Hawaii Energy
Your *Conservation and Efficiency Program*

1132 Bishop Street ● Suite 1800 ● Honolulu ● Hawaii 96813 ● HawaiiEnergy.com ● P (808) 537-5577 F (808) 441-6068

WINDOW AC TRADE-UP FAQs

Revised Qualifications
(Feb. 26, 2015)

Update

Q. What are the new qualifications for Hawaii Energy's Window AC Trade-Up rebate?

- Effective February 1, 2015, Hawaii Energy has updated the requirements for the Window AC Trade-Up program. The ENERGY STAR® rating is no longer required. In order to qualify for the $50 rebate, the window air conditioner (AC) must have a minimum Energy Efficiency Ratio (EER) rating of 11.2. An EER rating is the ratio of the cooling capacity to the power input. The higher the EER rating, the more energy-efficient the AC. The program minimum was previously 10.8 EER.

Q. Will my rebate be honored if my application has the old 10.8 EER requirement?

- Yes. However, those applications will not be accepted after March 31, 2015.

Q. Why were the qualifications changed?

- Hawaii Energy continually evaluates the state and local codes as well as available stock of qualifying equipment in order to assure our ratepayers are getting the best value for their program incentive dollars.

Overview

Q. What is the Window AC Trade-Up offer?

- The Window AC Trade-Up is a Hawaii Energy offering, which launched in September 2014 that provides residents with a $50 rebate for the purchase of a window AC when residents surrender an old working unit for pick-up and recycling.

Q. What is the purpose the Window AC Trade-Up?

- The Window AC Trade-Up encourages residents to upgrade to an energy-efficient window AC and allows Hawaii Energy to properly recycle their old unit. In turn, this helps residents save energy and money on their electric bill.
- It's common for households to have more than one AC. If possible, households are encouraged to trade-in their oldest operating AC since they are often the least energy-efficient.

Q. How long is the offer good for?

- The $50 rebate is on a first-come, first-served basis and will be available while funding lasts.

Q. How long will it take to receive my rebate check?

- On average, it takes between 8 to 10 weeks for us to process and mail your rebate check.

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Energy Savings

Q. How much energy and money can I expect to save?

- Depending on the make, model and usage, an energy-efficient window AC can save about 197.8 kilowatt hours (kWh) annually, which is the equivalent to $67 based on an average of $0.34/kWh. (Note: Savings will vary based on electricity rates on each island and actual usage).

Qualifications

Q. Who qualifies for the rebate?

- You must be a residential electric utility ratepayer (meaning you need to have an account with HECO, MECO or HELCO) on Hawaii Island, Maui or Oahu. The rebate is not available at this time for Lanai and Molokai.

Q. Do I have to purchase my window AC from a participating retailer?

- Yes. To receive the $50 rebate, you must purchase your window AC from a Hawaii Energy participating retailer that includes the following: Best Buy, City Mill, Disco Mart, Home Depot, Lowe's, Navy Exchange (NEX) and Sears.
- Participating retailers provide and can help prepare your application as well as answer questions about the Window AC Trade-Up offer.

Participation

Q. How do I participate?

There are three easy steps:

1. PURCHASE – Buy a qualifying window AC from a participating retailer. Receive a rebate application at the time of purchase.
2. TRADE UP – Schedule a pick-up for the recycling of your old AC by calling 537-5577 or toll-free on Hawaii Island and Maui at (877) 231-8222.
3. SEND – Submit your completed rebate application (requires signature and stamp from the hauler) within 60 days of your purchase to the following address: Hawaii Energy, P.O. Box 3920, Honolulu, HI 96812.

Hawaii Energy

Q. Who is Hawaii Energy?

- Hawaii Energy is the ratepayer-funded energy conservation and efficiency program serving the islands of Hawaii, Lanai, Maui, Molokai and Oahu.
- We offer cash rebates and other incentives to residents and businesses to help offset the cost of energy-efficient equipment.
- The program also conducts education and training for residents, businesses and clean energy allies to encourage the adoption of energy conservation behaviors and efficiency measures.
- For more information, please visit www.HawaiiEnergy.com.

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