

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

## Read and answer all of the questions below

Are you currently an NBU Residential Electric Customer?  Yes  No

What is the tonnage of the unit being serviced? 1.5  2  2.5  3  3.5  4  4.5  5

Do you have an existing HVAC service contract agreement?  Yes  No

Have you had an Air Conditioning (A/C) checkup within the last year?  Yes  No

How did you hear about the rebate program? \_\_\_\_\_

## Acknowledgments

Please read all acknowledgments carefully and initial each one.  
The application will not be accepted unless each acknowledgment is initialed.

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

\_\_\_\_\_ I understand that each residential electric account can receive an A/C checkup rebate credit for up to 2 units with a maximum credit of \$80 within a 12 month period. An A/C checkup report-card must be submitted for each unit.

\_\_\_\_\_ I understand that I will hire and pay a contractor to inspect my A/C system. I will then submit my rebate application to NBU and if approved, NBU will apply corresponding credit as listed in the condition above.

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

\_\_\_\_\_ I understand that the application and all 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.

\_\_\_\_\_ **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, *with no exceptions*.

Printed Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Program Guidelines

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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: Conservation and Customer Solutions**

**263 Main Plaza**

**New Braunfels, TX 78130**

- Scan and E-mail to: **conservation@nbutexas.com**.
- Allow 3 - 4 weeks for the rebate credit to be processed. The rebate credit may take up to 2 billing cycles 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.

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### For Office Use Only

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Date Processed: \_\_\_\_\_

Amount: \$ \_\_\_\_\_

Approved:  Yes  No

Phone #: \_\_\_\_\_

Reason if no approved: \_\_\_\_\_

RCR: #: \_\_\_\_\_

Customer Name: \_\_\_\_\_ NBU Electric Acct#: \_\_\_\_\_

Address: \_\_\_\_\_

Phone #: \_\_\_\_\_ E-mail: \_\_\_\_\_

<b>Ductwork</b>				<b>Comments:</b>
General Condition	█	█	█	
Comments	█	█	█	
<b>HVAC Equipment</b>				<b>Comments:</b>
Filter	█	█	█	
Evaporator Coil	█	█	█	
Blower Wheel	█	█	█	
Condenser Coil	█	█	█	
Thermostat	█	█	█	
Equipment Performance	█	█	█	
<b>House</b>				<b>Comments:</b>
Attic Insulation Levels	█	█	█	
Temperature Differences	█	█	█	

**Key:** 

Okay at this time


May require attention


Needs immediate attention

**Additional Comments:**

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Contractor: \_\_\_\_\_ Phone: \_\_\_\_\_

Contractor Signature: \_\_\_\_\_ Email: \_\_\_\_\_

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

(Refer to Energy A/C Check-Up Report Card Ranges on next page for explanations.)

## 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

## 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

### Condenser Coil

A clean outdoor condenser coil is critical to the efficient operation of your cooling and heating system. As this coil does not have a filter, it often becomes dirty and requires cleaning. (Visual Inspection)

	Clear and no fin damage
	Minor fin damage, buildup, some oxidation and airflow restrictions
	Fin damage, dirty, oxidized and more than a year since last cleaning

### 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.)

	%90 ≥
	89% - 70
	≤ 69%

## House

### 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°F
	2°F - 5°F
	>5°F

Key:



Okay at this time



May require attention



Needs immediate attention