

Supplemental Materials

The source materials analyzed

Trialability as a Lever for Heat Pump Adoption
Insights from a Review of Field Initiatives

This document contains the consumer-facing web pages analyzed in this study, preserved as they appeared at the time of review.

The initiatives were identified through program and press searches conducted in **2023**. For **9 of the 11 initiatives** in Table 1, the pages reproduced here are the reviewed pages themselves, recovered from Internet Archive snapshots dated to that search window. Part 2 does the same for the cited reports, databases and news coverage.

Two initiatives are the exception. The Airbnb and Clean Heat Streets pages are no longer available and were never archived, so Part 3 supplies published sources about those same programs instead. Each is labelled where it appears.

Every source is preceded by a sheet stating what it is, where it was captured from, and when. Pages are full-page browser renders; long pages continue across sequential sheets. Because these are preserved captures rather than live pages, several differ from what the same URL shows today — that is the point of including them.

Part 1 - The initiative pages as reviewed

Source	Captured	Page
2. Wattsmart Homes (Rocky Mountain Power)	Wayback capture 06 June 2023, 23:07 UTC	5
2. Wattsmart Homes (Rocky Mountain Power)	Retrieved 2026-08-11	8
3. Educational, Interactive Tiny House (EdlTH) (Lincoln Electric System)	Wayback capture 25 September 2023, 03:51 UTC	12
4. Green Homes Network (Energy Saving Trust)	Wayback capture 22 May 2023, 16:22 UTC	16
5. Visit a Heat Pump (Nesta)	Wayback capture 04 June 2023, 07:51 UTC	20
7. Zero30 heat pump rental (Saint John Energy)	Wayback capture 02 June 2023, 09:24 UTC	25
8. Heat pump rental (Solidcare Home Improvements)	Wayback capture 30 May 2023, 18:45 UTC	29
9. Heat pump rental (The HVAC Service Solutions)	Wayback capture 28 May 2023, 09:50 UTC	33
10. Heat pump rental (DeMark Home Ontario)	Wayback capture 02 October 2023, 21:51 UTC	38
11. Cooling Portland (Earth Advantage)	Wayback capture 14 June 2024, 16:30 UTC	41

Part 2 - Cited reports, databases and news

Source	Captured	Page
Airbnb (2022, October 1). Airbnb Newsroom [FR]	Wayback capture 28 March 2023, 17:31 UTC	45
Ahmad, S. (2023). UK Collaborative Centre for Housing Evidence	Retrieved 2026-08-11	49
ACEEE. State and local policy database	Wayback capture 02 June 2023, 08:25 UTC	52
Building Decarbonization Coalition (2024, February 12)	Wayback capture 12 February 2024, 15:26 UTC	54
Commonwealth of Massachusetts (2025, January 17)	Wayback capture 15 February 2025, 00:51 UTC	58
DESNZ (2021, October 19). Heat Pump Ready Programme	Wayback capture 04 June 2023, 15:54 UTC	64
Francis, J. (2024, January 3). Daily Hampshire Gazette	Wayback capture 04 January 2024, 00:05 UTC	69
Samsung R&D; Institute UK (2023). Clean Heat Streets project report	Retrieved 2026-08-11	74
Takemura, A. (2025, February 20). Canary Media	Wayback capture 24 January 2025, 10:18 UTC	77
IEA. Policies database	Wayback capture 02 June 2023, 12:29 UTC	82

Part 3 - Substitute sources for two initiatives whose pages are gone

Source	Captured	Page
Airbnb - Sustainable Hosting Plan announcement (UK)	Retrieved 2026-08-11	85
Airbnb - Sustainable hosting in Massachusetts (US)	Retrieved 2026-08-11	90
Energy Saving Trust - Airbnb case study	Retrieved 2026-08-11	95
Samsung - Clean Heat Streets announcement	Retrieved 2026-08-11	99
University of Oxford, Environmental Change Institute - Clean Heat Streets	Retrieved 2026-08-11	102
University of Oxford, e-Research Centre - Clean Heat Streets case study	Retrieved 2026-08-11	105
British Gas - Clean Heat Streets Oxford	Retrieved 2026-08-11	108

2. Wattsmart Homes

Virtual experience - Rocky Mountain Power

This is <https://wattsmarthomes.com/heat-pump-comfort/> as it appeared on **06 June 2023, 23:07 UTC**, preserved by the Internet Archive.

The interactive demonstration described in the text is generated in the browser rather than served with the page, so it does not survive in archived copies. It is reproduced from the live page immediately after this one.

- [WattSmart Home](#)
- [Support](#)
- [Trade Allies](#)
- [Contact](#)

See how a heat pump can improve your life

Heat pumps are known for their efficiency, but that’s not the only enhancement they offer. Take a look at the cards below to discover additional benefits.

Increased comfort

By steadily maintaining your home’s ideal temperature, a heat pump avoids hot and cold temperature fluctuations.

Personalized comfort

A heat pump can be customized to your home’s specific layout and needs, eliminating temperature swings between spaces so every room remains comfortable. And when you upgrade your gas furnace with a dual fuel heat pump, you’ll have a backup to effectively heat and cool your home in any climate conditions.

Find the heat pump that’s right for you

The type of heat pump you choose will be based on your existing system, home’s layout, and your current and future needs. Here’s a quick look at the available options.

Frequently Asked Questions

I have a gas or oil furnace. How can a heat pump benefit me?

With a dual fuel system, you can switch between an electric heat pump and a gas or oil furnace depending on the outdoor temperature. The heat pump is more efficient in milder weather, while the furnace provides reliable heat in colder weather. Get started by reaching out to a [trade ally](#) to see if this is a good option for your home and to get help with installation and rebates.

How do I know if my HVAC system needs to be replaced?

If you’re wondering if your HVAC system needs to be replaced, there are a few signs to look out for. If your system is more than 10-15 years old, it may be time for a replacement. You should also consider replacing your system if you notice a significant decrease in its efficiency, such as higher energy bills or longer run times. Or, you may notice frequent breakdowns, strange noises or smells, and uneven heating or cooling throughout your home. For additional help, you can work with a knowledgeable [trade ally](#).

I just need to heat or cool a single room.

If you only need to heat or cool a single room, a ductless heat pump may be a good option. These systems are efficient, and a [trade ally](#) can help you choose and install one. Trade allies can also help you find available rebates.

I need a new HVAC system right now.

If you need a new HVAC system right away, it’s important to consult with a [trade ally](#) who can assess your needs and recommend the right system for you. They can also help you with the installation process, ensure your new system works properly and secure available rebates on efficient equipment.

I want to be prepared when it’s time to replace my HVAC system.

It’s a good idea to keep an eye out for any early signs that your existing HVAC system might be breaking down, such as unusual noises or decreased efficiency. Consulting with a [trade ally](#) can help you figure out what type of system would work best for your home and ensure you are ready to replace your HVAC system when the time comes.

I just purchased an existing home. How can a heat pump benefit me?

Congratulations! A heat pump – whether ductless, air source or dual fuel – can be a great investment to increase your home’s efficiency and provide year-round comfort. For example, in the winter, a heat pump can extract heat from the outside air and bring it inside to warm your home. In the summer, it can remove heat from your home and send it outside to keep you cool. Heat pumps use filters to improve your indoor [air quality](#) and produce no on-site emissions. Talk with a [trade ally](#) to learn if a heat pump is a good fit for your home and ask about available rebates.

I am planning to sell my home. How can a heat pump benefit me?

Installing a heat pump in your home can make it more attractive to potential buyers, as it’s an efficient way to heat and cool a space. According to a 2020 study, adding a heat pump can increase the value of a home by up to \$17,000 in nearly half of U.S. states. It can also be a selling point for buyers who are looking to reduce their carbon footprint. A [trade ally](#) can help you choose and install a heat pump that qualifies for rebates, which can make your home even more appealing to buyers.

[See the study.](#)

I am a landlord. How can a heat pump benefit me?

Heat pumps are a great way to upscale your rental property because they provide both heating and cooling and can accommodate a variety of building structures. Plus, with proper care, heat pumps can have a longer lifespan than traditional HVAC systems, which means you’ll have fewer maintenance and replacement costs over time. Also, they don’t produce any on-site combustion byproducts, which can help improve your community’s outdoor air quality. Reach out to a [trade ally](#) to find out how you might qualify for rebates.

If you are a landlord in Utah that owns a multifamily property please see our multifamily offerings [here](#).

Contact Us

To check the status of your application, visit the [Online Rebate Portal](#).

For other incentive application support questions, please email us at Wattsmarthomes@rockymountainpower.net. We will respond to your inquiry within one business day.

Please visit our [Frequently Asked Questions](#) page and you may find an instant answer to your question.

BUSINESS HOURS

Monday – Friday
9 a.m. to 5 p.m. MST

[En Español](#)

- [Wattsmart Home](#)
- [Support](#)
- [Trade Allies](#)
- [Contact](#)

- [Facebook](#)
- [Instagram](#)

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SELECT A STATE

Please select your state to get started.

*Please select a state before continuing



Idaho



Utah



Wyoming

Confirm your state

2. Wattsmart Homes

Virtual experience - Rocky Mountain Power

This is <https://wattsmarthomes.com/heat-pump-comfort/>, retrieved 2026-08-11.

This is the interactive heat pump demonstration described in the text and shown in Figure 1, reproduced from the live page. It is generated in the browser rather than served with the page, which places it beyond the reach of web archiving.

AVAILABLE

SELECT A STATE

Please select your state to get started.



Idaho



Utah



Wyoming



Hi. Need any help?



Take a modern heat pump for a spin



Watch YouTube's JerryRigEverything install a heat pump

Rocky Mountain Power sponsored JerryRigEverything's video to show you what's cool – and hot – about heat pumps. Get installation details and learn how this technology very efficiently heats and cools your home.

See how a heat pump can improve your life

Heat pumps are known for their efficiency, but that's not the only enhancement they offer. Take a look at the cards below to discover additional benefits.



Increased comfort

By steadily maintaining your home's ideal temperature, a heat pump avoids hot and cold temperature fluctuations.



Personalized comfort

A heat pump can be customized to your home's specific layout and needs, eliminating temperature swings between spaces so every room remains comfortable. And when you upgrade your gas furnace with a dual fuel heat pump, you'll have a backup to effectively heat and cool your home in any climate conditions.

Find the heat pump that's right for you

The type of heat pump you choose will be based on your existing system, home's layout, and your current and future needs. Here's a quick look at the available options.

Baseboard Heating

Electric Resistance

Gas Forced-Air Furnace

Propane Furnace

CURRENT: BASEBOARD HEATING



UPGRADE: DUCTLESS HEAT PUMP



Baseboard heating can be expensive to operate, but a ductless heat pump can provide efficient heating at a lower cost. Additionally, the ductless heat pump has the added benefit of providing zoned heat.

Rebates are available through Rocky Mountain Power.

Visit wattsmarthomes.com/rebate-categories/heating-and-cooling for more info.

Frequently Asked Questions

I have a gas or oil furnace. How can a heat pump benefit me?



How do I know if my HVAC system needs to be replaced?



I just need to heat or cool a single room.



I need a new HVAC system right now.



I want to be prepared when it's time to replace my HVAC system.



I just purchased an existing home. How can a heat pump benefit me?



I am planning to sell my home. How can a heat pump benefit me?



I am a landlord. How can a heat pump benefit me?



contact us

To check the status of your application, visit the [Online Rebate Portal](#).

For other rebate application support questions, please email us at Wattsmarthomes@rockymountainpower.net. We will respond to your inquiry within one business day.

Please visit our [Frequently Asked Questions](#) page and you may find an instant answer to your question.

Wattsmart Home

Support

Trade Allies

Contact

Available Rebates

Rebate Application

Find a Contractor

Home Energy Assessment

WATTSMART®



3. Educational, Interactive Tiny House (EdITH)

Demonstration - Lincoln Electric System

This is <https://www.les.com/sustainability/educational-interactive-tiny-house> as it appeared on **25 September 2023, 03:51 UTC**, preserved by the Internet Archive.



SUSTAINABILITY

[Sustainability Series](#)[Decarbonization goal](#)[Sustainable Energy Program](#)[LES Peak Rewards](#)[Solar power](#)[Customer-owned generation](#)[Electric vehicles](#)[Educational, Interactive Tiny House](#)[Renewable Energy Certificates](#)[Save energy](#)

EDUCATIONAL, INTERACTIVE TINY HOUSE

EdITH

LES' Educational, Interactive Tiny House (EdITH) shows residential customers how to make smart, sustainable energy choices.

This includes learning things about solar power and how to choose the right insulation, water heater or light bulbs for your home.

EdITH features interactive displays that show sustainable energy technologies included in the [LES Sustainable Energy Program](#) and [LES Peak Rewards](#).

Do you have a large event with space for EdITH to visit?

► **INVITE EDITH TO YOUR NEXT EVENT**



Partnering with the community

To make EdITH a reality, LES partnered with [The Career Academy](#), a joint venture between Lincoln Public Schools and Southeast Community College. While LES focuses on our energy future, TCA is busy preparing our future workforce in a hands-on way. Students have the ability to learn theories in the classroom and immediately apply the lessons they've learned.

This community collaboration represents the power of partnerships between industry and education to create state-of-the-art learning and career training opportunities. LES and



The Career Academy are preparing our community to ensure a sustainable future for generations to come!



Looking for more sustainable opportunities?



Solar power

Help the environment and save money by participating in LES' solar programs! By participating in our programs, you can create a difference and help make Lincoln a cleaner place to live.



Customer-owned generation

Interested in harnessing the sun or wind to power your home or business? Planning to install an emergency generator to meet business requirements? Whether you want to supplement the electricity we provide, adopt a greener lifestyle or enhance reliability, LES can help you along the path to generating your own energy.



Electric vehicles

Electric vehicles are typically better for the environment. But did you know they can impact the local electric grid too? That's why LES is doing our part to study up and prepare our grid to accommodate more EVs. Let's take sustainability to the streets and prepare for a plug-in future!



Renewable Certifica

Mark your home or bu: use as 100% renewa Renewable Energy Cert were created to help prioritize the use of ren resources

..... Learn about our  Sustainability Series here



CONTACT & OFFICE INFO

Phone: [402.475.4211](tel:402.475.4211)
General questions: info@les.com
Account questions: customerservice@les.com

LOBBY LOCATION:

Walk-in customer services (e.g., bill pay)
Walter A. Canney Service Center
2620 Fairfield St. | Lincoln, NE
Walk-in hours: 8 a.m.-5 p.m., Monday-Friday

CLOSED DURING THESE HOLIDAYS:

New Year's Day, Memorial Day, Independence Day,
Labor Day, Veterans Day, Thanksgiving Day, the day
after Thanksgiving, Christmas Eve and Christmas
Day.

GENERAL-BUSINESS MAILING ADDRESS:

Administrative building - closed to walk-in customer
services
9445 Rokeby Road | Lincoln, NE 68526-9788

BILL PAYMENT MAILING ADDRESS:

PO Box 2986 | Omaha, NE 68103-2986

MORE CONTACT INFORMATION

HOW DO I?

Pay my bill online
See ways to pay my bill
Get financial assistance
Report or view outages
Bid on a project
Start or stop service
Spot scams
Save energy
Apply for a job
Access Board information
Calculate my bill
See LES rates
More...

SUSTAINABILITY

Sustainability Series
Decarbonization goal
Sustainable Energy
Program
LES Peak Rewards
Solar power
Customer-owned
generation
Electric vehicles
[Educational, Interactive
Tiny House](#)
Renewable Energy
Certificates
Save energy
More...

