

# Residential Registered Vendor Monthly Newsletter August 11, 2021



## 1) ***Top Weatherization Performers (past four months)***

1. Evergreen Home Performance
2. Seal It Insulation Systems
3. Free Energy Maine

## 2) ***Top Heat Pump Performers (past four months)***

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

## 3) ***Top Low-Income Weatherization Performers (past four months)***

1. Sealed Envelope
2. Maine Insulation Systems
3. Hole in Your Bucket Audits

## 4) ***Top Low-Income Heat Pump Performers (past four months)***

1. Valley Home Services
2. Hometown Heat Pumps, Inc.
3. Nicatou Stove Shop

5) ***Only Heat Pumps Used Through Heating Season Eligible for Rebates*** – Though heat pumps pay for themselves when used for heating, they don't if used only for AC. Since our funding can be used only for cost-effective projects, we offer rebates only for heat pumps that are used throughout the heating season. If your customer is planning to use their heat pump only for AC, be sure to let them know it's not eligible for rebates. This will help to ensure that we continue to have funding for heat pump rebates.

6) ***Field Inspections Resume*** – After more than a year of conducting only virtual inspections, our Quality Assurance Inspectors are returning to the field in August. Their focus will be weatherization and upgrades for qualified households (low-income and those that have assessed property values under certain thresholds). Most heat pump inspections will still be virtual.

7) ***Perfect Customer Satisfaction Scores*** – Congratulations to Dave's Mechanical Maintenance Inc., Haley's Metal Shop Inc., JC Services, and Martel Mechanical LLC. Of the 58 Residential Registered Vendors with 10 or more Efficiency Maine inspections in the last year, these four achieved a perfect customer satisfaction score. All of their customers responded to the question "On a scale from 0 to 10, how would you rate your overall experience with this/the upgrade/project?" with a score of 10.

8) **Blower Door Tests No Longer Optional For Weatherization Rebates** – Because Maine’s COVID-19 State Of Emergency ended June 30, blower door tests are no longer optional for weatherization rebates. As stated in the [Home Energy Assessment Checklist](#), “Blower door pre- and post-tests are required unless BPI recommends against them (mold, asbestos, vermiculite, etc.).”

9) **Heat Pump Installation Training Opportunities** – The following courses are being offered by Efficiency Maine Registered Trainers.

Dates	Course Title	Location	Registration Information
8/23/2021 – 8/27/2021	Heat Pump Installer*	Kennebec Valley Community College	<a href="#">Click for Course Information</a>
8/28/2021	EPA 608 Test	Kennebec Valley Community College	<a href="#">Click for Course Information</a>
10/18/2021 – 10/22/2021	Heat Pump Installer*	Maine Energy Marketers Association	<a href="#">Click for Course Information</a>
11/8/2021 – 11/12/2021	Heat Pump Installer*	Maine Energy Marketers Association	<a href="#">Click for Course Information</a>

\* Eligible for [Efficiency Maine scholarship](#) (50% up to \$500)

10) **Tip from the Field** – One of the practices we've observed among top installers is to register heat pumps with the manufacturer on the homeowner's behalf. This can extend the warranty for the customer, facilitate service claims, and increase customer satisfaction.

11) **Tool of the Month** – We recently updated our [Residential Heat Pump Rebates](#) brochure. The latest version includes a simplified rebate eligibility table that separates rebates for any home from those for eligible low- and moderate-income households. As always, if you'd like a free supply, please contact our Call Center at 866-376-2463 and they'll gladly send you what you need. You can also download the brochure [here](#).

12) **July Loans down 13% Year-Over-Year and Year-to-Date Loans were down 13%** – 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).

