

Installer Update-- 2022 #2
2022-04-25

Dear Heat-Pump Installer:

We highlight below the key activities of the HeatSmart Alliance since our January 2022 update.

Membership: The Alliance has grown to 20 members and 34 associates from 29 different communities in eastern Massachusetts representing almost 300,000 households. If you know of individuals who might like to volunteer for the Alliance, please direct them to us.

Coaching: The demand for one-on-one coaching exceeds our ability to supply coaching services. While we see coaching as essential to our mission, the coaching process can be time-intensive. Fortunately, as we mentioned in our January 2022 update, some communities are hiring coaches to help meet the demand. We continue to actively recruit new members who are interested in coaching and encourage our current coaches to take on as many clients as possible.

Events: By the end of April, we'll have participated in 12 educational events in the first four months of 2022, including three in-person events, almost matching the 13 events in which we participated in all of 2021. Community environmental organizations are reaching out to us to help introduce their community members to heat pumps and outline next steps in evaluating heat pumps for their homes or businesses.

Analysis Tools: We have again secured a summer intern through the Massachusetts Clean Energy Center intern program who will help enhance our analysis tools. We are also providing feedback to Mass Save on their online Heating Comparison Calculator.

Reference Guides: We recently published our guide to [heat-pump water heaters](#). We think that the heat-pump water heater is getting insufficient recognition as a low-risk, cost-effective means to lower a home's carbon footprint. We also published our guide to [air-to-water heat pumps](#) earlier this year, and we hope to publish two more guides by year's end. We welcome your feedback on these guides.

Website: As time permits, we continue to update and enhance the [HeatSmart Alliance website](#). In addition to the guides mentioned above, we're starting to add links to recordings of selected presentations. We welcome your suggestions for additional improvements.

Public Policy: Like you, we are working hard to keep up with the evolving 2022 Mass Save incentive program. Homeowners are taking strong interest in this year's enhanced incentives. Some communities having municipal light plants (such as Concord) are enhancing their own incentive programs to keep pace with Mass Save.

In March, we provided inputs a) on the proposed updates to the MA building codes and, b) to the Governor's Commission on Clean Heat. In April, we are participating in public hearings on the Clean Energy and Climate Plan (CECP) and anticipate commenting.

Question to Installers: In each update, we pose a question to you. We hope you'll take a moment to respond. Our question is: ***To what extent have workforce shortages and/or supply-chain issues impacted your ability to install heat pumps? Please explain.***

If you have any other questions, comments, or suggestions, please do not hesitate to contact us.

Best regards,
Bob Zogg
Facilitator, HeatSmart Alliance

About us: The mission of the [HeatSmart Alliance](#) is to accelerate the adoption of energy-efficient heat pumps in Massachusetts homes and buildings. We are a volunteer group focused on air- and ground-source heat pumps, heat-pump water heaters, and weatherization as vital components of the overall strategy for reducing greenhouse gas emissions. We accomplish our mission by:

- Educating and coaching homeowners, landlords, and business owners
- Simplifying installer evaluation and selection
- Collaborating and sharing information with community groups and other like-minded organizations.