

NCMPAI RESIDENTIAL HIGH EFFICIENCY HEAT PUMP REBATE PROGRAM
GUIDELINES

1. Qualifying heat pumps will have at least a **15.00** Seasonal Energy Efficiency Ratio (SEER) rating. There is no limit to the maximum SEER rating.
2. Heat pump must be residentially sized (minimum **one** ton, up to maximum **five** tons) and may be installed in any type of residential dwelling.
3. The customer will choose the HVAC contractor of their choice to install the new heat pump. All future maintenance and service requirements can be arranged by the customer with that contractor or any other contractor of the customer's choice.
4. The customer should expect to pay the contractor the fair market price for the purchase and installation costs. The city will inspect the final installation.
5. Since the heat pump remains the customer's property, all future maintenance and service is at the customer's expense. The city makes no guarantee, express or implied, about the quality of the heat pump or its installation.
6. The manufacturer, not the city, guarantees the customer's heat pump against defects. Further, any warranty is between the manufacturer and the customer.
7. After the customer has the heat pump installed, a representative from the city will inspect the installation of the heat pump. The customer will submit a completed rebate request form to the city. A visual inspection of any new home will serve as verification.
8. The heat pump rebate will be **\$400** per unit installed with no maximum number of units to a customer/builder/developer. The program is subject to continued annual approval by the Power Agency Board of Commissioners.
9. If a customer calls to ask about the high efficiency heat pump rebate, an online rebate form does not need to be started. However, once the customer has applied for the rebate, an online form must be completed.
10. Customers can apply for the rebate regardless of any other discounts, incentives or rebates offered by specific manufacturers or dealers.
11. A customer rebate request may be denied under these and other conditions determined by the city:
 - a. Incomplete rebate application,
 - b. No copy of dated sales invoice included with application,
 - c. Manufacturer documentation of efficiency ratings is not correct or unavailable,
 - d. Installation before January 1, 2009