



# Residential Natural Gas Equipment Rebate Program

## Frequently Asked Questions

### Why are NYSEG and RG&E offering rebates?

On June 23, 2008 the New York State Public Service Commission (PSC) issued an Order establishing an Energy Efficiency Portfolio Standard (EEPS) for New York State. In this Order, all New York State utilities were required to implement a residential natural gas heating, ventilation and air conditioning (HVAC) energy efficiency program.

The purpose of the program is to encourage customers to purchase and install higher efficiency equipment, thereby reducing the state's overall energy consumption and encouraging wise energy use. The NYSEG/RG&E rebate is offered to cover a portion of any additional cost for purchasing high efficiency versus standard efficiency equipment.

### What is being offered?

NYSEG and RG&E will offer rebates to eligible residential natural gas customers who replace their existing furnace, boiler, and/or water heater with high-efficiency natural gas equipment. The high-efficiency equipment must meet specific efficiency ratings and be installed on or after July 1, 2009. This program is also available to eligible customers who build a new home and install eligible equipment.

### What measures qualify and what are the rebate amounts?

Eligible customers who install equipment meeting the following efficiency standards on or after July 1, 2009 will receive the following rebates:

#### ELIGIBLE EQUIPMENT

##### HIGH-EFFICIENCY NATURAL GAS WARM AIR FURNACE

- AFUE\* rating of 90% or greater .....\$200
- AFUE rating of 92% or greater with ECM\*\* .....\$400
- AFUE rating of 94% or greater with ECM .....\$600

##### HIGH-EFFICIENCY NATURAL GAS BOILER EQUIPMENT

- Water Boiler AFUE rating of 85% or greater .....\$500
- Water Boiler AFUE rating of 90% or greater .....\$1,000
- Steam Boiler AFUE rating of 82% or greater .....\$500
- Boiler Reset Control\*\*\* .....\$100

##### HIGH-EFFICIENCY NATURAL GAS INDIRECT WATER HEATER\*\*\* - \$300

##### ENERGY STAR®-Labeled PROGRAMMABLE THERMOSTAT\*\*\*

- Maximum 2 per account .....\$25/each

\*AFUE is the Annual Fuel Utilization Efficiency; the higher the AFUE rating the more efficient the boiler or furnace.

\*\*ECM is an electronically controlled motor.

\*\*\*Installed by a contractor at time of qualifying furnace or boiler replacement.

### **What is AFUE and EF?**

AFUE is the Annual Fuel Utilization Efficiency; the higher the AFUE rating, the more efficient the boiler or furnace. EF is the Energy Factor, a measure of the water heater's efficiency. The higher the EF rating, the more efficient the water heater.

### **When does the rebate program start?**

Rebate forms will be available at [nyseg.com](http://nyseg.com), at [rge.com](http://rge.com), at NYSEG and RG&E walk-in offices and from contractors on July 1, 2009. To access the online forms, click on Usage and Safety, then on "Using Energy Wisely."

### **If I bought equipment before July 1, 2009 can I still get the rebate?**

Rebates will only be honored for installations made after July 1, 2009.

### **Who is eligible?**

Eligible participants include those rebate applicants who:

- Have an active NYSEG or RG&E residential natural gas account.
- Replace their existing furnace, boiler and/or water heater with eligible high-efficiency natural gas equipment that meets the program's standards.
- Install the eligible equipment on or after July 1, 2009.

### **I purchase my energy supply from a supplier other than NYSEG/RG&E. Can I participate?**

Yes. All NYSEG or RG&E delivery customers are eligible as long as they have an active account.

### **I'm a tenant/I own or manage rental property. Can I receive a rebate?**

Yes, if you meet certain criteria and can demonstrate that you purchased the eligible equipment.

- Rental property owners where equipment is to be installed, who do not have a NYSEG or RG&E account number must provide proof of ownership (such as a tax bill or water bill) that includes the address where the eligible equipment is installed.
- Residential natural gas customers who do not own the property where the equipment is to be installed must have permission from the property owner to install the equipment in order to receive a rebate.

