

A photograph of the Tacoma waterfront. In the foreground, a dark wooden pier with white bollards runs across the frame. Several boats are docked at the pier, including a large white motorboat and a smaller boat. In the background, a city skyline is visible under a clear blue sky. The skyline includes a prominent white, conical building on the left, several multi-story office buildings, and a large green gantry crane on the right. The water in the foreground is calm, reflecting the sky and the buildings.

*Serving our customers*

# Annual Trade Ally Meeting 2020

**TACOMA POWER**  
TACOMA PUBLIC UTILITIES

# Introduction



# 2020 Updates





## 2020 Updates - Forms



## Residential Energy Efficiency Program Application (Up to 4 Units)

TACOMA POWER  
TACOMA PUBLIC UTILITIES

PLEASE PRINT CLEARLY

### PROPERTY INFORMATION

Owner name:	Tenant or Property Name:
Installation address:	Owner Mailing Address (if different from installation address):
Email:	Property management company (if applicable):
Phone:	Site contact:
	Email:
	Phone:

Application for: ☐ Rebate ☐ Loan\* ☐ Deferred Loan\*

\*Tacoma Power must pre-approve applications for loans and deferred loans BEFORE WORK BEGINS

### BUILDING INFORMATION

Existing primary heat source	<input type="checkbox"/> Electric forced air furnace <input type="checkbox"/> Gas, oil, propane or wood <input type="checkbox"/> Central heat pump (CHP) <input type="checkbox"/> Baseboard/wall heater <input type="checkbox"/> Ductless heat pump (DHP) <input type="checkbox"/> Other (please specify):
Property type: <input type="checkbox"/> Single family home <input type="checkbox"/> Manufactured home <input type="checkbox"/> Condominium/apartment (2-4 units)*	
*Number of units in building: 1 2 3 4	Complex information: (multiple buildings on one property) Number of buildings: Total number of units:

Is the building designated a historical landmark or located within a historic district? ☐ Yes\* ☐ No

\*Permit may be required. Please visit [www.tacomaculture.org/historic/databases.asp](http://www.tacomaculture.org/historic/databases.asp) to see if you need a permit.

I am using a contractor listed on the TPU participating contractor's list. ☐ Yes ☐ No\*

\*Before work begins, Tacoma Power must pre-approve applications for DIY projects or work performed by contractors not listed on the Tacoma Power participating contractor list ([MyTPU.org/FindContractor](http://MyTPU.org/FindContractor)).

### PROPERTY OWNER ACCEPTANCE OF TERMS & CONDITIONS

I have read and fully understand the Terms & Conditions (page 3). I have reviewed both Residential Program Requirements (up to 4 units) and the Program Specifications related to this application (available online at [MyTPU.org/Incentives](http://MyTPU.org/Incentives)). I certify that:

- I am the legal owner of the property listed above OR am duly authorized to sign this application on behalf of the Property Owner.
- The products I intend to purchase (or purchased) meet the program eligibility requirements and specifications.
- The property is served by Tacoma Power.
- The information I have provided is true and correct.
- I acknowledge that Tacoma Power may verify the accuracy of this information and reserves the right to change the Program without notice.
- I acknowledge that I am solely responsible for ensuring the product and installation complies with all applicable federal, state and local safety, building, electrical and environmental laws, codes, regulations and standards, and any manufacturer instructions (including equipment purchased, work performed, required permits and materials disposal, if any).
- I authorize Tacoma Power, by way of assignment of funds, to pay the rebate or loan to the Tacoma Power Participating Contractor whose bid or invoice is included with this application and whom I have entered into contract(s) to install the identified and approved products.

Exception: rebate for DIY projects and projects that use contractors not listed on the Tacoma Power Participating Contractor list will be paid directly to the property owner.

By signing this document, I acknowledge that I have read, fully understand and accept the conditions that are

## Residential Energy Efficiency Program Application (5+ Units)

TACOMA POWER  
TACOMA PUBLIC UTILITIES

PLEASE PRINT CLEARLY

### PROPERTY INFORMATION

Installation Information		Owner Information		
Property name:		Name:		
Installation address:		Mailing address (if different from installation address):		
City:	Zip:	City:	State:	Zip:
Property management company (if applicable):		Email:		
		Phone:		
Primary site contact:		Phone:	Email:	

### BUILDING INFORMATION

Existing primary heat source	<input type="checkbox"/> Electric forced air furnace <input type="checkbox"/> Gas, oil, propane or wood <input type="checkbox"/> Central heat pump (CHP) <input type="checkbox"/> Baseboard/wall heater <input type="checkbox"/> Ductless heat pump (DHP) <input type="checkbox"/> Other (please specify):
Property type: <input type="checkbox"/> Apartment <input type="checkbox"/> Condominium	Complex (multiple buildings on one property) information:
Number of units in building:	Number of buildings: Total number of units:

Is the building designated a historical landmark or located within a historic district? ☐ Yes\* ☐ No

\*Permit may be required. Please visit [www.tacomaculture.org/historic/databases.asp](http://www.tacomaculture.org/historic/databases.asp) to see if you need a permit.

