

COMPANION
GUIDE:

Air-Source Heat Pump

Less energy,
more savings
and comfort
year-round

Designed for Electrically Heated Homes

- 02 How do air-source heat pumps work?
- 03 What are the rebates?
- 04 Why it pays to upgrade
- 05 Heat pump checklist
- 06 What to ask your contractor
- 07 How to apply

SAVE ON
ENERGY[™]
POWER WHAT'S NEXT

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one

Partners in Powerful Communities

02

Why should you switch?

Air-source heat pumps are gaining in popularity because they are more efficient than electric baseboard heaters and electric furnaces. With rebates up to \$4,000*, and savings up to 50%† on heating costs, **air-source heat pumps** are the economical choice for whole-home, all-season comfort.



AN AIR-SOURCE HEAT PUMP (ASHP) WILL:

Increase home comfort with improved heat distribution

Last up to 20 years with proper maintenance

Clean your home's air, keeping it pollen and dust free

Dehumidify your home in the summer

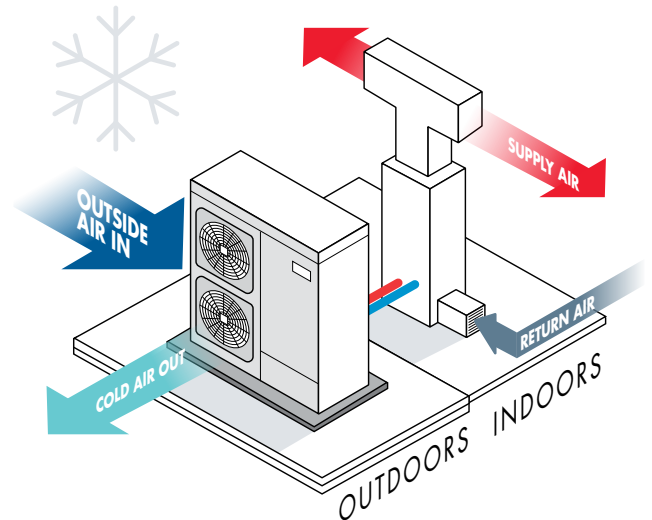
Provide energy-efficient air conditioning in the warmer months

How do air-source heat pumps work?

Air-source heat pumps supply year-round heating and cooling by using the outside air as an energy source, maintaining the perfect level of comfort for your family.

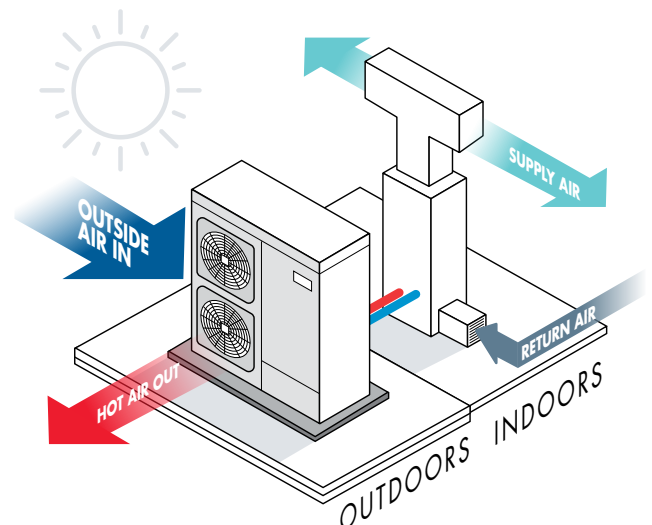
In winter months

In winter months, heat pumps give you energy-efficient home heating by pulling heat from outdoors and transferring it indoors (they can do this even when it's very cold outside!).



In summer months

In summer months, the heat pump reverses the cycle, removing warm air and transferring it outside. It also acts as a dehumidifier, removing moisture from indoor air.



What are the rebates?

AN OVERVIEW

The rebates vary from \$1,000–\$4,000, depending on the type of heat pump you choose. Your contractor can help you decide which option is the best fit for your home, based on its age, size, layout, electrical service and the climate of your region.



Add an adaptive thermostat for more savings!



Come and go as you please and let the weather do its thing. Smart

thermostats optimize energy use by automatically adjusting temperature settings based on occupancy and climate.

- Get a \$50 rebate** when you install a new adaptive thermostat
- Reduce energy costs by up to 15%†
- Control temperature from smartphones or tablets
- Increase comfort and convenience

**Must be a qualifying model installed in a home or business with ducted electric heating. Must be web-enabled with heat pump lockout temperature control. Must incorporate some form of occupancy based controls, such as occupancy sensors or geofencing. Other qualifications may apply.

How much can a heat pump save me?

Whether you choose a ducted or ductless solution, an ASHP can save up to 50% on heating and cooling.

Which system is right for my home?

Ductless Single Port

If you have a small home with only one or two areas or “zones” that need heating/cooling, a single port ASHP may be best. Keep electric baseboards for backup heating, in case of extreme cold.

Ductless Multiport

If you have baseboard heaters and a home with more than two zones that need heating/cooling, a ductless multiport ASHP may be best. Keep electric baseboards for backup heating, in case of extreme cold.

Ducted

If you have an electric furnace with ductwork and/or vents running through your home, a ducted ASHP would replace your electric furnace.

Cold Climate

Advances in technology have resulted in ASHPs that operate efficiently even in very cold temperatures. These new ‘cold climate’ systems can supply up to 100% of your home’s heating needs for weather conditions as cold as -30°C.

