

Centrally Ducted Heat Pump Q&A

Travis St. Hilaire is part of VGS's team that is focused on developing new technology to heat and cool homes. He recently sat down to answer questions about centrally ducted heat pumps.

Tell us about your experience at VGS and what you do to help customers choose the right heating/cooling system for their home.

My time at VGS has been focused on helping customers select heating and cooling systems that are right for their needs. Each building is different. We build systems that are appropriate for the space, with a goal to maximize efficiency and comfort.



VGS Supervisor of Customer Solutions, Travis St. Hilaire

What is a CDHP?

A CDHP is a centrally ducted heat pump. It consists of a coil that sits on top of a forced hot air system (furnace), and a condenser that is located outside. These units are capable of heating and cooling your home using just electricity. When attached to a natural gas furnace, it becomes hybrid: the heat pump and furnace communicate with one another via a smart thermostat, and the appliances switch back and forth based on outdoor temperature. This allows customers to increase carbon savings and control for gas and electricity costs.

What type of home is good for a CDHP?

Any residential home with a high-efficient furnace that meets space requirements for

installation. Ducting will need to be assessed for correct sizing to ensure proper operation.



Does VGS have other types of heat pump options?

Currently VGS offers Heat Pump Water Heaters (HPWH) in addition to CDHP. A HPWH is a fully electric water heater, with a built-in condenser on the top of the unit and heats your hot water in the most efficient way possible. We are also working on a pilot program for ductless mini split systems. Mini splits consist of a head (or multiple heads) that are placed within the living space on a wall, and operate as both space heating and room air conditioning, with a condenser outside. VGS is preparing to launch its ductless mini split product later in 2024.

How can customers learn more?

The best way to learn more is to visit our website at vgsvt.com/heatpumps or call 802-863-4511.

VGS Service Plan Members

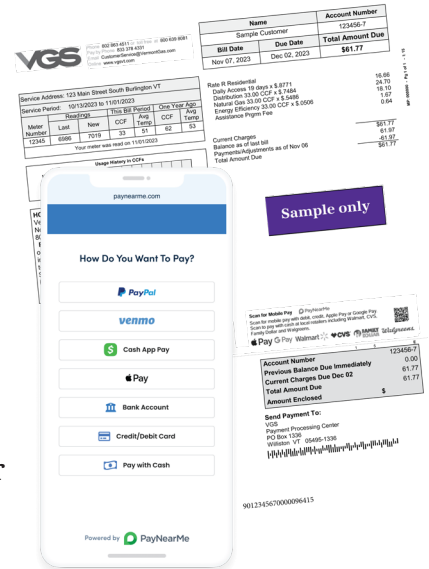
If your service plan includes an annual equipment inspection, now is the best time to contact us to schedule your 2024 inspection! Inspections must be scheduled and performed between February 1 and August 31 during normal work hours, 8:00am to 4:30pm, Monday through Friday. Requests for inspections outside these dates will be charged at normal hourly billing rates. Contact us now to schedule your inspection while we still have plenty of available appointment times.

Residential Rebate Changes

VGS is now offering point-of-purchase “instant rebates” for efficient natural gas boilers, furnaces, and water heaters installed at residential addresses. Instead of having customers complete a form to request a rebate after equipment is installed, VGS incentives are being paid to the equipment distributor to bring down the cost of the installation, and save you time on the paperwork. These rebates can be combined with low-cost financing through our partner, Green Mountain Credit Union, and any available federal tax credits. Please visit vgsvt.com/rebates for more details.

More Ways To Pay Your Gas Bill

VGS is excited to introduce a more convenient and efficient way for you to settle your gas bill – QR codes! VGS has implemented QR codes on your monthly billing statements to streamline the payment process. Simply scan the QR code on your statement and effortlessly pay with your debit card, credit card, Google Pay, Apple Pay, or select the cash option to receive a barcode. If you are paying cash, show the barcode to a cashier at CVS, Walmart, Walgreens or Family Dollar and you can pay your bill there. No matter the method of payment, VGS will be automatically notified that your bill is paid and payments will post to your account within 24 hours. If you have questions please call (802) 863-4511 or visit <https://www.paynearme.com/vermontgas>.



Storm Safety Tips and Reminders

As Vermonters, we know the winter season brings its share of unpredictable weather and storm events. Heavy snow, mixed precipitation, and ice buildup can impact key components of your home heating system. Severe weather can result in electrical power outages, which impacts certain types of heating equipment. Knowing how to safely heat your home during winter weather conditions is critically important. Here are some helpful tips:

Regularly test your smoke and carbon monoxide alarms: Carbon monoxide (CO) is colorless, odorless and tasteless. Exposure to even small quantities of CO can cause flu-like symptoms. Higher levels can be dangerous. Test and replace CO detectors as needed. If you suspect CO poisoning, call 911 and seek fresh air.

Keep gas meters and exhaust vents clear of snow and ice: Use a broom, not a shovel, to clear snow or large icicles from your meter assembly and vents. Make sure whomever plows snow knows the location of gas meters. Keep exterior sidewall vents clear – If a vent becomes buried in snow or blocked otherwise, equipment may shut down or draw exhaust fumes into a home. If your meter gets encased in ice, please call us.

Generator usage and heating during an electric outage: Many heating systems require electricity to run. In the event your electric service is out and you need to use a generator, do not use a generator indoors or near the home. Operate your generator outdoors in a clean, dry, well-ventilated area. Never use a gas stove to heat your home.

QUESTIONS? GET IN TOUCH

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