



## CWLP RESIDENTIAL HEAT PUMP REBATE APPLICATION

The online Residential Heat Pump Rebate Application can either be (a) filled in online then printed out or (b) printed out and then filled in by hand. The application **cannot** be submitted electronically.

Both you and your HVAC contractor must sign the document.

The application must be accompanied by a detailed proof of purchase (preferably a sales receipt) that includes the equipment model numbers and total project cost.

Return the completed application by mail or in person to:

CWLP Energy Services Office  
1008 E. Miller Street  
Springfield, IL 62702

# City Water, Light & Power's RESIDENTIAL HEAT PUMP REBATE APPLICATION

Use this form to request a rebate for residential heat pump units installed on or after November 1, 2012.

Please complete this form and return it to CWLP's Energy Services Office, 1008 E. Miller Street, Springfield, IL 62702 within one year of your equipment's installation date. The form must be signed both by you and your contractor and be accompanied by a detailed sales receipt containing model numbers for equipment installed and total cost of project. Call Energy Services at 789-2070 for help completing this form.



## CUSTOMER INFORMATION: (Please type or print clearly.)

Name: \_\_\_\_\_ Day Phone: \_\_\_\_\_

Installation Address (Include Zip Code): \_\_\_\_\_

Mailing Address (If different from above): \_\_\_\_\_

**REQUIRED: CWLP ELECTRIC ACCOUNT #** \_\_\_\_\_ Rebate credit will be applied to this account.

If your rebate **exceeds \$1,000**, you may request payment in the form of a check by indicating below and providing your Social Security number. **No checks will be issued for rebate amounts less than \$1,000.** If you do not provide your social security number for check processing, your rebate will be applied as a credit to your CWLP account.

I request a check  **Social Security #**    -    -        
(Only required for check processing.)

**FOR OFFICE  
USE ONLY**

HP Rebate Amt: \_\_\_\_\_  
CWLP Acct/Cust #: \_\_\_\_\_  
Notes: \_\_\_\_\_

## INSTALLER INFORMATION and EQUIPMENT DETAILS (to be completed by HVAC contractor):

HVAC Contractor: \_\_\_\_\_ Phone: \_\_\_\_\_

Contact: \_\_\_\_\_ Purchase Date: \_\_\_\_\_

Equipment installed:  Air Source Heat Pump  Geothermal Heat Pump  Hybrid Geothermal Heat Pump

Condensing Unit Manufacturer: \_\_\_\_\_ Model #: \_\_\_\_\_

Inside ("A") Coil Manufacturer: \_\_\_\_\_ Model #: \_\_\_\_\_

Date Installed: \_\_\_\_\_ Number of like units: \_\_\_\_\_

EER: \_\_\_\_\_ SEER: \_\_\_\_\_ HSPF: \_\_\_\_\_ COP: \_\_\_\_\_ AHRI Reference #: \_\_\_\_\_

Cooling Capacity: \_\_\_\_\_ Heating Capacity: \_\_\_\_\_

Replaced Systems (check all that apply): Heating:  Natural Gas  Electric Capacity in KBTUh \_\_\_\_\_  
Cooling:  Central Air  Other \_\_\_\_\_ Capacity in KBTUh \_\_\_\_\_

**Customers who replace a gas water heater with a new electric water heater may qualify for an additional rebate.**

Did this project include replacement of a gas water heater with an electric model?  Yes  No

Water heater equipment installed: Manufacturer: \_\_\_\_\_ Model#: \_\_\_\_\_

Tank Size (gallons): \_\_\_\_\_ Wattage: \_\_\_\_\_ Energy Factor: \_\_\_\_\_ Quantity: \_\_\_\_\_

Old/replaced water heater:  Natural Gas/Propane  Electric Model #: \_\_\_\_\_

*(New water heater must be itemized on sales receipt and submitted with this rebate application to be considered.)*

## BUILDING INFORMATION:

New Construction  Existing Approx. SQ. FT. \_\_\_\_\_

What **gas** appliances do you currently have in your home (check all that apply)?

Water Heater  Stove  Oven  Clothes Dryer  Fireplace  
 Whole House Generator  Other \_\_\_\_\_

## PLEASE COMPLETE THE FOLLOWING QUESTIONS:

Were you planning to purchase a new heat pump prior to learning about CWLP's Heat Pump Rebate Program?  Yes  No

If you answered yes to the previous question, did the rebate encourage you to invest in a more efficient unit?  Yes  No

CWLP residential customers who install heat pumps as their primary\* heating source are eligible to receive the utility's Electric Heat Rate (providing you are not already on CWLP's Electric Rates 34-37), which is a 9% discount on CWLP's Regular Residential Electric Rate during the months you heat your home.

