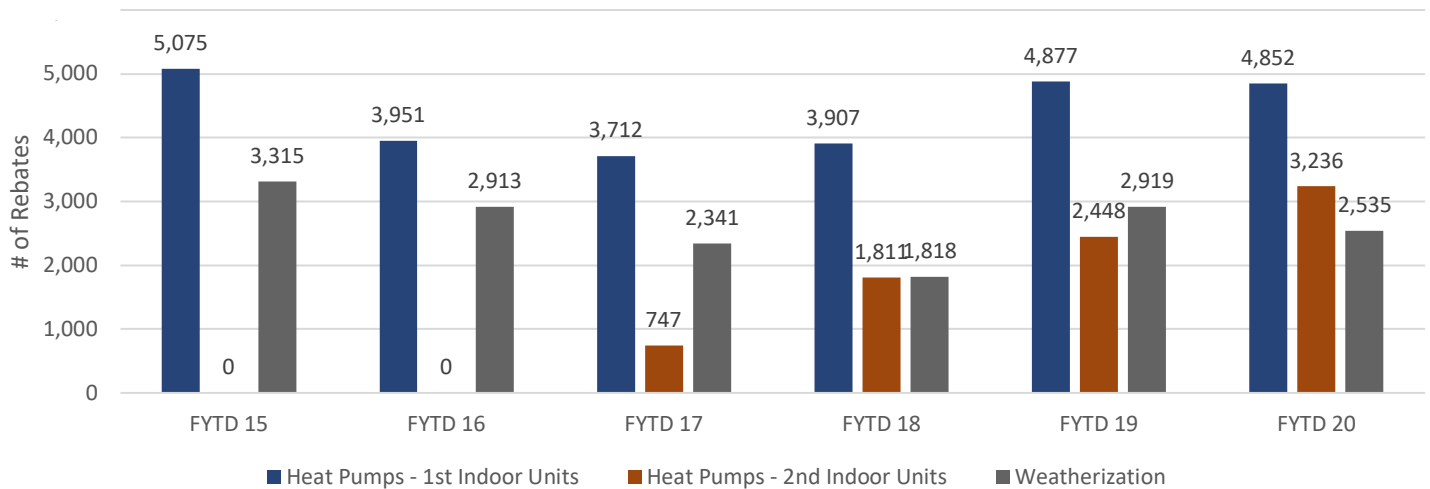
### Home Energy Savings Program (HESP)



### HESP Number of Rebates – Last 12 Months

#	HESP Rebate Type	2019									2020			Total
		Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	JAN	FEB	MAR	
1	Heat Pumps - 1st Indoor Units	489	474	585	992	869	610	555	399	361	277	369	420	<b>6,400</b>
2	Heat Pumps - 2nd Indoor Units	265	239	344	534	466	332	433	275	337	289	247	323	<b>4,084</b>
3	Air Sealing	150	81	83	104	71	73	94	107	114	137	109	113	<b>1,236</b>
4	Attic Insulation	102	67	78	94	49	67	81	87	86	125	92	94	<b>1,022</b>
5	Basement Insulation	97	52	58	78	50	40	69	78	63	103	62	64	<b>814</b>
6	Wall Insulation	32	28	28	23	11	32	31	33	20	26	27	28	<b>319</b>
7	Geothermal HP	3	0	0	3	0	2	1	3	2	5	5	7	<b>31</b>
8	Pellet Boiler	2	0	0	2	4	4	8	5	12	6	7	2	<b>52</b>
<b>Total</b>		<b>1,140</b>	<b>941</b>	<b>1,176</b>	<b>1,830</b>	<b>1,520</b>	<b>1,160</b>	<b>1,272</b>	<b>987</b>	<b>995</b>	<b>968</b>	<b>918</b>	<b>1,051</b>	<b>13,958</b>

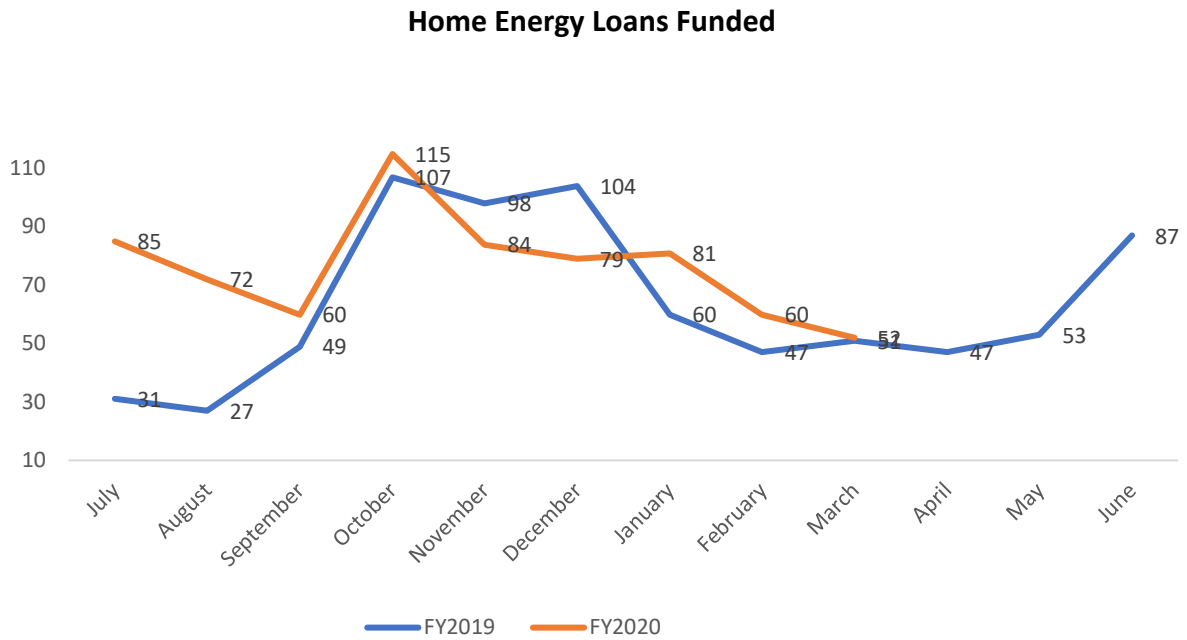
### Fiscal Year-to-Date Rebate Comparisons



### Fiscal Year-to-Date Rebate Comparisons (DETAILS)

#	HESP Rebate Type	FYTD 15	FYTD 16	FYTD 17	FYTD 18	FYTD 19	FYTD 20
1	Heat Pumps - 1st Indoor Units	5,075	3,951	3,712	3,907	4,877	4,852
2	Heat Pumps - 2nd Indoor Units	0	0	747	1,811	2,448	3,236
3	Air Sealing	1,738	1,361	1,045	817	1,068	922
4	Attic Insulation	796	866	698	552	877	775
5	Basement Insulation	622	487	402	304	676	607
6	Wall Insulation	159	199	196	145	298	231
7	Geothermal HP	76	50	69	15	21	28
8	Pellet Boiler	254	65	69	48	40	50
<b>Total Measures Installed</b>		<b>8,720</b>	<b>6,979</b>	<b>6,938</b>	<b>7,599</b>	<b>10,305</b>	<b>10,701</b>

## Home Energy Loans



## Marketing Activities

Efficiency Maine has invested in a statewide spring print advertising campaign. Look for our ads promoting rebates for heat pumps, weatherization, heat pump water heaters, and appliances in Spring Home and Garden supplements from Aroostook County to Kittery.