

**FALL 2008 HEATING AND AIR CONDITIONING REBATE PROGRAM**  
**FREQUENTLY ASKED QUESTIONS**

**1. Q: Am I eligible for your rebate by installing a window unit?**

**A:** No. Only central air conditioning systems with a minimum SEER of 14.0, installed by a participating contractor, using a participating manufacturer's equipment (manufacturer approved matches) qualify for our rebate.

**2. Q: Can you please send me an application to get my rebate?**

**A:** No. Your rebate must be obtained through the contractor you select to do your work. (Please see the enclosed list)

**3. Q: Where can I purchase the air conditioner or heat pump to receive the rebate? I (or my friend or relative) can do this work.**

**A:** You cannot purchase this directly. Your air conditioning or heat pump system must be purchased and installed by the participating contractor you select, and he/she will take the rebate off of your bill.

**4. Q: What is HSPF?**

**A:** HSPF stands for Heating Seasonal Performance Factor. This measures the efficiency of the heating portion of the heat pump. A higher number means the unit works more efficiently.

**5. Q: What is a heat pump?**

**A:** A heat pump combines cooling and heating capability in one unit. When cooling, the heat pump operates like an air conditioner, removing the heat from indoors and transferring it outdoors. In the winter the heat pump takes heat from the outdoors and transfers it inside your home. Even at freezing temperatures, there is still heat in the outdoor air that can be used to warm a home by using a heat pump. To augment the heat pump on very cold days, electric resistance heaters are installed in the indoor section of the unit.

**6. Q: What does SEER mean?**

**A:** SEER stands for Seasonal Energy Efficiency Ratio. It is a comparison of the amount of cooling (BTUs) a unit produces, divided by the amount of electricity (watts) it consumes. The result is averaged over an entire cooling season to make it more accurate. The higher the SEER, the better the efficiency of the unit.

**7. Q: What is the benefit of a high efficiency unit?**

**A:** It is important to note that while higher efficiency units will drastically cut the cost of operation, they generally do not heat or cool any better than standard efficiency units. Several different grades of air conditioner, heat pump, oil furnace, or gas furnace may be available as options for your new heating and/or air conditioning system. It is important to remember that in most cases a higher efficiency unit will not heat or cool any better than a standard efficiency unit. They merely do it at a reduced cost. There are some side benefits to high efficiency units, however. High efficiency air conditioners and heat pumps are usually quieter and may have better warranties than standard units. High efficiency gas and oil furnaces also reduce the drafty feeling in a home by using outdoor air for combustion. Most also have a lifetime heat exchanger warranty. As far as how much energy the unit will save, it depends on several factors. Most, however, will save significantly more than their cost over the lifetime of the unit.