

City of Richmond, Virginia
Department of Public Utilities Rules and Regulations

Incentive Rebate Program
Adopted Effective September 29, 2017

1. Scope and Purpose.

The purpose of these rules and regulations is to implement the City of Richmond gas utility's Incentive Rebate Program. The Incentive Rebate Program is intended to provide incentives to customers to conduct energy audits, to install energy efficient natural gas equipment, to install insulation, and to take other conservation measures. The Incentive Rebate Program shall be contingent on the availability of funding.

2. Authority.

City Code Section 28-110(c) directs the Director to promulgate rules and regulations pursuant to City Code Section 28-26 to implement the Incentive Rebate Program.

3. Applicability of these Rules and Regulations.

These rules and regulations apply to all existing City gas utility customers who are located on existing City gas utility mains.

4. Definitions.

For purposes of these rules and regulations, the following definitions shall apply:

Alternative fuels: All fuels other than natural gas, including, but not limited to, electricity and oil.

City: City of Richmond, Virginia.

City Code: The Code of the City of Richmond, Virginia.

City gas utility: The gas utility owned by the City of Richmond, Virginia and operated by the City's Department of Public Utilities.

Department: The City of Richmond Department of Public Utilities.

Director: The Director of the City of Richmond's Department of Public Utilities.

Energy audit: A process of identifying energy uses in a building to determine the amounts of energy used and the costs. The findings of an energy audit can be used to determine ways to reduce energy use through conservation and energy efficiency improvements.

Energy efficient gas equipment: Natural gas heating, hot water, cooking, gas logs, generators, outdoor kitchen equipment, ornamental lights, air conditioning equipment, and other equipment as recommended by the Energy Services Division (“Energy Services”) with efficiency ratings that meet or exceed current federal and state standards for equipment installed and operated in the Commonwealth of Virginia and as defined by the U. S. Department of Energy, Office of Energy Efficiency and Renewable Energy.

Incentive program: The City gas utility's Incentive Rebate Program.

Program plan: One of the specific incentive program elements set forth in these regulations.

5. Eligibility to Make Application.

City gas utility customers located on existing City gas utility mains are eligible for participation in the incentive program, except as otherwise might be set forth in these regulations; provided, however, the Director may establish additional eligibility requirements for each program plan, not otherwise inconsistent with these regulations, including, but not limited to, setting the time periods during which the program plans are active, and limiting the total amount or number of rebates for which each customer account is eligible within a given time period.

6. Program Plans.

- a. Energy Audit Rebate Program Plan.** City gas utility customers are eligible to receive an incentive rebate for having a residential or commercial energy audit performed on the property to which the customer's account applies. Residential customers may receive up to a \$250 credit to their City gas utility bill and commercial customers may receive up to a \$500 credit to their City gas utility bill. In order to receive an incentive rebate, the customer must provide Energy Services with (i) a rebate certificate issued by the Department; (ii) an invoice for the work undertaken to qualify for the rebate, marked as paid in full; and (iii) a copy of the energy audit performed to qualify for the rebate.
- b. High Efficiency Tankless Water Heater Program Plan.** City gas utility customers are eligible to receive an incentive rebate of up to \$400 to their City gas utility bill for replacement of an existing tank water heater or boiler with a tankless gas water heater that qualifies as energy efficient gas equipment. In order to receive an incentive rebate, the customer must provide Energy Services with (i) a rebate certificate issued by the Department; (ii) an invoice for the work undertaken to qualify for the rebate, marked as paid in full; (iii) the model and serial number of the replacement equipment; (iv) an imprint or name plate of the equipment that was replaced; (v) a copy of the Department gas permit application; and (vi) a copy of the final approval from the applicable jurisdiction's building permits and inspection office, when applicable.
- c. High Efficiency Space Heating Rebate Program Plan.** City gas utility customers are eligible to receive an incentive rebate of up to \$400 to their City gas utility bill for replacement of a furnace or boiler used for space heating, with a high efficiency gas furnace, gas boiler, or gas heat pump that qualifies as energy efficient gas equipment. In order to receive an incentive rebate, the customer must provide Energy Services with (i) a rebate certificate issued by the Department; (ii) an invoice marked paid in full with a breakdown of

the equipment purchased and labor cost; (iii) the model and serial number of the equipment purchased; (iv) a copy of the Department gas permit application; and (v) a copy of the final approval from the applicable jurisdiction's building permits and inspection office, when applicable.

