



# Residential

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### 1.1 Program Overview

Santee Cooper is pleased to offer its 2024 Smart Energy Existing Homes (SEEH) Rebate Program (“Rebate Program” or “Program”). The Program promotes the implementation of high energy-efficiency measures. Rebates promoted through this Program aim to reduce Santee Cooper customers’ incremental cost to upgrade and install high-efficiency equipment over standard-efficiency options.

This manual outlines the requirements for the 2024 Rebate Program Year. This Rebate Program is available beginning December 1, 2023, and ending November 30, 2024.

### 1.2 Program Assistant

Santee Cooper has contracted with and authorized Resource Innovations, Inc. (“Resource Innovations”) to assist with this Program as needed to include, but not limited to the following activities: facilitating project information requests from Trade Allies and offering technical support to Santee Cooper and conducting measurement and verification activities.

### 1.3 Santee Cooper Residential Trade Ally Network

Customers are required to use a vendor or installer (“Trade Ally”) who is a member of Santee Cooper’s Residential Trade Ally Network for the purchase and installation of all the energy efficiency measures offered by the Program with the exception of heat pump water heaters, smart thermostats, pool pumps, and appliances. Contractors installing heat pump water heaters must have a South Carolina Plumbing Contractor’s License. Trade Allies are independent contractors with respect to Santee Cooper and the Program and are not authorized to make representations or incur obligations on behalf of Santee Cooper. Participation as a Trade Ally does not constitute an endorsement by Santee Cooper, nor does it certify or guarantee the quality of work performed. A full list of Trade Allies can be found at [www.santeecooper.com/ResidentialTradeAlly](http://www.santeecooper.com/ResidentialTradeAlly).

### 1.4 Santee Cooper Energy Advisors

Santee Cooper Energy Advisors (“Energy Advisors”) are Santee Cooper employees who complete Home Energy House Calls (See Section 3.1.1) for residential customers and are available to answer questions related to the Program.

## 1.5 Program Contact Information

### 1.5.1 Questions and Additional Information

Questions about the Program can be directed to Santee Cooper via:

- Website: [www.empowerSChome.com](http://www.empowerSChome.com)
- Trade Ally Portal: [www.empowerSC4home.com](http://www.empowerSC4home.com)
- Email: [residential.energy@santecooper.com](mailto:residential.energy@santecooper.com)
- Phone: (843)347-3399 ext. 3910 (Horry and Georgetown Counties)  
and (843)761-8000 ext. 3910 (Berkeley County)

### 1.5.2 Submittals

Customers can send their completed applications and required documentation to:

- Email: [residential.energy@santecooper.com](mailto:residential.energy@santecooper.com)
- Mail: Santee Cooper Energy Support Services  
305-A Gardner Lacy Road  
Myrtle Beach, SC 29579

## Section 2

## Eligibility Requirements and Rebate Information

### 2.1 Customer Eligibility Requirements

The home must be at least five (5) years old (with the exception of appliances, pool equipment and smart thermostats) to be eligible for a rebate under the Smart Energy Existing Home Program.

The Program is available to Santee Cooper residential customers who meet all of the following requirements:

- Customers applying for the rebates must be the sole owner of the home or be authorized by the landlord to make necessary modifications to the home to install the eligible energy-efficient upgrades.
- The home must be separately metered and receive electrical service from Santee Cooper through the Residential General Service rate (RG or its successors)
- The home must be a single-family construction or a unit in a multi-family building that has its own heating, cooling, and hot water systems, separate from other units.
  - Definition of Single-Family vs Multi-Family:
    - Single Family – non-stacked residences with their own HVAC and water heating systems (*i.e., Detached Homes, Duplexes, and Townhomes*)
    - Multi-Family – any stacked residences with their own HVAC and water heating systems (*i.e., Apartments and Condominiums*)
- Any home rebated through the Smart Energy New Home Program will be ineligible to receive a Home Energy House Call for five (5) years.
- With the exception of a House Call, tenants of rental homes can only participate if the residential homeowner submits a Homeowner Participation Agreement and the appropriate rebate and/or loan application to Santee Cooper
- Eligible measures must be purchased and installed within the 2024 program year.

## 2.2 Program Measures and Rebate Amounts

This Rebate Program provides rebates for many types of energy-efficient technologies, as shown in Table 2-1 below.

**Table 2-1: Rebate Program Eligible Measures<sup>1</sup> and Equipment Summary**

Heat Pump Measures	Minimum Efficiency Requirements	Dwelling Type	Rebate Amount
Mini/Multi-Split Heat Pump	≥ 15.3 SEER2, 7.8 HSPF2	Single Family & Multi-Family	\$40 per ½ ton
	≥ 18.4 SEER2, 8.7 HSPF2		\$80 per ½ ton
Single-Phase Heat Pump (System Size ≤ 65 kBTU/h)	Split System: ≥ 15.2 SEER2, 7.8 HSPF2 Packaged System: ≥ 14.4 SEER2, 6.9 HSPF2	Single Family & Multi-Family	\$300 per installed system
	Split System: ≥ 16.2 SEER2, 8.0 HSPF2 Packaged System: ≥ 15.2 SEER2, 6.9 HSPF2	Single Family & Multi-Family	\$400 per installed system
Geothermal Heat Pump (System Size ≤ 65 kBTU/h) <sup>1</sup>	ENERGY STAR <sup>®</sup> Certified Geothermal System	Single Family	\$600 per installed system
Hybrid Heat Pump (System Size ≤ 65 kBTU/h)	≥ 15 SEER, 8.5 HSPF	Single Family & Multi-Family	\$500 per installed system
	≥ 17 SEER, 9.0 HSPF or ENERGY STAR <sup>®</sup> Certified Geothermal System	Single Family & Multi-Family	\$700 per installed system
Weatherization	Minimum Efficiency Requirements	Dwelling Type	Rebate Amount
Whole Home Duct Replacement	Must replace over 50% of total Ductwork. Existing Ductwork with total CFM leakage > 15% New Ductwork with total CFM leakage ≤ 20% AND 50% reduction in leakage.	Single Family & Multi-Family	\$500 per system
Smart Thermostats	Minimum Efficiency Requirements	Dwelling Type	Rebate Amount
Single Family Smart Thermostat	Must be listed on Santee Cooper's prequalified Smart Thermostat list (for the most up to date list, visit <a href="http://santeecooper.com/thermostats">santeecooper.com/thermostats</a> )	Single Family	\$50 per system
Multi-Family Smart Thermostat	Must be listed on Santee Cooper's prequalified Smart Thermostat list (for the most up to date list, visit <a href="http://santeecooper.com/thermostats">santeecooper.com/thermostats</a> )	Multi-Family	\$30 per system
Water Heaters	Minimum Efficiency Requirements	Dwelling Type	Rebate Amount
Heat Pump Water Heater	ENERGY STAR <sup>®</sup> Certified System	Single Family & Multi-Family	\$400 per system

