



# PANDEMIC RECOVERY OFFICE

## OER Heat Pumps Final Report

### **Submitted by State of Rhode Island Pandemic Recovery Office**

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<https://pandemicrecovery.ri.gov>

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## **OER Heat Pumps**

Project Identification Number: 10063

Pandemic Recovery Office Approval Date: July 28, 2023

Project Completion Date: January 31, 2026

Funded Amount: \$24,400,000

Expended Amount: \$24,385,645

Project Expenditure Category: 6.1 Revenue Replacement: Provision of Government Services

Project Overview: The project administered by the Rhode Island Office of Energy Resources provided rebates to households, businesses, and other entities to install energy efficient heat pump systems. A third-party program administrator, Abode Energy Management, managed and oversaw all aspects of funding deployment and reporting.

Abode Energy Management used sub-vendors to execute various program functions, including rebate application and processing, data collection, and outreach strategies and customer communications. An online portal streamlined application review and rebate approval and allowed for the rapid distribution of funds. Abode Energy Management operated a call center and quote comparison tool to assist customers in understanding and comparing heat pump quotes and to ensure that the equipment being recommended for installation met the needs of their property.

There were three types of rebates available: residential, income-eligible residential, and community/commercial.

The residential, income-eligible rebate supported households facing financial and structural barriers that limit participation in market-rate electrification programs. Income eligibility was aligned with existing statewide low-income energy assistance standards. Qualified households had gross household income at or below 60% of State Median Income (SMI) by household size, consistent with eligibility criteria for the Low-Income Heating Assistance Program (LIHEAP).

Approximately 31% of SFRF funding was dedicated to heat pump upgrades for income-eligible households, including those in disadvantaged communities – paying all project costs. By prioritizing these installations, the program delivered a high-impact investment and technical support to ensure long-term affordability, system performance, and robust consumer protection.

Financial Overview: All program payments can be found on the [Pandemic Recovery Office's website](#) by filtering the "Project" box for "OER Heat Pumps." The project did not utilize its full appropriation of \$24.4 million, with \$14,355 in unexpended funds remaining at the conclusion of the project. These funds were reclassified to the Department of Administration's eligible *ERP Implementation Support* project. The table below shows planned expenditures by fiscal quarter and actual expenditures by fiscal quarter:

| Fiscal Year Quarter                                                                                                                                                        | Planned Expenditures | Actual Expenditures |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------|---------------------|
| FY 2024 Q1                                                                                                                                                                 | \$2,175,779          | \$270,497           |
| FY 2024 Q2                                                                                                                                                                 | \$1,951,113          | \$1,911,943         |
| FY 2024 Q3                                                                                                                                                                 | \$1,951,113          | \$2,268,444         |
| FY 2024 Q4                                                                                                                                                                 | \$2,249,823          | \$3,711,243         |
| FY 2025 Q1                                                                                                                                                                 | \$2,306,661          | \$4,697,979         |
| FY 2025 Q2                                                                                                                                                                 | \$2,240,350          | \$5,035,075         |
| FY 2025 Q3                                                                                                                                                                 | \$2,240,350          | \$3,777,950         |
| FY 2025 Q4                                                                                                                                                                 | \$2,449,665          | \$1,206,538         |
| FY 2026 Q1                                                                                                                                                                 | \$2,449,665          | \$1,019,633         |
| FY 2026 Q2                                                                                                                                                                 | \$2,449,665          | \$486,343           |
| FY 2026 Q3                                                                                                                                                                 | \$1,935,815          | -                   |
| <b>Total</b>                                                                                                                                                               | <b>\$24,400,000</b>  | <b>\$24,385,645</b> |
| <i>Note:</i> A single audit fee applies to all State Fiscal Recovery Fund projects and accounts for \$7,316 of the \$24,385,645 of actual expenditures in the above table. |                      |                     |

