



2025 Sustainable Energy Program

Residential and Commercial Heat Pump Water Heaters

Purpose

The purpose of the Sustainable Energy Program is to drive peak demand reduction and promote energy efficiency to reduce power costs, wasted energy and associated emissions. This will pave the way for a brighter, more resilient future. This document highlights incentives applicable to both residential and commercial LES customers installing heat pump water heaters.

Measure Category	Energy Efficiency Requirements (*at high-speed operation)	Incentives
Heat Pump Water Heater 40 to 55 gallons	UEF \geq 2.0	\$500
Heat Pump Water Heater Over 55 gallons	UEF \geq 2.2	

Guidelines

- Pre-authorization is required before installation for incentives greater than \$5,000. Non-pre-authorized projects must be submitted to LES within 90 days of the invoice date. **Pre-authorization is strongly advised to ensure the energy requirements are met and to reserve funds for the project.** Funds are limited and reserved on a first-come, first-serve basis.
- Equipment must be installed and operational before reimbursement is issued.
- LES reserves the right to complete an on-site verification prior to and after installation.
- The heat pump water heater must be Energy Star listed.
- The system must have an AHRI rating ([AHRI Directory](#)); the AHRI rating will be used to determine if LES' energy efficiency requirements are met. The equipment must meet or exceed the energy efficiency requirements to qualify for an incentive.
- **A plumbing permit is required for each project, regardless of whether or not installation is performed by a third party.**
- The incentives listed above apply to both non-mobile commercial and residential buildings in the LES service territory.
- See the General Guidelines document for additional terms and conditions.

Process

I am an LES customer seeking an incentive:

1. Review the list of [participating contractors](#).
2. Contact one or more of the participating contractors for bids and available incentives.
3. Once you accept and sign a quote from one of the participating contractors, they will submit the project to LES on your behalf if it qualifies for an incentive. You will receive a confirmation email when LES has authorized the project for an LES incentive.
4. You will receive an LES credit on your invoice from the contractor.

If you don't select a participating contractor, contact SEP@les.com to receive further instructions on applying. Please see the guidelines section above for details on when projects must be submitted to LES to qualify.

Questions? Contact SEP@LES.com

This document is relevant to the 2025 Sustainable Energy Program offered by LES.