### Residential Heating, Cooling and Water Heating Program

## Participating Contractor Co-Op Advertising Program



# Grow Your Business With Promotional Support From the Residential Heating, Cooling and Water Heating Program

We are providing co-operative advertising funds to participating contractors to assist in the promotion of our Residential Heating, Cooling and Water Heating program. Contractors will be able to reserve up to \$5,000 in matching funds for advertising taking place between Feb. 1 and Oct. 31, 2023. Matching funds are available to promote central air conditioner and furnace replacement and comprehensive tune-up programs through print advertisements, digital banner advertisements, direct mail postcard mailings and radio.

Current contractors who achieve Gold or Silver level status in 2023 now have exclusive access to co-op Facebook advertisement funds.

## **Program Details**

- Matching funds are available for digital banner and print advertisements, as well as direct mail postcard mailings that run between Feb. 1 and Oct. 31, 2023. To qualify for funding, contractors must email hvaccoopads@icf.com to request the advertisement templates shown in this guide, and must use the templates as described on page 5 under the Reimbursement Process section. Contractors must submit all advertising designs for final approval before running. Approval will require at least five business days.
- Matching funds are available to reimburse 50% of the total advertising cost, up to \$5,000 per participating contractor. Funding will be on a first-come, first-served basis until available funds are claimed.
- Using the form on page 6, request matching funds for your planned advertising. See pages 5 and 6 for submission deadlines.
- All supporting documentation for advertising reimbursement must be received by ICF by Nov. 15, 2023. Approved reimbursements will be disbursed by Jan. 31, 2024.
- Materials advertising heating and cooling comprehensive tune-ups may only be used by participating contractors. Contact us for more information about enrolling.

Note: Receiving confirmation that funds have been reserved for your planned advertising does not guarantee you will receive co-op advertising funds; all other conditions must be met with respect to acceptable run dates and verification documentation to receive reimbursement.

## **Acceptable Media Formats and Approval Process**

We have designed advertisement templates to be used by contractors in the Co-Op Advertising program. Please read the following for advertisement specifications and instructions.

#### Digital Banner Advertisements

- Digital banner advertisements are available in three sizes (728 x 90, 300 x 250, 160 x 600), three color options (dark blue, light blue and white) and four message options (AC replacement, cooling comprehensive tune-up, furnace replacement or heating comprehensive tune-up), as shown on pages 7–12. These templates allow space for contractors to add their own custom promotion. Email hyaccoopads@icf.com to request the advertisement template files.
- Contractors may request a custom-sized digital advertisement by emailing hvaccoopads@icf.com. Please include the
  size you need and which color advertisement you prefer. Please also indicate whether you'd like the AC replacement,
  cooling comprehensive tune-up, furnace replacement or heating comprehensive tune-up message option. Allow two
  weeks for delivery of the custom-sized advertisement and an additional two weeks for the approval process.
- Banner ads should link to your company's webpage to enable customers to find more information about your business.
- For contractors to qualify for co-funding, banner ad files must be used as is. Contractors are not permitted to modify the pre-approved designs.
- Contractors must submit all advertising designs for approval before the advertising runs. Approval will require at least five business days. Please email all materials to hvaccoopads@icf.com for approval.

#### Print Advertisements

- Print advertisement templates are available in two sizes and two color options, as shown on pages 13–36. These templates allow space for contractors to add their own custom promotion.
- Email hvaccoopads@icf.com to request the advertisement template package.
- Contractors may request a custom-sized print advertisement by emailing hvaccoopads@icf.com. Please include the
  size you need and whether you prefer the dark blue or light blue advertisement. Please also indicate whether you'd
  like the AC replacement, cooling comprehensive tune-up, furnace replacement or heating comprehensive tune-up
  message option. Allow two weeks for delivery of the custom-sized advertisement and an additional two weeks for the
  approval process.
- For a contractors to remain eligible for co-funding, the Consumers Energy-branded portion of the ad must not be removed or modified in any way.
- Ads must be in four-color process, to allow for correct reproduction of the Consumers Energy brand.
- Contractors must submit all advertising designs for approval before the advertising runs. Approval will require at least five business days. Please email all materials to hvaccoopads@icf.com for approval.

