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a Better California

RESIDENTIAL

# AC Quality Care Rebate Application



Pacific Gas and Electric Company's (PG&E) AC Quality Care Program offers rebates on a variety of heating, ventilation and air conditioning (HVAC) products and improvements for your home. When you adopt a quality maintenance approach to your HVAC system, you can save energy and money while reducing your impact on the environment.

This application covers products installed on ONE HVAC system at ONE address. If you are applying for rebates for more than one HVAC system or for more than one address, please use separate applications.

## Details about the program

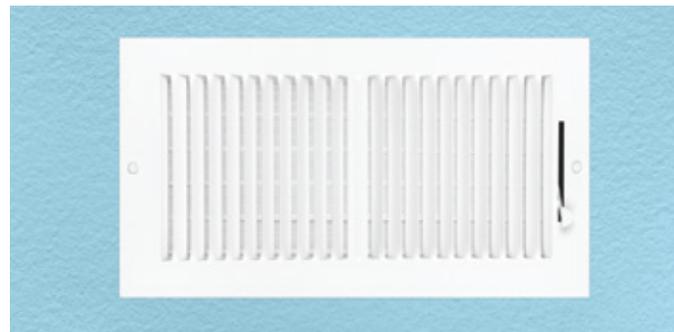
- To be eligible, you must have electricity distributed by PG&E to the installation address.
- Your home must be a single-family residence or duplex of three floors or fewer.
- Participating HVAC contractors will provide, assist in completing and submit the rebate application.
- Your contractor must first perform the Air Conditioning Contractors of America (ACCA) Standard 4 HVAC System Assessment which identifies areas that need maintenance or replacement.
- Your contractor will review assessment results with you and go over the next steps. The contractor will:
  1. Explain the program
  2. Perform the System Assessment to evaluate efficiency, performance and safety
  3. Recommend actions for increased comfort, efficiency and safety
  4. Discuss available PG&E rebates
- Certain rebates apply to specific maintenance measures. Your contractor will provide further information on rebate options, which can include the following: refrigerant system service, replacement of blower motor and one-year quality maintenance service agreement.



## How to apply

- 1 Purchase and install qualifying product(s) or measures during the rebate eligibility term from January 1, 2018 to December 31, 2018.
- 2 Complete the application with your contractor. You will need to refer to your PG&E bill for your Service Agreement ID Number.
- 3 Sign the application.
- 4 Make copies of all documentation for your records.
- 5 Once work is completed, your contractor will submit the application and any supporting documentation for processing.
- 6 Rebate checks are generally mailed six to eight weeks after application approval.
- 7 To ensure the highest quality work, you may be asked to have an inspection performed.

To find a participating AC Quality Care contractor, visit [acqualitycarerebate.com](http://acqualitycarerebate.com) or call 1-510-306-ACQC (2272).



# What to Expect: PG&E's AC Quality Care Program

## Performing the work

Certain steps need to be taken before work begins. For example, your contractor is responsible for obtaining any necessary city and/or county planning or building permits. Most HVAC maintenance measures do not require permits, but they may be required for more extensive renovations. Be sure that your contractor completes all of the work agreed upon in your contract. It's important that the work has been done to your satisfaction.

## Obtaining your rebate

Your rebate will be based on the qualified measures you choose. Here's what you can expect after you have completed and signed the Customer Rebate Application:

- Your contractor will submit the application for processing to Build It<sup>®</sup> Green, a third-party company contracted by PG&E to implement the Program. Unless you have released payment to your contractor, you should expect to receive a rebate check about six to eight weeks after the application has been submitted and approved.
- To ensure energy savings and customer satisfaction, Build It Green and PG&E will review the completed rebate application to confirm that all the necessary information has been provided. On-site inspections (described in the paragraph below) and follow-up corrections by your contractor may also be necessary.

