



Fayetteville Public Works Commission Ductwork Replacement Program Frequently Asked Questions

Who can qualify for the Ductwork Replacement Program?

This Program is available to any PWC residential customer with active electric service in good standing. The ductwork must be new and installed on the property owned by the applicant. The application must be received within **six (6) months** of the purchase and installation date. All installations must meet the Program Terms and Conditions. Applications are subject to approval.

How do I qualify for a bill credit?

- Applicant must be a PWC residential Customer with active electric service in good standing.
- Applicant must be the homeowner and account holder of record of where ductwork is replaced.
- Applicant must apply for bill credit within six (6) months of purchase and installation date.
- Work must be completed by a licensed contractor.
- Existing ductwork must be at least fifteen (15) years old. This bill credit is for retrofit applications only and does NOT apply to new construction.
- Applicant must 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 (email: customer.programs@faypwc.com)
- Applicant must agree to the Terms and Conditions of this Program.

What is the bill credit amount for the Program?

Customers can earn a \$200.00 bill credit for the full replacement of the home's ductwork. PWC will only bill credit the amount of \$200.00 one (1) time to qualifying participants.

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.

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 contractor.

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.