



News Release

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CWLP CAUTIONS CUSTOMERS ON CONTRACTOR CLAIMS FOR REBATE WORK

City Water, Light and Power's Energy Services Office is urging customers to do their research on contractors before embarking on any home improvement work, including any upgrades eligible through the utility's energy efficiency rebate programs. CWLP offers several energy-related rebates including those for insulation, air conditioner and water heater upgrades, which homeowners will often call on contractors for assistance.

With the home improvement season in full swing and many residents taking advantage of state and local rebate programs, the Energy Services Office has been receiving calls from customers, who have been contacted by contractors saying they are partnered with the City of Springfield and CWLP. Neither the City nor CWLP is partnered with any contractors for its rebate programs.

CWLP Energy Services Manager Bill Mills is recommending customers do their research on contractors before hiring for a job. He said there is sometimes concern regarding the quality of work and the qualifications of some companies involved in rebate work. "Mistakes made by contractors can cost the homeowner money if not caught early in the process."

Each rebate program offered by CWLP has terms and conditions that homeowners, business owners and contractors should be aware of to meet program requirements and avoid costly mistakes.

CWLP's Energy Services Office offers the following tips for those using contractors:

- Some home repairs (e.g., insulation upgrades, high efficiency A/C upgrades, some water heaters, and heat pump installations) are eligible for rebates if you have CWLP electric service. Know the terms and conditions of the rebates to assure accurate estimates from your contractor and total project cost for you.
- Any contractor that says they are "partnered" or "representing" the City or CWLP should be immediately eliminated from consideration as no such partnerships or arrangements are in place.
- Get at least three estimates before you agree to anything. Without multiple estimates you have no way of knowing if the work to be done is appropriate and if the pricing is competitive.
- All CWLP rebates require installation by a licensed Springfield contractor; check your contractor's license before you sign the work order.

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- Inspect the final project before you pay a contractor, checking to see that the work promised was performed. Your inspection would also include the quality of the work and the condition of the work area after the contractor leaves. If you are not satisfied with any aspect of the work discuss the issue with the contractor.
- If you are not satisfied with the contractor's work and response after discussing the issue with them consider contacting both the Better Business Bureau of Central Illinois at (309)681-7290 and the Illinois Attorney General at 782-1090 or 1-800-243-0618.
- Be aware of what the contractor is recommending, as CWLP does spot inspections of the work documented in rebate applications, and is sometimes forced to disqualify or reduce the rebate amount for over estimates and ineligible work items.
- Some unethical contractors target elderly homeowners as they are sometimes vulnerable to making unnecessary or unwise purchase decisions. Firms suspected of this type of activity should be referred to the Illinois Attorney General Senior Citizens Consumer Hotline at 1-800-243-5377.

For more information about CWLP energy efficiency rebate programs and their terms and conditions call CWLP's Energy Services Office at 789-2070 or click [Energy Services](#) on the CWLP website www.cwlp.com .

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