



## “Switch & Save” with a Heat Pump Water Heater

As VGS continues to champion energy efficiency, the Switch & Save program aims to accelerate the adoption of high-efficiency heat pump water heaters (HPWHs), offering substantial benefits for both the environment and household budgets.

### What is the Switch & Save Program?

Through a grant from the Vermont Department of Public Service, VGS is offering the Switch & Save program for the purchase and installation of HPWHs for income-qualified households within our service territory. We’ve partnered with participating contractors to handle the installation and receive the incentive payments directly from VGS, which will leave customers with little to no out-of-pocket installation costs.

The Switch & Save program aims to help homeowners transition from traditional water heating methods to advanced HPWHs. These innovative systems are designed to be more energy efficient and environmentally friendly. To make this transition smoother, VGS is offering rebates to cover 90-100% of the installed cost for qualifying households.



### Why Switch to a Heat Pump Water Heater?

HPWHs operate on a simple yet effective principle: they transfer heat from the surrounding air into the water, rather than generating heat directly. This process is significantly more efficient than traditional water heaters, leading to lower energy consumption and reduced utility bills in most applications. (To learn more: <https://www.energy.gov/energysaver/heat-pump-water-heaters>) HPWHs can also cool and dehumidify adjacent spaces, an added benefit during the summer months.

### Program Eligibility

Customers with annual household income less than 120 percent of Vermont’s area median income will be eligible for the Switch & Save program. Households earning less than 80 percent of area median income will receive 100% of the equipment and installation costs up to a program cap of \$5,000 per household. Households earning less than 120 percent of area median income will receive 90% of the equipment and installation costs up to \$4,500. Program details and eligibility are outlined on our website: [vgsvt.com/switch-save](http://vgsvt.com/switch-save).

Switching to a HPWH through the Switch & Save program is a smart move for both your wallet and the environment, and now more affordable than ever. For more details and to apply, visit [vgsvt.com/switch-save](http://vgsvt.com/switch-save) or contact our Customer Care team. Embrace this opportunity to enhance your home’s efficiency and reduce your energy costs and carbon emissions.



# Reduce Your Carbon Footprint with RNG

At VGS, we're excited to have Renewable Natural Gas (RNG) as a sustainable energy option that we can offer customers. RNG is created from methane produced by organic materials in landfills, wastewater treatment facilities, and farms, including Vermont's own Goodrich Farm in Addison County.

VGS offers customers two options for purchasing renewable attributes of RNG. Locally Sourced RNG specifically supports local supplies of RNG by acquiring the renewable attributes from Vermont projects, like the Goodrich Farm. Blended RNG supports supply from all of VGS's RNG sources at a lower price.



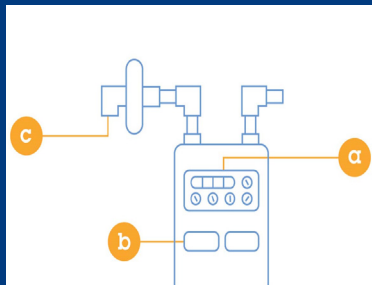
**Goodrich Farm in Addison County**

RNG is mixed with VGS's overall natural gas supply, so VGS customers do not need to install special equipment to participate in our RNG program. Customers can participate by purchasing renewable attributes of RNG for a percentage of their natural gas usage (10%, 25%, 50%, or 100%) or a specific quantity (number of ccf). Enrolling at the 100% level can significantly reduce your carbon footprint. Learn more and sign up for the VGS Renewable Natural Gas program today: <https://vgsvt.com/rng>.

## Protect Your Meter & Pipes

Your gas meter should be clear of obstructions that could prevent VGS and first responders from reaching the meter during an emergency. Don't build enclosures, decks, porches or similar structures over or around your meter.

Painting pipes is recommended for protection. Paint your meter and associated above-ground piping. Any color is fine. Do not paint over these three noted areas: a) meter index cover; b) ID number tag; or c) regular vent screen.



## Gas Appliance Safety

Before the cold weather gets here, we recommend all customers schedule an annual inspection of their appliances and heating system by a qualified contractor or VGS. If you see any of the following danger signs in your appliances or venting, call a qualified contractor immediately:

- Gas appliances not vented outdoors
- Odor coming from appliance
- Blocked, broken, rusted, disconnected, corroded or unsealed appliance vent piping
- Gas burners in a garage installed less than 18" above the floor
- Noisy appliances or appliances damaged by flooding

QUESTIONS? GET IN TOUCH

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