



In the Community to Serve®

Frequently Asked Questions (FAQs) – Common data issues delay Rebate Processing

Cascade Natural Gas Corporation (CNGC) has a goal to process rebates within six (6) to eight (8) weeks from the time customers submit their complete application. The FAQs on these two pages were prepared by the CNGC Energy Efficiency staff for the EGIA call center and our Trade Ally partners to serve as a checklist for the most common issues that can drive up wait times for customers.

What documentation does the customer need to send in for a rebate?

1. A Cascade Natural Gas rebate application [model number should match invoice]
2. An invoice that indicates it has been “PAID IN FULL” [model number should match application]
3. For an air sealing rebate: Whole House Residential Air Sealing documentation [WA Department of Commerce Safety Testing Form]

Who needs to sign the application?

1. The customer, and
2. If applicant is not the current CNGC account holder, it must be signed by the account holder to release rebate payment (in the Assignment of Incentive section).

Who needs to sign the bonus coupon?

1. Customer **and** Trade Ally Contractor

What might disqualify a high-efficiency install for a rebate?

1. An application postmarked after March 1st of the year following installation
 - Example: an install in November, 2015 and an application postmarked April 10, 2016
2. A home using an electric heat pump, or not using Natural Gas for primary residential heat, will disqualify the following high-efficiency measures:
 - High Efficiency Natural Gas Furnace
 - High-Efficiency Combination Domestic Hot Water and Hydronic Space Heating System
 - High-Efficiency Exterior Door
 - Floor, Wall and Ceiling/Attic Insulation
 - Whole House Residential Air Sealing
 - ENERGY STAR® Certified Home
 - Built Green Certified home
3. Failing to meet the following energy efficiency thresholds:
 - The energy factor for a conventional hot water heater is less than 0.67 EF
 - The energy factor for a tankless hot water heater is less than 0.91 EF
 - The AFUE rating for a furnace installed is less than 95% AFUE
 - The AFUE rating for the Combination Domestic Hot Water and Hydronic Space Heating System is less than 90% AFUE
 - Hearth or Fireplace less than 70% **FE** or
 - Hearth or Fireplace less than 80% **AFUE (note: there are two separate tiers for eligible fireplaces)**
4. Insulation installation will be disqualified for a rebate if it fails to meet these specifications:
 - Attic or ceiling insulation installation is less than R-38
 - Wall insulation installation is less than R-11 (or is not filled to cavity)
 - Floor insulation installation is less than R-30 (or less than R-19 if filled to cavity)
5. Also, insulation and air sealing may be disqualified if not installed by a Cascade Trade Ally Contractor



In the Community to Serve®

Frequently Asked Questions (FAQs) – Common data issues delay Rebate Processing

What information should be on the invoice from the contractor?

1. “Paid in Full” documentation
2. Model numbers for all equipment
 - Model numbers on the invoice and model numbers on the application should be the same
3. Starting and ending R-values for insulation
 - Wall and/or floor insulation documentation on invoice can indicate “filled to cavity” if minimum R-value is not met, fill to cavity is not an option for attic insulation
4. Square footage of insulation installed
5. Installation site address
6. Install date

NOTE: Please make sure to use the most current application (shows 3/15 in the lower right corner of the application)