#### **Direct Mail Postcards**

- Direct mail postcards are available in two designs, as shown on pages 37-40. These templates allow space for contractors to add their own custom promotion. Email hvaccoopads@icf.com to request the template package.
- Quantities of up to 2,000 postcards are available to contractors free of charge. Request postcards by completing
  the Funds Reservation Request Form on page 6. For pricing on larger orders, please contact the program team at
  hvaccoopads@icf.com. Postage costs for distributing to your customer base are eligible for co-funding through the
  co-op program.
- Contractors must submit all advertising designs for approval before the advertising runs. Approval will require at least five business days. Please email all materials to hvaccoopads@icf.com for approval.

#### Radio Script

- An approximately 30-second script can be found on page 41.
- Portions of the script can be adjusted for your business.
- To maintain eligibility for co-funding, the Consumers Energy-branded portion of the script should not be modified in any
  way.
- Once the advertisement is recorded, the contractor must submit all audio files for approval before placement. Approval will require at least five business days. Please email all materials to hvaccoopads@icf.com for approval.
- We will notify you if the advertisement needs to be put on hold due to power outages or severe weather circumstances.

#### Facebook Advertisements (Sponsored Posts)

- To qualify for Facebook advertising co-funding, contractors must have:
  - » Achieved Gold or Silver level status for 2023
  - » An active Facebook page for the company that is an active Residential Heating, Cooling and Water Heating program Trade Ally
  - » A Facebook page moderator who responds to customer comments
- Facebook ads are available in four image options and two message options (heating replacement and cooling replacement). Examples of the Facebook ad templates are on page 42.
- If approved for co-funding, the contractors must agree to respond to any negative customer comments within 24 hours using a scripted response that will be delivered with the ad templates. The contractor must also send a screenshot of the comment(s) and response(s) to hvaccoopads@icf.com
- Facebook ads should link to your company's webpage so that customers can find more information about your business.
- Image files and content must be used as is. Contractors are not permitted to modify the pre-approved materials.
- The contractors must submit the Facebook preview link for approval before the advertisement runs. Approval will require at least five business days. Please email all materials to hvaccoopads@icf.com for approval.
- We will notify you if the advertisement needs to be put on hold due to power outages or severe weather circumstances.

#### Reimbursement Process

To receive funding, you must include supporting documentation for each type of advertisement. Please see the specifications below.

- Supporting documentation requirements will vary based on the media being used:
  - Digital Banner Ads: Invoice from the media outlet and screenshot of banner ad(s) online.
  - Print Ads: Invoice from the print publication (e.g., newspaper, magazine) and a tear sheet for each run date.
  - Direct Mail Postcards: Postage receipt from the United States Postal Service or print vendor.
  - Radio Script: Invoice from the radio station and final audio file.
  - Facebook Advertisement: Invoice from Facebook and preview link of the ad being run.
- Supporting documentation must be received at the Jackson address no later than Nov. 15, 2023. There will be no
  exceptions to this deadline. Documentation received after Nov. 15, 2023, will result in no co-op advertising funds being
  awarded. For all advertisement types, please also include a copy of your company's W-9 form, required by ICF to process
  your payment.
- If supporting documentation has been scanned, it may be submitted by email.

By mail: Consumers Energy HVAC Co-Op Ad Program c/o ICF P.O. Box 1193 Jackson, MI 49204 By email: hvaccoopads@icf.com

Reimbursement will occur in the form of a check to the contractor, which will be issued on or before Jan. 31, 2023.

## Co-Op Advertising Program Checklist

- By Oct. 1, 2023, request matching funds for your planned advertising using the form on the next page. Please submit your request by Oct. 1 so that we may earmark funds for your company. Funding is available on a first-come, first-served basis. Funding requests may not be submitted after Oct. 1.
- Email hvaccoopads@icf.com to request prints and/or the template package for your advertisements.
- Submit your ad design for review and approval at least 10 days prior to your advertisement's start date. Please allow our team as much review time as possible to account for any requested revisions to your company's ad.
- By Nov. 15, 2023, submit supporting documentation for your advertisements that run between Feb. 1 and Oct. 31, 2023, along with your company's W-9 form for payment processing.

