



The Safe Installation of Energy-Efficient Propane Appliances Program

2010

Propane Dealer Information

Overview

This program establishes an incentive program for new energy-efficient propane appliances that are safely installed. Eligible new propane appliances: will replace an existing electric, propane or fuel oil water heater, fireplace or furnace/boiler with a new propane water heater, direct vent or B-vented fireplace or furnace/boiler; or are installed in new home construction; or are installed in new manufactured homes. The program will reimburse consumers for safe installation of approved energy-efficient propane appliances in the amounts listed below:

- Water Heater – Standard \$ 150.00 (This Program Starts 1/1/2010)
- Water Heater – Power Vent/TTW/Tankless \$ 300.00 (This Program Starts 1/1/2010)
- Direct Vent or B-Vented Fireplace \$ 300.00 (This Program Starts 1/1/2010)
- Central Heating Ducted Furnace/Boiler \$ 400.00 (This Program Starts 1/1/2010)

A maximum of \$500.00 per residence may be claimed

Homeowners, builders, and sales agents of manufactured home dealers can participate in the program. The person applying to the program is called the *applicant*. Reimbursements for safe installations are paid by the IPGA to the applicant. All eligible installations must occur after the start date of the program, January 1, 2010 and must be located within normal residential living spaces. Garages, outbuildings, shops, barns or other attached or unattached buildings are not eligible installation locations. Eligible appliances must include a receipt showing proof of purchase with the purchase date occurring no more than six (6) months prior to the safety inspection date. There will be a minimum of 90 days to process completed applications and issue a reimbursement. Reimbursements cannot be assigned to the dealer. Maximum amount to be paid is \$500.00 per installation address.

To qualify for this program, an application must be made on the forms provided by the IPGA. All requested information must be provided along with the necessary documentation. The installation must use propane gas provided by an authorized Illinois propane dealer. An authorized Illinois propane dealer is a person or company, located in Illinois, that delivers propane in bulk to residential and commercial customers, and must be participating in the program. **To participate in the program, Illinois propane dealers need to sign and return the Dealer Participation Agreement Form.**

The propane dealer's main involvement in the process is to verify the new appliance for the proposed installation and perform a leak check inspection when the installation of the new propane appliance is complete. A documented leak check inspection test is required whenever service is interrupted or the propane system is modified in any way.

The following samples illustrate the process.

Electric/propane/fuel oil to propane installations

1. The homeowner (consumer) contacts a propane dealer to obtain an application.
2. The dealer takes the application and program rules to the location of the installation to verify that the current installation is an electric/propane/fuel oil water heater, direct vent or B-vented fireplace or furnace/boiler and collects all necessary information for the application.
3. The dealer gives the homeowner a copy of the program rules.
4. The dealer offers his company's services in replacing the water heater, fireplace or furnace/boiler (if available) or makes suggestions for purchase and installation. (Purchase and installation preferences are up to the homeowner).
5. If the homeowner chooses to use another company, the dealer instructs him/her to call when the installation is complete so that a leak check inspection can be conducted prior to putting the new appliance into service.
6. The homeowner calls the dealer to perform the initial leak check inspection.
7. The dealer returns to confirm that the installation is correct and performs the required pressure and leak tests. When the dealer approves the installation, he/she fills out the necessary information on the application form, signs it and gives the application **and** a copy of the leak check inspection performed by the marketer to the homeowner. The homeowner will then fill in any remaining information.
8. If the dealer sold the equipment or performed the installation the homeowner should receive an invoice or work order detailing each item.
9. The homeowner mails the application along with proof of purchase showing the new appliance price and the copy of the leak check inspection performed by the marketer to the IPGA office within 60 days of the date of the inspection.

New construction

A builder who holds the title on a new construction project can also participate in the program. After the title has been transferred to a new homeowner, the builder is no longer eligible to participate in the program. After transfer of title, if the builder chooses not to participate in the program, the new homeowner has 60 days from the date of the initial leak check inspection to file the application.

New construction claims by the builder

1. The builder informs the propane dealer that he/she is participating in the program with a new propane water heater, direct vent or B-vented fireplace or furnace/boiler installed in a new construction project.
2. The dealer takes the application and program rules to the location of the installation to verify that it is a new propane water heater, vented fireplace or furnace/boiler and collects all necessary information for the application.
3. The dealer gives the builder a copy of the program rules.
4. The dealer performs the required pressure and leak tests. When the dealer approves the installation, he/she fills out the necessary information on the application form, signs it and gives it to the builder to fill in any remaining information.
5. The builder mails the application along with proof of purchase showing the new appliance price **and** a copy of the leak check inspection performed by the marketer to the IPGA office within 60 days of the date of the inspection.

New construction claims by the homeowner

1. The homeowner calls the servicing propane dealer to participate in the program with a new propane water heater, direct vent or B-vented fireplace or furnace/boiler.
2. The dealer goes to the home to collect the necessary information, fills out his/her portion of the application and, if a leak check inspection has already been performed by the company, signs the application.
3. The dealer should not sign the application if his/her company did not perform the leak check inspection. If a leak check inspection has never been performed, the dealer should conduct one immediately and then, if passed, sign off on the paperwork. If a different participating company conducted the leak check inspection, the homeowner must have that company come to the location, fill out a new application with the necessary information and then sign off.
4. After the dealer has signed off on the application, the homeowner mails the application with proof of purchase showing the new water heater, vented fireplace or furnace/boiler price and a copy of the leak check inspection performed by the marketer to the IPGA office within 60 days of the date of the leak check inspection.

New manufactured housing

A licensed manufactured housing dealer or one of its sales agents can participate in the program for a new propane water heater, vented fireplace or furnace/boiler installed in a new manufactured home that is set at a permanent site and serviced by an authorized Illinois propane dealer. For these applications the program is designed to motivate the sales person to recommend propane appliances to a homeowner who is considering electric or propane.

1. The manufactured home dealer or sales agent (applicant) sells a new manufactured home with an installed new propane water heater, direct vent or B-vented fireplace or furnace/boiler. After the home is set at its permanent site and the servicing propane dealer is determined, the applicant contacts the propane dealer to participate in the program.
2. The propane dealer collects the necessary information from the applicant over the phone and then goes to the location to collect the information on the new propane appliance.
3. The propane dealer signs off on the application when the leak check inspection has been completed.
4. The propane dealer mails the application to the applicant.
5. The applicant fills out the remaining required information on the application, attaches the bill of sale showing the company name and location along with a copy of the leak check inspection performed by the marketer and includes documentation showing that a new propane water heater, vented fireplace or furnace/boiler was installed in the new home. The applicant then mails the application with required documentation and proof of purchase showing the new appliance price to the IPGA office within 60 days of the date of inspection.

Marketing

Marketing materials, including radio scripts, newspaper ads and statement stuffers are available to participating propane dealers. Participating dealers are not required to use the supplied marketing material; however, dealers are strongly encouraged to promote the program to their customers in order to realize the full marketing potential of the program.