Residential Coordinating Committee (RCC)
Q2 2026 Meeting Agenda

DATE: Tuesday, 16th June 2026

TIME: 9:00 – 11:55 am Pacific Standard Time

LOCATION: Virtual Meeting Only

TEAMS LINK: Click here to join the meeting (Meeting ID: 250 339 426 539 751 I Passcode: Rx2wa2it)

(if needed) Call-in audio only: 971 323 0535 I Phone conference ID: 491 268 272#

RCC OBJECTIVE + DESIRED OUTCOME: Collaboration on coordination and optimization of NEEA programs and related activities by (1) identifying and managing through potential implementation challenges between NEEA and local utility activities, and (2) identifying and seizing leveraging opportunities that can drive amplified market influence.

Tuesday, June 16th

(All Times Pacific)

9:00 - 9:10 *(15 mins)*	**Welcome, Agenda, Packet Review & Housekeeping**	Anouksha Gardner	1-3
9:10 – 9:15 *(5 mins)*	**Q4 Topic Check In** • **Retail Product Portfolio –** Room Heat Pumps *Desired Outcome: Committee members confirm there is enough interest in this topic to hold time on the Q4 agenda*	Anne Brink	4
9:15 – 10:35 *(80 mins)*	**Introductions & Regional Roundtable** *Committee members and NEEA program staff share program and organization updates, highlight areas of possible interest and coordination with others.* *Desired Outcome: All are updated on each other's activities and better understand what's happening across the region.*	All	--
10:35 – 10:45	***BREAK***	All	
10:45 – 11:45 *(60 mins)*	**Regional Priority Topic** • **Advanced Heat Pump** ○ NW Heat Pump Symposium: draft regional resources ○ Efficiency Exchange: NEEA's draft unified Advanced Heat Pump specification ○ Efficiency Exchange: RTF measure development Minimizing Supplemental heat *Desired Outcome: Facilitated discussion to gather feedback on the outcomes of the work to-date and the future direction of collaboration.*	Suzi Asmus	5-9
11:45 – 11:55 *(10 mins)*	**Recap, Next Steps, Adjourn**	Anouksha Gardner	--

Memorandum- *Agenda Items*

June 3rd, 2026

TO: Residential Coordinating Committee (RCC)

FROM: Anouksha Gardner, Stakeholder Relations Manager

SUBJECT: **Meeting Packet Agenda Items. Informational Updates and Additional Information**

MEETING PACKET APPROACH

This packet continues the "tiered" approach:

- Tier-1 memos for active agenda items
- Tier-2 memos for informational updates on items not currently requiring agenda time.
- Tier-3 materials provided as additional detail for those interested, accessible via links in the Tier 1 and Tier-2 memos. All other Tier 3 materials are listed below.

AGENDA ITEMS (Tier 1)

- Page 1: Meeting Agenda
- Page 2: Meeting Packet Informational Updates
- Page 3: Meeting Topic Preparation Highlights
- Page 4: Memo: Q4 Regional Priority Topic Check in: Retail Product Portfolio
- Pages 5-9: Memo: Regional Priority Topic: Advanced Heat Pumps
- Page 10: Memo: 2026 Annual Planning

INFORMATIONAL UPDATES (Tier 2)

- Page 11: Heat Pump Water Heater Workgroup Update
- Pages 12-15: Memo: Advanced Heat Pumps Funder Notification of Field Study
- Page 16: Electric Portfolio, 2026 Flowchart
- Page 17: 2026 Residential Coordinating Committee Annual Workplan

ACTIVITY REPORTS

- Page 18: Overview
- Pages 19-20: Heat Pump Water Heater
- Pages 21-24: Advanced Heat Pump
- Pages 25-26: Retail Product Portfolio

ADDITIONAL LINKS (Tier 3)

- Committee Materials *(meeting notes include links to packet and slides)*
  - Q1 2026 CICC Meeting Notes, Agenda Packet, and Slides
  - Q1 2026 RCC Meeting Notes, Agenda Packet, and Slides
  - 2026 Workplan: Commercial & Industrial (CICC) I Residential (RCC)
  - Charters: RPAC, Coordinating Committees
- Quarterly Newsletters (all the updated newsletters and quarterly reports can be found here)

RCC Q2 2026 – Meeting Topic Preparation Highlights

Preparation for All Committee Items:

- Review packet, including agenda, informational updates and all memos. See additional preparation for specific agenda items below.

➢ ROUNDTABLE

Committee Members & NEEA Program Managers will share highlights from their work, programs and/or organization since the February meeting.

Specific topics for Committee Members to consider highlighting include:

- Questions/thoughts on NEEA program activity reports
- Organizational updates
- New program/measure updates
- Any questions for your peers?

➢ Q4 Regional Priority Topic Check In – Retail Product Portfolio

A review of the regional priority topics slated for Q4 (2nd December) 2026

Review Tier 1 memo on p. 4 and come prepared to:

(1) Provide input on proposed Q4 Room Heat Pump regional priority topic identified during the RCC annual planning session last December; *is the topic still relevant and what areas would RCC members like NEEA to explore?*

➢ REGIONAL PRIORITY TOPIC – Advanced Heat Pump

Topic format is expected to be a discussion facilitated by NEEA Sr. Program Manager Suzi Asmus on several regional coordination efforts worked on by the Advanced Heat Pump program team.

Review Tier 1 memo on p.5-10 and come prepared to:

(1) Participate in providing feedback on the outcomes of the work to-date and the future direction of collaboration, and share your organization's perspective

(2) Please review draft proposed specification (pgs 6-10) and the additional material attached to the packet email

Memorandum – *Agenda item (Tier 1)*

June 3rd, 2026

TO: Residential Coordinating Committee

FROM: Anne Brink, Program Manager, Retail Product Portfolio (RPP)

SUBJECT: Q4 Topic Check In: Discussion on Room Heat Pumps

Our Ask of You:

Please provide feedback on the Room Heat Pump Discussion Topic scheduled for Q4. Come with thoughts and suggestions of what you would like to discuss during this topic.

Brief Overview:

We will discuss the results of energy modeling on room heat pumps, update you on product availability, and review the results of our field study with Washington State University.

Note: NEEA will be hosting a Product Council on June 23 during which Christopher Dymond will provide an update on RHP market development, some preliminary findings from NEEA's second field study and savings estimates from energy modeling using lab and field data. Learn more and register for the session here.

Please contact Anne Brink **abrink@neea.org** if you have questions.

