

Residential Heat Pump Program

Air Source & Ductless



How to Run Your Heat Pump Efficiently

Set It & Forget It

If your system has a manual thermostat, determine a comfortable heating and cooling setting and stick with them. Avoid developing a habit of adjusting the settings and manually reducing the temperature at night.

If you want your home to be warmer or cooler during certain times, consider installing a programmable thermostat that is compatible with a heat pump. Programmable thermostats automatically adjust the temperature based on your schedule. It also prevents the auxiliary heat from activating which saves you money. If you notice your auxiliary heat frequently running when the outside temperature is above 40°F, have a technician check the system.

Heat Pump Operation

Heat pumps differ slightly from traditional heating systems. The purchase and installation cost may initially be higher but reduced energy bills and air conditioning are added benefits.

Air Filters

Be sure your unit has a filter at all times and follow the owner's manual to determine the correct filter size and schedule for cleaning or replacing the filter.

Registers & Cooler Air Vent Temperatures

Your heating system runs most efficiently when all of the household vents are unrestricted and open, even in rooms that are used occasionally. Avoid covering vents with rugs or furniture. You may also notice the air coming from the vents seems slightly cooler than air from other types of heating systems. This is normal for heat pumps.

The Heat Pump Runs Often

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

Annual Maintenance

Annually, prior to the heating season, schedule a maintenance check with a heat pump technician. 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 a belt tension test.

Other Programs Available for Salem Electric Members

- Water Heater Efficiency
- Compact Fluorescent Lighting
- ENERGY STAR Home Lighting
- Security Lighting
- Residential Weatherization
- Solar Water Heating
- Habitat Improvement Program
- Member Assistance
- Easy Pay Options



A Member Owned Cooperative



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Heat Pump Program

Investing in a new heating system is a substantial expense – be sure to consider more than the purchase price and the cost of operation before making your decision.

Heat Pump Advantages

- Generally costs less to operate than other types of conventional heating systems
- Operates at a high efficiency with no flames, fumes, or flues
- Air filtration is available which is helpful to those with allergies
- Provides a constant, even, comfortable indoor temperature year round without temperature variations common to other heating systems
- Heats and cools
- Transfers heat that is already in the environment
- May qualify for federal and state tax credits

Program Benefits

- Contractors sign an SE Heat Pump Program Agreement that requires them to meet strict installation guidelines
- The system will be accurately sized using industry-approved methodology based on the heat loss of your weatherized home
- After installation the project will be inspected by SE to ensure compliance
- Your home will be more comfortable in the winter and summer, and your bill will be lower

Air Source Heat Pumps

To ensure the greatest efficiency, air source heat pumps must meet the minimum Heating Season Performance Factor (HSPF), the SE sizing and installation guidelines, and the Performance Tested Comfort System (PTCS) standards.

\$1,000 Rebate for Existing Homes

- Single-family homes located in SE's service area regardless of the existing heating system or heating fuel type
- Residence must meet the SE WeatherWise Program standards. All cost-effective weatherization measures (ceiling, floor, wall, and duct insulation) must be completed before the heat pump is installed.

\$500 Rebate for New Homes

- Applies to homes connected to Salem Electric service within 12 months of applying for rebate.
- Air source systems and ductwork must meet PTCS standards



Ductless Heat Pumps

Ductless Heat Pumps offer an option for heating and cooling without the additional expense or installation of ductwork. They are great for homes with existing zonal heating systems (i.e. baseboard, wall, or ceiling cable heat).

These systems have three main components:

- An indoor wall-mounted unit
- An outdoor unit that sits on the ground or mounts on a wall
- A remote control thermostat which operates the unit

The indoor and outdoor units are connected by a small bundle of cables and a refrigerant line that only requires a three-inch hole in the wall for the installation.

Ductless System Advantages

- Saves energy and money
- Low cost alternative
- Easy installation
- Provides air conditioning with no window units
- Results in a more comfortable home

Rebates (one rebate per household):

- \$1,500 Homes with existing electric heat (zonal or forced air)
- \$1,000 Multi-family housing
- \$750 Homes with existing heat pumps, manufactured homes, or non-electrically heated homes
- \$500 New single or multi-family home
- \$500 Commercial building

Step-by-Step Procedures

1. Contact Member Services at 503 362-3601 to schedule a visit to your home and receive a Heat Pump Program packet that includes:
 - List of participating contractors
 - Bid sheets
2. During the visit our SE energy expert will determine if all the required weatherization work is completed. If not complete, an energy audit through the WeatherWise Program will be scheduled.
3. Once the weatherization is complete, contact contractor(s) to secure bid(s)
4. Contact SE for an appointment to have the bid reviewed. At that appointment you will sign the necessary program forms and the rebate funds will be set aside for your project.
5. Contact the contractor to schedule the installation; when the installation is complete, contact SE to schedule an inspection.
6. When the project passes inspection, SE will process the rebate check within 10 days.

For more information

Call Salem Electric at 503 362-3601 or visit salemelectric.com for details on all the programs listed in this brochure.