

Residential Registered Vendor Monthly Newsletter November 10, 2021



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

1. Evergreen Home Performance
2. Horizon Residential Energy Services
3. New England Spray Foam

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. Webb Insulation LLC dba Invictus Spray Foam
3. Maine Insulation Systems

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

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

5) **Kudos from Happy Customers** – Thanks for making customers happy. In October, 230 rebate recipients were asked “On a scale from 0 to 10, how would you rate your overall experience with this/the upgrade/project?” The average score was 9.7 out of 10. Here’s a small sample of their comments:

- "They were very attentive from start to finish, very professional and on time, and they did exactly what they said they would do. It was really great service."
- "They were very professional and efficient. Courteous, always checked in with us. They were great!"
- "They were here when they said, they were careful about our home, very professional, left everything clean. Everything is level and even, looks nice. They seemed to care about what they were doing."

6) **Your Work is Reducing Greenhouse Gas Emissions** – Congratulations. Your work is helping customers save as much as 54,000 tons of greenhouse gas emissions per year, which is equivalent to nearly 12,000 cars off the road. You’ve:

- Installed 75,000+ heat pumps
- Air sealed or insulated 15,000+ homes
- Put in 40,000+ heat pump water heaters

7) **Tip from the Field** – Our inspectors have observed the following **best practices for weatherizing attic hatches**:

1. insulate with at least four inches of rigid foam,
2. weatherstrip to prevent air leakage,
3. install latches to keep hatch in contact with weatherstripping (if necessary),
4. caulk trim, and
5. use dam to hold attic insulation back.

8) **Rebate Processing Tip** – All requirements must be met at time of submitting a claim form. If the homeowner is going to complete portions of the upgrade (e.g., installing a custom rain cap), then the claim form should not be submitted until their work is complete.

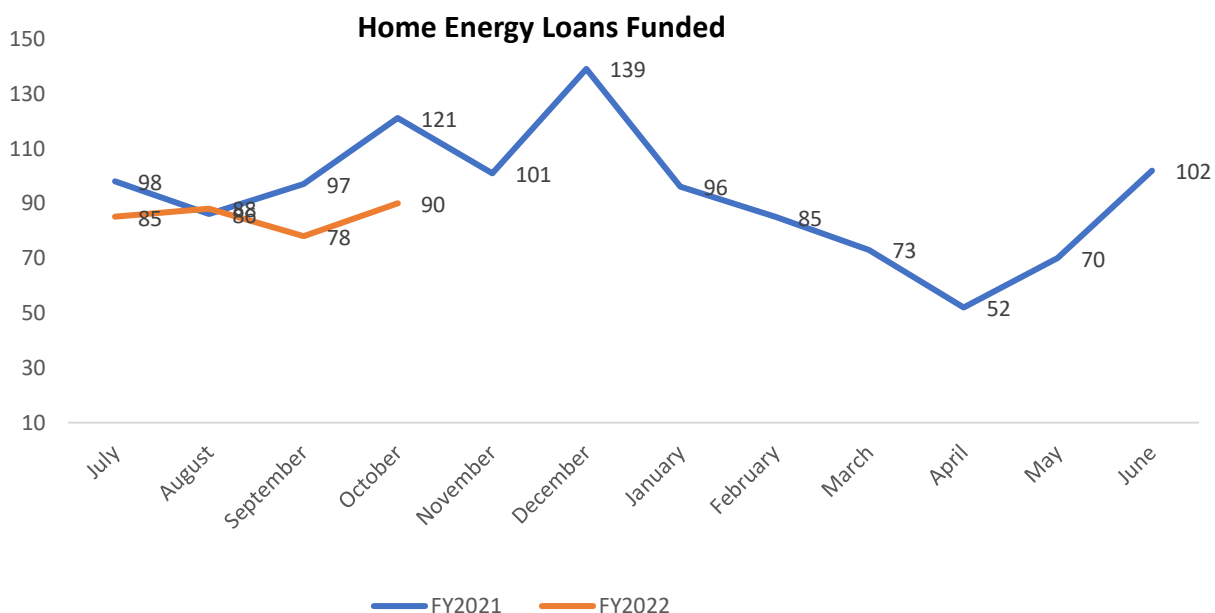
9) **Tool of the Month** – We recently updated our list of [Most Commonly Rebated Residential Heat Pumps](#). It may help to increase your customers' confidence in your recommended solution. You can download it [here](#).