Pool Measures	Minimum Efficiency Requirements	Dwelling Type	Rebate Amount
Heat Pump Pool Heater	COP of 5 or greater	Single Family	\$225 per system
Pool Pump Motors	Dual Speed Pump	Single Family	\$100 per Pump
	Variable Speed Pump		\$275 per Pump
ENERGY STAR <sup>®</sup> Appliances	Minimum Efficiency Requirements	Dwelling Type	Rebate Amount
ENERGY STAR <sup>®</sup> Refrigerator	ENERGY STAR <sup>®</sup> Certified Refrigerator <i>(size must be greater than or equal to 7.75 cu ft)</i>	Single Family & Multi-Family	\$30 per unit
ENERGY STAR <sup>®</sup> Clothes Washer	ENERGY STAR <sup>®</sup> Certified Clothes Washer	Single Family & Multi-Family	\$20 per unit

<sup>1</sup> Maximum of three per Customer Address for all measures shown.

## 2.3 Measure Eligibility Requirements

In order to be eligible for rebates, energy-efficiency measures must meet the following requirements:

- Equipment must be purchased and installed with the Program documentation submitted between December 1, 2023 and November 30, 2024 to be eligible for Program rebates
- Qualifying equipment and materials installed must be new.
- Qualifying measures must not have been previously rebated through any other Santee Cooper rebate program within the ineligibility period (See Table 2-2)
- Qualifying measures must be installed and completed in a manner that meets or exceeds all applicable codes and regulatory requirements.
- The equipment that is removed and replaced with more energy-efficient equipment cannot be re-installed elsewhere and must be disposed of in accordance with all applicable local, state, and federal codes and regulations.
- Detailed information on specific eligibility for qualifying energy-efficiency measures and instructions to complete the Rebate Application along with other documentation required for each measure are included in the *Equipment Catalogs* provided in Section 4

## 2.4 Measure Ineligibility Periods

Customers who have received rebates through the Program for eligible measures are not eligible to receive another rebate for that measure through any other program for the period specified in Table 2-2 below.

**Table 2-2: Measure Ineligibility Periods**

Measure	Ineligibility Period
Heat Pumps	15 years
Whole Home Duct Replacement	15 years
Smart Thermostat	15 years
Heat Pump Water Heater	10 years
Pool Heat Pump Water Heater	10 years
Pool Pump Motors	10 years
ENERGY STAR® Refrigerator <i>(size must be greater than or equal to 7.75 cu ft)</i>	15 years
ENERGY STAR® Clothes Washer	15 years

## 2.5 Program Funding

Program funds are limited, and rebates are subject to funding availability. Rebate applications are accepted on a first come, first-served basis until the conclusion of the Program term or until Program funds are no longer available, whichever occurs first. Customers requesting rebates after all available Program funding for the Program year is committed will be offered the option to be placed on a waiting list, as long as the applications are received by Santee Cooper for consideration in the subsequent Program year.

## 2.6 Rebate Payments

Rebate payments are one-time only. Rebates will be in the form of a check made out to the customer and will be mailed within 2-3 weeks after the final approval of the customer's rebate application. A 1099 tax form will be sent with each rebate check processed over \$600.

Customers participating in the Smart Energy Existing Homes program may also qualify for a loan through Santee Cooper's loan program. Additional information can be found at [www.santeecooper.com/loans](http://www.santeecooper.com/loans).



### 3.1 Participation Process

Detailed information about the Program participation process is provided in this section and participation information, including instructions on required project completion forms for each eligible measure, is included in the *Equipment Catalogs* provided in Section 4.

#### 3.1.1 Home Energy House Call

Any Program-eligible customer may request a Home Energy House Call. As part of a Home Energy House Call, a Santee Cooper Energy Advisor will conduct an evaluation of the home to identify program measures which the customer may be eligible for rebates through the Program. Energy Advisors may provide a list of energy efficiency recommendations to the customer and discuss any financial assistance available from Santee Cooper to help offset the cost of the improvements.

#### 3.1.2 Program Participation Steps

Customers interested in participating in the Program can participate by completing the steps outlined below:

