Pre-installation:
1. Customer Contacts Participating Installers (at right) to obtain PUD Ductless Heat Pump bids. Bids may vary widely; we suggest obtaining at least two.
2. Customer selects a bid, ensures that the customer information is accurate and complete, and authorizes the bid with their signature.
3. Customer returns the signed, fully-completed PUD Ductless Heat Pump bid to the selected Participating Installer.
4. Installer schedules the installation.
5. Ductless heat pump is installed.

Post-installation:
1. The selected Participating Installer submits an invoice packet to the PUD, consisting of the following properly completed forms:
   - PUD Ductless Heat Pump bid
   - AHRI documentation
   - Ductless Heat Pump Installation Form
   - Incentive Invoice
   - Homeowner Invoice
2. Within 15 working days of job completion and receiving a properly completed invoice packet from the Installer, the PUD may schedule an on-site verification visit to ensure that PUD/BPA requirements were met.
3. Once all job specs are met and verified, PUD issues an incentive payment to the Installer.

Note:
Bonneville Power Administration (BPA) reserves the right to audit PUD incentive programs. A BPA representative may contact you to schedule an inspection of the PUD incentive work at your home.
Ductless Heat Pumps

Safe, quiet and extremely efficient, ductless heat pumps heat and cool homes at a fraction of the cost of baseboards, wall heaters and forced air furnaces. Because they move heat rather than generate it, heat pumps provide up to four times the energy that they consume. Ductless heat pumps are easily installed and great for retrofit installations.

**Ductless Heat Pumps Have 3 Main Parts:**
1. Indoor unit, mounted high on a wall
2. Remote control
3. Outdoor unit that sits on the ground

**Terms to Know:**

- **Zonal Heating:** heating individual rooms with baseboard, wall, radiant ceiling and/or floor heaters.
- **HSPF:** Heating Seasonal Performance Factor -- an efficiency rating of the heat pump's heating elements and compressor.
- **Prescriptive Duct Sealing:** sealing household duct systems according to stringent guidelines to ensure maximum comfort, efficiency and return on investment. **Recommended.**

**Additional Resources:**
- www.clallampud.net/conservation
- www.goingductless.com
- www.energysavers.gov

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**Ductless Heat Pump Incentive**

$800\(^a\): for existing site-built and manufactured homes with electric forced air furnaces.

$500\(^b\): for existing site-built homes with zonal heating systems.

<table>
<thead>
<tr>
<th>Example: Forced Air Furnace(^a) vs Zonal Heating System(^b) Bid</th>
<th>Installer Bid</th>
<th>PUD Incentive</th>
<th>Customer Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>a $3,600</td>
<td>$800</td>
<td>$2,800</td>
<td></td>
</tr>
<tr>
<td>b $3,600</td>
<td>$500</td>
<td>$3,100</td>
<td></td>
</tr>
</tbody>
</table>

**Why does the PUD offer these incentives?**

It's cheaper for us to conserve energy than to purchase more of it on the open market. PUD incentive programs not only help you to keep your energy costs down while making your home more comfortable, they also allow us to acquire energy savings for the lifetime of your new ductless heat pump/windows/insulation/washer/water heater/etc. By reducing your energy use, you're helping us to keep all customers' energy costs down. **Thanks!**

**Besides the financial incentive, is there any benefit to going the PUD route?**

Two words: energy efficiency. We require all Participating Installers to meet PUD/Bonneville Power Administration (BPA) specs for high efficiency installations. Then, we go the extra mile with an on-site visit to verify compliance.

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**Program Requirements**

Eligibility for this incentive requires that all PUD & BPA requirements and specifications be met; for example:

- Only the legal homeowner(s) may apply.
- Residence receiving ductless heat pump must receive PUD electrical service.
- Existing manufactured and site built homes with electric forced air furnaces are eligible.
- Existing site built homes with electric zonal heating (e.g., baseboards, wall heaters, ceiling &/or floor radiant heat, etc.) are also eligible for this incentive.
- Homes with existing heat pumps, new construction, major remodels &/or add-ons are ineligible.
- Ductless heat pump must be installed by a PUD Participating Installer; **no exceptions**.
- Jobs at pre-1978 homes affecting 6ft\(^2\) or more of painted interior surfaces must meet EPA Lead-Based Paint Renovation, Repair & Painting Program requirements. Contact Installer(s) for details.

**Incentives may be modified or discontinued at any time.**

For more information, contact our Conservation Dept. at (360) 565-3249 OR (800) 542-7859 x249.