Memorandum – *Agenda item (Tier 1)*

June 3rd, 2026

TO: Residential Coordinating Committee

FROM: Suzi Asmus, Program Manager, Advanced Heat Pumps

SUBJECT: Committee Discussion on NEEA's Regional coordination efforts on Minimizing Supplemental Heat and a Northwest Heat Pump Specification.

Our Ask of You:

Please review the materials linked below and come to the meeting prepared to share your organization's perspective on the outcomes of these efforts thus far.

Brief Overview:

The Advanced Heat Pump program team has been working on several regional coordination efforts so far this year:

1. Supporting **RTF heat pump measure** development
2. Drafting a **NW Heat Pump Specification** for central ducted heat pumps
3. Convening the **NW Heat Pump Symposium** and working groups to develop regional resources and alignment on minimizing supplemental heat with residential heat pumps

At the Q2 RCC meeting, Program Manager Suzi Asmus will lead a discussion with the committee to gather feedback on the outcomes of this work to-date and the future direction of collaboration.

Draft NW Heat Pump Specification

- Attached (pgs 6-9) – Draft Spec

Regional Technical Forum Res HVAC CDHP measure meetings:

May 29 - Residential HVAC Subcommittee - Cold Climate/High Perf CDHP

June 3 - Residential HVAC and Modeling Subcommittees - CDHP/REEDR

June 9 - Regional Heat Pump Research Gaps Workshop

- If you attended EFX26 in May, Christopher Dymond and others presented on this topic in these sessions:
  - Efficiency Exchange 2026 - ResHVAC Part 1 (Whova app link)
  - Efficiency Exchange 2026- ResHVAC Part 2 (Whova app link)

NW Heat Pump Symposium – Resources for Minimizing Supplemental Heat (attached to packet email)

- Manufacturer Recommendations
- Consumer Messaging Recommendations
- Installer Training Recommendations – documents to follow

Please contact Suzi Asmus **sasmus@neea.org** if you have questions about the Advanced Heat Pump program.

PROGRAM LIFECYCLE STATUS

Proposed: Advanced Heat Pump Specification

The Northwest Energy Efficiency Alliance provides this proposed program specification for existing all-electric residential heating and cooling systems. The specification is applicable to ducted and ductless whole-home heat pump systems. It balances multiple utility needs with customer and contractor value propositions. Utilities choose to implement pilots, programs, and evaluations based on their own unique schedules and needs. Performance tiers apply to several criteria that, when achieved, generate additional value to the utility.

Specification Principles

- Low-cost, good energy and power savings, program friendly, contractor acceptable
- HVAC professionals are knowledgeable and capable of meeting these requirements
- Spec is not designed to be foolproof, but fools do not gain an advantage

All-Electric Heat Pump Systems

Ultimately, we seek heat pumps with a wide operating range of capacity and good COP at part load.

1. Good Heat Pump
    a. HSPF2 ≥ 8.5
    b. Capacity Ratio[1] ≥ 65% or COPpeak > 1.40
    c. MinCapCOP[2] ≥ 4.0 [see tiers table]
    d. AHRI 1380

2. Minimize Supplemental Heat
    a. Electric Resistance Limit[3] = 5kW [see tiers table]
    b. Default Electric Resistance Lockout[4] ≤ 17°F
    c. Communicating Controller with Smart Recovery[5] = "ON" by default

3. Not Crap Ducts
    a. Confirm heat (or cooling) airflow at each register
    b. Ducts are fully insulated[6] where outside conditioned space
    c. Duct leakage[7] ≤ 15% [see tiers table]

4. Verification of installation by either one of:
    a. Utility checklist confirms proper evacuation, charge, airflow, and control settings
    b. Connected Commissioning (CCX)[8] report indicates what "Meets Requirements"
    c. RESNET® 310 verification by 3rd party

Tiers Table

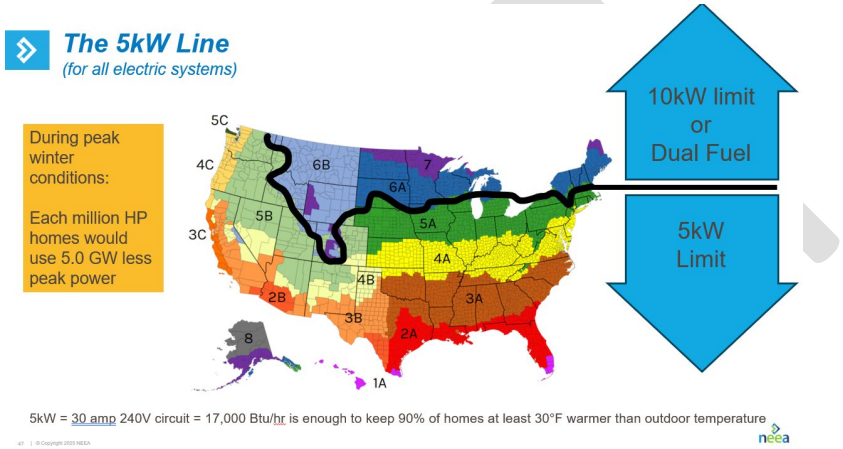
Performance	*LLE MinCapCOP[2]*	*Electric Resistance Limit[3]*	*Duct Leakage Limit[5]*	*Meets AHRI 1380[9]*	*Verification*
Tier 1	4.0	5 kW	15%		
Tier 2	4.5	0 kW	10%	Required	Choose 1
Tier 3	5.0	0 kW	5%		

[1] Capacity ratio may shift to a COP_{peak} requirement when it appears in AHRI directory
[2] MinCapCOP is the H1low test condition = the 47°F COP running at minimum capacity
[3] Increase these values by 5kW in climate zones 6-8 or use a carefully designed dual fuel system specification
[4] Lockout does prevent ER for emergency heat, or defrost, or when outdoor temp is below the aux heat balance point
[5] Communicating Controller with Smart Recovery requires proprietary OEM controller, definition not yet finalized
[6] Fully insulated must have ≥ R4 insulation or be deeply buried in attic insulation (with vapor jacket in humid climates)
[7] Leakage percentage = leakage cfm @25Pa/100ft of conditioned floor area, exempt if ducts are inside
[8] CCX systems generate a verification report that confirms charge, airflow and control settings
[9] Or OpenADR. Formal 1380 certification process is not yet finalized

Additional Information and FAQ

The proposed specification does not define the perfect system, but will generate significant energy and peak power savings with minimal cost over current practice which are essential for utility incentive program justification. It seeks program simplicity and places expectations on the HVAC professional to choose the right system, while allowing programs to offer support and oversight as desired.