I am using a contractor listed on the TPU participating contractor's list. ☐ Yes ☐ No\*

\*Before work begins, Tacoma Power must pre-approve applications for DIY projects or work performed by contractors not listed on the Tacoma Power Participating Contractor list ([MyTPU.org/FindContractor](http://MyTPU.org/FindContractor)).

### PROPERTY OWNER ACCEPTANCE OF TERMS & CONDITIONS

I have read and fully understand the Terms & Conditions (page 2). I have reviewed both Residential Program Requirements (5+ units) and the Program Specifications related to this application (available online at [MyTPU.org/Incentives](http://MyTPU.org/Incentives)).

I certify that:

- I am the legal owner of the property listed above OR am duly authorized to sign this application on behalf of the Property Owner.
- The products I intend to purchase (or purchased) meet the program eligibility requirements and specifications.
- The property is served by Tacoma Power.
- The information I have provided is true and correct.
- I acknowledge that Tacoma Power may verify the accuracy of this information and reserves the right to change the Program without notice.
- I acknowledge that I am solely responsible for ensuring the product and installation complies with all applicable federal, state and local safety, building, electrical and environmental laws, codes, regulations and standards, and any manufacturer instructions (including equipment purchased, work performed, required permits and materials disposal, if any).
- I authorize Tacoma Power, by way of assignment of funds, to pay the rebate to the Tacoma Power Participating Contractor whose bid or invoice is included with this application and whom I have entered into contract(s) to install the identified and approved products.

Exception: Rebate for DIY projects and projects that use contractors not listed on the Tacoma Power Participating Contractor list will be paid directly to the property owner.

By signing this document, I acknowledge that I have read, fully understand and accept the conditions that are outlined above and detailed in the Terms & Conditions on page 2 of this packet.

Signature:

Date:

☐ Owner ☐ Other \_\_\_\_\_

Submit this application with all supporting documents. For more information or questions, please visit us online at [MyTPU.org/Rebates](http://MyTPU.org/Rebates), call 253-502-8363 or email: [rebates@cityoftacoma.org](mailto:rebates@cityoftacoma.org)

MEASURE	BUILDING TYPE	HOME ELIGIBILITY	PRODUCT ELIGIBILITY	INSTALLATION ELIGIBILITY
<b>Whole Home Heat Pump</b> <i>(can be ducted or ductless, must heat 90% of the home)</i>	<ul style="list-style-type: none"> <li>Existing: single family houses, manufactured homes, and condominiums/ Townhomes/ rentals up to 4 units in building</li> </ul>	<ul style="list-style-type: none"> <li>Any existing type of heating</li> </ul>	<ul style="list-style-type: none"> <li>Minimum efficiency 9.0 HSPF &amp; 14 SEER</li> <li>Heat Pump with ducted air handler</li> <li>Mini-split systems that are ducted or ductless are eligible</li> </ul>	<ul style="list-style-type: none"> <li>Meet Tacoma Power Specs</li> <li>Mechanical &amp; Electrical Permits</li> <li>No Homeowner installations</li> <li>Participating Contractors with PTCS certification only</li> </ul>
<b>Ductless Heat Pump</b> <i>(must heat 50% of the home)</i>	<ul style="list-style-type: none"> <li>Existing: single family houses, manufactured homes, and condominiums/ Townhomes/ rentals up to 4 units in building</li> </ul>	<ul style="list-style-type: none"> <li>Any existing type of heating</li> </ul>	<ul style="list-style-type: none"> <li>Listed on BPA's current Qualified Products List Minimum efficiency 9.0 HSPF</li> <li>Single or Multi-head Ductless, Ducted mini-split heat pump, or Any combination of Ductless and Ducted mini-splits</li> </ul>	<ul style="list-style-type: none"> <li>Meet Tacoma Power Specs</li> <li>Mechanical &amp; Electrical Permits</li> <li>No Homeowner installations</li> <li>Participating Contractors listed on Going Ductless site only</li> </ul>
<b>Smart Thermostat</b>	<ul style="list-style-type: none"> <li>Existing and New: single family houses, manufactured homes, and condominiums/ Townhomes/ rentals up to 4 units in building</li> </ul>	<ul style="list-style-type: none"> <li>Existing heating must be electric forced air furnace or central heat pump</li> <li>INELIGIBLE: homes with a Heat Pump that utilize a Natural Gas furnace for backup (Hybrid)</li> </ul>	<ul style="list-style-type: none"> <li>Listed on BPA's current Qualified Products List</li> </ul>	<ul style="list-style-type: none"> <li>Meet Tacoma Power Specs</li> </ul>
<b>Duct Sealing</b>	<ul style="list-style-type: none"> <li>Existing: single family houses, manufactured homes, and condominiums/ Townhomes/ rentals up to 4 units in building</li> </ul>	<ul style="list-style-type: none"> <li>Existing heating must be electric forced air furnace or central heat pump</li> <li>PTCS Prescriptive method</li> <li>Ductwork is only eligible if it has <b>not</b> been sealed under our program in the past</li> </ul>	<ul style="list-style-type: none"> <li>Approved UL tape or Duct Mastic</li> </ul>	<ul style="list-style-type: none"> <li>Meet Tacoma Power Specs</li> <li>PTCS certification</li> <li>No Homeowner installations</li> <li>Participating Contractors with PTCS certification only</li> </ul>
MEASURE	BUILDING TYPE	HOME ELIGIBILITY	PRODUCT ELIGIBILITY	INSTALLATION ELIGIBILITY
<b>Heat Pump Water Heater</b>	<ul style="list-style-type: none"> <li>Existing and New Construction: single family houses, manufactured homes, and condominiums/ Townhomes/ rentals up to 4 units in building</li> </ul>	<ul style="list-style-type: none"> <li>For existing home, must replace electric resistance type water heater</li> </ul>	<ul style="list-style-type: none"> <li>Listed on BPA's current Qualified Products List Tier 3</li> </ul>	<ul style="list-style-type: none"> <li>Meet Tacoma Power Specs</li> <li>Meet manufacturer specs</li> </ul>
<b>Windows</b>	<ul style="list-style-type: none"> <li>Existing: single family houses, condominiums/Townh</li> </ul>	<ul style="list-style-type: none"> <li>Existing heating must be electric: Any type (gas backup w/CHP is okay)</li> <li>Built before 1988</li> </ul>	<ul style="list-style-type: none"> <li>.30 U-value rated or lower</li> </ul>	<ul style="list-style-type: none"> <li>Meet Tacoma Power Specs</li> <li>Window permit required (except in University Place)</li> </ul>



