



## Fayetteville Public Works Commission

### LED Light Bulb Program

### Frequently Asked Questions

#### Who can qualify for the LED Light Bulb Program?

This offer is available to PWC residential customers with active electric service and is in good standing. This Program is available to homeowners and renters. The applicant must be the account holder of record.

#### How do I qualify for a bill credit?

This offer is available to any PWC residential Customer with active electric service. The application must be received within **six (6) months** of the purchase date. A copy of the itemized receipt and the portion of the box or picture showing wattage, lumens, and estimated cost per year must be submitted with the application.

- Applicant must be PWC residential Customer with active electric service in good standing.
- Applicant must be account holder of record where LED light bulbs are installed.
- Applicant must apply for bill credit within **six (6) months** of purchase date.
- Customer is eligible for bill credit for 50% of the purchase price but not greater than \$100.
- A minimum of eight (8) bulbs must be submitted per application.
- Include portion of box or picture showing product description to include lumens and wattage.
- **Low wattage landscape, motion, indoor/outdoor solar, and/or commercial LED bulbs do not qualify.**
- Applicant must submit all paperwork required of this Program (email: [customer.programs@faypwc.com](mailto:customer.programs@faypwc.com))
- Applicant must agree to Terms and Conditions of this Program.

#### What is the bill credit amount for the Program?

- You can receive up to 50% of total purchase price of LED bulbs (excluding tax and other charges).
- You must purchase a minimum of eight (8) LED bulbs of any variety.
- You may purchase LED bulbs on different dates but to earn the bill credit, documentation for a minimum of eight (8) LED bulbs and the application must be submitted at the same time.
- Maximum amount of individual bill credit will be capped at \$100.  
**Example 1:** Purchase 8 or more LED light bulbs. Your bill credit will be 50% of the retail price up to \$100.  
**Example 2:** Purchase 1-7 LED light bulbs. You will not receive a bill credit as the minimum purchase is 8 or more.  
**Example 3:** Purchase outdoor low wattage landscape or solar landscape lighting. You will not receive a bill credit as these LED lights do not qualify for the bill credit.



### Is there a limit on the amount of the bill credit I can receive?

Yes. All bill credits are capped at \$100 per service address.

### 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.

### Do I have to purchase the LED bulbs at the same time?

No. You may purchase your LED bulbs on different dates but to earn the bill credit, you must submit documentation for a minimum of eight (8) bulbs and the application at the same time.

### What if I have additional questions about the Program?

If you are unsure of eligibility requirements or terms and conditions, please contact a Customer Program Analyst at 910-223-4358 or email PWC at [customer.programs@faypwc.com](mailto:customer.programs@faypwc.com).