

SwitchItProvo.com

The Energy Conservation Program from **Provo City Power**

STANDARD TERMS AND CONDITIONS

REFRIGERATOR/FREEZER PICKUP, RECYCLE AND REBATE PROGRAM

CITY OF PROVO • ENERGY DEPARTMENT
251 W 800 N • PROVO, UT 84601 • 801.852.6886 • www.SwitchItProvo.com

Program Overview

Provo Power is pleased to offer the new Energy Efficiency Program (EE Program) available to residential customers. The EE Program is designed to offer rebates for those who purchase qualified appliances or dispose of old appliances, and will also offer home energy audits to evaluate and/or suggest energy improvement projects and energy efficient devices within the homes for cost effectiveness. The EE Program is offered only to customers served by Provo City Power.

The EE Program is a demand side management tool to promote and encourage energy conservation and load shaping with verifiable and achievable results. There is a limited amount of funding for each activity and the program will only run until the funds are depleted. The EE Program may be modified, changed or terminated at any time.

The EE Program requires the participation of the customers to submit specific information or applications for rebates. The information will be processed to determine the value and reductions of electrical consumption. The goal of the department is to monitor and evaluate the effectiveness of these activities.

Refrigerator/Freezer Pickup, Recycle and Rebate Program

Availability. This pickup, recycle and disposal program for refrigerators and freezers will be available on a first come, first served basis and will be offered until the funds are depleted. The intent of this program is to remove old, inefficient refrigerators or freezers currently operating in residential

houses located in Provo. Customers are to refer to the program website at www.SwitchItProvo.com for the latest information on the program. Customers are required to submit all required information online (www.SwitchItProvo.com). It is the responsibility of the customer to submit a complete application. Incomplete applications will not be accepted and the customer will be notified of the denial and how to re-apply.

Purpose. The Utility wants the customer to (1) save energy by using a refrigerator that may be two to three times more energy efficient than a high-efficiency one built years ago; (2) save money by discontinuing the use of a second refrigerator or freezer; and (3) protect the environment by properly recycling the old unit and allowing a third party to handle any hazardous waste.

Eligibility. The customer must have an existing residential utility account in their name and be in good standing with the utility. The customer is allowed only one pickup and removal for either a refrigerator or freezer at each residence in Provo. Refrigerators must be in working condition and must be plugged in to verify they are working. Units must be a minimum of 10 cubic feet in size (based on inside measurements) to qualify for the program. Please make sure your old unit is empty when it is picked up. Customers must own the unit(s) being recycled.

This offer is only good for the removal of up to two refrigerators or freezers, and is not transferrable for additional services. If a customer would like to remove other items, there is an additional charge and the work must be arranged through 1-800-GOT-JUNK?.

Incentives. The utility is offering to pickup and recycle either a refrigerator or freezer from the customer. In addition, the customer shall receive \$30 for the removal. Rebate checks will be sent to the address listed on the customer's account.

Incentive Process. The incentive payment will be processed on a first-come first-served basis until the funds are depleted. The customer should allow about six (6) weeks from the date of pickup for rebates to be processed. Rebate checks will be sent to the address listed on the customer's account. Customers may contact Provo City's energy services coordinators at (801) 852-6886 to inquire about the status of the rebate.

Pickup and Recycle Contractor. The Utility has contracted with 1-800-GOT-JUNK? for the pickup, recycle and disposal of the refrigerators and freezers.

This offer is only good for the removal of up to two refrigerators or freezers, and is not transferrable for additional services. If a customer would like to remove other items, there is an additional charge and the work must be arranged through 1-800-GOT-JUNK?.