# 2020 Updates - Residential





## RESIDENTIAL PROGRAMS

BUILDING TYPE	DUCTLESS HEAT PUMP (DHP)	CENTRAL HEAT PUMP (CHP)	DUCT SEAL	INSULATION	WINDOWS	SMART THERMOSTAT	HEAT PUMP WATER HEATER
Stick built	\$500 rebate <b>OR</b> \$4,000 loan	\$1,000 rebate <b>OR</b> \$10,000 loan	\$450 rebate	\$500 rebate per area (floor, wall, attic) <b>OR</b> Loan up to \$2/sq foot	Single-pane rebate: \$100/window, \$400/sliding door Double-pane metal rebate: \$50/window, \$200/sliding door <b>OR</b> Loan up to \$25/sq foot	\$50 rebate	\$500 rebate
Manufactured home own land	\$500 rebate <b>OR</b> \$4,000 loan	\$1,000 rebate <b>OR</b> \$10,000 loan	\$250 rebate	N/A	N/A	\$50 rebate	\$500 rebate
Manufactured home lease land	\$500 rebate	\$1,000 rebate	\$250 rebate	N/A	N/A	\$50 rebate	\$500 rebate
Multi-family 2-4 units Includes condos	\$500 rebate <b>OR</b> \$4,000 loan	\$1,000 rebate <b>OR</b> \$10,000 loan	\$450 rebate	\$500 rebate per area (floor, wall, attic) <b>OR</b> Loan up to \$2/sq foot	Single-pane rebate: \$100/window, \$400/sliding door Double-pane metal rebate: \$50/window, \$200/sliding door <b>OR</b> Loan up to \$25/sq foot	\$50 rebate	\$500 rebate
Multi-family 5+ units Includes condos	N/A	N/A	N/A	<b>Low rise (3 stories or less):</b> \$0.80/sq ft rebate (floor, wall, attic)  <b>High rise:</b> \$1.50/sq ft rebate (wall and attic only)	<b>Low rise (3 stories or less):</b> Single-pane rebate: \$12/sq ft Double-pane metal rebate: \$8/sq ft  <b>High rise:</b> Single pane rebate: \$8/sq ft	\$50 rebate	8
New construction	N/A	N/A	N/A	N/A	N/A	\$50 rebate	\$500 rebate