### **What if I don't have a NYSEG or RG&E account?**

If you own property with an active NYSEG or RG&E account, you may demonstrate proof of ownership by providing a tax or water bill that includes the installation address with the completed rebate application.

### **Where can I get a rebate application?**

You can get an application at any NYSEG or RG&E walk-in office, from your contractor or you can download a copy of the application at our Web site. You may also call the toll-free NYSEG/RG&E Energy Efficiency Rebate Hotline at **1.800.995.9525** to request that an application be mailed to you.

### **What is the process to apply for and receive the rebate?**

Submit a completed, signed rebate application with the proper documentation including your account number and a copy of a paid receipt/proof of purchase to the address given on the rebate application.

### **What is acceptable proof of purchase for a furnace, boiler or water heater?**

Proof of Purchase must include a paid invoice or receipt(s) indicating the Retailer/Contractor name, business address, phone and one of the following: Federal ID (tax) number, Certificate of Insurance or Business Certificate. The paid invoice from the contractor should contain total installed cost and an itemized description of each product including:

- Manufacturer and model number
- AFUE (efficiency) rating and size for natural gas furnace or boiler
- Product installation date
- Purchase price of eligible equipment

### **What is the acceptable proof of purchase for a programmable thermostat?**

Proof of Purchase must include a receipt, make and model number and UPC (bar code) label from the package. Only Energy Star® labeled models installed by a contractor at time of furnace or boiler replacement qualify.

### **What are the advantages of purchasing and installing an ENERGY STAR® labeled programmable thermostat?**

An ENERGY STAR® labeled programmable thermostat offers pre-programmed settings to regulate the temperature in your home, thus allowing you to save energy and money.

### **Where should I install an ENERGY STAR® labeled programmable thermostat?**

Install your thermostat away from direct sunlight, drafts, doorways, skylights and windows to avoid temperature readings that do not reflect the actual temperature of the room. Make sure you always place the thermostat where it is easily accessible.

### **How do I know if the equipment I'm installing is eligible?**

If you are uncertain about whether equipment meets the efficiency criteria, check with your heating or plumbing contractor, a manufacturer or local distributor. You may also call the toll-free NYSEG/RG&E Energy Efficiency Rebate Hotline at **1.800.995.9525**.

### **Can I install the eligible equipment myself?**

All products must be installed using a licensed contractor or a contractor that can supply you with either a Federal ID number, or a Certificate of Insurance or a Business Certificate.

### **Where can I find a contractor to install the equipment?**

Refer to the ENERGY STAR® Web site at **www.energystar.gov** for tips on how to find the right contractor. There are many resources that list local plumbers, heating and ventilation, and insulating contractors. Here are just a few:

- Check the local Yellow Pages for a listing of various contractors by specialty.
- The Air Conditioning Contractors of America provides a contractor locator by ZIP code at its Web site, **www.acca.org/contractors**.
- The Better Contractors Bureau is a non-profit consumer protection agency that provides inquiries on contractors for Monroe, Wayne, Ontario, Livingston, Genesee and Orleans counties at its Web site **www.the-bcb.net** and by phone at **1.585.338.3600**.
- The National Association of Home Builders provides a locator for local builders and remodelers at their Web site **www.nahb.org**.
- The New York State Office of the Attorney General has developed a Web site to help consumers become better informed before hiring a contractor, **www.nyknowyourcontractor.com**.

### **Can I receive rebates for multiple installations?**

Yes. You can complete one rebate application for multiple pieces of equipment as long as they are not the same type of equipment except for programmable thermostats (you can include up to two).

