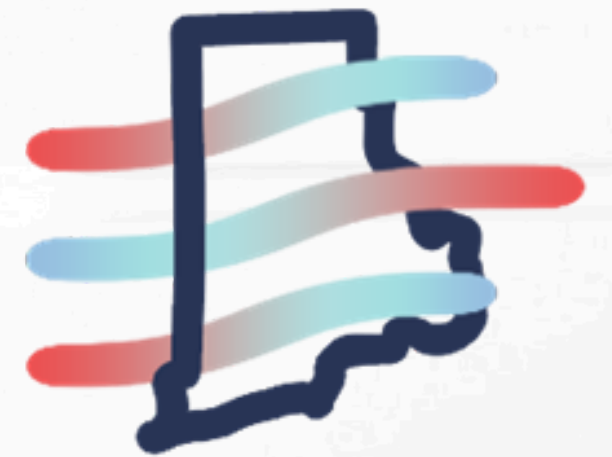


**Low-to-Moderate Income  
Heat Pump Incentive Program  
HPIN Installer Training  
July 2025**

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# Our Team



Shannon Bellamy



Justin Bessette



Isabela (Isa) Galarza



Michael MacMillan



Jeanette Nowadnick



Sara Wallace



## Impacts To Date

Since our launch in September 2023, Clean Heat Rhode Island has delivered over **\$20 million** in incentives, supporting:

- **3,740 residential projects**
- **162 income-eligible households**
- **188 commercial projects**

These investments have accelerated electrification across Rhode Island's homes and businesses, reducing carbon emissions while supporting energy equity.

## Thank You



# Coming Soon: New Heat Pump Incentives

**We will begin accepting  
applications the week of July 21**

While we continue supporting Income Eligible customers through our existing program waitlist, we're excited to launch a new Heat Pump incentive program for low-to-moderate income Rhode Island homeowners who:

- Are interested in transitioning to heat pumps for water heating or space heating and cooling
- Currently use oil, propane, or natural gas to heat their homes
- Have already completed weatherization upgrades



## Our Goals

This new program is funded through the **Regional Greenhouse Gas Initiative (RGGI)**.

Through this initiative, we aim to:

Reduce Greenhouse Gases	Serve Underserved Communities	Promote Weatherization	Minimize Out-of-Pocket Costs
By helping homeowners switch from fossil fuel heating and cooling to electric heat pumps, we're supporting a cleaner, healthier energy future for Rhode Island.	We're focusing on low- and moderate-income households who may not qualify for other programs, promoting equitable access to energy efficiency upgrades.	To make sure homes are ready for heat pumps and to maximize energy savings, we require weatherization before installation. We also track barriers to weatherization where applicable so we can improve support over	We've designed this program to reduce upfront costs as much as possible, with generous incentives and layered support so that upgrading your home is affordable and worthwhile.



## New Incentives

	Equipment Type	Efficiency Requirements	Incentive Amount
Space Heating & Cooling	Air Source Heat Pump (ASHP)	<a href="#">Products listed on the Rhode Island NEEP List</a>	60% of HP system and install cost. These incentives are capped at \$11,500.
	Air to Water Heat Pumps (AWHP)	<a href="#">CHRI Qualified Products List</a>	
	Ground Source (Geothermal) Heat Pump	ENERGY STAR & AHRI Matched Equipment	
Hot Water	Integrated Heat Pump Water Heater (240 volt)	ENERGY STAR certified UEF 3.30	\$2,500
	Integrated Heat Pump Water Heater (120volt)	ENERGY STAR certified UEF 2.20	
	Split-System Heat Pump Water Heater	ENERGY STAR certified UEF 2.20	
Clean Heat RI Incentives are capped at \$18,000 per address.			



## Eligible Equipment

### Air Source, Air-to-Water, and Geothermal Heat Pumps

- Incentive Amount: 60% of eligible project costs, up to \$11,500 per address.

#### Air Source Heat Pumps

- Systems must meet ENERGY STAR 6.1 Cold Climate efficiency criteria and be listed on the RI NEEP List

#### Air to Water Heat Pumps

- Equipment must have a minimum COP of 1.7 while delivering 110°F supply water at an outside temperature of 5°F and be listed on the Clean Heat RI Air-to-Water Qualified Products List

#### Ground Source Heat Pumps

- Equipment must be ENERGY STAR & have a valid AHRI number.

