Home Energy Evaluation Program

Terms and Conditions

These terms and conditions apply to the HOME ENERGY EVALUATION PROGRAM ("Program"). The Program was approved by the Virginia State Corporation Commission.

Any reference in these documents to "Dominion," "Dominion Energy," or "Dominion Energy Virginia" should be read as a reference to Virginia Electric and Power Company d/b/a Dominion Energy Virginia, as well as its authorized agents and contractors.

Enrollment Qualifications and Requirements for Participation

1. Service must be performed on or after January 1, 2024.
2. Program participant must be a Dominion residential customer living in a single-family detached residence or a single-family attached residence, such as a townhome ("Customer") in the Commonwealth of Virginia. The Customer must receive Electric Supply Service and Electric Delivery Service in accordance with a residential rate schedule, such as Schedule 1. Customer must be the party that is responsible for the electric bill and either own the home or otherwise able to secure permission to complete measures. Customers who do not occupy all-electric homes are eligible for some measures as indicated in the program measures chart.
3. Customer may be eligible for more than one rebate application, per location, for individual direct install measure categories during the Program time period: Hot Water category (pipe insulation, WH turndown), Lighting category (LED bulbs), Efficient Faucets and Aerators category (showerheads, low flow aerators).
4. Customer is eligible for one rebate application per location for the following major measures during the Program time period: Air Sealing, Attic Insulation, Drill and Fill Wall Insulation, Basement Wall Insulation, Crawl Space Insulation, Replacement of Electric Base Board with Heat, Central Home Energy Management System, and Cool Roof.
5. Customer may be eligible for more than one rebate application per location for the following major measures during the Program time period: HVAC Tune-Up, Heat Pump Upgrade, Duct Sealing, Duct Insulation, Heat Pump Water Heater, ECM Fan Motors, Room AC (self install), and Smart Thermostat Installation (collectively with the major measures described in Item 4 above, the "Major Measures").
6. Customer who has previously received a rebate for the DSM VII Home Energy Assessment Program is not eligible to receive a rebate for having the same Direct Install Measures category performed, as described in Item 3 above.
7. Customer who has previously received a rebate for the DSM VII Home Energy Assessment Program performed since October 1, 2019 or received a Virtual Energy Audit kit are not eligible to receive a rebate for having identical Direct Install Measures categories installed, as described in Item 3 above. However, the Customer is eligible to receive a rebate for installing Major Measures, as described in items 4 and 5 above, unless they apply to receive a rebate for installing the same measure on the same unit that previously received a rebate in the prior program.
8. Customer who has previously received a rebate for a Heat Pump Upgrade or a Duct Sealing between August 1, 2012 to December 31, 2023 is not eligible to receive another rebate for installing the same measure on the same system.

9. Customer is eligible for one HVAC Tune-Up measure per HVAC unit during the program time period. Customer who has previously received a rebate for the Heat Pump Tune-Up measure in the DSM VII Home Energy Assessment Program performed since October 1, 2019 is eligible to receive another rebate, on the same unit, after 5 years from the initial service date. HVAC units in operation for less than six (6) months are not eligible to receive a HVAC Tune-Up. Geothermal heat pump units do not qualify. Units must be in working condition prior to tune-up. Any deficiencies identified during the tune-up, including refrigerant charge, must be corrected and noted by technician on the rebate application in order for Customer to qualify for the rebate program.
10. Customer is eligible for one Heat Pump Upgrade measure per unit during the program time period. Customer who has previously received a rebate for the Heat Pump Upgrade measure in the DSM VII Home Energy Assessment Program performed since October 1, 2019 is not eligible to receive another rebate on the same unit in the new Program. Simultaneous participation in the HVAC Tune-Up and Heat Pump Upgrade measures on the same unit is prohibited.
11. Work must be completed by a participating contractor that is in Dominion's network when the work begins.
12. Customer is only eligible to receive recommendations or installations of envelope Air Sealing measures or envelope Insulation measures after performing a BPI level full energy audit from a certified participating contractor.
13. Dominion and/or its designees including program administrators and evaluation contractors reserve the right to review installations to verify completion and measure energy savings to ensure compliance with all Program requirements. Such reviews will be made at a time convenient to the Customer. Denial of such verification or misrepresentation of installation location or measure eligibility may result in forfeiture of the rebate.
14. Service must be completed in accordance with all laws, codes and other requirements applicable under federal, state and local authority.
15. The Customer understands that it may be contacted by Dominion via survey or questionnaire to provide feedback regarding Customer satisfaction with the program.
16. Dominion retains the right to deny participation to Customer for failure to comply with the enrollment qualifications and requirements for participation.

