

HEAR OVERVIEW

CONTRACTOR ORIENTATION

OVERVIEW

- WA State Home Electrification and Appliance Rebate Program (HEAR)
- Sustainable Connections' HEAR Program
  - ~$625k in rebates available
  - Counties Served: Island, San Juan, Skagit, Snohomish, Whatcom
- Eligible Entities
  - 50 or less employees
  - Nonprofits providing essential services and serving vulnerable people
  - Some small businesses in overburdened areas might be eligible (e.g., childcare centers) → Lower priority
- Prioritizing fuel switching projects, but other projects might be eligible (e.g., electric resistance to heat pumps)
- Timeline
  - Begins Oct 15, 2026 (anticipated)
  - Contract with Commerce ends June 30, 2027
  - All installs must be complete by May 31, 2027







Rome Grange 226







DVSAS

Domestic Violence and Sexual Assault Services



















Lydia PLACE

















ELIGIBLE EQUIPMENT



Air-Source
Heat Pumps



Heat PUmp
Water Heaters



Induction
Cooking Equipment



Necessary Electric
Service Upgrades

*Fossil fuel equipment, including fossil fuel heat pumps or dual fuel systems, are ineligible.

REBATE AMOUNTS

- Up to 100% of project equipment and install costs
- Cap per project site
  - *With some small amount of flexibility on a case-by-case basis
- Sustainable Connections will be reviewing bids for cost competitiveness

HEAT PUMP HVAC SYSTEM REQUIREMENTS

- Existing heat pumps that are at least 10 years old may be replaced by eligible heat pumps.
- All air-source heat pumps must meet one of the following certifications:
  - Efficiency Certification: ENERGY STAR Certified or AHRI CEE Certified
- Additionally, split systems < 65,000 Btu/h must meet one of the following ratings:
  - Cold Climate Rating: NEEP ccASHP Version 4.0 or ENERGY STAR Cold Climate

HEAT PUMP HVAC SYSTEM REQUIREMENTS

In general, these certifications correspond to the following performance requirements:

Air Source Heat Pumps (≤ 65,000 Btu/h)				
Equipment Type	**SEER2**	**EER2**	**HSPF2**	**COP @ 5°F**
Ductless ASHP	≥ 15.2	≥ 9.0	≥ 8.5	≥ 1.75
Ducted ASHP	≥ 15.2	≥ 10.0	≥ 8.1	≥ 1.75
Packaged ASHP	≥ 15.2	≥ 10.0	≥ 8.1	≥ 1.75

Air Source Heat Pumps (> 65,000 Btu/h & ≤ 135,000 Btu/h)				
Equipment Type	**EER**	**IEER**	**COP @ 17°F**	**COP @ 47°F**
Ducted ASHP	≥ 11.6	≥ 15.1	≥ 2.4	≥ 3.5
Packaged ASHP	≥ 11.6	≥ 15.1	≥ 2.4	≥ 3.5

HPWH REQUIREMENTS

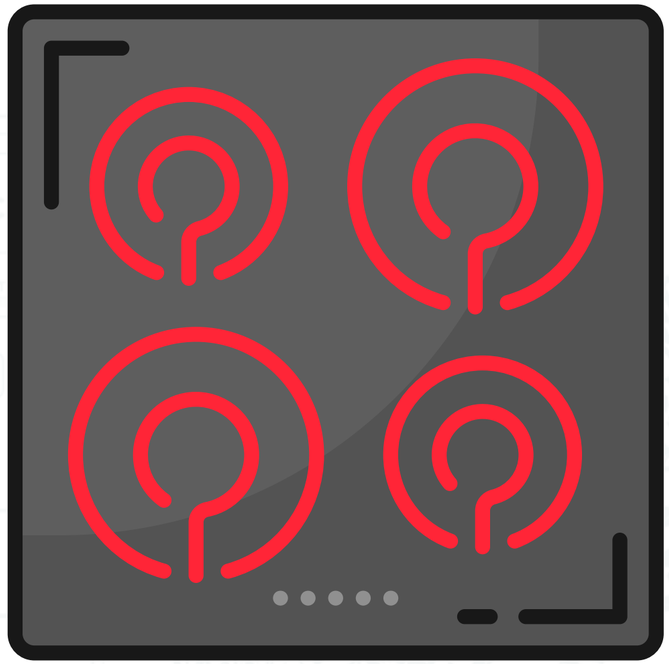
- All heat pump hot water heaters must meet one of the following certifications:
  - Efficiency Certification: ENERGY STAR Certified or AHRI CEE Certified

- In general, these certifications correspond to the following performance requirements:

Heat Pump Water Heaters	
Equipment Type	**UEF**
Integrated HPWH	≥ 3.30
Integrated HPWH (120V)	≥ 2.20
Split System HPWH	≥ 2.20

INDUCTION COOKING EQUIPMENT REQUIREMENTS

- All induction stoves must be ENERGY STAR certified.
- Integrated Annual Energy Consumption (EIAEC) ⩽ 125 kWh/year



ELECTRICAL UPGRADE REQUIREMENTS

- Includes: electrical wiring, outlets, panels, and meters required for the installation and operation of eligible equipment
- Mechanical, Electrical, and Plumbing (MEP) necessary for the installation of eligible high-efficiency electric equipment.
- Limited ductwork repair and replacement
- Limited plumbing including piping, pumps, and fixtures
- Limited drywall, insulation, and structural repair and replacement