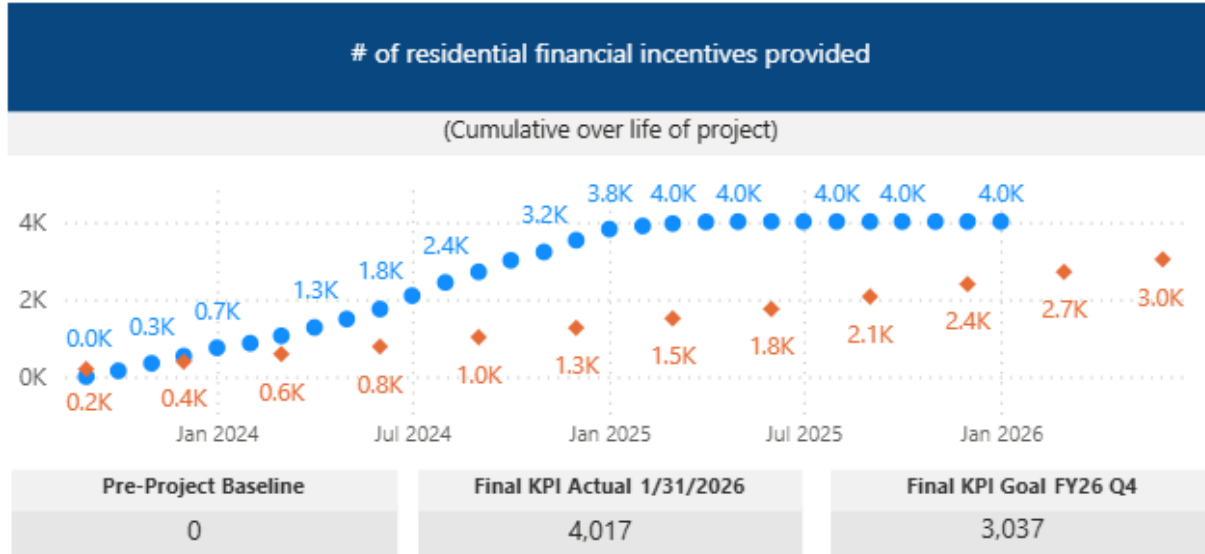
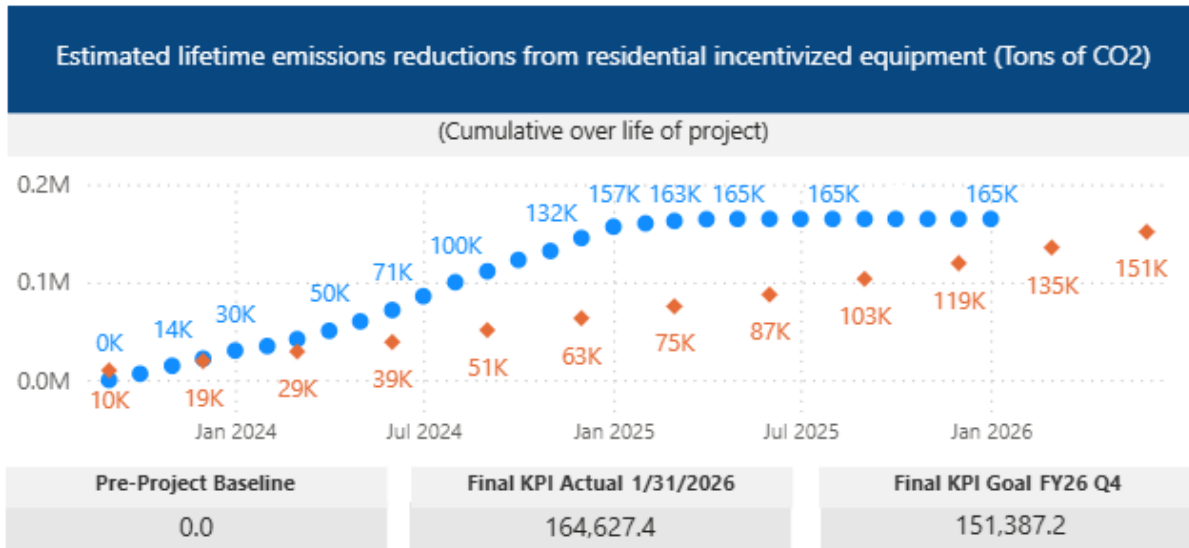
Key Performance Indicators: The following are the key performance indicators based on quarterly goals and monthly data collections.

