



## **STATE ENERGY EFFICIENT APPLIANCE REPLACEMENT PROGRAM FREQUENTLY ASKED QUESTIONS**

### **CONSUMERS**

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

The American Recovery and Reinvestment Act (ARRA) of 2009 provides \$296 million to implement Section 124 of the Energy Policy Act establishing DOE support for state rebate programs for residential ENERGY STAR appliance products. The program is called the State Energy Efficient Appliance Replacement Program or SEEARP. Kansas received approximately \$2.6 million for SEEARP. Under the Kansas plan, rebate vouchers will be issued to qualifying consumers who purchase ENERGY STAR® refrigerators, clothes washers, freezers, dishwashers and window air conditioners.

#### **C2. How does the program work?**

SEEARP provides rebate vouchers to low-income consumers who purchase ENERGY STAR® refrigerators, clothes washers, freezers, dishwashers and window air conditioners. Rebates for the high-efficiency appliances will range from \$200 to \$800. New appliances will qualify only if they have earned the ENERGY STAR® label. Old appliances must be at least ten-years-old and must be recycled by the retailer. Point-of-sale rebates will be made directly to participating retailers.

To be considered for the program, consumers must fully complete the SEEARP application and submit all required documentation to Kansas Housing Resources Corporation (KHRC). Due to the volume of applications received, incomplete applications or those without required documentation will not be accepted.

KHRC will mail rebate vouchers to qualifying consumers, who may take the vouchers to participating retailers. Participating retailers honor the vouchers as cash for the new appliance up to the amount of the voucher. Amounts in excess of the voucher and any installation charges must be paid for by the consumer.

After the retailer has delivered the new appliance and recycled the old unit, they may then submit the rebate voucher to KHRC 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.

### **C3. I just bought an appliance? Will rebates cover my previous purchase?**

No. Only purchases of qualified products using the point-of-sale rebate will be eligible under the program. In other words, consumers must be pre-approved for SEEARP before purchasing an appliance. Only after a consumer is approved for the program will a rebate voucher be issued. Rebate vouchers will be valid for 60 days after issuance.

### **C4. 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

### **C5. What are the rebate amounts?**

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

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

### **C6. 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 household's Total Gross Income does not exceed 75% of state median income.
- The appliance replacement voucher expires after 60 days.
- The appliance must be recycled by the retailer.

### **C7. 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.

### **C8. How long will the application and voucher process take?**

Applications will be processed in the order in which they are received. Due to the volume of applications received, incomplete applications or those without required documentation will not be accepted. Completed applications are funded on a first-come, first-served basis as funds are available.

**C9. Is there a warranty with the program?**

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

**C10. 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](http://www.kshousingcorp.org) and will be updated periodically as new vendors sign on. Women and minority-owned businesses are encouraged to participate.

**C11. What is acceptable proof of income?**

Acceptable Forms of Income Documentation are: Copies( not originals) of 2009 W-2, 2009 1099 Statements, last pay stub of 2009 with year to date earnings, benefit award letter, year-end benefit, pension, or interest statement(s), and/or 2009 unemployment statement from Kansas Department of Labor. If farm , self-employment, rental income, and all other income MUST provide a IRS schedule C “Proof Loses and page 1 of 2009 or 2008 federal 1040 tax return.

**C12. I am receiving unemployment benefits. What documentation do you need?**

Applicants receiving unemployment benefits need to include a letter from the unemployment office or a copy of past claims. For information on how to obtain this documentation, call the Unemployment Insurance Contact Center nearest you.

- Kansas City Area 913-596-3500
- Topeka Area 785-575-1460
- Wichita Area 316-383-9947
- Toll-Free 800-292-6333

Online you may also visit <https://www.getkansasbenefits.com/>.

**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 must wait until they have been approved for a voucher before selecting an appliance. The appliance must be Energy Star rated.

**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 recycled by the participating retailer.

### **C17. Is installation included?**

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

### **C18. How do I find the serial number on my old appliance?**

When you are looking for your model number, find the serial tag on your appliance. Various manufacturers' serial tags will both look different and be found in different places. Do not try and use energy guide stickers or sales receipts to find your model number as these generally only have a shortened version of the number on them. Care and usage manuals are also not a good way to find your model number as they are usually produced to cover multiple model types.

#### **Dishwashers**

Serial numbers are usually behind the door. Don't forget to check the top edge of the door inside, and all of the sides. If not there, check the base of the dishwasher (kick strip) under the door at the front.

#### **Refrigerator/Freezer**

In a fridge, or fridge-freezer, the serial number is usually on the fridge inner walls. Often it's hidden at the bottom (to the left side) of the salad compartments and only accessible with the compartments removed.

#### **Freezers**

Serial numbers are usually at the very bottom of the inside of the freezer compartment. Again, if it can't be found inside, try the sides and the back.

#### **Washing Machines**

Most have the serial number behind the door, either on the inside of the door or on the door frame of the cabinet. Some hide it behind the kickplate at the base (front).

To find the age of your appliance, visit this website for information - <http://www.appliance411.com/service/date-code.php>.

### **C19. How long will SEEARP last?**

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

### **C20. Can I get more than one rebate?**

Yes. Consumers may apply for more than one appliance replacement. For example, if an applicant has a 10-year-old washer and a 10-year-old window air conditioner they would like replaced, the applicant may apply for two separate vouchers.

# 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?**

Read and understand Retailer Agreement on page 1 of voucher, perform services in accordance with the Retailer Agreement and complete retailer information on the back of voucher (page 2).

### **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 ten business days, check or ACH/EFT within thirty 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 proper disposal of the old appliance; or (b) the face amount of the KHRC-issued rebate 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 rebate voucher with completed Retailer Payment Request Form, (2) copy of retailer invoice or sales receipt (original for customer), and (3) copy of delivery slip/receipt with customer signature. Retailers may submit rebate 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](http://www.kshousingcorp.org), key in the rebate 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?**

Yes, the retailer is responsible for the recycling of old appliances in accordance with the Kansas Department of Health and Environment’s Technical Guidance Document SW95-02. Visit KHRC’s website at <http://www.kshousingcorp.org/programs/seearp.shtml> for more details.