

Energy Efficiency Program

Residential Home Incentive Program Terms and Conditions

Effective October 1, 2025



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General Terms and Conditions for Residential Home Incentive Program (NOTE: these terms apply only to the Residential Home Incentive Program, the Residential New Construction Program is subject to separate terms and conditions): Rebate applies to residential customers of Virginia Natural Gas who have an active gas account and who are purchasing the product identified in the appliance-specific Additional Terms and Conditions below. 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 virginianaturalgas.com/rebates 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 virginianaturalgas.com/rebates and must be submitted or postmarked within 60 days of purchase and installation of qualifying products.** Offer good for purchases for remodeling or renovation of pre-existing homes, condominiums, or townhouses in the Virginia Natural Gas service territory only. Offer not valid for new construction. Employees of Virginia Natural Gas, dealers and retailers are eligible to participate in these offers so long as they meet all other criteria. Please allow at least 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/energy efficiency](http://virginianaturalgas.com/energy%20efficiency) 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. Rebate shall be fulfilled via VISA prepaid card. 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 residential customers of Virginia Natural Gas who have an active gas account and who are purchasing and installing a natural gas furnace with 97% AFUE or greater. 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 60 days of purchase and installation of qualifying product.

High Efficiency Furnace (95.0 to 96.9% AFUE) \$400 Rebate

The above General Terms and Conditions apply to this rebate offer. **Additional Terms and Conditions:** Rebate applies to residential customers of Virginia Natural Gas who have an active gas account and who are purchasing and installing a natural gas furnace with 95%-96.9% AFUE. Maximum rebate value per furnace for this Virginia Natural Gas rebate promotion is \$400. The furnace must be purchased and installed by May 31, 2026, to be eligible for rebate and must be submitted online or postmarked within 60 days of purchase and installation of qualifying product.

High Efficiency Furnace (90%-94.9% AFUE) \$300 Rebate

The above General Terms and Conditions apply to this rebate offer. **Additional Terms and Conditions:** Rebate applies to residential customers of Virginia Natural Gas who have an active gas account and who are purchasing and installing a natural gas furnace with a 90%-94.9% AFUE. Maximum rebate value per furnace for this Virginia Natural Gas rebate promotion is \$300. The furnace must be purchased and installed by May 31, 2026, to be eligible for rebate and must be submitted online or postmarked within 60 days of purchase and installation of qualifying product.

High Efficiency Tankless Water Heater (0.87- 0.94 UEF) \$150 Rebate

The above General Terms and Conditions apply to this rebate offer. **Additional Terms and Conditions:** Rebate applies to residential customers of Virginia Natural Gas who have an active gas account and who are purchasing and installing a natural gas tankless water heater with a UEF of 0.87 -0.94. Maximum rebate value per tankless water heater for this Virginia Natural Gas rebate promotion is \$150. 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 60 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 residential customers of Virginia Natural Gas who have an active gas account and who are purchasing and installing a natural gas tankless water heater with a UEF of 0.95 or greater. 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 60 days of purchase and installation of qualifying product.

High Efficiency Tank-Style Water Heater (0.81 UEF to .949 UEF) \$150 Rebate

The above General Terms and Conditions apply to this rebate offer. **Additional Terms and Conditions:** Rebate applies to residential customers of Virginia Natural Gas who have an active gas account and who are purchasing and installing a natural gas tank-style water heater with a 0.81 Energy Factor or greater. Maximum annual rebate value per water heater for this Virginia Natural Gas rebate promotion is \$150. The water heater must be purchased and installed by May 31, 2026, to be eligible for rebate and must be submitted online or postmarked within 60 days of purchase and installation of qualifying product.

High Efficiency Tank-Style Water Heater (0.68 UEF – 0.80) \$75 Rebate

The above General Terms and Conditions apply to this rebate offer. **Additional Terms and Conditions:** Rebate applies to residential customers of Virginia Natural Gas who have an active gas account and who are purchasing and installing a natural gas tank-style water heater with a 0.68 - 0.80 Energy Factor. Maximum annual rebate value per water heater for this Virginia Natural Gas rebate promotion is \$75. The water heater must be purchased and installed by May 31, 2026, to be eligible for rebate and must be submitted online or postmarked within 60 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 residential customers of Virginia Natural Gas who have an active gas account, who are purchasing and installing a qualifying “SMART” thermostat and 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. The thermostat must be purchased and installed by May 31, 2026, to be eligible for rebate and must be submitted online or postmarked within 60 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.

Additional Offer of Free Energy-Savings Kit with Certain Rebates: Offer not valid for smart thermostat rebates or for New Residential Construction Rebates. The above General Terms and Conditions for Residential Home Incentive Program apply to this rebate offer. **Additional Terms and Conditions:** Rebate applies to residential customers of Virginia Natural Gas who have an active gas account and who are submitting rebate claims regarding the purchase and installation of a qualifying high efficiency natural gas

furnace or a qualifying high efficiency natural gas tankless or tank-style water heater as described above. Customers must opt-in by selecting the checkbox on the rebate form to receive the additional free offer. To receive the free energy-savings kit, customers must have a qualifying rebate (i.e. appliance was purchased and installed by May 31, 2026) to be eligible for the additional offer. Only one energy-savings kit per customer. Customers will receive a water conservation kit with qualifying tankless and tank-style natural gas water heater rebate. Customers will receive a weatherization kit with qualifying natural gas furnace rebates. Allow approximately six weeks from rebate approval to receive free energy-savings kit. See list below of items included in each free Energy Savings Kit.

	Kit Contents	Eligibility Requirements
Weatherization Kit	<ul style="list-style-type: none"> - Self-Adhesive Door Sweep - Deluxe Window Insulation Kit - Foam Weather Strip - 12 Pack of (4) Light Switch and (8) Outlet Foam Gaskets - 12 oz. Insulating Foam 	Must accompany an approved natural gas furnace rebate.
Water Conservation Kit	<ul style="list-style-type: none"> - Chrome Massage Showerhead - Kitchen Swivel Faucet Aerator - Bathroom Faucet Aerator - 3' Piece of Pipe Insulation 	Must accompany an approved tank-style or tankless water heater rebate.