

# Energy Efficiency Program Residential Incentive Program Terms and Conditions Effective November 1, 2022



Energy  
Efficiency  
Program

## Effective November 1, 2022

**General 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, 2025, 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 [virginiannaturalgas.com/rebates](http://virginiannaturalgas.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 claim must be submitted using the application provided on our website at [virginiannaturalgas.com/rebates](http://virginiannaturalgas.com/rebates) and must be submitted or postmarked within 45 days of purchase and installation of qualifying product.** Offer good on 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 in U.S. dollars. 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 or terminate these offers (or any one of them) at any time upon reasonable notice posted on our website at [virginiannaturalgas.com/energyefficiency](http://virginiannaturalgas.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. Rebate shall be fulfilled via a check or visa cash card, in which event rebate offer and check expires for that submission if rebate check is not cashed within 90 days of check date. 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 [virginiannaturalgas.com](http://virginiannaturalgas.com). 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. 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 (90-94.9% AFUE) \$250 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 an Annual Fuel Utilization Efficiency (AFUE) of 90-94.9%. Maximum rebate value per furnace for this Virginia Natural Gas rebate promotion is \$250. The furnace must be purchased and installed between November 1, 2022 and May 31, 2025 to be eligible for rebate.

### **High Efficiency Furnace (95% AFUE) \$350 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 an Annual Fuel Utilization Efficiency (AFUE) of 95% or greater. Maximum rebate value per furnace for this Virginia Natural Gas rebate promotion is \$350. The furnace must be purchased and installed between November 1, 2022 and May 31, 2025 to be eligible for rebate.

### **High Efficiency Tank-Style Water Heater (.64 EF) \$70 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 .64 Energy Factor (EF) or greater. Maximum rebate value per water heater for this Virginia Natural Gas rebate promotion is \$70. The water heater must be purchased and installed between November 1, 2022 and May 31, 2025 to be eligible for rebate.

**High Efficiency Tankless Water Heater (0.87-0.929 EF) \$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 0.87-0.929 Energy Factor (EF). Maximum rebate value per water heater for this Virginia Natural Gas rebate promotion is \$150. The water heater must be purchased and installed between November 1, 2022 and May 31, 2025 to be eligible for rebate.

**High Efficiency Tankless Water Heater (0.93 EF) \$200 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 0.93 Energy Factor (EF) or greater. Maximum rebate value per water heater for this Virginia Natural Gas rebate promotion is \$200. The water heater must be purchased and installed between November 1, 2022 and May 31, 2025 to be eligible for rebate.

**High Efficiency “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 and who are purchasing and installing a qualifying “SMART” thermostat (see website for list of qualifying products) 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 between November 1, 2022 and May 31, 2025 to be eligible for rebate.

**Free Energy-Savings/ Weatherization Kit**

**Terms and Conditions:** Free Energy-Savings/ Weatherization Kit (Kit) offer applies to residential customers of Virginia Natural Gas who have a current gas account, and who have completed an online home energy audit on virginianaturalgas.com. Offer good until May 31, 2025, or while supplies last. **Limit one free energy-savings/ weatherization kit per service address per program year.** Please allow at least eight weeks after your completed submission is received to receive your energy-savings/ weatherization kit. Virginia Natural Gas is not responsible for lost, late, damaged, misdelivered, or misdirected mail. Virginia Natural Gas reserves the right to withdraw or terminate this offer at any time upon reasonable notice posted on our website at [virginianaturalgas.com/energyefficiency](http://virginianaturalgas.com/energyefficiency) or by informing our retail and dealer partners and providing documentation that clearly communicated end dates. This program offer is otherwise valid through May 31, 2025, unless suspended by order of the Virginia State Corporation Commission, and while supplies and authorized funding is available. Product may not be returned or sold for profit or otherwise. Kits will be authorized for mailing to customers who complete the Energy Efficiency Program online energy audit on virginianaturalgas.com. Virginia Natural Gas is not the manufacturer, seller or installer and is in no way responsible for the Kit, subsequent installation, or quality of installation of any of the included items or use of any of the included items. You shall follow all manufacturer instructions and review all information provided by the manufacturer. Any concerns regarding the included items shall be directed to the applicable manufacturer and questions regarding installation shall be directed to your installer. Offer void where prohibited by law.