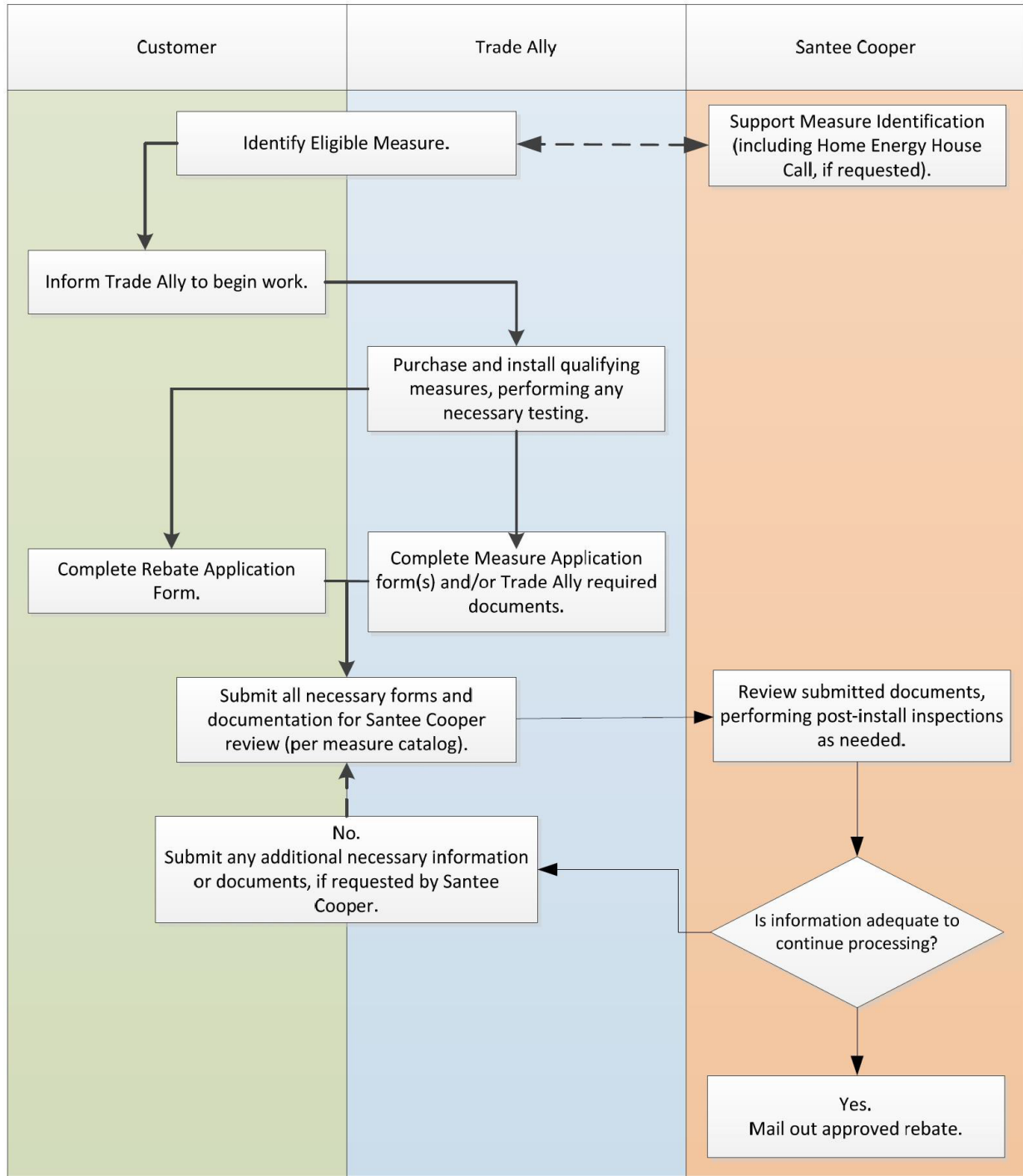
- Step 1: *Customer* selects a qualified Trade Ally to purchase and install the qualifying measures. See the exception below regarding heat pump water heaters, smart thermostats, and appliances.
- Step 2: *Trade Ally* determines if the customer and equipment meet eligibility requirements for the Program; Santee Cooper must approve eligibility.
- Step 3: *Customer* submits a Smart Energy Existing Homes Program Rebate Application, and the Trade Ally submits all required documentation as outlined in Section 4.

All work related to Program eligible measures must be completed by a Trade Ally in order to qualify for Program rebates except for the following Program eligible measures:

- Heat Pump Water Heater (*Contractors must have a South Carolina Plumbing Contractor's License*)
- Smart Thermostats
- ENERGY STAR<sup>®</sup> Refrigerators (*size must be greater than or equal to 7.75 cu ft*)
- ENERGY STAR<sup>®</sup> Clothes Washer
- Pool Pump Motors

Figure 3-1 below shows a graphical representation of the participation process.

**Figure 3-1 Participation Process for SEEH Measures**



### 3.1.3 Rebate Application and Required Documentation

Customers are required to submit a fully completed Smart Energy Existing Homes Program Rebate Application (“Rebate Application”) along with other required documentation. Submission of a Rebate Application, even if correct and complete, does not guarantee payment of rebates. Please review the documentation requirements for each measure as specified in the *Equipment Catalogs* provided in Section 4.

The 2024 Program runs from December 1, 2023 to November 30, 2024. Customers applying for rebates during the 2024 Program year must submit the Rebate Application by November 30, 2024, and be in accordance with Program requirements. Equipment must be purchased and installed with the Program documentation submitted between December 1, 2023, and November 30, 2024, to be eligible for Program rebates.

### 3.1.4 Inspections

Santee Cooper or its designee, at its sole discretion, may inspect the associated residence prior to or up to two (2) years after approving the Rebate Application. The inspection may include a phone survey and/or site visit. Such visits may also include the installation of temporary monitoring equipment. Discrepancies identified during an inspection from information listed on the Customer’s application or incorrect installation of systems may delay or void rebate payment. Customers will be notified upon completion of the inspection if any discrepancies were identified and any specific action items that will be required in order to complete the rebate fulfillment process. If Santee Cooper requests a site inspection or survey to be completed, the customer must complete the inspection or survey within 30 calendar days of such request.

	Ineligibility Periods	Trade Ally Required	Additional Requirements	Testing	Application	Certificate	Installation Form	Invoice/Receipt Required
<b>Heat Pumps</b>								
Mini-Split Heat Pumps	15 Years	Yes	Matching Split Systems (tested and rated) per AHRI certificate	ACCA Manual-J 8th Edition Residential Load Calculation is no longer required if the Trade Ally is in good standing with Santee Cooper and is not on probation.	Rebate Application	Mini-Split/Multi-Split AHRI Certificate	See Program Manual	Detailed Invoice is required
Multi-Split Heat Pumps	15 Years	Yes	Matching Split Systems (tested and rated) per AHRI certificate	ACCA Manual-J 8th Edition Residential Load Calculation is no longer required if the Trade Ally is in good standing with Santee Cooper and is not on probation.	Rebate Application	Mini-Split/Multi-Split AHRI Certificate	See Program Manual	Detailed Invoice is required
Single Phase Heat Pumps	15 Years	Yes	* Matching Split Systems (tested and rated) per AHRI certificate * Split system or packaged unit ≤ 65,000 Btu/h (5.4 tons) * Cooling Performance Data	ACCA Manual-J 8th Edition Residential Load Calculation is no longer required if the Trade Ally is in good standing with Santee Cooper and is not on probation.	Rebate Application	Heat Pump AHRI Certificate	See Program Manual	Detailed Invoice is required
Geothermal Heat Pumps	15 Years	Yes	* Matching Split Systems (tested and rated) per AHRI certificate * Split system or packaged unit ≤ 65,000 Btu/h (5.4 tons) * Cooling Performance Data	ACCA Manual-J 8th Edition Residential Load Calculation is no longer required if the Trade Ally is in good standing with Santee Cooper and is not on probation.	Rebate Application	Heat Pump AHRI Certificate	See Program Manual	Detailed Invoice is required
Hybrid Heat Pumps	15 Years	Yes	* Matching Split Systems (tested and rated) per AHRI certificate * Split system or packaged unit ≤ 65,000 Btu/h (5.4 tons) * Cooling Performance Data	ACCA Manual-J 8th Edition Residential Load Calculation is no longer required if the Trade Ally is in good standing with Santee Cooper and is not on probation.	Rebate Application	Heat Pump AHRI Certificate	See Program Manual	Detailed Invoice is required
<b>Weatherization</b>								
Whole Home Duct Replacement	15 Years	Yes	Pre & Post CFM Leakage Values by Trade Ally	Pre & Post Duct Blaster or Blower Door Test	Rebate Application	No	Duct Improvement Form	No
<b>Water Heater</b>								
Heat Pump Water Heaters	10 Years	No	* ENERGY STAR® Certified * Installed in unconditioned attached space * Installed according to manufacturer specifications * Contractor must have SC Plumbing Contractor's License * Picture(s) of installed Heat Pump Water Heater(s)	No	Rebate Application	Heat Pump Water Heater's AHRI Certificate	Heat Pump Water Heater Installation Form	Yes

