

## EMERGING TECHNOLOGIES SHOWCASE WEBINAR: HEATWISE: SOUTH EVERETT, A COMMUNITY DHP PILOT PROGRAM

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Question and Answer Session

**Q: Why does the program target only electric heat customers?**

A: The program is not exclusive to customers with electric-only heat, since it's a community led program. The program is fuel-blind. We expect that most interested folks would have electric heat, but if there are folks that use propane or natural gas for heating and a DHP would be a good application for them, they're welcome to participate and benefit from the group purchase discount. In order to receive the \$1200 utility rebate, they need to be electrically heated because we're an electric utility and don't pay for gas savings. We have referred folks to our neighboring gas utility to see if they have a rebate. Last time I looked they didn't for gas heated homes.

**Q: What was the cost of a single outdoor/single indoor unit? And what sort of existing electric heating systems qualify - just zonal/baseboard heat or central electric furnaces and heat pumps?**

A: If I recall the number correctly, the simplest set-up with a single outdoor and single head unit would cost roughly \$2800 for actual out-of-pocket. That's after the Heatwise discount including the Snohomish PUD rebate so they would be financing or paying out-of-pocket roughly \$2800.

Qualifying heating for the PUD rebate would include thermal heating and forced air furnaces. However, in terms of participating in the campaign, any heat source would qualify for the group discount. Heatwise is fuel-non-specific, if a customer switches from propane or wood stove, they can be in the program, they just wouldn't qualify for the Snohomish PUD rebate. But they would get a better discount than if they were going with a contractor on their own.

**Q: What is being done for auxiliary heat then?**

A: If someone is using a DHP to supplement their baseboard heat for example? In that case, we recommend leaving some of the baseboards in some of the rooms because the DHP is 100% efficient

down to about 15 or 17 degrees F, I believe, At that point the efficiency goes down to about 80% and further down to 0 degrees. We recommend that for about 2 weeks of the year when it's really cold, people leave in their auxiliary heat. It's not that the DHP stops working, it's just that they're not as efficient as they normally are.

**Q: Is there or could there be any applicability to multi-family/apartment complexes?**

A: At the utility that's something we're looking into, not for Heatwise because Heatwise is limited to single family homes or single family manufactured homes. The utility is exploring DHP in multi-family scenarios. The technology itself lends itself to multifamily. It's actually used in hotels in Japan and Europe. The application is possible. We decided not to include it in the pilot in an effort to not introduce too many variables.