# **Volunteer Heating/Cooling Coaching: Coach and Client Roles**

**Background:**  In New England, home heating and water heating account for almost 80% of a typical home’s greenhouse gas (GHG) emissions. To meet climate goals, by 2030, we must convert the heating systems in one million Massachusetts homes from fossil fuels to heat pumps. Most homeowners don’t consider replacing their heating equipment until that equipment fails and replacement is urgent. The homeowner is then faced with selecting an installer and equipment under duress, with little or no guidance on the operating costs or GHG impacts of the new equipment.

**My Role:** I am a volunteer (not a professional) who provides advice and assistance (coaching) to residents and landlords in [region or community] to help them electrify their heating and cooling systems with heat-pump technology. Should you choose to work with me, I will strive to understand your needs and expectations, and to provide advice and information that will enable you to choose the installer and equipment that best meets your needs. To preserve my objectivity, neither I nor the HeatSmart Alliance accepts gifts or remuneration from installers, equipment manufacturers, or other parties who benefit from the sale and installation of heating and cooling equipment.

**Your Role:**  In addition to completing a liability waiver and questionnaire, I hope you’ll update me periodically on the status of your heating/cooling system evaluation, selection, and installation. Learning about your experiences and decisions helps me become a more effective coach. Finally, if you find my coaching services helpful and would like to assist the HeatSmart Alliance with its mission, please consider a [tax-deductible gift to the HeatSmart Alliance](https://heatsmartalliance.org/support-us/).

[Coach’s Name]  
Volunteer Coach  
[HeatSmart Alliance](https://heatsmartalliance.org/)