### **Can I receive this rebate and still get other rebates or tax credits?**

NYSEG and RG&E residential natural gas customers are not eligible to receive a NYSEG or RG&E rebate and NYSERDA (New York State Energy Research and Development Authority) rebate for the same piece of equipment. Customers who are eligible for a NYSEG or RG&E rebate may also be able to receive federal tax credits or manufacturer's rebates (if available). To learn more about NYSERDA rebates, visit NYSERDA's Web site at **getenergysmart.org** or call **1.877.NYSMART** (1.877.697.6278). To learn more about federal tax credits, visit **energystar.gov** or call 1.888.STAR.YES (888.782.7937). Contact your contractor or the equipment manufacturer for details on any rebates that may be offered on equipment you have installed.

### **Can I receive a rebate before I install equipment?/Will anyone check the equipment after installation?**

No, prior to issuing any rebate, NYSEG or RG&E may require a site visit at the property location to verify that the equipment is eligible for rebate and is installed at the address corresponding to the utility account given on the rebate application. A percentage of rebate applications will be selected at random and required to allow an inspector to view the installation. You will be notified by phone if your rebate application has been selected and asked to provide a day and time that you will be available at the address where the equipment was installed to meet the inspector for verification.

### **Who performs the installation verification?**

A representative of Conservation Services Group (CSG) will conduct the verification. The CSG representative should display CSG identification prior to entering the premise. For the safety of the inspector as well as the customer, the inspector will determine if the ambient carbon monoxide level is safe. If a natural gas leak is detected, the inspector will advise everyone in the home to exit the premises immediately. The inspector will call NYSEG or RG&E immediately to report the natural gas emergency.

### **When will I receive my rebate?**

Generally a rebate check will be mailed within 4-6 weeks. If your application is selected for verification, rebate processing may take additional time.

### **How will I receive the rebate?/Can I apply my rebate to my current bill or to another account?**

We will mail you a rebate check to the address you provide. We cannot apply it as a bill credit. However, you can donate a portion of your rebate to Project SHARE or the Red Cross/RG&E Heating Fund, energy assistance funds administered by NYSEG and RG&E. If you request a portion of your rebate be donated, the donation will be deducted from your rebate amount.

### **If I choose to make a donation to the energy assistance funds, how will it be spent?**

Project SHARE and the Red Cross/RG&E Heating Fund help eligible customers pay for energy emergencies such as fuel bills, repairs to heating equipment, home weatherization and water heater replacements. The American Red Cross administers these programs by receiving applications, determining eligibility, and distributing the funds. NYSEG donations will be sent to Project SHARE (which serves NYSEG customers); RG&E donations will be sent to the Red Cross/RG&E Heating Fund. If you are a property owner without an account, your donation will be sent to the fund corresponding to the installation address. Each tax-deductible dollar donated helps someone in need.

### **How can I find out the status of my rebate?**

You can call the NYSEG/RG&E Energy Efficiency Rebate Hotline at **1.800.995.9525**.

### **How is the NYSEG/RG&E Residential Natural Gas Equipment Rebate Program funded?**

This program is funded through the natural gas System Benefits Charge (SBC) that appears on all customer bills. This state-mandated fund is for initiatives focused on reducing residential natural gas use in the state.

- For NYSEG – Effective October 1, 2008, natural gas bills include a System Benefits Charge of \$0.0034 per therm (slightly more than 3/10ths of a cent per therm).
- For RG&E – Effective October 1, 2008, natural gas bills include a System Benefits Charge of \$0.00380 per therm (nearly 4/10ths of a cent per therm).

### **What else can I do to reduce my energy use and save money?**

- Go to **nyseg.com** or **rge.com** and click on Usage and Safety, then on "Using Energy Wisely." There, you can take a room-by-room assessment of your energy use with our Energy-Wise Checklist and see how well you're managing your energy use by taking our Energy IQ test. Our Home Energy Use Guide will tell how much energy your current appliances require. We can also mail this information or you can receive copies at our walk-in office locations.
- Go to **www.getenergysmart.org** and click on "residential" or "renters" for information that helps homeowners and renters reduce their energy costs.