

Kentucky Energy Efficient Appliance Rebate Program



Guide for Appliance Retailers

Introduction

The American Recovery and Reinvestment Act of 2009 appropriated funds to each state for the establishment and administration of appliance rebate programs. The amount available to Kentucky residents is \$4,096,000.

A goal of the program is to stimulate the economy by encouraging consumers to replace old appliances from an eligible appliance category with new energy efficient models. The State of Kentucky expects a favorable response to this program that will exhaust the rebate funds quickly.

As a retailer serving Kentucky residents, your role is to communicate the details of this program to consumers accurately. Please take time to familiarize yourself with this program using this guide and the web site as resources.

By working together, we can make this program a success for Kentucky retailers and residents alike.

Q & A

When does the program start and end?

This program begins April 22, 2010 and ends the instant the funds run out.

How do Kentucky retailers prepare?

Designed to have minimal impact on your operations, this is a consumer program, not a retailer program. Retailers are encouraged to help Kentucky residents understand the process. Kentucky residents are responsible for applying correctly.

Who is eligible?

A Kentucky resident with a valid Kentucky residential address who follows the program's rules. All payments will be mailed to this address, with no exceptions. Retail employees meeting these criteria are also eligible.

How do residents apply for these rebates?

1. Apply to reserve funds at the program's website or toll-free number.
2. Buy an eligible ENERGY STAR product.
3. Complete the application and mail the required materials within 14 days of the reservation. Information on required materials is available at www.KYappliance rebates.com or by calling 1-877-813-3669.

NOTE: The website and the customer service number will open for reservations and questions starting April 22, 2010.

Who is administering the Kentucky Energy Efficient Appliance Rebate Program?

The Kentucky Energy Efficient Appliance Rebate Program is funded by the Kentucky Department for Energy Development and Independence through the U.S. Department of Energy's American Recovery and Reinvestment Act funding.

Where must a Kentucky resident buy the product?

Kentucky residents are required to buy from Kentucky retailers. Online and out-of-state purchases do not qualify.

How do we know if a product is ENERGY STAR qualified?

All products that have earned this certification feature the familiar ENERGY STAR logo on the front of the product and on the product packaging. If you are unsure, visit www.ENERGYSTAR.gov for a complete list of ENERGY STAR qualified products and models.

Can a retailer help a customer complete a rebate application?

Yes, and due to the expected response, it would be in your best interest to help residents apply immediately after the sale. The Kentucky resident's name and address must be on the application, not the retailer's information.

What is the limit?

Kentucky residents may apply for one rebate per appliance category per address. For example, one refrigerator rebate plus one dishwasher rebate would qualify. Applications for two dishwasher rebates would not qualify.

How often are available funds updated?

They are calculated and communicated in real time at www.KYappliance rebates.com and 1-877-299-8595.

NOTE: The website and the customer service number will open for reservations and questions starting April 22, 2010.



Kentucky Energy Efficient Appliance Rebate Program



Q & A

Why is this a mail-in program instead of a discount?

This program's fixed budget requires rebate application processing on a first-come-first-serve basis. The method we chose guarantees a good rebate experience to Kentucky retailers and residents. It also protects Kentucky retailers from the potential frustration of retailer-administered programs.

Is appliance recycling required to be eligible?

Residents must certify the new ENERGY STAR qualified appliance replaces an existing appliance, which is a key requirement of this program. Recycling is strongly encouraged.

How will applications be verified?

Every rebate application and the data it contains will be audited to verify the qualifying purchase and other requirements. Retailers in Kentucky and neighboring states may be asked to provide occasional assistance and information as Kentucky validates specific sales transactions.

Can a resident apply for other rebates on the same appliance?

Yes, but remind the resident that each rebate sponsor has unique rules and application instructions. All mailed Kentucky rebate materials become the state's property and will not be returned, so help Kentucky residents mail copies of the receipts/invoices, as the originals may be required for the other rebate offers.

What products qualify? (See chart below)

Select a category at www.KYappliance rebates.com to display all the ENERGY STAR qualified product models or call 1-877-299-8595. NOTE: The website and the customer service number will open for reservations and questions starting April 22, 2010. Another resource is www.ENERGYSTAR.gov.

Eligible Appliance Categories	Visa® Prepaid Rebate
Air source heat pumps	\$400
Central air conditioners	\$100
Clothes washers	\$100
Dishwashers	\$50
Freezers	\$50
Gas boilers	\$200
Gas furnaces	\$300
Geothermal heat pumps	\$400
Refrigerators	\$50
Room air conditioners	\$40
Water heaters - Gas tankless	\$300
Water heaters - Electric Heat Pump	\$400
Water heaters - Hi-efficiency gas storage (EF \geq 0.62)	\$50
Water heaters - Hi-performance gas storage (EF \geq 0.67)	\$100
Water heaters - Solar (electric back up)	\$400
Water heaters - Solar (gas back up)	\$400

Terms & Conditions

Only ENERGY STAR product models in the specific categories listed above are eligible for Kentucky's rebates. To determine a product model's ENERGY STAR certification, Kentucky's agents will use product information available to the public at www.ENERGYSTAR.gov. Substitutions of products or product categories are not allowed. Call us at 1-877-299-8595 if you find an exception. By applying for a rebate and subsequently failing to satisfy each of the program requirements, an applicant gives up rights to the rebate and those rebate funds will no longer be available to him/her. Purchases of products that are used, rebuilt, rented, leased, exchanged, won as a prize or purchased at auction or online auction are not eligible. Cards are issued by Citibank, N.A. pursuant to a license from Visa U.S.A. Inc and managed by Citi Prepaid Services. Cards will not have access can be used everywhere Visa debit cards are accepted. The rights to a rebate or a rebate application may not be transferred or sold. Retailers may not apply for Kentucky's energy rebate. Applications in excess of the limits are not allowed. Applications exceeding verifiable eligible purchases are not allowed. Fraud of any type could result in federal prosecution under the US mail fraud statutes. Kentucky is not responsible for lost, late, damaged, illegible, misdirected or postage-due applications. Resolution of any disputes will be governed by Kentucky law.