



Fayetteville Public Works Commission

Insulation Replacement Program

Frequently Asked Questions

Who can qualify for the Insulation Replacement Program?

This Program is available to any PWC residential customer with active electric service in good standing. The insulation 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 a homeowner and account holder of record where insulation is installed.
- Applicant must apply for bill credit within **six (6) months** of purchase and installation date.
- Upgrade attic insulation from R-19 or less to R-38 or greater.
- Upgrade crawl space insulation from R-13 less to R-19 or greater.
- Submit original or copy of the paid and dated receipt or invoice within **six (6) months** of purchase and installation.
- Work must be completed by a licensed contractor.
- Applicant must submit all paperwork required of this Program (email: customer.programs@faypwc.com)
- Agree to Terms and Conditions of this Program.

What is the bill credit amount for the Program?

Customers can earn one (1) \$125.00 bill credit for upgrading their attic insulation from R-19 or less to R-38 or greater and earn one (1) \$125.00 bill credit for upgrading their crawl space insulation from R-13 or less to R-19 or greater. PWC will only credit the total amount of \$250.00 for both installations 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.

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.