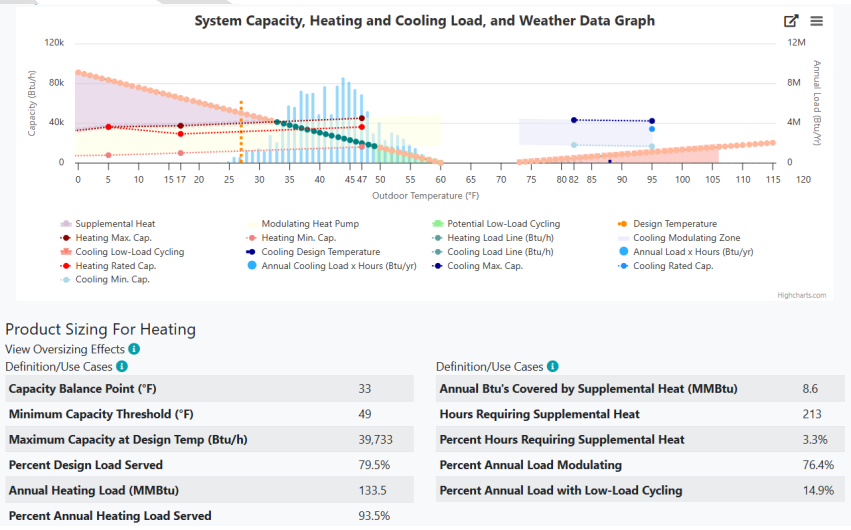
The proposed specification can apply broadly to utilities across the United States that support electric-heated homes. A key benefit of a 5kW limit is that reducing the peak power requirement significantly reduces the need to upgrade service drops or utility panels at the time of installation, possibly leaving capacity for a level 2 electric vehicle charger. Programs in climates up to and including zone 5 may choose to disallow resistance heat or reduce the limit to reduce peak load impacts.



How do I Identify A Qualifying Systems?

Systems can be identified on the NEEP heat pump list (link) which contains AHRI sourced and additional performance data of variable speed heat pumps. Future changes to this data source would include a filter to screen for all qualifying systems by system type, duct type, capacity etc.

The NEEP heat pump list includes an advanced sizing and selection tool which allows designers to overlay the house design load across any model to visually see how well the heat pump meets the heating and cooling requirements of that particular home. This can be used by the contractor and utility to support improved customer satisfaction while maximizing the energy benefits of the system design.



Product Sizing For Heating

View Oversizing Effects

Definition/Use Cases	
Capacity Balance Point (°F)	33
Minimum Capacity Threshold (°F)	49
Maximum Capacity at Design Temp (Btu/h)	39,733
Percent Design Load Served	79.5%
Annual Heating Load (MMBtu)	133.5
Percent Annual Heating Load Served	93.5%

Definition/Use Cases	
Annual Btu's Covered by Supplemental Heat (MMBtu)	8.6
Hours Requiring Supplemental Heat	213
Percent Hours Requiring Supplemental Heat	3.3%
Percent Annual Load Modulating	76.4%
Percent Annual Load with Low-Load Cycling	14.9%

Why HSPF2 >= 8.5?
HSPF2 measures the efficiency of heat pumps in heating mode over a season. This threshold is consistent with the CEE Path 1A criteria that is intended for heating dominated climates. ensures substantial energy savings and aligns with NEEA's goal of balancing utility needs with customer value.

Why 5kW?
Put simply, in some regions the HVAC industry is not ready to eliminate all electric resistance heating. A 5kW electric resistance limit ensures good defrost support, assist if setback recovery is slow and provide supplemental space heating when outdoor temperatures fall below design conditions. It also allows contractors to feel more comfortable properly following Manual J sizing and Manual S selection without feeling the need to oversize for contingencies. It puts the burden of sizing squarely on the designing HVAC professional to ensure the right heat pump was chosen without adding a program requirement to show Manual J load calculations. In climate zones 6, 7 and 8, the specification increases maximum supplemental heat by 5 kW to a 10kW limit.

What is MinCapCOP and why is it important?
MinCapCOP is the coefficient of performance (efficiency) of the heat pump operating at its minimum capacity at 47°F. MinCapCOP is a valuable indicator of heat pumps that will operate efficiently during low-load conditions. This is important because most of the time the heat pump is operating at less than full output. NEEA research has shown that equipment that operates more efficiently during low-load conditions can reduce annual heating costs without additional equipment cost.

Capacity Ratio, what is it and why 65%?
The Capacity Ratio is the percentage of the heat pump's rated capacity that it can deliver at 5°F. A minimum of 65% ensures the heat pump can provide adequate heating capacity in cold weather, reducing the need for supplemental heat and improving system reliability.

What is COPpeak, why and when will it likely be used?
COPpeak is a new metric developed by AHRI that incorporates existing test data to provide the effective COP of a heat pump operating at 5°F which includes both heat pump and supplemental heat (electric resistance) energy to meet the heating design load. COPpeak combines the metrics of COP at 5F and the Capacity Ratio. Two heat pump systems can have the same COPpeak when one has a higher COP at 5°F and the other one has a higher capacity at 5°F. If the combination of heat pump and supplemental energy consumed at 5°F is the same, then both systems would have the same COPpeak value.

What is Smart Setback Recovery?
Smart Recovery or Smart Heat Pump Control is essential to limiting unnecessary use of electric resistance heat. A qualifying heat pump system would need to have the default settings on its thermostat or control board in the heat pump hardware. This is largely because each manufacturer has their own approach, naming convention and control settings that enable it to meet these criteria and asking contractors to know and take action to set each unique approach on a case-by-case basis is too burdensome on the contractor and program. While the not finalized, the ***proposed*** criteria for smart setback recovery are the following:

- The heat pump turns on at least 30 minutes before a scheduled setback recovery
- The heat pump delays operation of electric resistance heat at least 30 minutes

- The heat pump does not engage the electric resistance heat unless the rate of recovery is slower than 2 degrees every 30 minutes.