	Ineligibility Periods	Trade Allow Required	Additional Requirements	Testing	Application	Certificate	Installation Form	Invoice/Receipt Required
<b>Pool Equipment</b>								
Heat Pump Pool Heaters	10 Years	No	* New or Replacement of existing electric resistance pool heater * Installed according to manufacturer specifications * Coefficient of Performance (COP) 5 or more * Sized properly by a pool professional * Contractor must have SC license to install this equipment * Picture(s) of installed Heat Pump Pool Water Heater(s)	No	Rebate Application	Heat Pump Pool Water Heater's AHRI Certificate	No	Yes
Pool Pump Motors	10 Years	No	* New or Replacement of existing single speed pool pump * Installed according to manufacturer's specifications * Coefficient of Performance (COP) 5 or more * Sized properly by a pool professional * Contractor must have SC license to install this equipment * Picture(s) of installed Pool Pump Motor(s)	No	Rebate Application	No	No	Yes
<b>ENERGY STAR® Appliances</b>								
ENERGY STAR® Refrigerators	15 Years	No	* ENERGY STAR® Certified * Installed according to manufacturer's specifications * Picture(s) of installed Refrigerator(s)	No	Rebate Application	ENERGY STAR® Certified	No	Yes
ENERGY STAR® Clothes Washers	15 Years	No	* ENERGY STAR® Certified * Installed according to manufacturer's specifications * Picture(s) of installed Clothes Washer(s)	No	Rebate Application	ENERGY STAR® Certified	No	Yes
<b>Thermostats</b>								
Smart Thermostats	15 Years	No	* See Current Smart Thermostat Eligibility List * Picture(s) of Installed Thermostat(s)	No	Rebate Application	No	No	Yes

## Section 4

## Equipment Catalogs

Detailed information on measure eligibility, rebate amounts and participation information are provided in the following Equipment Catalogs:

- Heat Pump Equipment
- Weatherization
- Smart Thermostats
- Water Heaters
- Pool Heaters & Pumps
- ENERGY STAR® Appliances

## 4.1 Heat Pump Equipment Catalog

This Heat Pump Equipment Catalog outlines the eligibility requirements and rebate amounts for Program qualifying heat pump upgrades. Please read the following sections carefully to ensure that you purchase and install qualifying equipment.

### 4.1.1 Mini-Split Heat Pumps or Multi-Split Heat Pumps

**Measure Description:** Mini-split heat pumps (“mini-splits”) or multi-split heat pumps (“multi-splits”) serve as good retrofit add-ons to homes. They can also be a good alternative for room additions where extending or installing distribution ductwork is not feasible.

**Equipment Eligibility:** The following requirements must be met in order to be eligible for rebates:

- Equipment must be purchased from and installed by a Trade Ally. Please visit [www.santeecooper.com/ResidentialTradeAlly](http://www.santeecooper.com/ResidentialTradeAlly) for a list of qualifying Trade Allies.
- Split system equipment must be a matched system (tested and rated) per AHRI certificate.
- ACCA Manual-J 8th Edition Residential Load Calculation is no longer required if the Trade Ally is in good standing with Santee Cooper and is not on probation.
- The installation materials must be submitted within 30 business days of the work being completed.
- Duplicate installations of mini-splits are ineligible for a certain time period. Please refer to Table 2-2: Measure Ineligibility Periods for eligibility.
- Equipment must replace an existing electric HVAC system or hybrid heat pump system. Rebates are not available for fuel switching (e.g. switching from a gas system to an electric system).

**Rebates:** See Table 4-1 for rebate amounts. Rebates are limited to a maximum of three (3) qualifying Heat Pump units per customer address.

**Table 4-1: Eligibility Requirements and Rebate Amounts for Mini-Split Heat Pumps**

Tiers	Minimum Efficiency Requirements	Dwelling Type	Rebates
Tier 1	≥ 15.3 SEER2, ≥ 7.8 HSPF2	Single Family & Multi-Family	\$40 per ½ ton
Tier 2	≥ 18.4 SEER2, ≥ 8.7 HSPF2	Single Family & Multi-Family	\$80 per ½ ton

**Documentation Requirements:** The following items must be submitted in order to be eligible for a Program rebate for the installation of a mini-split/multi-split system:

- 1) Completed Rebate Application form
- 2) Mini-split/Multi-split AHRI certificate
- 3) Detailed Invoice
- 4) Equipment Manufacturer Warranty Certification

## 4.1.2 Single Phase Heat Pump

**Measure Description:** When it's cold outside a heat pump extracts heat from the outside and transfers it inside. When it's warm outside, it reverses directions and acts like an air conditioner, removing heat from your home. Because they move heat rather than generate heat, heat pumps can provide equivalent space conditioning for as little as 25% of the cost of operating conventional heating and cooling appliances.