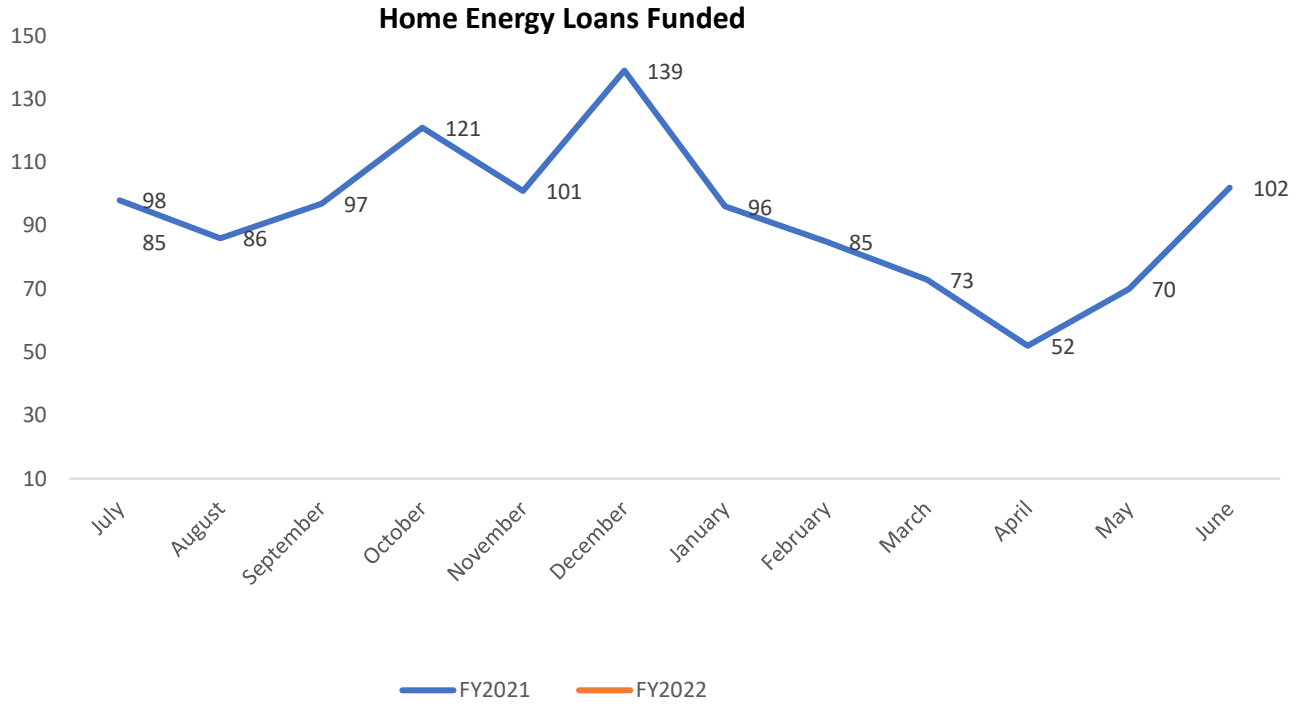
13) **Promotional Opportunities** – Efficiency Maine will be exhibiting at the following events. We hope that you'll consider exhibiting too if you're able to.

- a. **Common Ground Country Fair** (Unity) - 9/24/2021 – 9/26/2021: [Learn more here](#)
- b. **Maine Home Shows** (Bangor) - 10/9/2021 & 10/10/2021: [Learn more here](#)

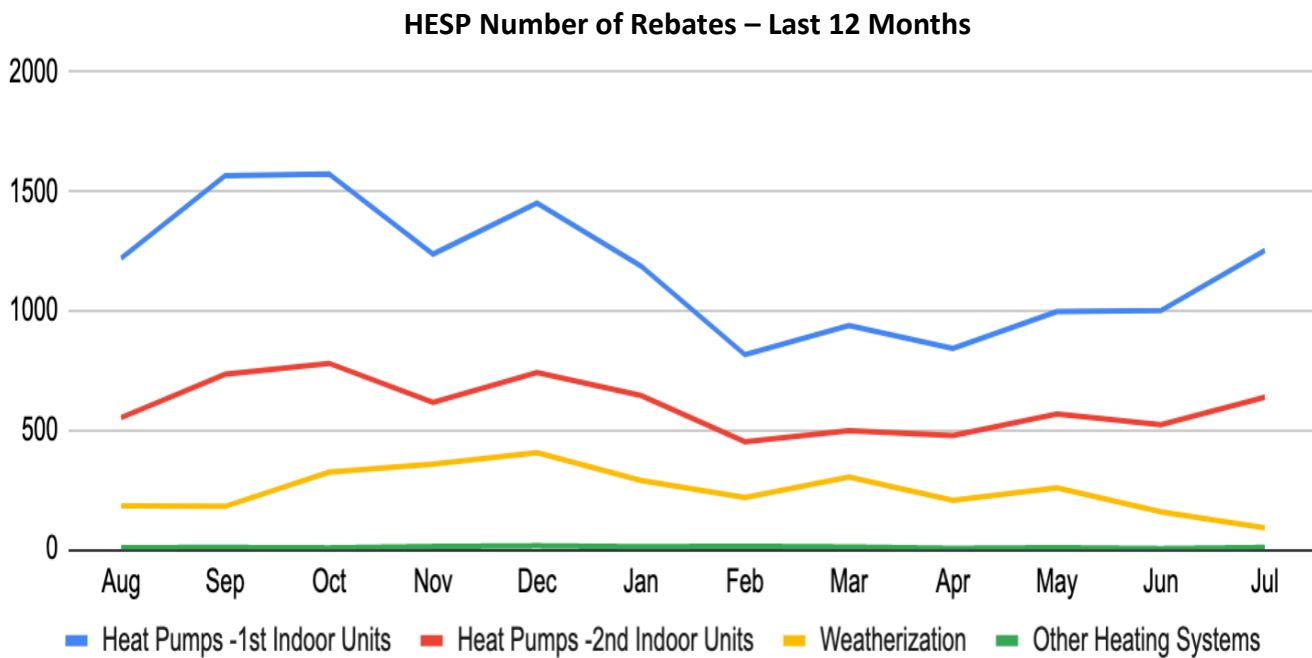
**PROGRAM RESULTS ARE ON FOLLOWING PAGES.**