**Legend:**

Actual KPI Value Reported



Quarterly Goals

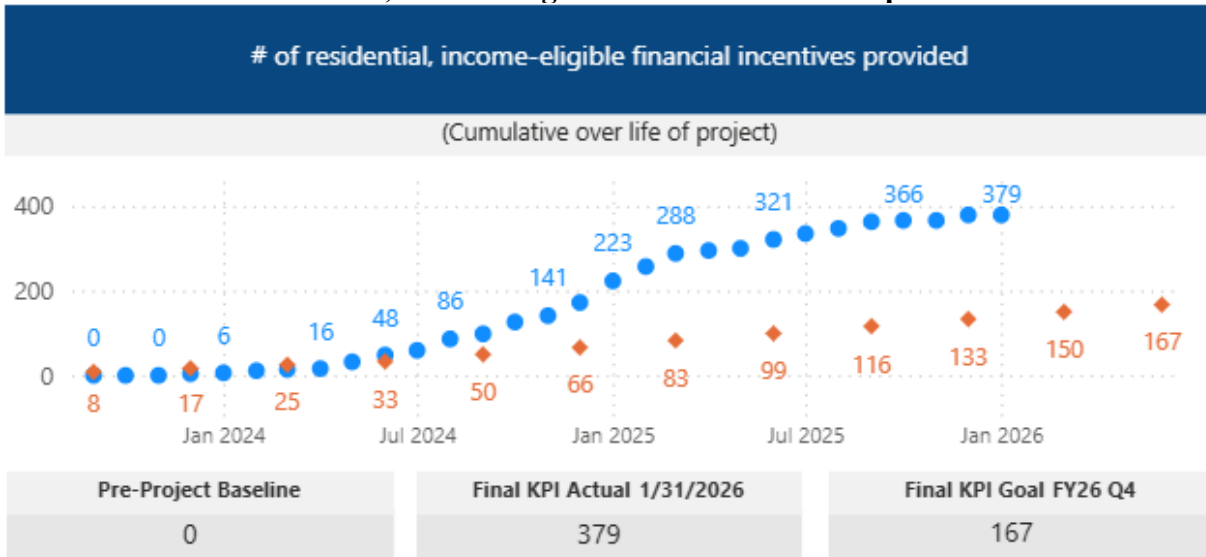
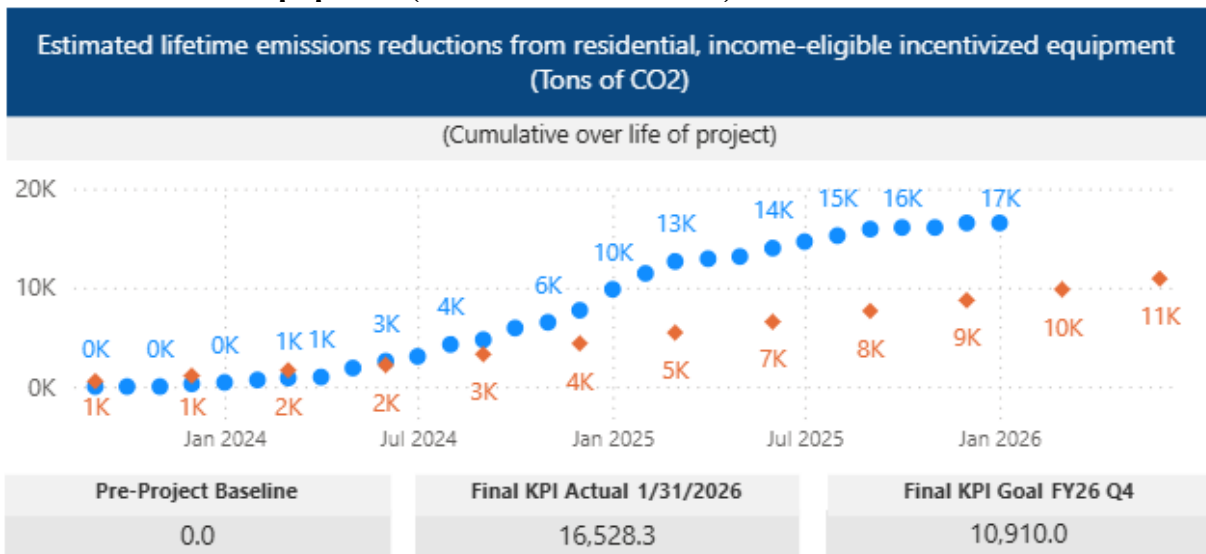
**1. Number of residential financial incentives provided****2. Estimated lifetime emissions reductions from residential incentivized equipment (tons of carbon dioxide)**

