

**Residential Registered Vendor  
Monthly Newsletter  
November 11, 2020**



**1) Top Weatherization Performers (by number of rebates since July 1)**

1. Horizon Residential Energy Services a.k.a. Horizon Homes
2. Evergreen Home Performance
3. Free Energy Maine

**2) Top Heat Pump Performers (by number of rebates since July 1)**

1. Dave's World
2. Valley Home Services
3. Royal River Heat Pumps

**3) Top Low-Income Weatherization Performers (by number of rebates since July 1)**

4. Horizon Residential Energy Services a.k.a. Horizon Homes
5. Accurate Insulation Upgraded, LLC
6. CJ Insulation & Subcontractors

**4) Top Low-Income Heat Pump Performers (by number of rebates since July 1)**

4. Hometown Heatpumps, Inc.
5. Tracy's Heating
6. Nicatou Stove Shop

**5) Change to Heat Pump Installation Requirements Checklist** – Please note that the [Heat Pump Installation Requirements Checklist](#) has been revised. The "Line Set" section now reads "Line set prepared per manufacturer guidelines OR alternative below".

**6) Heat Pump Installation Crew Qualifications Change 1/1/2021** – This is a reminder that starting 1/1/2021, one member of each heat pump installation crew will need:

1. [EPA Section 608 Certification](#).
2. Ductless heat pump installation training provided by a manufacturer of ENERGY STAR heat pumps, or an [Efficiency Maine Registered Trainer](#).
3. One-hour [Efficiency Maine Annual Heat Pump Basics](#) training video certificate.

To qualify for rebates, Heat Pump Installation Requirements Checklists will need to be signed by someone with these qualifications.

**7) Rebate Processing Back on Track** – Good news. We've caught up with rebate processing and are now processing rebates in well under six weeks.

**8) Change to Residential Registered Vendor Agreement Form** – In an effort to streamline Residential Registered Vendor compliance, we have dropped the requirement for Vendors to list Efficiency Maine as additional insured. [Click here](#) for the updated form.

**9) Heat Pump and Weatherization Marketing Update – Advertising**

In a typical year, we run ads in newspapers and magazines, and on Google, Facebook, and radio that can be seen and heard millions of times statewide over the course of the year.

Website Visits

Efficiencymaine.com receives more than 125,000 in-state visits per year and 40,000 searches on our Vendor Locator.

**10) Heat Pump Installation Training Opportunities** – The following courses are being offered by Efficiency Maine Registered Trainers and ACA/NE.

Dates	Course Title	Location	Registration Information
11/11/2020 and 11/13/2020	Customer Service	ACA/NE	<a href="#">Click for Course Information</a>
2/22/2021 – 2/26/2021	Heat Pump Installation	Maine Energy Marketers Association	<a href="#">Click for Course Information</a>

**11) Fact of the Month** – In recent months we have been receiving an average of 80 weatherization and heat pump rebate claims per day.

**12) Sales Tool of the Month – Vendor Support Web Page** – We have a new web page showing resources for Residential Registered Vendors. It has information about rebates, financing, co-op marketing funds, training classes, training scholarships, newsletter archives, and free brochures.

