

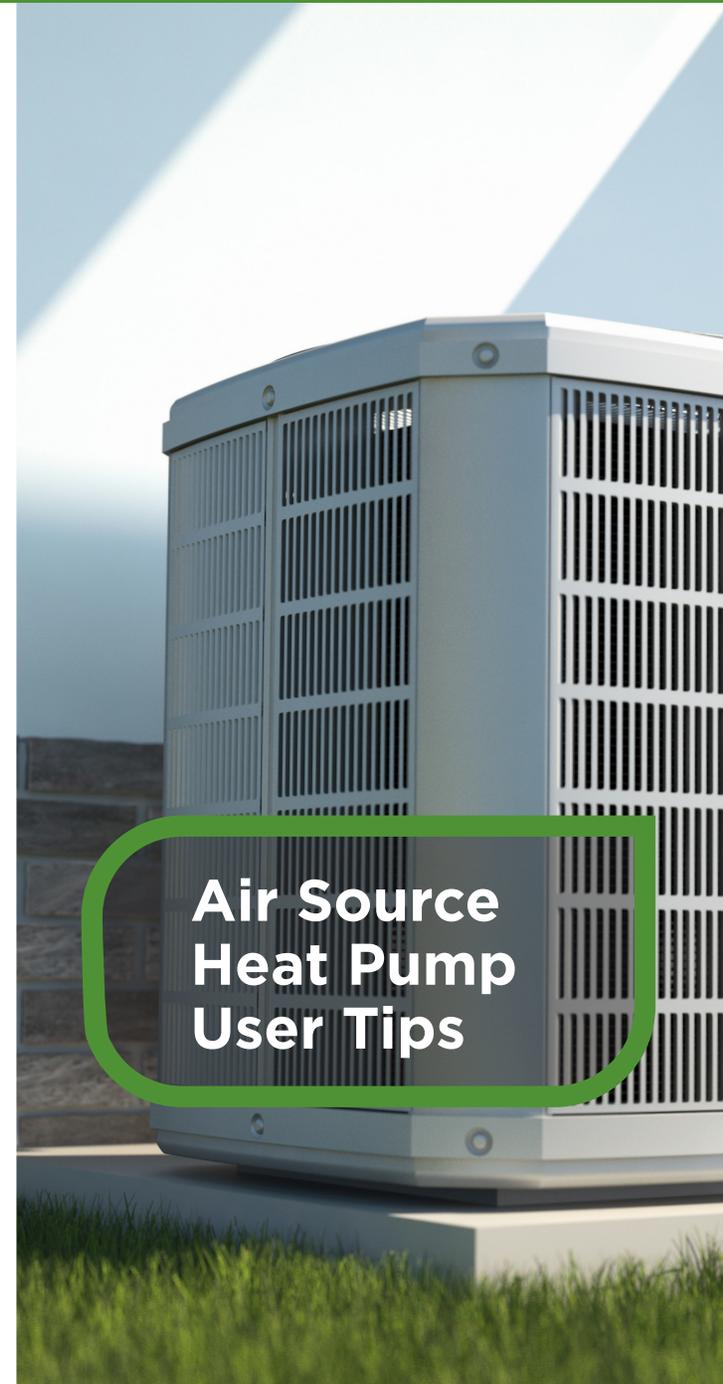
Tens of thousands of heat pumps have been installed in Massachusetts homes and businesses because they are the most energy-efficient way to heat and cool. This clean technology is different from the conventional heating systems that you may be used to. If you've recently made the investment, or are considering it, we'd like to share tips on how you can save the most out of your air source heat pump.



Together, we make good happen for Massachusetts.

Your local electric and natural gas utilities and energy efficiency service provider are taking strides in energy efficiency: Berkshire Gas, Cape Light Compact, Eversource, Liberty, National Grid and Until. As one, we form Mass Save®, with the common goal of helping residents and businesses across Massachusetts save money and energy, leading our state to a clean and energy efficient future.

WE ARE MASS SAVE®:



Air Source Heat Pump User Tips



Settings and use

- **Use your heat pump year-round.** High-performance heat pumps are the most energy efficient heating systems, even on the coldest winter day. If you have both a heat pump and a furnace or boiler, your heat pump is the more energy efficient choice
- **Set it and forget it.** Turning your heat pump on and off, or constantly adjusting its temperature settings, may actually use more energy and cause comfort issues. Heat pumps operate most efficiently when holding a steady temperature
- **Set the temperature for comfort.** Common homeowner advice may tell you to keep the thermostat at a set degree for certain seasons (68° F in the winter); however, you should choose a temperature setting based on your comfort. Heat pumps operate efficiently at higher space temperature set points in the winter
- **Avoid auto mode.** When the temperature outside is mild, a heat pump's auto mode can sometimes result in the system switching back and forth between heating and cooling. To prevent this, set the heat pump to cooling mode during the spring and summer, and heating mode during the fall and winter

Synergy with your home

- **Seal in your savings.** To make the most of your new system, consider a Mass Save Home Energy Assessment to help understand how your home is performing. High-performance air sealing, duct sealing, insulation, windows, and doors can help keep the heat or cold your new heat pump provides in your home
- **Prioritize your heat pump.** While high-efficiency heat pumps can provide 100% of a home's heating needs, some homeowners may opt to keep their pre-existing heating system in place as a backup or to heat a separate area of the home. In these situations, it's important to make sure the existing system and the heat pumps don't compete. This may mean setting the boiler or furnace thermostat to a lower temperature, closing a radiator or damper in the rooms served by the heat pump, or installing integrated controls
- **Switch over at preset temperatures.** Integrated controls can automatically switch between a heat pump and backup heating system at a pre-set outdoor air temperature. Please note, the most cost-optimal switchover temperature will depend on the backup system's heating fuel.

Heat pump maintenance

- **Clean your air filters.** When your filters get dirty, your heat pump's efficiency will decrease. Check the filters regularly to get a sense for how often they get dirty. The location of your units, and other factors can impact how often they need cleaning. Consult your owner's manual for instructions
- **Keep your outdoor unit clean and clear.** To operate efficiently, outdoor units need space for airflow. Check your outdoor unit regularly. When it's needed, clear away fallen leaves, trim nearby shrubs and shovel snow away
- **Have your heat pump serviced.** As with any heating and cooling system, it's important to have your equipment regularly serviced to extend its lifespan and keep it running efficiently. To ensure peak performance, follow manufacturers' recommendations for professional service

As you can see in the tips above, we recommend using heat pumps differently than combustion heating systems. Following these tips will help you maximize your savings and comfort.