

# Heat Pump Operation

Heat pumps differ slightly from traditional heating systems. The purchase and installation cost may be higher for a heat pump, but reduced utility bills provide an overall dollar savings, as well as providing air conditioning. Listed below are typical concerns and some suggestions for running a heat pump efficiently.

## Set it and forget it.

If you have a manual thermostat, determine a heating and cooling setting you find comfortable and stick with them. Don't develop a habit of adjusting the settings and don't manually set back the temperature at night.

You could install a programmable thermostat, which is compatible with a heat pump, that automatically adjusts the temperature based on your schedule. It also prevents the auxiliary heat from activating, saving you money.

Your setting for cooling needs to be at least 10°F above your heat setting.

If the auxiliary heat runs often when the outside temperature is above 40°F, have a technician install an outdoor thermostat and/or an intelligent recovery indoor thermostat.

## Air filters.

Follow the owner's manual for the correct filter type and schedule for replacement or cleaning. Make sure the unit has a filter at all times.

## Cooler air from registers.

Air from vents may seem cooler than air from other heating systems. This is normal for a heat pump.

## The heat pump runs often.

It's normal for heat pumps to run for longer periods than conventional furnaces, especially when it's very cold outside.

## Registers and ducts.

Do not restrict airflow by closing off registers, leave the vents open even in rooms that are used occasionally. Be careful not to cover vents with furniture or rugs.

Have a Salem Electric Energy Expert inspect ducts located in unheated spaces (crawl space, attic, garage, etc.). Having them sealed is a great investment.

## Schedule annual maintenance.

Have a heat pump technician perform maintenance on your heat pump before the start of the heating season. This service should include: coil and fan cleaning, refrigerant charge, pressure check and adjustment, electrical check, amperage testing on all motors, auxiliary element test, lubrication and belt tension test.

## Other Programs Available to Salem Electric Members



Water Heater Efficiency



Compact Fluorescent Lighting



ENERGY STAR Home Lighting



Security Lighting



Residential Weatherization



Bright Way Solar



Loan Program



Habitat Improvement Program



Average Pay Program



Member Assistance



Easy Pay Options

Contact our office for more details.



**Salem Electric**  
SERVING KEIZER AND SALEM

633 Seventh Street NW  
PO Box 5588, Salem, OR 97304-0055

Ph: 503 362-3601

Fax: 503 371-2956

E-mail: [se@salemelectric.com](mailto:se@salemelectric.com)  
[salemelectric.com](http://salemelectric.com)



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# Residential Heat Pump Program



## Air Source and Ductless



**Salem Electric**  
SERVING KEIZER AND SALEM

# Heat Pump Program

Investing in a new heating system is a substantial expense. You need to consider more than the purchase price and the cost of operation before making a purchase.

## Heat Pump Advantages

- Generally cost less to operate than other types of conventional heating systems.
- Operate at a high efficiency with no flames, fumes, or flues.
- Air filtration is available, which is helpful to those with allergies.
- Provide a constant, even temperature without swings common to other heating systems.
- Maintains comfortable indoor temperatures year around.
- Heats and cools the home.
- Transfers heat that's already in the environment.
- May qualify for federal and state tax credits.

## Program Benefits

- Contractors sign an SE Heat Pump Program Agreement requiring them to meet strict installation guidelines.
- The system will be sized accurately using industry-approved methodology based on the heat loss of your weatherized home.

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- After installation, the project will be inspected by the contractor and SE to assure compliance.
- Your home will be more comfortable in the winter and the summer.

## Air Source Heat Pumps

Air source heat pumps must have a Heating Season Performance Factor (HSPF) of 9.0 or higher, meet the SE sizing and installation guidelines, and Performance Tested Comfort System (PTCS) standards.

### Existing Homes – Eligibility

- Single-family residences located in the Salem Electric (SE) service area regardless of the existing heating system or heating fuel type.
- Residence must meet the SE Weather-Wise program standards. All cost-effective weatherization measures (ceiling, floor, ducts and wall insulation) must be completed before the heat pump is installed.

### New Homes – Eligibility

- Single family residences located in the Salem Electric service area built after March 1, 2006.
- Air source systems and ductwork must meet Performance Tested Comfort System standards.

### Rebate or Loan

- Participants that are replacing an existing system are eligible for a \$1,000 rebate or a 5% loan (\$7,500 max.) through a local bank, with a one to five year term. SE pays \$50 of the \$100 loan fee. If weatherizing the home and installing a heat pump, the loan maximum is \$10,000.
- Participants with new homes are eligible for a \$500 rebate.

## Ductless Heat Pumps

Ductless Heat Pumps (DHPs) offer an option for heating and cooling without the ductwork.

Ductless systems have three main parts:

1. An indoor unit, mounted on a wall.
2. An outdoor unit that sits on the ground.
3. A remote control thermostat that operates the unit.

The indoor and outdoor units are connected by a small bundle of cables including a refrigerant line. These cables only require a three-inch hole in the wall for installation. They are great for homes with zonal heat (baseboard, wall, or ceiling cable heat).

## Ductless Advantages:

- Save energy and money.
- Low cost alternative.
- Easy to install.
- Provide air conditioning without window units.
- Result in a more comfortable home.

## Rebate or Loan

Choose from a low-interest loan or one of the following rebates:

- \$1,500 for homes with zonal or forced air (electrical heat existing).
- \$1,000 for multi-family housing.
- \$750 for homes with existing heat pumps, manufactured homes, or non-electric heated homes.
- \$500 for new single or multi-family housing.
- \$500 in a commercial application.

## Step-By-Step Program Procedure

**1.** Contact Salem Electric to schedule a visit to your home and receive a Heat Pump Program packet which includes:

- List of participating contractors
- Bid sheets
- Loan application

**2.** Contact Salem Electric and verify that all required weatherization work is completed. If not completed, make necessary arrangements through Salem Electric's WeatherWise Program.

**3.** Contact contractor(s) to arrange for a bid.

**4.** Arrange a bid review with Salem Electric.

- Sign the necessary forms.
- Select the rebate or the loan option.

**5.** Contact the contractor to schedule the installation.

**6.** When the installation is complete, contact Salem Electric to inspect the project.

**7.** When the project passes our inspection SE will process the rebate or loan check, usually within 10 working days.