## RESIDENTIAL PROGRAMS

BUILDING TYPE	DUCTLESS HEAT PUMP (DHP)	CENTRAL HEAT PUMP (CHP)	DUCT SEAL	INSULATION	WINDOWS	SMART THERMOSTAT	HEAT PUMP WATER HEATER
Stick built	\$500 rebate <b>OR</b> \$4,000 loan	\$1,000 rebate <b>OR</b> \$10,000 loan	\$450 rebate	\$500 rebate per area (floor, wall, attic) <b>OR</b> Loan up to \$2/sq foot	Single-pane rebate: \$100/window, \$400/sliding door Double-pane metal rebate: \$50/window, \$200/sliding door <b>OR</b> Loan up to \$25/sq foot	\$50 rebate	\$500 rebate
Manufactured home own land	\$500 rebate <b>OR</b> \$4,000 loan	\$1,000 rebate <b>OR</b> \$10,000 loan	\$250 rebate	N/A	N/A	\$50 rebate	\$500 rebate
Manufactured home lease land	\$500 rebate	\$1,000 rebate	\$250 rebate	N/A	N/A	\$50 rebate	\$500 rebate
Multi-family 2-4 units Includes condos	\$500 rebate <b>OR</b> \$4,000 loan	\$1,000 rebate <b>OR</b> \$10,000 loan	\$450 rebate	\$500 rebate per area (floor, wall, attic) <b>OR</b> Loan up to \$2/sq foot	Single-pane rebate: \$100/window, \$400/sliding door Double-pane metal rebate: \$50/window, \$200/sliding door <b>OR</b> Loan up to \$25/sq foot	\$50 rebate	\$500 rebate
Multi-family 5+ units Includes condos	N/A	N/A	N/A	<b>Low rise (3 stories or less):</b> \$0.80/sq ft rebate (floor, wall, attic)  <b>High rise:</b> \$1.50/sq ft rebate (wall and attic only)	<b>Low rise (3 stories or less):</b> Single-pane rebate: \$12/sq ft Double-pane metal rebate: \$8/sq ft  <b>High rise:</b> Single pane rebate: \$8/sq ft	\$50 rebate	9
New construction	N/A	N/A	N/A	N/A	N/A	\$50 rebate	\$500 rebate

## RESIDENTIAL PROGRAMS

BUILDING TYPE	DUCTLESS HEAT PUMP (DHP)	CENTRAL HEAT PUMP (CHP)	DUCT SEAL	INSULATION	WINDOWS	SMART THERMOSTAT	HEAT PUMP WATER HEATER
Stick built	\$500 rebate <b>OR</b> \$4,000 loan	\$1,000 rebate <b>OR</b> \$10,000 loan	\$450 rebate	\$500 rebate per area (floor, wall, attic) <b>OR</b> Loan up to \$2/sq foot	Single-pane rebate: \$100/window, \$400/sliding door Double-pane metal rebate: \$50/window, \$200/sliding door <b>OR</b> Loan up to \$25/sq foot	\$50 rebate	\$500 rebate
Manufactured home own land	\$500 rebate <b>OR</b> \$4,000 loan	\$1,000 rebate <b>OR</b> \$10,000 loan	\$250 rebate	N/A	N/A	\$50 rebate	\$500 rebate
Manufactured home lease land	\$500 rebate	\$1,000 rebate	\$250 rebate	N/A	N/A	\$50 rebate	\$500 rebate
Multi-family 2-4 units Includes condos	\$500 rebate <b>OR</b> \$4,000 loan	\$1,000 rebate <b>OR</b> \$10,000 loan	\$450 rebate	\$500 rebate per area (floor, wall, attic) <b>OR</b> Loan up to \$2/sq foot	Single-pane rebate: \$100/window, \$400/sliding door Double-pane metal rebate: \$50/window, \$200/sliding door <b>OR</b> Loan up to \$25/sq foot	\$50 rebate	\$500 rebate
Multi-family 5+ units Includes condos	N/A	N/A	N/A	<b>Low rise (3 stories or less):</b> \$0.80/sq ft rebate (floor, wall, attic)  <b>High rise:</b> \$1.50/sq ft rebate (wall and attic only)	<b>Low rise (3 stories or less):</b> Single-pane rebate: \$12/sq ft Double-pane metal rebate: \$8/sq ft  <b>High rise:</b> Single pane rebate: \$8/sq ft	\$50 rebate	
New construction	N/A	N/A	N/A	N/A	N/A	\$50 rebate	\$500 rebate



## INCOME-QUALIFIED RESIDENTIAL PROGRAMS

BUILDING TYPE	DUCTLESS HEAT PUMP (DHP)	INSULATION	WINDOWS
Stick built and Multi-family with 2-4 units, including condos	\$500 rebate <b>AND</b> Deferred loan up to \$3,500	\$500 rebate per area (floor, wall, attic) <b>AND</b> Deferred loan up to \$2/sq foot	Single-pane rebate: \$100/window, \$400/sliding door Double-pane metal rebate: \$50/window, \$200/sliding door <b>AND</b> Deferred loan up to \$25/sq foot

Deferred loans are available for customers that own their home and meet TPU's income qualifications. Visit [MyTPU.org/Loans](https://www.myltpu.org/Loans) for more information.