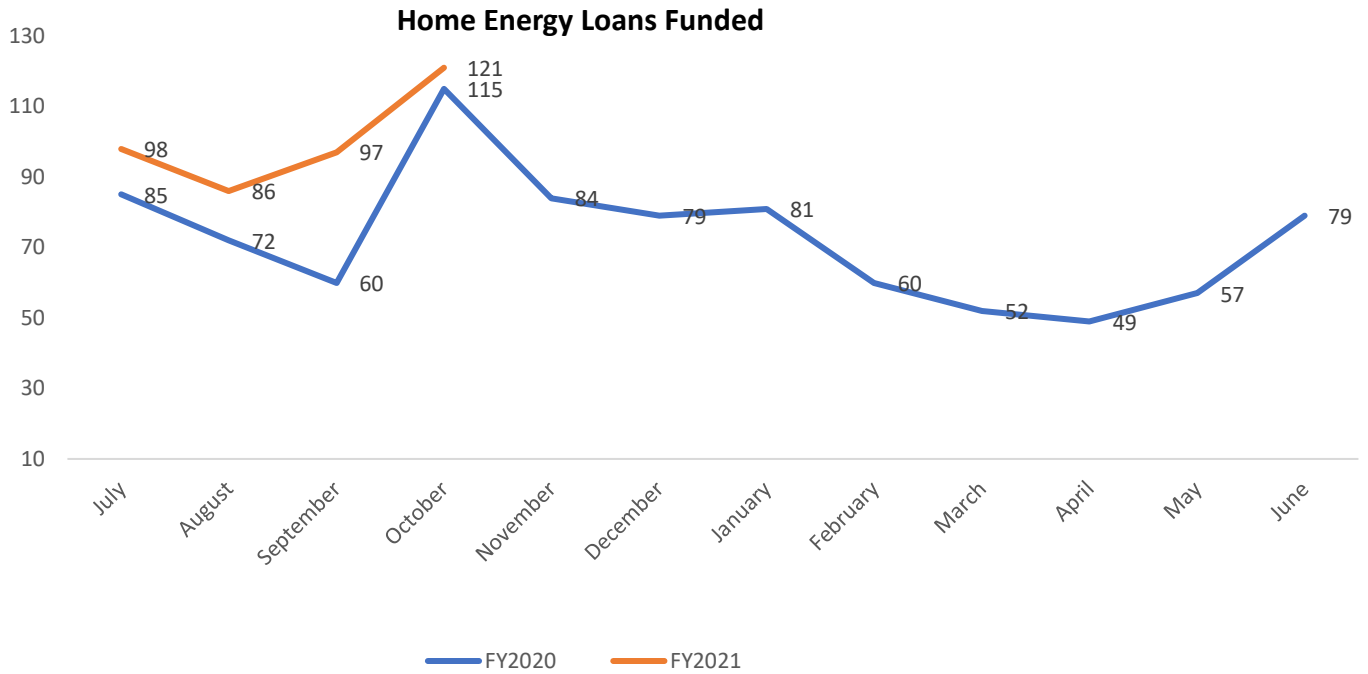
**13) Tip From the Field** – We've heard from many customers that their experience is improved when the Residential Registered Vendor completes rebate paperwork for them.

**14) Rebate Processing Tip** – The weatherization and heating system eligibility criteria, "1- to 4-unit residential building" applies regardless of the form of ownership. Therefore a 5-unit building with individual condominiums does not count as a 1- to 4-unit residential building.

**15) October Loans up 5% Year-Over-Year and Year-to-Date Loans are up 21%** – 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).