## **Funds Reservation Request Form**

To be eligible to receive co-op funds, contractors must submit completed form by Oct. 1, 2023, or 10 business days (minimum) before advertisement insertion deadline, whichever comes first. Please submit your request for funding as soon as possible. Funding is available on a first-come, first-served basis and is not guaranteed.

Company Name:			Contact Name:			
Street Address:						
City:			State:		ZIP:	
Email Address:		Phone	 e:		Fax:	
Media	Run Date(s)	Total Cost	st Estimo		ated Impressions	
☐ Digital Banner Ads						
☐ Print Ads						
☐ Radio Ads						
☐ Facebook Ads (Gold or Silver level contractors only)						
Direct Mail	Mail Date	Total Postage	e Cost	Total Po	stcards Reque	sted
☐ Direct Mail Postcard						
Note: Marketing material may o	only be used during run date(s)	or mail date.				
Matching funds requested						
l acknowledge and agree t of co-op advertising funds documentation to receive	, and that all other conditi	ions must be met with	respect to	acceptable	e run dates and ve	
Contractor:						
Authorized Representativ	e:					
Title:						
Date:						
Signature:						

Please submit this completed form to hvaccoopads@icf.com

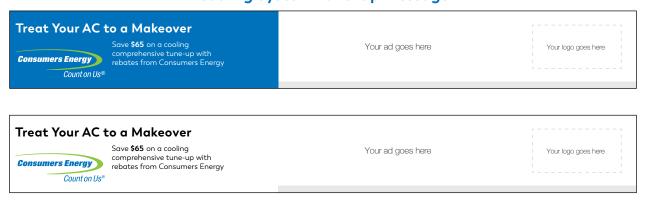
#### **Cooling System Equipment Replacement Message**



## 728 X 90 pixels

Available in dark blue and white

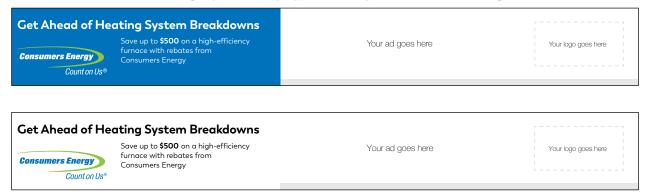
## Cooling System Tune-Up Message



728 X 90 pixels

Available in dark blue and white

## Heating System Equipment Replacement Message



## 728 X 90 pixels

Available in dark blue and white

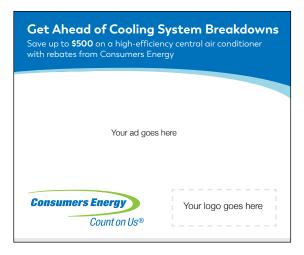
## Heating System Tune-Up Message

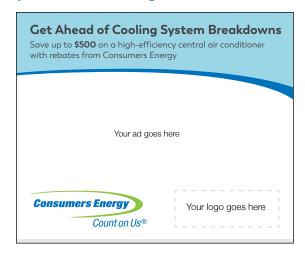


728 X 90 pixels

Available in dark blue and white

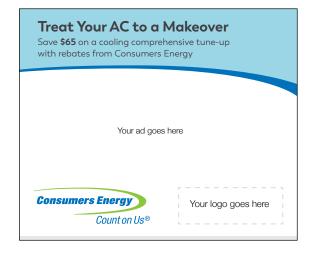
#### Cooling System Equipment Replacement Message





300 X 250 pixels Available in dark blue and light blue





300 X 250 pixels Available in dark blue and light blue

#### Heating System Equipment Replacement Message





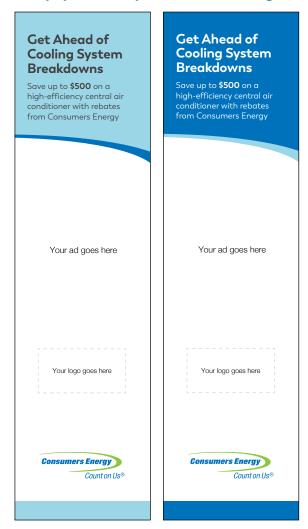
300 X 250 pixels Available in dark blue and light blue





