



# Residential Smart Home Program



## FAQs for Contractors

### ▶ What is Dominion Energy’s Smart Home Program?

Dominion Energy is helping their residential customers access Smart Home products that provide energy savings. Eligible residential customers will receive an instant rebate for purchasing a kit of smart home products including bulbs, plugs, a sensor, and more. All kit components are DIY installation except for the add-on optional home energy monitor which requires a licensed electrician; in addition, customers may request that the add-on optional thermostat is installed by a contractor. The Smart Home Kit is available on the Dominion Energy online store at [www.smarthome.domsavings.com](http://www.smarthome.domsavings.com).

### ▶ What is included in Dominion Energy’s Smart Home Kit?

For the 2022 year, the base kit includes 4 Philips Hue smart light bulbs, a Philips Hue Bridge, a Philips Hue Room Motion Sensor, and 3 Kasa smart plugs. To save even more energy, customers can also purchase an add-on Sense home energy monitor and/or an ecobee smart thermostat.

The 2022 base kit has an instant rebate of \$25. In addition, if customers purchase the smart thermostat or home energy monitor, they are eligible for greater savings. If a customer purchases the full kit, they will receive an instant rebate of \$145.

### ▶ What kind of customers are eligible to participate in this program?

Any Dominion Energy residential customer who lives in a single-family home can participate however there are a few exceptions:

- Renters should get approval from their landlord for purchasing hardware that will be installed in the home (thermostat or home energy monitor).

- If a customer or the previous homeowners received a rebate for a smart thermostat through a Dominion Energy Program, the customer will not be eligible to purchase an additional thermostat through this program but they can still purchase the base kit and the home energy monitor.
- If a customer or the previous homeowners received a rebate for a Smart Home Energy Management System under Dominion Energy’s Home Retrofit Program, a customer would be ineligible to purchase the Smart Home kit.

### ▶ Are there any limitations to a home regarding the thermostat or home energy monitor?

Prior to purchase, a customer should confirm their home’s compatibility:

- ecobee’s thermostat compatibility information: [www.ecobee.com/en-us/compatibility/thermostat/](http://www.ecobee.com/en-us/compatibility/thermostat/).
- Sense’s compatibility information: <https://help.sense.com/hc/en-us/articles/115006132768-Compatible-electrical-panel-configurations>.

### ▶ What are the benefits to being a participating contractor?

- Obtain leads from Dominion Energy’s website as a participating contractor.
- Gain access to free smart home training – webinars, newsletter.
- Be the energy expert – provide information to your customers about instant rebates.
- Gain access to marketing materials and co-op advertising dollars.
- Obtain guidance and smart home information through the Dominion Energy Smart Home Program team.

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# FAQs for Contractors (Continued)

## ▶ What are the requirements to participate as a contractor?

At a minimum, Participating Contractors must be:

- Licensed as a Contractor in the state of Virginia.
- Licensed as an ELE Tradesmen in the state of Virginia.
- Hold General Liability Insurance of more than \$1M.
- Have been in business at least 1 year.
- Have no outstanding BBB issues.

In addition, you must:

- Verify your health and safety measures (for example, provide a copy of the table of contents from your Safety Manual).
- Agree to Dominion Energy's COVID-19 Protocols for Field Work.
- Complete the Contractor Agreement.
- Provide the required documentation (i.e., licensing, proof of insurance, etc.).
- Complete the Mandatory Orientation (estimated at 60 minutes or less).

## ▶ How do I become a participating contractor?

1. Visit [dom-vendor.com](http://dom-vendor.com), select your state, and then select "Residential Smart Home Program."
  - a. Add your company information.
  - b. Upload the following information\*:
    - Contractor DPOR License
    - Certificate of Insurance
    - Health and Safety Verification (i.e. copy of your Table of Contents from a Safety Manual)
    - W-9
    - Tradesmen License (ELE) and number
  - c. Select Counties served.
  - d. Sign the Participating Contractor Agreement.
  - e. Sign the COVID-19 Agreement.

\*All attachments must be JPEG or PDF and less than 5 MB in size.

2. Once registration is approved, we will work with you to schedule an online orientation session for you and your team (~45 minutes). Once complete, you will be listed as a Participating Contractor on the Program website.

## ▶ When can I begin marketing to my customers?

You can market the program once you reach full status. At that point, marketing materials will be provided to you. Please note: Dominion Energy's corporate logo can **never** be used on your program marketing materials.



Participating Contractor

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