**PROGRAM RESULTS**

**Energy Loans**



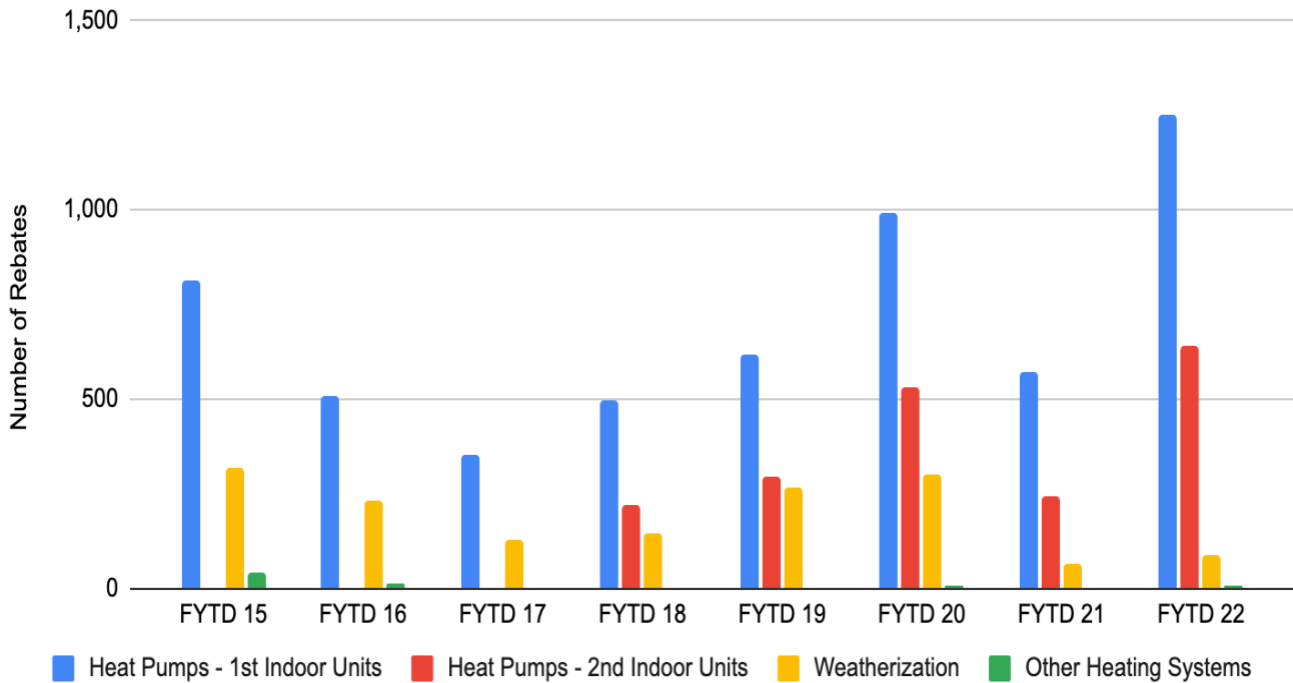
**Home Energy Savings Program (HESP)**



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

#	HESP Rebate Type	2020					2021							Total
		Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Jul	
1	Heat Pumps - 1st Indoor Units	1,221	1,567	1,574	1,238	1,452	1,188	816	939	843	997	1,001	1,253	<b>14,089</b>
2	Heat Pumps - 2nd Indoor Units	552	734	780	616	742	645	451	497	477	567	522	638	<b>7,221</b>
3	Air Sealing	67	54	115	123	134	84	75	93	71	89	45	28	<b>978</b>
4	Attic Insulation	54	65	91	104	124	95	67	100	63	92	45	28	<b>928</b>
5	Basement Insulation	38	44	88	96	99	80	57	77	50	54	50	25	<b>758</b>
6	Wall Insulation	23	17	30	34	49	30	18	33	21	23	17	9	<b>304</b>
7	Geothermal HP	1	0	3	2	3	5	5	4	0	1	0	3	<b>27</b>
8	Pellet Boiler	6	8	3	10	12	6	8	6	4	6	3	5	<b>77</b>
<b>Total</b>		<b>1,962</b>	<b>2,489</b>	<b>2,684</b>	<b>2,223</b>	<b>2,615</b>	<b>2,133</b>	<b>1,497</b>	<b>1,749</b>	<b>1,529</b>	<b>1,829</b>	<b>1,683</b>	<b>1,989</b>	<b>24,382</b>

### Fiscal Year-to-Date Rebate Comparisons

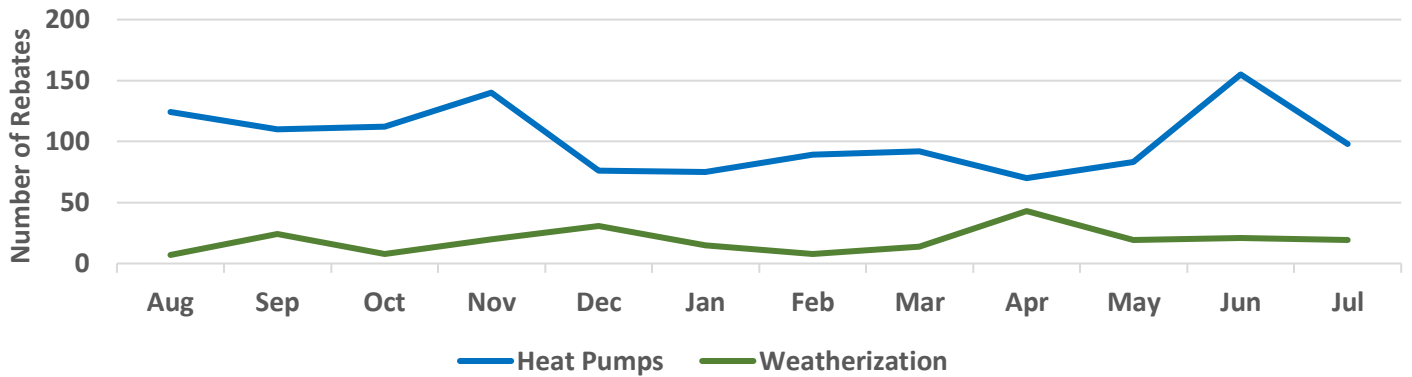