300 X 250 pixels Available in dark blue and light blue

## Cooling System Equipment Replacement Message



160 X 600 pixels Available in dark blue and light blue



160 X 600 pixels Available in dark blue and light blue

## Heating System Equipment Replacement Message



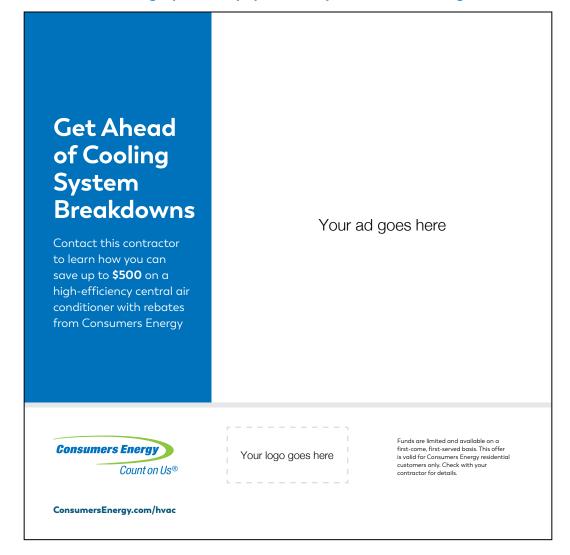
160 X 600 pixels Available in dark blue and light blue

## Heating System Tune-Up Message

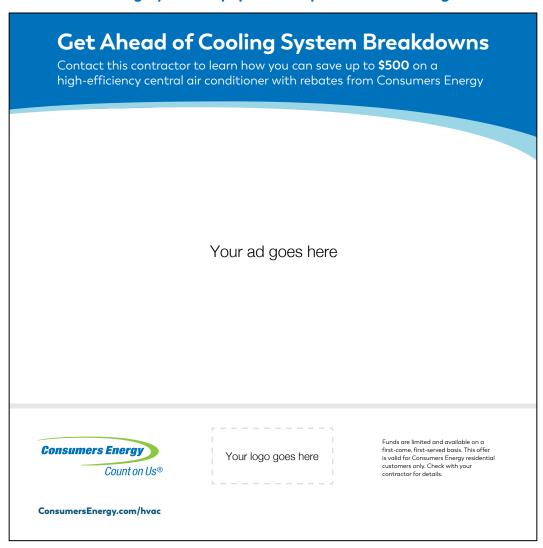


160 X 600 pixels Available in dark blue and light blue

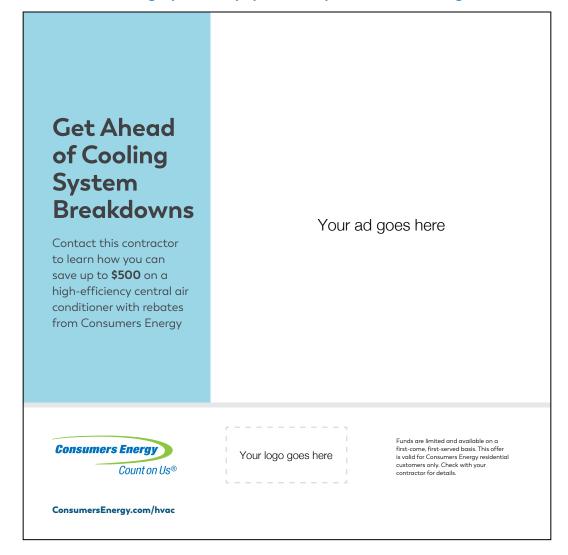
Placement suggestion — Vertical Ad: 5.5" X 5.5" Available in dark blue and light blue



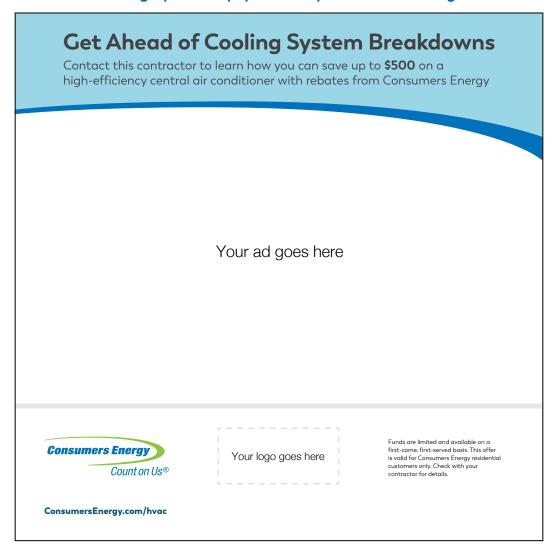
Placement suggestion — Horizontal Ad: 5.5" X 5.5" Available in dark blue and light blue



