

(CITY UTILITY NAME)

YOUR DUAL-FUEL HEAT PUMP

Congratulations on the installation of your new dual-fuel heat pump. This system provides you with the best of both worlds—an electric heat pump to air-condition your home in summer and heat it for most of the winter, with a back-up gas furnace for heat when outside temperatures are low enough to make it economical.

In order to keep your heating costs as low as possible, your system has been set up so that the electric heat pump heats your home whenever the outside air temperature is at or above 40° F. Below this temperature, the gas furnace will automatically operate. Your system is set up like this to take advantage of the fact that the electric heat pump heats with high efficiency (and is therefore more economical than the gas furnace) when the air temperature outside is 40° F or above. We therefore recommend that you allow your system to work automatically so that you benefit from the lowest possible heating and cooling costs.

There may be occasions when you would like to temporarily let the gas furnace heat your home for a short while. For instance, if you have been away from home for a few days, and set the thermostat down to save money while you are away, you might like to use the gas furnace to bring your home up to normal temperature and then let the heat pump carry on afterwards. If you set your thermostat on the “emergency heat” setting, the gas furnace will operate. Remember to restore the thermostat to its automatic setting as soon as you can, so that the system works automatically and you continue to get the lower-cost benefits of the heat pump.

If your gas furnace comes on when the thermostat is on its automatic setting and the temperature outside is above 40° F, your heating system is not operating in its most cost-effective mode. If this occurs, we recommend that you contact your HVAC contractor to have the operation of your system checked.

If you have any questions regarding your new system, we suggest that you call your HVAC contractor or the Energy Services (ES) representative at (city utility name).

HVAC Contractor _____ ES Rep _____

Telephone _____ Telephone _____

This form is available on the OMPA website (at www.ompacom under the Programs and Services link).