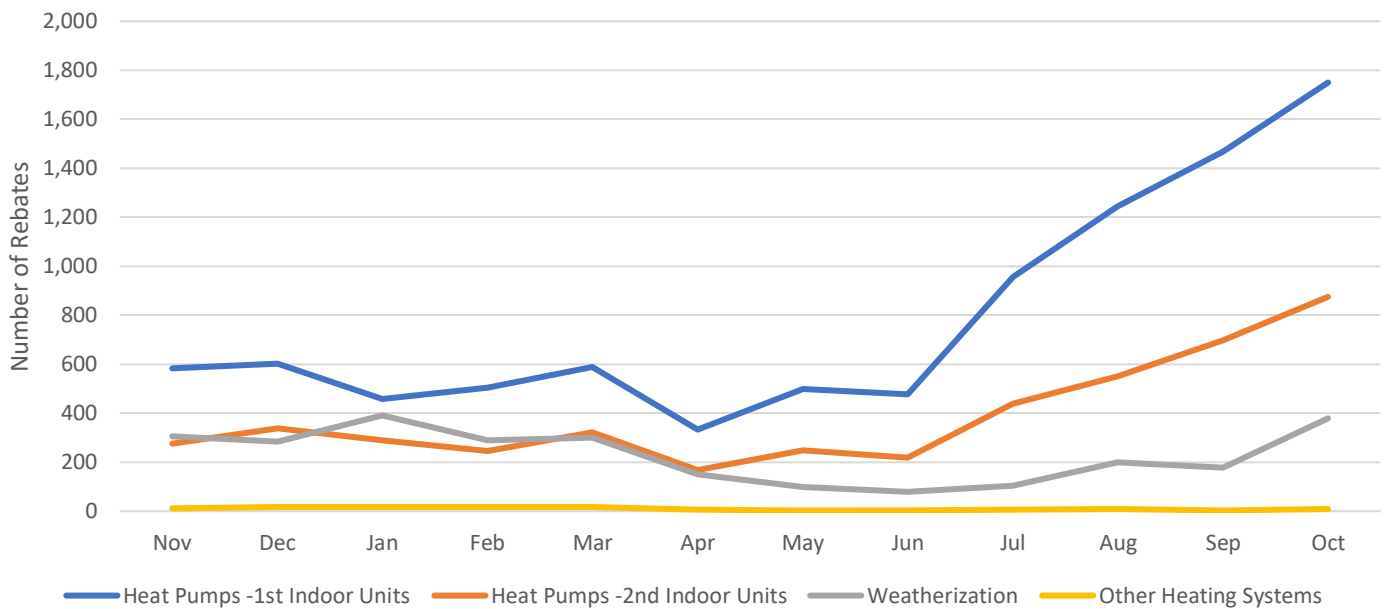
## PROGRAM RESULTS

### Energy Loans



### Home Energy Savings Program (HESP)

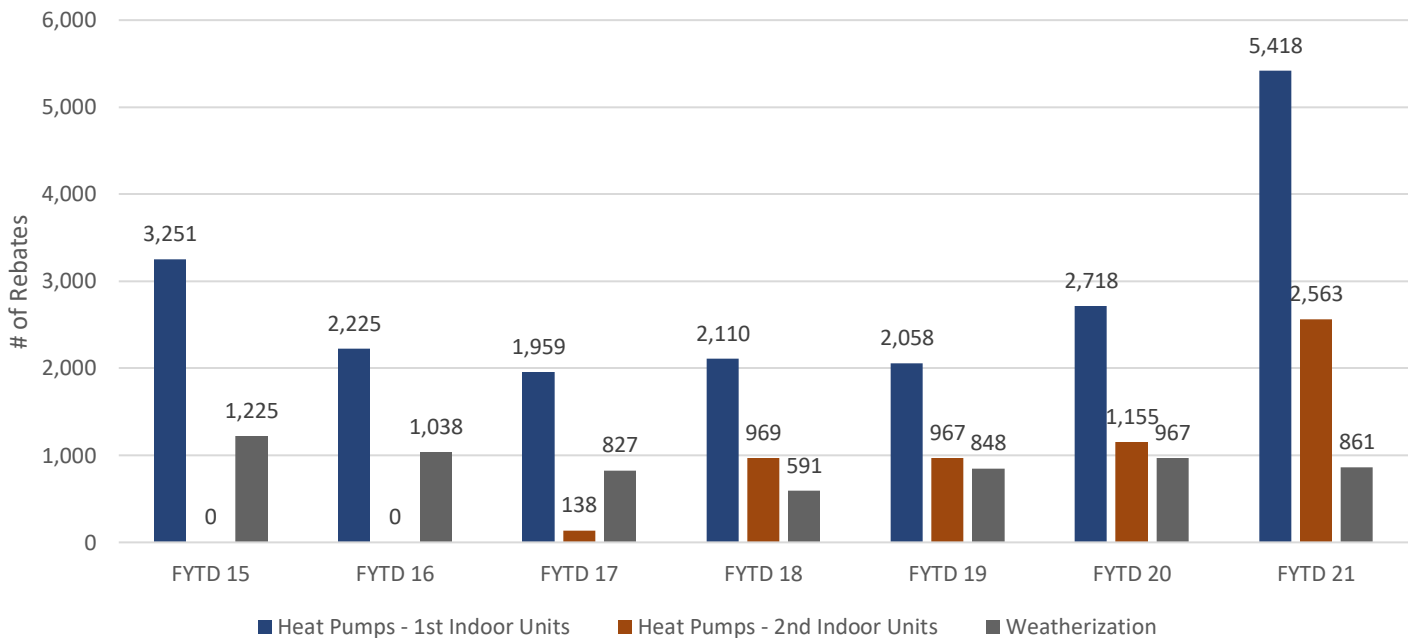
**HESP Number of Rebates - Last 12 Months**



