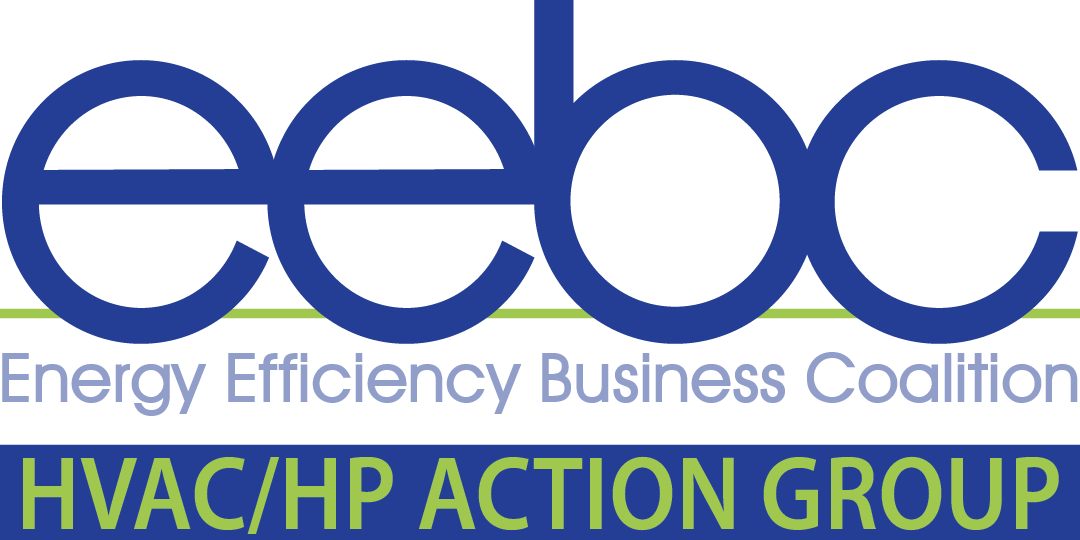
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**Mobilizing the HVAC/HP Supply Chain Together by 2030**

Contractors & Dealers [#3]

**The mission of the HVAC/HP Action Group is to work together to accelerate and transition HVAC & HP sales   
by taking advantage of the market development happening in Colorado to reach shared utility, cities, and**

**state electric and carbon-free goals by 2030**

**February 17, 2022 | 3-4:00 pm**

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**AGENDA |**

**Welcome |** Patricia Rothwell, Executive Director, EEBC

Coming down the pike: several proceedings at the PUC. EEBC will engage (See agenda information for details)

Xcel Energy is putting out a 60-Day Notice for the EER and may be lowering that – it’s a big deal for manufacturers. They have to be sure equipment is eligible for rebates. Groups will need to engage quickly.

**OPEN DISCUSSION ON WHAT CONTRACTORS NEED TO MOVE THE MARKET:**

**Contractors need support to sell & install:**

* Finished marketing tools: Always need to bridge the cost issue – need to justify.
* Data on resale would be helpful
* Need one pages on:
  + Energy Trends – vetted by this organization
  + Contact People- Resources
* Central clearing house – for information – brand ‘inclusive’ clearinghouse – Daikin, Mitsubishi – comparison & updates
* All of the utilities in the BELCO are working on ONE/SAME rebate form and the definition of cold climate HP is.

**Contractors are looking for more training**

* Focus on the ‘Early’ adopters
* Training Sponsored by EEBC – with Manufacturers – list the contractors that attend as recommended HP installers. Manufacturers can provide entry-level information on how heat pumps work and on the customer interface.
* Distributors should be the primary point of support – knowledge of contractors, product knowledge, deliver value to you as their customer
* Still have problems to buy in with retrofit air-force heat pumps.
* With new construction - Mechanical engineers are critical to get the buy in but often have outdated information and need current and emerging technology information. Lots of times they are looking to go all electric-- getting space heating and water heating in the same package is important.
* Mitsubishi does presentations to the MEs – need to focus education to each group
* EEBC is working with ICAST and others to create a pipeline of skilled labor. Orientation on the construction industry. If they are interested, can continue to HP training. Members will have first dibs on the trained/skilled basic level labor.

**The quality install and quality assurance issues are huge.** Heat pumps are new technology and if they are not set up properly can have issues for the lifespan. Especially, for example, those installing 200 heat pumps across 10 buildings. The devil is in the detail on installation. Doing an add on to a home is very different from doing big commercial jobs.

**One possibility:** have newly trained installers shadow experts on first jobs.

**A quick resource** that would give installers best manufacturer contact to call with questions or issues.

**Xcel is talking about opening up trainings** to contractors outside their territory- if all utilities offering rebates did that, it would help expand training dramatically.

**Who is our target audience and how to expand it?**

* We need to move the needle with those willing to engage- the rest will catch up when the market moves forward.
* As more and more mom and pops enter the market, we will need to give them tools to success to facilitate early or easy adoption. **For example: the** five points missed in a quality install. The five things that lead to callbacks and problems and make them lose money. *What are they?*

**Patricia: What are levers that will help the most?**

* Comfort about the products on the front end (data that they work well in our climate, and can pay for themselves)
* Belief you can pull it off on the back end (knowledge and data on properly installed systems and controls, ability of homeowner to manage)
* All contractors are looking for leads.
* Website help could be important: make your heat pump business visible and different from other HVAC business. The heat pump business is different from emergency HVAC needs. Is that something EEBC can facilitate?