10) **Fact of the Month** – According to the [U.S. Energy Information Administration](#), heating oil and propane prices are on track to significantly increase this heating season. Fortunately, Efficiency Maine offers [insulation rebates of \\$500 to \\$9,600](#). Visit our website to learn more about how you can take control of your costs by fully insulating your home.

11) **October Loans Down 26% Year-Over-Year and Year-to-Date Loans Were Down 15%** – 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).

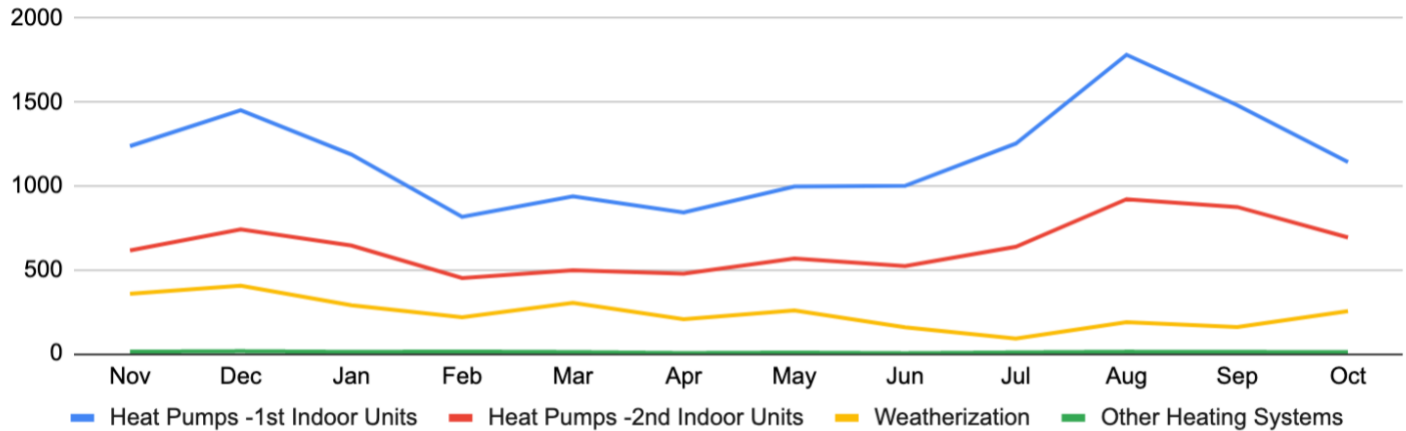
PROGRAM RESULTS

Energy Loans



Home Energy Savings Program (HESP)

