

NEW MANUFACTURED HOMES DUCTLESS HEAT PUMP INCENTIVE FAQs

Q: Does Energy Trust of Oregon offer retailer incentives for ductless heat pump upgrades in new manufactured homes?

A: Yes. Retailers are eligible for a \$400 incentive from Energy Trust when they upgrade an electrically heated new manufactured home to a qualifying ductless heat pump. This is in addition to the \$300 incentive that is offered to retailers who sell qualifying ENERGY STAR® eco-rated or Earth Advantage® energy-efficient new manufactured homes. This incentive is only available for new home installations only and does not apply to retrofits.

Q: How do ductless heat pumps work?

A: Ductless heat pumps consist of one outdoor heat exchanger unit and up to two separate units mounted on the interior wall. The indoor and outdoor units are connected by a small bundle of refrigerant lines and one cable, which are hidden once installation is complete. Ductless heat pumps do not require ducts, so they avoid energy loss associated with the ductwork of central forced air systems.

Q: How energy-efficient are ductless heat pumps?

A: Ductless heat pumps are extremely energy efficient, eliminating energy loss through ductwork, which typically accounts for 15 to 20 percent of heat loss in a home. When compared to baseboards, wall heaters and electric furnaces, they can save consumers 30 to 50 percent on their heating bills annually. Based on the average cost/kWh in the Northwest (\$0.11), upgrading to a ductless heat pump as a primary heat source can save homeowners up to \$400 per year.

Q: What are the advantages of ductless heat pumps?

A: The advantages of ductless heat pumps include:

- When compared to forced-air electric furnaces, baseboards and wall heaters, they can save consumers an estimated 30 to 50 percent on their heating bills annually.
- They operate very quietly.
- They use no ductwork, resulting in easy access to perform maintenance.
- They do not collect dirt, dust, allergens or mold like traditional forced-air systems, resulting in better air quality for your customers' homes.
- They heat and cool, delivering year-round comfort.

Q: How do ductless heat pumps move air to bedrooms and bathrooms if they are only mounted in a single room?

A: A ductless heat pump's indoor head quietly circulates air continuously, which causes air in the house to mix well beyond the space where the indoor head is mounted. Bedrooms and bathrooms are equipped with supplemental heat sources to provide occupants additional short-term comfort if desired.

Q: How do I help a customer choose the right heat pump for their home?

A: If you have a customer interested in a ductless heat pump, please contact the home manufacturer to discuss installation options and pricing. The manufacturers work with industry experts to determine the best model for each home.

Q: How much do ductless heat pumps cost?

A: Pricing varies based on a number of factors. If the ductless heat pump is being added to an electric forced-air system, it can cost \$0-\$1,200 more than a conventional heat pump, depending on the price difference between models. Going completely ductless without a forced-air system requires the home is factory built with a hybrid zonal heating system, and can cost \$3,000-\$5,000. Please contact the manufacturer for the most accurate pricing.

Q: How are ductless heat pumps installed?

A: Depending on the size and design of the home, some manufacturers are able to ship new homes with the ductless heat pump installed. In other instances, ductless heat pumps are installed by a contractor after the home has been shipped and sited.

Q: Do ductless heat pumps work well in our climate?

A: Yes. Ductless heat pumps perform best in climates where the heating and cooling load is moderate, such as the Pacific Northwest. Larger and segmented homes may experience uneven cooling during sustained high temperatures. The addition of ceiling paddle fans can enhance ductless heat pump performance in larger and segmented homes. Today's ductless heat pumps maintain efficient heating capacity in temperatures as low as five degrees Fahrenheit.

Q: What is considered a qualifying ductless heat pump?

A: To qualify, ductless heat pump units must meet minimum efficiency standards of 9.0 HSPF and 14.5 SEER and be installed in a qualifying electrically heated ENERGY STAR or eco-rated home.

Q: What is considered a qualifying home?

A: Electrically heated new manufactured homes that are ENERGY STAR or eco-rated certified and sited in Oregon within Energy Trust service territory.

Q: How do I apply for an incentive?

A: Download the incentive application and substitute W-9 at www.energytrust.org/manufacturedta. Applications may be sent via email, mail or fax along with a substitute W-9 form to:

Energy Trust of Oregon
New Manufactured Homes
PO BOX 2445
Spokane, WA 99210-2445

Fax: **503.575.4316**

Email: newmfghomes@energytrust.org

Q: Do I need documentation to claim the incentive?

A: If the ductless heat pump is installed at the factory, Energy Trust will have a proof of purchase on file via the Energy Efficient Manufactured Home Program certificate. If the ductless heat pump is installed after the home is sited, an invoice from the installing contractor is required.

Q: How do I know if a qualifying home is sited in Energy Trust service territory?

A: Electrically heated homes must be served by Portland General Electric or Pacific Power.

Q: Are there any Energy Trust incentives available for customers?

A: There are currently no Energy Trust cash incentives available to customers who purchase a new manufactured home or upgrade a qualifying new manufactured home to a ductless heat pump. However, select heat pump models are eligible for the Oregon Residential Energy Tax Credit if they meet certain specifications. Visit www.oregon.gov for more information.

Q: Who can I contact if I have questions?

A: You can talk to your Energy Trust field representative during their regular visits or call the New Manufactured Homes hotline at **1.800.972.8793**.