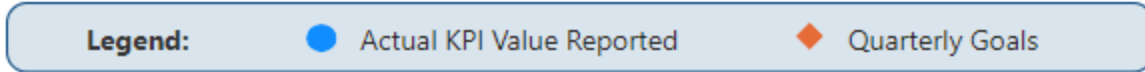
**Legend:**

Actual KPI Value Reported

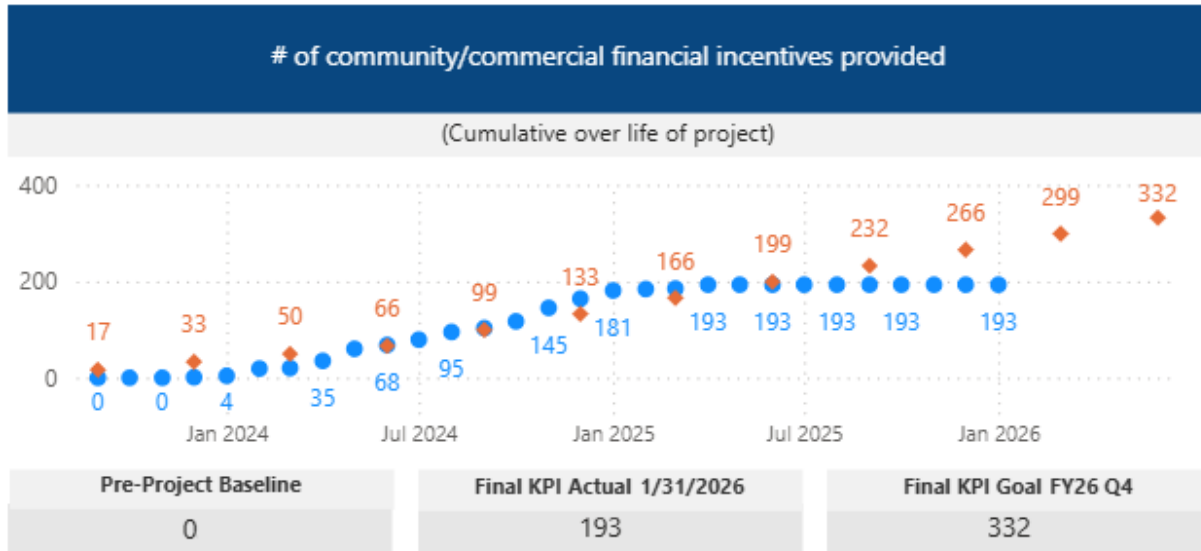


Quarterly Goals

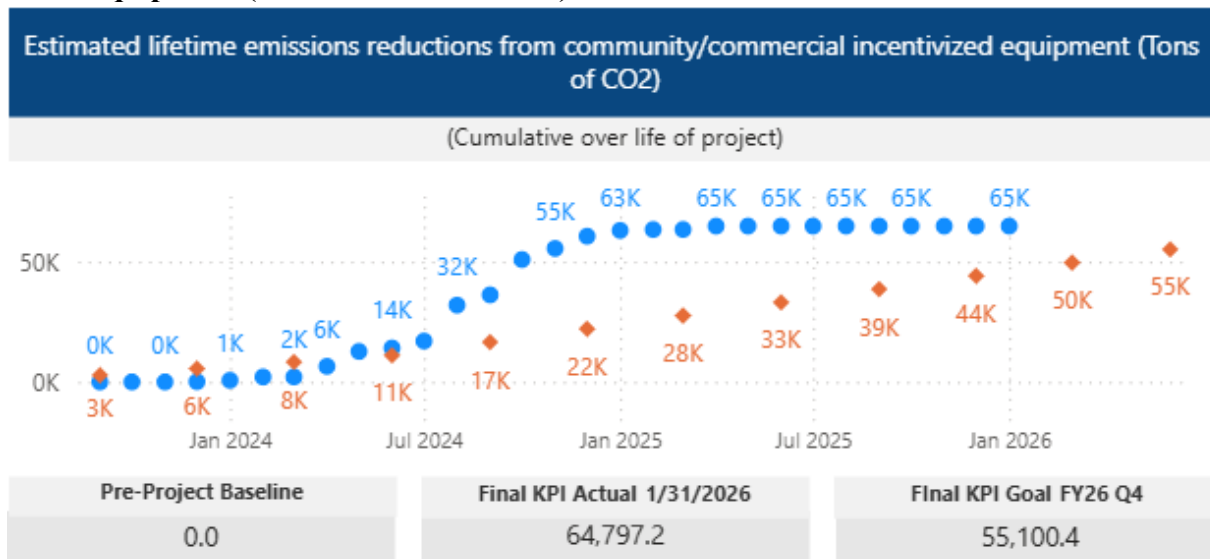
**3. Number of residential, income-eligible financial incentives provided****4. Estimated lifetime emissions reductions from residential, income-eligible incentivized equipment (tons of carbon dioxide)**