CUSTOMERS

Payment options
Start/Stop service
Report outage
Outage Center
Safety
Resource library
More...

RATES
Residential rates
Business rates
Bill calculators
Service regulations

COMPANY

Budget & rates
Public power
Careers
Executive team
Board
Financial information
Generation resources
News
Construction projects
More...

COMMUNITY

Community engagement
Classroom programs
Kids Outlet



4. Green Homes Network

Tour - Energy Saving Trust

This is <https://energysavingtrust.org.uk/tool/green-homes-network/> as it appeared on **22 May 2023, 16:22 UTC**, preserved by the Internet Archive.

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 - [Case studies](#)
 - Home energy advice

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 - [Switching your energy supplier](#)
 - [Saving water at home](#)
 - [Storing energy](#)
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 - [Guide to smart meters](#)
 - [Heat pumps](#)
 - [Financial support](#)
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- [Low carbon travel](#)

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- [News and events](#)

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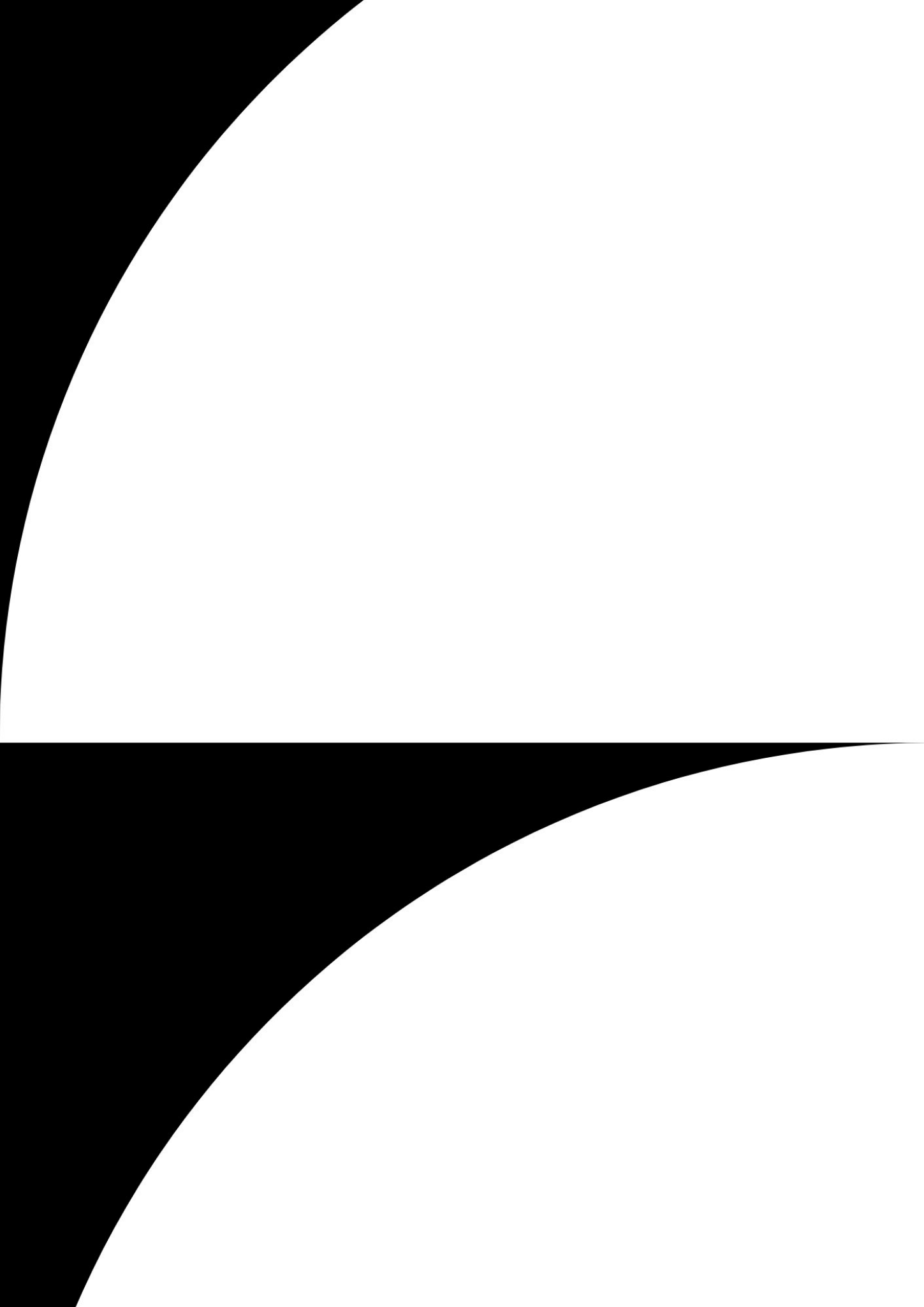
Search for:

Tools

Green Homes Network

- [Home](#)
- [Tools](#)
- [Green Homes Network](#)
- Green Homes Network







[Close](#) [All Tools](#)

Location notice

Please note that this page contains information and links most relevant for people living in **Scotland**.

What is the Green Homes Network?

The Green Homes Network features more than 300 homes across Scotland, with homeowners who have installed renewable technologies at home such as heat pumps and solar panels and want to share their experiences. The network comprises homes of all kinds; from eco-builds to historic stone cottages, listed buildings and everything in between.

Network members are friendly homeowners, keen to share their experience about the energy efficiency improvements they've made to their property, the costs they've saved, and to help you make an informed choice.

Search the network to:

- Read case studies.
- Make an appointment to visit a Green Homes Network member.
- Attend a Green Homes Network event near you.
- Become a member and register your home on the network.

[Search now](#)

Case studies

Watch our video case studies to find out how installing renewables helped to transform these people's homes and cut their energy bills.

Find out how this Passivhaus makes the most of natural sources of heat in the video below:

Watch the video below to find out how this rural farmhouse was retrofitted with new technology:

Become a member

[Email us](#) to find out how to add your home to the network.

Attend an event

[Search our list](#) of Green Homes Network events.

Be inspired to find home renewables installed near you

[Search now](#)

Last updated: 20 February 2023

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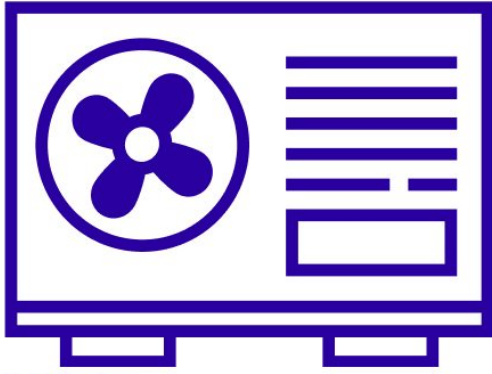
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5. Visit a Heat Pump

Tour - Nesta

This is <https://www.visitaheatpump.com/> as it appeared on **04 June 2023, 07:51 UTC**, preserved by the Internet Archive.



[Visit A Heat Pump](#)

- [sign up to visit](#)

Visit a heat pump near you

See an air source heat pump working in person and learn more about what it's like to have one from the people who know best.

[sign up to visit](#)

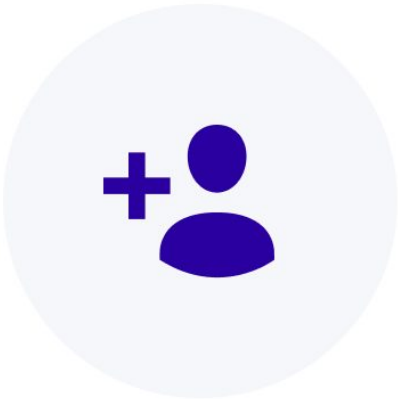




Hear directly from owners and experts

Air source heat pumps provide efficient and reliable low-carbon home heating, but they're still uncommon in most of the UK. If you are considering one or want to learn more about them, we can connect you with owners and experts to visit and ask any questions you have. We've recently run visits in London and Glasgow, and are planning more locations soon.

How it works



Sign up

Tell us where you are and what you're interested in finding out. We connect you with nearby homes and showrooms and provide tools to help you get prepared.



Join a visit

We'll find you someone to visit from our network of open homes, show homes, show rooms and online tours.



Take the next step

We provide independent follow-up advice and resources to help you make the right heat pump choices for your home, so you can take the next step with confidence.





Register today for upcoming events

We have recently run pilot events in London and Glasgow, with partners including [Loco Home Retrofit](#). We're planning to run more events throughout 2023. Sign up and be the first to know when we have more locations available in future.

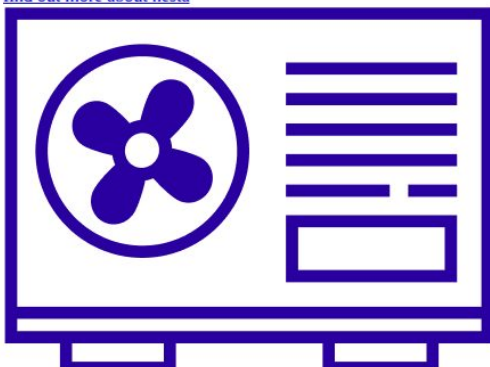
[sign up to visit](#)

About us

Visit a Heat Pump is a pilot service run by [Nesta](#), the UK's innovation agency for social good. Nesta's [sustainable future mission](#) is working to accelerate the decarbonisation of household activities in the UK and improve levels of productivity. Our goal is that, by 2030, the UK will have reduced household carbon emissions by 28% from 2019 levels, and will be on track to reach zero by 2048.

Your participation in this pilot will help us better understand how it could operate at a wider scale across the UK. If you have any questions about the pilot or would like to be involved please contact visitaheatpump@nesta.org.uk

[find out more about nesta](#)



Visit a heat pump

[sign up to visit](#)
[Terms of Use](#) | [Privacy policy](#)

7. Zero30 heat pump rental

Trial - Saint John Energy

This is <https://sjenergy.com/pages/heat-pump-rentals> as it appeared on **02 June 2023, 09:24 UTC**, preserved by the Internet Archive.

The address cited in the paper now redirects to sjenergy.ca.



My Account

Heat Pump Rentals

Tips to prep your heat pump for the cold weather:

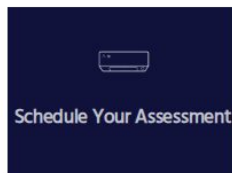
1. **Clean your filters.** It is important to clean the filters because the heat pump needs good airflow in order to work properly, especially in these cold temperatures. Keeping your filters clean and doing so on a regular basis will keep your system working efficiently all year round.
2. **Check your heat pump setting:** Make sure the heat mode set is turned as well as the fan setting to auto. Make sure the setting is not on energy savings mode.
3. **Check around the outside compressor.** Make sure the outside compressor unit is clear of snow and ice throughout the winter months. It is normal for the entire coil to be covered in a white frost, even light ice, during certain weather conditions.
4. **Set your inside temperatures.** It is recommended to set the heat pump temperature as you would normally and make sure your primarily heating system is set 1 or 2 degrees below. The heat pump will begin to perform and heat your home better when the temperature changes outside.

Instant Home Comfort Without the Upfront Cost.

Our heat pump rental program is an efficient and environmentally friendly way to heat and cool your home. You'll benefit from instant home comfort without the upfront costs – and you could start saving on your power bill right away. Dollar for dollar, mini-split heat pumps are the best return on investment for greener energy products and energy savings.

With a mini-split ductless heat pump, you can:

- Enjoy home comfort in every season, with air conditioning in the summer and heat in the winter
- Save money and contribute to a greener community – our heat pumps are around 300% more efficient than electric baseboards
- Get money back with rebates through NB Power's [Total Home Energy Savings Program](#)



Heat Pump Rental Details

Rentals start as low as \$52.23/month.

For more details [download our rate manual](#).

Curious about heat pumps? [Schedule your free, no-obligation home assessment today](#) to learn about the right heat pump for your home.

Ready to rent? Review [our rental agreement](#) and if you live outside of Saint John, you'll also need to complete [a pre-authorized payment plan agreement](#).

Rebates

Heat pump rental customers are eligible for rebates of up to \$400 per unit through NB Power's [Total Home Energy Savings Program](#). To learn more about these money-saving rebates, [click here](#).

Heat Pump Operational Support

LG

Product Overview [English version](#) | [Version française](#)

Owners Manual [English version](#) | [Version française](#)

Watch video to see how to use your LG heat pump remote [here](#).

Watch video to learn how to clean the air filter on a LG heat pump [here](#).



watch video to learn how to clean the air filter on a LG heat pump [here](#).

App support for LG ThinkQ: [Web](#) | T: 1-888-542-2623

Fujitsu

Product Overview [English version](#) | [Version française](#)

Watch video to learn how to clean the air filter on a Fujitsu heat pump [here](#).

Owners Manual by model number (found on the heat pump inside your home or on your contract):

- [ASURLS3](#)
- [ASURLS3Y](#)
- [ASUGLZAS](#)
- [AGURLF](#)
- [ASURLF](#)

App support for Fujitsu FGLair: [Web](#) | T: 1-866-952-8324

Panasonic

Product Overview [English version](#) | [Version française](#)

Watch video to see how to use your Panasonic heat pump remote [here](#).

Watch video to learn how to maintain a Panasonic heat pump [here](#).

Owners Manual [English version](#) | [Version française](#)

App support for Panasonic Comfort Cloud: [Web](#) | T: 1-800-669-5165 – Option 2

Frequently Asked Questions on Our Heat Pump Rental Program

- ☐ 1. What if I sell my home?
- ☐ 2. Can I get more than one?
- ☐ 3. What is included in a free home assessment?
- ☐ 4. What does the rental payment include?
- ☐ 5. Is there a minimum rental?
- ☐ 6. Can I put one in my garage?
- ☐ 7. Will your service cover it if a tree falls on my unit?
- ☐ 8. Who owns the heat pump?
- ☐ 9. Is the installer of the Mini Split Ductless Heat Pumps a local New Brunswick business?
- ☐ 10. If I don't want to rent, what can I do?
- ☐ 11. Can a business rent a Mini Split Ductless Heat Pump?
- ☐ 12. Can my Mini Split be the only source of heat for the installation location?
- ☐ 13. Is there a buyout option after the three years is up?
- ☐ 14. What type of heat pump is available through the rental program?

Frequently Asked Questions on How to Use Your Heat Pump

- ☐ 1. Should you use Energy Saving Mode?
- ☐ 2. Should you use the room occupancy sensor?
- ☐ 3. Should you use the auto function?
- ☐ 4. Should you "set it and forget it"?
- ☐ 5. Should you adjust the temperature up and down when you are not at home or sleeping?
- ☐ 6. How often do you clean your filters?

**GO SMART.
SAVE ENERGY.**

Want to be part of our
Smart Energy Project?

Sign up now.

☐ 7. What temperature is the unit rated for?

☐ 8. Should you turn the unit off at -26 so it doesn't break?

☐ 9. How much more efficient is the heat pump compared to electric baseboard?

☐ 10. At what temperature does the efficiency of the unit equal the efficiency of baseboard heaters?

☐ 11. Does it cost more to run the heat pump than baseboard heaters at a certain temperature?

☐ 12. If the unit is frozen outside, how do you thaw it?

☐ 13. Does the remote come pre-programmed?

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8. Heat pump rental

Trial - Solidcare Home Improvements

This is <https://solidcarehomeimprovements.ca/en/heat-pump/heat-pump-rental> as it appeared on **30 May 2023, 18:45 UTC**, preserved by the Internet Archive.

Open Hours: 24/7 Monday - Sunday

English ▼

[中文](#)

- [Call us : \(416\) 890-0885](#)

1. You are here:
2. [Home](#)
3. [Heat Pump](#)
4. Heat Pump Rental

Heat Pump Rental

Keep your home comfortable year-round with our expert heat pump rental service

Did You Know?