### HESP Number of Rebates – Last 12 Months (DETAILS)

#	HESP Rebate Type	2019		2020										Total
		Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	
1	Heat Pumps - 1st Indoor Units	582	603	458	504	588	333	499	477	956	1,244	1,468	1,750	<b>9,462</b>
2	Heat Pumps - 2nd Indoor Units	275	337	289	247	323	168	248	218	440	550	698	875	<b>4,668</b>
3	Air Sealing	107	114	137	109	113	46	31	20	38	67	58	129	<b>969</b>
4	Attic Insulation	87	86	125	92	94	49	33	26	29	67	57	112	<b>857</b>
5	Basement Insulation	78	63	103	62	64	34	21	22	24	41	45	101	<b>658</b>
6	Wall Insulation	33	20	26	27	28	22	13	11	14	24	17	38	<b>273</b>
7	Geothermal HP	3	2	5	5	7	4	1	1	1	1	0	4	<b>34</b>
8	Pellet Boiler	5	12	6	7	2	1	2	3	5	8	3	4	<b>58</b>
<b>Total</b>		<b>1,170</b>	<b>1,237</b>	<b>1,149</b>	<b>1,053</b>	<b>1,219</b>	<b>657</b>	<b>848</b>	<b>778</b>	<b>1,507</b>	<b>2,002</b>	<b>2,346</b>	<b>3,013</b>	<b>16,979</b>

