

Residential Natural Gas Equipment Rebate Program

Frequently Asked Questions

NYSEG and RG&E’s Residential Natural Gas Equipment Rebate program will have reached state funding and energy savings targets in early 2010. As a result, RG&E will be able to accept completed applications (accompanied by paid receipts) postmarked on or before February 28, 2010. Visit rge.com for more information. NYSEG will be able to accept completed applications (accompanied by paid receipts) postmarked on or before March 31, 2010. Visit nyseg.com for more information.

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 offers rebates to eligible residential natural gas customers who replace their existing furnace or boiler, and/or water heater with high-efficiency natural gas equipment. The replacement equipment must meet specific efficiency ratings. Boiler reset controls, indirect water heaters and programmable thermostats may also be eligible for rebates when installed at the time of a qualifying furnace or boiler replacement. Boiler reset controls may also be installed on existing, non-condensing boilers. All rebated equipment must 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 and/or duct sealing meeting the following efficiency standards on or after July 1, 2009 (**with RG&E customer applications postmarked by February 28, 2010 and NYSEG applications postmarked by March 31, 2010**) will receive the following rebates:

Eligible Equipment and Duct Sealing:

High-efficiency natural gas furnace AFUE 90% or greater	\$200
High-efficiency natural gas furnace AFUE 92% or greater with ECM	\$400
High-efficiency natural gas furnace AFUE 94% or greater with ECM	\$600
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High-efficiency natural gas water boiler AFUE 85% or greater.....	\$500
High-efficiency natural gas water boiler AFUE 90% or greater.....	\$1,000
High-efficiency natural gas steam boiler AFUE 82% or greater	\$500
Boiler reset control*	\$100
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Indirect water heater**	\$300
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Programmable thermostats** (limit 2 per account)	\$25
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Duct Sealing***	\$600

AFUE = Annual Fuel Utilization Efficiency | ECM = Electronically Controlled Fan Motor

* Separate piece of equipment installed by a contractor on a new or existing natural gas fueled non-condensing boiler.

** Installed by a contractor at time of qualifying natural gas furnace or boiler installation.

*** Duct system must be located entirely in unconditioned area. Completed by a contractor at time of qualifying furnace replacement.

What is AFUE? AFUE is the Annual Fuel Utilization Efficiency; the higher the AFUE rating, the more efficient the boiler or furnace.

If I bought equipment and/or installed duct sealing before July 1, 2009 can I still get the rebate? Rebates will only be honored for installations made after July 1, 2009 (**RG&E customer applications must be postmarked by February 28, 2010 and NYSEG applications postmarked by March 31, 2010**).

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 or boiler 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 or RG&E. Can I participate? Yes. All NYSEG and 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/installed 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 the NYSEG or RG&E account number for the address where the equipment was installed? 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 contactor or you can download a copy of the application at nyseg.com or rge.com. 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 dated paid receipt(s)/invoice(s) to the address given on the rebate application (**RG&E customer applications must be postmarked by February 28, 2010 and NYSEG applications postmarked by March 31, 2010**).

What is acceptable proof of purchase for a furnace, boiler, indirect water heater, boiler reset control, programmable thermostat or duct sealing? Proof of Purchase must include a paid invoice or receipt(s) indicating:

- Retailer/Contractor name, business address and phone.
- Equipment type; manufacturer and model number of each piece of equipment.
- Total installed cost of each piece of equipment.
- Installation date and service address.

DUCT SEALING APPLICANTS ALSO NEED TO INCLUDE:

- Date of duct pressurization test and duct sealing measure installation.
- Type of materials used for sealing.
- Pretest and post test pressure and leakage rates (See the Terms and Conditions for more information specific to duct sealing).

What are the advantages of purchasing and installing a programmable thermostat? A 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 a 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, the 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.

Where can I find a contractor to install the equipment? Refer to the ENERGY STAR® Web site, **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, **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 **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 **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, **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). If you are applying for two or more furnaces or boilers, you will need to complete a separate rebate application for each unit.

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 NYSEDA (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 NYSEDA rebates, visit NYSEDA'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 (1.888.782.7937). 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? Rebates are only issued after the equipment has been installed and paid for. 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 the applicant is 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 to 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 **getenergysmart.org** and click on "residential" or "renters" for information that helps homeowners and renters reduce their energy costs.