



Commercial HVAC Rewards FAQ

Can a customer use any contractor or only a participating contractor?

The Dominion Virginia Power HVAC Rewards program requires the work be completed by a licensed contractor who has registered with our network or as a self installation. Dominion Virginia Power has built a contractor network for a customer to identify potential contractors to complete the installation of a new lighting upgrade. All installations rebated by Dominion Virginia Power are subject to on-site inspection. All applications over \$10,000 in rebate value or self-installed will be inspected.

How long will it take to get my rebate check?

Once we receive your completed Rebate Application, it will take up to 45 days to process your rebate check.

Does the rebate go to the heating and cooling contractor or the customer?

The rebate will be sent to either the customer or the contractor, as indicated on the Rebate Application. The customer and the contractor may agree to have the contractor discount the services by the amount of the rebate, in which case the contractor would receive the rebate directly.

Do I still qualify for the rebate if I buy my electric energy from a supplier other than Dominion Virginia Power?

In order to qualify, the customer must be a Dominion Virginia Power business customer with an active account and be paying the A5 Rider. The offer is open to all Dominion Virginia Power business electric customers regardless of their gas supplier. Call **1-888-366-8280** for eligibility requirement verification.

I am a residential customer; can I get an upgrade of my HVAC equipment?

No, there is not a program for a residential HVAC upgrade.

What systems are eligible for the HVAC Rewards Program?

The HVAC Rewards program is not brand specific.

Can a customer complete the Rebate Application online?

Contractors and Customers are eligible to complete a paper form and submit the signed form along with all necessary invoices to:

Dominion Energy Conservation Programs
PO Box 468209
Atlanta, GA 31146

What if I have other questions and need to speak with a Customer Service Representative?

Please call the Dominion Virginia Power toll-free number for these energy conservation programs at 1.888.366.8280.



What is involved in the HVAC Rewards Program?

The participating HVAC contractor will evaluate the heating and cooling requirements. Based on this evaluation, each customer will be provided options for purchasing a new HVAC system. This program is eligible for the installation of new equipment or the replacement of existing equipment. The customer and the contractor will agree to a system, price and installation time frame/appointment independent of the program. After the installation of the new system, an application will be provided to Dominion Virginia Power and the rebate will be processed.

How much will I receive for participating?

Either the customer or the contractor will receive a rebate on a per ton basis depending on the efficiency rating of the system. A chart of these rebated dollars is available on this portal.

How much does it cost?

New unit pricing can vary depending on the contractor. To assist the selection, Dominion Virginia Power has built a contractor network for a customer to identify potential contractors to complete the installation of a new unit.

When can I submit my rebate?

Applications must be received within 90 days of the completion of the work.

Will my installation be verified?

All installations rebated by Dominion Virginia Power are subject to on-site inspection. All applications over \$10,000 in rebate value or self- installed will be inspected.

The Program is available until fully subscribed. Rebate amounts are subject to regulatory modifications without notice, and projects must be complete before rebates will be paid. Rebates cannot be reserved.