



Fayetteville Public Works Commission Residential Programs Terms and Conditions

2025 Residential Efficiency Program Rules

- Qualifying purchase(s) must be new product(s). Resale product(s), new parts installed in existing product(s), or product(s) that are leased, rebuilt, rented, received from insurance claims, received warranty, or won as a prize do not qualify.
- New construction appliance(s) do not qualify for bill credit. Installed appliance(s) must be replacing inefficient equipment. New construction includes solar installation.
- Applications for qualifying product(s) must be submitted within **six (6) months** of purchase and installation.
- Applicant must have the required Fayetteville Public Works Commission (FayPWC) service associated with the specific Program.
- Qualifying products do not guarantee approval of bill credit. Bill credits are offered on a first-come, first-served basis and are subject to availability of funds.
- Applicant's FayPWC account must be current, with active service, and non-delinquent (i.e. no past due balances) at the time the application is processed, or application will be denied. Should the past due balance be rectified within thirty (30) days of date on denial notification, please email customer.programs@faypwc.com to have your application reviewed again.
- PWC bill credits may not exceed the total purchase price of the appliance(s) or equipment. The only costs eligible for bill credit(s) is the percentage of retail cost of the appliance less delivery, installation, or other charges. PWC will only bill credit one (1) incentive for each qualifying appliance installed.
- PWC does not bill credit taxes, shipping fees or/and redeemed reward dollars or reward points.
- Paid invoices/receipts must clearly identify the equipment and include date of purchase, purchase price, make/model, and quantity purchased. Program application(s) must be complete and include a copy of the purchase receipt(s).
- Applicant must submit all paperwork required of each Program to be eligible for bill credit(s).
- FayPWC is not responsible for lost, damaged, late, illegible, misdirected or postage-due applications.
- Credit(s) is issued as a bill credit(s) to the FayPWC service account and may take up to ninety (90) days to process.
- FayPWC reserves the right to verify sales receipts and/or installations of product(s) before issuing bill credit(s).
- Agree to a possible post-installation audit by a PWC Conservationist.
- All terms, conditions, and rules of the Residential Programs are subject to change.



- Applicant can submit their respective Program application(s) to the follow addresses:

Email Application to:

Customer.programs@faypwc.com

Mail Application to:

FAYPWC—Marketing/Development E.E. Programs

P.O. Box 1089

Fayetteville, NC 28302

Additional Rules for Individual Residential Efficiency Programs

Dishwasher

- Renters DO NOT qualify for the dishwasher bill credit.
- Applicant must have active electric service to qualify.
- Qualified applicant is eligible for one (1) bill credit per service address.
- The dishwasher must be ENERGY STAR certified.
- Submit original or copy of the paid and dated receipt or invoice within **six (6) months** of purchase and installation.
- Bill credit amount is \$30 for approved dishwasher.

Clothes Washer

- Homeowners and renters qualify for the clothes washer bill credit.
- Applicant must have active electric account to qualify.
- Qualified applicant is eligible for one (1) bill credit per service address.
- The clothes washer must be ENERGY STAR certified.
- Submit original or copy of the paid and dated receipt or invoice within **six (6) months** of purchase and installation date.
- Bill credit amount is \$30 for approved electric clothes washer.

Electric Clothes Dryer

- Homeowners and renters qualify for the electric clothes dryer bill credit.
- A gas clothes dryer does not qualify for bill credit.
- Applicant must have active electric account to qualify.
- Qualified applicant is eligible for one (1) bill credit per service address.
- The electric clothes dryer must be ENERGY STAR certified.
- Submit original or copy of the paid and dated receipt or invoice within **six (6) months** of purchase and installation date.
- Bill credit amount is \$30 for approved electric clothes dryer.

LED Light Bulb Program

- Homeowners and renters qualify for the LED light bulb bill credit.
- Applicant must have active electric account to qualify.



- Applicant must purchase a minimum of 8 LED bulbs of any variety.
- Submit original or copy of the paid and dated receipt or invoice within **six (6) months** of purchase and installation date.
- Include portion of box or picture showing product description to include lumens and wattage.
- **Low wattage landscape, indoor/outdoor solar, motion, and commercial LED bulbs do not qualify.**
- Applicant may purchase LED bulbs on different dates but to earn the bill credit incentive, documentation for a minimum of eight (8) bulbs and the application must be submitted at the same time.
- Qualified applicant is eligible for 50% of total purchase price of LED bulbs (excluding tax and other charges) up to \$100.
- Bill credit amount is capped at \$100 for approved LED bulbs.
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 LED outdoor low wattage landscape, solar landscape lighting, and/or commercial LED bulbs. You will not receive a bill credit as these LED lights do not qualify for the bill credit incentive.

