



STATE ENERGY EFFICIENT APPLIANCE REPLACEMENT PROGRAM FREQUENTLY ASKED QUESTIONS

CONSUMERS

C1. What is the State Energy Efficient Appliance Replacement Program (SEEARP)?

The State Energy Efficient Appliance Replacement Program, or SEEARP, provides rebates to consumers who purchase ENERGY STAR® refrigerators, clothes washers, freezers, dishwashers and window air conditioners.

C2. How much funding is available for SEEARP?

The State of Kansas received a total of \$2,689,000 in funds from the Department of Energy. Funding is made possible by the American Recovery and Reinvestment Act (ARRA) of 2009.

C3. How does the program work?

SEEARP is designed after the successful energy-efficiency initiative launched by KHRC just months ago called the Residential Appliance Replacement (RAR) Program. Although RAR has ended, KHRC still has nearly 1500 applications for services. The data base of eligible customers generated as the result of the recent RAR program will be used to initiate SEEARP.

Consumers who applied for RAR, but were not serviced due to application cut-off dates and/or lack of funding, will be contacted by mail to determine interest in the new appliance rebate program. These consumers will have until 5pm on January 15th, 2010 to complete and return applications to KHRC for the new SEEARP program.

After January 19th, 2010 (**if funding is still available**) KHRC will re-open the application process to new income-eligible applicants. Program eligibility will be determined by a first-come, first-served basis.

KHRC will mail rebate vouchers to qualifying consumers, who may take the vouchers to participating retailers. No vouchers will be issued until after January 15th, 2010. Participating retailers honor the vouchers as cash for the new appliance. After the retailer has delivered the new appliance and recycled the old unit, then they may submit the rebate for reimbursement. KHRC will review all submitted documents to ensure program requirements have been met. Once approved, KHRC will make payment directly to the retailer.

C4. When will SEEARP take effect?

KHRC will begin contacting consumers who previously applied for the Residential Appliance Replacement Program (RAR), but were not serviced, starting December 10, 2009. If funding is still available after January 15th, KHRC will open the application process to new low-income applicants.

C5. What are the 2010 income limits?

Income limits are based on 75 percent of Kansas' current median income, which are:

1 Person	\$27,247
2 Persons	\$35,630
3 Persons	\$44,014
4 Persons	\$52,397

C6. What are the rebate amounts?

SEEARP provides appliance rebates directly to retailers in the following amounts:

<u>PRODUCT</u>	<u>REBATE AMOUNT</u>
Clothes Washer	\$800.00
Dishwasher	\$400.00
Refrigerator	\$700.00
Freezer	\$600.00
Window Air Conditioner	\$200.00

C7. What are the criteria for replacement of my appliance?

To participate in the program, the following conditions must be met:

- The applicant is a Kansas resident.
- The household where the work is being done must be located within the State of Kansas.
- The property to be assisted is the applicant's primary residence.
- The applicant owns the appliance to be replaced or the renter gains permission from the property owner.
- The appliance is at least 10 years old.
- The applicant household's Adjusted Gross Income does not exceed 75% of state median income.
- The appliance replacement voucher expires after 60 days.

C8. I'm a renter, do I qualify?

Yes, as a renter you may still qualify for the State Energy Efficient Appliance Replacement Program. Renters will need to obtain the property owner's permission to replace the appliance in question by having them complete a simple "Property Owner Consent Form" which is part of the application packet.

C9. How long will the application and voucher process take?

Applications will be processed in the order in which they are received. Approved vouchers will not be issued until after January 15, 2010.

C10. Is there a warranty with the program?

Any warranty available would be through the retailer/manufacturer, not KHRC. Further, the retailer/manufacturer is contractually responsible for warranty or installation issues.

C11. Will a list of participating retailers be provided?

Though any retailer may accept vouchers and participate in this program, a list of the participating vendors is available on KHRC's website www.kshousingcorp.org and will be updated periodically as new vendors sign on. Women and minority-owned businesses are encouraged to participate.

C12. What will you accept as documentation of our 2008 income if we did not have to file income taxes for 2008?

If an applicant was not required to file a federal tax return, they will need to submit approved proof of income (see Section IV of application).

C13. What is acceptable proof of property ownership?