Renting a heat pump is a cost-effective way to enjoy the benefits of a high-efficiency heating and cooling system without the upfront expenses.

[Call Us Now : \(416\) 890-0885](#)

SOLUTION: Heat Pump Rentals for Your Home

No Upfront

Cost

Maintenance And

Repairs Included

Offer

Flexibility

Lower

Risk

BUYING VS RENTING a Heat Pump

Feature	Buying	Renting
Price	One-time high	low/month
Installation charges	Included	Included
Maintenance costs	Yes	Yes
Repairs	10-Year Parts Warranty Included	
Who owns the heat pump? You		Solidcare

Get Help From Us !

Get our professional Team to help you. Book a 10 mins call with us and we will help you.

[Call Us Now : \(416\) 890-0885](#)

Heat Pump Rental FAQs

How does a heat pump rental work?

With a heat pump rental, customers pay a monthly fee to use the equipment, which typically includes installation, maintenance, and repair services. At the end of the rental term, customers may have the option to renew the rental agreement, purchase the equipment, or return it to the rental company.

What are the benefits of renting a heat pump?

Any government rebate related to the heat pump service?

WE CAN HELP YOU!

Why Choose Solidcare

Official Certifications

CUFCA certified for spray-foam insulations, TSSA-licensed HVAC technicians

Guaranteed Rebates

Free application assistance, Guaranteed amount in the contract

Holistic Approaches

Free, knowledge-based consultations, Extra HVAC system check-ups, Job-site cleaning afterwards

100% Transparency

Honest advices, No last-minute added fees, Obligation-free

Related Heat Pump Services

01

Heat Pump Replacement

02

Heat Pump Repair

03

Heat Pump Rental

Call Us for Your Home Improvement

[\(416\) 890-0885](tel:(416)890-0885)

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24 / 7 services

Service Hours

info@solidcarehomeimprovements.ca

Service Inquiry

[36 Skagway Ave](#)
[Scarborough ON, M1M 3V1](#)

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9. Heat pump rental

Trial - The HVAC Service Solutions

This is <https://thehvacservice.ca/rent-heat-pumps/> as it appeared on **28 May 2023, 09:50 UTC**, preserved by the Internet Archive.

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High-efficiency and quality

Free installation and audit

Fixed prices for rental

Rent Heat Pump
Rent Heat Pumps For 6 Months Free!
Don't pay until 2021 and improve your indoor air quality with high-efficiency heat pumps!
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Heat pump rental in Canada

1 Heat pump rentals

At a price well above the average household budget, heat pumps are often overlooked as too large an upfront investment.

If you would like to find out more about our Rent Heat Pumps Plan, we're here to provide you with exceptional services.

Our rental program is an efficient and environmentally friendly way to heat and cool your home in Canada. It has never been easier to reduce your environmental footprint and save money on home heating and cooling. We guarantee that you'll get the best that the heat pump has to offer.

2 How does a heat pump work?

A heat pump is an all-in-one heating and air conditioning system that can work year-round to keep you comfortable.

During warmer months, it works as an air conditioner. It extracts heat from inside the home and transfers it to the outdoor air. In colder weather, the process reverses – the unit collects heat from the outdoor air and transfers it inside your home. A heat pump offers great convenience for a home. Because heat pumps move heat, rather than create it with electrical resistance, they consume less power. They're also safer than using natural gas for heating.

3 Heat pump benefits

Here are a few advantages of heat pumps to help you decide if renting one is right for you:

- The heat pump can offer both effective cooling and heating.
- A heat pump is much more efficient than a standard heating system. They can reduce your electric heating costs by as much as 50%.
- Since heat pump systems don't burn anything to create energy or heat, there is no carbon monoxide present.

If you still have questions, leave your phone number and we will call you back!

Full Name*	Your phone*	E-mail*
Message...		
Send		

Customer Reviews

254 reviews

Reviews ★★★★★

985 reviews

Reviews ★★★★★

151 reviews

Dee10/10
Read More

When it comes to servicing and repairing heating systems, they are the greatest technicians I've ever worked with. My parents had scheduled a boiler inspection. Only them, I guess, can fix things. The whole process from ordering to installing my new heating system was excellent. Thanks!

getting to installing my new heating system was excellent. Thanks.

Herb10/10

[Read More](#)

About 10 days ago we had to turn to The HVAC Service because of our heater. Jason, the technician, finished everything fast, and he said the machine is going to perform well from here on out. Instead of saying "no, sorry, I have to go," he complied with our request for a water heater inspection. Each and every detail was examined carefully. Thankfully, there was no need for any repairs. The whole thing has beyond our expectations, and we would recommend them.

Kenton10/10

[Read More](#)

To put it simply, they have talent. They are kind over the phone and provide a courtesy call 30 minutes before the technician is due to arrive. Chris stayed with us after he repaired our overheated furnace to ensure we understood how to maintain it properly and that his work would endure. Each and every one of the possible stars should be given to this service. Their tune-ups are excellent.

Brain10/10

[Read More](#)

It was a catastrophe to move after checking the heating systems. The previous owners were concerned about possible boiler leaks and wanted to get them fixed quickly. With the assistance of The HVAC Service, we were able to. Dave showed on the same day for his scheduled visit. Dave was a pro at working with rusty pipes. Nothing; I'm hopeless when it comes to heating system repairs, and I've learned nothing from online tutorials. This company was referred to me when my tankless water heater started leaking. Their expert diagnosed the mineral deposit and fixed the problem effectively.

Malcom10/10

[Read More](#)

Wow, that's very great! They were devoted to selling a good furnace, not the most expensive one, when I called them to buy one. My relief upon learning that competent installation was included into the price was palpable. After arriving at our place, he had everything up and running in within 90 minutes. Thanx.

Cletus10/10

[Read More](#)

Professionals from The HVAC Service are always sent out swiftly to inspect and fix the heating systems (we have turned to this company thrice!). Chris fixed the broken limit switch on the furnace. Once he had inspected the furnace, he got to work with everything he needed. He changed out the machine's limit switch and cautioned us against neglecting it, saying that clogged filters would make further maintenance impossible. Good!

Mitchell10/10

[Read More](#)

Without a doubt, I would recommend my friends and neighbors to use this service. Thank you for sending us a great technician like Derek. He is smart and knowledgeable, and he quickly figured out why the Carrier boiler stopped heating water. He was quickly able to fix it. Awesome.

Benton10/10

[Read More](#)

I've been using The HVAC Service for a couple of years and can say only good things about these guys. The service is always excellent. I told everyone about it, so now when my family or friends need help, they go to them. I can recommend this service because I believe in it.

Rory10/10

[Read More](#)

I'd recommend Daniel, one of their techs. He is very good at what he does. He came right away when he got a phone call and fixed a Lennox AC. No questions asked, 5 points.

Stefan10/10

[Read More](#)

Excellent work! Andrey is in charge of the installation, and I want to thank him for being helpful and doing a good job. Everything was done quickly and easily. The HVAC Service is 100% the best.

Louie10/10

[Read More](#)

The HVAC Service is my choice. I always go to their experts when I have a problem. A water heater should only be fixed or put in by people who know what they are doing. Dave caught a broken-down Trane boiler in time to keep my house from catching fire.

Sid10/10

[Read More](#)

If you haven't talked to The HVAC Service yet, you should. Don't worry if you don't know which to choose yet. You're in the best place to get help. Last week, Derek tuned up my new Carrier boiler. I've been happy every time.

Charley10/10

[Read More](#)

Technician Derek, thanks for doing a good job. My Lennox furnace is no longer making noise. This company has the best people working for it.

Wilton10/10

[Read More](#)

Thank you a lot. How many times have your people helped me with tech issues? Oh, countless, you are my personal magic wind. The last time Daniel fixed a Goodman furnace. While I was away, I didn't worry about my home because I knew it was fine.

Walton10/10

[Read More](#)

This company is without a doubt the best when it comes to getting things done. You can be sure that the work will be done well and that the people who come to your house will do a good job. They only hire technicians who have gone to school and worked for a long time.

Hal10/10

[Read More](#)

Excellent work! My water heater took a long time to heat up. My husband tried to fix it, but it didn't work. I was lucky to have The HVAC Service's number. The repairman came out the same day and quickly and easily fixed the Goodman water heater. We're both happy, me and my husband.

Mich10/10

[Read More](#)

One of the wisest decisions I made was to purchase the humidifier from The HVAC Service. The HVAC Service. To begin with, their customer service representatives are always kind and helpful while responding to your questions. The guy who installed the system is very knowledgeable. My needs have been met to my complete satisfaction!

Erma10/10

[Read More](#)

For my hotel company this company is the best - I just use their service to rent furnaces. When it comes to brands, they don't try to push on their customers and make them select one over another. Instead, they pay attention to what you want and go above and beyond. Exceptional professionalism and excellent customer service!

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Your technicians arrived at our home on time, were friendly and knowledgeable, worked hard, and explained everything as they went along.

Jeffrey Stephenson

2023-04-21

The HVAC Service technician did a very good job, went above and beyond to fix the problems I was having, and even showed me some warning signals I could look for in case this issue occurs again. Really impressed by his work ethic, ingenuity and creativity. Thanks!

Titus Massey

2023-04-20

Our furnace broke down recently, and I was worried at first that our super cold winter would be unbearable without it. Our family of four is familiar with the service team at HVAC because we have used them for years to take care of our heating and cooling needs. We immediately called them for help, and within a couple hours they had a repair technician at our house! After inspecting our furnace, he quickly discovered it was an easy fix

and had it back on again in no time. In addition to providing excellent heating system services, your guys are informative and honest about furnace problems. Thanks so much HVAC Service.

and had it back up running in no time. In addition to repairing my broken heating system, they also gave me information on how to avoid future problems. I thank so much HVAC Service
Daniel Robinson
2023-04-20

The technicians came to my house on time, explained what they were going to do, and answered all my questions before they started working. They took care of everything very efficiently and cleaned up after themselves when they were finished. My HVAC unit is running great again!

Ben Gowan
2023-04-14
I have used this company three or four times now. Always a professional job and the technicians are courteous and quick. It's nice to have someone come to your home when you are busy running errands or working on something else instead of trying to find time in their busy schedule.

Krystal Payne
2023-04-10
We have been using this company for years and will continue as long as they are available. They respond quickly and they're always friendly.
Felix May
2023-04-08

Google rating score: **4.9** of 5, based on **149** reviews

*Mich***5/5**
Read More
One of the wisest decisions I made was to purchase the humidifier from The HVAC Service. The HVAC Service. To begin with, their customer service representatives are always kind and helpful while responding to your questions. The guy who installed the system is very knowledgeable. My needs have been met to my complete satisfaction!

*Erma***5/5**
Read More
For my hotel company this company is the best - I just use their service to rent furnaces. When it comes to brands, they don't try to push on their customers and make them select one over another. Instead, they pay attention to what you want and go above and beyond. Exceptional professionalism and excellent customer service!

*donetta***5/5**
Read More
Last month, I was on the verge of saying goodbye to my heater. When I woke up, I discovered a large leak with a specific smell. My boiler began making whistling sounds shortly after that. As a way to alleviate my stress, a friend of mine suggested The HVAC Service to me. I'm hoping that their fix will prevent me from having any further problems.

*linda***5/5**
Read More
Having this company in my area is a real relief. Thanks for your quick visits when I have huge problems with my boiler. One day, I could hear noises, another day I saw leaks. If you have the same, I insist that maintenance is a must. Their technician Chris helped us deal with temperature issues, and loose panels. I guess they can approach other boiler problems as well. Besides, their prices are reasonable. No worries.

*jennifer***5/5**
Read More
I was worried about my tankless water heater which produced small leaks, and after, there was more and more water underneath. I didn't reinvent the wheel and contacted the HVAC Service for a repair. Their expert Daniel approached the problem and told me that there was something with a pressure relief valve. Luckily, it was fixed. No complaints at all.

*kim***5/5**
Read More
I needed help with my furnace for worn-out ball bearings that simply deprived the motor of proper functioning. We heard the scraping sounds and knew that it was a sign to consult the professionals. This company upon examining the problem explained to us that no repairs were possible but replacement. I agreed on that, and the issue was quickly dealt with. All in all, thank you very much.

*amber***5/5**
Read More
I am busy and single mom who whenever comes across HVAC system malfunctions always rely on professionals rather than try to fix it all alone. The last time, I needed to check my water heater because of its strange noises. The HVAC Service Solutions was the one I called. Their HVAC expert Sam diagnosed the issue and provided me with the estimates. The whole work took half an hour. Liked the service.

*dolly***5/5**
Read More
My overall impression of the HVAC Service Solutions is just fine. We requested a visit of their expert for a boiler checkup. It has a little-little leak, and I knew, from my previous experience with these systems, that it was only the beginning of the disaster. He tightened some pipes, and checked the thermostat for its optimal running. The problem was fixed within 40-50 minutes. Thanks.

*angel***5/5**
Read More
Clogged filters in the furnace is a common problem within my house, and my parents' house. We regularly turn to plumbers, but once were told about this company. They sent their technician pretty much quickly. He overlooked the problem, and prevented the damage of the switch. As for the prices, I believe it depends on the issue, however, we didn't pay much. However, again, I truly believe that you should call them whenever you see the first signs of malfunctions.

*jennifer***5/5**
Read More
I never knew that a boiler might have something like a frozen condensate pipe. For me, it was a warm, hot unit, ha. The HVAC service told me that it was good to contact them early, because it could cause a shutdown, and then damage. The expert poured some water on the pipe, alongside some other technical nuances. As a result, my boiler is safe and sound. Thanks a lot.

*tammi***5/5**
Read More
The HVAC service solutions is a company inspiring confidence on longevity of their repairs. Last time, I turned to them because of a cracked furnace heat exchanger. It was a really costly thing, however, what to do, when you forget about the proper maintenance. Their technician made sure I understood the cost involved, and picked the right exchanger. The whole work took one hour. Thank you very much for your help.

*darlene***5/5**
Read More
I looked for a reliable company near me that can satisfy my playing capacity with repairs. I encountered the HVAC service solutions, and didn't regret it a day. They basically prevented me from a boiler major leakage, and double-checked whether heating elements perform their duties, strange it may sound. The prices are fair, not cheap ones and not expensive ones. Good to choose.

*Jackueline***5/5**
Read More
Needed a consultation on boiler repair and requested an appointment. What a relief it was to discover my unit didn't need any replacement. They cleaned it, and did some magic, sorry I am not tech-savvy. They don't charge a lot. Totally recommend them to all those hesitating.

*Benita***5/5**
Read More
Wanted to ensure my air conditioner runs optimally, and turned to the HVAC Service Solutions for a turn up. The team told me that this procedure will reduce any future issues and save my money for the purchase of the new machine. I am satisfied. Thanks a lot.

*Christina***5/5**
Read More
Last week I bought wholehouse carbon Filtration system in pursuit of making our eater cleaner and safer because my family has little kids. I cannot tell the difference, however my wife believes it really works. Thanks to the HVAC service solutions for your guidance and affordability. Cheers.

*darla***5/5**

Read More
After moving to a new house I found out that was no water heater, or it was previously damaged. Who knows? Anyways, before buying a new one, our family decided to rent a water heater with the HVAC service Solutions. The team was very kind to recommend us a unit fitting our paying capacity. Water softener included as well.
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FAQ
✓✗

Why do you need a heat pump rental?

