

QUESTIONS FOR YOUR HEAT PUMP CONTRACTOR

INFORMATION SHEET
COLORADO

HERE ARE A FEW OF THE QUESTIONS THAT ARE IMPORTANT TO ASK WHEN SELECTING A CONTRACTOR



Xcel Energy has a list of contractors at [xcelenergy.com/COTrades](https://www.xcelenergy.com/COTrades) who are familiar with our rebates. Xcel Energy does not guarantee or warrant the work of the contractors listed.

About their company

1. Can you show me your company listing as a participating heat pump residential contractor on [xcelenergy.com/COTrades](https://www.xcelenergy.com/COTrades)?
2. How many heat pump rebates did your company get for customers last year?
3. What is your rating with the Better Business Bureau?
4. Who can vouch for the quality of your work?
5. Are you licensed and insured? May I see proof?
6. Will you pull a permit? Is that covered in your quote?
7. How is your company different than your competitors?

About their equipment

1. Are you bidding a ducted, non-ducted, or ground source heat pump system?
2. Who manufactures the equipment?
3. How energy efficient is it?
4. Will you include the AHRI certificate (proof of energy efficiency) with your final bid?
5. Will you do a load calculation to "right size" the heat pump system? (essential)
6. May I see your EPA certification? (related to refrigerant)
7. How much air flow is there? Is it sufficient to support the system size (tons) we need?

About their quote

1. Do you offer financing?
2. Will duct work need to be done? Is that included in your quote?
3. Will drywall/finish repair work be needed? Is that included in your quote?
4. Does your quote include a matching furnace from the same manufacturer?
5. What additional savings can you provide if we replace our furnace at the same time?

About their service costs

1. What is the product warranty?
2. Is labor included?
3. How much do you charge for a service call?
4. Is there an additional trip charge?
5. What additional savings can you give us if we replace our furnace at the same time?

Setting expectations

1. Will you complete Xcel Energy's rebate paperwork on our behalf?
2. How long will it take you to have the final bid to me?
3. What is your lead time for installing the equipment, once we make the decision?
4. How much will we receive as a rebate from Xcel Energy?

For more information, call **800-895-4999**.