

Frequently Asked Questions

This document is intended to provide program specific information for utilities, PTCS certified technicians and companies about the BPA PTCS Heat Pump program. *Utility programs determine their own reimbursement criteria, which may include additional requirements above and beyond what BPA requires. Contractors should be aware of their customers' utility requirements before starting work.* Answers provided below may be revised if the program, BPA Implementation Manual, or PTCS specifications change.

Heat Pumps

What are the documentation requirements for heat pumps?

The documentation requirements are the forms and documents listed below. Data entry on the registry is required to produce the Registry Installation Report. This can be done on a mobile device or computer with Internet access by going to ptcs.bpa.gov. Alternatively, an optional form can be completed for later online entry. Please note: while all other heat pump forms are optional, the PTCS Ground Source Heat Pump form is required. Utilities may provide their own incentive forms at their discretion.

The following documents are required by BPA to be submitted to the customer's utility:

- Registry Installation Report
- Equipment/contractor invoice.
- Documentation of sizing, either:
 - Heat load/heat loss calculations AND Balance Point worksheet.
— OR —
 - [PTCS Heat Pump Sizing Calculator.](#)
- PTCS Ground Source Heat Pump Form (if a ground source heat pump).
 - PTCS Ground Source Heat Pump Form (Spanish)

These and other documents can also be found on the [PTCS Program Essentials](#) page.

- [PTCS Air Source Heat Pump Optional Data Collection Tool](#)
- [PTCS Air Source Heat Pump Optional Data Collection Tool \(Spanish\).](#)

Do Variable Speed heat pumps (i.e. with inverter-driven compressors) qualify for PTCS certification? Yes. Please refer to the [Variable Speed Heat Pumps Fact Sheet](#) for more information.

Why is there a separate ASHP and VSHP measure for "Commissioning, Controls, and Sizing"?

These measures exist for those installations that do not meet the minimum 9.0 HSPF/14.0 SEER requirements for the PTCS Air Source Heat Pump and Variable Speed Heat Pump measures. If offered by the customer's utility, the commissioning, controls, and sizing reimbursement may be used on any heat pump that meets federal minimum standards, but is included in (and may not be claimed in addition to) PTCS ASHP and VSHP measures. This commissioning, controls, and sizing measure is labeled "PTCS Certified Only" in the PTCS Registry.