### Fiscal Year To Date Rebate Comparisons

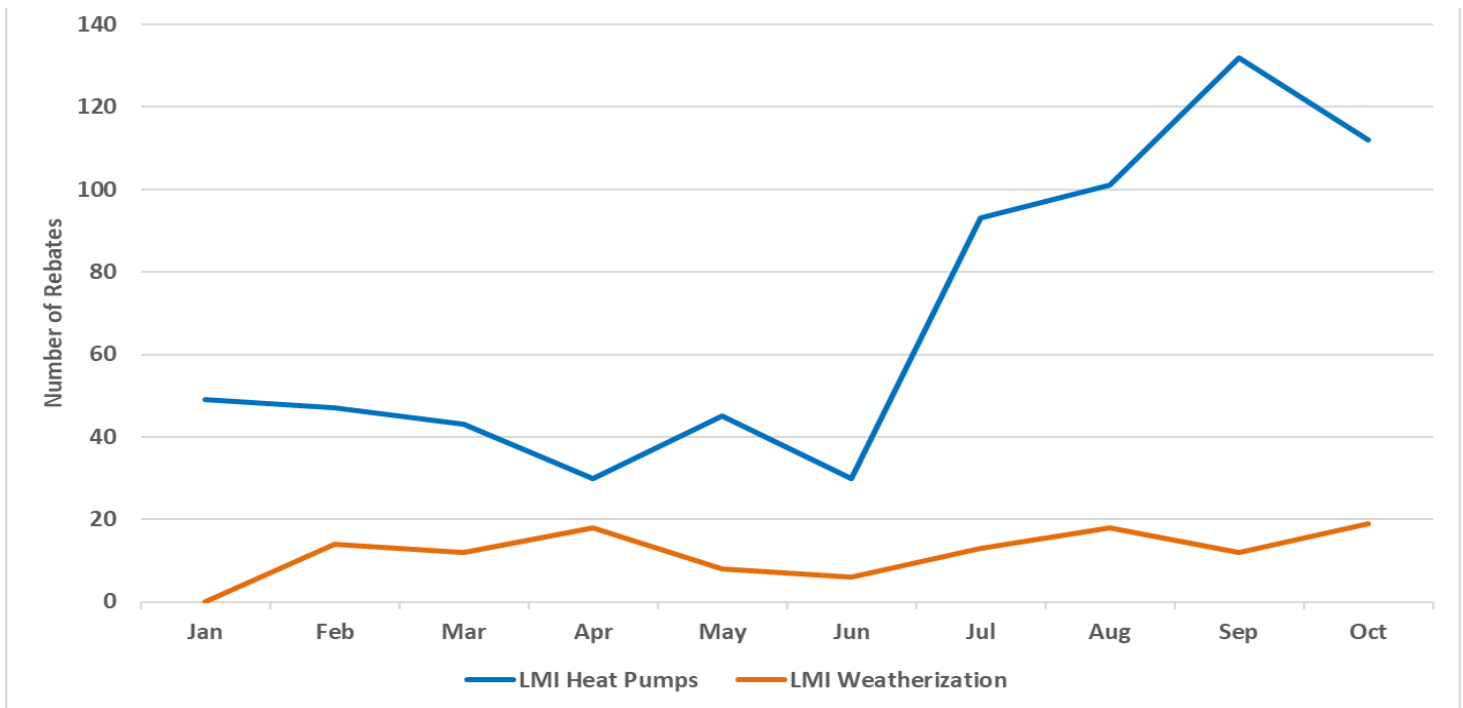


### Fiscal Year-to-Date Rebate Comparisons (DETAILS)

#	HESP Rebate Type	FYTD 15	FYTD 16	FYTD 17	FYTD 18	FYTD 19	FYTD 20	FYTD 21
1	Heat Pumps - 1st Indoor Units	3,251	2,225	1,959	2,110	2,058	2,718	5,418
2	Heat Pumps - 2nd Indoor Units	0	0	138	969	967	1,155	2,563
3	Air Sealing	681	508	374	266	330	342	292
4	Attic Insulation	264	292	263	182	238	291	265
5	Basement Insulation	222	173	116	96	181	237	211
6	Wall Insulation	58	65	74	47	99	97	93
7	Geothermal HP	27	21	20	3	4	6	6
8	Pellet Boiler	131	30	25	18	13	18	20
<b>Total Measures Installed</b>		<b>4,634</b>	<b>3,314</b>	<b>2,969</b>	<b>3,691</b>	<b>3,890</b>	<b>4,864</b>	<b>8,868</b>

### Low Income Program

#### Rebates for Low- and Moderate-Income (LMI) Mainers



**Rebates for Low- and Moderate-Income Mainers - Last 12 Months (DETAILS - November 2019 Launch)**

Low- and Moderate-Income Rebate Type	2019		2020										Program
	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Totals
Assessed Value Heat Pump (\$1,500-\$2,000)	0	40	37	38	34	24	34	25	76	91	117	99	<b>615</b>
LIHEAP/DHHS Qualified Heat Pump (\$2,000)	0	9	12	9	9	6	11	5	17	10	15	13	<b>116</b>
<b>Heat Pumps</b>	<b>0</b>	<b>49</b>	<b>49</b>	<b>47</b>	<b>43</b>	<b>30</b>	<b>45</b>	<b>30</b>	<b>93</b>	<b>101</b>	<b>132</b>	<b>112</b>	<b>731</b>
Low Income Air Sealing w/Assessment (\$600)	0	0	0	14	12	8	4	5	9	13	7	11	<b>83</b>
Low Income Attic Insulation (80% up to \$2,000)	0	0	0	0	0	5	3	1	2	1	1	4	<b>17</b>
Low Income Basement Insulation (80% up to \$2,000)	0	0	0	0	0	5	1	0	2	3	3	3	<b>17</b>
Low Income Wall Insulation (80% up to \$2,000)	0	0	0	0	0	0	0	0	0	1	1	1	<b>3</b>
<b>Weatherization</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>12</b>	<b>18</b>	<b>8</b>	<b>6</b>	<b>13</b>	<b>18</b>	<b>12</b>	<b>19</b>	<b>120</b>
<b>Total AHI LMI Measures</b>	<b>0</b>	<b>49</b>	<b>49</b>	<b>61</b>	<b>55</b>	<b>48</b>	<b>53</b>	<b>36</b>	<b>106</b>	<b>119</b>	<b>144</b>	<b>131</b>	<b>851</b>