ELIGIBLE INSTALL REBATE EXPENSES

Eligible	Ineligible
• Permitting fees for installation of eligible equipment or removal of fossil fuel • Delivery fees for equipment • Sales Taxes • Existing equipment removal costs (not including remediation) • Mechanical, Electrical, and Plumping (MEP) necessary for equipment installation • Fossil Fuel capping and decomissioning	• Repair or maintenance of existing equipment • Utility fees, such as connection fees or service fees • Extra or optional goods and services that are not already part of the equipment installation package including ◦ specialized ancillary equipment that may be added to eligible equipment

INVOICES & BIDS

- Address to client, **NOT** Sustainable Connections
- Include name of client's organization/business/nonprofit
- Include Site Address
- Type of Equipment (ASHP, HPWH, Induction)
- Brand and Model #
- Certifications and certification numbers
- Efficiency rating (EER2/EER2/HSPF2, UEF, COP, or kWh/year)
- Cost of the Equipment
- Applicable permit numbers (i.e. building, mechanical, plumbing, electrical)
- Differentiate in-house vs. subcontracted labor costs (mechanical, electrical, plumbing)

INVOICES & BIDS

Example equipment specifications

Daikin ATMOSPHERA Mini-Split Heat Pump Outdoor Unit

- Capacity: 2 Ton - 24k BTU | Single-Zone
- Efficiency Rating: 22.0 SEER2 | 10.0 HSPF2 | 12.0 EER2 | 1.8 COP @ 5F | 56 dB
- Size: 34-1/4"W x 28-15/16"H x 12-5/8"D
- 20 Amp | Line set: 1/4"x5/8"

Example of invoice with labor line-items

Install Return Air Ductwork With a Capacity of 4 Tons (need to add return due to static pressure)
Install drain kit to the inside or outside (Close), within 20'
Electrical from the panel was installed in the exposed conduit to the other side, and the ODU disconnected with the hook up. Includes Surge Protection.
Electrical - Wire a new air handler with 20kW Heat Strip (Within 30 Ft).

REBATE ISSUING PROCESS

1. **SC:** Energy Audit/Facility Walk Through
2. **SC:** Recommendations offered to client
3. **Client:** Collect 2-3 bids*
    a. Client referrals
4. **SC:** Bids reviewed, verify equipment eligiblity, cost competitiveness, and offer final recommendations to client
5. **Client:** Select installer
6. **SC:** Verify installer certification, licenses, etc.
7. **SC:** Calculate eligible rebate amount
8. **Installer:** Send final version of invoice to client with HEAR discount included
9. Agreement forms
    a. **Client:** sign form (and landlord if renting)
    b. **Installer:** sign form
    c. All forms MUST be signed before work can proceed
10. **SC:** Deposit submitted to installer
11. **Installer:** Installation is scheduled
    a. Change orders
12. **Installer:** CCA stickers placed on equipment
13. **Installer:** Send photos of installed equipment
14. **Installer:** Sends invoice to client, NOT SC
15. **SC:** Reimburse client OR redirect payment to installer

INSTALLER REQUIREMENTS - COMPLIANCE ATTESTATIONS

- Neither this company nor its principals are **debarred, suspended, or excluded** from participation in or state programs
- **Licenses type/number and effective dates**
  - WA L&I contractor registration
  - Electrical contractor license (if electrical work performed in-house)
  - Plumbing contractor license (if applicable):
  - Certificate of current liability insurance and bond
- **All work must be performed in-house or directly subcontracted** (e.g., plumbing, electrical)

INSTALLER REQUIREMENTS - COMPLIANCE ATTESTATIONS

- **Pricing Parity**
  - Prices charged to program customers will not exceed my company's standard pricing for comparable non-program work. I understand the program rebate cap is not a price target.
- **Right Sizing**
  - Heat pump equipment will be properly sized based on state industry best practices, as determined by the program manager.
- **Complete quotes matching program requirements**
  - Every quote submitted under the program must match program requirements, and itemize labor, equipment and other costs when possible. Proposals will be considered incomplete if missing portions of the scope and will be rejected.
- **Benchmarking**
  - Sustainable Connections tracks installed costs across program projects, and that pricing significantly above program benchmarks may result in a request to substantiate costs or removal from the preferred installer list.
- **Cost Overruns and Work Order Changes**
  - Notify Sustainable Connections and the client in writing at least five (5) business days prior to proceeding.

PREFERRED INSTALLER LIST

- We will have a list of **10-15 preferred installers**, approx. **2-3 per county**, and provide this list to our clients
- **We will not require clients to select from this list.**
- **The client will have ultimate authority to choose their installer**
- Whomever they choose, if they aren't on the list already, will be required to watch this training and complete additional onboarding tasks as assigned.
    - Onboarding with us will not necessarily mean they'll wind up on our preferred installer list, but their client will then be eligible for a HEAR rebate from us

PREFERRED INSTALLER LIST

Evaluation Criteria

- **Location -** Preference will be given to installers located within 50 miles of the project site
- **Number of years experience** and **number of installs** of similar sized commercial systems
- **Experience with HEAR or similar state incentive programs**
- **Administrative staff support-** capacity to support communication needs
- **Utility trade ally or contractor network status**
- **Commercial manufacturer certifications or dealer tiers-** (e.g., Mitsubishi Diamond Contractor, Daikin Comfort Pro, Carrier Factory Authorized, Fujitsu Elite)

TIMELINE & NEXT STEPS

- Contract Period – Est. Oct 15 to June 30, 2027
- Preferred installer application deadline – Oct 15, 2026
- Final preferred installer list prepared and published – Nov 1, 2026
- Projects completed – May 31, 2027

MORE INFO

More Info Here:
sustainableconnections.org/contractor-resources

Attestation for Completing this Training:
https://www.tfaforms.com/5236740

Preferred Installer Application:
https://www.tfaforms.com/5236473

Contact Us At:
energy@sustainableconnections.org