



# Plan your heat pump upgrade with confidence: **Lessons from one homeowner**

Sarah, a PG&E customer in Fremont, upgraded her home for better comfort and efficiency. What she learned: with the right planning and support, going electric is more manageable than it may seem.

**Here's what she shared with PG&E—and how her experience can help you get started.**

## Planning your upgrade

### Lesson 1: Start with upgrades that make the biggest impact

When replacing older heating and water systems, heat pumps stood out as a modern, energy-efficient option.

#### PRODUCT TIP



Focus on appliances that use the most energy or need replacement soon—they can deliver the biggest comfort and efficiency gains. Explore options and compare costs with the [Clean Energy Calculator](#).

### Lesson 2: Look beyond price when choosing a contractor

Quotes varied widely. Sarah chose a contractor who offered ongoing support—not just installation.

#### CONTRACTOR TIP



Compare more than cost. Look for experience, warranties, and long-term service. Find and compare qualified contractors in your area by visiting [Switch Is On](#).

### Lesson 3: Your electrical panel shapes your upgrade plan

Sarah's electrical panel had limited capacity, which shaped which upgrades could be done first. Sarah prioritized a heat pump HVAC system for heating and cooling, as her existing system was older and on its last legs.

#### PANEL TIP



Check your panel early so you can prioritize upgrades and avoid delays. Learn how your panel support electric appliances by downloading our [Electrical Panel Guide](#).

### Lesson 4: Plan ahead for permits and timing

Permits and inspections added time to the project.

#### PERMITS TIP



Ask about permits upfront and build time into your plan to avoid last-minute surprises.

### Lesson 5: Small adjustments can improve comfort

After installation, airflow and noise needed minor adjustments.

#### INSTALL TIP



Work with your contractor to fine-tune your system—small adjustments can make a big difference in comfort and performance.

## Get the most from your heat pump

### 1. Choose the right rate plan

The [Clean Energy Calculator](#) helps you find the best rate plan for your home upgrades.

### 2. Keep temperatures steady

Heat pumps work best when maintaining a consistent temperature. Avoid frequent adjustments to improve comfort and efficiency.

### 3. Learn and maintain your system

Review product guide to find the right mode for your climate, replace filters every 1-2 months, and schedule yearly maintenance.

## Ready to get started?

Explore our guides for selecting, installing and maintaining heat pumps.



**Heat Pump Buyer's Guide**  
Efficient Home Heating and Cooling for Year-Round Comfort






**Buyer's Guide to Heat Pump Water Heaters: Efficient and Sustainable Solutions**





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