

Thank you for applying for a New Braunfels Utilities (NBU) rebate. To better improve our water/energy savings programs, data collection is essential. Answer the questions below and return it with your rebate application.

Questions

Where are you located in relation to IH35? North South

Where are you located in relation to State Highway 46/Landa/Seguin Street? East West

What kind of property is your current residence?

Residential - Single Family

Residential - Apartment

Residential - Condo/Townhome/Duplex

Commercial - Small Standalone

Commercial - Small Connected (strip centers, office buildings, etc)

Commercial - Large Connected (strip centers, office buildings, etc)

Commercial - Large Standalone/Warehouse

Other: _____

Residential property: Number of occupants live in your current residence? _____

Commercial property: Number of employees regularly in the facility? _____

Commercial property: Type of business conducted in facility? _____

Are you the property:

Owner

Renter/Lease Holder

Landlord/Management Company

Other: _____

Do you inhabit this property year-round? Yes No

If not, what is the living/working schedule of this property? (ex. weekends only, 6 months per year, etc)

Date: _____ Customer Name: _____

Account #: _____ NBU Representative: _____

E-mail: _____

Phone #: _____ Fax #: _____

Service Address: _____
Address City State Zip

Contractor/Business Name: _____

License #: _____ Permit #: _____

Phone #: _____ E-mail: _____

Contractor Address: _____
Address City State Zip**Questions**

Are you currently an NBU Residential Electric Customer? _____

What is the tonnage of the unit being serviced? _____

Do you have an existing HVAC service contract agreement? _____

Have you had an Air Conditioning (A/C) checkup within the last year? _____

How did you hear about the rebate program? _____

Read and initial items below

_____ I understand that this rebate is available to active NBU residential electric customers only.

_____ I understand that I will hire and pay an A/C contractor to inspect my A/C system. I will then submit my rebate application to New Braunfels Utilities (NBU), and if approved, NBU will apply a \$40 rebate to my NBU account.

_____ I understand that to qualify, the A/C unit being serviced must be at least 1.5 tons (up to 5 ton max).

_____ I acknowledge that neither the address used for this application nor do I have an existing HVAC service contract agreement.

_____ I have not had the eligible unit serviced within the last year.

_____ I understand all rebates and supporting documents must be submitted within one year of the work being performed.

_____ I understand that an on-site inspection at NBU's discretion may be conducted to confirm work was completed.

Read and initial items below

_____ I understand that NBU reserves the right to terminate this program at any time and only NBU approved applications are eligible for payment under this rebate program.

_____ I understand NBU reserves the right to deny any rebate request if the applicant does not conform to the program guidelines, rules and specifications; no exceptions.

Printed Name: _____ Signature: _____ Date: _____

Program Guidelines

- Each year that an A/C unit is not serviced, it can lose up to five percent efficiency. For Energy Efficiency, this rebate encourages A/C unit checkups for NBU Residential Electric Customers.

Program Instructions (Customer)

- NBU A/C Rebate Application and A/C Checkup Report Card.
- Hire Contractor of your choice and provide Contractor with the A/C Checkup Report Card and explanation documents.
- Pay fee to Contractor after A/C checkup is conducted. Obtain invoice/receipt and completed A/C Checkup Report Card.
- Complete the NBU rebate application.
- Attach application, NBU report card, and a copy of the invoice/receipt and mail to:
New Braunfels Utilities
Attention: Environmental Affairs
263 Main Plaza
New Braunfels, TX 78130
- Scan and E-mail to: environmentalaffairs@nbutexas.com.
- Allow 3 - 4 weeks for the \$80 rebate to be processed and the credit to be applied to your NBU electric account.

Program Instructions (Contractor)

- Perform A/C checkup, complete the NBU Report Card and collect the fee from Customer.
- Give Customer a copy of the invoice and NBU Report Card.

Energy Air Conditioning Check Up Report Card

Date: _____ Customer Name: _____

Account #: _____ E-mail: _____

Phone #: _____ Fax #: _____

Service Address: _____
Address City State Zip

Ductwork

General Condition (A poor general condition rating indicates there are one or more problems with

ductwork) R-6 Silver or greater, strapped, balancing dampers, customer satisfied with air distribution

- R-6-Silver, strapped, no balancing dampers, customer satisfied with air distribution
- R-4 or less or Grey Flex or vapor barrier compromised or not strapped at buckets

Comments: _____

HVAC Equipment

Filter

Dirty filters, dense/high efficiency filters, filter size can decrease system performance, increase energy use, and reduce equipment life.

- Normal buildup, replaced regularly and no restriction
- Filter needs to be replaced and is semi-restrictive
- Filter clogged or restrictive

Evaporator Coil

The evaporator/cooling coil is the indoor section of the cooling and heating system. It must remain clean to operate efficiently.

- <0.3 static pressure across coil; Coil is clean
- 0.31 – 0.5 static pressure across coil; Coil is slightly dirty
- .0.51 static pressure across coil/ Coil is semi-clogged to clogged

Blower Wheel

Blower wheels can become damaged or dirty, if a system is leaky, or when filters are not changed regularly. Damaged or dirty blower wheels compromise system efficiency.

- Clean and has no issues
- Slightly dirty
- Caked with dirt, loose connections, bearing noise

Thermostat

A benefit of having a programmable thermostat ensures personal comfort through pre-set temperature levels while saving energy.

- Programmable communicating thermostat in good working order
- Electronic thermostat not programmed or in "Hold" mode
- Analog Thermostat

Equipment Performance

If temperatures of your indoor and outdoor units, amperage of your outdoor unit as well as operating pressures are not within expected ranges, system performance is compromised, indicating there are problems with the equipment and/or ductwork. (Based on items above in this section.)

- $\geq 90\%$
- 70% - 89%
- $\leq 69\%$

Comments: _____

Home

Attic Insulation Levels

Attic insulation levels affect the ability of your HVAC equipment to heat and cool and can increase or reduce your overall energy use. Consider adding attic insulation if your levels are less than R22.

- $> R22$
- R22 – R13
- $< R13$

Temperature Differences

Large differences in temperature between rooms, or "hot spot" areas can indicate ductwork or insulation problems.

- $< 2^{\circ}\text{F}$
- $2^{\circ}\text{F} - 5^{\circ}\text{F}$
- 5°F

Comments: _____

Contractor: _____ Contractor Signature: _____

Phone #: _____ E-mail: _____

Customer Signature: _____ Date: _____