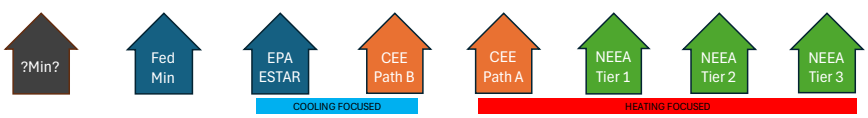
Default Electric Resistance Lockout, why 17°F?
The default electric resistance lockout of ≤ 17°F ensures that the system can only use electric resistance above 17°F for defrost cycle operation, or when emergency heat is selected. It does not prevent use of electric resistance heat. Several manufacturers have a default lockout temperature of 17°F or lower, whereas others have default values as high as 40°F. Setting these criteria pushes manufacturers to have default values which are generally left untouched by the installation contractor. In IECC climate zones 1-4 this effectively prioritizes heat pump operation at temperatures where the heat pump efficiency is typically 2-3 times that of electric resistance heat.

What are the Duct Loss and Duct Insulation Requirements?
Distribution losses have a very significant impact on system performance. These are driven by both duct leakage and convective heat loss from under insulated ducts in unconditioned spaces. Regional stock assessments revealed that average duct leakage are 9-13 cfm per 100ft^2 (9% - 13%) of conditioned space. All ducts outside the conditioned space need to be insulated or deeply buried by insulation. Ductless systems or ducts within the conditioned space are exempt. While this requirement is not likely enforceable, it provides clear guidance for evaluation and an opportunity for contractor training.

Why require AHRI 1380 over ENERGY STAR® thermostat?
This criteria is encourages market adoption of load flex capabilities in heat pump systems. The specification prioritizes AHRI 1380 compliance over ENERGY STAR thermostats because AHRI 1380 enables the heat pump operation to respond to power curtailment requests that limit power consumption without turning the heat pump on and off or reducing the indoor setpoint. With AHRI 1380 a low load efficient heat pump system can respond to a general curtailment request by reducing power consumption to 70% while still providing nearly 80% of the heating or cooling capacity. This is both more energy efficient and will have a reduced impact on customer comfort. By comparison, the current ENERGY STAR® thermostat specification is based on reducing run time can undermine system efficiency of a variable speed system.

How Common are systems that meet the Heat Pump Criteria?
The following table was generated from the NEEP list. Gas furnaces, and duplicate sub-brands were removed prior to generating. It is not a representation of sales but rather a reasonable proxy for availability.

Current NEEP snapshot 2026-05-13	Total	MinCapCOP47 Mean	Counts	%	Counts	%	Counts	%	Counts	%	Counts	%	Counts	%	Counts	%	Counts	%
Ducting Configuration	n	-																
Singlezone Non-Ducted, Ceiling Placement	1292	4.66	1279	99%	1292	100%	1203	93%	1163	90%	1218	94%	966	75%	668	52%	496	38%
Singlezone Non-Ducted, Floor Placement	442	4.88	318	72%	442	100%	282	64%	274	62%	395	89%	331	75%	321	73%	148	33%
Singlezone Non-Ducted, Wall Placement	**4751**	4.42	4149	87%	4709	99%	3717	78%	3676	77%	3967	83%	2934	62%	2048	43%	1285	27%
Singlezone Ducted, Centrally Ducted	**7639**	**4.31**	**6212**	**81%**	**7625**	**100%**	**3308**	**43%**	**3300**	**43%**	**5111**	**67%**	**3580**	**47%**	**1883**	**25%**	**579**	**8%**
Singlezone Ducted, Compact Ducted	1483	4.23	1361	92%	1483	100%	1162	78%	1140	77%	1314	89%	851	57%	391	26%	80	5%
Multizone Mix of Ducted and Non-Ducted	1511	4.60	1490	99%	1507	100%	1321	87%	1309	87%	1407	93%	1123	74%	1062	70%	55	4%
Multizone All Ducted	1491	4.47	1442	97%	1487	100%	1287	86%	1293	87%	1250	84%	1079	72%	976	65%	29	2%
Multizone All Non-Ducted	1807	4.61	1771	98%	1803	100%	1608	89%	1603	89%	1683	93%	1317	73%	1164	64%	112	6%
All	**20416**	**4.43**	**16898**	**83%**	**20348**	**100%**	**13888**	**68%**	**13758**	**67%**	**16345**	**80%**	**12181**	**60%**	**8513**	**42%**	**2784**	**14%**
HSPF2			7.8		7.5		8.1		8.0		8.5		8.5		8.5		8.5	
CapMaint			0		0		0		55		65		65		65		65	
COP@5F			1		0		0		1.75		1.75		1.75		1.75		1.75	
MinCapCOP			0.0		0.0		0.0		0.0		0.0		4.0		4.5		5.0	
EER2			10.0		0.0		11.0		11.0		0.0		1.4		1.4		1.4	
COPpeak					unknown		unknown		1.3		1.4							



Memorandum – *Agenda (Tier1)*

June 3rd, 2026

TO: Commercial & Industrial and Residential Coordinating Committee Members

FROM: Anouksha Gardner, Stakeholder Relations Manager

SUBJECT: Nov 5 (CICC) & Dec 2 (RCC) Annual Planning Sessions

Ask of You:

Review the details below so you are refreshed on the annual planning process and know what to expect heading into the Q4 meeting.

What to Expect:

The annual planning sessions to develop 2027 regional priority topics will take place on the second day of the Q4 2026 Coordinating Committee meetings. We will use the Mural board platform again to discuss and finalize topics. Committee Members will not need to familiarize themselves with Mural in advance, nor will they need to do any activities on the Mural board during the session. NEEA staff will capture the necessary details on the board. **Our ask is that you follow along on your screen, engage in brainstorming discussions and help align on final topics for the 2027 workplan. You are welcome to include any program/product subject matter experts from your organization in the sessions.**

Process:

Committee members will receive a survey on September 23 with proposed topics for discussion in 2027. Committee members will have three weeks to complete the topic ranking, which will be due Oct 14. Thereafter, NEEA staff will pre-populate the mural board with the topic rankings and any additional topic ideas from the survey results. Each NEEA program will have allotted time for discussion. The planning session will start with a review of NEEA suggested topics based on the survey rankings and create space to discuss any additional suggested topics offered in the survey. NEEA staff may follow up with committee members about additional suggested topics before the sessions.

Schedule will be sent with the Q4 agenda packet.

Please contact Anouksha Gardner if you have questions about the annual planning sessions.

Memorandum – *Informational item (Tier 2)*

June 3rd, 2026

TO: Residential Coordinating Committee (RCC)

FROM: Alex Merrill, Program Manager, Heat Pump Water Heaters

SUBJECT: Heat Pump Water Heater work group update

Our Ask of You:

Please review the update below and reach out with any questions or feedback you have. Thank you to those who helped assign a representative(s) from your organization.

