

Appalachian Power Virginia eScore Program

Customer Rebates

The following are upgrades and rebate amounts available for eScore participants:

Measure Category	Upgrade Name	Rebate Criteria	eScore Rebate
HVAC	Air Source Heat Pump - 17 SEER	existing system must be Electric Resistance heat	\$400
HVAC	Mini Splits - 19 SEER	existing system must be Air Source Heat Pump	\$300
HVAC	Mini Splits - 19 SEER	existing system must be Electric Resistance	\$675
HVAC	Smart Thermostats	existing system must be Air Source Heat Pump heat/cool or Electric Resistance with Central AC	\$75
HVAC	High Efficiency Furnace Fan Motor		\$75
Insulation	Air Sealing (30% reduction)	existing system must be Air Source Heat Pump or Central AC and Electric Resistance	up to \$150
Insulation	R-30 Attic Insulation	Central AC with Electric Furnace or Electric Baseboard or Electric Resistance Heat	up to \$400
Insulation	R-30 Attic Insulation	existing system must be Air Source Heat Pump	up to \$350
Insulation	Duct Sealing (10% reduction),	existing system must be Central AC and Electric Furnace or Electric Baseboard or Electric Resistance or Air Source Heat Pump	up to \$175
Demand Response	Bring your own Thermostat (BYOT)		\$50 at enrollment, plus an additional \$25 annually

* must be ENERGY STAR certified

** Value represents the R-value increase (New R-value – Old R-value)

*** Homes must be heated with electricity in order to qualify for major measure rebates



Questions? Call **888-261-4567** or email takecharge@clearesult.com.

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Eligible Measure Rules

Measures must be purchased, installed, and HVAC equipment operable prior to submitting a rebate application. To avoid applications being rejected, contractors are responsible for ensuring that all measures meet the minimum program requirements and are installed to specified program and manufacturer quality standards.

Air source heat pump – 17 SEER*: Existing system must be Electric Resistance heat. Fuel switches are not eligible. Equipment must be new, ENERGY STAR rated, and meet the minimum efficiency requirement.

Mini Split – 19 SEER*: Existing system must be Air Source Heat Pump or electric resistance heat. Fuel switches are not eligible. Equipment must be new, ENERGY STAR rated, and meet the minimum efficiency requirement.

Smart thermostat*: Must replace a non-programmable thermostat and be connected to Wi-Fi. May not be combined with the Appliances rebate.

ECM retrofit*: Must replace an existing PSC motor. Upgrade should not be installed if existing equipment is near end of its service life or very low efficiency, in which case full equipment replacement is the recommendation.

Air sealing: Blower door test-in and test-out required, unless there is suspected mold or asbestos present. Contractors should target the highest sources of air leakage first, such as major penetrations in the attic, basement, or crawlspace. Measured leakage reduction must be 30% or greater to qualify.

R-30 Attic insulation: Attic flat or sloped roof insulation. Does not include knee wall insulation.

Duct sealing: Accessible joints, seams, connections, and penetrations are sealed with approved mastics.

*Homes must be heated with electric heat in order to qualify for a major measure rebate



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Installation Standards

Appalachian Power is committed to promoting the highest level of professionalism, integrity, quality, and expertise to their program participants. Each Quality Contractor Network (QCN) member shall strive to uphold Program guidelines and standards for scope of work, quality of work, and professional conduct.

QCN member will receive a detailed explanation of the installation standards by measure. These guidelines are to be used by CLEAResult staff and program contractors as a guide to the proper use of air sealing, insulation materials, and HVAC equipment and their proper installation in existing residential buildings. Its goal is for program participants to share a mutual understanding of how specified energy conservation measures are to be implemented for given residential applications. This includes an understanding of how materials are to be selected, which materials are approved, and how they are to be installed. The participating contractor shall provide the homeowner with a written warranty of labor and materials valid for a minimum of one year from the date the service is performed. Equipment installed shall carry the manufacturer's warranty, plus optional extended warranty coverage, if applicable. The contractor must provide copies of all relevant warranties to the customer.

QA/QC Policy

Energy Advisors shall inspect each installed energy efficiency upgrade included in a rebate application for compliance with applicable program standards. Every feasible attempt shall be made to identify any deficiencies during the initial visit, to eliminate the need for multiple visits to correct items.

If an installation requires repair, correction, or completion, then the Energy Advisor shall document the portion of the standard that is not met and assign an inspection score to the installation. If a job fails inspection, the QCN member will be notified within 24 hours of the required corrections (usually while advisor is on site), and the QCN member is responsible for correcting the work and notifying CLEAResult Program Team of the resolution within 30 days after the date of the failed inspection.

QCN members are required to maintain a minimum 80% inspection pass rate to continue program participation. Failure to meet this minimum requirement will result in the contractor being suspended from QCN membership, delisted from the eScore portal website, and loss of all QCN privileges. The Inspection Pass Rate will be based upon the number of incentivized upgrades inspected during the preceding twelve-month period. All inspections will be held to the standards which are included in this manual.



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