



Photo courtesy of Clarksburg Plumbing

# ENERGY SAVINGS SPOTLIGHT

## Plumbing Business and Customers All Benefit From Washington Gas Rebates

### CLARKSBURG PLUMBING MARYLAND EXISTING HOME PROGRAM SAVINGS AT A GLANCE

**Timeline**  
2020–2021

**Equipment Installed**  
10 Tier-2 Tankless  
Water Heaters

**Washington Gas Rebates**  
\$4,000 (\$400 per  
tankless water heater)

**Estimated Annual  
Program Savings**  
\$4,360  
565 therms

Clarksburg Plumbing has been serving the indoor and outdoor plumbing needs of residential and commercial customers in the greater Washington, D.C. area since 2008.

In 2012, Katie Byrd, owner of the family business, had a tankless water heater installed in her home and had such a positive experience with its features and benefits that Clarksburg Plumbing has been installing them for customers ever since—and Byrd’s water heater is still going strong.

### THE EQUIPMENT

It wasn’t until 2019 that Byrd started taking advantage of rebates on tankless water heaters available through the Washington Gas Existing Home Program. “When you’re operating a business, so much is coming [to] you at once,” says Byrd. “Once we finally jumped in to the program, we realized it’s so easy.”

Washington Gas offers money-saving rebates on energy-efficient water heating equipment, including tankless models. Tankless water heaters provide immediate, consistent and ongoing hot water regardless of how many people are in the household. “It’s there in seconds,” says Byrd. “Nobody gets stuck with a cold shower.”

By heating water only when needed, ENERGY STAR® certified tankless water heaters save a family of four an average of \$95 a year in utility costs, compared to standard storage models, and \$1,800 over the course of the unit’s lifespan.\* As tankless water heaters are small and wall-mounted, they free up space and add versatility to a home’s basement, garage or utility room. There’s no risk of tank leaks or water damage with a tankless model.

\*energystar.gov



**Our techs champion these water heaters. They're on the front line, seeing how happy customers are. Nobody's had buyer's remorse."**

**—Katie Byrd, Owner, Clarksburg Plumbing**

Byrd uses rebate charts from the Washington Gas website to outline for customers the eligible equipment, efficiency requirements and rebate amounts. Byrd says, "It's clear, concise info that I can pass on to the customer to make sense of things fairly quickly. That's huge." Customers are delighted to discover the rebates when scheduling work with Clarksburg Plumbing.

### THE FUTURE

Customer response has been overwhelmingly positive for the features and performance of tankless water heaters, and the Clarksburg Plumbing team is just as confident installing them. "Our technicians are champions of these efficient tankless water heaters," says Byrd. "They're on the front line, seeing how happy customers are to get all the hot water so quickly. Nobody's had buyer's remorse."

Clarksburg Plumbing believes energy efficiency and reducing environmental impact are increasingly important to customers. "It will be on more people's minds as they make buying decisions," says Byrd. "Financial incentives have traditionally been the deciding factor for customers, but now they realize that saving energy is saving money." This trend is being embraced by Clarksburg Plumbing as it helps make homes and communities more energy efficient, one installation at a time.



### Customer Feedback: Ramya N.

With each passing day, Ramya began to realize that her aging water heater needed to be replaced. The Montgomery County, Maryland, resident says, "The water was taking longer to heat up, so I decided to replace it before it stopped functioning altogether." She searched online and found Clarksburg Plumbing, who installed a new ENERGY STAR certified tankless water heater in Ramya's home. Since then, Ramya has enjoyed getting hot water quicker, plus she appreciates the adjustable digital thermostat on the new model. After the installation, Clarksburg Plumbing applied for a Washington Gas rebate on Ramya's behalf, reducing her out-of-pocket expenses.



**Clarksburg Plumbing provided outstanding service from start to finish."**

**—Ramya N.**

Learn how you can save at [WashingtonGas.com/ContractorSpotlight](https://www.washingtongas.com/ContractorSpotlight) or contact us at 1-833-286-0860.

