

## **HVAC Instant Incentives Anticipated Webpage Content**

- **Program Description / Explanatory Introduction**

Rocky Mountain Power has developed a simplified offer to help eligible commercial customers save energy, money, and time when purchasing select package rooftop cooling equipment.

The offer streamlines the qualification process by instantly confirming a customer's eligibility for incentives at the point-of-sale via a secure web portal. Distributors of eligible equipment simply submit the customer's installation address and receive immediate verification of eligibility.

Distributors then apply the approved incentive amount to the purchased equipment, streamlining the customer experience. The customer is only responsible for the installation of equipment and the distributor is responsible for communicating the transaction and support project details to Rocky Mountain Power.

- **What are the benefits of HVAC Instant Incentives?**

- Simplified incentive delivery model;
- No paperwork required for the customer;
- Instant, point-of-sale incentives on high-efficient HVAC equipment;
- Increased availability of high-efficient HVAC equipment throughout the Rocky Mountain Power service territory; and
- Reduced operating costs to increase customers' profitability.

- **Who can receive HVAC Instant Incentives?**

Customers eligible to participate in this offer are those currently defined as eligible customers in Schedule 140: Non-residential facilities on Utah rate schedules 6, 6A, 6B, 8, 9, 9A, 10, 12, 15, 21, 23, and Supplementary Service under Schedule 31.

- **How can I receive HVAC Instant Incentives/What if my HVAC contractor did not get or pass along the incentive?**

Only authorized HVAC distributors can offer the incentives. Customers should inquire from their contractor if they are working with a participating distributor, or call their preferred distributor directly. Contractors are required to pass along any incentives they receive from the distributor to their customer.

The midstream HVAC program is designed to allow participating distributors to offer point-of-sale incentives to their customers who purchase and install the eligible energy efficient HVAC products listed below

Incentives are offered as a direct discount to customers on their final invoice from the distributor thus simplifying the application process and making it easier for customers to participate in the program.

		Minimum Efficiency Requirements & Offered Incentive	
Size Category	Sub Category	\$35/ton	\$45/ton
<65,000 Btu/h	Single Phase	CEE Tier 2	--
<65,000 Btu/h	Three Phase	CEE Tier 1	CEE Tier 2
≥65,000 Btu/h and <135,000 Btu/h	--	--	CEE Tier 2
≥135,000 Btu/h and <240,000 Btu/h	--	--	CEE Tier 2
≥240,000 Btu/h and <760,000 Btu/h	--	--	CEE Tier 2
≥760,000 Btu/h	--	--	CEE Tier 2

It is understood that contractors may be part of the delivery and installation process, and that the customer may elect to assign their incentive to the contractor on their application. However, this assignment must be specified in writing by the customer before the distributor issues the discount on the final customer invoice and must be itemized by the distributor when requesting reimbursement from the program administrator.

- **Is there a cost to participate?**

No, there are no participation costs. The only costs will be for the purchase of qualifying air-conditioners. The incentive will be directly applied to the purchase costs.

- **Can incentives go up or down if I delayed my project/participation?**

Incentives are paid at the point of purchase. If the project is delayed or equipment is back-ordered at the time of purchase the incentives will not change.

Incentives may change at any time via Commission order or through a 45-day notice posted to this website indicating what the new offered incentive amounts will be at the end of the 45-day notice period. Any changes to incentives or eligible products will be published on the Rocky Mountain Power website. Distributors will also maintain current information on product eligibility and incentive amounts and can provide that to their customers.

- **When will I receive my incentive?**

Eligible commercial customers purchasing qualified equipment will receive incentives at the point of sale from their participating distributor.

- **When do I apply?**

As part of the normal transaction process, participating distributors will confirm a customer's eligibility via a secure Rocky Mountain Power website. Once approved the customer is able to select the qualified product that meets their unique equipment needs and receive the instant incentive as part of the transaction.

- **What equipment is eligible for HVAC Instant Incentives?**

High efficiency air-cooled package air-conditioners meeting the CEE minimum efficiency criteria listed in the table below will be eligible for incentives. Incentives vary between equipment size and efficiency criteria.

		Minimum Efficiency Requirements & Offered Incentives	
Size Category	Sub Category	\$35/ton	\$45/ton
<65,000 Btu/h	Single Phase	CEE Tier 2	--
<65,000 Btu/h	Three Phase	CEE Tier 1	CEE Tier 2
≥65,000 Btu/h and <135,000 Btu/h	--	--	CEE Tier 2
≥135,000 Btu/h and <240,000 Btu/h	--	--	CEE Tier 2
≥240,000 Btu/h and <760,000 Btu/h	--	--	CEE Tier 2
≥760,000 Btu/h	--	--	CEE Tier 2

- **Who has oversight of my project?**

Your distributor is trained to facilitate the process and will ensure your equipment choice meets the requirements of participation

- **What if I have a question or encounter a problem?**

Please call the wattsmart 1-800 number or email the wattsmart program at (email address here)

- **What commitments are required (of distributors, contractors, or customers)?**

A representative from Rocky Mountain Power may request a visual inspection of the equipment to ensure eligibility and operational performance. The outcome of this evaluation will have no impact to the rate paying customer.

- **What documentation is needed to participate?**

There is no formal documentation required to participate, however in the event a customer's installation location is not eligible, the customer is encouraged to furnish a current copy of their Rocky Mountain Power electric bill to their distributor who will offer lead an inquiry into eligibility.

The participating distributor will provide transaction data to Rocky Mountain Power that includes customer information such as business name, address, and available contact information.

- **What's required for participation?**

To receive an instant rebate, customers must provide the installation location of the eligible equipment.