**Residential Ductless Ductless Heat Pump  
Replacing Room AC with electric resistance heating, Room HP, Ductless AC with electric resistance heating, or Ductless HP**

**Customer Survey**

**Revision 1.0 – July 2020**

*Applications must include a completed survey, responding to the following questions:*

1. *What was the condition of the existing electric cooling and heating system (room AC, room HP, Ductless AC, or Ductless HP)?*

* *Functional*
* *Functional with repairs*
* *Condition Unknown*
* *Functional with issues*
* *Not Functional and needed replacement*

1. *If not for the rebate and energy savings information, I would have continued to use my existing electric cooling and heating system for more than one year.*

* *Strongly Agree*
* *Somewhat Agree*
* *Neither Agree nor Disagree*
* *Somewhat Disagree*
* *Strongly Disagree*

1. *Before learning about the rebate, I had no plans to replace my existing electric cooling and heating system.*

* *Strongly Agree*
* *Somewhat Agree*
* *Neither Agree nor Disagree*
* *Somewhat Disagree*
* *Strongly Disagree*

1. *Without the rebate and energy savings information, I likely would have...*

* *Installed new electric cooling and heating system at the same time.*
* *Installed new electric cooling and heating system in less than one year.*
* *Installed new electric cooling and heating system in more than one year.*
* *Waited until the electric cooling and heating system stopped working.*
* *Not sure what I would have done.*

1. *Without the rebate and energy savings information, I likely would have…*

* *Installed an equally efficient model*
* *Probably repaired my old unit*
* *Not sure what I would have done*