Heating and cooling costs account for the majority of the average home’s utility bill, and water heating is typically the second greatest energy use. Your home may be a good fit for appliances using heat pump technology, which could reduce your utility bills..

Energy Trust of Oregon is a nonprofit organization that assists investor-owned utility customers with energy efficiency and renewable energy projects. Energy Trust **may be able to cover the entire cost, or significantly discount the cost of a new ductless heat pump, central heat pump, and/or heat pump water heater installation for your home**.

The following questions ask for your household income and your experience with your energy bill(s) to help Energy Trust determine if a heat pump appliance could reduce your utility bills and make your home more comfortable.

|  |  |
| --- | --- |
| **Client Information** | |
| Name: | Date: |
| Home Address: | |

|  |  |  |
| --- | --- | --- |
| **Income Verification** | | |
| "Income" includes any income or funds you receive or that is received by people you count as living in your household | | |
| Household size (how many people?): | | |
| Household’s gross annual income: | | *OR* Household’s gross monthly income: |
| Have you participated in any of the following programs in the last 3 years? | Oregon Supplemental Nutrition Assistance Program (SNAP)  Oregon Weatherization Assistance Program  Oregon Utility Bill Payment Assistance  Oregon Low-Income Household Water Assistance Program  Oregon Special Supplemental Nutrition Program for Women, Infants and Children (WIC)  Discount Bill Rate Program (through your electric utility)  Other: | |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Energy Bill Payment Experience** | | | | |
| Do you ever struggle to pay your electricity bill? | | Never  Sometimes  Often  Other: | | |
| Do you struggle to pay for any other necessities? (food, medicine, water bills, etc.) | | Never  Sometimes  Often  Other: | | |
| Approximately how much is your monthly electric bill payment in the **winter**? | | | |  |
| Approximately how much is your monthly electric bill payment in the **summer**? | | | |  |
| Do you have any other energy costs?  Yes  No | | | If yes, please list the estimated monthly costs of each below: | |
| Wood | $ /  per month OR  per year | | Propane | $ /  per month OR  per year |
| Oil | $ /  per month OR  per year | | Kerosene | $ /  per month OR  per year |
| Other: | $ /  per month OR  per year | | | |

|  |  |  |  |
| --- | --- | --- | --- |
| **Comfort Experience** | | | |
| In the winter, do you ever turn down/off your heating system to purposefully make your bills more affordable? | Never/Rarely  Sometimes  Often | (If ‘Sometimes’ or ‘Often’), does this lead to uncomfortable indoor temperatures? | Yes  No |
| In the summer, do you ever turn down/off your air conditioning to purposefully make your bills more affordable? | Never/Rarely  Sometimes  Often  We do not have AC | (If ‘Sometimes’ or ‘Often’), does this lead to uncomfortable indoor temperatures? | Yes  No |
| During periods of wildfire smoke, how do you cool your home?  (Check all that apply) | | Room/Portable AC units  Fans  Open windows | |
| Have you or someone in your household experienced increased medical costs or medical visits due to **heat waves** in recent years? | | Yes  No | |
| Have you or someone in your household experienced increased medical costs or medical visits due to **wildfires** in recent years? | | Yes  No | |
| Does someone in your household have medical needs that require electricity? | | Yes  No | |

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| --- |
| ***Additional Notes*** |
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|  |  |  |  |
| --- | --- | --- | --- |
| ***To Be Completed by Organization Staff Member*** | | | |
| *By signing this Agreement, I certify that the information presented is true and accurate to the best of my knowledge.* | | | |
| Staff Member Name | Signature | | Date: |
| Organization Name: | Offer(s) Recommended: | No-Cost DHP -or-  No-Cost HP  No-Cost HPWH | |

Submit questionnaire along with completed and signed [Form 300CPF: Customer Authorization form](https://www.energytrust.org/wp-content/uploads/2022/07/HES_FM0300CPF.pdf)   
to [communitypartners@energytrust.org](mailto:communitypartners@energytrust.org)