### Heat Pump Water Heaters

- Flat Incentive: \$2,500
- This incentive is separate from the heating system cap and may be combined with a heat pump installation.

Systems must be ENERGY STAR and must have a UEF of 3.30 (2.20 for 120volt/15 amp circuit or split-system heat pump water heaters).

### Lifetime Program Cap (Per Property)

To maintain fairness and prevent overuse:

- Total lifetime incentive cap per property: \$18,000

**Don't take risks - save time by getting pre-approved before you install!**



# Customer Eligibility

Category	Requirements
<b>Eligible Participants</b>	<ul style="list-style-type: none"> <li>- Single family or multifamily homes with individually metered &amp; heated units</li> <li>- Must be on a residential electric rate (exceptions case-by-case)</li> <li>- Available to all RI electric utility customers (Rhode Island Energy, Clear River, Block Island Power)</li> </ul>
<b>Income Eligibility</b>	<ul style="list-style-type: none"> <li>- Household income must be below 150% of State Median Income (SMI)</li> <li>- Income verified via proof of active participation in SNAP, LIHEAP, RI Energy Discount Rate or via <b>iVerify</b>.</li> </ul>
<b>Weatherization</b>	<p>The home must be sufficiently weatherized. This means one of the following must be true:</p> <ul style="list-style-type: none"> <li>• Built on/after Jan 1, 2000 OR</li> <li>• Completed all weatherization recommendations OR</li> <li>• Home Energy Assessment shows &lt;\$1,000 in recommended work.</li> </ul> <p>Home Energy Assessment (HEA) must be current:</p> <ul style="list-style-type: none"> <li>• Rhode Island Energy customers: HEA must be from 2014 or later</li> <li>• Block Island or CREW customers: HEA must be from 2020 or later</li> <li>• If your HEA is older, a new assessment is required.</li> </ul>
<b>Fuel Type Requirements</b>	<ul style="list-style-type: none"> <li>- Existing primary heating uses <b>natural gas, propane, or oil</b></li> <li>- Must displace fossil fuel heating in zones served by the heat pump</li> <li>- Partial displacement allowed (whole-home conversion not required)</li> <li>- Must sign attestation confirming the heat pump is the primary heating in the zones it serves</li> </ul>
<b>System &amp; Equipment</b>	<ul style="list-style-type: none"> <li>- Equipment must meet program requirements (<a href="#">Details</a>)</li> <li>- Must use an installer in the <b>Clean Heat RI HPIN</b></li> <li>- Installation must take place on or after program launch, July 21, 2025.</li> </ul>



# Income Verification

- Any of the following programs in the last 12 months will qualify you for the income-eligible program:

**SNAP, LIHEAP, or Rhode Island Energy Discount Rate.**

- Alternatively, customers can be income-qualified through Clean Heat Rhode Island’s secure third-party platform, **iVerify**, to verify household income directly through the Internal Revenue Service (IRS).

## Clean Heat Rhode Island Incentive Income Limits

1 person	2 person	3 person	4 person	5 person	6 person	7 person	8 person
\$124,950	\$142,800	\$160,650	\$178,500	\$192,780	\$207,060	\$221,340	\$235,620

### Household size includes:

- All adults and children living in the home full-time
- Roommates or extended family if they share income or expenses
- Unrelated individuals if they are considered part of the household (e.g., domestic partners, long-term housemates)
- Do not need to be related by blood or marriage.
- Do not need to count people who live separately or part-time (like college students who file their own taxes and live away most of the year).



# Weatherized Homes

Weatherization is a term that refers to improvements like **air sealing and insulation** that can **improve the energy efficiency** of your home and **prevent energy waste**. Most homeowners should start with a home energy assessment.