**Equipment Eligibility:** The following requirements must be met in order to be eligible for rebates:

- Equipment must be purchased from and installed by a participating Trade Ally. Please visit [www.santeecooper.com/ResidentialTradeAlly](http://www.santeecooper.com/ResidentialTradeAlly) for a list of qualifying Trade Allies.
- Split system or packaged unit ≤ 65,000 Btu/h (5.4 tons).
- Split system equipment must be a matched system (tested and rated) per AHRI.
- ACCA Manual-J 8th Edition Residential Load Calculation is no longer required if the Trade Ally is in good standing with Santee Cooper and is not on probation.
- The Trade Ally must submit an Equipment Manufacturer Warranty Certification
- The Equipment Manufacturer Warranty Certification must be submitted within 30 business days of the work being completed.
- Duplicate installations of Single-Phase Heat Pumps are ineligible for a certain time period. Please refer to Table 2-2 for eligibility.
- Equipment must replace an existing electric HVAC system or hybrid heat pump system. Rebates are not available for fuel switching (e.g. switching from a gas system to an electric system).

**Rebates:** See Table 4-2. Rebates are limited to a maximum of three (3) qualifying Heat Pump units per customer address.

**Table 4-2: Eligibility Requirements and Rebate Amount for Heat Pumps**

Tier	Minimum Efficiency Requirement	Dwelling Type	Rebate Per Unit
Tier 1	Split System: ≥ 15.2 SEER2, 7.8 HSPF2 Packaged: ≥ 14.4 SEER2, 6.9 HSPF2	Single Family & Multi-Family	\$300 per installed system
Tier 2	Split System: ≥ 16.2 SEER2, 8.0 HSPF2 Packaged: ≥ 15.2 SEER2, 6.9 HSPF2	Single Family & Multi-Family	\$400 per installed system

**Documentation Requirements:** The following items must be submitted in order to be eligible for a Program rebate for the installation of a Single-Phase Heat Pump:

- 1) Completed Rebate Application form
- 2) Heat Pump's AHRI certificate
- 3) Detailed Invoice
- 4) Equipment Manufacturer Warranty Certification



#### 4.1.4 Geothermal Heat Pumps

**Measure Description:** Geothermal Heat Pumps achieve higher efficiencies by transferring heat between your house and the ground or a nearby water source. Geothermal Heat Pumps have some major advantages: they can reduce energy use by 30%-60%, control humidity, are sturdy and reliable and fit in a wide variety of homes.

**Performance Eligibility:** The following requirements must be met in order to be eligible for rebates:

- Equipment must be purchased from and installed by a participating Trade Ally. Please visit [www.santecooper.com/ResidentialTradeAlly](http://www.santecooper.com/ResidentialTradeAlly) for a list of qualifying Trade Allies.
- Split system or packaged unit ≤ 65,000 Btu/h (5.4 tons).
- Split system equipment must be a matched system (tested and rated) per AHRI certificate.
- Must be ENERGY STAR® Certified.
- ACCA Manual-J 8th Edition Residential Load Calculation is no longer required if the Trade Ally is in good standing with Santee Cooper and is not on probation.
- The Trade Ally must submit an Equipment Manufacturer Warranty Certification
- The Equipment Manufacturer Warranty Certification must be submitted within 30 business days of the work being completed.
- Duplicate installations of Geothermal Heat Pumps are ineligible for a certain time period. Please refer to Table 2-2 for eligibility.
- Equipment must replace an existing electric HVAC system or hybrid heat pump system. Rebates are not available for fuel switching (e.g. switching from a gas system to an electric system).

**Rebates:** See Table 4-3. Rebates are limited to a maximum of three (3) qualifying Heat Pump units per customer address.

**Table 4-3: Eligibility Requirements and Rebate Amount for Geothermal Heat Pumps**

Measure Name	Minimum Efficiency Requirement	Dwelling Type	Rebate
Geothermal Heat Pump	ENERGY STAR® Certified	Single Family	\$600 per system

**Documentation Requirements:** The following items must be submitted in order to be eligible for a Program rebate for the installation of a Geothermal Heat Pump:

- 1) Completed Rebate Application Form.
- 2) Heat Pump's AHRI Certificate.
- 3) Detailed Invoice
- 4) Equipment Manufacturer Warranty Certification

### 4.1.5 Hybrid Heat Pumps

**Measure Description:** Hybrid Heat Pumps typically use a furnace to provide supplemental gas heat during the heating season when the Heat Pump alone is not able to provide enough heat. The system automatically selects the most economical fuel (electricity or gas) to heat the home with maximum efficiency.

**Equipment Eligibility:** The following requirements must be met in order to be eligible for rebate:

- Equipment must be purchased from and installed by a participating Trade Ally. Please visit [www.santecooper.com/ResidentialTradeAlly](http://www.santecooper.com/ResidentialTradeAlly) for a list of qualifying Trade Ally.
- Split system or packaged unit ≤ 65,000 Btu/h (5.4 tons).
- Split system equipment must be a matched system (tested and rated) per AHRI certificate.
- Heat Pump must have supplemental gas heat and all required controls must be properly functioning.
- ACCA Manual-J 8th Edition Residential Load Calculation is no longer required if the Trade Ally is in good standing with Santee Cooper and is not on probation.
- The Trade Ally must submit an Equipment Manufacturer Warranty Certification
- The Equipment Manufacturer Warranty Certification must be submitted within 30 business days of the work being completed.
- Duplicate installations of Hybrid Heat Pumps are ineligible for a certain time period. Please refer to [Table 2-2](#) for eligibility.
- Equipment must replace an existing electric HVAC system or hybrid heat pump system. Rebates are not available for fuel switching (e.g. switching from a gas system to an electric system).

**Rebates:** See Table 4-4. Rebates are limited to a maximum of three (3) qualifying Heat Pump units per customer address.

**Table 4-4: Eligibility Requirements and Rebate Amounts for Hybrid Heat Pumps**

Tiers	Minimum Efficiency Requirements	Dwelling Type	Rebates
Tier 1	≥ 15 SEER, 8.5 HSPF	Single Family & Multi-Family	\$500 per system
Tier 2	≥ 17 SEER, 9.0 HSPF or ENERGY STAR® Certified Geothermal Hybrid system	Single Family & Multi-Family	\$700 per system

**Documentation Requirements:** The following items must be submitted in order to be eligible for a Program rebate for the installation of a Hybrid Heat Pump:

- 1) Completed Rebate Application Form.
- 2) Heat Pump's AHRI Certificate.
- 3) Detailed Invoice
- 4) Equipment Manufacturer Warranty Certification

## 4.2 Weatherization Catalog

This Weatherization Catalog outlines the eligibility requirements and rebate amounts for qualifying weatherization installations offered through the Program. Please read the following section carefully to ensure that qualifying upgrades are purchased and installed.

