



# HOME ENERGY IMPROVEMENT PROGRAM

HEIP CONTRACTOR PROGRAM UPDATE

OCTOBER 2010

## Dear Prequalified Contractor,

Thank you for making the first year of the Home Energy Improvement Program an inspiring success. By properly installing energy-efficient products, your customers have accrued valuable cost savings through HEIP, and they will continue to benefit from long-term energy savings and improved comfort.

### IMPORTANT

**We must have your current liability insurance on file.** If yours is expired or soon to expire, please fax it to **919.662.7588**, Attn: David.

Again, the goal is to increase energy efficiency for our mutual customers and to provide supplementary revenue opportunities for your business. As we close out 2010, we look forward to building an even stronger incentive program for 2011.

## A Message from James Kingston, HEIP Technical Coordinator

I want to thank everyone for your ongoing participation in our field inspection quality assurance process. To echo the initial training classes, the goal of our inspections is to ensure a consistently high quality of work throughout Progress Energy's service territory. A robust quality assurance process is the surest guarantee for continued funding. Utilities searching for sources of energy savings and load reduction must put their money into projects and programs that can deliver reliable and quantifiable results. Your participation validates their projected energy savings and potentially extends the life of the program.

## TOP TIPS

- 1. Verify PEC customer status before mentioning rebate incentives.** View PEC service territory maps by clicking the following link and scrolling to bottom of page: **PEC Service Territory Maps**.
- 2. Reduce rebate processing time.** Follow installation guidelines, assist your customers with completing applications and provide them with a detailed invoice for all installed measures.
- 3. Set yourself apart from competition.** Promote your business and energy efficiency by utilizing HEIP logos and marketing materials. Insulation, HVAC and window materials are available. **Contact your area representative for more information regarding restrictions and guidelines.**

## WHAT'S NEW

### Ongoing Training Opportunities

*Don't quite get our duct sealing or insulation and air sealing guidelines?*

Contact your area representative to discuss additional training opportunities.

### Bulk Entry Spreadsheet for Multi-Family Housing Installations

*Have home owner association or apartment building contracts?*

Contact your area representative to find out how you can take advantage of a new rebate processing tool for large quantities of eligible rebate applications submitted from the same community.

## ONLINE RESOURCES

Access the latest **prequalified contractor documents**, including the 2010 policies and procedures manual, downloadable rebate applications and more.

**Progress-energy.com/heip** for program benefits, details and FAQs.

**Savethewatts.com** for general information on the HEIP program as well as tax credit information, savings calculators, commercial programs and more!

## DON'T FORGET

- HVAC Contractors: Don't forget to keep your load calculations and the Level 1 Tune-up Checklist on file for future inspections. Level 1 Tune-up rebates are allowed once per unit; max. = 2 units per dwelling. Last year's rebate customers aren't eligible for another on same unit. NOTE: 1 year of operation required before service date.
- Rebate applications must be submitted within 90 days of completion date. Prequalified contractors must perform installation/service; pre-approval required for eligibility. NOTE: No back-dating on rebate applications.
- Energy Efficiency Financing Program offered by **AFC First Financial** or call **1.888.232.3477**.

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

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