



Fayetteville Public Works Commission Commercial HVAC Replacement Program Frequently Asked Questions

Who can qualify for the Program?

This offer is available to any PWC non-residential small power and medium power electric Customer (with an annual peak demand of less than 100 kW) with active electric service in good standing. The equipment must be new and installed on the property owned or operated by the applicant. The application must be received within **six (6) months** of the equipment purchase and installation date. All installations must meet the Program Terms and Conditions. Applications are subject to approval.

Do I qualify if I rent?

Yes, a renter is qualified if the owner of the property agrees that the account holder of record may receive the bill credit for the efficiency upgrade. All other terms and conditions must be met.

How do I qualify for a bill credit?

- Applicant must be PWC non-residential Customer with active electric service in good standing (less than 100 kW annual peak load).
- Applicant must be small or medium power non-residential customer (with an annual peak demand of less than 100 kW) and account holder of record where HVAC unit(s) is installed.
- Applicant's PWC account must be current, with active service, and non-delinquent (i.e. no past due balances) at the time the application is processed, or application will be denied. Should the past due balance be rectified within thirty (30) days of date on denial notification, please email customer.programs@faypwc.com to have your application reviewed again.
- Applicant is eligible for up to **two (2)** qualifying HVAC unit bill credits per service address.
- HVAC unit(s) must meet minimum SEER, EER, and IEER efficiency values.
- Work must be completed by a licensed HVAC contractor.
- Applicant agrees to receive peak notifications as much as six times per month by either text, email, or push notification through the PWC App and limit peak usage when possible for a period no less than **twelve (12)** months.
- Applicant agrees to sign-up on the web portal prior and download the Fayetteville PWC App prior to application of the bill credit.
- Applicant must submit original or copy of the paid and dated receipt or invoice within **six (6) months** of purchase and installation.
- Applicant must include a copy of the Certificate of Product rating with the application.



- Paid invoices/receipts must clearly identify the equipment and include date of purchase, purchase price, make/model, and quantity purchased. Program application(s) must be complete and include a copy of the purchase receipt(s).
- Qualifying purchase(s) must be new product(s). Resale product(s), new parts installed in existing product(s), or product(s) that are leased, rebuilt, rented, received from insurance claims, received through warranty, or won as a prize do not qualify.
- New construction HVAC(s) do not qualify for bill credit. Installed equipment must be replacing inefficient equipment.
- Qualifying products do not guarantee approval of bill credit. Bill credits are offered on a first-come, first-served basis and are subject to availability of funds.
- Credit(s) is issued as a bill credit(s) to the PWC service account and may take up to ninety (90) days to process.
- PWC reserves the right to verify sales receipts and/or installations of product(s) before issuing bill credit(s).
- PWC is not responsible for lost, damaged, late, illegible, misdirected or postage-due applications.
- Applicant must agree to a possible post-installation audit by a PWC Conservationist Specialist.
- Applicant must agree to Terms and Conditions of this Program.
- Applicant can submit their respective Program application to the follow addresses:

Email Application to:

Customer.programs@faypwc.com

Mail Application to:

FAYPWC—Marketing/Development E.E. Programs

P.O. Box 1089

Fayetteville, NC 28302

When will I receive my bill credit?

Bill credits will be applied within ninety (90) days of receipt of application. Only bill credits will be issued. There are no cash or check refunds.

What are the dates of the Program?

Funds are limited and applications are processed on a first-come, first-served basis. The Program is subject to change and may end without prior notice.

Who can install my high efficiency HVAC unit?

Your new HVAC unit must be installed by a licensed HVAC contractor. All equipment, parts, and components of the HVAC unit and duct system must be new. Recycled or refurbished parts will disqualify the applicant. PWC does not endorse or promote any one business or contractor. For a list of licensed contractors who have asked to be listed, check out www.faypwc.com/heat-pump.aspx.



What is the bill credit amount for the Program?

Qualified applicants may receive a bill credit for up to two (2) HVAC units per service address. Central air conditioning and air source heat pumps may qualify. The following bill credits are available:

Qualifying Efficiency and Incentives			
Size (Tons)	Equipment Type	Minimum Requirement	Incentive
Central Air Conditioning			
< 5.4	Split System Single Package	16 SEER and 12 EER	\$50/ton
5.4 < 11.25	Split System Single Package	12 EER and 13.8 IEER	\$50/ton
Air Source Heat Pump			
< 5.4	Split System Single Package	16 SEER and 14.6 EER	\$50/ton
5.4 < 11.25	Split System Single Package	12 EER and 13.8 IEER	\$50/ton

***New equipment must meet SEER, EER, and IEER efficiency values to fulfill requirements.**

What if I have additional questions about the Program?

If you are unsure of eligibility requirements or terms and conditions, please email PWC at customer.programs@faypwc.com.