Payment

1. Rebate application must be submitted within 45 days of the service date. The contractor submits the rebate application for the Home Energy Evaluation Program. Failure to provide any of the required information will delay processing of Customer's application and could result in nonpayment. It is the responsibility of the Customer to assure that all requirements for the rebate are met. Dominion retains the right to deny participation to Customer for failure to comply with the enrollment qualifications and requirements for participation.
2. Rebate payments are based on the date of service. Customers must abide by the rules and rebate levels in effect on the date of service.
3. Payment will be issued to the account holder and mailing address on record with the utility unless the Customer has authorized in writing that payment be made to the contractor specified in this document.
4. Please allow up to 90 days from the date all required information is received to process your rebate.
5. Customer is urged to seek appropriate consultation concerning any tax liabilities that could be associated with the receipt of the rebate and any other Program benefits.

Other Requirements

1. Program procedures, requirements and rebate levels are subject to change or cancellation without notice and are subject to Program funds being available and regulatory approval.

2. Dominion, its parents, subsidiaries, employees, affiliates and agents assume no responsibility for, and make no representations (express or implied) about the performance of the equipment or equipment warranty for equipment supplied or serviced by, the quality of the work or labor performed by, the quality of the materials supplied by, and/or the acts or omissions of, itself or any participating contractor.
3. By participating in this Program, the Customer hereby agrees to indemnify, defend and hold harmless Dominion, its parents, subsidiaries, employees, affiliates, contractors, and agents from any and all liability associated with the Program. Dominion shall not be liable for loss or damage to any person or property whatsoever, resulting directly or indirectly from participation in this Program.
4. Dominion retains all rights to energy and demand savings resulting from measures installed under this Program. Dominion has the exclusive right to enroll, nominate, or offer a bid for energy or demand reductions resulting from measures installed under this Program into load management programs, demand response programs, or auctions operated by PJM Interconnection L.L.C. ("PJM"), the regional electric transmission organization of which the Company is a member. Customer's participation in this Program means that the Customer is consenting to Dominion sharing the Customer's pertinent information with PJM, Dominion's agents, and contractors, including, but not limited to, its implementing contractors and its measurement and verification vendor. Pertinent Customer information includes, but is not limited to, energy usage and billing information, account holder name, address, other contact information, measures installed, period of installation, demand/energy reductions resulting from measures installed under this Program and the technical basis for such reductions, loss factors, coincidence factors, interactive factors, building type, type of appliance at the home, and other information necessary to implement and monitor the Program, including any other information as required by PJM or any other regulatory authority.
5. Customer understands and affirms that the installed measures associated with this rebate application have not been, and will not be, incentivized or otherwise financially supported by any other Dominion Energy-sponsored energy efficiency program. Under no circumstances may a program measure be incentivized twice except as otherwise noted in the Program Terms and Conditions regarding allowances for multiple rebate applications (when applicable).
6. These Program specific terms and conditions are in addition to the terms and conditions of service currently on file with the Virginia State Corporation Commission and contained in any agreement between the Customer and a Program vendor. To the extent there is any conflict among such terms and conditions, these Program specific terms and conditions shall control.