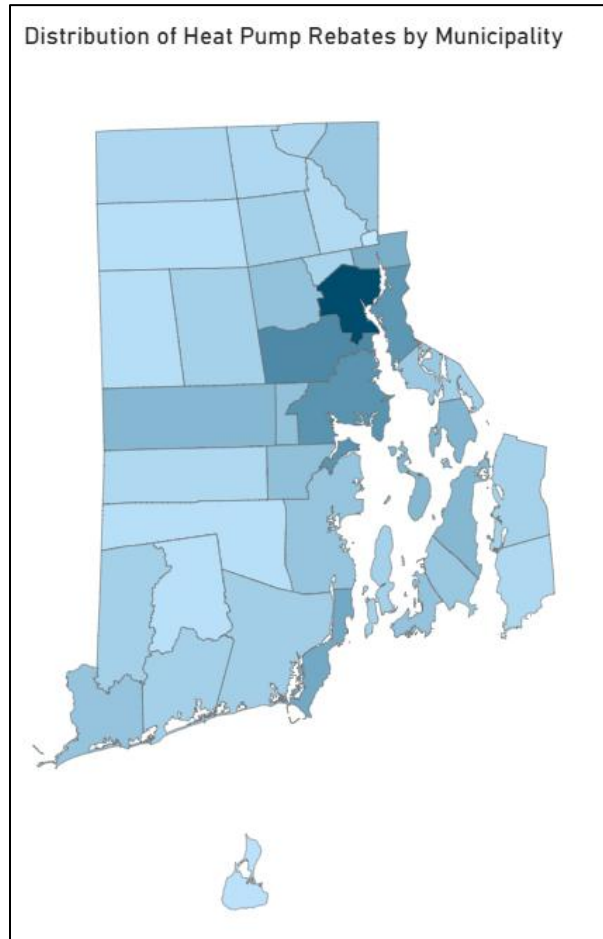
### 5. Number of community/commercial financial incentives provided



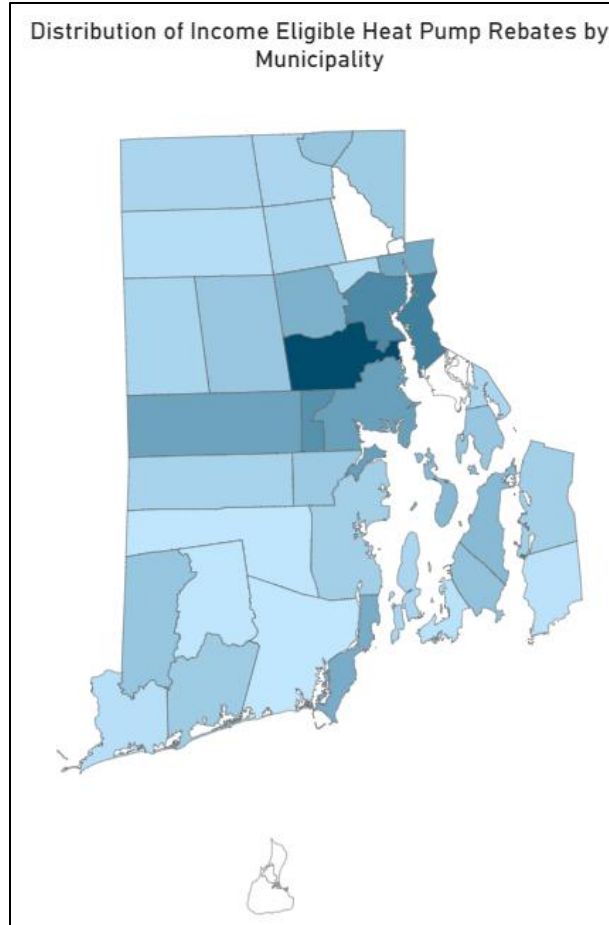
### 6. Estimated lifetime emissions reductions from community/commercial incentivized equipment (tons of carbon dioxide)



Auxiliary Information: The following maps and tables show the distribution of all heat pump rebates (page 7), the distribution of income-eligible rebates (page 8), the distribution of community/commercial rebates (page 9), and the distribution of residential rebates (page 10).