### 4.2.1 Whole Home Duct Replacement

**Measure Description:** Efficient and well-designed duct systems distribute air properly throughout your home without leaking to keep all rooms at a comfortable temperature. If ducts are in ill repair or have no insulation, the heating and cooling losses can cause the Heat Pump system to use more energy than it needs to. Maintaining well sealed and insulated ducts can improve the effectiveness of a home's air- distribution system and optimize the energy used by a home's Heat Pump system.

**Equipment Eligibility:** The following must be met in order to be eligible for a rebate for Whole Home Duct Replacement measure:

- Duct replacement material must be purchased from, and the work performed by a participating Trade Ally. Please visit [www.santecooper.com/ResidentialTradeAlly](http://www.santecooper.com/ResidentialTradeAlly) for a list of qualifying Trade Allies.
- A pre-installation test is required before installing ductwork to confirm that the system meets the minimum requirements in this section.
- The existing system's duct leakage must be greater than 15% CFM duct leakage (the total duct leakage requirement pertains to the percentage of CFM leakage as compared to the overall air handling fan flow operating at design conditions; the airflow leakage shall be based on the higher design airflow i.e., the higher of the winter heating airflow or of the summer cooling airflow) prior to duct replacement. Existing systems with initial testing results of less than or equal to 20% leakage are not eligible for rebates.
- The new duct system must have no more than 20% total CFM duct leakage AND there must be at least a 50% improvement on existing CFM leakage. Refer to specific equipment method for system pressurization or depressurization requirements for testing.
- Trade Allies must provide supporting documentation of CFM leakage reduction using either Duct Blaster or Blower Door test to determine pre-improvement and post-improvement CFM leakage
- Duplicate instances of Duct Replacement measures are ineligible for a certain time period. Please refer to [Table 2-2](#) for eligibility.
- Ductwork replacement must replace a duct system from an existing electric HVAC system or hybrid heat pump system.

**Rebates:** See Table 4-5. Rebates are limited to a maximum of three (3) qualifying Whole Home Duct Replacement per customer address.

**Table 4-5: Eligibility Requirements and Rebate Amount for Whole Home Duct Replacement**

Measure Name	Minimum Efficiency Requirements	Dwelling Type	Rebate
Whole Home Duct Replacement	<ul style="list-style-type: none"> <li>• Must replace over 50% of total Ductwork</li> <li>• Existing Ductwork with total CFM leakage &gt; 15%</li> <li>• New Ductwork with total CFM leakage <math>\leq</math> 20% AND <math>\geq</math> 50% reduction in leakage.</li> </ul>	Single Family & Multi-Family	\$500 per System

**Note:** Rebates are based on replacing the system, retesting the system, and meeting minimum requirements. If the pre-installation testing results on a home's air-distribution system passes the minimum requirements and no repair is deemed necessary, the home will not be eligible for any Duct Improvement rebates.

**Documentation Requirements:** The following items must be submitted in order to be eligible for a Program rebate for Duct Replacement:

- 1) Completed Rebate Application Form  
Completed Duct Improvement Form to include Blower Door test or Duct Blaster test showing the pre- and the post- CFM leakage values

### Acceptable Procedures

- Duct pressurization or depressurization test (also known as the "Duct Blaster" test) - a calibrated fan or orifice - duct registers are sealed, a fan is attached to one opening, the ducts are pressurized or depressurized to match the Heat Pump system's designed operating pressures and the amount of air flowing through the fan is quantified.
- Blower door subtraction method - a calibrated fan measures whole-building leakage, then the duct grilles are sealed and the house re-measured; the difference is the amount of leakage attributable to the duct system.

### Requirements

- Measure airflow across the indoor coil as stated above in acceptable procedures and verify if the CFM meets the requirements of ACCA Standard 5.
- The existing system duct leakage must be greater than 15% CFM duct leakage (the total duct leakage requirement pertains to the percentage of CFM leakage as compared to the overall air handling fan flow operating at design conditions; the airflow leakage shall be based on the higher design airflow i.e., the higher of the winter heating airflow or of the summer cooling airflow) prior to duct replacement. Existing systems with initial testing results of less than or equal to 20% leakage are not eligible for rebates.
- The new duct system must have no more than 20% total CFM duct leakage AND there must be a 50% improvement on existing leakage. Refer to specific equipment method for system pressurization requirements for testing.
- Construct and install ductwork in accordance with the latest editions of Sheet Metal and Air Conditioning Contractors National Association (SMACNA) manuals, entitled Fibrous Duct Construction Standard, Heat Pump Duct Construction Standards and Duct Electric Heat Guide for Air Handling Systems.

Please see the current Duct Improvement Form for more specific details.

## 4.3 Smart Thermostat Catalog

This Smart Thermostat Catalog outlines the eligibility requirements and rebate amounts for Program qualifying Smart Thermostats. Please read the following sections carefully to ensure qualifying products are purchased and installed.

### 4.3.1 Single Family and Multi-Family Smart Thermostats

**Measure Description:** Smart Thermostats use advanced technology to iteratively learn the occupancy patterns and monitor the energy use in your home while optimizing your comfort and reducing energy use. Many Smart Thermostats conveniently connect to your smart phone, tablet, or computer through Wi-Fi to enable control of your home's temperature from anywhere Wi-Fi is available.

**Equipment Eligibility:** The following requirements must be met in order to be eligible for a Smart Thermostat rebate:

- Must be listed on the Prequalified Smart Thermostats List found on the Smart Thermostat Installation Form or online at [www.santeecooper.com/thermostats](http://www.santeecooper.com/thermostats).
- Must be a new Smart Thermostat.
- Duplicate instances of Smart Thermostats are ineligible for a certain time period. Please refer to [Table 2-2](#) for eligibility.
- Definition of Single-Family vs Multi-Family:
  - Single Family – non-stacked residences with their own HVAC and water heating systems (*i.e., Detached Homes, Duplexes, and Townhomes*)
  - Multi-Family – any stacked residences with their own HVAC and water heating systems (*i.e., Apartments and Condominiums*)
- Smart Thermostat must be connected to an existing electric HVAC system or hybrid heat pump system.