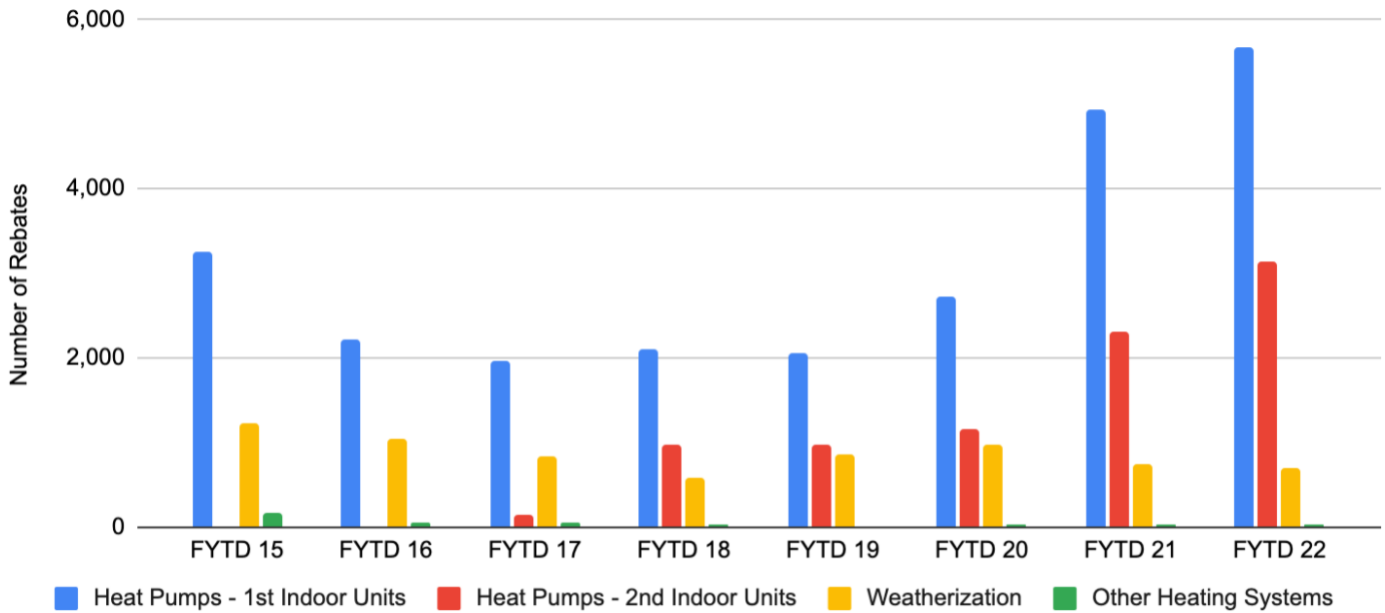
HESP Number of Rebates – Last 12 Months



HESP Number of Rebates – Last 12 Months (DETAILS)

HESP Rebate Type	Nov 2022	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	June 2021	Jul 2021	Aug 2021	Sep 2021	Oct 2021	TOTAL
1 Heat Pumps - 1st Indoor Units	1,238	1,452	1,188	816	939	843	997	1,001	1,253	1,783	1,482	1,143	14,135
2 Heat Pumps - 2nd Indoor Units	616	742	645	451	497	477	567	522	638	921	875	693	7,644
3 Air Sealing	123	134	84	75	93	71	89	45	28	58	48	70	918
4 Attic Insulation	104	124	95	67	100	63	92	45	28	65	50	85	918
5 Basement Insulation	96	99	80	57	77	50	54	50	25	47	41	72	748
6 Wall Insulation	34	49	30	18	33	21	23	17	9	18	20	27	299
7 Geothermal HP	2	3	5	5	4	0	1	0	3	2	1	2	28
8 Pellet Boiler	10	12	6	8	6	4	6	3	5	10	10	7	87
TOTAL	2,223	2,615	2,133	1,497	1,749	1,529	1,829	1,683	1,989	2,904	2,527	2,099	24,777