Heat pumps are a vital part of many homes and businesses in Ontario, providing efficient heating and cooling solutions. There may be several reasons why someone would need to rent a heat pump in Ontario. For example, a heat pump rental can provide a temporary heating and cooling solution if a home or business is undergoing renovations or repairs. Additionally, a heat pump rental can serve as a replacement for a broken or outdated HVAC system or as a supplement during periods of high demand. For seasonal or temporary needs, such as providing heating and cooling for a rental property or during peak periods in a commercial setting, a heat pump rental can be a cost-effective solution.



What will you get after heat pump rental?

HVAC Service Solutions, a service company and rental based in Ontario, provides heat pump rentals to its customers as well. By choosing HVAC Service Solutions, customers can expect a flexible rental agreement that can be tailored to meet their specific needs and requirements. The heat pumps provided by HVAC Service Solutions are modern and efficient, ensuring that the customer's home or business is comfortable and properly regulated.

Subscribe to get our latest news and offers!

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Do you have any questions?

Leave your contact information and we will contact you within an hour

Get closer with HVAC! Schedule a consultation with one of our HVAC experts

Schedule a consultation with one of our HVAC experts

By providing your phone number you opt-in to receive SMS messages from The HVAC Service Solutions Inc.



10. Heat pump rental

Trial - DeMark Home Ontario

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- Heat Pump Rent to Own – \$0 upfront

Heat Pump Rent to Own – \$0 upfront

Rebates \$7100 – Canada Greener Homes Grant / Enbridge

Model: Supper High Efficient up to 20 SEER

[Call Us](#)

[Get A Free Quote](#)

- [Rental Program Available](#)
- [Financing Available](#)

- **FREE Installation**
- **Rebates \$7100** – Canada Greener Homes Grant / Enbridge
- No upfront cost. NO hidden fees, **only one low payment- \$89.99**
- **No Payments or interest until January 2024!**
- Supper High Efficient up to **20 SEER** heat pump
- All in One (Heating & Colling)
- Service, maintenance, and repairs are all included with 24/7/365 service
- Heat Pump Evaporator Coil
- **FREE smart thermostat**

SKU: Supper High Efficient up to 20 SEER Category: [Heat Pumps](#) Tags: [Bosch](#), [Central Air Conditioner](#), [Cooling](#), [furnace](#), [heat pump](#), [Heat Pump Rent to Own](#), [Heating](#), [HVAC](#), [KeepRite](#), [KingHome](#), [Rebates](#), [Rent To Own](#), [15 YR*WarrantySame-DayServiceinstallationincludedfinancingavailable](#)

- Description
- Key features

When you rent Heat Pump Rent To Own unit through DeMark Home Ontario, you're joining Ontario's most affordable, worry-free rental program

+ **Rebates \$7100 – Canada Greener Homes Grant / Enbridge.**

Stay worry Free – Repairs and Maintenance Included in

Heat Pump Rent To Own program

When purchasing home comfort equipment there are usually large upfront payments or high financing interest rates, a long-term maintenance plan and extended warranties. On top of that 'protection and maintenance plans' have limitations and restrictions on the repairs and some homeowners end up paying high amounts on service calls and replacement of the equipment when it is irreparable. When you rent equipment, you don't need a maintenance plan and warranties because it is included in the gas furnace rental program and you are covered with lifetime service and repairs on all parts and labour.

Heat Pump Rent To Own Benefits

- Save energy and save money
- Great Service for only one low monthly payment
- Heat and cool your home with Heat Pump All in One ([Heating](#) & Colling)
- Cut your heating and cooling cost by up to 50% every month and help save the environment
- Free transfer of the program to the next home owner
- Our ENERGY STAR qualified equipment will help you save energy and money
- Renting can be cheaper than owing

What is a Heat Pump?

A heat pump is a component of a heating and cooling system and is installed outside the home. What makes a heat pump different from a furnace or air conditioner is its ability to perform both heating and cooling functions. It is a 2-in-1 system that can warm the home in the winter and cool it in the summer, providing you with home comfort all year round with the added benefit of energy efficiency.

How does a Heat Pump work?

Heat pumps work based on a refrigeration cycle. Their basic operation involves transferring heat from one location to another. Heat can be sourced from water, outdoor air, or the ground.

In winter, the heat pump takes heat from these sources and transfers it into your home using refrigerant as the heat transfer medium.

In summer, this process is reversed as the heat pump acts as an air conditioner by taking heat from inside your home and pushing it outside.

Heat pumps don't burn fossil fuels unlike many other types of HVAC systems. This makes them an environmentally friendly and energy-efficient solution to your year-round home comfort needs.

Submit an online request or call us now to get a 2 minute quote over the phone.

(647)847-2998

We hope that you now feel up to speed on the new Canada Greener Homes Grant. If you want to take advantage of this great opportunity for heat pump rebates, don't hesitate to contact DeMark Home Ontario at any time. Our team of licensed and trained HVAC professionals would be happy to walk you through the grant process, update your home to the most [energy-efficient](#) solutions, and ensure that you are eligible for rebates. We have great heat pump rental and purchase programs available and a selection of products from the top heat pump brands on the market.

Give us a call at **(647)847-2998** or fill out our online request form and we will be happy to assist you with your request.

Renting Heat Pump is affordable, easy and completely worry-free

+ Rebates \$7100

If you're looking to upgrade your old heating and cooling system to a Super High Efficiency Heat Pump / Furnace just give us a call and we can guide you through the Government and Enbridge grant process from start to finish.

We'll book everything for you and complete the installation.

Submit an online request or call us now to get a 2 minute quote over the phone.

(647) 847-2998

Key features

- **FREE Installation**
- **Rebates \$7100** – Canada Greener Homes Grant / Enbridge
- No upfront cost. NO hidden fees, **only one low payment- \$89.99**
- **No Payments or interest until January 2024!**
- Supper High Efficient up to **20 SEER** heat pump
- All in One (Heating & Colling)
- Service, maintenance, and repairs are all included with 24/7/365 service
- Heat Pump Evaporator Coil
- **FREE smart thermostat**

We had Demark install a heat numn and a new furnace for us last week. It was an amazing experience from communicating with Mike as he helmed us set up the energv audit. and all the way to the installation! The install

...was clean and my wife and I are very happy. We completed the second energy audit this morning and are just waiting for the rebate cheques in the mail. One more time thanks Demark, was an amazing transaction.

Kiril Toronto

Very Impressed with DeMark Home Ontario! Full HVAC system replacement. Pricing was highly competitive, no hidden costs, when the job ended up being more complicated than anticipated, the team worked diligently in finding solutions, working late into the evening. Installers were professional and efficient. Mike and the coordination team were prompt and responsive. Highly recommend for all your HVAC needs.

Andrew Domacina Vaughan

Financing Options

No matter your financial situation, we want to make sure you can keep your home comfortable. DeMark Home Ontario has partnered with leading financial institutions in the area to provide affordable financing options with low monthly payments.

[Learn more about our flexible payment options.](#)

Easy Rentals...

get total piece of mind with our High Efficiency Furnace and Air Conditioner [Rental Program](#).

• Get A Quote Today! Free in-home estimate!

• Your Name*

• Your Email*

• Your Phone*

• Postal Code*

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• Untitled

Heating

• Additional Details

Additional Details

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• Email

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Get A Quote

DeMark Home Ontario

4.8★★★★☆
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01:13 01 Apr 21
★★★★★Water heater installation.
Very highly recommend this company.
Mike on the phone and Jason who installed the heater... were above and beyond any expectations. Mike helped me with heater selection, explained options and what is the best for my house. Jason arrived right on time and did a great job with the install. Overall 10 stars service from beginning to the end - polite and professional service on

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Customer Rating of 5.0 based on [Google](#) reviews

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11. Cooling Portland

Trial - Earth Advantage

This is <https://www.earthadvantage.org/climate-justice/cooling-portland.html> as it appeared on **14 June 2024, 16:30 UTC**, preserved by the Internet Archive.

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Cooling Portland is a climate resilience program funded by the Portland Clean Energy Community Benefits Fund (PCEF) that works to provide life-saving and efficient portable heat pump and cooling equipment to low-income Portlanders, prioritizing those most vulnerable to the impacts of extreme heat fueled by climate change. The program's objective is to create comfortable and safe living conditions through the intentional distribution and installation of cooling units.

How Does it Work?

Earth Advantage was selected by PCEF and approved by the Portland City Council to serve as the Equipment Purchasing Partner for Cooling Portland. In this role we purchase units, manage inventory, and coordinate with a network of Community Distribution Partners who prioritize recipients and install the units in the homes of residents throughout the city.

Experiencing a Heat Emergency?

As a climate resilience program, Cooling Portland is not intended to serve as a first line response to extreme heat. If you need immediate assistance, dial 9-1-1 for medical emergencies or 2-1-1 for transportation to a cooling shelter.

Program Dashboard

Dashboard created by [Geckoboard](#).

Eligibility

Cooling Portland is designed to serve the city's most vulnerable populations. In order to be eligible to receive a cooling unit, a recipient must live in the city of Portland, and have an income that is 60% or less of the Area Median Income, adjusted for household size. View annual income and household size thresholds on the [Portland Housing Bureau's website](#).

Additionally, the program prioritizes unit distribution based on vulnerability. Vulnerable populations are defined as people with low incomes and who also have two or more of the following risk factors:

/ Cooling Portland's network of Community Distribution Partners determine additional risk factors related to type of housing and intersection with other vulnerable groups. /

1.

Aged 60 years or older

2.

Have medical conditions that increase the risk of heat-related illness

3.

Live alone

Apply for a Unit

If you are a Portlander who meets the income qualifications, you can call 3-1-1 or use the button below to request a cooling unit. Please be advised that there is significantly more need in the community than units available, so we cannot guarantee you will receive a unit. Our community distribution partners are prioritizing applicants according to risk factor as defined by the program.

[Apply Now](#)

Cooling Portland FAQ

How is the program funded?

Cooling Portland is funded by the city's Portland Clean Energy Benefits Fund (PCEF). Learn more about PCEF's goals for the program [here](#).

What is PCEF?

PCEF is a municipal grant program that was established by a citizen ballot measure (the Portland Clean Energy Initiative) that passed in November 2018 with 65% support from Portland voters. PCEF distributes millions of dollars every year in funding for renewable energy, energy efficiency, job training, green infrastructure, climate mitigation and future innovation for all Portlanders, prioritizing low-income residents and people of color. Learn more about PCEF [here](#).

How do I sign up to receive a unit?

If you or a loved one are experiencing a heat emergency, we urge you to seek a public cooling space or call 9-1-1. For more information about how to recognize the signs of heat exhaustion and how to find a cooling shelter or transportation during a heat emergency, visit <https://www.publicalerts.org/heat>

Starting in 2024, in partnership with the City of Portland, we now have a centralized intake form available for anyone interested in applying to receive a cooling unit. This form can be found at <https://www.portland.gov/bps/cleanenergy/about-cooling-portland/apply-cooling-unit>. Anyone who would prefer to apply by phone can also contact PDX 311 by dialing 3-1-1 in the Portland Metro area or 503-823-4000 from anywhere.

Community members are also encouraged to work directly with a Community Distribution Partner if they would prefer. Current Community Distribution Partners are listed below. Our Community Distribution Partners are community nonprofits and housing providers that serve priority populations and households in Portland. They are selecting recipients based on eligibility and need. The equipment will be distributed to low-income Portlanders, prioritizing those who are elderly, living alone, or who have medical conditions.

How many units will be installed this year?

The goal for 2024, as outlined by PCEF, is to install 4,000 units, bringing the cumulative number of units installed in the program's first two years to 11,000. A total of 15,000 units will be installed over the entire five-year length of the program.

How do I know if I'm getting a cooling unit?

Community Distribution Partners will work to identify the most vulnerable members of their community and notify them directly if they will be receiving a unit. As the program progresses, PCEF staff and Cooling Portland partners will work on ways to include more eligible Portlanders.

The unit I received is broken or not functioning properly. What do I do?

If you are having problems with your unit, look to see if there is a Troubleshooting card attached to the unit. This will provide a list of common issues and their solutions. You can also try the tips noted [here](#). If you are still unable to resolve the issue, look for a sticker in the upper right-hand corner of your unit. This will tell you the name and contact number for the Community Distribution Partner that installed the unit, along with the date of installation so you can contact them directly for help. If you received your unit through your housing provider, you can contact your property management for assistance.

I'm concerned that my unit will raise my electric bill. What do you recommend?

The Cooling Portland team has made every effort to provide units that are efficient and affordable to operate. However, using a cooling unit is still likely to increase your electric bill. If you need assistance with this increased cost, you may be eligible for discount programs through your electric utility.

For PGE Customers:

Portland General Electric offers an income-qualified bill discount of up to 25% off your monthly electric bill along with other energy assistance programs. Visit portlandgeneral.com/help or call 503-228-6322 to apply.

For Pacific Power Customers:

Pacific Power offers an income-qualified bill discount of up to 40% off your monthly electric bill, along with other energy assistance programs for Oregon customers. Visit pacificpower.net or call 1-888-221-7070 for more information.

Who is PDX 311, and what is their role?

PDX 311 is the City of Portland's centralized customer service call-center. Starting in 2024, PDX 311 can assist with the intake of information from callers who are interested in applying to receive a cooling unit. PDX 311 Customer Service Representatives are happy to provide information about the Cooling Portland program and work with callers to fill out the [Apply for a Cooling Unit form](#) on portland.gov.

PDX 311 passes along application data to Earth Advantage, but does not make decisions about eligibility or coordinate installations with community members.

Community Distribution Partners

The following organizations are serving as Community Distribution Partners for the Cooling Portland Program

Community Based Organizations

African American Alliance for Home Ownership (AAAH)

APANO

Ecumenical Ministries of Oregon (EMO)

Latino Network

Northwest Native Chamber (NWCN)

Somali American Council of Oregon (SACOO)

Verde

Home Forward

Housing Providers

If you live in housing managed by one of the following housing providers in the Cooling Portland program, you can contact your property manager to determine if you are eligible to receive a cooling unit. Housing providers are currently only serving people who live in the housing they manage.

- Cascadia Behavioral Healthcare
- Central City Concern
- Home Forward
- Northwest Housing Alternatives
- REACH CDC

Already Received a Unit? Click here for Maintenance and Troubleshooting information.

[Find Info](#)

Additional Cooling Resources

If you are not eligible for the Cooling Portland program, you may be eligible to receive a cooling unit through organizations operated by other organizations. Contact one of the resources below directly for information on available programs.

Health Share Oregon

503-416-8090

Energy Trust of Oregon

(866) 368-7878

Multnomah County Department of Human Services

Have Questions about the Cooling Portland Program?

[/ Program Inquiries /](#)

[/ Media Inquiries /](#)

Earth Advantage

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Airbnb (2022, October 1). Airbnb Newsroom [FR]

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This is <https://news.airbnb.com/fr/airbnb-investit-un-million-deuros-dans-un-nouveau-plan-hebergement-durable-a-destination-des-hotes/> as it appeared on **28 March 2023, 17:31 UTC**, preserved by the Internet Archive.

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Airbnb investit un million d’euros dans un nouveau plan hébergement durable à destination des hôtes

Par Airbnb - 1 octobre 2022

[Logements](#) | [Société](#)

Points à retenir

- Airbnb s'associe à Effy, spécialiste de la rénovation énergétique, qui accompagnera les hôtes tout au long de leur projet de travaux.
- Chaque hôte disposera d'une aide de 1 000 euros minimum – et pouvant aller jusqu'à 2 000 euros pour chaque acte de rénovation (isolation, pompe à chaleur, panneaux solaires etc.)
- La plateforme engage un million d'euros dans le lancement de ce plan « hébergement durable » d'ici fin 2022 et porte l'ambition d'investir davantage encore à l'avenir.
- Airbnb met également en œuvre un ensemble d'outils pédagogiques pour conseiller les hôtes sur les bonnes pratiques pour réaliser des économies d'énergie, accueillir plus durablement et ainsi participer à la lutte contre le réchauffement climatique.



