

## **TVA EnergyRight® Residential Services Program Guidelines October 1, 2023**

### **General Participation Requirements**

- The home must be an existing single-family detached dwelling; a two-unit duplex; or a townhouse/condominium that has its own, separate, legal description. The home must include permanent provisions for living, sleeping, eating, cooking, and sanitation. Each home must have: (1) a dedicated water heating system; (2) a thermostat or thermostats that control a dedicated unitary heating system; (3) a minimum air conditioned, living floor area of 500 square feet; and (4) for rental units, a minimum one-month term of tenant occupancy.
- The home must have permanent electric service from LPC.
- Participants must register through the Residential Hub (online customer portal), by calling the Administrator's contact center, or by calling the LPC (if the LPC has selected the LPC-Delivered Program Model).
- Participants must use a TVA Quality Contractor Network (QCN) member for any eligible energy upgrades. The QCN member is responsible for entering all eligible upgrades into the Residential Services Hub.
- When an upgrade is of the home's HVAC equipment or water heater, the new all-electric equipment must replace existing all-electric equipment. The exception is a dual-fuel heat pump that replaces an existing dual-fuel heat pump or all electric heat pump.
- All upgrades are subject to a quality assurance review performed by TVA or a third party to ensure Program guidelines are met.
- LPCs must attend one Residential Services training each calendar year.

### **Financing**

- Financing may be offered to Participants through the Residential Services Program.
- Financing is only available to LPCs with an effective EnergyRight Financing Program Agreement.
- LPCs may choose to offer one of the following financing products: on-bill financing, off-bill financing, LPC financing, or no financing.
- The provisions of the EnergyRight Financing Program Agreement will apply to loans made under the Residential Services Program. In the event that the loan terms and conditions in the on-bill and off-bill financing schedules conflict with the EnergyRight Financing Program Agreement provisions, the former will control for purposes of Residential Services Program loans.

### **Administration**

- TVA will determine, in its sole discretion, what rebates, if any, are available to Participants and reserves the right to change the rebate amounts offered as needed.
- Under both the TVA-Delivered Model and the LPC-Delivered Model, TVA will pay available rebates directly to Participants.
- To receive an eligible rebate, the Participant must claim the rebate by following the instructions emailed to them after their QCN member's entry of the eligible upgrade(s) in the Residential Hub. If the Participant encounters any problems claiming their rebate(s), they may call the Administrator's contact center or call the Distributor (if the Distributor has selected the LPC-Delivered Program Model).
- The Participant may be eligible for multiple rebates if Participant installs more than one eligible upgrade. The upgrades may occur at different times.
- Ten percent (10%) of all upgrades will be selected for a Quality Control (QC) inspection performed by TVA, a third-party designated by TVA, or the LPC to ensure compliance with Program Guidelines.
- For LPCs that change Residential Services Program models, the previous eScore/Residential Services Program Agreement will be deemed terminated as of the effective date of the new Residential Services Program Agreement. The Termination/Suspension Obligations section of the previous eScore/Residential Services Program Agreement will apply as of the previous Program Agreement's termination date.
- TVA may promote and advertise the Residential Services Program.
- TVA may offer special promotions under the Residential Services Program. Such promotions may be for a limited time and subject to special requirements set forth by TVA.
- TVA may, upon providing 30 days' notice to LPC, update or change any Residential Services terms, conditions, guidelines, incentives, or requirements.