

# Barnett Plumbing & Water Heaters

## Gas Loaner Program

### Project Description

Approximately 90 percent of water heater replacements performed by Barnett Plumbing are emergency replacements. The urgency of restoring hot water to a home compresses a customer's timeframe in deciding whether to switch to a heat pump water heater or continue burning fossil fuels. Customers are often unwilling to go without hot water during the time it takes to complete the retrofit requirements. The ability to provide an emergency replacement heat pump water heater solution that doesn't inconvenience the customer is essential to moving California toward their carbon-neutral goals.

- 149 heat pump water heaters installed during the program period
- 127 gas loaners installed during the program period
- The rate of customer conversion from gas water heaters to heat pump water heaters increased from less than one percent to 17.1 percent
- \$975 to cover the added cost of the installation and removal of the loaner water heater. Gas loaners were repurposed for multiple installations.
- New 120V plug-in heat pump water heaters added to the gas loaner program as an option for customers

### Key Learnings

- Customer electrical panel capacity, space requirements, and hot water capacity are essential considerations in selecting a suitable site for the loaner model.
- There are a number of retrofit barriers; the most common include issues with electrical panel capacity, space requirements, moveable air space requirements, and hot water capacity.
- The loaner program is one of a broader set of tools to improve heat pump water heater adoption.



**TIMELINE:**  
January –  
December 2022



**HOUSING TYPE:**  
Single Family



**EQUITY SEGMENT:**  
N/A



**TECHNOLOGY:**  
Heat Pump Water  
Heaters



**LOCATION:**  
Statewide

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*This program is part of the TECH Quick Start Grants (QSG) program, designed to fund targeted, innovative projects that test approaches to overcoming market barriers to heat pump space and water heating adoption.*