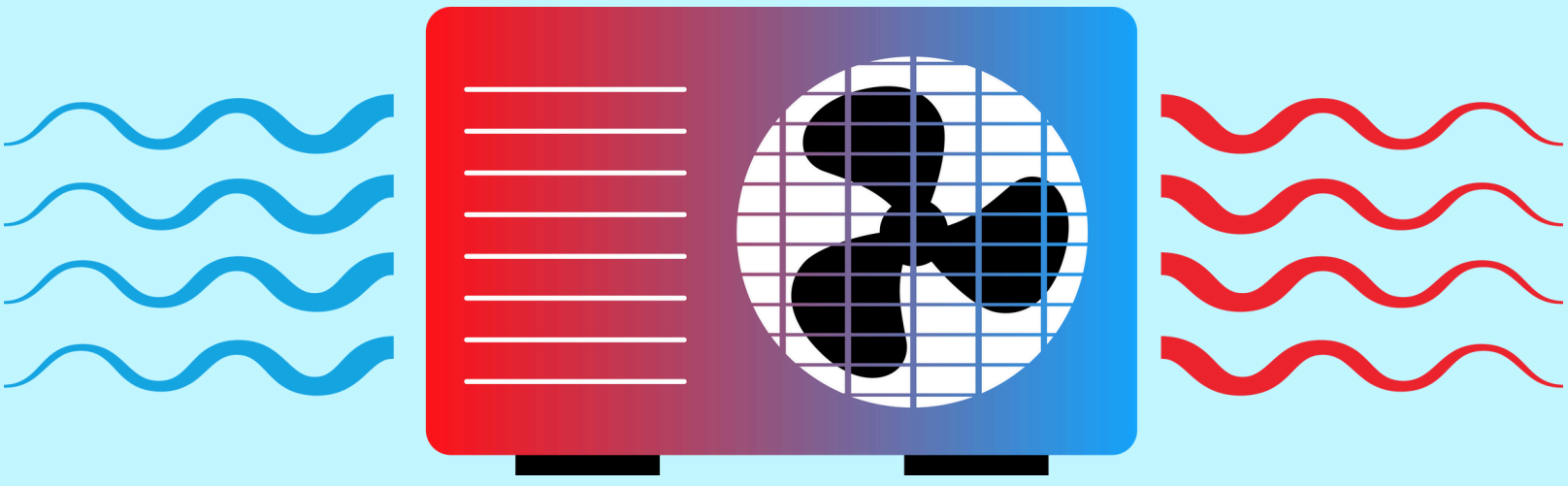
CAFES Ottawa
Community Action for Environmental Sustainability

Ottawa Heat Pump Consumer Guide 2025



Introduction

This consumer guide is produced by CAFES (Community Action for Environmental Sustainability) because heat pumps are an effective way to save money and reduce our carbon footprint.

Heat pumps are a significant investment, and there are information gaps and barriers for interested homeowners. We want to share experiences, cautions, tips and referral information from heat-pump installations in Ottawa.

Methodology

This guide aims to provide you with key information based on survey results and feedback from 70+ current heat pump owners in Ottawa. The survey is on-going and the sample size will increase over time.

We are only showing the reviews of contractors that received more than 3 reviews. Reviews were confirmed to be legitimate, and some false reviews where removed.

This not necessarily an endorsement of these installers or heat pump brands and CAFES Ottawa holds no liability for these suggestions.

Installation Experience

Owners brought up similar concerns and experiences. Most owners described the experience as 'smooth' (n=80) or where very happy with their experience. **The average level of satisfaction with the installer was 4.5 out of 5. 93% (n=80) of people would recommend their installer to their family and friends.**

Owners suggested some things to look out for:

- A common thing mentioned was experience. For a lot of installers this is a new technology and owners recommended those getting a heat pump installed to shop around for installers specifically experienced in heat pumps.
- Owners also encouraged people to look at the temperature switch settings on their heat pump, a setting which switches your heat pump to your furnace when it gets too cold. Most heat pumps can go into the negative 20s, but most of the switch settings are set to much warmer temperatures than that, costing you money on your gas bill and artificially raising emissions. Owners encouraged people to check with their installer what the temperature rating of their heat pump was, and have it set appropriately, or forgo a gas furnace entirely.
- Heat pump owners also encouraged people to ask questions about their thermostat, and make sure they understood how it worked before the installer left, as it can often be confusing.

The majority of heat pump owners surveyed had their heat pump installed in 2023, or later.

Installation Companies

Ottawa Home Service - 4.2/5 (n = 12)

One reviewer said about their experience "Fast, on schedule, no surprises."

AirZone - 4.2/5 (n = 9)

"We had an unusual system but AirZone was able to figure out a good solution and installed everything well."

Climate Works - 4.6/5 (n = 5)

"smooth - no concerns!"

Advanced HVAC = 4.2/5 (n = 5)

"They were very good."

Orange HVAC - 5/5 (n = 3)

"Very competitive price. Showed up on time. Did a very professional job. Responded to all questions before and after the install."

Francis Home Energy - 4/5 (n = 4)

"The contractor steered us towards a more affordable approach to converting to a heat pump that involved using our existing forced-air system duct work. The system works. We were grateful for that advice."

Heat Pump Experience

The average level of satisfaction with heat pump was **4.6 out of 5**.

90% of people would recommend their heat pump to friends or family.

Every home has different heat pump needs depending on the size, age of the building, etc, but the most common heat pumps brands where:

- Mitsubishi (n = 29) 4.8/5
- Bosch (n = 6) 4.1/5
- Lennox (n = 4) 4/5
- Carrier (n = 3) 5/5
- Moovair (n = 3) 5/5

Current heat pump owners emphasized that new models are cheaper, more efficient, quieter, and can work at lower temperatures.

Finally **80% of heat pump owners had an energy assessment** before having their heat pump installed. This is the best way to find out about your homes energy systems, and to qualify for rebates!

Resources

Ottawa is filled with heat pump experts, and there are rebates and opportunities to make a heat pump installation in your home even cheaper and easier

- Join the Ottawa Renewable Energy Co-operative (OREC) network (orec.ca) and gain access to the ORExx community exchange tool where you can hear from fellow OREC members about a green energy resource you're interested in. You can search by resource category – EV, heat pump, solar and more – and filter by type, brand, location, installation date, etc.
- Join the Electrify613 community (electrify613.ca) and contribute to to talk with experts on how to electrify your home and install a heat pump.
- Check out the heatpumpcalculator.ca to see if a heat pump makes "cents" for you.
- Better Homes Ottawa (betterhomesottawa.ca) provides a list of potential incentives to install equipment like heat pumps in your home including low-cost loans!

CAFES has a webpage with all the information you should need: **cafesottawa.ca/https://cafesottawa.ca/what-you-need-to-know-about-heat-pumps-in-ottawa/**

You can answer the survey at https://cafesottawa.ca/heat-pump-survey/

Email us at info@cafesottawa.ca

Findout more online at cafesottawa.ca or follow us at @cafesottawa