Brief Update:
NEEA staff launched the Heat Pump Water Heater (HPWH) work group in Q1 to convene the region and identify opportunities to focus and amplify our collective regional resources and efforts to increase adoption of HPWH. This work group will develop a roadmap of actionable steps for the region to consider and adopt as appropriate based on assessed gaps and needs.

Work group members from 12 utilities (including BPA & Energy Trust) are participating. Ahead of the first meeting, work group facilitators conducted one-on-one interviews with participants to inform work group focus areas and develop proposed solution areas. The work group's kickoff meeting focused on establishing work group goals and operating guidelines, discussions of the current landscape and program efforts, and prioritization of solution areas. The second meeting featured an overview of key findings from NEEA's HPWH Market Progress Evaluation Report #8, discussions of real world experiences from participants related to the top four solutions prioritized by the group in the previous meeting, and set the stage for deeper discussions at the May meeting around how strategies in these solution areas can be implemented across the region. The third meeting, held just before Efficiency Exchange, focused on workshopping four of the prioritized solutions in more depth in breakout groups. The work group will meet in June to begin refining the prioritized solutions.

Program Context:
In May 2024, the U.S. DOE finalized a federal standard requiring most electric storage water heaters to transition to heat pump technology by 2029. The standard is key to the region realizing the significant energy savings potential that this technology offers. This period leading up to 2029 is a critical time for deeper regional collaboration to help ready the market for this shift, which motivated NEEA to stand up a work group. Key outcomes of this work group are to develop strategies that increase short-term energy savings and support long-term HPWH adoption in compliance with the new federal standard.

RPAC Context:
As a reminder, work groups are formed by RPAC on an as-needed basis and staffed with as-needed expertise, for a limited term and specific purpose that is distinct from that of RPAC and the Coordinating Committees.

Please contact Alex Merrill if you have questions about the Heat Pump Water Heater work group.

Memorandum – *Informational Update (Tier 2)*

June 3rd, 2026

TO: Residential Coordinating Committee

FROM: Suzi Asmus, Program Manager, Advanced Heat Pumps

SUBJECT: Funder Notification of Advanced Heat Pump Installation Current Practice Field Study

Our Ask of You:

Share the information in this memo and in the attached fact sheet with the necessary stakeholders in your organization to ensure awareness of this field study. Contact Program Manager Suzi Asmus (sasmus@neea.org) if anyone in your organization would like to schedule a meeting to learn more details or to more closely coordinate on the effort.

Brief Overview:

The Advanced Heat Pump (AHP) program is preparing to launch a field study to better understand central ducted, and whole-home ductless installation practices of regional installers. This will include recruiting 500 homeowners from across the region to respond to an online survey, and followed by site-visits to 100 homes to gather data on heat pump installation. **The regional outreach is currently scheduled to begin in late June.**

The AHP team and our contractors, Driftless Energy, want to ensure any key stakeholders in your organizations are made aware of this work and that we answer any questions your team has to prepare them for any communication they receive from customers. We also will be reaching out to some utilities to seek support or co-branding of recruitment communications to improve success rates. Please read the attached research fact sheet and share it with any necessary stakeholders in your organization. Reach out with any additional questions.

Please contact Suzi Asmus **sasmus@neea.org** if you have questions about this memo.

PROGRAM LIFECYCLE STATUS

NEEA HEAT PUMP CUSTOMER SURVEY & SITE INSPECTIONS: UTILITY OUTREACH AND PROJECT INFORMATION
May 2026

Description of Study:
NEEA is working with contractor Driftless Energy (https://driftlessenergy.com/)

This study seeks to identify current practices for the installation and usage of residential heat pumps as the primary heating system in single family homes – focusing on systems with electric resistance auxiliary heat or no auxiliary heat, installed 2022 through today. The study scope includes assessing heat pump types, configurations and efficiencies, as well as common installation and operation practices that impact heat pump performance, including home envelope and duct conditions, refrigerant charge, system sizing, thermostat models and settings, along with setpoints for compressor lockout or back up heat, among additional data points. NEEA also seeks to use customer billing data and interval data when available to compare system performance with the collected site data, to help gain additional insight on heating system performance. NEEA aims to complete approximately 500 online surveys and 100 in-home site visits.

Insights from this study will support identification and quantification of opportunities for energy savings and load reduction from adjustments to installation practices, controls, and equipment selection, and also support NEEA's work to deliver persistent savings grounded in what's actually happening in the field.

A future phase of this study, likely to take place in 2027, would include a follow-up site visit to a small portion of participating homes who agree to this future participation. Based on analysis of the initial data, the future visit may include system adjustments to improve outcomes, and additional data collection.

When Recruitment is Taking Place:

Initial outreach will be through postcards to eligible customers. The post-card recruitment is planned for **late June 2026 through September 2026**.

When are Site Visits are Taking Place:

We will be completing site visits at 100 sites recruited from the completed surveys. Onsite inspections are expected to occur from **late July 2026 through November 2026.** Future phase site visits in late 2027 or early 2028.

How Does the Study Benefit Utilities:

The study will identify common practices that negatively impact heat pump performance for residential customers. This information can be used to improve program requirements and delivery for improved heat pump performance, increased energy savings, and reduced energy costs for customers.

How results will be shared:

- Generally
  - Product Council
  - Residential Coordinating Committee
  - Cost-Effectiveness & Evaluation Advisory Committee

- Utility-specific insights
  - State / territory specific insights should also be available; while this level of granularity is unlikely to be shared in the general forums noted above, we expect utilities would be interested in this detail and we are happy to provide that at your request.

How many people Will Be Included in this Study:

We anticipate outreach to up to 10,000 homes across seven metropolitan regions and the utilities as specified below. Additional utilities may be included based on study priorities and program participation. From these, we expect approximately 500 respondents to the online survey with 100 sites having follow-up onsite inspections. Online survey participants will receive a $25 gift card with on-site inspection participants receiving a $100 incentive.

