

**“Power To Make A Difference” O&A Webinar**  
**June 17<sup>th</sup> & 24th, 2010**

**Q: What rebates are available for solar power installations?**

A: At this time the Residential Solar Photovoltaic program has been fully subscribed and is no longer accepting rebate applications or reservations. Currently, there are still rebates for Institutional customers. The amount is \$2 per watt to a maximum rebate of \$500,000 per institutional customer/parent organization. To qualify for the program, you must be a federal, state or local government; a school, university or college; or a nonprofit entity.

**Q: We are considering installing heat exchangers on our cooling water loops to preheat our domestic hot water and reduce the load on our cooling towers, would this type of project qualify for the custom incentive program?**

A: Qualification will depend on kilowatt-hours saved, cost effectiveness and the ability to present measurable and verifiable savings. In general, this does not fit into one of our prescriptive rebate programs, so if it meets other criteria, it would be eligible for a custom incentive. Please contact your Key Account Manager or one of the Business Accounts Specialists for more information. Business Accounts Specialists can be reached at 1-888-220-9991.

**Q: Please clarify the benefit to cost ratio.**

A: The benefit to cost test is calculated as follows:

(Annual kWh savings X measure life X avoided utility cost) / Total installed cost

Measure life = actual life expectancy up to 15 years

Avoided utility cost = \$.08 as defined by the PUC

This calculation provides a guideline regarding the cost effectiveness of custom incentive measures.

**Q: How often can you change electric providers and what is the cost to change?**

A: It depends on the terms and conditions of your contract with your supplier. Supplier contracts vary in length and some of them may have early termination fees. It does not matter to PPL Electric Utilities how often you change suppliers. PPL Electric Utilities does not charge any fees for switching.

**Q: We have replaced several thousand 40w-60w incandescent candelabra lamps with 5w-8w cold cathode lamps. Does this qualify for the E-power program?**

A: Yes, cold cathode lighting retrofit is covered under the rebates: \$3 per lamp, greater than or equal to 2-watt and less than or equal to 8-watt.

**Q: Is there a fee to have in-house HVAC technicians certified to complete HVAC tune-ups?**

A: The in-house technician must purchase the equipment and complete the training for the HVAC tune-up program but there is no fee to participate. For information on how to purchase the equipment, contact Field Diagnostics Services at [www.fielfdiagnostics.com/e-power](http://www.fielfdiagnostics.com/e-power) or call 215-359-3916.

**Q: How do you know your anniversary date to permit you to switch suppliers?**

A: Call your supplier to confirm contractual dates.

**Q: I understand you were giving rebates for old equipment. We replaced an old appliance for a new energy efficient appliance. Can institutions take advantage of these rebates? If so how do we apply for these rebates?**

A: Yes, institutions can participate. Visit [www.ppelectric.com/e-power](http://www.ppelectric.com/e-power) and navigate to our “Institutional” page for more information about appliance recycling and other rebates related to energy efficient equipment rebates..

**Q: I read where there is a 6/30/10 deadline. Is this true? Is there a deadline?**

A: We expect to extend that deadline. Our programs will run through early 2013 or until funding runs out – whichever comes sooner.

**Q: Does the customer have to pay for the HVAC tune-up?**

A: You should contact one of the professionals listed on our Web site for information regarding what measures are included in the HVAC tune-up program and any costs.

**Q: Where do you buy the HVAC tune-up kits?**

A: If you are a customer, you should contact one of the professionals listed on our Web site for information regarding what measures are included in the HVAC tune-up program and any costs. If you are a trade ally, contact Field Diagnostics regarding the program participant requirements for interested contractors.

**Q: We are considering the replacement of MH high bay lighting with induction lighting. Would this be considered under the custom incentive program?**

A. Yes. Induction lighting does not have a prescriptive rebate, so you should submit an application for the custom incentive program.

**Q: When will the load curtailment program start?**

A: The program is for the summer of 2012 but details about how to participate will be available sometime this year.

**Q: Why are there no prescriptive rebates for LED technology?**

A: We do have rebates for certain LED exit signs and fixtures. However, the purchase cost for many other LED technologies does not meet our benefit-to-cost test for eligibility.

**Q: Do motion sensor plug strips that control computers, monitors, printers and work station task lighting comply with the occupancy sensor rebate?**

A: No, prescriptive occupancy sensor rebates are directly related to lighting.

**Q: Can non-prescriptive lighting projects be submitted through the Custom Incentive Program?**

A: Yes, as long as the project is custom, measureable and cost effective.

**Q. Would the installation of a steam turbine to reduce the demand on the grid qualify for the custom rebate program?**

A: No. Cogeneration does not qualify under the prescriptive or custom programs.

