**Heat Pump Water Heater Replacing Natural Gas Heater**

**Customer Survey**

**Revision 1.0 – December 2020**

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

1. *What was the condition of the existing pool heater prior to being replaced?*

* *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 pool heater 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 the pool heater.*

* *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 pool heater at the same time.*
* *Installed new pool heater in less than one year.*
* *Installed new pool heater in more than one year.*
* *Waited until the pool heater 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 natural gas model*
* *Installed an higher efficiency natural gas model*
* *Installed a heat pump pool heater instead*
* *Probably repaired my old unit*
* *Not sure what I would have done*