\* CWLP will determine if the unit qualifies as "primary" by using a formula that factors in your home's square footage and the heat pump's capacity.

Did your HVAC contractor discuss **CWLP's ELECTRIC HEAT RATE** with you?  Yes  No

Would you like to apply for the Electric Heat Rate?  Yes  No

*Signature of account holder is verification that you have read and agree to the Terms & Conditions on the back of this application. If you have applied for CWLP's Electric Heat Rate by checking the box above, your signature affirms that you are the account holder and the information provided is correct. This application must be accompanied by a detailed sales receipt identifying newly installed equipment model numbers.*

Customer Signature

Date:

Contractor Signature

Date:

*Signature as contractor is verification that you included all required model numbers for newly installed equipment and provided necessary documentation to the customer.*

WH Rebate Amt : \_\_\_\_\_

Rate : \_\_\_\_\_

AHRI# : \_\_\_\_\_

DLR Rebate Amt : \_\_\_\_\_

DB/ID# : \_\_\_\_\_

# CWLP's RESIDENTIAL HEAT PUMP Rebate Program

## Terms & Conditions (Effective November 1, 2012)

**1. ELIGIBILITY:** CWLP will provide rebates in the form of bill credits (checks may be requested for rebate amounts over \$1,000) to eligible customers (defined below) for the purchase and installation of qualifying heat pump and electric water heater products, subject to these [Terms and Conditions](#).

**a) Qualifying heat pump products** are defined as any Air-Conditioning, Heating, and Refrigeration Institute (AHRI) rated air source or geothermal heat pump system installed as a central heating and cooling system. Heat pump system installations must include a new A-coil. **b) Qualifying electric water heaters** must have a tank size between 30 to 80 gallons and: 1) conventional electric resistance heating elements installed to replace an existing gas or propane water heater or as first unit in a newly constructed home. Conventional electric water heaters must meet minimum Federal Efficiency standards; or 2) electric hybrid water heater with an Energy Factor (EF) of 2.0 or higher. All installations of heat pump hybrid water heaters qualify for a rebate regardless of the model it is replacing (i.e. natural gas, propane or electric.)

**c) All products installed** must be new with warranty and installed in accordance with City building codes. **d) Ineligible heat pump products** include portable or window mounted heat pump units, and units that do not meet minimum federal efficiency standards. **e) Ineligible water heater products** include, but are not limited to electric tankless models and all natural gas or propane fueled water heaters.

**f) CWLP reserves** the right to determine final eligibility for rebate of any and all products installed.

**2. ELIGIBLE CUSTOMERS** are directly metered residential electric customers of CWLP who fall under Rate 30, 31, 32, 33, 34, 35, 36, or 37, with no accounts past due more than 30 days. CWLP Rebates are awarded to eligible customers only for qualifying heat pumps and water heaters that are installed in new or existing residences at the location identified on this application. Applicants are ultimately responsible for compliance with all Terms and Conditions.

**3. POST-INSTALLATION VERIFICATION:** CWLP reserves the right to perform a post-installation verification visit to ensure that a qualifying heat pump system or water heater unit was installed and that the installation is consistent with City building codes before obligating any rebate payments. If CWLP determines that the qualifying product was not installed in a manner consistent with City building codes, or an unapproved product was installed, it may deny payment or require modifications before making payment.

**4. INDEPENDENT TESTING:** CWLP reserves the right to deny a rebate payment for any heat pump or water heater that has not been favorably assessed or approved by recognized, independent public authorities, such as the AHRI. CWLP may, at its discretion, require the customer to undertake, at their own expense, testing of any installed unit that has not been approved by AHRI, or an equivalent independent testing facility approved in advance by CWLP, in order to be considered a qualifying unit.

### **5. REBATE AMOUNTS:**

**a) Heat Pump rebate** amounts are calculated by the cooling capacity in tons. Air source heat pump unit(s) can qualify for a onetime \$300 per ton rebate for both new and replacement heat pumps. Geothermal heat pumps units can qualify for a onetime \$500 per ton rebate for **new** initial installations which require a new well field.

Replacement geothermal heat pumps are not eligible for a rebate.

**b) Water Heater rebate amounts** are determined as follows: For conventional electric resistance models, the rebate amount is \$200 per water heater installed with a maximum rebate allowed of \$400 per account number. For electric hybrid heat pump water heaters, the rebate amount is \$400 per water heater installed with a maximum rebate allowed of \$800 per account number.

**c) CWLP reserves** the right to adjust and/or negotiate the rebate amount based upon its independent assessment of appropriate cost estimates.

**6. INSTALLATION COST:** The customer must provide copies of all invoices or other reasonable documentation providing verification of the quantities and costs of purchasing and installing qualifying equipment. Invoices must indicate verifiable brand and model numbers of all equipment installed under this rebate application and the location(s) of the installation.