To learn more about the rebates, visit:
HydroOne.com/HeatPumps

04

Why it pays to upgrade

REBATE DETAILS

Get rebates up to \$4,000 when you install an air-source heat pump






My home has existing ductwork

SYSTEM	REBATES
Ducted	\$1,250
Cold climate ducted	\$4,000

My home does not have existing ductwork

SYSTEM	REBATES
Ductless (single port)	\$1,000
Ductless (multiport)	\$1,250 (one exterior unit and the first two interior units) Plus \$250 for each additional interior unit attached to the same exterior unit, up to a maximum of \$3,000
Cold climate ductless (single port)	\$1,500
Cold climate ductless (multiport)	\$1,900 (one exterior unit and the first two interior units) Plus \$400 for each additional interior unit attached to the same exterior unit, up to a maximum of \$4,000

Your heat pump checklist

- 
Start with a participating contractor
- 
Compare available units
 Make sure to get more than one quote and discuss options with your contractor.
- 
Look for the ENERGY STAR® rating and eligible models
 They use up to 20% less energy.
- 
Time it right
 Check online and talk to your contractor – some manufacturers offer additional rebates during the year.
- 
Extended warranty coverage
 Availability may vary. Be sure to visit the manufacturer's warranty website before you buy and discuss with your contractor, as some requirements may apply.

Tips to keep your heat pump running smoothly

Avoid using the air-source heat pump fan's continuous setting. Use 'auto' mode instead. Unless it's an actual emergency, do not use the 'emergency heat' setting.



Keep vents and registers clean and free of furniture, carpet or other items that can block airflow. Ensure outdoor coils are clean and free of debris.

Keep baseboard heaters at least 3–5°C below the heat pump set-point temperature. Check the maximum operating temperature of your heat pump to determine when to activate your baseboards.



Manage your thermostat: lower it by 3°C while you're sleeping and by 5°C while you're away from home. Better yet, get an adaptive thermostat that adjusts automatically.

Keep outdoor units protected from high heat and wind by using plants and shrubs.



To melt ice or frost on outdoor units, always use the demand defrost cycle, not the time-temperature defrost cycle.



Schedule an annual inspection each fall to

keep your system running efficiently. Keeping your air-source heat pump well maintained can save 10–20% more energy than an unkempt system.

Clean or change air filters and coils according to the manufacturer's recommendations.

Skip the dehumidifier! When using your system on the cooling cycle, air-source heat pumps also provide dehumidification.



Ask the right questions

Will the system you're quoting replace all of my current electric heating?

A properly sized ASHP means you won't have to rely as much on supplemental electric heating, which is less energy efficient (the more supplemental heating you use, the lower your bill savings).

Be sure your contractor sizes your heat pump to be your primary heating system for your entire home.

What is the lowest temperature this system can operate at efficiently?

If the heat pump system your contractor is quoting operates efficiently down to -15°C , but the temperature where you live regularly reaches -25°C , you may need a 'cold climate' heat pump model, which is designed for efficiency at very cold temperatures. Be sure you are getting a system that operates efficiently during the entire heating season in your region to help maximize your bill savings.

Talk to your contractor to help you better understand air-source heat pump technology

How do I ensure that using my supplemental electric heating/backup heating doesn't impact my bill savings?

If you install a central/ducted heat pump, it should have a backup heating system that turns on only when the heat pump isn't operating. If you install a ductless heat pump, your baseboard heating should remain installed and usable at all times. Keep baseboard heaters at least $3\text{--}5^{\circ}\text{C}$ below the heat pump set-point temperature. Check the maximum operating temperature of your heat pump to determine when to activate your baseboards. Ask your contractor for tips to adjust your usage patterns for maximum bill savings.

What is the warranty coverage and what is the maintenance schedule?

Ask if the heat pump manufacturer offers an extended warranty and, if so, ask about the requirements. Extended warranties can cover equipment for up to 10 years, so it's important to find out in advance if your system qualifies. Proper maintenance helps your heat pump operate as efficiently as possible, so be sure to ask your contractor what you need to do to keep your system in top shape.

What rebate(s) do I qualify for?

There are different types of rebates available as part of this program, so it pays to make sure you know in advance what you are getting. Some manufacturers also offer rebates during certain times of the year – ask your contractor if there are any available now or in the near future.

07

How to apply

①

Work with a participating contractor to purchase and install your new equipment.

②

Your contractor must submit your online rebate form.

③

Send your proof of purchase to:

@ hvacpayments@summerhill.com

✉ Save on Energy Incentives

30 Commercial Road

Toronto, ON

M4G 1Z4

You'll receive your rebate cheque in approximately 4-8 weeks

What do I need to know about applying for rebates?

Electricity must be your home's primary heating source (70% of total heating load)

ASHP purchase and installation must be performed by a Heating and Cooling Program participating contractor

ASHPs must be ENERGY STAR® certified or a CEE Tier-1 level system, minimum SEER 15/ HSP 8.5/EER 12.5 rating

Get started by finding a participating contractor. Visit HydroOne.com/HeatPumps

Subject to additional terms and conditions found at www.HydroOne.com/HeatPumps.
*Incentives are available for installation of eligible equipment completed between January 1 and December 31; online rebate form submitted no later than February 1 and proof of purchase submitted no later than February 28, of the following calendar year. Equipment must be purchased from and installed by a participating contractor. †Estimated annual electricity cost savings are based on past program experience. Actual savings may vary. ‡Trademark of the Independent Electricity System Operator. Used under licence. The Hydro One & Design trade-mark is owned by Hydro One Inc. "Partners in Powerful Communities" is an Official Mark owned by Hydro One Networks Inc.

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