



## Frequently Asked Questions

### Energy Efficiency Program Contractors

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## 1. Refrigerator Recycling+ Program

What is new?

We have a new name, RR+, and additional incentives!

In addition to picking up any refrigerators and/or freezers for free, we will also pick up any dehumidifiers/room A/C units. Customers will receive a \$35 incentive for pickup refrigerators and/or freezers and \$20 for each dehumidifier/room A/C units.

What is a "secondary unit" or "secondary refrigerator"?

We define a secondary unit as a refrigerator or freezer that is not the one used every day, like the refrigerator in the kitchen. Examples of secondary units include working meat-freezers or beverage-refrigerators kept in the garage or basement.

When can my customer expect their Refrigerator Recycling+ Program rebate check?

Customers will receive a check 4 to 6 weeks after their unit(s) are picked up.

What is the difference between UES and Georgia Power?

UES is a primary contractor hired to help implement the Refrigerator Recycling+ Program. ARCA is the subcontractor that schedules, picks up, and recycles the customer's refrigerator or freezer.

Can my customer recycle a secondary working refrigerator through the Refrigerator Recycling+ Program and claim those savings in a Home Energy Improvement Program Whole House project?

No. Recycling a secondary working refrigerator through the Refrigerator Recycling+ Program and claiming those savings on a Home Energy Improvement Program Whole House project are not allowed.

## 2. Energy Assistance for Savings & Efficiency (EASE)

What is a Home Energy Assessment?

A Home Energy Assessment for the Energy Assistance for Savings & Efficiency Program is a holistic inspection of a customer's home that is conducted by a BPI- or HERS-certified technician who will perform Home Energy Assessments. During this process, the Home Energy Assessor will utilize both experience and diagnostic equipment to identify potential savings opportunities that may lead to recommendations for specific energy-saving improvements.

Do I need to be a participating Program Contractor to participate in the EASE Program?

Yes. You do need to be an EASE Program participating Program Contractor to participate in the program. Only participating Program Contractors are eligible to receive Work Orders from the program, complete program installations, and receive payment for work completed at income-qualified customer's homes. Contact [hicontractor@southernco.com](mailto:hicontractor@southernco.com) with questions.

How can I participate in this program?

Once a Home Energy Assessment is completed, Georgia Power will assign a Work Order to a participating Program Contractor to install specific energy-saving measures within a qualified customer's home. Review our Program Contractor Onboarding Signup Checklist at [georgiapower.com/contractor](http://georgiapower.com/contractor) to learn more.

Do I have to complete trainings to participate in the EASE Program?

Yes. Trainings are required to join the EASE Program. These program trainings can be completed either in person and online – there are both online and in person training. Your program contact will help you schedule the trainings

after you sign the required documents (Participation Agreement) and complete the compliance screening process. In addition to those trainings, in-field mentoring sessions are required. Our Field Service team will contact you to help schedule these sessions after all prior requirements have been met. Contact [hicontractor@southernco.com](mailto:hicontractor@southernco.com) with questions.

### 3. Home Energy Improvement Program (HEIP)

**What is a Home Energy Assessment?**

During a Home Energy Assessment, a participating Program Contractor uses state-of-the-art diagnostic equipment and software to perform a holistic inspection of the home. The inspection helps identify potential savings opportunities and may lead to recommendations for specific energy-saving improvements.

**What measures and incentives are available through the Home Energy Improvement Program?**

For details, please visit [georgiapower.com/homeimprovements](http://georgiapower.com/homeimprovements).

**Do I need to be a participating Program Contractor to Submit Individual Improvements Applications?**

You do not need to be a Home Energy Improvement participating Program Contractor to install most Individual Improvement measures. However, only participating Program Contractors may conduct Individual Improvements such as Home Energy Assessments. Air sealing or spray foam insulation with gas equipment located in the home must be tested by a participating Program Contractor to verify there are no combustion safety concerns and measure improvement in building shell leakage. Other measures may be installed by the homeowner or a state licensed contractor, depending on the equipment used. For additional details, please visit [georgiapower.com/homeimprovements](http://georgiapower.com/homeimprovements).

**What are the benefits of being a Home Energy Improvement participating Program Contractor?**

Participating Program Contractors differ from their competitors by offering home performance services and energy-saving measures in conjunction with rebates. Participating Program Contractors also have access to program training, energy modeling software and marketing materials at no cost.

