



# Retailer and Installation Contractor FAQ

***Energize Missouri***  
Appliance Rebate Program

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## ***Energize Missouri Appliance Rebate Program*** **Retailer and Installation Contractor FAQ**

### **What is the program start date?**

The *Energize Missouri Appliance Rebate Program* will use a rebate reservation process that uses a two-phased approach.

- April 19, 2010 – Reservation system opens for participating appliance retailers or installation contractors. Consumers may go to participating retailer or installation contractor on or after this date to reserve a rebate and make an appliance purchase.
- April 21, 2010 – The consumer rebate reservation system opens for consumers to go online, use a toll-free number, or continue to go to a participating retailer or installation contractor to reserve a rebate for any appliance category that remains available.

### **When does the program end?**

The program ends the instant funds run out for all appliance categories. The department has distributed the appliance rebate funding among all of the appliance categories. The program will continue for each individual category until the funding is depleted.

### **How can my business participate?**

Participation will be limited to retailers and installation contractors located in Missouri and who have registered with the program. Those interested in registering can do so online at <http://Retail.MissouriApplianceRebate.com> or by phoning 877-233-1682. Registration begins on March 31, 2010.

### **What are the guidelines for participating retailers and installation contractors?**

Participating retailers and installation contractors must agree to comply with all of the following:

- Reserve rebates for consumers via the Web site at <http://Retail.MissouriApplianceRebate.com> or by calling 877-233-1682. This process includes verifying and documenting the consumer is a resident of Missouri, is 18 years of age or older, is purchasing an approved ENERGY STAR appliance, and is the owner of the appliance being replaced.
- Verifying participants have not exceeded the cap amount of \$1,300.
- Provide consumers with mail-in rebate application form.
- Promote the program to consumers via in-store signage, flyers and advertisements.
- Display a printed, legible copy of the current list of United States Department of Energy (DOE) approved ENERGY STAR appliances eligible for rebates.
- Properly identify, with a visible marker, showroom appliances that are eligible for a rebate, including the rebate value.
- Provide consumers the original sales receipt as proof of purchase. The receipt must include the appliance's brand name, model number and sales price.
- Use suggested marketing material via the program Web site, <http://Retail.MissouriApplianceRebate.com>.
- Provide the consumer's options and information for recycling services of replaced appliances.
- If offering a recycling program, 100 percent of those appliances replaced as part of the *Energize Missouri Appliance Rebate Program* must be recycled.

- Old appliances must be de-manufactured so they are rendered permanently inoperable and processed through a recycling facility.
- All hazardous materials are handled in accordance with federal, state and local laws.
- All recyclable material must be sorted and reprocessed into raw materials for future use.
- Report to the contractor the in-kind service contributions. Reports must be submitted within five business days after each calendar quarter.
- The consumer must be provided a signed receipt verifying the replaced appliance has been received by the participating retailer or installation contractor and will be properly recycled.
- In the case of contracted work to install the appliance, the installation contractor must apply the rebated amount to the actual purchase price of the appliance. It is the installation contractor's responsibility to ensure the purchaser is provided documentation of the actual purchase price.
- Agree to on-site monitoring of the program by the State of Missouri.

### **How do participating Missouri retailers and installation contractors prepare?**

Participating retailers and installation contractors are encouraged to help Missouri residents understand the process. In addition, since rebate reservations are being accepted via phone or internet, participating retailers or installation contractors should consider having computers (with internet access), printers, paper, and phone lines available for sales associates to assist consumers in obtaining a rebate application and reservation number.

### **Who is eligible for a rebate?**

Consumers will qualify for a rebate when they meet all of the following conditions:

- Must be residents of Missouri and at least 18 years of age or older.
- Must purchase no more than one appliance per appliance category per each address.
- Must be replacing an existing item from the same product category.
- Must be the owner of the property for all appliances, with the exception of clothes washers. Renters are eligible for clothes washer rebates. A landlord purchasing appliances for his or her multi-family properties is not eligible for the *Energize Missouri Appliance Rebate Program*.
- Purchase from a participating Missouri retail or installation contractor location.
- Rebate not to exceed the cap amount of \$1,300.
- Verify the appliance is ENERGY STAR qualified and an eligible appliance for the *Energize Missouri Appliance Rebate Program*.
- Recycle old appliance.
- Secure a signed rebate application form with a confirmation number.
- Submit original proof of purchase and proof of recycling.