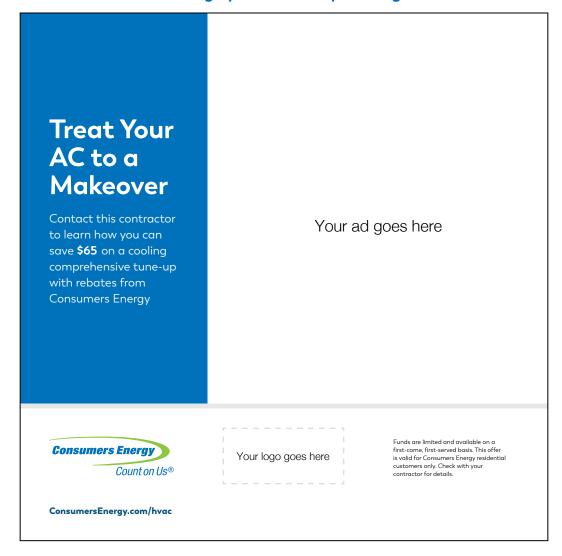
Placement suggestion — Vertical Ad: 5.5" X 5.5" Available in dark blue and light blue



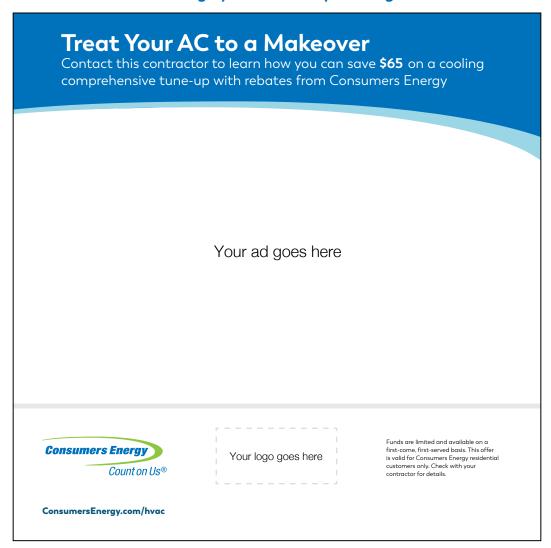
Placement suggestion — Horizontal Ad: 5.5" X 5.5" Available in dark blue and light blue



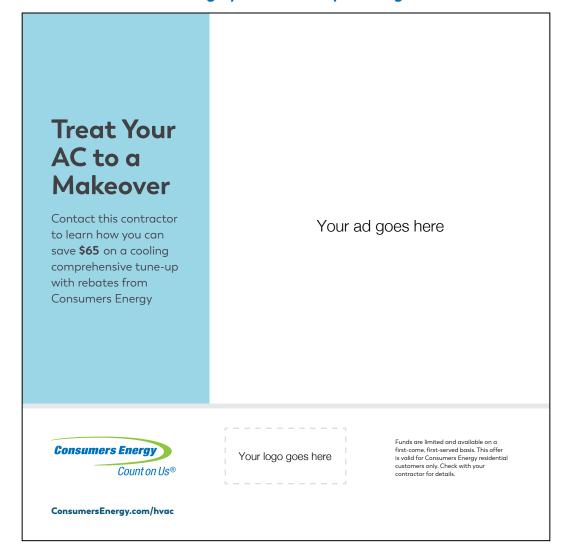
Placement suggestion — Vertical Ad: 5.5" X 5.5" Available in dark blue and light blue