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Airbnb annonce aujourd'hui le lancement de son plan « hébergement durable », un programme visant à aider les hôtes sur Airbnb à rénover leur logement, à réduire leurs émissions de carbone et à réaliser des économies sur leurs factures d'énergie à long terme. Cet engagement fait suite à l'appel du gouvernement à réduire la consommation d'énergie en France, grâce à la rénovation de 500 000 logements chaque année, alors que plus de 7 millions de logements sont aujourd'hui considérés comme des passoires thermiques*.

Le plan « hébergement durable » permet à la communauté d'hôtes sur Airbnb en France de gagner du temps, de la sérénité, et de rénover leur bien à moindre coût :

- Effy propose un accompagnement du projet : de l'estimation des aides (**MaPrimeRénov'**, le **Certificat d'économies d'énergie**, etc.) auxquelles les hôtes ont droit, aux conseils sur les travaux à réaliser jusqu'à leur réalisation et la garantie de leur qualité.
- Airbnb propose à chaque hôte** une aide de 1 000 euros minimum – et pouvant aller jusqu'à 2 200 euros pour chaque acte de rénovation (isolation, pompe à chaleur, panneaux solaires etc.). Ce soutien financier vient compléter les aides existantes pour encourager la rénovation énergétique des logements en France qu'Effy se chargera de mobiliser pour le compte de l'hôte, le cas échéant.
- Airbnb développe une campagne de sensibilisation et crée un centre de ressources dédié, accessible à tous les hôtes, afin de promouvoir les bonnes pratiques à adopter pour réduire sa consommation d'énergie.

Un logement mal isolé ou mal équipé représente une source de dépenses considérables pour de nombreuses familles. C'est également le cas des hôtes sur Airbnb, qui ne disposent pas forcément des ressources ou de l'expertise nécessaires pour effectuer des travaux. 66 % des hôtes sur Airbnb déclarent ne pas rénover leur bien pour des questions financières, 20 % parce qu'ils manquent d'informations, ne savent pas par où commencer ou se sentent dépassés par les démarches administratives à effectuer. Enfin, 44% des propriétaires n'ont pas connaissance des subventions existantes***.

Nous allons tous devoir apprendre à vivre avec l'augmentation des prix de l'énergie et à adopter notre comportement pour préserver notre planète du réchauffement climatique. Nous sommes ravis de ce nouveau partenariat avec Effy et du déploiement de notre plan « hébergement durable », qui permettra à de nombreux hôtes de mettre un premier pas dans la rénovation de leur logement et de réduire leur consommation à terme. L'accompagnement clé en main que nous offrons propose des solutions de rénovation énergétique pour tous, allant de petites améliorations à des rénovations plus importantes. Il n'y a pas de petits travaux. Tous permettent de contribuer à des changements bénéfiques. Nous espérons que cette initiative répondra aux besoins de notre communauté maintenant mais aussi sur le long terme.

Bertrand Burdet, directeur général adjoint d'Airbnb en France.

Manque d'information, prix trop élevés et complexité freinent la rénovation énergétique. Avec Airbnb, nous souhaitons agir dès maintenant. Isoler sa maison, changer son chauffage, passer à l'autocconsommation, c'est réduire immédiatement et pour longtemps sa facture d'énergie. Et améliorer durablement son niveau de confort.

Frédéric Utzmann, Président d'Effy.

Je salue cette démarche inédite qui s'inscrit pleinement dans la stratégie du gouvernement, dont l'efficacité énergétique est un pilier. En s'associant, Airbnb et Effy permettent d'accélérer la rénovation énergétique du parc immobilier français tout en réduisant la facture énergétique et les émissions de carbone des hébergeurs. C'est un partenariat gagnant-gagnant qui doit en inspirer d'autres !

Agnès Pannier-Runacher, ministre de la Transition énergétique.

Comment bénéficier du plan d'hébergement durable d'Airbnb ?

- Dès aujourd'hui les hôtes intéressés sont invités à remplir un premier questionnaire, afin d'obtenir une première estimation du montant des travaux et des aides auxquelles ils ont éventuellement droit. Ils seront ensuite contactés par un conseiller Effy afin d'évoquer plus en détail leur projet, les offres disponibles et les aides auxquelles ils pourraient être éligibles. Cette démarche est gratuite.
- Si le client choisit une offre de travaux parmi celles proposées par Effy, Effy se chargera ensuite d'organiser une visite technique sur place et de formuler une première estimation budgétaire. Une fois le devis signé, Effy réalisera, avec l'aide d'artisans partenaires certifiés, les travaux de rénovation énergétique convenus. Le soutien financier apporté par Airbnb et les aides auxquelles les hôtes pourraient être éligibles seront automatiquement déduites de la facture des travaux.
- Un conseiller Effy suit le projet des hôtes, du lancement à sa réalisation.

Ce plan s'inscrit dans la continuité des actions qu'Airbnb mène depuis plusieurs années, à l'image du lancement du [guide pour des séjours plus respectueux de l'environnement](#), créé en collaboration avec l'ADEME, pour aider la communauté Airbnb à garantir une expérience d'accueil et de voyage plus responsable et plus durable.



* Étude de l'Observatoire Nationale de la rénovation énergétique – Juillet 2022

** Ce dispositif concerne tous les hôtes en France. Voir [les conditions d'éligibilité détaillées dans les Conditions de l'offre spéciale Airbnb & Effy](#).

*** Étude réalisée auprès de 260 hôtes en septembre 2022.

À propos du groupe EFFY ([www.effy.fr](#))

Effy est le n°1 de la rénovation énergétique en ligne, avec plus de 18 millions de visiteurs en 2021 sur les sites du groupe. Pionniers du secteur, nous accompagnons depuis plus de 13 ans les particuliers dans la réalisation de leurs travaux de rénovation énergétique. Cet accompagnement va d'une simple assistance et la mobilisation des aides, jusqu'à un service clé en main assurant le suivi de A à Z du chantier, garantissant la qualité des travaux ainsi que leur financement. 200 conseillers en rénovation énergétique répondent gratuitement aux questions de près de 500 000 personnes chaque année et les orientent dans leur parcours.

Effy sélectionne et agréé ses artisans partenaires certifiés RGE (Reconnu Garant de l'Environnement). Nous en comptons plus de 3 600, présents dans tous les territoires et de tous les corps de métiers.

Ensemble, nous réalisons plus de 100 000 chantiers de rénovation énergétique par an, représentant un volume d'affaires de plus de 800 M€. Notre ambition est d'accélérer la rénovation énergétique, en facilitant chaque étape, et en permettant aux particuliers et aux professionnels d'économiser du temps, de l'argent et de l'énergie.

À propos

Créée en 2007 lorsque deux hôtes hébergent trois voyageurs dans leur logement de San Francisco, la communauté Airbnb compte désormais 4 millions d'hôtes, qui ont accueilli plus d'un milliard de voyageurs dans plus de 220 pays et régions du monde. Grâce aux voyages avec Airbnb, les retombées économiques du tourisme bénéficient directement aux personnes et aux lieux qui le rendent possible. Airbnb a généré des milliards de dollars de revenus pour les hôtes, dont la plupart sont des particuliers louant les logements dans lesquels ils vivent. Parmi les hôtes qui déclarent leur sexe, plus de la moitié sont des femmes, et un hôte sur cinq qui occupe un emploi est soit enseignant, soit professionnel de la santé. Les voyages avec Airbnb ont également généré plus de 4 milliards de \$ US de recettes fiscales à travers le monde. Airbnb a aussi contribué à promouvoir plus de 1 000 cadres réglementaires relatifs aux locations courte durée, notamment dans 80 % de nos 200 destinations les plus prisées. Fin 2020, afin d'accompagner notre expansion et notre diversification, nous avons lancé le Portail des territoires, qui offre aux gouvernements un guichet unique pour faciliter le partage des données et le respect des règles d'enregistrement locales. Nous continuons d'innover et à créer des outils pour collaborer sur le long terme avec les gouvernements du monde entier et proposer des voyages qui enrichissent la vie locale.

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Ahmad, S. (2023). UK Collaborative Centre for Housing Evidence

Cited source (grey literature)

This is

<https://housingevidence.ac.uk/wp-content/uploads/2024/01/Heat-pumps-report-final.pdf>,
retrieved 2026-08-11.

The complete 23-page document is included as

source-documents/housingevidence.ac.uk-Heat-pumps-report-final.pdf; the first 2 pages follow here.



UK COLLABORATIVE
CENTRE FOR
HOUSING EVIDENCE

Motivations and Barriers Associated with Adopting Domestic Heat Pumps in the UK

April 2023

Author: Dr Sohail Ahmad

University of Glasgow



Economic
and Social
Research Council



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housingevidence.ac.uk

About the author(s)

Dr Sohail Ahmad is a Lecturer in Sustainable Cities at the Department of Environment and Geography, University of York. This study was conducted while he was Research Associate with the UK Collaborative Centre for Housing Evidence and the School of Social and Political Sciences at the University of Glasgow.

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ACEEE. State and local policy database

Cited source (grey literature)

This is **<https://database.aceee.org/>** as it appeared on **02 June 2023, 08:25 UTC**, preserved by the Internet Archive.



Welcome.

Policymakers, regulators, and citizens are increasingly recognizing that energy efficiency is a crucially important resource. States and localities are leading the way when it comes to implementing energy-efficient policies and programs. ACEEE's State and Local Policy Database includes comprehensive information on energy efficiency policies currently implemented at the state and local level. The database tracks policy activity across multiple sectors, including government, utilities, transportation, buildings, combined heat and power, and appliance standards. Click a state or city on the map to learn more about the policies that encourage energy efficiency in each area.

The State and Local Policy Database is updated at least once per year with data collected for the [State Energy Efficiency Scorecard](#) and [City Energy Efficiency Scorecard](#). Communities not included in the database can use the [Local Energy Efficiency Self-Scoring Tool](#) to compare their efficiency policies to other communities. Users of the tool are welcome to submit their policy information to ACEEE. Resources permitting, ACEEE staff will verify submissions and publicly recognize the results of additional communities by including them in this online database.

States and localities are laying the groundwork, but there is still much more that can be done to improve energy efficiency throughout the nation. ACEEE assessed progress for the country as a whole in a white paper, [Energy Efficiency: Is the United States Improving?](#). For more information on how the United States' energy efficiency policies compare to the policies of other countries, see also the [International Energy Efficiency Scorecard](#).

To begin, click an orange city or a blue state on the map above.

[Download the Entire State Database](#) 

[Download the Entire City Database](#) 

Building Decarbonization Coalition (2024, February 12)

Cited source (grey literature)

This is <https://buildingdecarb.org/how-california-can-unlock-healthier-more-resilient-homes-in-2024> as it appeared on **12 February 2024, 15:26 UTC**, preserved by the Internet Archive.

NEWS

How California can unlock healthier & more resilient homes in 2024

Published Feb 12, 2024 /

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How California can unlock healthier & more resilient homes in 2024

In California, there are almost 15 million homes and around 8 billion square feet of commercial space, making up roughly 10% and 8% of the national total, respectively. Most of this building stock is powered by appliances that run on fossil fuels. These appliances generate about a quarter of the state's total climate emissions, making them the second highest polluter in the state of California after the transportation sector. These emissions exacerbate climate change and extreme weather, pollute indoor and outdoor air, and harm public health.

For the Golden State, building decarbonization is key to tackling emissions and unlocking healthier and more resilient homes in 2024 and beyond. To achieve this, California Governor Newsom and policymakers must pass policies for heat pumps, adopt statewide appliance standards, and consistently fund building decarbonization programs if we hope to equitably transition California households to zero-emission appliances and clean energy. Failing to address building emissions puts California at risk of falling short of achieving [net zero greenhouse gas emissions by 2045](#).

In 2022, Governor Newsom set an ambitious [goal](#) of creating 3 million climate-ready homes equipped with heat pumps by 2030, and 7 million by 2035. This goal includes a target of deploying 6 million heat pumps by 2030. But, to date, there are only [1.5 million](#) heat pumps installed in about 800,000 homes. To achieve this goal, California would need to install 4.5 million heat pumps, or around 750,000 heat pumps every year until 2030. And the state would need to create more than half a million climate-ready homes each year to reach the 7 million target in 2035.

However, California is currently on pace to install less than 200,000 heat pumps a year, at the annual rate of about [80,000 heat pumps](#) installed in existing homes and assuming all of the [110,000 newly constructed homes](#) each year are outfitted with heat pumps. Creating additional challenges, the

Governor's proposed [budget](#) cuts to the Equitable Building Decarbonization program and the California Public Utility Commission's recent [rejection](#) of the largest utility-initiated building electrification program in the state could further slow the pace of heat pump adoption across the state. Yet, California's heat pump and climate-ready homes goal is achievable—if we pick up the pace.

How can California make 2024 a winning year for cleaner and healthier homes, while also fighting the worst impacts of pollution and climate change?

Restore Funding for the Equitable Building Decarbonization Program

All Californians deserve to live and work in a healthy environment, regardless of income or class. Governor Newsom and policymakers should restore funding to the [Equitable Building Decarbonization Program](#), which would provide low-income households with zero-emission heat pumps, relieving them of the upfront costs of modern appliances and installation.

Heat pumps can provide urgently-needed cooling to the [roughly 25%](#) of California homes that lack it—meeting a critical gap in climate-resilience that is especially pressing as temperatures are expected to rise even more before the end of the decade. Zero-emission appliances can also improve air quality for the 99% of the disadvantaged communities who are disproportionately impacted by severe pollution and negative health impacts.

Pass Building Decarbonization Policies

The Legislature must pass policies this year to speed the state's transition to clean energy. [AB 593](#) would require the state to develop its first comprehensive plan to cut pollution in the building sector by aligning state agencies, programs, and funding. The plan would maximize benefits for workers, communities, and new industries with equity. Upgrading California's building stock could support more than [100,000](#) full-time jobs in the construction industry and up to [4,900](#) full-time manufacturing jobs. This policy would also create market certainty for climate-friendly, zero-emission homes and buildings, spurring key players from traditional manufacturers to tech start-ups to make decarbonizing homes and buildings simpler and more cost-effective.

Policy advancing [Neighborhood Scale Building Decarbonization](#) would also accelerate the transition by upgrading entire neighborhoods, including homes, small businesses, and community buildings at once. This wide-reaching approach is critical alongside the "house-by-house" approach, and piloting programs that model neighborhood-scale building decarbonization would create tens of thousands of zero-emission, climate-ready homes. Scaling this solution beyond the pilots would greatly speed building decarbonization in the state.

Approve Statewide Energy Efficiency Standards

California leaders can approve the draft 2025 Energy Standards that can drive heat pump adoption in new and existing buildings. First, making heat pumps the baseline for energy efficiency in buildings can ensure that new homes are equipped with zero-emission appliances, and existing building retrofits are upgraded to heat pumps when air conditioner (AC) units are replaced. This means that most of the 110,000 new housing units built each year in the state could be zero-emission starting in 2026.

Second, approving a standard to replace burnt out AC units with heat pumps can provide zero-emission cooling while helping to offset fossil fuel use for heating even if the furnace remains as backup heat. Extreme heat is increasing in the state and the need for comfort cooling is driving the sale of new ACs with furnaces. If every California homeowner shopping for a new [AC unit chose an air source heat pump](#), the state could increase heat pump sales from 6% of the market to 51% of the market by 2030 and eliminate the need for separate heating systems in the process.