# 2020 Updates - Business



# SAVE WITH TACOMA POWER BUSINESS REBATES

Contact our experts at 253-502-8619 or [BizRebates@CityofTacoma.org](mailto:BizRebates@CityofTacoma.org)

PROGRAM	EFFICIENCY MEASURE	REBATE	REQUIREMENTS
---------	--------------------	--------	--------------

Pre-approval not required. You must submit your rebate application packet within 60 days of installation.

## HVAC Rebates

Ductless Heat Pump (DHP)	\$500/ton	AHRI 9 HSPF
Heat Pump	\$150/ton	AHRI 8.5 HSPF/15 SEER
Cooling/AC	\$20-\$80/ton	AHRI 15 SEER
Packaged Terminal Heat Pump (PTHP)	\$100/Unit ( $\leq$ 1.25 tons)	Energy Star qualified products
Variable Refrigerant Flow (VRF)	\$400/ton	See application for specific equipment efficiency requirements. Call Tacoma Power early in the process.
Connected Thermostats (WIFI)	\$200/Unit Electric Heat \$50/Unit Gas Heat	See application for specific equipment efficiency requirements.

## Other Equipment Rebates

Standby Generator Block Heater	\$400/block heaters $\leq$ 3kW \$1500/block heaters >3kW	See application for specific equipment efficiency requirements.
Commercial Kitchen Equipment	\$150-\$1000 Rebates vary by Equipment	Energy Star qualified products
Smart Power Strips	\$15 each	See application for specific equipment efficiency requirements.

The dollar amounts specified are subject to change without notice prior to the date approved by Tacoma Power.

# SAVE WITH TACOMA POWER BUSINESS INCENTIVES

Contact our experts at 253-502-8619 or [BizRebates@CityofTacoma.org](mailto:BizRebates@CityofTacoma.org)

PROGRAM	EFFICIENCY MEASURE	REBATE	REQUIREMENTS	PREAPPROVAL REQUIRED
Lighting	TLED	\$2 per lamp	Installed products must be designated as Design Lights Consortium (DLC) or Energy Star approved	All lighting projects must be approved by Tacoma Power before equipment is installed. Call Tacoma Power early in process.*
	LED Exit Sign	\$20 per unit		
	Small Business (Rate B)	\$0.19 per annual kWh saved Up to 100% of total project cost		
	General Business (Rate G)	\$0.13 per annual kWh saved Up to 60% of total project cost		
New Construction or Renovation	Custom Incentives Lighting, mechanical systems, building shell insulation, glazing, and HVAC	\$0.20 per annual kilowatt hour saved up to 100% of the incremental cost of the efficiency improvements.	Annual kWh saved beyond the current WA Energy Code. Must beat code by at least 10%	Projects must be approved by Tacoma Power before equipment is installed. Involve Tacoma Power in design phase.*
All Other Projects	HVAC, Compressed Air, Drive Power, Envelope, Industrial Processes, Industrial Refrigeration. Anything else not covered in other business programs	\$0.23 per annual kilowatt hour saved up to 70% of the total project cost.  HVAC - \$0.30 per annual kWh saved up to 70% of the project's cost.	Efficiency specifications vary by equipment.	Projects must be approved by Tacoma Power before equipment is installed. Call Tacoma Power early in process.*

\*Project pre-approval equals a signed Agreement prior to equipment being installed.

Incentive amounts specified are subject to change without notice prior to the date approved by Tacoma Power.



A photograph of a waterfront city scene. In the foreground, there's a dark wooden pier with several white mooring posts. A white motorboat is docked at the pier. In the background, a dense urban skyline is visible under a clear blue sky. The skyline includes a prominent white, cone-shaped building on the left, several multi-story office buildings, and a large green gantry crane on the right. The water in the foreground is calm, reflecting the sky and the buildings.

