



Fayetteville Public Works Commission

Residential HVAC Program

Frequently Asked Questions

Who can qualify for the Program?

This offer is available to any PWC residential electric Customer with active electric service in good standing. You must own the existing home in which the new equipment is installed and be the account holder of record. The equipment must be new and installed on the property owned by the applicant. The application must be received within **six (6) months** of the equipment purchase and installation date. All installations must meet the Program Terms and Conditions. Applications are subject to approval.

How do qualify for a bill credit?

- Applicant must be PWC residential Customer with active electric service in good standing.
- Applicant must be homeowner and account holder of record where HVAC unit(s) is installed.
- Applicant must apply for bill credit within **six (6) months** of purchase and installation.
- Work must be completed by a licensed HVAC contractor.
- HVAC unit(s) must meet ENERGY STAR® standard and have a minimum rating of 16+ SEER or 15.2+ SEER2 for central AC or heat pump
 - If heat pump, must also have minimum rating of 8.8 for HSPF or 7.5 HSPF2
 - If mini-split: must meet ENERGY STAR® standard and have a minimum rating of 18+ SEER/SEER2 AND 9+ for HSPF/HSPF2
- Applicant must include a copy of the AHRI Certificate of Product rating with the application.
- Applicants are eligible for up to **two (2)** qualifying HVAC unit bill credits per service address.
- 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 Terms and Conditions of this Program.

What is the bill credit amount for the Program?

Qualified applicants may receive a bill credit for up to two (2) ENERGY STAR HVAC units per service address. Electric heat pumps, gas packs, and dual fuel heat pumps may qualify. The following bill credits are available:



System Type	Minimum Ratings				Bill Credit
	SEER	SEER2	HSPF	HSPF2	
<input type="checkbox"/> Central Air Conditioner (only SEER or SEER2 apply) OR <input type="checkbox"/> Heat Pump	16	15.2	8.8	7.5	<input type="checkbox"/> \$250
	17	16	8.8	7.5	<input type="checkbox"/> \$350
	18+	17+	8.8	7.5	<input type="checkbox"/> \$400
<input type="checkbox"/> Mini-Split Heat Pump (min of 1000 sq ft of living space)*ducted or multi-head for whole home conditioning	18+	18+	9	9	<input type="checkbox"/> \$400

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 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 HVAC contractor.

Who can install my high efficiency HVAC unit?

Your new HVAC unit must be installed by a licensed HVAC contractor. All equipment, parts, and components of the HVAC unit and duct system must be new. Recycled or refurbished parts will disqualify the applicant. PWC does not endorse or promote any one business or 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.