### Fiscal Year-to-Date Rebate Comparisons (DETAILS)

#	HESP Rebate Type	FYTD 15	FYTD 16	FYTD 17	FYTD 18	FYTD 19	FYTD 20	FYTD 21	FYTD 22
1	Heat Pumps - 1st Indoor Units	811	507	351	496	619	990	572	1,253
2	Heat Pumps - 2nd Indoor Units	0	0	0	221	294	534	245	638
3	Air Sealing	158	113	52	64	107	104	21	28
4	Attic Insulation	72	66	41	47	75	94	17	28
5	Basement Insulation	78	37	21	20	57	78	16	25
6	Wall Insulation	9	17	17	12	27	23	9	9
7	Geothermal HP	7	5	0	1	1	3	1	3
8	Pellet Boiler	33	7	3	1	2	2	2	5
<b>Total Measures Installed</b>		<b>1,168</b>	<b>752</b>	<b>485</b>	<b>862</b>	<b>1,182</b>	<b>1,828</b>	<b>883</b>	<b>1,989</b>

### Low Income Program

#### 12 Months of Rebates for Low- and Moderate-Income Mainers



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

Low- and Moderate-Income Rebate Type	Aug 2020	Sep 2020	Oct 2020	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	June 2021	July 2021	12 Month Totals
Heat Pumps	124	110	112	140	76	75	89	92	70	83	155	98	1,224
Weatherization	24	8	20	31	15	8	14	43	19	21	19	17	239
<b>Total LMI Measures</b>	<b>148</b>	<b>118</b>	<b>132</b>	<b>171</b>	<b>91</b>	<b>83</b>	<b>103</b>	<b>135</b>	<b>89</b>	<b>104</b>	<b>174</b>	<b>115</b>	<b>1,463</b>