### **How can residents apply for *Energize Missouri Appliance Rebate Program*?**

The greatest opportunity for successfully reserving a rebate is by purchasing a qualifying appliance from a participating retailer or installation contractor beginning on April 19, 2010. Afterwards, limited funds will be made available on April 21, at which time a consumer can reserve a rebate by using the online reservation process, or through a dedicated toll-free number for consumers only, or by going to a participating retailer or installation contractor. The rebate reservation process uses a two-phased approach:

Step 1: Reserve a rebate before purchasing the appliance by using one of the following methods. A consumer may make his or her own rebate reservation or a participating retailer or installation contractor may reserve a rebate on behalf of the consumer.

- By an online reservation process.
- Through a toll-free 800 number.
- By going to a participating retailer or installation contractor.

Step 2: Purchase appliance, get a rebate application from participating retailer or installation contractor, and complete the application form and mail it in for processing as further explained in this document.

### **Where must a Missouri resident buy the product?**

Appliances must be purchased from a participating Missouri retailer or installation contractor.

### **What products qualify?**

Only select ENERGY STAR clothes washers, dishwashers, air source heat pumps, gas furnaces, central air conditioning, gas water heaters, electric water heaters, and solar water heaters.

### **How do we know if a product is ENERGY STAR qualified?**

A list of qualified ENERGY STAR appliances is available on the department's Web site at [dnr.mo.gov/transform/energizemissourirebate.htm](http://dnr.mo.gov/transform/energizemissourirebate.htm). The list is also available on the ENERGY STAR Web site at [www.energystar.gov](http://www.energystar.gov). This can also be located through <http://Retail.MissouriApplianceRebate.com>.

### **Can a participating retailer or installation contractor help a customer complete a rebate application?**

- Yes. Retailers or installation contractors that have registered to participate in the program have agreed to assist with the reservation of rebates for consumers via the site <http://Retail.MissouriApplianceRebate.com> or by calling 877-233-1682. This process includes verifying and documenting the consumer is a resident of Missouri, is 18 years of age or older, is purchasing an approved ENERGY STAR appliance, and is the owner of the appliance being replaced.

**What is the rebate limit?**

There is a maximum dollar amount of rebates a household can qualify for; that amount is not to exceed \$1,300 and is limited to one appliance per category per residence. Below is a list of rebate amounts per appliance category:

Appliance Type	Rebate Amount
<b>Category 1 - Space Heating:</b> Gas Furnaces	\$250
<b>Category 2 – Space Cooling:</b> Central Air Conditioning Air Source Heat Pumps	\$200 \$300
<b>Category 3 – Water Heating:</b> Water Heaters – Gas Storage Water Heaters – Gas Tankless Water Heaters – Electric Heat Pump Water Heaters – Solar (gas or electric backup)	\$150 \$175 \$200 \$500
<b>Category 4 – Clothes Washers:</b> Clothes Washers	\$125
<b>Category 5 – Dishwashers</b> Dishwashers (table top models excluded)	\$125

**Is recycling required to be eligible for a rebate?**

Yes. The purchaser must submit proof of recycling with the completed rebate application. Proof of recycling will be accepted in a variety of formats:

1. Statement from the participating appliance retailer or installation contractor indicating pick-up and recycling of the replaced appliance.
2. Receipt from a recycling center where a consumer can drop off.
3. Receipt from appliance turn-in event, indicating the type of appliance turned in, signature of person receiving the appliance, and date and location of event.

**Can a resident apply for the *Energize Missouri Appliance Rebate Program* and still take advantage of the Show Me Green ENERGY STAR Sales Tax Holiday?**

Yes. The Show-Me Green Sales Tax Holiday will be held during a seven day period starting on April 19 and ending on April 25, 2010. During this period, sales of qualifying ENERGY STAR certified new appliances will be exempt from state sales tax.

**What happens if my printer jams and I cannot print the rebate application form?**

If equipment should malfunction, participating retailers or installation contractors should provide the consumer with the confirmation number associated with the rebate reservation process. The consumer can then make arrangements by contacting the *Energize Missouri Appliance Rebate Program* support center to have a copy of their rebate application form sent to their home address. This process will only work if the consumer can provide the confirmation number after the rebate has been reserved by the participating retailer and installation contractor. Consumer dedicated toll-free number is 877-541-4848.

For more information about the *Energize Missouri Appliance Rebate Program*, retailers or installation contractors may visit the Web at <http://Retail.MissouriApplianceRebate.com> or by calling toll-free 877-233-1682.