Table 1: Survey and Site Visit Recruitment Target Sample Size

Region	Site Visit Regions	Major City	Priority Utility Customers	County	Surveys	Site visits
West	Western WA	Seattle, WA	PSE, SCL, City of Bothell, Tanner Electric, City of Kirkland	King	188	38
West	Western OR	Portland, OR	PGE, PacPower, Energy Trust of Oregon	Multnomah	91	18
		Eugene, OR	EWEB, Emerald, Lane Electric, Central Lincoln, Springfield Utility Board, Blachly-Lane	Lane		
East	Eastern WA / Wester n ID	Spokane, WA	Avista, Inland Power, Modern Electric, Vera Water & Power	Spokane	62	12
East		Coeur d'Alene, ID	Avista, Kootenai Electric, Northern Lights	Kootenai	42	8
East	Idaho	Boise, ID	Idaho Power	Ada	75	15
East	Montana	Missoula, MT	NorthWestern, Missoula Electric TBD: Rivalli, Flathead (If additional recruitment needed)	Missoula	42	9
Total					**500**	**100**

How Utilities would be Involved in Recruitment:

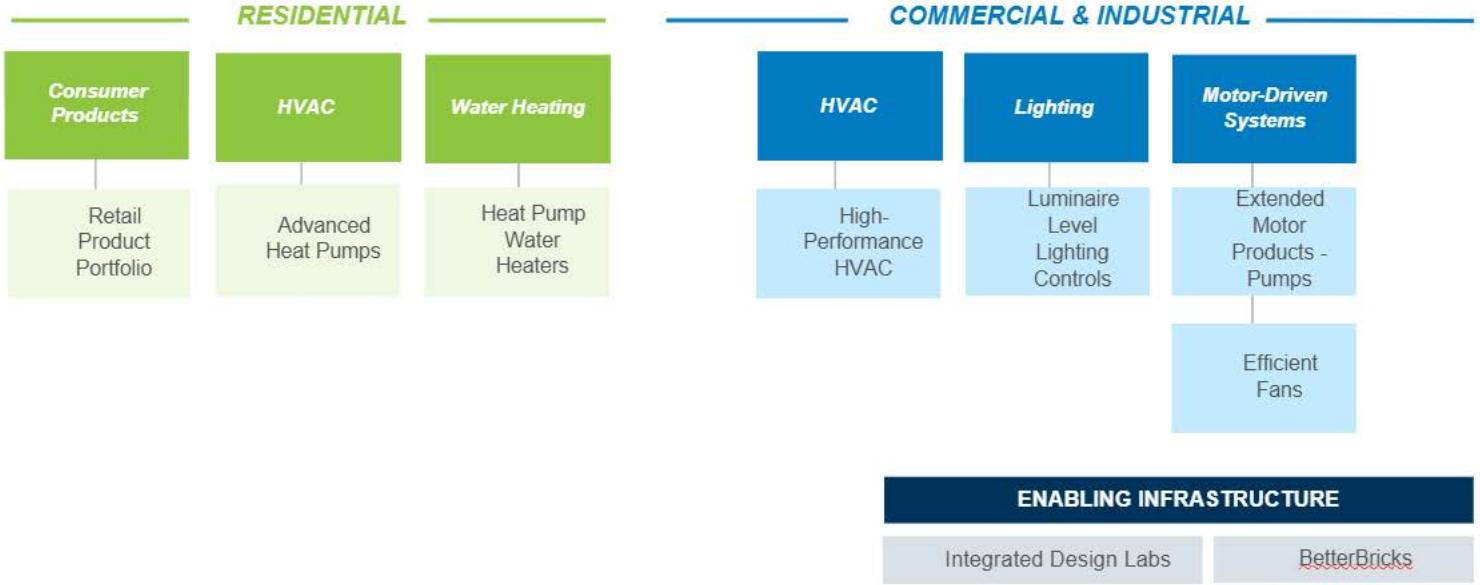
Recruitment will be completed through various methods:

1. The primary method includes recruitment from permit data lists. No utility assistance is requested for this outreach.

2. For recruitment in Boise, Coeur d'Alene, Missoula, and Spokane, team anticipates additional recruitment methods will be needed. This will include finding additional data sources likely to yield applicable sites, including NEEA's Residential Building Stock Assessment (RBSA) sites, as an example. NEEA will likely be reaching out directly to utilities in these areas to request partnering on communications, such as co-branding recruitment communications. NEEA and our research contractors would work closely with utility partners to develop email outreach directing participants to the web survey.

Participants in the 100 on-site visits will be asked to provide their utility billing data. NEEA will work with utilities to use their most up-to-date customer billing release forms and processes. This data will help provide crucial additional insight on heating system performance.

NEEA's Market Transformation Portfolio



Snapshot of Regional Priority Topics for Residential Coordinating Committee

Workplan Link

Residential Coordinating Committee (RCC) 2026 Annual Workplan

Q1 Meeting Day 1 – 17th March, Tuesday (HYBRID)	Q1 Meeting Day 2 – 18th March, Wednesday (HYBRID)	Q2 Meeting – 16th June, Tuesday (VIRTUAL)	Q4 Meeting Day 1 – 1st December, Tuesday (VIRTUAL)	Q4 Meeting Day 2 – 2nd December, Wednesday (VIRTUAL)
Heat Pump Water Heaters Topic: *NEEA Shareout;* Highlights from Market Progress Evaluation Report (MPER) 8 and program next steps (60- 90 minutes) Desired Outcome: TBD during topic buildout	**Advanced Heat Pumps** Topic: *Coordination Opportunity:* Continuing to build regional alignment on a new RTF HP measure development (60-90 minutes) Desired Outcome: TBD during topic buildout **Consumer Products** Topic: *NEEA Shareout;* NW Online Marketplace Update (30 minutes) Desired Outcome: TBD during topic buildout	**Advanced Heat Pumps** Topic: *NEEA Shareout & Coordination:* NW Heat Pump Symposium results roll out for addressing minimizing supplemental heat with consumers, installers, and manufacturers. (60-90 minutes) Desired Outcome: TBD during topic buildout	**Consumer Products Retail Products Portfolio** Topic: *NEEA Shareout;* Room Heat Pumps – sales results in RPP and customer usage and performance data (60-90 minutes) Desired Outcome: TBD during topic buildout	**2027 ANNUAL TOPIC PLANNING**

Residential Coordinating Committee (RCC)

Q2 2026 // Program Activity Report

Introduction

Twice annually, NEEA Program Managers submit Activity Reports for their respective programs. These reports highlight key program activities, as well as coordination and stakeholder engagement opportunities.

Please take a moment to review the reports. If you have any questions or would like to discuss specific items further, feel free to reach out directly to the corresponding Program Managers.

ADDITIONAL RESOURCES:

> *Quarterly Newsletters*	> *2026 Operations Plan*

HEAT PUMP WATER HEATER | Water Heating

Alex Merrill | Program Manager | amerrill@neea.org

Market Transformation Goal: Influence adoption of a federal standard requiring HPWHs for all electric storage tanks 40 gallons or larger by 2025, ensuring HPWH is the dominant and preferred technology for residential electric water heating.

