

1 **Q. (page 2-14, lines 6 to 10) Does NP tell customers what energy costs they will be**  
2 **avoiding when they make long-term decisions such as those associated with the**  
3 **installation of heat pumps? Does NP provide benefit to cost ratios to customers for**  
4 **such technologies? What are heat pump marketers telling customers about avoided**  
5 **energy costs?**

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7 A. Newfoundland Power provides customers with energy savings information for larger  
8 upgrades such as insulation, high-performance heat recovery ventilators and heat pumps  
9 through the takeCHARGE website, TakeChargeNL.ca.

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11 Information is available on the takeCHARGE website to help customers evaluate the  
12 payback of a heat pump installation. Customers are advised that savings vary widely and  
13 are impacted by a wide range of factors including insulation levels and the layout of the  
14 home. Guidance is also provided around how to find a heat pump that will perform well in  
15 Newfoundland and Labrador's climate, as well as the importance of having the system  
16 installed by qualified contractors.

17  
18 The Company worked closely with local installers and suppliers in developing the heat  
19 pump educational initiative to ensure customers make an informed decision. The  
20 Company continues to monitor trends in the industry.