**Do I have to complete trainings to participate in the Home Energy Improvement Program?**

Yes. Trainings are required to join the Home Energy Improvement Program. These program trainings can be completed either in person or online. Your program contact will help you schedule the trainings after you complete the compliance screening process. In addition to those trainings, in-field mentoring sessions are required for all BPI- or HERS-certified technicians who will perform Home Energy Assessments. Our Field Service team will contact you to help schedule these sessions after all prior requirements have been met. Contact [hicontractor@southernco.com](mailto:hicontractor@southernco.com) with questions.

**Where do I find the program Terms and Conditions for the Home Energy Improvement Program?**

Please visit [georgiapower.com/contractors](http://georgiapower.com/contractors) and review the application and required agreements.

**Where are participating Program Contractors listed for the Home Energy Improvement Program?**

Visit [georgiapower.com/homeimprovements](http://georgiapower.com/homeimprovements) for details about the program and to find a contractor.

When should my customer's application be submitted?

All applications must be submitted within 60 days of the test-out date for a Whole House project or within 60 days of the installation or invoice date for an Individual Improvement project.

When can my customer expect their Home Energy Improvement Program rebate check?

Customers will receive a check 6 to 8 weeks after their participating Program Contractor submits the complete rebate application.

Can I include light bulbs purchased through the Specialty Lighting Program in my Home Energy Improvement Program project?

No. The purchase of incentivized lighting products through the Specialty Lighting Program and including them in a Home Energy Improvement Program Whole House project is not allowed.

Can my customer recycle a secondary working refrigerator through the Refrigerator Recycling Program and claim those savings in a Home Energy Improvement Program Whole House Project?

No. Recycling a secondary working refrigerator through the Refrigerator Recycling Program and including those savings on a Home Energy Improvement Program Whole House project is not allowed.

## 4. Specialty Lighting Program

Can I include light bulbs purchased through the Specialty Lighting Program in my Home Energy Improvement Program project?

No. The purchase of incentivized lighting products through the Specialty Lighting Program and claiming them in a Home Energy Improvement Program Whole House project is not allowed.

What incentives are available through the Specialty Lighting Program?

Incentives vary based on the light bulb. For details, visit [georgiapower.com/lighting](http://georgiapower.com/lighting).

What kinds of light bulbs are incentivized through the Specialty Lighting Program?

Select ENERGY STAR® certified LED bulbs are eligible for incentives. Limit 16 LED bulbs per customer. Bulbs are not for resale.

Where can I purchase incentivized light bulbs?

Discounted LED bulbs are available to Residential customers online at our Marketplace or in-store. To complete your purchase online, visit the Georgia Power Marketplace at [www.georgiapowermarketplace.com](http://www.georgiapowermarketplace.com). To find a retailer near you, go to [www.georgiapower.com/lighting](http://www.georgiapower.com/lighting).

What is a standard LED?

Standard LED bulbs are called "A-line" bulbs. They fit a standard table lamp.

What is a specialty LED?

Specialty LED bulbs include globe and candelabra bulbs.

What is a reflector LED?

Reflector LED bulbs include outdoor flood lights and can light replacements.

How can my customer choose the right light bulb?

Instructions on how to choose the right light bulb are available at [georgiapower.com/lighting](http://georgiapower.com/lighting).

## 5. Program Contractor Screenings

Who is required to complete your drug screening and background check?

Any employee supporting both Energy Assistance for Savings & Efficiency (EASE) Program or the Home Energy Improvement Program (HEIP) must comply with our drug screening and background check. This includes anyone who handles program paperwork, performs testing, or interacts with the program in any way.

How do I complete your drug screening and background check?

A toolkit containing instructions on how to complete our drug screening and background check will be provided once all required program documentation is received. The toolkit will be sent by email or given to you by your program contact once the online contractor application has been filled out completely and all documentation requirements are met. If you believe that you should have already received the paperwork or would like to have a new employee or additional technician complete the screening process, contact your program contact, or send an email to [hicontractor@southernco.com](mailto:hicontractor@southernco.com).

## 6. Access to Resources

How do I get a set of login credentials for the online application? Send an email to [hicontractor@southernco.com](mailto:hicontractor@southernco.com).

How do I get a set of login credentials for the Marketing and Print Contractor Portal? Contact your program contact or send an email to [hicontractor@southernco.com](mailto:hicontractor@southernco.com).