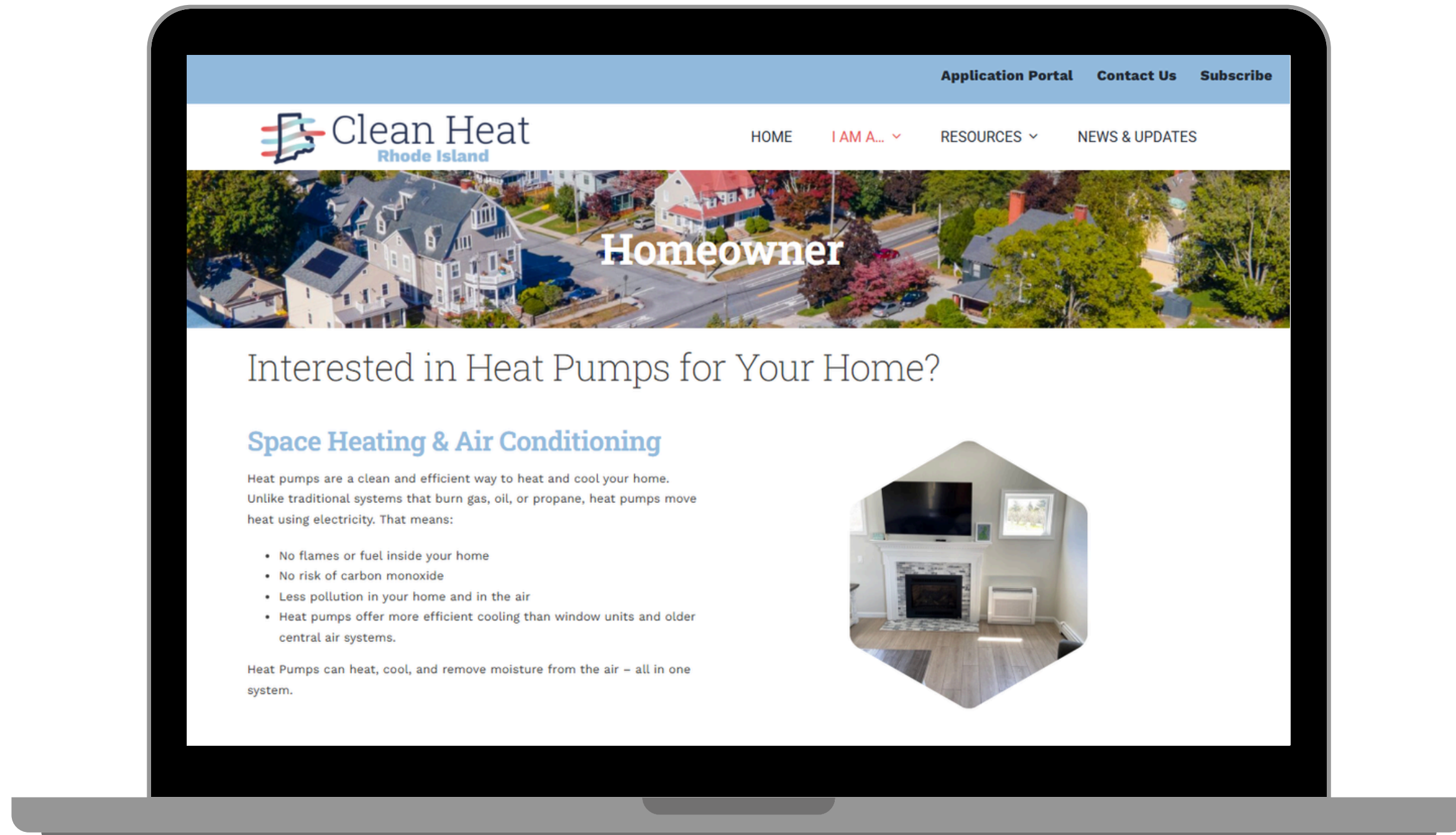
<b><i>Rhode Island Energy</i></b>	<b><i>Clear River Electric and Water District</i></b>	<b><i>Block Island Power Company</i></b>
<p>A no-cost Home Energy Assessment reveals your top energy-saving opportunities quickly and conveniently. An Energy Specialist will assess your current energy use, develop a plan to make your home more energy-efficient, and identify available rebates and incentives.</p>	<p>Clear River Electric and Water District offers free Home Energy Audits to their customers. A Home Energy Audit is a useful tool to determine how to save money on energy costs. You will receive an in-depth report of the audit results along with suggestions for improvement.</p>	<p>Block Island Power Company has partnered with ENE to provide free Home Energy Assessments for residential customers. Our highly trained and experienced Residential Energy Advisors will assess your home's energy efficiency to identify heating, lighting, and weatherization opportunities that can save money on your utility bills.</p>
<p><b><u><a href="#">Get Started</a></u></b></p>	<p><b><u><a href="#">Get Started</a></u></b></p>	<p><b><u><a href="#">Get Started</a></u></b></p>



# Application Process

# 1- Direct to Clean Heat RI

Start by directing customers to our website: [cleanheatri.com/i-am-a/homeowner](https://cleanheatri.com/i-am-a/homeowner)



# 2 - Eligibility Survey

## Start Here!

[Click here to take the survey](#) to see if you meet the eligibility criteria for the Low to Moderate Clean Heat Program.