Product Description: Storage electric water heaters utilizing heat pump technology as primary heating technology

Program Status: Market Development (2014-current)

Sectors & Target Markets: Residential, electric water heating

Key Market Actors: Manufacturers of water heaters, distributors, retailers, contractors/installers, homeowners, electric utilities

Implementation Contractors: Evergreen Energy Partners, C+C, Summit Conservation Services, Kannah Consulting, Larson Energy Research

Program Partners: A.O. Smith, Rheem, Bradford White, Advanced Water Heating Initiative (AWHI), Consolidated Supply Co., Ferguson, GenPac, Gensco, Keller Supply, KIE Supply, Pacific Plumbing

Program Activities	***Q4 2025 Updates***
2026 Operations Plan : HPWH on pages 62-64	
NEEA-Identified Coordination Opportunities	• *The HPWH work group kicked off in early 2026 and has held three meetings to date. The work group's goal is to deepen regional collaboration and develop actionable strategies to support HPWH adoption throughout the region. The work group has identified priority solution areas for the region and will be refining the prioritized solutions in upcoming meetings.*
Key Updates	• ***Program:*** *The program is running the "Level Up" marketing campaign for the month of June. The overall campaign strategy is consistent with the approach in 2024 and 2025, with minor adjustments based on insights from the last campaign. The media spend and campaign duration are slightly decreased from the 2025 campaign.* • ***Program:*** *The program collaborated with Midwest Energy Efficiency Alliance (MEEA) and Southeast Energy Efficiency Alliance (SEEA) to support their workgroup efforts, sharing lessons learned from*

	installer engagement in the Northwest and best practices for increasing HPWH adoption. • ***Program:*** *The program published an implementation RFP which closed on May 29. The RFP is seeking a contractor to support program implementation through supply chain engagement activities and training and technical support. The evaluation committee is reviewing submissions and anticipates finalizing a decision in July, with work starting in August.* • ***Market Research****: Market Progress Evaluation Report #8 was published in April (link below). Highlights include increased market share across the Northwest and continued high satisfaction reported by HPWH owners. A response memo reflecting how the program will incorporate key findings was published in May and can be found as an appendix to the report.* • ***Product:*** *The Hot Water Innovation prize is on track to be awarded by Q3 2026. The winner will be announced at Tuesday's plenary session at ACEEE Summer Study. The program has secured two demonstration projects and is exploring other potential demonstration project partners.* • ***Product:*** *NEEA issued an RFI to inform an update of the residential Advanced Water Heating Specification (AWHS). Stakeholder comments will help shape product performance requirements and Qualified Product List criteria. NEEA received feedback from 12 manufacturers and national stakeholders. NEEA will use all stakeholder feedback to produce a draft revision of the residential portion of the AWHS by June 30, 2026. This draft will be shared with stakeholders for an additional round of feedback.*
Resources for Utilities	• *Market Progress Evaluation Report #8* • *Advanced Water Heater Specification* • *Qualified Products List* • *Training Tools* • *Hot Water Solutions customer-facing website*

Initiative Lifecycle

ADVANCED HEAT PUMP | HVAC

Suzi Asmus | Manager, Program Management | sasmus@neea.org

Market Transformation Goal:

By 2030 the average residential and small commercial HVAC system installed in NW is 30% more energy efficient than the average system installed in 2020 through improved standards, ratings, and EnergyStar specifications, and through new product improvements that reduce dependence on contractor practices.

Product Description:
Variable speed air source heat pumps (2 or more speeds), available in several system configurations: central forced air, ductless, whole home multi split, micro, manufactured home packaged, packaged terminal and dual fuel.
Systems must: 1) Meet EPA ENERGY STAR v6.1 certification requirements for heat pumps 2) Include one or more efficiency improvements (low load efficient, minimize supplemental heat, cold climate, connected commissioning)

Program Status: Market Development

Sectors: Residential

Target Markets: All residential heat pump sales ≤65,000Btu

Key Market Actors:

- National and other extra-regional efficiency partners
- HVAC manufacturers
- HVAC distributors

Implementation Contractors: TRC Engineers, Inc

Program Partners: Air-Conditioning, Heating, and Refrigeration Institute, Consortium for Energy Efficiency, United States Department of Energy, ENERGY STAR, United States Environmental Protection Agency, Midwest Energy Efficiency Alliance, Center for Energy and Environment (Minnesota), Northeast Energy Efficiency Partnerships, New York State Energy Research and Development Authority, Pacific Northwest National Laboratory, Southern California Edison, UL Solutions (formerly Underwriters Laboratories)

Program Activities	Q4 2025 Updates
2026 Operations Plan (Advanced Heat Pumps on pages 37-39)	
NEEA-Identified Coordination Opportunities	• ***Field Research:*** *NEEA will be conducting field research to better understand the base case of heat pump installation current practice to help determine savings potential for improvements. NEEA is targeting homes in Boise, Coeur d'Alene, Eugene, Missoula, Portland, Seattle, and Spokane. NEEA has provided a fact sheet about the research to the RCC members in this packet. NEEA will be reaching out to utilities in the Eastern target areas to explore the possibility of co-branding recruitment communications to increase recruitment success rates. (Tier 2 Memo pgs. 13-16).* • ***NW Heat Pump Specification:*** *NEEA is working with funders and regional partners to develop a northwest heat pump specification for residential, all-electric, central ducted heat pumps. Reach out to NEEA to share your feedback on the draft specification. (Attached in packet, Tier 1 Memo pgs. 6-10)* • ***RTF Measures:*** *NEEA has been supporting the new and updated Regional Technical Forum central ducted heat pump measures. Funders can participate in the RTF meetings and work to adopt new measures.* • *NEEA, along with national partners, leads the* ***Advanced Heat Pump Coalition****, to pursue technical advancements in residential heat pumps and support utility heat pump programs. Join a working group to participate https://www.mwalliance.org/advanced-heat-pump-coalition.* • *NEEA is continuing to convene the* ***Northwest Heat Pump Symposium*** *group, an effort led by manufacturers and northwest utility partners to develop manufacturer, installer and consumer education materials aimed at minimizing heat pump supplemental electric heat. Draft materials are currently being circulated for regional comment. Email (sasmus@neea.org) to submit feedback or participate in the work going forward. (Draft material attached with packet email).*
Key Updates	• ***Program –*** *In Q1 NEEA issued a Request for Proposals for a field study that will research current common practices for central ducted heat pump installations. The contract was awarded to Driftless Energy, who is now developing the sample design and field protocols. This research will include up to 500 homeowner online surveys and up to 100 site visits to establish a better understanding of base case of heat pump installations in the Northwest.* • ***Program –*** *For the past year, NEEA has been convening a manufacturer working group and a separate utility working group to build consensus on an approach for connected commissioning on central ducted heat pumps. A draft specification is currently out to manufacturers for review. (See also: Product Council link below)* • ***Program –*** *In late April NEEA drafted a "Northwest Heat Pump Specification" for residential central ducted heat pumps for all-electric systems. This was based on research, data, and conversations with manufacturers, utilities and national partners over*