Upgrading existing homes with highly-efficient heat pump cooling systems for water and space heating can also save families on energy costs. This is especially important as Californians are struggling with rising energy prices.

To build on rather than detract from the state's previous [wins](#) in the building sector, California leaders have to make real progress in 2024. Restoring funding for the Equitable Building Decarbonization program, passing AB 593 and a neighborhood-scale decarbonization policy, and approving statewide energy efficiency standards are critical to advancing the Golden State's ambitious clean energy goals and ensuring that Californians have healthier and more resilient homes.

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2024 Massachusetts Climate Report Card - Buildings Decarbonization

The pace of heat pump installations and weatherization has increased significantly, putting the Commonwealth on track to meet 2025 targets. Additional interventions will be needed to continue to accelerate this pace and meet 2030 implementation targets.



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Reducing energy demand through energy efficiency measures such as weatherization and replacing fossil fuel equipment with heat pumps and other electric appliances remain the primary strategies to decarbonize the buildings sector. Heat pump installations are accelerating, with Mass Save installing roughly 18 percent more heat pumps year over year. With 90,384 households with heat pumps installed through Mass Save as primary home heating from January 1, 2021, through July 1, 2024, Massachusetts is on pace to exceed the 2025 target of 100,000 additional households with heat pumps as primary home heating between 2020 and 2025.^[1] The number of home weatherization projects also increased, posting a gain of 18% in 2023 relative to 2022. In addition, 30% of the population now lives in communities that have adopted the specialized building energy code, a key lever for ensuring new construction and major renovations are highly efficient, resilient, and support grid-friendly electrification. Despite this progress, the annual rate of additional homes using heat pumps as a primary heating source will need to double between 2025 and 2030 to meet the target of 500,000 additional households with heat pumps from primary heating between 2020 and 2030. Further, efficiencies and electrification solutions will need to be scaled within the commercial and industrial sectors, which face challenges such as high capital costs and highly specific decarbonization applications. The Commonwealth will need additional interventions, including potentially new regulatory solutions, to accelerate decarbonization and achieve greenhouse gas emissions sublimits for the buildings sector.

Metrics	2023 Report Value	2024 Report Value	Target
Number of	18,363 households	28,373 households	The 2025/2030 GSEP

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<i>number of households with heat pump installations</i> [2]	16,562 households installed heat pumps as their primary heating source in 2022 through Mass Save. 5,717 of those households installed heat pumps were full displacement of fossil fuel systems. 1,069 heat pumps were installed for income eligible households. As of the end of 2022, 34,769 households had installed heat pumps as their primary heating source since 2020 through Mass Save. [3]	26,273 households installed heat pumps as their primary heating source in 2023 through Mass Save.[4] 12,296 of those households installed heat pumps were full displacement of fossil fuel systems. 2,592, heat pumps were installed for income eligible households. As of the end of 2023, 63,069 households had installed heat pumps as their primary heating source since 2020 through Mass Save. 27,315 households installed heat pumps as their primary heating source through Q3, 2024 through Mass Save. 10,266 of those households installed heat pumps were full displacement of fossil fuel systems. 2,758, heat pumps were installed for income eligible households. As of September 2024, 90,384 households had installed heat pumps as their primary heating source since 2020 through Mass Save.	The 2023/2030 CEEP estimates heat pumps will be installed in at least 100,000 homes between 2020 and 2025 and at least 500,000 homes between 2020 and 2030.
<i>Number of communities that have adopted the base, stretch, and specialized building energy codes.</i> [5]	Base energy code: 8.5% of the population live in these municipalities (50 cities/towns) Stretch energy code: 66.6% of the population live in these municipalities (272 cities/towns) Specialized energy code: 24.8% of the population live in these municipalities (29 cities/towns)	Base energy code: 8.5% of the population live in these municipalities (50 cities/towns) Stretch energy code: 61.6% of the population live in these municipalities (253 cities/towns) Specialized energy code: 29.7% of the population live in these municipalities (48 cities/towns)	There is no current target for this metric, but increased numbers indicate progress toward highly efficient building envelopes in new construction which reduces impacts to our electric system.
<i>Number of residential energy audits and weatherization projects</i> [6]	There were 100,817 residential energy audits and 49,839 weatherization projects via Mass Save in 2022. 9,179	There were 117,131 residential energy audits and 59,877 weatherization projects via Mass Save in 2023. 11,865	There is no current target for this metric, but increased numbers indicate reduced total energy use in buildings and may allow for

weatherization projects were for low-income participants.	weatherization projects were for low-income participants.	smaller and less expensive heating electrification measures.
[7]		

[\[1\]](#) We are measuring meeting targets as the end of 2020 to the end of 2025.

[\[2\]](#) Current totals only include Mass Save installations. MLPs critical for decarbonizing the communities they serve but only support a small percentage of the total installations.

[\[3\]](#) The 2023 report card reported households with heat pumps through mid-2023. We revised the "2023 report value" to reflect the full 2022 reporting year and included 2023 and Q1-Q3 2024 on this report card to provide a more accurate tracking of changes from 2022 to 2023, and in order to provide the timely data for this quickly changing sector.

[\[4\]](#) During 2023 Municipal Light Plants also installed 1,919 heat pumps. Since some of these heat pumps may serve the same households, the numbers cannot be simply summed with the Mass Save households with heat pumps data.

[\[5\]](#) <https://www.mass.gov/doc/building-energy-code-adoption-by-municipality/download>

[\[6\]](#) Mass Save data

[\[7\]](#) Last year we reported that, "There were 89,970 residential energy audits and 40,446 weatherization projects in 2022. 9,179 weatherization projects were for low-income participants." Our numbers this year differ because of updates to the 2022 Mass Save data.

Challenges

- Massachusetts' residential buildings account for more than half of the state's building emissions, and decarbonizing these buildings is complicated, costly, and requires a multi-pronged approach given the age and variety of structures.
- Mass adoption of decarbonization technologies such as heat pumps requires significant behavioral changes through a balance of engagement, customer incentives and regulatory interventions.
- Post-pandemic headwinds such as low occupancy rates and high capital costs have slowed commercial building owners' adoption of decarbonization measures.
- Mass Save must deliver building decarbonization outcomes while also maintaining cost-effectiveness, minimizing ratepayer impacts and meeting equity objectives.
- Incentive-based programs require property owner cooperation, making it more challenging for renters to participate in and benefit from these programs.
- Residents increasingly need technical assistance to understand and navigate a growing number of state and federal incentive programs.
- Significantly increasing the pace of heat pump adoption will require considerable workforce training and re-training.

How we are meeting this moment

- Following a two-year investigation into the future of natural gas, the Department of Public Utilities (DPU) Order 20-80 set a new regulatory framework to guide the natural gas distribution industry evolution to clean energy. The DPU will prohibit cost

recovery for gas infrastructure without proof that non-gas alternatives were considered or for promotion of natural gas expansion. Gas utilities must file Climate Compliance Plans every five years.

- The Energy Efficiency Advisory Council chaired by Department of Energy Resources (DOER) voted to support the 2025-2027 Mass Save Three Year Plan, which proposes significant equity investment and advances program improvements to support all customers in their decarbonization efforts. Highlights include reduction of 1 million metric tons of greenhouse gas emissions, over \$1.9 billion to support equity outcomes, establishment of a statewide customer support center, programs to further support commercial and industrial decarbonization, and elimination of most incentives for fossil fuel equipment.
- The Interagency Rates Working Group (IRWG) issued a study and accompanying recommendations in December on near-term electric rate designs that prioritize reducing the costs of operating electric heat pumps. The IRWG will soon release additional recommendations with respect to long-term electric rate designs, which will focus on rate designs that can be implemented once advanced metering infrastructure is fully deployed in all utility service territories later this decade.
- Massachusetts actively pursued federal funds to advance building decarbonization. In July, EPA awarded \$450 million to a coalition of states including Massachusetts to launch the New England Heat Pump Accelerator and leverage the regional market to rapidly accelerate adoption of cold-climate air-source heat pumps, heat pump water heaters, and ground source heat pumps in single-family and multifamily residential buildings. In September, the federal Department of Energy (DOE) approved DOER's awards for Home Efficiency Rebates (HER) and Home Electrification Appliance Rebates (HEAR), for a combined formula allocation of \$146 million. In October, DOER, in partnership with Massachusetts Clean Energy Center (MassCEC), Roxbury Community College, and Greenfield Community College, received a \$2 million Energy Auditor Training grant. DOER, MassCEC, Boston, and Cambridge launched a new partnership, garnering a \$19.9 million Assistance for Latest and Zero Building Energy Code Adoption grant from DOE.
- The Massachusetts Community Climate Bank launched the Energy Savers Home Loan in April 2024 to reduce energy use by at least 20% in 1 to 4-unit, owner-occupied homes owned by homeowners earning less than 135% of median income.
- MassCEC launched the [Home Modernization Navigator](#) in Springfield and Lowell in November 2024 to provide customized and ongoing guidance for underserved residents pursuing electrification, efficiency, and renewable energy projects. The program will expand in 2025 and is part of a statewide initiative led by the Executive Office of Energy and Environmental Affairs (EEA) Climate Team to make building decarbonization more accessible and equitable.
- In December, DOER released final regulations for Building Energy Reporting (BER), which requires the reporting of energy use data for buildings over 20,000 square feet. Reporting will formally start in 2025. BER complements work underway in Boston and Cambridge to implement building performance standards.
- The Department of Environmental Protection (DEP) continues to develop a Clean Heat Standard to drive fuel suppliers to replace fossil heat with clean heat. DEP is drafting regulations based on stakeholder feedback gathered throughout 2024.
- An additional 19 communities have adopted the specialized energy code since December 1, 2023, which requires performance-based Passive House standards to dramatically reduce energy use in new multifamily construction over 12,000 square feet and either full electrification of all space heating, water heating, cooking, and drying, or electrification-readiness wherever gas is used plus addition of rooftop solar.
- DOER awarded \$26 million in its second round of grant funding to lower energy demand and decarbonize affordable housing properties, building on \$27 million allocated via the program in 2023 and resulting in 1,313 decarbonized housing units in the first two rounds of funding. DOER intends to award its third round of grants, totaling \$90 million in grant funding over the three rounds in spring 2025.
- In November 2024, MassCEC expanded its Building Electrification and Transformation Accelerator to establish replicable, lowest cost approaches for transitioning

residential and commercial buildings from inefficient and fossil-fuel burning equipment to efficient, electric technologies.

- MassCEC sponsored an Inclusive Utility Investment (IUI) pilot with Ipswich Electric Light Department and the Center for Ecotechnology to demonstrate whether tariffed on-bill financing of decarbonization measures could remove barriers for low-income households, particularly renters, and decrease implementation costs.
- With support from the City of Framingham and the Commonwealth, Eversource launched the nation's first utility-owned pilot networked geothermal system in June 2024. The one-mile loop is harnessing consistent underground temperatures to efficiently heat and cool 31 residential and five commercial buildings. Data collected from the pilot will enable replicable approaches for networked geothermal districts in Massachusetts and beyond.

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DESNZ (2021, October 19). Heat Pump Ready Programme

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Heat Pump Ready Programme

The programme supports the development and demonstration of heat pump technologies and tools, and solutions for optimised deployment of heat pumps.

From: [Department for Energy Security and Net Zero](#) and [Department for Business, Energy & Industrial Strategy](#)

Published 19 October 2021

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Details

The Heat Pump Ready Programme supports the development of innovative solutions across the heat pump sector. Heat pumps are a key solution for decarbonising homes and will be critical for meeting the UK's commitment to achieve net zero by 2050.

Opportunities are open for [Stream 1](#) and [Stream 2](#) of the Programme.

Read the notice and information to find out more about how to apply for the opportunities available under these Streams of the programme.

Stream 3 is expected to open for bids early in the new year. To be notified of this opportunity going live, please register for updates via this [contact form](#).

Join the [BEIS Heat Pump Ready Collaboration Platform](#) to find collaboration partners to support your application.

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Francis, J. (2024, January 3). Daily Hampshire Gazette

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Heat pumps slow to gain traction: Complexity, questions dog adoption of key factor in net-zero goal



David Richardson, co-founder of Elephant Energy, leans on a condenser placed on the roof during the installation of a heat pump in an 80-year-old rowhouse last January in northwest Denver. AP

By JAIMEE FRANCIS
For the Gazette

Published: 1/3/2024 4:25:08 PM
Modified: 1/3/2024 4:24:27 PM

Heat pumps, which use electricity rather than directly burning fossil fuel, are a key piece of Massachusetts' goal of reaching net zero greenhouse gas emissions by 2050. But the state has hit only 1% of its installation target, in large part because of the complexity of buying and installing them.

"I would say that the biggest problem right now is that it is very hard to get a reasonable sense of cost," said Dennis Doughty of Brookline. "You go to a contractor, and you don't have any intuition about the cost of a heat pump. Most adults have some sense for how much, for example, a refrigerator or car costs. But nobody has any idea how much a heat pump at a certain level of BTU costs.

"It's definitely not a cookie cutter," he said, adding he's heard price quotes ranging from \$57,000 to \$97,000. "You go to the car dealership and want a Toyota Camry, and you know what you're going to get. But it feels like it's really not that way for the heat pumps, right: There are a lot of choices involved."

As part of its climate plan, Massachusetts set a goal of having 2.8 million homes install heat pumps by 2050. Currently, only 29,721 homes have installed them, just 1% of the target. Although state programs subsidize the cost of heat pumps, adoption has been gradual.

Mass Save, the partnership of utility providers, offers a consumer rebate of up to \$10,000 for the installation of a whole-house heat pump. Despite the rebate, the cost still presents a financial concern to many in the commonwealth.

"What we're seeing is that usually the quotes for installation are going to be the actual amount plus \$10,000 per unit, because the installers know there is \$10,000 of help," said Doug Quattrochi, executive director of Mass Landlords, adding that landlords are concerned about the lack of standardization for heat pumps, repair costs and the magnitude of electrical service needed to maintain them.

Loie Hayes, the energy efficiency coordinator at the nonprofit Green Energy

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Consumers, acknowledged “there are so many factors” in ensuring that a heat pump is appropriately designed and installed.

“There is a lot of complex information,” Hayes said. “People have to understand what fuel they’re currently using, what is the cost of that fuel relative to electric heat, what’s their distribution system, how does the heat get from wherever it’s being created throughout the house — is it a furnace or a boiler, because those are very different things — do they currently have central air conditioning or, do they have any air conditioning, how big is their building, where do they live in the state and what their income level is.”

Hayes also criticized the price of gas as being “artificially low” because of price externalities, which represent the difference between point-of-sale costs and the costs to society as a whole.

“All the climate effects and the other pollution effects from gas have been externalized from the price,” Hayes explained.

Regulatory capture, in which a regulated industry exerts a strong influence over the government tasked with regulating that entity or industry, is another issue in this context. According to Hayes, the Department of Public Utilities, the agency that sets rates, has historical ties to the fossil fuel industry.

“The people who were in charge of DPU (under former Gov. Charlie Baker) were appointed by people who had ties to the fossil fuel industry, so they weren’t interested in seeing a rate change that would support electrification,” said Hayes.

Hayes is hopeful that Gov. Maura Healey’s appointments are “more likely to be sensitive to this issue,” which might “create a better environment for this cost gap to be resolved.”

Higher electric rates present an additional financial challenge for people who wish to convert.

Customers who are replacing natural gas and moving to a heat pump might be “unpleasantly surprised with their electric bills,” said Chris Porter, director of customer energy management at National Grid, which provides both electricity and natural gas to Massachusetts consumers.