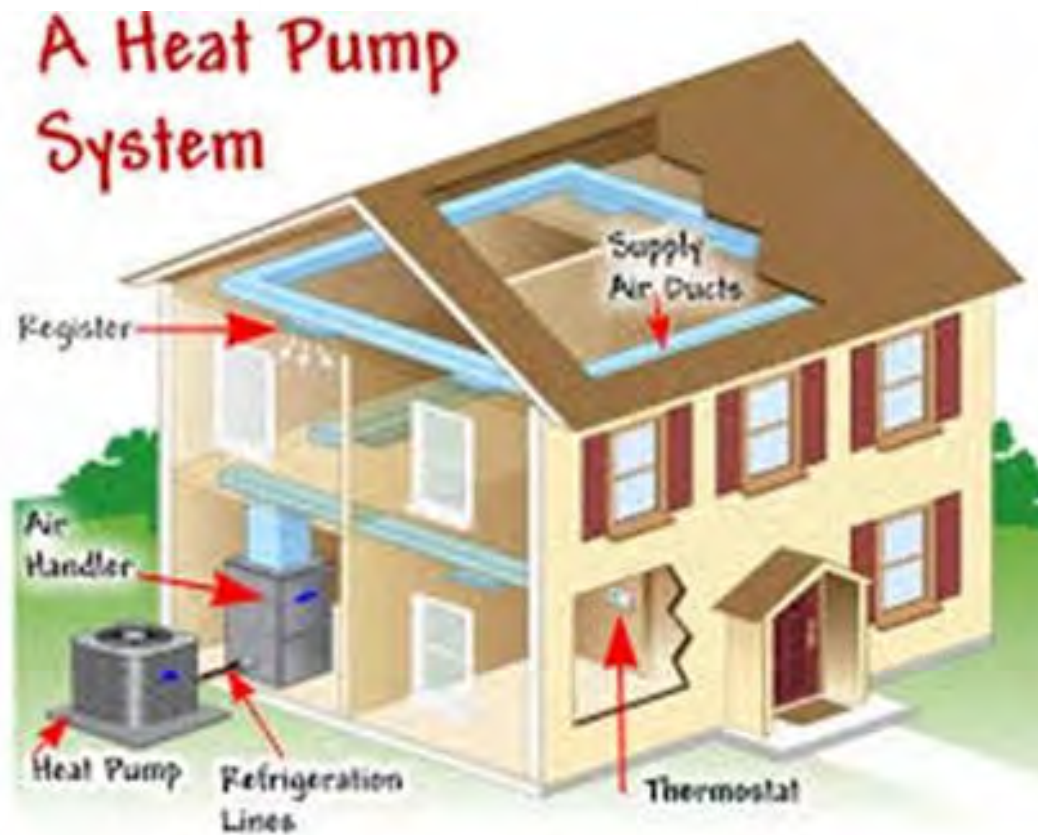
*Serving our customers*

# Residential Details - 2020

## Heat Pump Scenario 1

*Central Heat Pump  
heating the whole house*

**Qualifies for \$1,000 rebate or \$10,000 loan**





## Heat Pump Scenario 2

*Mini-split combination  
heating the whole house*

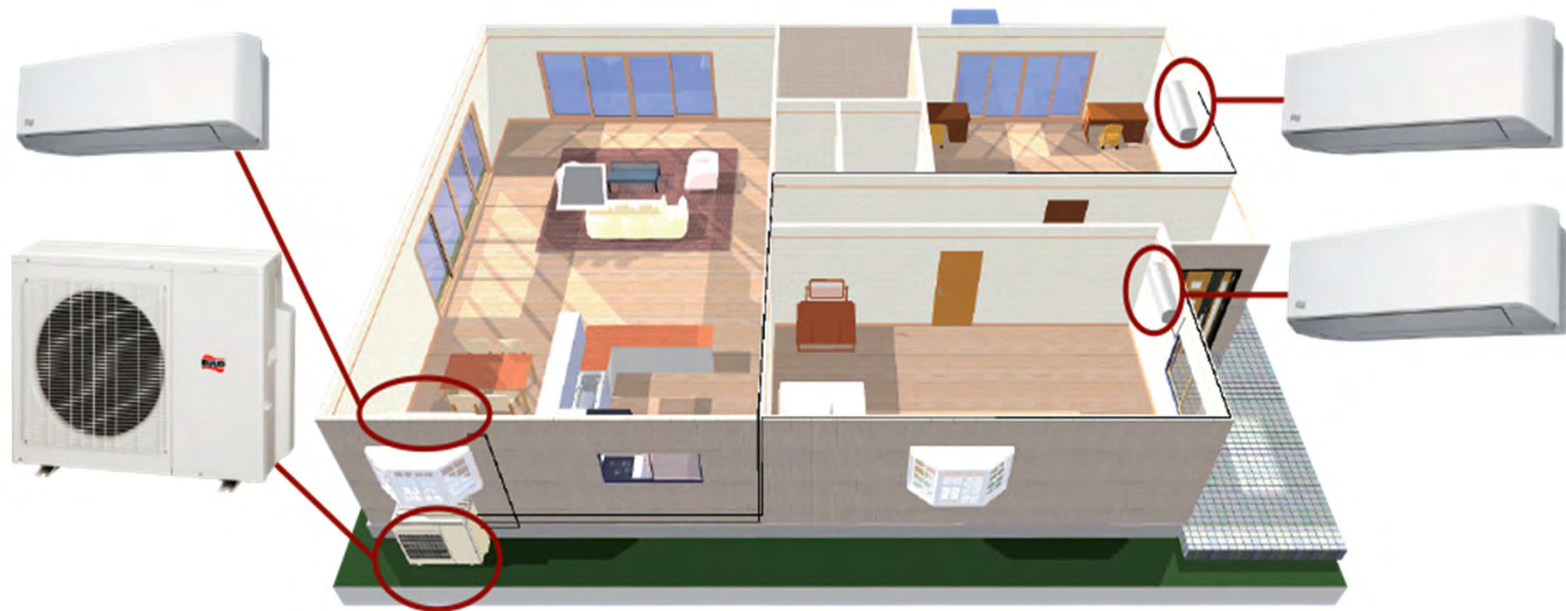
**Qualifies for \$1,000 rebate or \$10,000 loan**



