



# RESIDENTIAL CUSTOMER REBATE PROGRAM

## Frequently Asked Questions

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### What types of rebates and incentives are available from Canby Utility?

- Clothes Washer
- Duct Sealing\*
- Ducted Heat Pump\*
- Insulation\*
- Ductless Heat Pump\*
- New Manufactured Home
- Heat Pump Water Heater
- Window – Exterior Door\*

**\* Must receive Canby Utility pre-approval prior to installation. Call for details.**

### What are the rebate amounts?

Refer to current Canby Utility Rebate Application forms for rebate amounts and eligibility details.

### Where can I get a Rebate Application?

Call 503-266-1156, [www.Canbyutility.org](http://www.Canbyutility.org) or stop by Canby Utility at 154 NW First Avenue to request forms.

### Does Canby Utility need to perform a pre-audit and post-inspection for energy efficiency upgrades?

Window, door and insulation projects must have a pre-audit before the work begins and post-inspection after work is completed. All other rebate projects may require a post-inspection.

### How do I schedule my pre-audit and post-inspection?

Call 503-266-1156 to schedule.

### Is there a fee for the pre-audit or post-inspection?

There no cost to the Canby Utility customer.

### Do I need to be home during the pre-audit and post-inspection?

Provided the inspector has outside access to all areas you plan to upgrade, you do not need to be home.

### Should I schedule a pre-audit every time I plan an energy efficiency upgrade to my home?

The Canby Utility Field Technician will perform a *one-time* pre-audit to determine your home's eligibility before energy efficiency upgrades are made. Canby Utility keeps pre-audit results on file for future reference.

### Do I need to schedule a post-inspection after every new energy efficiency upgrade to my home?

Yes, you will need to schedule a post-inspection every time you submit a Rebate Application for new upgrades.

### Can I install insulation or windows myself?

Yes, all energy efficiency upgrades must be installed according to Canby Utility program specifications.

### Do all of my windows and or insulation need to be upgraded at once, or can I upgrade a few now and more later?

You can replace a few windows at a time or all at once. The same is true for the insulation upgrades, the floor, attic and wall may be completed all at once or in different timeframes. If your projects will extend beyond the 3 month timeframe, please contact Canby Utility to reapply for the window or insulation rebate.

### Does Canby Utility have a loan program?

No, check with your local bank or lender for applicable loan programs.

### When will I receive my rebate?

You will receive your rebate 8 – 10 weeks after your post-inspection (if required) and Canby Utility has received all required rebate documents.

**For additional questions regarding the Canby Utility Rebate Program, call 503-266-1156.**