

# Q&A for Single Family Homes and Small Businesses

Rules Overview		
Rules are the same for single family and small business unless otherwise stated		
Question	Answer	Link to more details
Which customers are eligible?	<p><b>Single family:</b> All residential customers in California.</p> <p><b>Small business:</b> Customers in IOU service territories (over time, additional municipality territories may be added, so check the website).</p>	<a href="#">Knowledge Base Article: Customer Eligibility</a>
What is the incentive rate?	\$3,100 or \$3,800 depending on the heat pump water heater tank size. Opportunity for \$1,500 low-GWP refrigerant kicker.	<a href="#">Knowledge Base Article: Incentives Overview</a>
Are there electrical upgrade incentives?	<p><b>Single family:</b> Yes – up to \$2,000, capped at 50 percent of the electric upgrades cost! Please note, contractors can only claim electrical incentives for work that they are allowed to self-perform or subcontract out based on their license type.</p> <p><b>Small business:</b> No electrical upgrade incentives for commercial projects.</p>	<a href="#">Knowledge Base Article: Electrical Panel Upgrades</a>
Do low-income customers qualify for more incentives?	<p><b>Single family:</b> Yes! There are higher “Equity” incentives for lower-income customers. The base rate is \$1,085 higher and the tank-size, refrigerant, and electric incentives are available (electric is higher equity – up to \$4,000).</p> <p><b>Small business:</b> No “equity” incentives for commercial projects.</p>	<p><a href="#">Knowledge Base Article: Incentives Overview</a></p> <p><a href="#">Knowledge Base Article: Equity Incentive Qualifications</a></p>
Can this incentive be combined with other incentives?	Yes, the TECH Clean California heat pump water heater incentive can be layered with any incentive that allows layering as well.	<a href="#">Search Incentives</a>
What equipment qualifies?	<p>A qualified product list is available at the link to the right. Equipment must be JA13 compliant and either:</p> <p>A) On the NEEA residential QPL (with a Yes in the EcoPort column)</p> <p>OR</p> <p>B) ENERGY STAR® Residential Water Heater 4.0 (or later) Connected Product</p>	<a href="#">Knowledge Base Article: Qualifying Single Family HPWH Units</a>

<p><b>What is required during installation?</b></p>	<p>Thermostatic mixing valves must be properly installed and calibrated or integrated within the heat pump water heater.</p> <p>Heat pump water heaters must be programmed to follow a time-of-use rate via the manufacturer app. Installers must take a screenshot of this setup and upload it to the claim form.</p> <p>For single family only, units must be sized to meet the first-hour rating stated in the California Plumbing Code.</p>	<p><a href="#">Knowledge Base Article: Installation Requirements and TOU Setup</a></p>
<p><b>What is the key information I will need to collect?</b></p>	<ol style="list-style-type: none"> <li>1. Customer signed terms and conditions.</li> <li>2. Customer electricity provider.</li> <li>3. Customer electric meter number.</li> <li>4. Customer electric account number (included in signed T&amp;Cs)</li> <li>5. Customer's preferred time-of-use rate (or current time-of-use rate if already on one).</li> <li>6. Which demand response program the customer enrolled in.</li> <li>7. Number of bedrooms and bathrooms in the dwelling (residential only).</li> <li>8. Operating mode and temperature set point at time of installation.</li> </ol>	<p><a href="#">Knowledge Base Article: Full list of claim form fields</a></p>
<p><b>How does the installation of a heat pump water heater impact a customer's electric bill?</b></p>	<p>According to the Department of Energy, heat pump water heaters are three times more efficient than a convention electric water heater. While we can't guarantee you will save on your energy bill, your new heat pump water heater will use less energy.</p>	<p><a href="#">Energy Saver's Heat Pump Water Heater FAQ</a></p>



**For any additional questions, please reach out to [tech.contractor@energy-solution.com](mailto:tech.contractor@energy-solution.com).**

*TECH Clean California is funded by California ratepayers and taxpayers and administered and implemented by Energy Solutions through a contract with Southern California Edison Company on behalf of various California utilities and under the auspices of the California Public Utilities Commission (CPUC).*



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