## Clean Heat RI Heat Pump Incentive Eligibility Survey

Fill out this short form to see if you meet the eligibility criteria for the Clean Heat Rhode Island Low to Moderate Heat Pump Incentive Program. At the end, the results page will guide you to the next step!

12 Questions

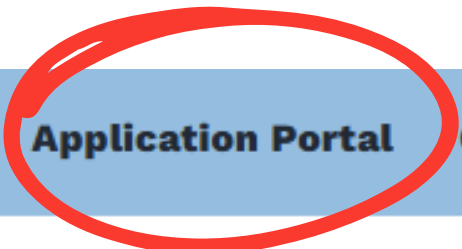
START →

# 3 - Eligibility Verification – Start an Application

## Customer Starts Application for Eligibility Verification:

Once a customer has determined they meet the eligibility criteria, they can begin the Eligibility Verification portion of the application.

*Please note: Eligibility Verification must be completed by the homeowner.*



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[RESOURCES ▾](#)

[NEWS & UPDATES](#)

# Required Documentation

Eligibility	Part 1: Project Pre-approval	Part 2: Incentive Application	Quality Assurance
<b>Customer</b>	<b>Customer or Installer</b>	<b>Same as previous step</b>	<b>Same as previous step</b>
<ul style="list-style-type: none"> <li>• Details about the residence</li> <li>• Recent electric bill (within 3 mo)</li> <li>• Proof of income eligibility (proof of participation or iverify approval)</li> </ul>	<ul style="list-style-type: none"> <li>• Installer and Proposed Installation Details</li> <li>• Installation proposal including date, customer name, address, equipment models, AHRI #s and expected costs</li> </ul>	<ul style="list-style-type: none"> <li>• Installation details</li> <li>• Paid heat pump invoice</li> <li>• Payment details</li> <li>• Model plate photos</li> </ul>	<ul style="list-style-type: none"> <li>• Additional photos of the installed system</li> </ul>

**The application will guide you through the steps.**



## Application Attestations

### **Fossil Fuel Replacement**

I certify that the installed heat pump system will replace or displace an existing heating system that uses fossil fuel (oil, propane or gas).

### **Primary Heat Source**

Heat pump systems should be designed to ensure customers are utilizing the heat pumps as their primary heat source whether partially or fully displacing the pre-existing fossil fuel system. The homeowner or tenant attests that the installed heat pump will be used as the primary heat source throughout the heating season in the areas where it heats and cools. If the heat pump is only designed to partially displace the heating load, the homeowner or tenant will only use backup heat as necessary.

If applicant is Installer:

I certify that I have provided the above information to the homeowner or tenant.

### **Electrical Usage:**

A heat pump is an electrical system, so running one will add to your electrical use. In many cases, that additional electrical use is offset by savings elsewhere, such as a propane or oil heating fuel bill.

I understand that my electric utility costs may increase after installing the new equipment.



# 4 - Quote Collection

Once their eligibility has been approved, they will be guided to reach out to a Heat Pump Installer from our network to schedule site visits and begin collecting quotes. The following no-cost heat pump consultation services are available!



Justin (5 stars) answered all our questions, even the ones we did not know to ask. We went from minimal knowledge to well-informed in 45 minutes. He was both informative and personable. We will be exploring all the links and tools. This is a great service that we will recommend!

-RI resident 9/12/2023

## Heat Pump Consultations

A no-cost 45 minute virtual consultation with a heat pump specialist. During your consultation, you can learn more about the benefits of a heat pump, understand your heat pump quotes and discuss available incentives.

## Heat Pump Quote Reviews

Compare up to 3 heat pump quotes!  
Receive an easy-to-understand report comparing your quotes for efficiency, cost, cooling & heating capacity, and greenhouse gas impact.



# INVOICE



Save Energy  
HVAC Inc.