For proof of ownership, homeowners may submit a mortgage document, insurance document, property tax statement or affidavit of equitable interest.

C14. What will this cost me? Do I have to pay any money back?

Nothing, as long as you do not exceed the voucher amount. If you choose to exceed the voucher amount, you will be responsible for any additional costs. You will also be responsible for any installation costs.

C15. Can I pick out the appliance?

The consumer selects the appliance, but it must be Energy Star rated/approved.

C16. May I keep the old appliance?

No. Since the purpose of the program is to replace energy hog appliances, the old appliance must be properly disposed of by the participating retailer.

C17. I just bought an appliance? Will rebates cover my previous purchase?

Only purchases of qualified products using the point-of-sale rebate will be eligible for a rebate. Rebates will be valid for 60 days after issuance.

C18. How long will SEEARP last?

The appliance rebate program will continue as long as funding is available.

C19. Is installation included?

No. SEEARP does not provide payment for the installation of any appliances.

C20. Can I get more than one rebate?

Yes. Consumers may apply for more than one appliance replacement.

C21. Can consumers combine the rebate with other incentives, such as the federal tax credit or a utility rebate?

Yes. A consumer can combine a rebate with the [federal tax credit](#) for the same product, as long as the purchase qualifies under the rules of both programs and is not specifically excluded. Consumers may also be able to combine the state rebate with a local utility rebate, but eligibility should be verified with both organizations.

C22. How much energy can I save by replacing an outdated, used appliance with a new ENERGY STAR model?

Energy savings will depend on the specific appliance and model being replaced, but new ENERGY STAR appliances save significantly more energy than those manufactured years ago. For example, replacing a clothes washer made before 2000 with a new ENERGY STAR model can save up to \$135 per year. Replacing a refrigerator made before 1993 with a new ENERGY STAR model can save up to \$65 per year. Learn more about [ENERGY STAR appliances](#).

Find out more about the energy savings potential of these products:

- [Clothes washers](#)
- [Dishwashers](#)
- [Refrigerators](#)
- [Freezers](#)
- [Room air conditioners](#)

STATE ENERGY EFFICIENT APPLIANCE REPLACEMENT PROGRAM FREQUENTLY ASKED QUESTIONS

RETAILER

R1. Who can participate in the program?

Any retailer may participate without advance application or approval. All interested retailers are encouraged to participate.

R2. How do I participate?

Complete retailer information on front and back of voucher (two pages). Page 1 prompts retailer payment information at bottom of page 1, while page 2 contains Retailer Agreement.

R3. Do I have to provide all appliances offered by the program to participate?

No. You can pick and choose which ones you want to provide.

R4. How will retailer be paid by KHRC?

Retailer can be paid by KHRC Visa purchasing card within five business days, check or ACH/EFT within twenty business days, or per account set up as established directly with retailer (retailer “house” account).

R5. How much will retailer be paid by KHRC?

KHRC will pay retailer the *lesser* of: (a) the total price of the appliance including delivery, plus the removal and disposal of the old appliance; and (b) the face amount of the KHRC-issued voucher. Any amount above and beyond voucher amount must be paid by the customer directly to the retailer. SEEARP does not provide payment for the installation of any appliances.

R6. What has to be submitted to be paid?

Send payment requests to KHRC, PO Box 1857, Topeka, KS 66601 with the following: (1) original voucher completed with payment information and signed Retailer Agreement, (2) copy of retailer invoice or sales receipt (original for customer), (3) copy of delivery slip/receipt with customer signature and (4) payment request form. Retailers may submit voucher payment requests individually or in batches.

R7. What about KS sales tax since KHRC is KS sales tax exempt?

Amounts KHRC pays directly to retailers are *exempt* from Kansas sales tax. Amounts paid by *customers* in excess of voucher amounts are *subject to Kansas sales tax*.

R8. Can I verify a voucher is legitimate?

Yes, you can go to KHRC’s website at www.kshousingcorp.org, key in the voucher number, and receive a response telling you whether voucher is legitimate (and has not been previously used).

R10. Do I have to recycle old appliances?

Retailer is responsible for the proper disposal of old appliances. While KHRC does not require retailers to recycle old appliances, it is strongly encouraged where feasible.