**Rebates:** See Table 4-6. Rebates are limited to a maximum of three (3) qualifying thermostats per customer address.

**Table 4-6: Rebate Amount for Smart Thermostat**

Measure Name	Rebate
Qualifying Single Family Smart Thermostat	\$50 per thermostat
Qualifying Multi-Family Smart Thermostat	\$30 per thermostat

**Documentation Requirements:** The following items must be submitted in order to be eligible for Program rebates for Smart Thermostats:

- 1) Completed Rebate Application Form.
- 2) Picture(s) of installed Smart Thermostat(s)
- 3) Proof of purchase (*Receipt must be dated between December 1, 2023 and November 30, 2024*)

## 4.4 Water Heater Catalog

This Water Heater Catalog outlines the eligibility requirements and rebate amounts for Program qualifying Water Heaters. Please read the following section carefully to ensure qualifying products are purchased and installed.

### 4.4.1 Heat Pump Water Heater

**Measure Description:** Heat Pump Water Heaters use electricity to move heat from one place to another instead of generating heat directly in order to heat water for a home. These systems can be stand-alone, or a heat pump can be retrofitted to work with an existing conventional storage water heater.

**Equipment Eligibility:** The following requirements must be met in order to be eligible for a rebate for Heat Pump Water Heaters:

- ENERGY STAR® Certified.
- System must be installed in unconditioned attached space.
- System must be installed according to manufacturer specifications.
- Contractor must have a South Carolina Plumbing Contractor's License.
- Duplicate instances of Heat Pump Water Heaters are ineligible for a certain time period. Please refer to [Table 2-2](#) for eligibility.
- Heat Pump Water Heater must replace an existing electric Water Heater. Rebates are not available for fuel switching (e.g. switching from a gas system to an electric system).

**Rebates:** See Table 4-7. Rebates are limited to a maximum of three (3) qualifying Heat Pump Water Heaters per customer address.

**Table 4-7: Rebate Amount for Heat Pump Water Heater**

Measure Name	Dwelling Type	Rebate
Qualifying Purchased and Installed Heat Pump Water Heaters	Single Family & Multi-Family	\$400 per Heat Pump Water Heater

**Documentation Requirements:** The following items must be submitted in order to be eligible for a Heat Pump Water Heater rebate:

- 1) Completed Rebate Application Form
- 2) Heat Pump Water Heater Installation Form (to be completed by SC licensed plumber)
- 3) Heat Pump Water Heater's AHRI Certificate
- 4) Picture(s) of installed Heat Pump Water Heater(s)
- 5) Proof of purchase (*Receipt must be dated between December 1, 2023 and November 30, 2024*)

## 4.5 Pool Catalog

### 4.5.1 Heat Pump Pool Heater

**Measure Description:** Heat pump pool heaters use electricity to move heat from one place to another instead of generating heat directly in order to heat water for a pool. These heaters are much more efficient than electric resistance heating at temperatures above 45-50°F.

**Equipment Eligibility:** The following requirements must be met in order to be eligible for a rebate for Heat Pump Pool Heaters:

- Coefficient of Performance (COP) of 5 or more
- The pool heater must be sized properly by a pool professional
- System must be installed according to manufacturer specifications and by a contractor with a South Carolina license to install this equipment
- Duplicate instances of Heat Pump Pool Heaters are ineligible for a period of 10 years from the date on the first approved Rebate Application
- Heat Pump Pool Heater must replace an existing electric Pool Heater. Rebates are not available for fuel switching (e.g. switching from a gas system to an electric system).

**Rebates:** See Table 4-8. Rebates are limited to a maximum of three (3) qualifying Heat Pump Pool Heater per customer address.

**Table 4-8: Rebate Amount for Heat Pump Pool Heater**

Measure Name	Dwelling Type	Rebate
Qualifying Heat Pump Pool Heater Purchased and Installed	Single Family	\$225 per Heat Pump Pool Heater

**Documentation Requirements:** The following items must be submitted in order to be eligible for a Heat Pump Pool Heater rebate:

- 1) Completed Rebate Application Form
- 2) Heat Pump Pool Heater's AHRI Certificate
- 3) Picture(s) of installed Heat Pump Pool Heater(s)
- 4) Proof of purchase (*Receipt must be dated between December 1, 2023 and November 30, 2024*)

## 4.5.2 Pool Pump Motors

**Measure Description:** Pool pump motors are required to filter and clean the water. The need for filtration is much lower during times when the pool is not in use. Dual and variable speed pool pumps can be slowed down to accommodate lower turn-over rates during times when the pool is not in use.

**Equipment Eligibility:** The following requirements must be met in order to be eligible for a rebate for Pool Pump Motors:

- Used or Refurbished pumps are not eligible for this rebate
- Pool pump must be dual speed or variable speed
- The pump must be installed according to manufacturer's specifications and by a contractor with a South Carolina license to install this equipment
- Duplicate instances of Pool Pump Motors are ineligible for future rebates for a period of 10 years from the date on the first approved Rebate Application.

**Rebates:** Rebates are limited to a maximum of three (3) qualifying Pool Pump Motors units per customer address. There are two types of pool pump rebate available. See Table 4-9.

**Table 4-9: Pool Pump Motor Rebate Amount**

Measure Name	Dwelling Type	Rebates
Variable Speed Pool Pumps	Single Family	\$275 per pump
Dual Speed Pool Pumps	Single Family	\$100 per pump

**Documentation Requirements:** The following items must be submitted in order to be eligible for a Pool Pump Motor rebate:

- 1) Completed Rebate Application Form
- 2) Picture(s) of installed Pool Pump Motor(s)
- 3) Proof of purchase (*Receipt must be dated between December 1, 2023 and November 30, 2024*)



## 4.6 ENERGY STAR® Appliance Catalog

### 4.6.1 ENERGY STAR® Appliances

**Measure Description:** ENERGY STAR® Appliances are certified to be more efficient and use less energy than their standard efficiency counterparts. ENERGY STAR® Appliances save, on average, 10 to 50 percent on energy costs over the lifetime of the product.