	the last several years. NEEA is currently meeting with funders and other stakeholders to solicit feedback. • ***Program –*** *On April 1st NEEP made the final switch on their ccASHP (cold climate air source heat pump) Product List site to listing only products that have been submitted and reviewed via AHRI's new expanded product data template. NEEA worked with both parties to help shepherd this partnership and data sharing. This improves the reliability of the data in the NEEP list.* • ***Communications:*** *New program resources are now available on BetterBuiltNW. These resources help communicate the improvements NEEA is working towards. See links below under "Resources for Utilities".* • ***Market Research****: NEEA is conducting the first Market Progress Evaluation Report (MPER) for the Advanced Heat Pump program. Report is expected in late Q3 2026.* • ***Market Research:*** *NEEA conducted market research in Q1 with residential HVAC installation contractors to inform strategy for the active Advanced Heat Pump program and the Dual-Fuel Residential HVAC program, which is currently in Program Development. Research included assessing installer receptiveness to Advanced Heat Pump improvements. Report expected mid-June.* • ***Data Analysis:*** *Big Ladder Software and NEEA leveraged the NEEP database and regional field studies to model and calibrate energy savings rates in the NW for advanced heat pump improvements including cold climate capable, low load efficient, and minimizing supplemental heat. Big Ladder shared out the methodology and results of the modeling and highlights on energy savings for the Advanced Heat Pump improvements. (See Product Council link below.)*
Resources for Utilities	• *January 26th Product Council - Heat Pump Equipment Commissioning Systems' use of cellular phone apps, combined with wireless tool connectivity to the HVAC system, is enabling HVAC technicians to more easily understand if the system they are installing is set-up and operating correctly. Representatives from Measure Quick, Daikin, and Trane provided brief demonstrations of their systems' capabilities, contractor experience, and what data reporting is available.* • *April 27 Product Council - Big Ladder presented results of model and calibrated energy savings rates in the NW for advanced heat pump improvements* • *The Advanced Heat Pump program has new resources available on BetterBuiltNW. These resources help communicate the improvements NEEA is working towards. Overview, LLE Fact Sheet, Connected Commissioning Fact Sheet, Minimizing Supplemental Heat Fact Sheet* • *At the May Efficiency Exchange in Boise, Christopher Dymond presented and led two panels on Residential Heat Pumps, including a Heat Pump 101 and 201 session with Christian Douglass from the RTF, and a large panel with utilities providing an overview of what innovative work utilities are doing Minimizing Supplemental Heat* • *Consortium for Energy Efficiency updated residential heating and cooling Tiers, effective January 1, 2026.*

	• *Check out the Quality Installation Best Practices resources developed by Consortium for Energy Efficiency and co-funded by NEEA.* • *NEEP Cold Climate ASHP Product List* • *NEEA's heat pump reports on NEEA.org/resources-reports* • *NEEA's free Heat Pump Sizing Tool https://betterbuiltnw.com/hvac-sizing-tool*

Initiative Lifecycle

RETAIL PRODUCT PORTFOLIO (RPP) | Consumer Products

Anne Brink | Program Manager | abrink@neea.org

Market Transformation Goal: Manufacturers respond to market changes and build energy efficiency into product design, creating permanent change to their processes.

Product Description: RPP offers midstream incentives on a portfolio of consumer products to influence retailer decisions and buying/assortment practices, as well as manufacturer production practices aimed at increasing the energy efficiency, availability, and consumer adoption of products sold via the retail channel. Data received from retailers in exchange for incentive funds leads to the development of individual market transformation strategies for each product category, as well as activities to improve the effectiveness of the initiative theory of market transformation.

Program Status: Market Development 2019

Sectors: Residential

Target Markets: Residential Mass Market

Key Market Actors: National Retailers
Implementation Contractors: Apex Analytics, ICF, Navitas

Program Partners: ENERGY STAR program, other utilities and energy efficiency organizations

Program Activities	*Q4 2025 Updates*
2026 Operations Plan pages 31-33	
NEEA-Identified Coordination Opportunities	• *Utilities may offer incentives on RPP products and also have the opportunity to drive awareness through in-store signage.*
Key Updates	• ***Program –*** *A major retailer chose not to participate in ENERGY STAR Retail Products Platform (ESRPP) citing a need for broader sponsor participation to ensure a stronger financial upside for the company. As a result, televisions will not be added to the RPP portfolio as planned in 2026. The team will pursue alternate strategies to support televisions and look to add TV's to the ESRPP portfolio in future years. In addition, the program is currently exploring activities with a major retailer to increase the sales of heat pump water heaters, including improved*

	signage, website education, sales training support and installation support. • ***Market Research**: MPER 3 is now published on NEEA's website* • ***Emerging Technology:** Research is being conducted on washer/dryer all-in-one's with heat pump technology to identify user dissatisfiers that could impede adoption of this technology, with the intention of influencing the improvement of product performance with manufacturers and inform other market interventions.* • ***Emerging Technology:** The EPA is not currently moving forward with setting new ENERGY STAR clothes washer specifications. The team has made advancements in laundry as follows: Dryer test procedure research has completed fielding and results support modifications to the test procedure. While there are no immediate DOE or ENERGY STAR standards or specification actions to be taken, the data and findings will support recommendations in the future.* • ***Emerging Technology:** Product testing of efficiency on refrigerators with advanced adaptive technologies is moving forward. This effort will allow NEEA to capture savings once recognized through the EPA's Emerging Tech Award. The team intends to influence future test procedures for ENERGY STAR refrigerators and federal standards.* • ***Codes + Standards**: New federal standards have been set for clothes washers and dryers in 2028 and refrigerators in 2029.*
Resources for Utilities (by request)	• *RPP 101 slide deck; overview of ESRPP strategies.* • *Retail sales data by territory for products in the portfolio.* • *These resources are available upon request. Please contact Anne Brink to request access.*

Initiative Lifecycle