- d. **Programmable Thermostat Rebate Program Plan.** City gas utility customers are eligible to receive an incentive rebate of up to \$30 to their City gas utility bill for the purchase and installation of programmable thermostats. In order to receive an incentive rebate, the customer must provide Energy Services with (i) a rebate certificate issued by the Department; (ii) an invoice with the thermostat installation circled; and (iii) a copy of the proof of purchase from the packaging, including the Universal Product Code.
- e. **Hot Water Heater Insulation Rebate Program Plan.** City gas utility customers are eligible to receive an incentive rebate of up to \$25 to their City gas utility bill for the purchase and installation of hot water heater insulation. In order to receive an incentive rebate, the customer must provide Energy Services with (i) a rebate certificate issued by the Department; (ii) an invoice with the hot water heater insulation item circled; and (iii) a copy of the proof of purchase from the packaging, including the Universal Product Code.
- f. **Director Shall Establish Plan Parameters.** The Director shall establish program plan parameters, including, but not limited to, setting applicable timeframes and dollar limits.
- g. **Reporting of Approved Rebates to the Department's Customer Service Division.** The Energy Services Manager will forward a spreadsheet of approved energy conservation rebates to the Customer Service Manager – Billing Operations, and copy the Customer Service Administrator, each week that a program plan is in effect, authorizing the incentive program rebates to be applied to eligible City gas utility customer accounts. The spreadsheet will include (i) the customer name; (ii) the service address; (iii) the customer and premise numbers (account numbers); and (iv) the type and dollar value of the credit rebate.
- h. **Crediting of Customer Accounts.** The Department's Customer Service Division will apply applicable credit (within seven business days from receipt of the approved list forwarded by Energy Services) to the qualifying customer accounts. The description and value of the rebate will be indicated in a line item on the qualifying customer's next City gas utility bill. If the incentive program rebate cannot be used in the next billing month, the unused balance will be applied to future bills until fully used.

7. Procedures for Applying for Incentive Program Rebates.

Energy Services shall make incentive program rebate application forms and other necessary forms (as prescribed by the Director) available to interested individuals as a result of telephone requests, letters, and visits by City gas utility personnel to qualified gas customers located on existing gas mains.

Qualified City gas utility customers desiring to apply for a rebate within a given program plan must submit a fully and properly completed request for a rebate application, on a form prescribed by the Director, along with any other forms that might be required by the City, to Energy

Services. The application may include any other information that the customer believes would assist the City in considering the application.

8. Energy Services Division Review.

Once Energy Services receives a request for a rebate application, Energy Services will determine whether the applicant is a City gas utility customer on an existing gas main and otherwise qualified to apply for the desired incentive program rebate. If the applicant is so qualified, Energy Services will send the customer confirmation that the customer has been approved to participate in the incentive rebate program together with a package that includes a Department rebate certificate, and a copy of the applicable program plan terms and conditions.

9. Additional Requirements.

Participating City gas utility customers that receive rebate certificates from Energy Services must select their own energy auditors, contractors, and suppliers. Participating City gas utility customers must have their energy audits performed or qualified gas equipment purchased and installed, and must provide Energy Services with required proofs of purchase, within 120 days of the Department mailing the rebate certificate to the City gas utility customer.

10. Director's Ability to Verification.

The Director reserves the right to require the owner, at any time, to verify the owner's performance. Such verification may include, but is not limited to, required submission by the owner to the Director of invoices, building permits, and other documentation to ensure that the agreed-upon energy efficient gas equipment has been installed properly; that the qualifying work complies with the applicable building code requirements, and other legal requirements; and that qualifying energy efficient equipment is properly operating. The Director may visually inspect the customer's homes or other facilities where the energy efficient gas equipment is installed after providing an incentive rebate.

11. Awarding Rebate Incentives to Customer.

All qualifying rebates will be provided to the Customer in the form of a credit to the customer's City gas utility bill.

12. Advertising.

The Director shall encourage good energy conservation practices, including the installation and use of energy efficient gas equipment by informing City gas utility customers, owners, managers, developers, and the general public of the incentive program. The Director may publicize the incentive program through the use of television, radio, print, internet, mail, signage, product placement, and other appropriate outlets. The Director may schedule press conferences to announce or explain the incentive program and incentive program plans. The Director also may schedule meetings with existing and prospective new customers; with energy conservation professionals; natural gas equipment manufacturers, installers and distributors; and the general public, to explain and promote the incentive program and good energy conservation practices.

13. Liability.

The City shall have no liability whatsoever in connection with issuance of incentive rebates, or with the installation, operation or inspection of natural gas-fired equipment. The City makes no warranties, either expressed or implied, concerning the savings to be obtained by the customer. Customer savings will depend on natural gas and alternative energy rates and actual customer usage.

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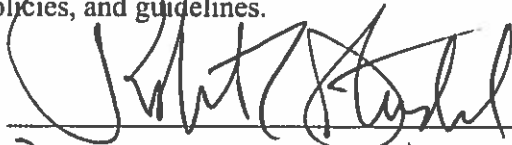
These rules and regulations shall become effective September 29, 2017, and at that time shall supersede in their entirety, to the extent necessary, any and all other conflicting Department rules, regulations, policies, and guidelines.

Approved: _____

Name: _____

Title: _____

Date: _____



Robert C. Steidel

Public Utilities Director

September 29, 2017