



GoGreen Home Low-Interest Heat Pump Promotion

Answers to frequently asked questions

The [GoGreen Home Low-Interest Heat Pump Promotion](#) makes no- to low-interest financing available to income-qualified households residing in LIDAC communities who are installing a heat pump for space or water heating. Qualifying projects are capped at \$30,000. Terms of 10 years or less may be eligible for 0% financing; terms 10-15 years may be eligible for 2% financing.

1. What is the minimum credit score requirement for the promotion?

- a. 600. Customers must also meet the lender's underwriting requirements.

2. How long is the approval process?

- a. Preapprovals are routinely processed within 24-48 hours, though income verification may take up to a week.

3. What are the income requirements?

- a. Any borrower making less than \$150,000 is eligible, provided they are located in a designated geographic area.
- b. The borrower must sign an attestation that their annual income does not exceed \$150,000.

4. What is the property location requirement?

- a. The property must be located in a solid or hatched-color area (i.e., not gray or white) on the [California Climate Investments Priority Populations 4.0 map](#).
- b. To search the map, begin entering the address into the bar at the top of the map. After you've typed a couple of words, it should provide an autofill dropdown showing address formulas that include the zip code and the state and country abbreviations ("CA" and "USA"). Click on the address in the dropdown menu.
- c. Note: attempting to enter the entire address yourself into the top line can result in a false negative! Be sure and use the address that appears in the dropdown.

5. What documentation is required for proof of income?

- a. The lender may ask for a combination of the following documents from the borrower: paycheck stubs/earnings statements, bank statement, tax return statement, W-2 form, employment verification letter, social security benefit statements, pension annuity statement.
- b. Alternatively, a borrower can qualify through "categorical eligibility" by having a household member enrolled in a qualifying program. **Households can provide a hard copy or screenshot of their award letter or Notice of Action letter as proof of enrollment in one of the following programs:**
 - i. HEEHRA Rebate Program (low-income, must qualify for \$8,000 rebate)
 - ii. California Alternative Rates for Energy (CARE) (households with five or fewer occupants)
 - iii. MediCal/Medicaid
 - iv. Supplemental Social Security Income (SSI)
 - v. Weatherization Assistance Program (WAP)
 - vi. WIC (Special Supplemental Nutrition Program for Women, Infants, and Children)
 - vii. CalFRESH/Supplemental Nutrition Assistance Program (SNAP)
 - viii. Low Income Home Energy Assistance Program (LIHEAP)

If the award letter or Notice of Action letter are not available, the additional methods of program verification below can be substituted:

HEEHRA

- a) Screenshot/print screen of income verification email from TECH Clean California and Central Coast Energy Services

CARE

- b) Utility bill noting CARE rate

MediCal/Medicaid

- c) 3rd party Medi-CAL card (LA Care, IEHP, HealthNet, etc.)
- d) Adoption Assistance or Foster Care award letter
- e) Proof of LIHEAP benefit on utility bill

SSI

- f) Bank statement with direct deposit source (gross amount)
- g) Copy of uncashed check
- h) Caseworker may fax information to the lender

- 6. Are there any brand restrictions or equipment requirements?**
 - a. The project **must** include a heat pump HVAC **or** a heat pump water heater, and it must not exceed \$30,000. All installed equipment must meet GoGreen Home program efficiency requirements.
- 7. Can the promotion be used to finance other energy upgrades?**
 - a. Yes! It can be used to finance any item [on this version of the EEMs list](#) as long as the project also includes a heat pump HVAC or hot water heater.
- 8. Can landlords apply? In this case, who would provide the proof of income?**
 - a. Yes, landlords can apply. The borrower of record should provide the proof of income.
- 9. Is there a pre-payment penalty?**
 - a. No.
- 10. Can customers refinance an existing GoGreen heat pump installation loan?**
 - a. No.
- 11. What happens if the project exceeds \$30,000?**
 - a. There is 0% interest on the first \$30,000 financed. Any amount that exceeds that would be subject to the standard loan rate. In effect, the borrower would be taking out a loan with a blended rate.
- 12. Can this promotion be combined with other rebates?**
 - a. Yes! That is encouraged.
- 13. How long will this promotion be available?**
 - a. As long as funds last. We anticipate being able to offer this promotion through the middle of 2027 at least, but it will depend on uptake.
- 14. How can I share this promotion with my customers?**
 - a. [This page](#) provides customers with the basics of the promotion.
- 15. Is there a co-branded flyer I can use to promote the offer?**
 - a. Yes. Go to the [Contractor Resources Hub](#) and follow the links to Marketing Materials.