

Energy Efficiency Program

Residential New Construction Rebate Program Terms and Conditions

Effective October 1, 2025



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General Terms and Conditions for Residential New Construction Rebates: Rebates apply to licensed builders and licensed contractors who are purchasing and installing the product identified in the appliance-specific Additional Terms and Conditions below in a residential new construction home located within Virginia Natural Gas' service territory. Product installation must be completed in compliance with all applicable laws, regulations and building codes imposed by federal, state, and local authorities. Only one rebate claim per individual product purchased will be accepted. These program offers are otherwise valid through May 31, 2026, unless suspended by order of the Virginia State Corporation Commission, and **while supplies and authorized funding is available**. You must provide all the information requested in the rebate claim submission form found on our website at www.virginianaturalgas.com/builderrebates and deliver supporting documentation as required in order to be eligible, including proof of customer consent to these terms and conditions. Incomplete entries will not be processed and will not be returned. **Rebate claims must be submitted using the application provided on our website at www.virginianaturalgas.com/builderrebates and must be submitted online or postmarked within 90 days of purchase and installation of qualifying products.** Offer valid for residential new construction only. Please allow approximately eight weeks after your completed submission is received to receive your rebate. Rebates will be paid via VISA prepaid card. Virginia Natural Gas is not responsible for lost, late, damaged, postage due, misdelivered or misdirected mail and incomplete or illegible claims. All claim forms and supporting documentation become the property of Virginia Natural Gas. Virginia Natural Gas reserves the right to withdraw, terminate, modify or suspend these offers (or any one of them) at any time upon reasonable notice posted on our website at virginianaturalgas.com/energyefficiency or by informing our retail and dealer partners, and providing documentation that clearly communicates end dates for purchases. Products may not be returned for full purchase price once the rebate has been fulfilled. By submitting a claim, you consent to our collection, use and disclosure of the information contained in it, together with any information you may subsequently provide to us, to any person or entity for the purpose of processing your rebate claim or responding to your requests and for internal business purposes in accordance with our privacy policy. Our use of your information is governed by our privacy policy that can be found at virginianaturalgas.com. For questions, please email vngrebates@agresources.com. Emailed inquiries will receive a follow-up response within 24-48 hours. You can also track the status of your rebate by visiting www.virginianaturalgasrebates.com/#/tracker and use the tracking information provided in your rebate confirmation email. You will receive an email confirmation once your online rebate form has been received. Virginia Natural Gas is not the manufacturer, seller or installer and is in no way responsible for the installation, quality of installation, or quality of natural gas appliance(s) for which you submit a rebate claim under the energy efficiency program. Any concerns regarding installation shall be directed to your installer, and any concerns regarding natural gas appliances or equipment shall be directed to the manufacturer or seller. Keep a copy of your submission for future reference. Rebate claims may only be submitted by individuals above the age of majority in the State of Virginia. Offer void where prohibited by law. These General Terms and Conditions are in addition to, and not in lieu of, the applicable appliance-specific Additional Terms and Conditions listed below.

High Efficiency Furnace (97% AFUE or greater) \$500 Rebate

The above General Terms and Conditions apply to this rebate offer. **Additional Terms and Conditions:** Rebate applies to contractors of residential new construction homes who are purchasing and installing a natural gas furnace with a 97% AFUE or greater within the Virginia Natural Gas service territory. Maximum rebate value per furnace for this Virginia Natural Gas rebate promotion is \$500. The furnace must be purchased and installed by May 31, 2026, to be eligible for rebate and must be submitted online or postmarked within 90 days of purchase and installation of qualifying product.

High Efficiency Tankless Water Heater (0.95 UEF or greater) \$300 Rebate

The above General Terms and Conditions apply to this rebate offer. **Additional Terms and Conditions:** Rebate applies to contractors of residential new construction homes who are purchasing and installing a natural gas tankless water heater with a UEF of 0.95 or greater within the Virginia Natural Gas Service Territory. Maximum rebate value per tankless water heater for this Virginia Natural Gas rebate promotion is \$300. The tankless water heater must be purchased and installed by May 31, 2026, to be eligible for rebate and must be submitted online or postmarked within 90 days of purchase and installation of qualifying product.

High Efficiency Wi-Fi Enabled or "SMART" Thermostat \$50 Rebate

The above General Terms and Conditions apply to this rebate offer. **Additional Terms and Conditions:** Rebate applies to contractors

who are purchasing and installing a qualifying "SMART" thermostat in a residential new construction home within Virginia Natural Gas service territory, where natural gas is the main fuel used for space heating in the home. Maximum rebate value per thermostat for this Virginia Natural Gas rebate promotion is \$50. To receive Smart Thermostat rebate, contractor must also install high efficiency tankless water heater and/or gas furnace as described above. The thermostat must be purchased and installed by May 31, 2026, to be eligible for rebate and must be submitted online or postmarked within 90 days of purchase and installation of qualifying product. Thermostats acquired from the VNG Online Marketplace utilizing rebates provided under the "Limited Rebate Promotion" program are not eligible for this \$50 rebate promotion.