123 Heat Pump Rd  
Savingsville, RI 02903  
[saveenergyhvac@email.com](mailto:saveenergyhvac@email.com)  
(401) 555-5555

Installation Date

8/23/2023

INVOICE NO  
123ABC

Installation Address

John Q Public  
12 Efficiency Lane,  
Energytown, RI 02903  
(401) 555-5555

Contractor  
Information

SALESPERSON	JOB	PAYMENT TERMS	DUE DATE
-------------	-----	---------------	----------

Jennifer Public 22-0xxx Due on Receipt 30 days Net

DESCRIPTION	MODEL #'S/NOTES
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Heat Pumps Electric	48,000 Btu - 4 Ton condenser 4 indoor units AHRI Certificate Number: 1234567	Outdoor # ASHP48 Indoor # MSHP18 Indoor # MSHP9 x3	\$14,000.00
Heat Pumps Electric	12,000 Btu - 1 Ton Condenser 1 indoor unit AHRI Certificate Number: 321456789	Outdoor# CMS12 Indoor # MSHP12	\$7,000.00
XYZ Integrated Controls	BestControls, Inc. AA123IC Dual Fuel Thermostat Model #IC123		\$2,500.00
<b>Subtotal</b>			<b>\$23,500.00</b>

AHRI Reference #

System Capacity

Outdoor and  
Indoor model #s



# 5: Incentive Application Part 1: Pre-Approval

Once a quote is selected, the customer or installer will submit a Clean Heat Rhode Island incentive application (including the selected heat pump quote) for pre-approval. We strongly recommend you get pre-approval PRIOR to installation.

**\*Part 1 and Part 2 of the application can be completed by either the homeowner or the installer. However, both parts must be completed by the same entity.**

The application can be completed by you or the customer. If the customer plans to submit it themselves, go to the program portal at <https://portal.cleanheatri.com> and click the "Begin Application" button for this Verification Request to begin Part 1.

If your installer will submit the application on your behalf, you must provide your application identification number to access the application.

# 6. Installation!

Once pre-approved, you will be notified that you are pre-approved and good to schedule the installation.

- Note: Part 2 of the incentive application will require proof of installation. Take pictures of the system model plate number after installation.

# 7. Part 2: Incentive Application

Once installation is complete and you have the final, paid in full installation invoice, complete Part 2 of your Clean Heat RI incentive application.

## 8. Quality Assurance

A portion of applications will be selected for additional Quality Assurance review. Notification of selection is sent via email upon submission of part 2 of your incentive application.

### What is Quality Assurance?

Quality Assurance (QA) means we check some heat pump installations to make sure they meet:

- Program rules
- Best practices
- Health and safety standards

### Terms Contractors Agree To

By joining the HPIN, contractors agree to:

- Let us or our partners inspect installations before incentives are paid
- Fix any problems found in an inspection
- Complete non-emergency fixes within 30 days
- Fix any health or safety issues immediately
- Keep good records and submit all paperwork on time

**View the QA Checklist and Learn More**  
**[cleanheatri.com/resources/quality-assurance](https://cleanheatri.com/resources/quality-assurance)**



## Outdoor Units

- Level side-to-side and front-to-back, and on proper base, secure
- Greater than or equal to 12" above ground
- Adequate clearance above the unit for airflow
- Clear from obstructions including walls, overhangs, protrusions, etc. (minimum 4" to rear)
- Protected from roof runoff by gutter, rain cap, gable end, or overhang
- Protected from snow accumulation
- Refrigerant line connection is weatherproof and secure

## Line Sets

- Floor, wall, and ceiling penetrations properly sealed
- Visible line sets run through line set covers with transition and termination fittings
- Insulation must cover entire line set length and UV-resistant tape or other protection shall be installed as needed to protect exposed insulation
- Condensate line installed without dips or traps, away from crawl spaces, walkways, and other outdoor equipment
- Line sets pressure tested using dry nitrogen and evacuated with a vacuum pump per the manufacturer's instructions

## Ducted Systems

- Duct Insulation: All connected ductwork is insulated to R8 and sealed, if applicable
- Flexible Ducts: Flexible duct hoses are installed taut without sagging.
  - No severe crimping or kinks (e.g., sharp 90° bends).
  - No overly restrictive straps or belts that may limit airflow.

## Ducted Air Handlers

- Drain Pan: A condensate drain pan is installed beneath the unit to collect water if the condensate pump fails.
- Condensate Line:
  - Must drain to a pump or into a drain pan.
- If using gravity drainage, a pan is required.
  - If connected to a pump, a pan is not required but is ideal for added protection.

