



WANT TO SAVE EVEN MORE?

Dominion offers a variety of money and energy saving programs in addition to the Heat Pump Upgrade. Take advantage of rebates and year-round savings you can earn with the following programs:

Duct Testing and Sealing Program

This program promotes testing and general repair of poorly performing duct and air distribution systems in residential homes. Qualifying customers will receive a rebate for having a participating contractor seal ducts in existing homes using program-approved methods.

Home Energy Check-Up Program

This program provides qualifying customers with an easy and low cost home energy audit. It includes a walkthrough audit of the home, direct install measures and recommendations for additional home energy improvements.

Heat Pump Tune-Up Program

This program provides qualifying customers with a rebate to have a participating contractor tune up their existing heat pump in order to achieve maximum operational performance and prevent premature equipment failures.



To learn more about these programs,
visit www.dom.com/savenowVA
or call **1-866-DOM-HELP** for additional information.



IMPROVING YOUR COMFORT AND SAVING YOU MONEY...

A HEAT PUMP UPGRADE CAN DO BOTH!

A heat pump upgrade can help you lower your energy bill, increase the energy efficiency of your home and improve your comfort.

WHAT IS THE HEAT PUMP UPGRADE PROGRAM?

Dominion's Heat Pump Upgrade program provides rebates for the replacement of existing heat pump equipment with more energy-efficient models.

Who is eligible?

This program is open to Dominion Virginia Power residential customers living in single family residences, townhomes, and multi-family (apartments and condos) dwellings with an electric heat pump*. Customers must be responsible for the electric bill and either own the home or be able to secure permission from the owner to have the services performed. Mobile homes, homes with dual fuel systems, and homes with non-electric heating are not eligible.

* New construction qualifies with a unit of 15 SEER or higher installed. All-electric homes with baseboard heat are also eligible.

WHAT ARE THE BENEFITS OF A HEAT PUMP UPGRADE?

Dominion Virginia Power's Heat Pump Upgrade program helps customers manage energy costs. This program can help reduce costs while improving the efficiency of your home. The incentive for the upgrade can help offset the cost of a more efficient system. A heat pump upgrade can save you money as you use less energy to heat and cool your home with a more efficient model.

What rebates can I earn?

Measure	Customer Incentive
Upgrade (14.5-15.9 SEER)	\$200
Upgrade (16+ SEER)	\$250

Note: one upgrade rebate per unit.

When can I expect to receive my rebate?

Please allow up to 90 days from the date all required information is received to process your rebate. Payment will be issued to the account holder and mailing address on record with Dominion. It is the responsibility of the customer to assure that all requirements for the rebate are met. Failure to provide any of the required information will delay processing of your application and could result in non-payment.

How can I find out the status of my rebate?

Upon submission of your rebate, an email will be sent to the email address you provided on your rebate form confirming your rebate has been submitted for processing. You may also check your rebate status via Manage Your Account on www.dom.com or by calling 1-866-DOM-HELP.

More questions? Visit www.dom.com/heatpumpupgrade or call **1-866-DOM-HELP** for additional information.

WHAT ARE THE STEPS TO PARTICIPATE?

- 1 Contact a local, participating contractor to schedule your Heat Pump Upgrade. A complete list of participating contractors can be found at www.dom.com/contractorsearch or call 1-866-DOM-HELP for more information.
- 2 Upon completion of the upgrade, the contractor will complete the contractor portion of the rebate form. You may then submit the completed form via fax or mail along with a copy of your receipt of payment.
- 3 You will receive a confirmation email the day your rebate information is received.
- 4 After you receive the initial confirmation email, you can check your rebate status via Manage Your Account on www.dom.com or by calling 1-866-DOM-HELP.
- 5 *Your rebate check will be mailed directly to you.*

Mail your completed rebate form along with a copy of the receipt to the address as shown below. Failure to include the offer number with the address could delay processing of your application and could result in non-payment.

Honeywell Smart Grid Solutions
Offer Number H544912
P.O. Box 130016
El Paso, Texas 88513-0016

Or fax to: 804-482-2883



Participating Contractor