## Heat Pump Scenario 3

*Multi-head Ductless Heat Pump heating the whole house*

**Qualifies for \$1,000 rebate or \$10,000 loan**





## Heat Pump Scenario 4

*Ductless Heat Pump  
heating part of the house*

**Qualifies for \$500 rebate or \$4,000 loan**



## Heat Pump Scenario 5

*Single Head Ductless Heat  
Pump*

**Qualifies for \$500 rebate or \$4,000 loan**





## Residential - Insulation

*Stick Built Homes are eligible for Rebate OR Loans*

### Insulation - REBATE

\$500 per area (attic, wall, floor)

Example - 600 sq. ft. attic & 600 sq. ft. floor

Cost to insulate and add vents	\$ 3,565	
TP Rebate	\$ (1,000)	(\$500 attic & floor)
Owner contribution	\$ 2,565	

## Residential - Insulation

*Stick Built Homes are eligible for Rebate OR Loans*

Insulation – LOAN (no change)  
up to \$2/sq. ft. (attic, wall, floor)

Example - 600 sq. ft. attic & 600 sq. ft. floor

Cost to insulate and add vents	\$ 3,565	
TP Loan	\$ (2,400)	(\$2 x 1,200 sq. ft.)
Owner contribution	\$ 1,165	



## Residential - Windows

*Stick Built Homes are eligible for Rebate OR Loans*

### Window Rebates

\$100 per single pane window

\$400 per single pane slider door

\$ 50 per double pane metal framed window

\$200 per double pane metal framed slider door

OR Loan up to \$25/sq. ft.

Example - 120 sq. ft. ( 10 single pane windows & 1 single pane slider door)

Cost for new windows	\$ 5,600
<b>TP Rebate</b> (10 x \$100 + 1 x \$400)	\$ (1,400)
Owner Contribution	\$ 4,200

Cost for new windows	\$ 5,600
<b>TP Loan</b> (120 sq. ft. x \$25)	\$ (3,000)
Owner Contribution	\$ 2,600

## Requirement Changes

1. **Prescriptive Duct Sealing:** Dropping the requirement to enter project information into the PTCS Online Registry. Only need to complete the Prescriptive Duct Sealing form and include it with final submittal docs.
2. **Broken Heat Pump procedures:** Must include the model numbers of existing broken heat pump on the PTCS form and identify it as an Electric Forced Air Furnace in the PTCS Online Registry.
3. **Smart Thermostats:** Can now be included for a rebate. Treat as you would a heat pump rebate, include it on the invoice and payment can be made directly to the trade ally.



## Income Qualified - Insulation

*Income qualified customers are eligible for both rebates and a deferred zero interest loan (limits apply)*

### Insulation

\$500 per area (attic, wall, floor) plus deferred loan for balance owed (up to \$2/sq. ft.)

Example 1 - 600 sq. ft. attic

Cost to insulate and add vents	\$1,075
TP rebate	\$(500)
Deferred loan balance	\$ 575

Example 2 - 1,200 sq. ft. walls

Cost to insulate	\$1,920
TP rebate	\$(500)
Deferred loan balance	\$1,420

Example 3 - 1,500 sq. ft. floor

Cost to insulate	\$3,225
TP rebate	\$(500)
Deferred loan balance	\$2,725

## Income Qualified - Windows

*Income qualified customers are eligible for both rebates and a deferred zero interest loan (limits apply)*

### Windows

\$100 per single pane window

\$500 per single pane slider door

\$ 50 per double pane metal framed window

\$250 per double pane metal framed slider door

Plus deferred loan for balance owed (up to \$25/sq. ft.)

Example 1 - 120 sq. ft. (10 single pane windows & 1 single pane slider door)

Cost for new windows	\$ 5,600
TP Rebate (10 x \$100 + 1 x \$500)	\$ (1,500)
Balance	\$ 4,100
Deferred loan max (120 sq ft x \$25)	\$ 3,000
Owner Contribution	\$ 1,100



## Income Qualified - Windows

*Income qualified customers are eligible for both rebates and a deferred zero interest loan (limits apply)*

### Windows

\$100 per single pane window

\$500 per single pane slider door

\$ 50 per double pane metal framed window

\$250 per double pane metal framed slider door

Plus deferred loan for balance owed (up to \$25/sq. ft.)