**Equipment Eligibility:** The following requirements must be met in order to be eligible for a rebate for ENERGY STAR® Appliances:

- Must be installed according to manufacturer’s specifications
- Must be ENERGY STAR® Qualified
- Duplicate instances of EnergyStar appliance are ineligible for a period of 15 years from the date on the first approved Rebate Application

**Rebates:** See Table 4-10. Rebates are limited to a maximum of three (3) qualifying refrigerators and three (3) qualifying clothes washer per customer address.

**Table 4-10: ENERGY STAR® Appliance and Rebate Amount**

Measure Name	Dwelling Type	Rebates
ENERGY STAR® Refrigerator <i>(size must be greater than or equal to 7.75 cu ft)</i>	Single Family & Multi-Family	\$30
ENERGY STAR® Clothes Washer	Single Family & Multi-Family	\$20

**Documentation Requirements:** The following items must be submitted in order to be eligible for an ENERGY STAR® Appliance measure:

- 1) Completed Rebate Application Form
- 2) Picture(s) of installed ENERGY STAR® Appliance(s)
- 3) Proof of purchase *(Receipt must be dated between December 1, 2023 and November 30, 2024)*

## Section 5

## Appendix A: Sample Santee Cooper Electric Bill

The following sample electric bill highlights the location of the customer account number and meter number to be included in the Rebate Application.

SANTEE COOPER  
PO BOX 188  
MONCK'S CORNER, SC 29461-0188

**ACCOUNT NUMBER**  
[REDACTED]

**PLEASE PAY BY**  
09/21/2016

[REDACTED]  
MYRTLE BEACH SC 29577-6332

**AMOUNT DUE**  
**\$332.84**

**AMOUNT PAID**  
\_\_\_\_\_

Please make checks payable to **SANTEE COOPER**

Check here for **address change, comments.**  
 If you would like to sign up for **Autopay,**  
 Please write on the reverse side and return.

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Detach this stub and return with your payment. See back for payment options.

**Bill Date:** 09/06/2016  
[REDACTED]  
MYRTLE BEACH SC 29577-6332

Previous balance	303.38
Payments received	-303.38
Electric Service Residential	327.64
Outdoor Lighting	5.20
<b>Total Charges</b>	<b>\$ 332.84</b>

You can now chat live online with a customer service representative during regular business hours. Look for the live chat icon on our homepage at [www.santeecooper.com](http://www.santeecooper.com).

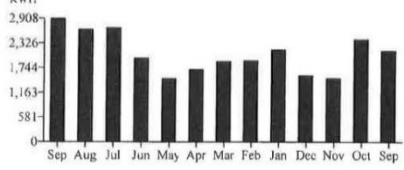
[REDACTED] **MYRTLE BEACH, SC 29577**

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Residential Transition Adjustment (R-TA) from 8/3/16 through 9/6/16 for 35 days

Meter Number	Previous Meter Read	Current Meter Read	Usage / Consumption
[REDACTED]	8/2/2016 36271	9/6/2016 39174	2903 KWH

**Usage At-A-Glance**  
KWH



**Electric Service Residential - 08/03/16 to 09/06/16**

Customer Charge	17.00
Energy charge	348.94
GC Credit	-8.00
Energy Credit	-12.19
Fuel Adjustment	-14.60
Demand Sales Adjustment	-3.28
Economic Development Adj	-0.23
<b>Total New Charges</b>	<b>\$327.64</b>

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**Important:** This bill is due and payable on or before **September 21, 2016**. If payment in full is not received by the due date, a late charge of 2% of the unpaid balance, or 50 cents and applicable taxes - whichever is greater - will be added to the amount due.  
 \* If your bill has a **PAST DUE AMOUNT**, your service may be subject to immediate suspension.

SANTEE COOPER  
PO BOX 188  
MONCK'S CORNER, SC 29461-0188

**Power outage?** Call (888) 769-7688  
**Billing questions?** Call (843) 448-2411  
**Your Account Number:** [REDACTED]

Visit our website at [www.santeecooper.com](http://www.santeecooper.com)



## Section 6

## Appendix B: Glossary

ACCA: Air Conditioning Contractors of America

AHRI: Air-Conditioning, Heating and Refrigeration Institute

ANSI: American National Standards Institute

ARI: Air-Conditioning and Refrigeration Institute, which has become AHRI. ARI standards have been renamed as AHRI standards and compliance with AHRI standards is inclusive of ARI standards.<sup>1</sup>

ASHRAE: American Society of Heating, Refrigerating and Air-Conditioning Engineers

Btu/h (British thermal units per hour): energy that is produced or rejected from a system.

CEE: Consortium for Energy Efficiency

CFM (cubic feet per minute): measurement of airflow.

EER (energy-efficiency ratio): the ratio of net cooling capacity in Btu/hour to total rate of electric input in watts.

HSPF (heating seasonal performance factor): a single number figure of merit expressing the seasonal heating efficiency of heat pumps, in Btu/watt-hour. The term is generally applied to heat pump systems less than 65,000 Btu/hour.

Heat Pump: heating, ventilation, and air-conditioning

IECC: International Energy Conservation Code

lbs: pounds

R-value: a measure of thermal resistance used in the building and construction industry.

SEER (seasonal energy-efficiency ratio): the total cooling output of an air conditioner or heat pump during its normal annual usage period for cooling, in Btu, divided by the total electric energy input during the same period, in watt hours.

SF or sq-ft: square foot

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<sup>1</sup> See <http://www.ahrinet.org/Pages/ShowMeMore.aspx?src=single&lpk=908> and <http://www.ashrae.org/publications/detail/16574> for press releases.

## Section 7

## Appendix C: Energy Code Heat Pump Minimum Efficiencies

The energy code used in South Carolina, effective January 1, 2014, is the International Energy Conservation Code (IECC) 2009. Heat Pump standards for IECC 2009 are based on ASHRAE Standard 90.1-2007.



**Website:** [www.empowerSChome.com](http://www.empowerSChome.com)

**Trade Ally Portal:** [www.empowerSC4home.com](http://www.empowerSC4home.com)

**Email:** [residential.energy@santeecooper.com](mailto:residential.energy@santeecooper.com)

**Phone:** (843)347-3399 ext. 3910 (Horry and Georgetown Counties)  
and (843)761-8000 ext. 3910 (Berkeley County)

**Mail:** Santee Cooper Energy Support Services  
305-A Gardner Lacy Road  
Myrtle Beach, SC 29579