

Upgrade your Home Comfort & Save with Heat Pump Rebates

VGS helps customers reduce equipment costs and increase home comfort with rebates on heat pump water heaters and space heating heat pumps. Income-eligible households can receive rebates through Efficiency Vermont and their local electric distribution utility to help offset the cost of new equipment and installation. For centrally ducted heat pumps, rebates can range from \$1,200–\$2,200 depending on system size, with additional incentives for income-qualified households.

VGS makes it easy by incorporating qualified utility rebates directly into the sale and lease prices, so you save upfront and enjoy energy-efficient comfort right away. Rebates are available through December 31, 2025, as current federal funding sources expire at that time.

Visit vgsvt.com/heatpumps to learn more and take advantage of these limited-time savings.



Take the Survey: Help Shape Vermont's Energy Future

Do you have feedback about energy costs in Vermont? Vermont's Public Utility Commission is studying how to make energy more affordable and stable for low- and moderate-income households. As part of its work, the Commission is gathering feedback from Vermonters about existing energy assistance programs and ideas for new ways to lower energy costs. If you have thoughts you'd like to share, you can take a survey or send a message to the Commission.

- Your input will help guide future programs and policies that affect everyone in our community. To make your voice heard, scan the QR code below.
- In addition to the survey, members of the public can send a message to the Commission here: <https://puc.vermont.gov/form/contact>

Looking ahead, the Commission will issue recommendations in a report due to Vermont lawmakers in December. Along with community feedback, the Commission has taken input from utilities, including VGS.



Improving Comfort and Efficiency with our Energy Auditor Wayne Thompson

For more than a decade, Senior Residential Energy Auditor Wayne Thompson has been helping our customers make their homes safe, more comfortable, and energy efficient. Since joining our team 11 years ago, Wayne has completed hundreds of home energy audits, offering personalized recommendations that help families lower energy bills and reduce their carbon footprint. Known for his friendly approach and deep technical knowledge, Wayne takes pride in helping customers understand how small changes, like improved insulation or heating system tune-ups, can make a big difference. His commitment to customer service and passion for energy efficiency reflect the best of who we are as a company.

If you see Wayne in your neighborhood, be sure to say hello! He's always happy to share tips on saving energy and keeping your home comfortable year-round.



Winter Reminder: Clear Vents & Meters

This winter, you can do your part to keep your home heating system operating safely. Follow these tips to keep your gas meter and heating vents clear of snow and ice:

- Carefully remove large icicles hanging over your meter, piping and appliance vents
- Use a broom—not a shovel—to clear snow from your meter, piping and vents. If your meter gets encased in ice, call VGS and we'll assist with ice removal.

For more meter and vent safety tips, visit <https://vgsvt.com/be-safe/meter-vent-safety/>

Detecting & Reporting Dangerous Odors



Did you know natural gas has a distinctive smell for a reason? The odor comes from a harmless substance that's injected into the gas so its scent will alert you to its presence should a leak occur. If you smell or suspect a leak, move to a safe environment, do not switch on any lights or appliances, leave your doors open as you exit the building, and immediately call 911. Do not assume that someone else will report the condition. To learn more, visit <https://vgsvt.com/be-safe/report-leak/>.

QUESTIONS? GET IN TOUCH

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