



HOME ENERGY IMPROVEMENT PROGRAM

HEIP CONTRACTOR PROGRAM UPDATE

JANUARY 25, 2010

Dear Prequalified Contractor,

As the new year begins, there are always moments of reflection on the previous year's events. We would like to share our appreciation for a stellar year of participation from all of you on the Home Energy Improvement Program in 2009. We're excited about all of the possibilities for 2010.

To better assist us in sending you the proper quantity of marketing materials, please e-mail your account representative with the number of technicians at your company. Additionally, you may attach your updated proof of insurance to the e-mail so that your status with the program remains current.

We would like to thank those of you who have taken an active role in sending in the rebate applications for your customers. We have seen an increase in properly completed rebate applications and are able to process them without delay.

IMPORTANT
Please keep in mind the processing of customer rebates will be delayed if incomplete forms are submitted.

While completing the Quality Assurance checks, our inspectors have found items that need correction. These include qualifying work for the **Attic Insulation/Air Sealing** and **Duct Repair Rebates**.

TOP TIPS

1. Fax your updated insurance info to: 919.662.7588 attn.: David
2. Provide 2 invoices to your customers: 1 to send in & 1 to keep
3. Help your customers by checking over the entire rebate and attach the invoice before signing it

WHAT'S NEW

Program Web site UPGRADE

In direct response to your requests for easier search capabilities and a smaller subset of returned contractor names.

Standards Manual Update

A revision will be released soon.

Please take a moment to read through the bullets as they could save you the trouble of an additional visit.

Attic Insulation/Air Sealing Rebates

- Sealing the attic penetrations, such as the top plate to sheet rock connections, is a requirement.
- Your customers' rebate applications will be denied if, upon inspection, insufficient air sealing work was done.
- This challenging work will involve more time and effort than a simple insulation upgrade. Additional materials and man-hours will likely be necessary for the air sealing required. Please be sure to price your jobs accordingly.

Duct Repair Rebate

- All accessible duct work must be sealed. This includes ductwork supplying both upper and lower stories of two-story houses running on a single unit. Simply reattaching existing duct work to a newly installed air handler or furnace will not qualify your customers.
- Our inspectors will not be checking to see whether the outer liner of flexible ductwork or the insulating wrap of rigid ductwork is sealed to the plenum/trunk line. Unless your local code officials require sealing the outer liner, focus on sealing the inner liners to boots and collars and on sealing sheet metal to sheet metal connections.
- Supply boots and return boxes must be sealed to interior surfaces. These connections are considered part of the duct system.

FOR MORE INFORMATION, PLEASE CONTACT A MEMBER OF THE PROGRESS ENERGY HEIP TEAM:

Dawn M. Dukes
Program Account Representative
Raleigh, NC
Cell – 919.239.3760
dawn.dukes@honeywell.com

Jodie Libby
Program Account Representative
Asheville, NC & Florence, SC
Cell – 828.319.5500
jodie.libby@honeywell.com

Matt Dunn
Program Account Representative
Wilmington, NC & Myrtle Beach, SC
Cell – 919.649.2169
matt.dunn@honeywell.com

To remove your name from our mailing list, **please click here**. Questions or comments? E-mail us at progressenergy_heip@honeywell.com or call **1.866.990.4347**.