## Quality assurance: verifying the work

An inspector from Build It Green and/or PG&E may schedule an in-person visit to ensure that your energy-efficiency measures were installed correctly. This inspection typically lasts about an hour and includes assessing your attic, basement, crawl space or garage to validate that all measures were completed.

PG&E or Build It Green may also contact you to ask about your level of satisfaction with your contractor and request feedback to further improve the Program. These on-site visits and phone calls help PG&E confirm that contractors are providing excellent customer service and making energy improvements that meet the Program's quality standards. Your cooperation is greatly appreciated!

## Tips for maximizing your HVAC energy efficiency

Now that you have taken the first steps to ensure that your HVAC system is operating at higher efficiency, here are some easy steps you can take to help keep your HVAC system running smoothly:

**Schedule Regular HVAC Checkups:** Energy efficiency and air quality are dependent upon maintained systems. HVAC service companies can troubleshoot potential problems during routine maintenance to help keep energy costs down and unexpected repairs to a minimum.

**Change Your Air Filter Regularly:** One of the most important things you can do to keep your HVAC system working at maximum efficiency is to regularly change your air filter. Ensure that the filter you use is designed to work with your system. If you have questions about how to properly change your system's air filter, your contractor can help answer them.

**Use a Programmable Thermostat:** PG&E recommends installing a programmable thermostat to maximize energy savings without sacrificing comfort. A programmable thermostat is ideal for people who are away from home during set periods of time throughout the week. Refer to the table below for recommended settings.

Setting	Time	Heating Setpoint	Cooling Setpoint
Wake	6 a.m.	70 °F or lower	70 °F or higher
Day	8 a.m.	62 °F or lower	85 °F or higher
Evening	6 p.m.	70 °F or lower	78 °F or higher
Sleep	10 p.m.	62 °F or lower	82 °F or higher

### For more information

**It's a win-win-win! You're upgrading your home, helping to reduce California's energy demand and saving money in the process. If you have questions about any of the steps outlined above or would like more information about the program, please call 1-510-306-2272 (ACQC) or send an email to [acqualitycare@builditgreen.org](mailto:acqualitycare@builditgreen.org).**

**Visit our website at [acqualitycarerebate.com](http://acqualitycarerebate.com).**

Please indicate the measures your contractor has performed and/or installed to Program Requirements

HVAC Quality Maintenance Measure (installed to Program Requirements)	Rebate
<input type="checkbox"/> Full ACCA Standard 4 HVAC System Assessment with Condenser Coil Cleaning Must precede any other measures	\$40
<input type="checkbox"/> Refrigerant Charge Adjustment	\$50
<input type="checkbox"/> Efficient Fan Delay Rebate	\$70
<input type="checkbox"/> Replacement Blower Motor	\$220
<input type="checkbox"/> Additional Incentive Must complete any two of the following: Refrigerant Recharge Adjustment, Efficient Fan Delay, and Blower Motor Replacement	\$100
<b>TOTAL REBATE PAYMENT</b>	

**Customer Signature**

I am applying for Rebates based on the information above. I have read and understood the Terms and Conditions (on reverse). I understand my Contractor is responsible for submitting this application to PG&E for processing.

By checking this box, I confirm that I have used a licensed, participating contractor, as appropriate, and followed applicable permitting requirements for the installation of the measures referenced above.

I own the home or received permission from the property owner for the installation of the measures referenced above.

PG&E ACCOUNT HOLDER (print)

EMAIL ADDRESS

**SIGN HERE**

SIGNATURE

DATE

SERVICE AGREEMENT ID NUMBER  
from "Details of Electricity Charges"

PHONE NUMBER



Complete the following section ONLY if payment is going to your contractor

**Payment Release Authorization** (if applicable)

I authorize the payment of my rebate check to the contractor named below, and I understand that I will not be receiving the rebate check from PG&E. I also understand my release of the rebate payment to my contractor does not exempt me from complying with the requirements outlined in this application.

