Fayetteville Public Works Commission
Residential HVAC Program
Frequently Asked Questions

Who can qualify for the Program?

This offer is available to any PWC residential electric Customer with active electric service in good standing. The equipment must be new and installed on the property owned 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?

No. You must own the existing home in which the new equipment is installed and be the account holder of record.

How do qualify for a bill credit?

- Applicant must be PWC residential Customer with active electric service in good standing.
- Applicant must be homeowner and account holder of record where HVAC unit(s) is installed.
- Applicant must apply for bill credit within **six (6) months** of purchase and installation.
- Work must be completed by a licensed HVAC contractor.
- HVAC unit(s) must meet ENERGY STAR® standard and have a minimum SEER rating of 16+ and replace 14 SEER or less unit(s).
- Applicant must include a copy of the Certificate of Product rating with the application.
- Applicant is eligible for up to **two (2)** qualifying HVAC unit bill credits per service address.
- Submit original or copy of the paid and dated receipt or invoice within **six (6) months** of purchase and installation.
- Applicant must submit all paperwork required of this Program.
- Applicant must agree to Terms and Conditions of this Program.
- Applicant must agree to a possible post-installation audit by a PWC Conservationist.

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.

What is the bill credit amount for the Program?

Qualified applicants may receive a bill credit for up to two (2) ENERGY STAR® HVAC units per service address (each ≥ 24,000 BTU/hr). Electric heat pumps, gas packs, and dual fuel heat pumps may qualify. The following bill credits are available.

System Type	Minimum Ratings			Bill Credit
	SEER	EER	HSPF	
□ Heat Pump □ Central Air Conditioning □ Dual Fuel Heat Pump □ Gas Pack □ Single Package □ Split System	16	12	8.2	□ $250
	18	12.5	9.6	□ $350
	20	13.5	9.6	□ $400

Can I get the duct replacement bill credit without purchasing a new qualified ENERGY STAR heat pump?

Yes. Customers can replace their full ductwork at any time during the Program's eligibility dates to receive a bill credit of $200.00. The full ductwork replacement must be performed by a licensed HVAC contractor.

Who can install my high efficiency ENERGY STAR HVAC unit?

Your new ENERGY STAR 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 difference between single-stage, two stage, and variable-speed compressors?

A single-stage compressor always operates at 100% capacity. A single stage compressor generally has a lower SEER rating and is less efficient. A two-stage compressor has a low capacity stage, which is about 70% of capacity in most models, and a 100% high capacity stage. Variable-speed compressors adjust capacity from about 40% to 100% in increments of less than 1%. Both two-stage and variable-speed compressors have higher SEER ratings and provide more comfort and efficiency.

What is a variable speed fan motor?

The term "variable-speed" applies to two different components in an air conditioning or heat pump system: the blower motor (fan) and the compressor. A variable speed fan will run longer cycles to better control humidity during the warm summer months. This helps to create a more comfortable environment. It also allows for more air to pass through the HVAC system's air filter to better clean the air in your home.

What is AHRI reference number?

Split air conditioning and heat pump systems (with indoor and outdoor units) need to be properly matched to achieve the energy efficiency and longevity that you expect from your system. The AHRI (Air-Conditioning, Heating, and Refrigeration Institute) reference numbers verify the outdoor and indoor unit combination are correctly matched.

What is the acronyms SEER, EER, AFUE, and HSPF?

SEER rating is known as Seasonal Energy Efficiency Ratio. It measures air conditioning and heat pump cooling efficiency. SEER rating is the maximum efficiency rating; Like the miles per gallon for your car. The higher the miles per gallon the more efficient →The higher the SEER rating the more efficient.

Energy Efficiency Ratio (EER), also known as Energy Efficiency Rating, gives you an insight about how much cooling capacity the unit provides from a specific amount of energy used. The higher the EER rating, the more efficient the air conditioner.

AFUE stands for Annual Fuel Utilization Efficiency and is used to measure the efficiency of your furnace. A furnace's AFUE rating is listed as a percentage of how much fuel it can convert into usable heat. The more efficient your furnace, the more heat you will get per unit of fuel.

HSPF is an acronym for Heating Seasonal Performance Factor. It's a standardized rating used by all heat pump manufacturers to compare energy efficiencies between split-system air-source heat pumps. And, like miles per gallon for your car, the higher the HSPF number, the more efficient the system.

How can I calculate my AC energy savings?

The calculator link below determines how much you are spending on cooling your home per year based on four (4) factors.

- SEER rating of your current AC unit
- The size of your AC unit equipment
- The cost of electricity per kilowatt-hour (kWh) in North Carolina
- The annual cooling hours for North Carolina
    - **Note: Change in location, cost per kWh and/or, estimated cooling hours will impact savings**

Click to calculate your energy savings!

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.