“If we are going to drive customer adoption of this technology at the rates necessary to achieve the commonwealth’s decarbonization goals, we’re going to have to close that gap,” Porter said.

A report by the Office of Climate Innovation and Resilience, among others, has been critical of “the current statutory framework,” which is “administered by electric and gas utilities,” suggesting changes may be needed.

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“The Mass Save program is failing to take the steps necessary to achieve the transformative levels of building decarbonization required,” the report stated.

An additional constraint to the adoption of heat pumps is that they historically did not properly function in freezing temperatures.

Wendy Stahl, a Brookline resident, described how a home inspector first introduced her to a heat pump in 2019.

“It’s this new thing and it’s better for the environment, but it might cause some problems,” the home inspector told her.

Stahl said she has “heard anecdotes from friends who say that their contractor said that they’re going to need to keep their existing gas system as a backup for when it gets really cold. And I tell them it’s not true: I took my gas system out, and my home is just fine without a backup.”

Hayes, from Green Energy Consumers, said “the capacity of heat pumps to provide 100% of our heating needs has been proven.” She faulted HVAC technicians for spreading skepticism about heat pumps to potential consumers.

“There’s a problem when the average person who has been using oil or gas or propane for years calls their HVAC technician, and they say, ‘I want to switch to heat pumps,’” Hayes said. “The HVAC technician usually tells them they can’t use heat pumps for 100% of their heating needs. And that’s because those technicians have been trained on air conditioning equipment and they haven’t been trained yet on the cold-climate heat pumps. So they’re giving out inaccurate information because they’re just describing their own capabilities, not what the technology is capable of.”

Mass Save has tried to address that by hosting the Mass Save Heat Pump Installer Network for participating installers. Starting this year, the consumer rebate is conditioned on customers hiring an installer from this network.

conditioned on customers filing an incident from this network.

Porter, from National Grid, explained the rationale.

“We feel that it’s absolutely essential that the customers who are adopting the technology now have a good experience with that technology and it’s installed by a trained contractor who has the necessary information to design and install the network appropriately.

“So we’ve closed the network for now to increase the likelihood that these early adopting customers have a good experience and then go tell their neighbors and their in-laws and everyone else. The truth is that the technology when appropriately designed and installed works perfectly well in the Massachusetts climate,” Porter said.

Beyond the issue of how well heat pumps perform, their success might ultimately depend on the state’s electric grid.

The chairman of the Federal Energy Regulatory Commission and the CEO of North American Electric Reliability Corp., a nonprofit industry group, recently released a [joint statement](#) expressing “serious concerns” about the “reliability and affordability of the region’s (New England’s) energy supplies.” Without “emergency efforts,” the statement stated, energy suppliers in the region “potentially faced system collapse.”

“(Electrification) may sound easy, but it is a massive undertaking rife with challenges ... (and) will require an upfront investment of billions of dollars in preparing and expanding the power grid to accommodate this increased demand for electricity,” [according to](#) environmental lawyer Michael Giamio.

In addition to encouraging the widespread adoption of heat pumps, the state’s [Clean Energy and Climate Plan for 2050](#) also set targets for light-duty vehicles, electric vehicles, land conservation, and urban tree cover to help Massachusetts reach its net zero goal.

Jaimee Francis writes from the Boston University Statehouse Program.

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This is https://assets.publishing.service.gov.uk/media/6882465d6a7ea0e1ce1d363e/Samsung_Oxford_OP_KG_review.pdf, retrieved 2026-08-11.

The complete 136-page document is included as source-documents/assets.publishing.service.gov.uk-Samsung_Oxford_OP_KG_review.pdf; the first 2 pages follow here.

“Clean Heat Streets”

A project funded under BEIS’ Heat Pump Ready
Programme

Development of a methodology for high-
density deployment of heat pumps in an
urban area

Executive summary

As part of the BEIS funded Heat Pump Ready Programme, Samsung led a consortium to develop a methodology for optimised high-density deployment of domestic heat pumps in an urban area of the City of Oxford. Our project is called Clean Heat Streets (CHS).

Consortium partners at the feasibility stage were BOXT Limited, GenGame Limited, University of Oxford, Oxford Brookes University, Oxfordshire County Council and SMS Energy Services Ltd. Our methodology aimed to overcome three major barriers to heat pump adoption and optimal use:

- By reducing the upfront and running costs, Clean Heat Streets aimed to provide an answer to the common question: “Why should I get a heat pump if getting a new gas boiler is easier and cheaper?”;
- By working with the local Distribution Network Operator (DNO) and using both “static” and “dynamic” control strategies, we aimed to demonstrate that high densities of heat pumps can be deployed without causing problems on the low voltage electricity distribution network; and
- In the context of 80% of domestic UK heating being provided by gas central heating systems, the technology is innovative and requires different heating practices and control strategies to incumbent gas boiler heating systems to get the best out of it. Consequently, there are a range of social, cultural and behavioural barriers that stand in the way of heat pump adoption and optimal use.

Summary of our methodology

Step 1: Agree general approach and develop framework documents

Project activities must be guided by an agreed and documented approach. We do this by:

- Agreeing general approach and assembling project partners with requisite skill sets;
- Writing key project management documents including the consortium agreement;
- Writing a document setting out our ethical approach to all activity;
- Documenting the detail of the customer journey;
- Writing a communications and engagement strategy. These documents are live and amended as the project progresses; and
- Agreeing a conceptual framework to assess the technical, social and economic attributes of our chosen area and to be used in informing the design of interventions and value

Takemura, A. (2025, February 20). Canary Media

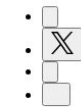
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Heat pumps keep widening their lead on gas furnaces

2024 heat pump sales through November show the clean-heat transition is speeding up in the U.S.
By [Alison F. Takemura](#)

24 January 2025



(Alison F. Takemura/Canary Media)

Heat pumps just keep getting hotter. The über-efficient, emissions-free appliance looks almost certain to have outsold gas furnaces in 2024 — and by a bigger margin than ever.

According to [shipment data](#) from the industry trade group Air-Conditioning, Heating, and Refrigeration Institute, Americans bought 37% more [air-source heat pumps](#) than the next-most-popular heating appliance, gas furnaces, during the first 11 months of the year. That smashes 2023’s record-setting lead of 21%.

A Flourish chart

To be sure, the data comes with a notable caveat. Heat pumps outsold gas furnaces, but that doesn’t necessarily mean more households are choosing heat pumps over gas heating; homes often need multiple heat pump units to replace a single fossil fuel–fired appliance.

Still, heat pumps have clear momentum. In fact, the market has been [gravitating in this cleaner direction](#) over the past two decades, said [Russell Unger](#), who leads work on decarbonizing buildings at climate think tank RMI. “There’s just been this long-term, consistent trend.”

It’s not hard to see why. Electric heat pumps have massive comfort, climate, and [health benefits](#). They’re essentially two-way air conditioners that can both heat and cool building interiors, are routinely [three to four times as efficient](#) as fossil-fuel systems, and are [one of the most effective ways](#) an individual can reduce their planet-warming pollution. In many cases, heat pumps can also [save you money](#).

The building sector accounts for [35% of U.S. emissions](#). To decarbonize the economy by 2050 — the Paris Agreement goal the U.S. signed on to before President Donald Trump withdrew from the accord on Monday — heat pumps need to [rapidly make up 100% of heating system sales](#), per modeling by electrification nonprofit Rewiring America.

Asked whether heat pump growth is strong enough to hit climate targets, Unger said, “We’d like it to be faster.”

Still, “I’ll go with a little slower and durable,” he said. “If we saw [the market] jump over a really short period, I would be biting my nails.” Unger has been reassured to see “steady, reliable increases” instead. “That feels on brand for the building industry.”

Get Caught Up

- [How heat pumps can maintain their momentum in 2025 and beyond](#)

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Unger pointed out that consumers don’t change home heating appliances as frequently as cars, a nod to the [recent growth of electric vehicle sales](#). Contractors are also apt to move cautiously because they want to be sure that a technology [will work for their business model](#) before committing to it.

A medley of factors are causing heat pump sales to grow, according to experts Canary Media spoke to. Firstly, consumers and contractors are gaining more familiarity with the tech and having better experiences, Unger said.

Advances in heat pump technology have made it well-suited to some of the coldest climes in the U.S. Just look to Maine; heat pumps [proved so popular](#) there that the wintry state blew past its 2025 installation goal two years ahead of schedule. Certain heat pump models [can work well below -22 degrees Fahrenheit](#). And the tech’s performance keeps [getting better](#).

Plus, many states and local jurisdictions are pushing hard for heat pumps.

In 2023, [25 governors](#) signed on to install 20 million of the clean heating machines by 2030. Last year, [nine states](#) — California, Colorado, Maine, Maryland, Massachusetts, New Jersey, New York, Oregon, and Rhode Island — raised the stakes by pledging that heat pumps will make up at least 65% of residential heating and cooling equipment sales by the end of the decade. California’s [new energy code](#) also encourages builders to install heat pumps instead of gas heating. And the San Francisco Bay Area will make heat pumps the de facto choice when it [bars new gas furnaces starting in 2029](#).

Federal and local incentives are also helping people afford heat pumps. Installation costs for these systems are on average [\\$17,000 to \\$30,000](#), depending on many factors including local climate and home insulation, per Rewiring America.

The Inflation Reduction Act, the most ambitious climate legislation in history, gave Americans state-distributed [home energy rebates](#) of up to \$8,000 as well as a [\\$2,000 federal tax credit](#) to defray the costs of getting a heat pump. But [how long these incentives might last](#) under the Trump administration is an open question.

Thanks to steady growth in heat pump sales thus far, the U.S. is now among the top countries quickly transitioning from oil and gas heating to heat pumps, said [Kevin Carbone](#), building technology market expert at the nonprofit Building Decarbonization Coalition.

What will it take to drive heat pump sales even higher in the U.S.? Stakeholders need to educate consumers and provide resources to [make switching as easy and compelling as possible](#), said [Wael Kanj](#), senior research associate at Rewiring America. Seeing the most recent data, “We know that we’re moving in the right direction.”

- [Heat pumps](#)
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[Alison F. Takemura](#) is staff writer at Canary Media. She reports on home electrification, building decarbonization strategies and the clean energy workforce.

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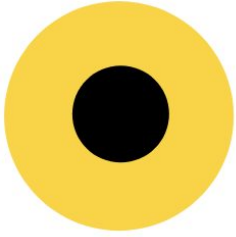
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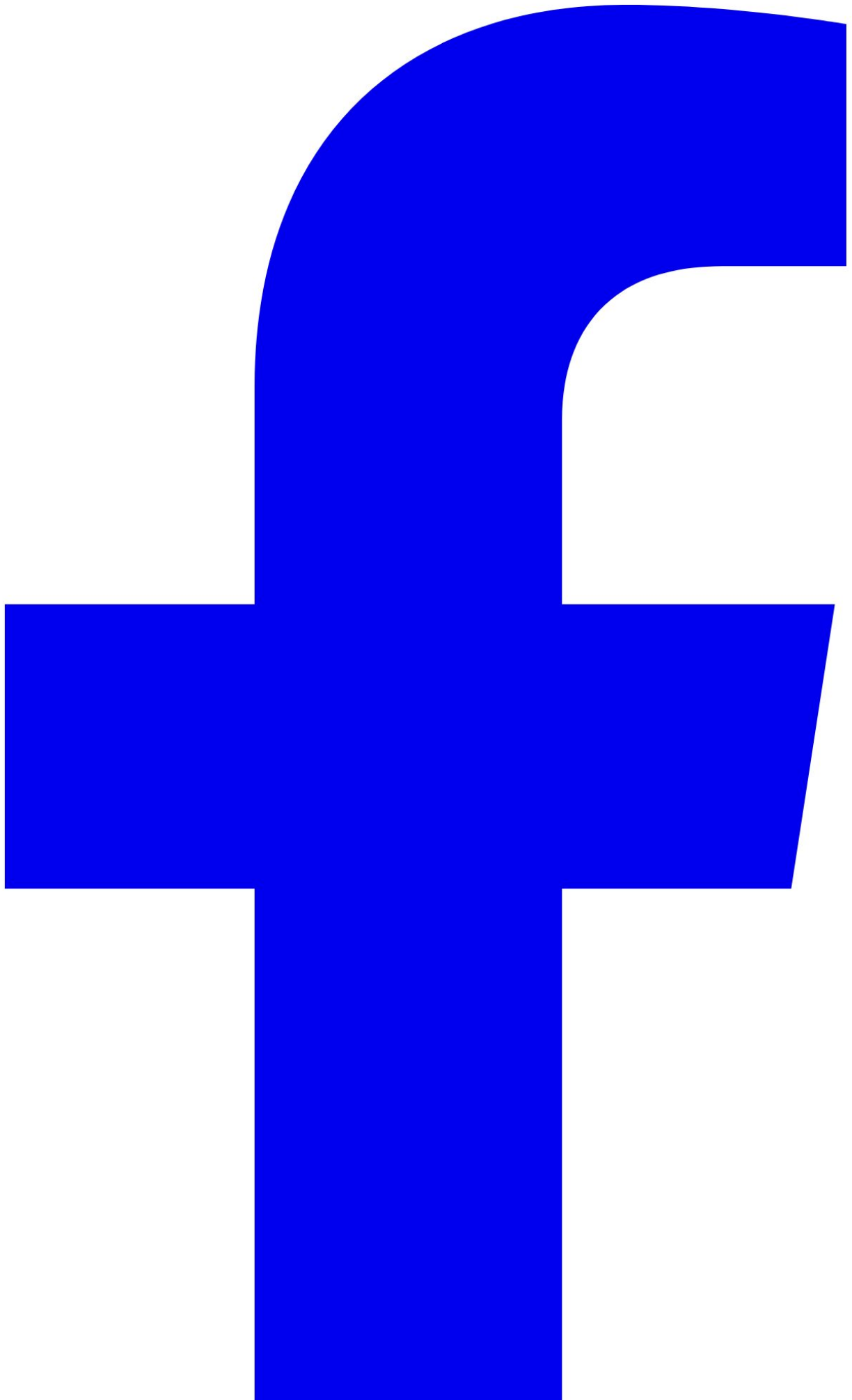


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Airbnb launches £1m Sustainable Hosting Plan

By [Airbnb](#) · 3 November 2022 · [Community](#)



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Airbnb - Sustainable hosting in Massachusetts (US)

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Helping Hosts in Massachusetts make their homes more energy efficient

By [Airbnb](#) · April 20, 2023 · [Community](#)



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Energy Saving Trust - Airbnb case study

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Case study

Airbnb

Independent retrofit advice and grant management for Airbnb's Sustainable Hosting Plan with financing options from NatWest.

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The challenge

We're working with Airbnb to launch an industry first, one-stop shop that supports Hosts to improve the energy efficiency of their homes, called the Sustainability Hosting Hub. The new platform provides financing options from NatWest as well as a personalised home energy efficiency assessment and action plans. Airbnb is adding a further £500,000 to its £1 million [Sustainable Hosting Fund](#)  to provide more grants to Hosts looking to make energy efficiency improvements.

The cost of living crisis has been a driving force for many people to become Hosts on Airbnb, and reducing energy costs can have a significant impact on bills and therefore overall income and quality of life. [Airbnb data](#)  found that two thirds of Hosts plan to use their additional income from hosting to cover the rising cost of living, while in 2023, nearly four in ten Hosts shared that income earned from hosting on Airbnb helped them to stay in their homes¹. The typical UK Host earned just over £5,500² last year – equivalent to two months' additional pay for the median UK household – by renting their space on Airbnb.

