Homeowner House Call Participation Agreement

Instructions:

1. The purpose of this agreement is to initiate a Home Energy House Call ("House Call") performed by one of Santee Cooper's Energy Advisors. After the House Call, your Energy Advisor will provide you with a list of energy efficiency recommendations and discuss any financial assistance available from Santee Cooper to help offset the cost of the improvements.
2. All necessary documents and information must be submitted no later than **November 30, 2026.**

Note: This agreement must be submitted to Santee Cooper in order to participate in the House Call Program. Please complete all sections below. Incomplete agreements will not be accepted. Participation in either the Santee Cooper Loan Program or the Smart Energy Existing Homes Program will require separate forms to be completed.

Step 1

Customer Information

Name_____

Address_____City_____

State_____Zip_____

Primary Phone_____Secondary Phone_____

Email Address_____

Year House was Built_____

Customer Concerns

Please indicate your primary concerns with your home (check all that apply):

❑ High Utility Bills ❑ Old Equipment ❑ Drafts ❑ Dust ❑ Hot/Cold Spots ❑ Other

If Other, please explain _____

_____

Step 2

Eligibility Requirements

House Calls are available for Santee Cooper residential customers that meet the following eligibility requirements:

- The customer must own the home or be authorized by the homeowner(s) to execute the customer agreement.
- The home must be separately metered and receive electrical service from Santee Cooper through the Residential General Service (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)*

Step 3

Customer Agreement

Program Participation: Customer understands that by completing this agreement, customer is not guaranteed to receive rebates or a loan from Santee Cooper. An Energy Advisor will meet with the Customer to conduct an assessment of the Customer's home to determine eligibility and for providing education and recommendations related to energy efficiency improvements for the home. The Energy Advisor is not conducting a safety or building code inspection. Customer acknowledges that if he/she decides to pursue rebates through the Program, he/she must complete a Rebate Application and comply with the participation requirements and terms and conditions for that Program as specified in the Program documents. Customers applying for loans must complete a separate Loan Application.

Access to home: Customer authorizes the Energy Advisor to perform an assessment of the home. Customer agrees to provide the Energy Advisor:

1. Access to the home and the relevant systems in order to complete the House Call.
2. Assistance with the reporting and collection of information pertaining to the operation of the heating, cooling and hot water systems.

If the Customer is a tenant at the home, Customer represents and warrants that he/she has obtained the owner's permission to participate in the House Call Program and for the Energy Advisor to access the home.

Customer Information: By signing below, Customer authorizes and acknowledges that Santee Cooper may duplicate, disseminate, release and disclose Customer's information relating to Customer's application (including the entirety of its contents), and any other information related to the Customer's participation in the House Call Program, including but not limited to account information, billing data, energy usage, and tax identification numbers to approved third parties, as applicable, for the purposes of processing Customer's application.

No Warranty: Customer shall independently evaluate any advice or information offered by Santee Cooper or Energy Advisor related to recommended efficiency measures, estimates of energy savings or ballpark estimates of potential project costs and is solely responsible for the selection and implementation of measures. Santee Cooper makes no warranties or representations of any kind.

Limitation of Liability: In no event will Santee Cooper, its employees or contractors be liable hereunder for any type of damages, whether indirect, special, incidental, consequential, exemplary, reliance or punitive (even if advised of the possibility of such damages), including, without limitation, loss of use or loss of profits, whether in contract, indemnity, warranty, strict liability or tort (including negligence) arising out of this agreement or Customer's participation in the House Call Program.

Program Changes: Santee Cooper reserves the right to modify, update and amend the Terms and Conditions of the Program, including but not limited to making adjustments to rebate amounts, qualifying measures and changing or cancelling the House Call Program at any time by providing notice to customers with active applications at the address provided in customer's application.

By signing below, I certify and agree that I am the Customer listed below; the information provided in this agreement is true and correct and Customer meets the eligibility requirements specified herein; and I have read, understand and will comply with the terms set forth in this agreement.

Customer Signature_____ Date _____

Customer Printed Name _____

Send Completed Form to:

Mail: Santee Cooper Energy Support Services 305A Gardner Lacy Rd
Myrtle Beach, SC 29579
Email: residential.energy@santeecooper.com
Please enter in email subject line – **SECURE: Homeowner Participation Agreement**