**7. REBATE PAYMENT:** **a) CWLP will process** completed rebate applications only after 1) submission of all verification documentation to CWLP within one year of installation date; 2) completed installation of approved qualifying equipment (i.e., heat pump system or electric water heater); and 3) a satisfactory post-installation verification performed by CWLP, all in accordance with the specifications outlined elsewhere in these Terms and Conditions.

**b) If it is determined** applicant's electric account is more than 30 days past due, CWLP reserves the right to delay or deny payment until account is brought to a current status.

**c) Rebate amounts** less than \$1,000 will be applied as a credit to applicant's CWLP electric bill. For rebate amounts greater than or equal to \$1,000, the customer may choose to receive their rebate in the form of a check sent by U.S. Mail. If applicant chooses to receive a check, applicant's social security number must be provided. CWLP will provide applicant with a Statement of Purpose in accordance with The Identity Protection Act, 5 ILCS 179/1et seq. Requests for check payment for which applicant does not provide a social security number will be processed as a bill credit.

### **8. PROGRAM CHANGES/ CANCELLATION:**

**a) CWLP may** change the program requirements, rebates, or Terms & Conditions at any time without notice, including suspending acceptance of rebate applications or terminating the program entirely. CWLP is not obligated to approve any submitted rebate application that may result in exceeding the allocated program budget.

**b) Submission** of a completed rebate application does not guarantee the customer a rebate.

**c) Rebates** under this CWLP program are offered on a first-come, first-served basis and are subject to project and customer eligibility as outlined in these terms and conditions, and the availability of funds.

**9. PUBLICITY OF CUSTOMER PARTICIPATION:** CWLP may wish to publicize information relating to customer participation in this program, including such data as projected energy savings and rebate amount. CWLP will make all efforts to obtain customer permission before making such information public.

### **10. LIMITATION OF LIABILITY AND INDEMNIFICATION:**

**a) CWLP liability** under this rebate application will be limited to the rebate amounts specified on this rebate application. CWLP and any of its affiliates or contractors shall not be liable to the customer for

any special, indirect, consequential or incidental damages or for any damages in tort (including negligence) caused by any activities associated with this rebate application. By participating in this program, customer agrees to waive any claims and fully releases CWLP from any damages of any kind.

**b) Customer hereby irrevocably and unconditionally waives** any right such party may have to a trial by jury or to initiate or become a party to any class action claims in respect of any action, suit or proceeding directly or indirectly arising out of or relating to this application or the transactions contemplated by this application.

**c) The customer shall protect, indemnify, and hold harmless** CWLP from and against all liabilities, losses, claims, damages, judgments, penalties, causes of action, costs and expenses (including, without limitation, attorney's fees and expenses) incurred by or assessed against CWLP arising out of or relating to the performance of this rebate application.

### **11. NO WARRANTIES:**

**a) CWLP does not endorse, guarantee, or warrant** any particular manufacturer or product, and it provides no warranties, expressed or implied, including any implied warranty of merchantability or implied warranty of fitness for any product or services. CWLP is not liable or responsible for any act or omission of any contractor. The customer's reliance on warranties is limited to any warranties that may be provided by contractors, vendors, etc.

**b) CWLP is not responsible** for verifying the equipment installation is proper or complies with any particular laws, codes, or industry standards. CWLP does not make any representations of any kind regarding the results to be achieved by the installed qualifying equipment or the adequacy or safety of such measures.

**12. CUSTOMER MUST PAY ALL TAXES:** Rebates received by the customer under this rebate program may be taxable by federal, state, and local governments. The customer is responsible for declaring and paying all such taxes.

### **13. MISCELLANEOUS:**

**a) The entire agreement** between the customer and CWLP is composed of a signed rebate application and these Terms and Conditions.

**b) Paragraph headings** are for the convenience of the parties only and are not to be construed as part of these Terms and Conditions.

**c) The Customer acknowledges** that the only individuals authorized to bind CWLP under this rebate program are CWLP staff.

**d) If any provision** of the Terms and Conditions is deemed invalid by any court or administrative body having jurisdiction, such ruling shall not invalidate any other provision, and the remaining Terms and Conditions shall remain in full force and effect in accordance with their terms.

**e) If a dispute arises** out of, or relates to this application, or the breach thereof, the dispute will be settled through negotiation. Otherwise, resolution of disputes concerning these Terms and Conditions, or any other requirement of this application or condition of rebate, resolution will be governed in all respects by the laws, statutes, and regulations of the State of Illinois.

**f) Customer shall not assign** any rights it may have under this rebate application without the prior written consent of CWLP. Any assignment in violation hereof shall be deemed null and void.

