



Residential High Efficiency Heat Pump/Air Conditioner

Terms & Conditions

Application Process

- **STEP 1: Register** as a participating contractor or customer self-installer by attending an LES orientation. Required orientation sessions will be held in December, 2017 and on a monthly basis throughout the year as needed. Check les.com for [SEP energy savings](#) for more information.
- **STEP 2:** Before beginning a project, submit an online **Pre-authorization Form** including an uploaded quote or customer acknowledgment form signed by the customer to reserve funds. LES will notify you regarding the availability of funds and, if funds are available, will provide you with a pre-authorization number.
- **STEP 3: Within 60 days (90 days for new construction) following pre-authorization**, complete the project and submit a **Reimbursement Form** and a copy of the sales receipt **CLEARLY indicating the incentive amount provided to the customer**, purchase date, itemized cost, materials and service rendered. An AHRI Certificate must also be included.
- Please allow two to four weeks to receive reimbursement. Submitting forms with incomplete information will delay payment processing.

Limits and Exclusions

- Program applies to new and existing homes.
- Systems must be installed in a stationary residential building within the LES service area.
- Existing heat pump or air conditioner must have been installed more than five years ago.
- Maximum combined incentive of \$100,000 per customer per year for all portions of the Sustainable Energy Program.

General Terms and Conditions

- Contractor reimbursement for issuing a customer incentive only applies to products purchased and services rendered on or after January 1, 2018.
- Equipment/materials must be purchased and permanently installed BEFORE reimbursement is issued to contractor or customer self-installer.
- LES reserves the right to verify sales transactions and inspect all projects prior to and after installation.
- Product(s) must be installed and services rendered at the customer's existing property in LES' service territory.
- Reimbursement will only be made for customers with current LES accounts with no past due account balances.
- Reimbursement may not exceed 50% of the final purchase price. Final purchase price would include reimbursements, rebates, incentives, gift certificates and contractor based savings.

General Terms and Conditions (continued)

- Falsifying information will result in a claim by LES for the return of reimbursement and expulsion from the program.
- LES is not responsible for any tax imposed resulting from reimbursement.
- LES does not endorse or warrant any contractors, manufacturers, products or system designs in promoting this program.
- Equivalent products must be preapproved by LES before incentive payment will be made.
- Replaced equipment cannot be reinstalled in the LES service territory.
- The customer/contractor agrees that each measure complies with all federal, state and local safety, building and environmental codes. All products must be UL-listed and installed per manufacturers' instructions.
- The customer/contractor is responsible for the proper disposal and/or recycling of any waste generated as a result of this program.
- LES reserves the right to publicize customer participation in this program unless otherwise notified in writing.
- LES does not guarantee products or energy savings.
- Sustainable Energy Programs are subject to change without notice.
- LES is making this program available for the benefit of its customers and the program is in no way intended to create a property right or interest in any participating contractor, seller or other third-party.
- All authorizations under the program are based upon compliance with Program Guidelines within the sole discretion of LES.