

In addition to overall satisfaction with their units, **participants indicated they would recommend them to others**. Many were also excited to now have air conditioning, which they did not previously have.

Most **respondents found the installation easy or somewhat easy**. Window unit RHPs were found to be easiest to install (100% of survey respondents reported installation to be very or somewhat easy), followed by saddlebag units (83% very or somewhat easy).

The pilot yielded other important learnings, including that the window and saddlebag units required more than one person to install. Several respondents said they found their RHP's manufacturer-provided installation instructions insufficient, providing feedback that more illustrations would be helpful. Installations on average took 65 minutes, and the units were primarily installed in the living room. Additionally, most respondents used their RHP as their primary cooling source, with over half planning to use it as their primary heating source.

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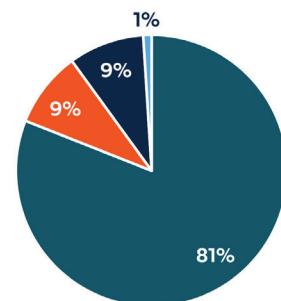
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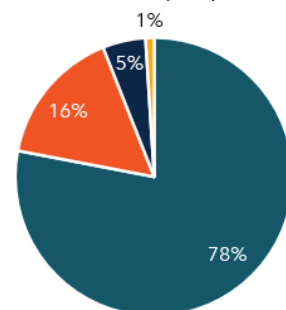
CalMTA works to deliver cost-effective energy efficiency and decarbonization benefits to Californians through market transformation. CalMTA-developed market transformation initiatives also aim to advance State goals on demand flexibility, workforce development, and equity.

Respondent satisfaction with unit



- Very satisfied
- Somewhat satisfied
- Neutral
- Not satisfied at all

What respondents would do with the unit if they move



- Take it with and reinstall in new location
- Not sure
- Leave it behind
- Give it away



CalMTA is a program of the California Public Utilities Commission (CPUC) and is administered by Resource Innovations