In November 2022, Airbnb launched its [Sustainable Hosting Plan](#) . The plan included a £1 million fund to support UK Hosts with energy efficiency improvements, cutting carbon emissions and making long-term savings on their bills to help with the rising cost of living. This has since evolved into the Sustainability Hosting Hub.

To support the delivery of the plan, Airbnb needed a trusted partner that could offer tailored retrofit advice to its Hosts and help administer the grant funding.

¹ Based on [a survey of 16,416 Airbnb guests surveyed between December 14, 2022 and October 23, 2023](#) . Margin of error under 2%.

² Median typical UK host earnings, 2023.

The solution

To support these aims, Airbnb commissioned us to provide the following solutions:

- Fact-checking and quality assurance services to make sure communication materials were accurate and up to date.
- A fully Airbnb-branded microsite to offer Hosts energy efficiency recommendations tailored to their property.
- Grant management services to help Airbnb administer the Sustainable Hosting Fund, to help eligible Hosts make approved upgrades to their properties.

Results

Content review

We started by supporting Airbnb to add appropriate caveats to their content before publication. For example, setting out the basis for each claim in an article, including the data it was based on, current energy prices, and validity dates. This collaboration helped to ensure that Airbnb's communication reflected real world conditions and likely savings. The content was designed specifically to raise awareness about behavioural changes that Hosts and their guests could make to save energy.

Airbnb's digital tool

To help encourage Hosts to make energy efficiency upgrades to their home, we delivered an Airbnb-branded version of our [Home Energy Efficiency Tool](#). The tool enables Airbnb Hosts to assess their properties online by answering six initial questions.

Powered by our market leading dynamic engine, the Airbnb tool creates a virtual model of the Host's property and simulates thousands of retrofit combinations to determine the most cost effective package of improvements. It presents these to the Host alongside the estimated costs, fuel bill savings, carbon reductions and Energy Performance Certificate (EPC) score improvements.

Grant management and impact assessment

To help Hosts carry out some of the recommended upgrades to their properties, we assisted in the operation of the grant management of the Sustainable Hosting Fund. This involved assisting Airbnb in distributing funding awards to its Hosts by managing the award process, providing eligible Hosts with a list of recommended service providers who could make the improvements and distributing the grant money.

All relevant Host data was captured in a grant management database to track funding allocations over time, validate claims to ensure compliance with the terms of the funding, and to provide evaluation and analysis services to Airbnb to inform future phases of grant funding.

We also provided an impact assessment to estimate the energy, fuel bill and carbon savings achieved through the first phase of the Sustainable Hosting Plan based on the eligible measures that Hosts received funding for.

The estimated average impact can be seen below:

KPIs	Total impact	Average impact (per Host)	Equivalency statement (based on total impact)[1]
Energy savings	720 MWh/year	2,165 kWh/year	This is equivalent to powering 13,000 laptops for a year. [2]

Fuel bill savings	£50,300/year	£150/year	
Carbon savings (annual)	167 tCO ₂ e/year	0.5 tCO ₂ e/year	This is equivalent to flying from London Heathrow to Edinburgh 1,200 times.[3]
Carbon savings (lifetime)[1]	3,320 tCO ₂ e	10 tCO ₂ e	This is equivalent to flying from London Heathrow to Edinburgh 25,200 times.[3]
EPC score improvement		+5 points	

¹ Refers to the carbon savings that will be realised over the lifetime of the measure(s) installed.

² Based on the average laptop consumption over a year.

³ Based on airplane emissions ranging from 0.154 to 0.246 kgCO₂e/km on a per passenger basis, not the entire aircraft.

Our team is now bringing all these functions into one seamless experience for Hosts. Additionally, our Insights team has worked with AI tools to add functionality, meaning Hosts can now enter their postcode and look up if there's a local or national grant in their area, for example for the [Boiler Upgrade Scheme](#) . There's also functionality to search for certified installers, using [TrustMark](#) , [MCS](#)  or [competent person schemes](#) .

The output of all of this is that Hosts will be able to find financing options, grant information and trusted installers, all based on their location, whatever their needs, all in one place using an intuitive interface.

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Samsung - Clean Heat Streets announcement

Substitute source: account by the consortium lead

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Samsung Leads Clean Heat Streets Project in Oxford Neighbourhood

March 2, 2023

The innovative Clean Heat Streets project in Oxford, ultimately aims at establishing a network of heat pumps to encourage sustainable living.

Heat Pump Ready

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Heat pumps in Rose Hill, to installations through the use of time, money, and resources through technology.

LONDON – Thursday 2nd March A consortium of Samsung Research UK and Alto Energy has secured £3.2million for the Clean Heat Streets project in Oxford City, as part of the UK government's Heat Pump Ready funding programme.

Oxford has an ambition to become a net zero carbon city by 2040 – ten years ahead of the Government's targets.^[1] To achieve this, tackling Oxford's building emissions is key. As buildings are responsible for roughly 60% of emissions, it has been identified that over 30,000 air-source heat pumps need to be installed across the city by 2040.^[2] The Clean Heat Streets project aims to explore how key barriers to heat pump uptake can be overcome by exploring solutions on a street-by-street basis, rather than an individual home approach.

Tim Bailey, Head of Energy Innovation at Samsung Research UK, commented: "To move from niche to mass adoption of heat pumps we need lots of organisations to work together to build the trust in the technology within local communities. We are delighted to be leading a consortium to install Samsung heat pumps at a high density in selected neighbourhoods in Oxford, and hope implementing our research will continue to grow the take up of heat pumps in the future."

The project builds upon the work of a six month feasibility study which developed an innovative local area energy mapping approach to identify suitable homes for installing heat pumps and explored the key barriers to heat pump uptake in the Rose Hill area of Oxford. As part of the project, local heat pump experts, Alto Energy, have designed a customer journey and a supply chain, working with Samsung Climate Solutions, to create a more streamlined approach.

Scott Greening, Managing Director of Alto Energy, added: "We are excited to be working with Samsung on the Clean Heat Streets project to create a framework for delivering heat pumps affordably and at scale. We're based in Oxfordshire, where the project is taking place, and believe we can add value to the local economy by enabling more local installers to get started installing heat pumps."

By working to streamline the installation process, and through the economies-of-scale inherent in a street-by-street approach, the Clean Heat Streets project will be able to offer a lower installation cost to the homeowner. It will also explore how a large number of heat pumps can be installed within a particular area without causing problems to the network – for example, by causing very high peaks in demand for electricity on winter evenings. The project is working closely with the local Electricity Distribution Network operator (SSEN) to ensure smooth connection processes and avoidance of any network management issues.

The project has identified two electrical substations in Rose Hill connected to residential streets suitable for high numbers of heat pump installations. These electrical substations are part of the link in the chain that delivers electricity from generation to the 'grid edge', where it is used by households and businesses. The project is aiming to install 150 heat pumps across these substation areas.

This project is looking for households from the following streets areas within Rose Hill: Courtland Road, Annesley Road, West View Tree Lane, Sheepway Court, Bears Hedge, Hunsdon Road, Abberbury Avenue, Rowney Place, Abberbury Road, Spencer Crescent, Dashwood Road, Ashhurst Way, Fiennes Road, Jersey Road, St. Martins Road and Asquith Road.

Any type of tenure will be accepted, and if you are interested in taking part and live in this area please visit:

any type of tenure will be accepted, and if you are interested in taking part and live in the area please visit www.cleanheatstreets.com or email: info@cleanheatstreets.com

To find out more about how Samsung heat pumps can work for your home, [click here](#).

[1] Leaders across Oxford support 2040 net zero carbon emissions pledge

[2] Zero Carbon Oxford Partnership Roadmap and Action Plan – Full Report

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Clean Heat Streets

July 2022 - March 2025

Department of Energy Security &
Net Zero

ECI lead: Dr Nick Banks

Energy programme

Clean Heat Streets (CHS) aims to install 150 heat pumps into the Rose Hill area of Oxford over a two year period, and do so inclusively, fairly and without causing problems on the electricity distribution network.

We will innovate at every stage of the process and support householders to get the best out of their systems once installed. We're using place-based approaches, working closely with the local community and its various groups to identify and map the technical, economic and social capabilities of our target area to shape and drive engagement.

We are also rebuilding the complex survey and installation processes from scratch and using proven digital tools to reduce costs. A wide range of people within the local community will benefit from a heat pump, including those with lower incomes. The project also serves wider net-zero objectives. Partnership with the local DNO (SSEN) ensures that local network constraints are identified and flexible solutions can be developed to avoid the need for expensive grid upgrades.

Clean Heat Streets is lead by Samsung Research UK. University of Oxford Department of Engineering Science, the ECI and Oxford Brookes University provide research and data analytic support, helping to design the engagement strategy and calculating effects of heat pumps on local networks.

Installations will be overseen by Heat Pump Design specialists Alto Energy from Oxfordshire, and carried out by local installers. We will be working on community engagement with Rose Hill and key partner and local group Iffley Low Carbon, plus Oxford City Council and Oxfordshire County Council.

Scottish and Southern Electricity Networks will be working with us to reduce any impacts on the local grid. Consumer research specialists Gengage, Smart Grid consultants SMS Ltd and Smart Heating specialists Passiv UK complete the consortium.

- Find out more on the [Clean Heat Streets website](#)

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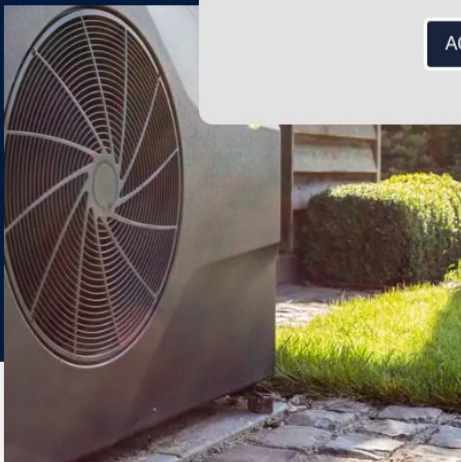
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Innovative 'Heat Pump Ready' Neighbourhood

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Substitute source: account by a delivery partner

This is

<https://www.britishgas.co.uk/the-source/greener-living/clean-heat-streets-oxford.html>,
retrieved 2026-08-11. It stands in for a cited page that is no longer available.



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Our Clean Heat energy management trial closed on the **31st March 2025**. To find out more information about sustainable heat pump technology, please visit our [Air source heat pumps](#) page.

Are you a resident of Rose Hill or Iffley in Oxford looking to make a positive change towards cleaner, more sustainable living?

Look no further than the Clean Heat Streets initiative supported by British Gas. This ground-breaking project aims to transition households from traditional gas boilers to modern, energy-efficient heat pumps.

What is Clean Heat Streets?

Clean Heat Streets is a government-funded initiative tailored specifically for residents of Rose Hill and Iffley in Oxford. It is designed to promote the adoption of clean and sustainable heat pump technology. Collaborating with Oxford University and Oxford Brookes University, the initiative offers research and data analytic support to make sure it's a success.

How does Clean Heat Streets work?

Clean Heat Streets provides residents with discounted heat pumps and support throughout the installation process. By making the switch, participants contribute to reducing carbon emissions and improving air quality in their communities.

Additionally, the initiative aims to demonstrate the feasibility of large-scale heat pump installations without putting pressure on the local electricity network.

Introducing the British Gas type of use tariff trial

As part of our commitment to sustainable energy solutions, British Gas is partnering with Samsung to launch a demand side response (DSR) trial for participants of Clean Heat Streets.

By monitoring and adjusting the operation of heat pumps, we aim to optimise energy usage during off-peak hours. As a thank you for taking part in our trial, customers could save up to £387 on their energy bills.¹

Benefits of joining the trial

Participants who are British Gas electricity customers and own eligible Samsung heat pumps can enjoy significant savings on their energy bills. Through our trial, the electricity used by your heat pump is offered at half price, credited directly to your account. The trial period extends until 31st March 2025, providing ample opportunity to experience the benefits first-hand.

How to take part

Are you ready to join the movement towards clean, sustainable heating solutions? To participate in the trial, you just need to own an eligible Samsung heat pump and be a British Gas electricity customer.

Visit the [Clean Heat Streets](#) website to learn more about the trial and how you can get involved.

Even if you're not in Oxford...

While Clean Heat Streets is currently focused on Rose Hill and Iffley in Oxford, the benefits of low-carbon heat pumps extend beyond geographical boundaries. If you're not located in Oxford but are interested in [reducing your carbon footprint and saving money with a heat pump](#), we offer heating solutions tailored to your needs.

Additional information

¹ Assumes you earn £50 joining bonus and £337 Clean Heat credits per year. Your Clean Heat credits assume that your Heat Pump uses 2,700 kWh per year and you pay 24.979 p/kWh (Standard Variable rates including VAT for a customer paying by Direct Debit effective from 1st January 2025 living in the Southern region). How much you save depends on your annual heat pump consumption, your tariff, and how you pay for your energy.

The Company

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Information

- Energy terms & conditions
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- Access for all
- Modern slavery transparency statement
- Carbon reduction plan

Support

- Emergencies
- Contact us
- Complaints
- Responsible disclosure
- Priority Service Register

App and Social



We proudly support



Awards



Uswitch Energy Awards
Best Overall
Improvement
Winner 2024 & 2025

Notes on individual sources

How each source was obtained, and the two that could not be

How these pages were obtained. Each initiative's consumer-facing page was recovered from the Internet Archive at a snapshot dated to the study's 2023 search window, then rendered in full in a desktop browser. Nine of the eleven Table 1 initiatives are reproduced this way. Capture sources, dates and checksums are recorded on each source's header sheet and in the accompanying provenance manifest.

Cooling Portland is reproduced from a snapshot dated 14 June 2024 rather than 2023. No earlier snapshot of the page exists in the Internet Archive; this is the closest available record.

Airbnb Sustainable Hosting Program. The cited page is no longer available, and the Internet Archive holds no snapshot of it. Part 3 supplies Airbnb's own announcements of the programme, together with the account published by Energy Saving Trust as its implementing partner.

Clean Heat Streets. The project's website is no longer available and no usable snapshot exists. Part 3 supplies published accounts of the project from consortium members: Samsung, which led the consortium; the Environmental Change Institute and the Oxford e-Research Centre at the University of Oxford; and British Gas, a delivery partner. The project concluded in March 2025.

Wattsmart Homes appears twice. The page as reviewed is reproduced from a 2023 snapshot, and the interactive heat pump demonstration described in the text is reproduced from the live page. The demonstration is generated in the browser rather than served as part of the page, which places it beyond the reach of web archiving; the live capture is the only form in which it can be preserved.

Cited PDF reports are represented here by their opening pages. The complete documents are included with these materials as separate files.

A note on appearance: stylesheets that were not archived. Several of these sites served their stylesheets from a content delivery network that the Internet Archive did not capture. The archived pages therefore reproduce here as plain text and images rather than in their original visual design. This affects six of the Table 1 initiatives — Wattsmart Homes, Green Homes Network, Solidcare Home Improvements, The HVAC Service Solutions, DeMark Home Ontario and Cooling Portland — and one cited news article. The written content of these pages is complete and is the content that was reviewed; only their styling is lost, and it cannot be recovered from any archive.

Presentation of those pages. Because the missing stylesheets also cause navigation menus to expand into full lists, style and script blocks to display as visible text, and unarchived images to leave placeholder gaps, those elements have been removed from the affected captures and unused whitespace has been trimmed, so that the substantive content is legible. No text of the page itself has been altered or removed: each capture was checked before and after, and every run of prose is preserved. Unmodified originals are retained with the project files.