



Eugene Water & Electric Board

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541-685-7000
www.eweb.org

Ductless 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/DHPcontractor

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

- Install a ductless or ducted mini-split heat pump (DHP) employing an inverter-driven outdoor compressor with inverter-driven or variable-speed indoor blower.
- Install qualifying equipment:
 - For homes with a pre-existing heat pump, the pre-existing heat pump must be removed and properly disposed of and replaced with a new non-ducted DHP with 11.0 HSPF or 10.4 HSPF2, or a ducted or mixed DHP with 10.0 HSPF or 9.4 HSPF2 according to the AHRI certificate.
 - For homes without a pre-existing heat pump, the new DHP must meet federal minimum standards (currently 8.8 HSPF/15 SEER or 7.5 HSPF2/14.3 SEER2) according to the AHRI certificate.
 - For homes with pre-existing non-electric heat or new construction applications, the new DHP must become the primary heating system, serving at least 50% of the conditioned area of the home. Load calculations may be requested by EWEB for verification.
- 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.
- Have a current contractor license with the Oregon Construction Contractors Board.
- Confirm line set or electrical penetrations into the 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.
- Itemized customer invoice(s), showing the order or purchase date and the installed cost.
- Completed EWEB Ductless Heat Pump Project Information Form