

Information for Consumers

How will the program work?

Register & Reserve

- Rebates are available on a first come, first served basis. No additional monies will be added to this program.
- Rebates are in the form of a pre-paid Visa card that will be accepted anywhere Visa is accepted. There are no fees for this card if used within the first 12 months of receiving it.
- On March 1, 2010 at 8am consumers can call a toll free line or visit an internet site to register their information and reserve their rebates. The number and website will be announced to the media and posted on our website at www.energy.iowa.gov one week prior to the start of the program (February 22, 2010).
- Registration and reservations will not be accepted until March 1, 2010 at 8 am. The toll free number will not be "live" until March 1, 2010 at 8 am. The website will be "live" with information on February 19, 2010, but will not have registration information available until March 1, 2010 at 8 am.
- Once registration and reservation is complete, the customer will be given or be able to print a coupon code that is specific to their reservation.
- Customers can only reserve for one appliance per call or log-in. Customers can call in multiple times to receive additional rebates.
- Forms and information must be mailed back into the processor (information will be provided on the forms) within 30 days of the date the reservation took place.
- Rebates take approximately 3 – 4 weeks to process. Consumers will be able to check the status of their rebate on-line or via phone.

Am I eligible?

- Consumers must live in Iowa to receive the Iowa rebate.
- Consumers must purchase from an Iowa retailer.
- **Internet orders are not allowed.**
- One type of appliance per household.
- Consumers must be replacing an old appliance with a new, more energy efficient appliance.
- The program is based on a first come first served basis.
- Eligible purchases must be made **on or after March 1, 2010.**
- Consumers have 30 days to make their purchases and postmark their paperwork to turn in.
- The postmark on the rebate submittal must be within 30 days from the date the reservation was secured.
- Landlords are not eligible for appliance rebates for properties.

What if all the money is spent?

Customer Waiting List

Consumers will have the option either on-line or on the phone to be put on a waiting list. If rebates are not claimed within 30 days, those unclaimed rebates turn over to the waiting list.

How does the waiting list work?

Unclaimed rebates will be turned over to the waiting list. The waiting list will not be guaranteed a rebate. Those on the waiting list will be asked to purchase their appliance and send in their paperwork as if they received a coupon code as soon as possible. Unclaimed money will revert to the waiting list and be awarded on a first come first served basis.

What is the "tier" system and how do I get a list of appliances?

The "tier" system is from the Consortium for Energy Efficiency. The Consortium for Energy Efficiency (CEE), a nonprofit corporation that promotes the manufacture and purchase of energy-efficient products and services. Please go to <http://www.cee1.org/> and click on "residential". From there you can choose the appliances you are interested in looking for a model number and manufacturer

The tier listings will be available on our website at www.energy.iowa.gov .

For all other appliances, the rating is the "federal standard" or Energy Star criteria listed in the State of Iowa Appliance Rebate Criteria.

Can I reserve rebates for more than one appliance?

Yes, they can reserve one appliance type per household. For example, they can reserve one washing machine and one dishwasher. They cannot reserve two refrigerators.

How will I know if money is left in the program?

The website and toll free number will announce the dollar amounts available in the system as they occur, providing a real-time accounting of the funds to consumers.

How do I know which retailers are participating in the Appliance Rebate program?

All Iowa retailers may participate in this program. There is no sign up or requirement to participate.

Am I required to recycle or dispose of my old appliance?

Yes, customers will be asked to self certify that they disposed of old appliances properly and in an environmentally responsible manner.

Am I eligible for other rebates and tax incentives?

Yes. This program allows consumers to take advantage of multiple rebates and incentives.

For other rebates or incentives check with your local electric, natural gas or propane utilities to look for additional rebates.

AND

For tax credit information go to:

http://www.energystar.gov/index.cfm?c=tax_credits.tx_index