



# Solar Water Heater Rebates Program Procedures

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## **I. Initial Customer Contact**

*The Solar Water Heater Program will require preliminary site assessments to qualify prospective customers; however, participating solar contractors will be responsible for this task. Rebate applications must be submitted before equipment installation.*

- A. Customers interested in a solar water heater installation may contact the Customer Information Center (CIC) for program details.
- B. CIC staff will provide:
  - 1. Solar Water Heater Rebate Application.
  - 2. Program Guidelines and Procedures.
  - 3. Renewable Energy Credit Assignment Agreement Form.
  - 4. SRCC Qualified Equipment List.
  - 5. Participating Contractor List.

## **II. Initial Site Assessments**

*Participating solar contractors are responsible for performing the initial site visit and qualifying the customer for potential program participation.*

- A. Customers will be responsible for soliciting bids from participating contractors.
- B. Customer makes a contractor selection.

## **III. Contractor Responsibilities**

*Contractors may be the initial source of program information for the customer. Contractor should be able to explain the program guidelines and procedures and discuss the benefits of solar water heating.*

- A. Contractor is responsible for determining optimal location for solar collectors.
- B. Contractor will prepare rebate application (if customer has not submitted) with customer signature and submits to Austin Energy. The completed rebate application should contain:
  - 1. Signed (customer and contractor) rebate application.
  - 2. Solar water heater efficiency rating information.
  - 3. Warranty information.
  - 4. Site sketch of proposed location of solar collectors.
  - 5. Contractor must submit W-9 for recipient of incentive funds with the exception of residential customers.

## **IV. Rebate Application Review**

*The review process basically involves review of the rebate application, the efficiency rating and the proposed site sketch showing the proposed location of the solar collectors.*

- A. Program Manager will review and approve application and assign Field Inspector and forwards to Residential Processing Section.

- B. Residential Processing Section enters customer information in program database.
- C. Residential Processing Section notifies customer of rebate application approval.

**V. Installation**

*Upon notification, contractor begins installation. Contractor must complete the project within 90 days of application submittal.*

- A. Contractor obtains all necessary City permits and completes equipment installation.
- B. Contractor/customer contacts AE to schedule system verification after equipment has been installed and permits have been released.
- C. Residential Processing Section enters installation date on program database.

**VI. Funding**

*During the pilot phase of the program, funding will be provided through the existing program (Solar PV Rebate Program) budget. Rebate levels and payments will not exceed pre-determined cost effectiveness criteria.*

- A. Program funding and rebate levels are subject to change at any time, without notice. Projects exceeding pre-determined City Council budgetary limits may require additional City Council approval.
- B. Solar water heater rebates are calculated as follows:
- C. A rebate of \$2,000 will be available for existing residential installations. A rebate of \$1,500 will be available for residential new construction. Commercial rebates are calculated on a case by case basis.

**VII. System Verification**

*All installations will require system verification. Any discrepancies in equipment efficiency, code issues and/or sub-standard construction practices may disqualify the customer, or reduce the amount of the final rebate.*

- A. System Verifier verifies:
  - 1. Collector and tank model numbers.
  - 2. Orientation and tilt of collectors.
  - 3. Tank capacity.
  - 4. Plumbing permit.
- B. System Verifier collects:
  - 1. Paid customer invoice.
  - 2. Five-year warranty statement.
  - 3. Signed Renewable Energy Credit Assignment (REC) Agreement.
- C. System Verifier forwards all documents to Residential Processing Section for entry of final inspection date and final rebate amount on program database.

**VIII. Cycle Saver Installation**

*The installation of a Cycle Saver water heater timer is required to receive the rebate.*

- A. Austin Energy will supply a Cycle Saver water heater timer to the contractor.
- B. the contractor must install the Cycle Saver water heater timer according to supplied instructions.

**IX. Rebate Payment Processing**

*The rebate payment to the customer is processed by the AE's Finance section. The existing residential program database will track all payments and associated program kW and kWh savings.*

- A. System Verifier will forward all documents to Residential Processing Section for processing rebate payment. The documents include:
  - 1. Rebate Application.
  - 2. Collector and tank specification sheets.
  - 3. REC Agreement.
  - 4. Five-year warranty.
  - 5. Installation invoice.
- B. Rebate payment is issued 4 to 6 weeks from final inspection date.