**Q. If we converted from a 400-watt Metal Halide to a T5 or T8 fluorescent does this qualify for a rebate?**

A: To qualify for a rebate for this retrofit, there are certain criteria you must meet:

1. Ceiling must be 15'
2. Cannot be an existing pulse-start metal halide
3. Existing lamp must be either incandescent, standard metal halide, mercury vapor, high pressure sodium, T12, T12 HO, or T12 very HO fluorescent:

Possible incentive: If replacing with High Bay Lighting -T5HO \$16/lamp

If replacing with High Bay Lighting -T8 \$12/lamp

**Q: How much is the annual ACT 129 allocation?**

A: The total program cost is \$246 million. That dollar amount is spread over the life of the 4 year program. Those dollars are not allocated equally on an annual basis. The amount spent each year depends on participation in the program.

**Q: Will you help homeowners complete an energy star audit?**

A: PPL Electric Utilities provides two energy assessment options provided at reduced prices. To find out more and to sign up, visit [www.pplelectric.com/e-power](http://www.pplelectric.com/e-power), choose “Residential” then choose “Home Assessment & Weatherization”.

**Q: Do you do energy audits for business and or government?**

A: Not at this time. However, here are some resources to help you:  
[www1.eere.energy.gov/industry/](http://www1.eere.energy.gov/industry/) - DEP website listing of qualified energy specialists and free software tools to identify and assess energy efficiency & conservation measures.  
[www.energystar.gov/](http://www.energystar.gov/) - Energy Star listing of service/product providers, click on ‘expert help’ under the ‘buildings & plants’ category.

**Q: Will replacement of lamps only be included in the rebates or must the whole fixture be replaced to qualify?**

A: The majority of lighting retrofit rebates are incentivized on a per fixture basis, however; some are incentivized on a per lamp basis. Please check our website for the specific rebate you are interested in.

**Q: Can you get rebates from PPL on the same upgrades that qualify for Federal Tax Credits?**

A: PPL Electric Utilities will issue a rebate. It is the customer’s responsibility to check the federal guidelines for the individual program.

**Q: Is there a capacitor that can be installed at the circuit breaker panel to help reduce surges and thus save energy use?**

A: PPL Electric Utilities does not test nor have we qualified capacitors as a way to save energy. Questions regarding your particular service should be directed towards your electrical contractor or engineer.

**Q: Can we send in rebate forms as the project goes along or should we wait until the project is complete?**

A: If you can’t break the project up into small projects, it is best to wait until the project is complete because an itemized invoice will be required.

**Q: How will you know if there is enough money in the fund?**

A: We have a system in place that tracks rebates issued on an ongoing basis.

**Q: Does the ASD/VSD rebate only apply to HVAC systems or any motor in general?**

A: Under the prescriptive rebate program, the ASD/VSD rebate applies only to HVAC systems. For non-HVAC systems, please refer to the Custom Incentive Program information on our website.

**Q: Can a homeowner do their own energy audit?**

A: The supported program is a comprehensive diagnostic audit performed by a Building Performance Institute (BPI) Certified Building Analyst.

**Q: Is geothermal heating considered eligible under the rebate program?**

A: PPL Electric Utilities' Energy Efficiency and Conservation renewable rebate of \$217 per ton up to a maximum of \$1,200 per customer for ground-source heat pumps is available to residential customers. Please review criteria on our website.

**Q: What type of proof of purchase would you require for a contacted project? Pay applications?**

A: Itemized invoices are required. Follow the instructions on the specific measure's rebate form.

**Q: Does any type of generator replacements qualify for any rebates?**

A: At the present time, our program does not provide rebates for generators.

**Q: Can you get funding for technical studies for lighting upgrade, HVAC tuning etc.?**

A: Funding for technical studies is limited to projects that do not qualify for any other e-power program. Most lighting upgrades are included in our prescriptive program and would not qualify.

**Q: Is additional home insulation eligible for rebate assistance?**

A: Yes. Please review the Building Envelope measures on our website.

**Q: Is the \$0.10 per kWh rebate that is available in the custom incentive program separate from a lighting fixture rebate? Or is it possible to partner the rebates together?**

A: Yes, they are separate programs and each has its own eligibility.

**Q: What are the incentive dollars available for the HVAC tune up program?**

A: They vary from \$15 to \$175 depending upon the appropriate measure. Check the website for details.

**Q: On the prescriptive rebate for replacement of T5 or T8 fixtures is the \$16 or \$12 on the replaced fixture or the replacement fixture?**

A: The rebate is on the replacement fixture.

**Q: Are programmable thermostats eligible for rebate assistance?**

A: Yes, the rebate amount is up to \$50 per unit. Check the website for details.

**Q: Are there any rebates available for removal of old fixtures and/or ceiling fans?**

No. However, we offer an appliance recycling program. Your old, inefficient refrigerator will be picked up and the customer will receive \$35. In addition, if we pick up a refrigerator or freezer, we can also recycle up to 2 window air conditioners.

**Q: For a large industrial customer, can you please talk about alternative energy rebates.**

A: Renewable energy rebates are for residential and institutional customers.

**Q: Can home owners get LEED credits?**

A: Not from PPL Electric Utilities. LEED credits are administered by the Green Building Certification Institute, for more information please visit their website [www.gbci.org](http://www.gbci.org).

**Q: What about window replacement to increase home energy efficiency? Are these eligible for rebates?**

A: No. Building envelope rebates are currently limited to insulation.