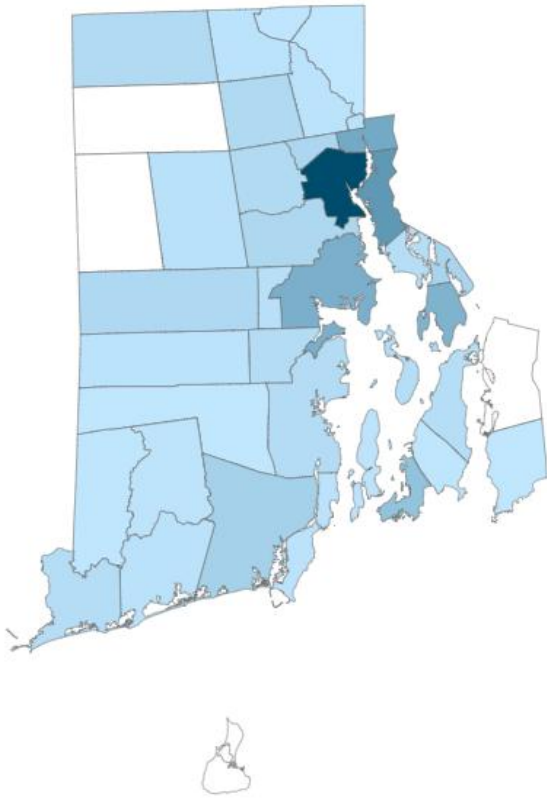


| Municipality     | Number of Rebates | Sum of Rebates      |
|------------------|-------------------|---------------------|
| BARRINGTON       | 159               | \$496,343           |
| BRISTOL          | 139               | \$766,146           |
| BURRILLVILLE     | 47                | \$273,503           |
| CENTRAL FALLS    | 4                 | \$35,215            |
| CHARLESTOWN      | 95                | \$375,418           |
| COVENTRY         | 137               | \$730,688           |
| CRANSTON         | 297               | \$1,419,483         |
| CUMBERLAND       | 142               | \$498,538           |
| EAST GREENWICH   | 145               | \$621,683           |
| EAST PROVIDENCE  | 166               | \$1,226,225         |
| EXETER           | 46                | \$148,593           |
| FOSTER           | 34                | \$171,503           |
| GLOCESTER        | 45                | \$158,858           |
| HOPKINTON        | 81                | \$373,530           |
| JAMESTOWN        | 85                | \$365,480           |
| JOHNSTON         | 123               | \$592,168           |
| LINCOLN          | 81                | \$219,443           |
| LITTLE COMPTON   | 70                | \$252,920           |
| MIDDLETOWN       | 121               | \$505,314           |
| NARRAGANSETT     | 289               | \$960,308           |
| NEW SHOREHAM     | 40                | \$112,905           |
| NEWPORT          | 113               | \$565,963           |
| NORTH KINGSTOWN  | 151               | \$543,994           |
| NORTH PROVIDENCE | 72                | \$325,108           |
| NORTH SMITHFIELD | 58                | \$248,993           |
| PAWTUCKET        | 122               | \$871,169           |
| PORTSMOUTH       | 173               | \$742,533           |
| PROVIDENCE       | 432               | \$2,351,450         |
| RICHMOND         | 46                | \$139,535           |
| SCITUATE         | 70                | \$370,735           |
| SMITHFIELD       | 86                | \$366,950           |
| SOUTH KINGSTOWN  | 101               | \$410,750           |
| TIVERTON         | 85                | \$350,918           |
| WARREN           | 69                | \$359,991           |
| WARWICK          | 300               | \$1,274,783         |
| WEST GREENWICH   | 53                | \$256,290           |
| WEST WARWICK     | 95                | \$608,548           |
| WESTERLY         | 166               | \$552,288           |
| WOONSOCKET       | 51                | \$274,503           |
| <b>Total</b>     | <b>4,589</b>      | <b>\$20,918,755</b> |