**AUTHORIZED BY:**

CUSTOMER NAME (printed, as appears on PG&E bill)

CUSTOMER SIGNATURE

DATE

**CHECK SHOULD BE MADE PAYABLE TO:**

CONTRACTOR NAME

CONTRACTOR LICENSE NUMBER

## Terms and Conditions

1. In order to be eligible to receive a Rebate under this Program I understand that I (a) must be a customer of Pacific Gas and Electric Company (PG&E) with an active electric meter serviced by PG&E, (b) must live in a single family residence or duplex of three floors or less with an AC unit installed at the property. I further understand that, in addition to meeting the criteria above, I must also have an active Electric Service Agreement and Account with PG&E at the time the QM Services are rendered and completed. I also understand that if I should enter into a Quality Maintenance (QM) Agreement with my Contractor, that I must have an active Electric Service Agreement and Account with PG&E throughout the duration of the Service Agreement. I understand that if I am having my QM Services performed at more than one residence, I must complete this application and have my Contractor submit a separate application for each individual address and Service Agreement ID #. In this application, the term "perform measures" shall mean the HVAC QM Service was completed per the Program standards.
2. I understand the Program Term is January 1, 2018 through December 31, 2018 (the "Program Term"). Qualifying new measures performed during the Program Term may be eligible for a Rebate. I understand the Program offerings and Rebate amounts may change during the Program Term. Resale products, rebuilt, rented, received from warranty or insurance claims, exchanged, won as a prize, or new parts installed in existing products, do not qualify. The Program may be extended, modified or terminated without prior notice, and the payment of Rebates is subject to the availability of Program funding. To be eligible to receive a Rebate, an application with required documentation must be submitted by my Contractor and received by PG&E no later than 60 calendar days following the installation date of the measures or the expiration of the Program Term.
3. I understand my Contractor is responsible for submitting this application to PG&E. I further understand that it is my responsibility to confirm that my Contractor properly completes the application and submits it to PG&E within the period set forth above in Section 2. Unless an application is selected for verification, a Rebate check is generally mailed 6 to 8 weeks after PG&E receives a completed application from a Contractor. I understand an incomplete application cannot be processed for payment and will be delayed.
4. I will allow, if requested, a representative from PG&E, the California Public Utilities Commission (CPUC), or any authorized third party reasonable access to my property to verify the Contractor's work before a Rebate is paid. I understand that a Rebate will not be paid if I refuse to participate in any required verification. The verification of installation must be scheduled within 30 days of customer contact by PG&E.
5. I understand I cannot receive a Rebate for the same measures from more than one California investor-owned utility or third party energy efficiency program offering rebates, financing or other rebates funded with CPUC Public Goods Charge funds. Products discounted by PG&E at the point of sale are not eligible for additional Rebates under this Program.
6. PG&E MAKES NO REPRESENTATION OR WARRANTY, AND ASSUMES NO LIABILITY WITH RESPECT TO QUALITY, SAFETY, PERFORMANCE, OR OTHER ASPECT OF ANY DESIGN, SYSTEM OR APPLIANCE INSTALLED PURSUANT TO THIS AGREEMENT, AND EXPRESSLY DISCLAIMS ANY SUCH REPRESENTATION, WARRANTY OR LIABILITY. I AGREE TO INDEMNIFY PG&E, ITS AFFILIATES, SUBSIDIARIES, PARENT COMPANY, OFFICERS, DIRECTORS, AGENTS, AND EMPLOYEES AGAINST ALL LOSS, DAMAGE, EXPENSE, FEES, COSTS AND LIABILITY ARISING FROM ANY MEASURES INSTALLED.
7. **NOTE: FOR APPLICANTS THAT ARE TENANTS:** I understand I am solely responsible for obtaining the property owner's written permission in advance of the installation of the product for which I am applying for a Rebate payment. My signature on this application indicates I have obtained this written permission and will submit proof of permission upon PG&E's request.