## Ductless units

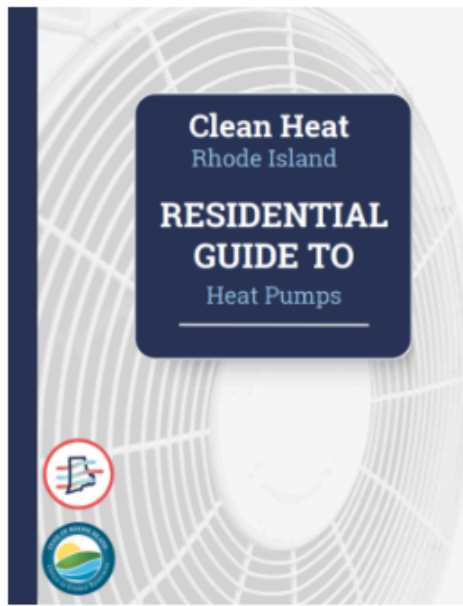
- There adequate clearance around the unit for airflow
- Mounting Height: Unit is installed no higher than 8 ft from floor level if possible.
- Level Installation: Unit appears level.
  - Clearance Above Unit: Minimum of 4 inches above the unit is preferred; >2 inches is acceptable if space is limited.
- The filter is accessible for homeowner maintenance

# Congratulations!

After review, the incentive is paid within 7 business days. Enjoy your new heating system.

Clean Heat Rhode Island is available for support if you have questions!

## Homeowner Resources



**Clean Heat Rhode Island**  
**RESIDENTIAL GUIDE TO Heat Pumps**

Heat Pump Buying Guide



**CLEAN HEAT RHODE ISLAND**  
**Introduction to Heat Pumps**

**HOW HEAT PUMPS WORK**  
Heat pumps are highly-efficient heating and cooling systems that move heat inside in the winter and draw heat outside in the summer. Instead of burning fossil fuels, like oil or propane, they use a refrigerant cycle, powered by electricity, to move heat and keep your home at a comfortable temperature year-round.

This clean technology is environmentally friendly, affordable to operate, and can last longer than other heating and cooling systems.

There are two main types of heat pumps, air source and ground source (geothermal). Both air and ground source heat pumps offer highly efficient heating and cooling in one system.

**AIR SOURCE HEAT PUMPS**

Air source heat pumps extract heat from the air outside and distribute it inside in the winter. During warmer months, this process is reversed to provide cooling. These systems can be installed either with or without ductwork and can heat and cool either an individual room or your whole house or business.

- Ductless heat pumps, also known as mini-split, are an efficient alternative for heating and cooling areas where ductwork doesn't exist or can't be installed.
- If your home or business has ductwork for heating and cooling, a centrally-ducted heat pump can use it to heat and cool your building more efficiently.

**GROUND SOURCE HEAT PUMPS**

Ground source heat pumps use the earth's constant temperature to provide heating and cooling. In the winter, fluid circulating in underground pipes carries the earth's heat to your home, and in the summer, the process is reversed to provide cooling. Ground source heat pumps are the most efficient type of heat pump and are a great option for properties with sufficient outdoor space.

CleanHeatRI@RhodeDM.com  
www.CleanHeatRI.com  
(401) 341-6182

**Clean Heat Rhode Island**

Intro to Heat Pumps



**CLEAN HEAT RHODE ISLAND**  
**HEAT PUMP USER TIPS**

Given that heat pumps operate differently from conventional fossil fuel heating systems, Clean Heat Rhode Island recommends you observe these essential tips:

- 1. SEAL IN YOUR SAVINGS**  
To make the most of your new system, consider an energy assessment to identify opportunities that will improve the building's energy performance.
- 2. USE YOUR HEAT PUMP YEAR ROUND**  
High performance heat pumps are the most efficient heating system, even on the coldest winter day. If you have both a heat pump and a furnace or boiler, your heat pump is the more energy-efficient choice.
- 3. SET IT AND FORGET IT**  
Having a heat pump off, or changing its temperature during the night time or for a day away, may actually end up using more energy and cause you uncomfortable issues. Generally, it's advised to find a temperature that's comfortable and leave it alone.
- 4. SET IT FOR COMFORT**  
Since many indoor units are mounted high on the wall and sense temperature at the unit, the most comfortable temperature setting may be higher than what you set your boiler or furnace to. If using a wall-mounted thermostat with your heat pump this may not apply.
- 5. PRIORITIZE YOUR HEAT PUMP**  
While high efficiency heat pumps are capable of providing 100% of a home or business's heating needs, some people may opt to keep their pre-existing heating system in place as a backup or to heat a separate area of the building. In these situations, it's important to make sure the existing system and the heat pump don't compete with each other. This may mean setting the boiler or furnace thermostat to a lower temperature during a radiator or danger in the home so that the heat pump, or existing integrated controls.

