



Heat Pump Water Heater Terms & Conditions

Application Process

- **STEP 1: If you have not already done so, register** as a participating contractor or customer self-installer. Contact LES to schedule an orientation session if you are a new program participant. Check <https://www.les.com/sep> for more information.
- **STEP 2:** Before beginning a project, submit an online **Pre-authorization Form** including an uploaded quote or customer acknowledgment form signed by the customer to reserve funds. LES will notify you regarding the availability of funds and, if funds are available, will provide you with a pre-authorization number.
- **STEP 3: Within 60 days (90 days for new construction) following pre-authorization**, complete the project and submit a **Reimbursement Form** and a copy of the sales receipt **CLEARLY indicating the incentive amount provided to the customer**, purchase date, itemized cost, materials and service rendered. An AHRI Certificate must also be included.
- Please allow two to four weeks to receive reimbursement. Submitting forms with incomplete information will delay payment processing.
- An extension is never guaranteed.
 - Consideration of an extension is at the discretion of LES staff
 - LES will perform an inspection to verify the project is at least 50% complete and can be completed if we add an extension. If we feel it cannot or will not be completed, we will not add an extension.
- **If a project expires, it can never be re-submitted (now or anytime in the future).**

Limits and Exclusions

- Program applies to new and existing homes and commercial buildings.
- Systems must be installed in a stationary building within the LES service area.
- Maximum combined incentive of \$100,000 per customer per year for all portions of the Sustainable Energy Program (excluding the Commercial Industrial Lighting Retrofit program annual maximum of \$5,000).

General Terms and Conditions

- A plumbing permit is required for each project.
- **The unit must be listed by Energy Star.**
- The heat pump water heater must have a UEF of at least 2.0 if it is 40 to 55 gallons. It must have a UEF of at least 2.2 if above 55 gallons.
- A heat pump water heater installed for an incentive must be brand new.
- It must be installed in an unconditioned or partially conditioned space.
- It must be installed in a room that provides at least 1000 cubic feet of surrounding air (minimum 12' X 12' room).
- Contractor reimbursement for issuing a customer incentive only applies to products purchased and services rendered on or after January 1, 2024.
- Equipment/materials must be purchased and permanently installed BEFORE reimbursement is issued to contractor or customer self-installer.
- LES reserves the right to verify sales transactions and inspect all projects prior to and after installation.
- Product(s) must be installed and services rendered at the customer's existing property in LES' service territory.
- Incentive will only be available to customers with LES account balances that are not past due.
- **If a project expires, it can never be re-submitted (now or anytime in the future).**

Incentive may not exceed 50% of the final purchase price. Final purchase price is determined after all contractor, distributor and/or manufacturer warranty adjustments, discounts, reimbursements, rebates, incentives and gift certificates are deducted.

General Terms and Conditions (continued)

- Falsifying information will result in a claim by LES for the return of reimbursement and expulsion from the program.
- LES is not responsible for any tax imposed resulting from reimbursement.
- LES does not endorse or warrant any contractors, manufacturers, products or system designs in promoting this program.
- Equivalent products must be preapproved by LES before incentive payment will be made.
- Replaced equipment cannot be reinstalled in the LES service territory.
- The customer/contractor agrees that each measure complies with all federal, state and local safety, building and environmental codes. All products must be UL-listed and installed per manufacturers' instructions.
- The customer/contractor is responsible for the proper disposal and/or recycling of any waste generated as a result of this program.
- LES reserves the right to publicize customer participation in this program unless otherwise notified in writing.
- LES does not guarantee products or energy savings.
- Sustainable Energy Programs are subject to change without notice.
- LES is making this program available for the benefit of its customers and the program is in no way intended to create a property right or interest in any participating contractor, seller or other third-party.
- All authorizations under the program are based upon compliance with Program Guidelines within the sole discretion of LES.