	<b>Kit Contents</b>	<b>Eligibility Requirements</b>
Kit Option #1	<ul style="list-style-type: none"> <li>- Deluxe Window Insulation Kit, (62" x 210")</li> <li>- Accura Clear Acrylic Latex Caulk</li> <li>- 3/8" x 3/4" Closed Cell Foam Weather Strip, 17' Roll</li> <li>- 12 Pack of (4) Light Switch and (8) Outlet Foam Gaskets</li> <li>- Ratchet-Style Caulk Gun</li> </ul>	Natural gas must be the main source of energy used for space heat in your home
Kit Option #2	<ul style="list-style-type: none"> <li>- Self-Adhesive Door Sweep</li> <li>- Accura Clear Acrylic Latex Caulk</li> <li>- 30' Roll of Rope Caulk</li> <li>- 3/8" x 3/4" Closed Cell Foam Weather Strip, 17' Roll</li> <li>- 12 Pack of (4) Light Switch and (8) Outlet Foam Gaskets</li> <li>- Ratchet-Style Caulk Gun</li> </ul>	Natural gas must be the main source of energy used for space heat in your home
Kit Options #3	<ul style="list-style-type: none"> <li>- Chrome Massage Showerhead, 1.5 GPM</li> <li>- Kitchen Swivel Faucet Aerator, 1.5 GPM</li> <li>- Bathroom Faucet Aerator, 1.0 GPM</li> <li>- 3' Piece of Pipe Insulation, R-3.15</li> <li>- Stop in Time™ 5-Minute Shower Timer</li> <li>- Hot Water Temperature Card</li> </ul>	Natural gas must be the main source of energy used for water heat in your home

**Free Home Energy Report Program and a Low-Income Home Energy Report Program (together, the “HER Programs”)**

**Terms and Conditions:** Free HER Programs are available to residential and low-income residential customers of Virginia Natural Gas who have a current gas account. HER Programs are available until May 31, 2025, unless extended further by Virginia Natural Gas or suspended by the Virginia State Corporation Commission. Customers are selected by Virginia Natural Gas for the HER Programs because, based on an assessment of customer energy use, they have the potential to save more money and energy. Currently, this is a limited offering, and only a sample of customers have been selected to participate. In the meantime, customers who are not current participants can find out more information about how to save energy and money on the Virginia Natural Gas website [virginianaturalgas.com/energyefficiency](http://virginianaturalgas.com/energyefficiency). A customer may opt out of the HER Programs by going to the “Account Preferences” section of [vng.opower.com](http://vng.opower.com) [[vng.opower.com](http://vng.opower.com)] or by calling (866) 229-3578. Customer information is kept confidential; for detailed information on how Virginia Natural Gas manages customer information, please read our customer information policy on [virginianaturalgas.com](http://virginianaturalgas.com). The breakdown of customer natural gas use is based on various factors, including how much gas their home uses, weather changes, number of occupants, changes in the home’s appliances and equipment, or using less common gas appliances (e.g., natural gas fireplace, jacuzzi tub, natural gas outdoor grill, pool heater, etc.). Virginia Natural Gas obtains information on your home’s size and type through public sources. If you feel your information is incorrect, please visit the HER Programs website to update your profile at <https://vng.opower.com/ei/x/home-energy-analysis> [[vng.opower.com](http://vng.opower.com)]. This will allow Virginia Natural Gas to provide accurate information about your home so Virginia Natural Gas can compare you to similar homes. Virginia Natural Gas is not responsible for lost, late, damaged, misdelivered or misdirected mail or email. Virginia Natural Gas reserves the right to withdraw or terminate one or both of the HER Programs at any time upon reasonable notice posted on our website at [virginianaturalgas.com/energyefficiency](http://virginianaturalgas.com/energyefficiency). Offer void where prohibited by law.

	<b>Dates Offered</b>	<b>Program Features</b>	<b>Eligibility Requirements</b>
Home Energy Report Program	December 1, 2022 – May 31, 2025	<ul style="list-style-type: none"> <li>- Customer-specific information, delivered through mailed or emailed Home Energy Reports</li> <li>- Allow customers to compare their energy use for the month, and over the past year to the consumption of a peer group of similar homes and homes that are considered energy efficient</li> <li>- Also provides suggested actionable steps to generate awareness and motivate customers to produce energy savings through behavioral changes and engagement with other energy-efficiency programs</li> </ul>	Customers must have an active VNG account and are selected based on an assessment of your energy use, and potential to save money and energy.
Low-Income Energy Report Program	December 1, 2022 – May 31, 2025	<ul style="list-style-type: none"> <li>- Customer-specific information, delivered through mailed or emailed Home Energy Reports</li> <li>- Allow customers to compare their energy use for the month, and over the past year to the consumption of a peer group of similar homes and homes that are considered energy efficient</li> <li>- Also provides suggested actionable steps to generate awareness and motivate customers to produce energy savings through behavioral changes and engagement with other energy-efficiency programs</li> </ul>	Customers must have an active VNG account and are selected based on an assessment of your energy use, and potential to save money and energy.