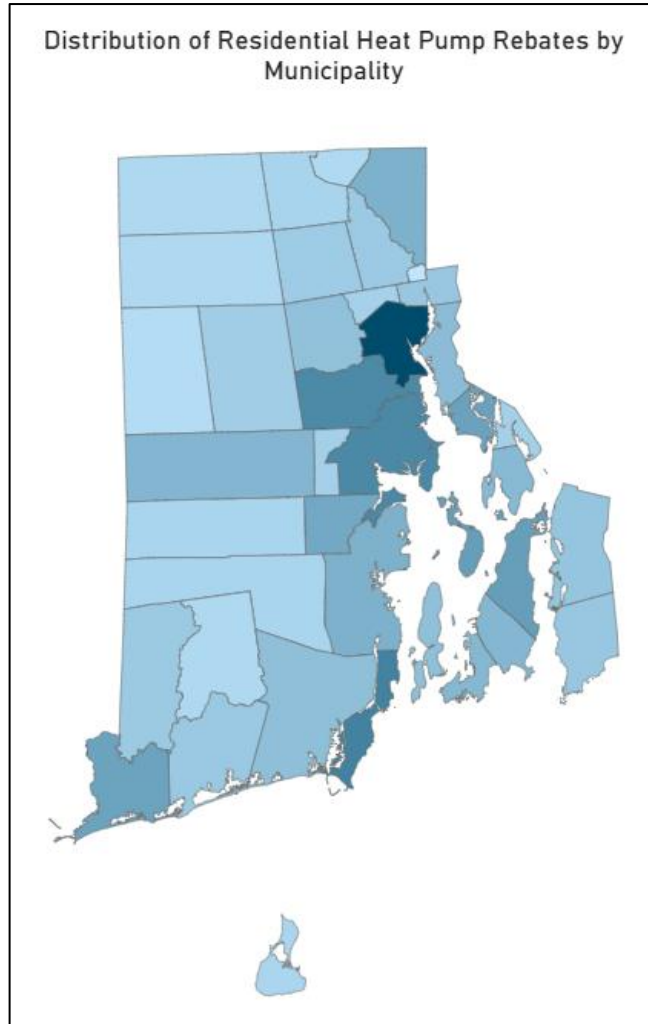


| Municipality     | Number of Rebates | Sum of Amount      |
|------------------|-------------------|--------------------|
| BRISTOL          | 9                 | \$165,031          |
| BURRILLVILLE     | 8                 | \$101,105          |
| CHARLESTOWN      | 7                 | \$144,510          |
| COVENTRY         | 19                | \$328,073          |
| CRANSTON         | 47                | \$727,343          |
| CUMBERLAND       | 8                 | \$144,260          |
| EAST GREENWICH   | 9                 | \$154,500          |
| EAST PROVIDENCE  | 30                | \$490,617          |
| EXETER           | 1                 | \$22,750           |
| FOSTER           | 3                 | \$103,051          |
| GLOCESTER        | 4                 | \$63,335           |
| HOPKINTON        | 9                 | \$172,315          |
| JAMESTOWN        | 5                 | \$95,147           |
| JOHNSTON         | 14                | \$266,580          |
| LITTLE COMPTON   | 2                 | \$41,685           |
| MIDDLETOWN       | 9                 | \$188,579          |
| NARRAGANSETT     | 18                | \$286,856          |
| NEWPORT          | 2                 | \$44,290           |
| NORTH KINGSTOWN  | 7                 | \$130,321          |
| NORTH PROVIDENCE | 6                 | \$83,425           |
| NORTH SMITHFIELD | 6                 | \$97,530           |
| PAWTUCKET        | 16                | \$300,571          |
| PORTSMOUTH       | 10                | \$223,840          |
| PROVIDENCE       | 26                | \$445,062          |
| RICHMOND         | 2                 | \$22,535           |
| SCITUATE         | 10                | \$165,230          |
| SMITHFIELD       | 7                 | \$102,835          |
| SOUTH KINGSTOWN  | 2                 | \$19,805           |
| TIVERTON         | 9                 | \$129,425          |
| WARREN           | 6                 | \$96,921           |
| WARWICK          | 23                | \$342,890          |
| WEST GREENWICH   | 5                 | \$110,940          |
| WEST WARWICK     | 29                | \$412,290          |
| WESTERLY         | 2                 | \$55,525           |
| WOONSOCKET       | 9                 | \$174,195          |
| <b>Total</b>     | <b>379</b>        | <b>\$6,453,367</b> |