CleanHeatRI@RhodeDM.com  
www.CleanHeatRI.com  
(401) 341-6182

**Clean Heat Rhode Island**

Heat Pump User Tips



**CLEAN HEAT RHODE ISLAND**  
**QUESTIONS FOR YOUR INSTALLER**

**CONFIGURATION**

- Where and how will the outdoor unit(s) be mounted?
- Will exterior piping be visible? If so, what type of covering will be used?
- What type of indoor units do you recommend, where will they be located, and why?
- Can a heat pump work effectively with my existing ductwork?
- How will the controls and thermostat be set up?

**COST**

- What is the installation price and what incentives may be available?
- How will I receive these incentives?
- What should I expect to pay for regular maintenance?
- Will I need to upgrade my electrical panel, and if so, how much will that cost?

**QUALITY ASSURANCE**

- Are you participating in the Clean Heat Rhode Island Heat Pump Installer Network?
- Will you install in accordance with the Clean Heat Rhode Island Air Source Heat Pump Quality Installation Check List?
- Do you provide a warranty for the systems you install?
- Have you participated in manufacturer training for the systems you would install?
- Can you provide references from previous customers with similar systems?
- Will you use subcontractors in the process? If so, who are they and what work will they perform?
- Will you show me how to properly operate and maintain the system (e.g., thermostat settings, cleaning air filters)?

**TIMING**

- How long will it take for the system to be installed?
- What should I do to prepare for the installation?
- When is the best time to install if I'm replacing or supplementing my existing system with a heat pump?

CleanHeatRI@RhodeDM.com  
www.CleanHeatRI.com  
(401) 341-6182

**Clean Heat Rhode Island**

Questions for your Installer

To view the Program Guides in Spanish or Portuguese, please [click here](#).

## Services



Justin (5 stars) answered all our questions, even the ones we did not know to ask. We went from minimal knowledge to well-informed in 45 minutes. He was both informative and personable. We will be exploring all the links and tools. This is a great service that we will recommend!

-RI resident 9/12/2023

### Heat Pump Consultations

No-cost service available to Rhode Island homeowners interested in adopting heat pumps.



### Heat Pump Quote Reviews

Compare up to 3 heat pump quotes!



### Heat Pump Installer Network (HPIN)

We manage a [Heat Pump Installer Network](#)



### Heat Pump Rebates

Our [incentives](#) help to reduce installation costs



## Joining the HPIN

All participating contractors must renew their HPIN status each year to remain listed and eligible for incentives under the Clean Heat Rhode Island program. Our portal and processes have been updated, and we need current documentation on file.

1. Signed Participating Contractor Agreement
2. W-9
3. Proper HVAC License for the systems you install (RI Master Refrigerant License)
4. General Liability Insurance Certificate
5. EPA 608 Certification
6. Training Certifications relevant to your technology

**Renew or Apply online today**  
**[cleanheatri.com/hpin](https://cleanheatri.com/hpin)**



# Website Overview

[cleanheatri.com](https://cleanheatri.com)



# FAQ

## Answers Online!

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All Eligibility Funding & Management General Heat Pump Installers Heat Pumps HPIN Renewal

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- + How does Clean Heat Rhode Island work?
- + Who are the heat pump installers participating in Clean Heat Rhode Island?
- + I'm an installer and would like to participate in Clean Heat Rhode Island, how do I add my business to the HPIN?
- + What are the benefits of heat pump technology?
- + How do heat pumps perform in extreme weather conditions?
- + How Can Clean Heat RI Support Me?
- + When is payment issued?
- + How is quality assurance handled?
- + How do I subscribe to learn more?
- + Who is eligible to receive Clean Heat RI incentives?
- + What kind of systems qualify for incentives?
- + Is whole-home displacement required?
- + Am I eligible for any other incentives?



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# Questions?



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# Contact Us

**For questions regarding the Clean Heat Rhode Island Program:**

**Phone: 401-341-6183 (Open Monday – Thursday, 9:00AM – 5:00PM)**

**Email: CleanHeatRI@AbodeEnergy.com**

[cleanheatri.com/updates](https://cleanheatri.com/updates)