Buy Your Own Thermostat (BYOT)

- Homeowners, renters, non-residential small power and church TOU electric customers qualify for the BYOT bill credit.
- Renter must have homeowner and/or landlord approval to be qualified.
- Applicant must have active electric account to qualify.
- Qualified applicant is eligible for two (2) bill credits per service address.
- Customer is not eligible if they have received HVAC incentive credit within the last two calendar years.
- Submit original or copy of the paid and dated receipt or invoice within **six (6) months** of purchase and installation date.
- Bill credit amount is \$80 for approved Wi-Fi thermostat.
- Bill credit amount is capped at \$160 for qualified Wi-Fi thermostats.

HVAC Replacement (Heat Pump)

- Renters DO NOT qualify for the HVAC bill credit.
- Gas Pack HVACs DO NOT qualify for the HVAC bill credit.
- Applicant must have active electric account to qualify.
- Applicant is eligible for up to two (2) qualifying HVAC unit bill credits per service address.



- HVAC unit(s) must be ENERGY STAR certified and have a minimum SEER rating of 15+. Electric heat pumps, dual fuel heat pumps, central air conditioning systems, single packages, and split systems may qualify.
- Applicant must include a copy of the Certificate of Product Rating with the application.
- Submit original or copy of the paid and dated receipt or invoice within six (6) months of purchase and installation date.
- ENERGY STAR HVAC unit(s) must be installed by a licensed HVAC contractor.
- Bill credit amount is capped at \$800 for qualified ENERGY STAR HVAC units.
- The following bill credits are available:

System Type	Minimum Ratings			Bill Credit
	SEER2	EER	HSPF	
Heat Pump Split System	15	12	8.2	\$250
Single Package	18	12.5	9.6	\$350
Dual Fuel Heat Pump	20	13.5	9.6	\$400
Central Air Conditioning				

Ductwork Replacement

- Renters DO NOT qualify for ductwork replacement bill credit.
- Applicant must have active electric account to qualify.
- Qualified applicant is eligible for one (1) bill credit per service address.
- Replace existing ductwork that is at least fifteen (15) years old. This bill credit is for retrofit applications only and does NOT apply to new construction.
- Work must be completed by a licensed contractor.
- Submit original or copy of the paid and dated receipt or invoice within **six (6) months** of purchase and installation date.
- Qualified applicant is eligible for one (1) bill credit per service address.
- Bill credit amount is \$200 for approved ductwork replacement.

Insulation Upgrade

- Renters DO NOT qualify for insulation upgrade bill credit.
- Applicant must have active electric account to qualify.
- Qualified attic insulation must be upgraded from R-19 or less to R-38 or greater.
- Qualified crawl space insulation must be upgraded from R-13 less to R-19 or greater.
- Work must be completed by a licensed contractor.
- Submit original or copy of the paid and dated receipt or invoice within **six (6) months** of purchase and installation.
- Qualified applicant is eligible for two (2) bill credits per service address.



- Bill credit amount is \$125 for approved attic installation and \$125 for approved crawl space insulation. Qualified applicant is eligible to receive a total bill credit of \$250 for both installations.

Disclaimer

PWC reserves the right to reject any application that does not meet all the requirements of this Program. PWC makes no representations or warranties as to the condition, quality, effectiveness, operability, or cost of a qualified ENERGY STAR appliance(s) or WaterSense high efficiency toilet(s) subject to this Program. To the extent not prohibited by law, disclaims all express and implied conditions, representations and warranties related thereto, including without limitation, an implied warranty of merchantability or fitness for a particular purpose.

Limitation of Liability/Release

Applicant understands and agrees that, to the extent not prohibited by law, in no event shall PWC, its officials, officers, employees or agents be liable for any claimed or actual damage or losses of any kind, however caused and regardless of the theory of liability, related in any way to this Program, even if PWC has been advised of the possibility of such damages or losses. To the extent not prohibited by law, applicant assumes all risks associated with this Program, including without limitation, all risks associated with purchase, installation and maintenance of the qualified ENERGY STAR appliances or WATERSENSE high efficiency toilet(s) subject to this Program, applicant releases PWC, its officials, officers, employees and agents from any and all claims for damage or death or injury to any persons or property arising in any way from this Program.