**Distribution of Community/Commerical Heat Pump Rebates by Municipality**



| Municipality     | Number of Rebates | Sum of Rebates     |
|------------------|-------------------|--------------------|
| BARRINGTON       | 3                 | \$56,750           |
| BRISTOL          | 15                | \$310,990          |
| BURRILLVILLE     | 3                 | \$77,325           |
| CENTRAL FALLS    | 2                 | \$31,845           |
| CHARLESTOWN      | 1                 | \$31,950           |
| COVENTRY         | 4                 | \$87,675           |
| CRANSTON         | 6                 | \$95,525           |
| CUMBERLAND       | 1                 | \$6,875            |
| EAST GREENWICH   | 5                 | \$67,925           |
| EAST PROVIDENCE  | 19                | \$461,325          |
| EXETER           | 1                 | \$5,000            |
| HOPKINTON        | 2                 | \$10,450           |
| JAMESTOWN        | 2                 | \$20,300           |
| JOHNSTON         | 5                 | \$78,175           |
| LINCOLN          | 3                 | \$26,125           |
| LITTLE COMPTON   | 1                 | \$4,575            |
| MIDDLETOWN       | 1                 | \$9,375            |
| NARRAGANSETT     | 3                 | \$26,590           |
| NEWPORT          | 8                 | \$217,375          |
| NORTH KINGSTOWN  | 5                 | \$64,835           |
| NORTH PROVIDENCE | 5                 | \$98,000           |
| NORTH SMITHFIELD | 3                 | \$26,410           |
| PAWTUCKET        | 15                | \$362,240          |
| PORTSMOUTH       | 3                 | \$57,150           |
| PROVIDENCE       | 34                | \$917,355          |
| RICHMOND         | 2                 | \$20,875           |
| SCITUATE         | 2                 | \$38,750           |
| SMITHFIELD       | 2                 | \$83,105           |
| SOUTH KINGSTOWN  | 5                 | \$131,690          |
| WARREN           | 5                 | \$110,730          |
| WARWICK          | 18                | \$331,805          |
| WEST GREENWICH   | 2                 | \$26,075           |
| WEST WARWICK     | 3                 | \$44,435           |
| WESTERLY         | 2                 | \$60,675           |
| WOONSOCKET       | 2                 | \$12,500           |
| <b>Total</b>     | <b>193</b>        | <b>\$4,012,780</b> |



| Municipality     | Number of Rebates | Sum of Rebates      |
|------------------|-------------------|---------------------|
| BARRINGTON       | 156               | \$439,593           |
| BRISTOL          | 115               | \$290,125           |
| BURRILLVILLE     | 36                | \$95,073            |
| CENTRAL FALLS    | 2                 | \$3,370             |
| CHARLESTOWN      | 87                | \$198,958           |
| COVENTRY         | 114               | \$314,940           |
| CRANSTON         | 244               | \$596,615           |
| CUMBERLAND       | 133               | \$347,403           |
| EAST GREENWICH   | 131               | \$399,258           |
| EAST PROVIDENCE  | 117               | \$274,283           |
| EXETER           | 44                | \$120,843           |
| FOSTER           | 31                | \$68,453            |
| GLOCESTER        | 41                | \$95,523            |
| HOPKINTON        | 70                | \$190,765           |
| JAMESTOWN        | 78                | \$250,033           |
| JOHNSTON         | 104               | \$247,413           |
| LINCOLN          | 78                | \$193,318           |
| LITTLE COMPTON   | 67                | \$206,660           |
| MIDDLETOWN       | 111               | \$307,360           |
| NARRAGANSETT     | 268               | \$646,863           |
| NEW SHOREHAM     | 40                | \$112,905           |
| NEWPORT          | 103               | \$304,298           |
| NORTH KINGSTOWN  | 139               | \$348,838           |
| NORTH PROVIDENCE | 61                | \$143,683           |
| NORTH SMITHFIELD | 49                | \$125,053           |
| PAWTUCKET        | 91                | \$208,358           |
| PORTSMOUTH       | 160               | \$461,543           |
| PROVIDENCE       | 372               | \$989,033           |
| RICHMOND         | 42                | \$96,125            |
| SCITUATE         | 58                | \$166,755           |
| SMITHFIELD       | 77                | \$181,010           |
| SOUTH KINGSTOWN  | 94                | \$259,255           |
| TIVERTON         | 76                | \$221,493           |
| WARREN           | 58                | \$152,340           |
| WARWICK          | 259               | \$600,088           |
| WEST GREENWICH   | 46                | \$119,275           |
| WEST WARWICK     | 63                | \$151,823           |
| WESTERLY         | 162               | \$436,088           |
| WOONSOCKET       | 40                | \$87,808            |
| <b>Total</b>     | <b>4,017</b>      | <b>\$10,452,608</b> |