Fiscal Year-to-Date Rebate Comparisons

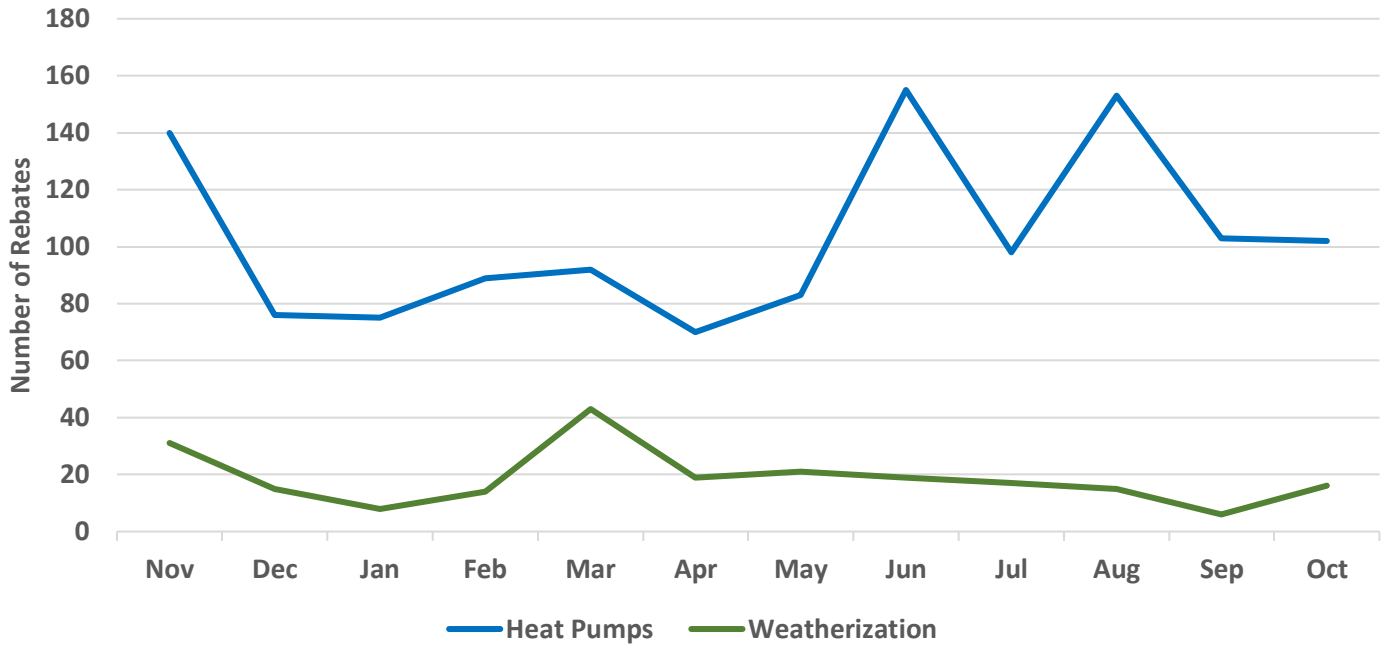


Fiscal Year-to-Date Rebate Comparisons (DETAILS)

#	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	3,251	2,225	1,959	2,110	2,058	2,718	4,934	5,661
2	Heat Pumps - 2nd Indoor Units	0	0	138	969	967	1,155	2,311	3,127
3	Air Sealing	681	508	374	266	330	342	257	204
4	Attic Insulation	264	292	263	182	238	291	227	228
5	Basement Insulation	222	173	116	96	181	237	186	185
6	Wall Insulation	58	65	74	47	99	97	79	74
7	Geothermal HP	27	21	20	3	4	6	5	8
8	Pellet Boiler	131	30	25	18	13	18	19	32
Total Measures Installed		4,634	3,314	2,969	3,691	3,890	4,864	8,018	9,519

Low Income Program

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



Rebates for Low- and Moderate-Income Mainers - Last 12 Months (DETAILS)

Low- and Moderate-Income Rebate Type	Nov 2020	Dec 2020	Jan 2021	Feb 2021	Mar 2021	Apr 2021	May 2021	June 2021	July 2021	Aug 2021	Sep 2021	Oct 2021	12 Month Totals
Heat Pumps	140	76	75	89	92	70	83	155	98	153	103	102	1,236
Weatherization	31	15	8	14	43	19	21	19	17	15	6	16	224
Total LMI Measures	171	91	83	103	135	89	104	174	115	168	109	118	1,460