



Eugene Water & Electric Board

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www.eweb.org

Ducted Heat Pump Program Requirements

A completed Customer Solutions Program Application must be received by EWEB before a project is reviewed for approval. If the customer is applying for a 0% interest loan from EWEB, a completed loan application must also be submitted. Due to privacy requirements, EWEB can only accept a loan application from the customer and can only provide loan approval status directly to the customer. **For questions, please contact EWEB Customer Solutions at 541-685-7088.** Additional resources can be found here: eweb.org/HPcontractor

When the customer has decided to have a system installed, the contractor will:

- Install a variable speed heat pump with an inverter-driven outdoor compressor that meets federal minimum standards (currently 8.8 HSPF/15 SEER or 7.5 HSPF2/14.3 SEER2) according to the AHRI certificate.
- Install the equipment according to manufacturer's installation instructions.
- Provide an equipment warranty of at least 5 years and a labor warranty of at least one year from start-up.
- Install air filter(s) so that all air flow passes through the filter(s), with no air allowed to bypass the filter(s). Air filter(s) must be easily accessible.
- Size the heat pump system for a thermal balance point of no higher than 30 degrees F, so that supplemental heat is not needed at outdoor temperatures above 30F. Load calculations may be requested by EWEB for verification.
- Install a thermostat that locks out supplemental heat down to outdoor temperatures of 35F (except when supplemental heating is required during a defrost cycle). Lock out settings of below 35F and above the thermal balance point are allowed. Mechanical lockouts are not allowed. Compressor lockout must be disabled or set to 0F.
- Confirm a carbon monoxide (CO) detector is installed when combustion appliances exist.
- Replace existing fiberglass duct board, if practical. For new duct systems, building cavities shall not be used as ducts to convey return or supply air, and fiberglass duct board shall not be used.
- Confirm line set or electrical penetrations into home, attic, or underfloor spaces are sealed to keep out vermin.
- Run condensate lines to an open drain line or out of the building foundation (not to a basement or crawlspace).
- Secure all permits, arrange for all required permit inspections, and obtain final permit approvals.
- Provide the customer with an operation/instruction manual and a system usage walk-through.

After installation, the contractor will submit to EWEB the following for payment processing:

- AHRI Certificate of Performance.
- Manufacturer documentation showing outdoor compressor includes variable speed or inverter-driven technology, for example a specification sheet or brochure that the model has a variable speed or inverter-driven compressor.
- Itemized customer invoice(s), showing the order or purchase date and the installed cost.
- Completed EWEB Ducted Heat Pump Program System Completion Form.
- OPTIONAL: To expedite payment, we recommend photos of the house & street address, thermostat auxiliary heat lockout settings, indoor air handler and the filter slot, and the outdoor compressor unit.