Example 2 - 220 sq. ft. (14 double pane windows & 1 single pane slider door)

Cost for new windows	\$	6,000	
TP Rebate (14 x \$50 + 1 x \$500)	\$	(1,200)	
Balance	\$	4,800	
Deferred loan max (120 sq ft x \$25)	\$	4,800	(max loan = 220 sq ft x \$25 = \$5,500)
Owner Contribution	\$	0	

## Income Qualified - Ductless Heat Pump

*Income qualified customer are eligible for both rebates and a deferred zero interest loan (limits apply)*

Ductless Heat Pump  
\$500

Plus deferred loan for balance owed up to \$3,500

Example

Cost for single head DHP	\$ 4,100
TP rebate	\$ (500)
Deferred loan max	\$ 3,500
Owner contribution	\$ 100



# Nuts and Volts - Trade Ally Contractors

## Benefits to being a Tacoma Power Participating Trade Ally

- Offer Traditional Loans and Deferred Loans
- Appearance on “Find a Contractor” website
- Special promotions
- Advertising opportunities
- Participating Contractor logo
- Trade Ally liaison team



# Nuts and Volts - Trade Ally “Find a Trade Ally” Site



Q Search Criteria

\* Sector  
Select ▼

Company Name

Address, City or Zip Code

Radius ▼

Clear Search

## Find a Contractor

Working with a contractor who participates in Tacoma Power's Participating Contractor program is an easy way to take advantage of all the rebates, loans, and incentives we offer. Participating Contractors can expedite the paperwork and approval for your project because they are trained and knowledgeable of our programs and processes. This helps take the guesswork out of finding a contractor who is qualified, and makes the process of energy-efficient upgrades to your home easy and affordable.



# Nuts and Volts - Trade Ally Liaisons

What we do-

Existing contractors:

Provide “An ally on the inside” - direct and consistent program support

New contractor staff training on specific TPU processes and requirements

New contractors:

Conduct new contractor orientations

Provide one-on-one support with the first few projects submitted



Meet your Trade Ally Liaison team!

From Left to Right:  
Tina Cline, Jordan Whiteley, Hollis Tamura and Sara Bowles

Trade Ally Liaison Team:

Hollis Tamura 253.279.6189 C.

[htamura@cityoftacoma.org](mailto:htamura@cityoftacoma.org)

Sara Bowles 253.348.1949 C.

[sbowles@cityoftacoma.org](mailto:sbowles@cityoftacoma.org)

Jordan Whiteley 253.348.1937 C.

[jwhiteley@cityoftacoma.org](mailto:jwhiteley@cityoftacoma.org)

Tina Cline 253.502.8363 Main

[tcline@cityoftacoma.org](mailto:tcline@cityoftacoma.org)

Anne Larrabee- IT support

# Nuts and Volts – Video Chat Inspections

## Benefits:

Customers: Reduces number of inspections

Contractors: Most projects are paid faster

## Platforms used:



iPhone, FaceTime - Works only between two Apple products



Skype - Must download app and create account. Used with any smart phone



Facebook Messenger - Not ideal. Cumbersome to find customers account

## How to schedule:

Weekly schedules are emailed out every Friday identifying the auditor assigned for each work day

Contractors submit scheduled installs for the following week. TPU staff schedules with the assigned auditor

Last minute installs are scheduled directly with the auditor on call - information is provided in weekly email – See example schedule upper right corner

Tacoma Power Inspector Schedule				
Day	Date	Video Inspection Contact	Cell Phone #	Facetime contact #
Monday	3/16	Jordan Whiteley	253-348-1937	253-348-1937
Tuesday	3/17	Jordan Whiteley	253-348-1937	253-348-1937
Wednesday	3/18	Sara Bowles	253-348-1949	253-348-1949
Thursday	3/19	Sara Bowles	253-348-1949	253-348-1949
Friday	3/20	Joan Thornhill	253-279-6188	253-279-6188

Example schedule

Sign up to receive VCI weekly schedule email at [rconservation@cityoftacoma.org](mailto:rconservation@cityoftacoma.org)

# Nuts and Volts - Application packet helpful hints

Existing Heating Type - On application and PTCS heat pump commissioning form

-Enter EXISTING heating type, not heating type to be INSTALLED

Property Owner Signatures- Owner or authorized representative sign

Invoicing - Totals and incentive amounts must match the NTP – excludes rebate only jobs

Incomplete Application Packets - Utilize “Documents Checklist” located on TPU website

— **Required Documents Checklist**

- Owner-Occupied Documents Checklist
  - [Rebates](#)
  - [Loans & Grants](#)
- Rental Property Documents Checklist (up to 4 units)
  - [Rebates](#)
  - [Loans](#)
- Rental Property Required Documents Checklist (5+ units) – (located on page 4 of the [Rental Property Application \(5+ units\)](#))

Any Questions? Contact one of your Trade Ally Liaison Representatives.



# Questions



# Feedback

What did you like about this format?

What could have been better?

How should we follow up with you?

Thank you from all of us!

