



Questions to Ask a Heat Pump Installer:

1. Do you have references I can contact?
2. Are you a registered heat pump installer with Efficiency Maine?
3. Are you willing to assist me with the forms required to participate in the utility heat pump pilot program?
4. How soon can you begin? And how quickly will my work be completed?
5. Do you provide a standard contract? (Find a sample contract from the Maine Attorney General's Office at <http://www.maine.gov/tools/whatsnew>.)
6. What are your payment terms and conditions? (For example, do you require a deposit and when is final payment due?)
7. If I have problems with my unit, will you service it and how much do you charge?