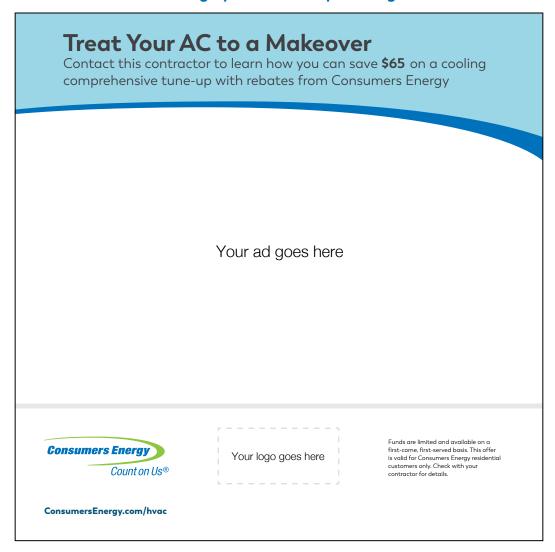
Placement suggestion — Horizontal Ad: 5.5" X 5.5" Available in dark blue and light blue



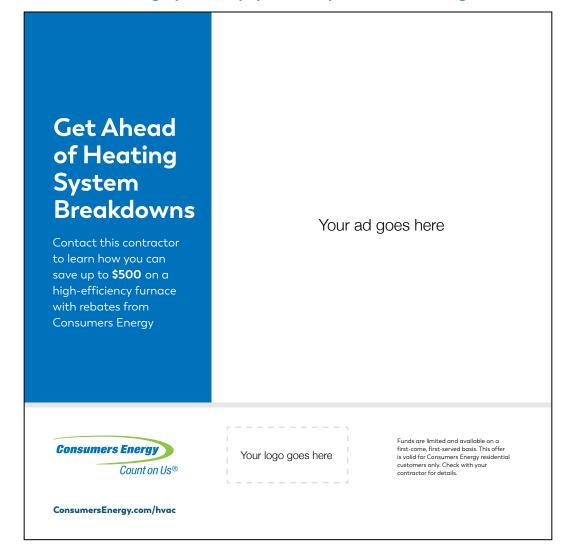
Placement suggestion — Vertical Ad: 5.5" X 5.5" Available in dark blue and light blue



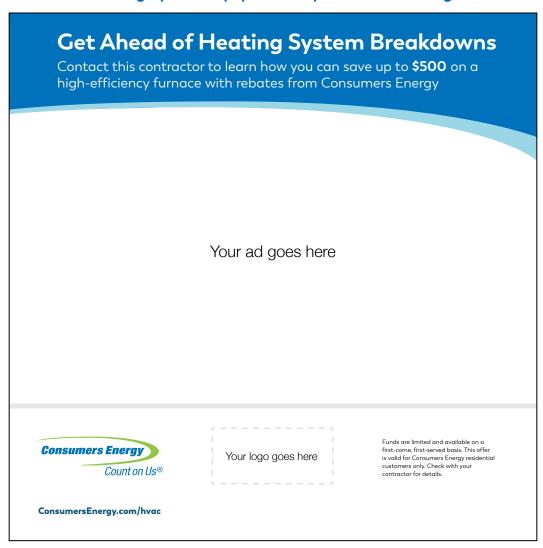
Placement suggestion — Horizontal Ad: 5.5" X 5.5" Available in dark blue and light blue



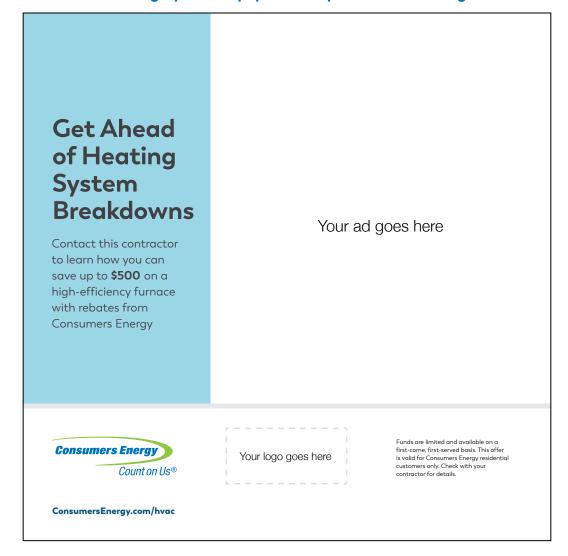
Placement suggestion — Vertical Ad: 5.5" X 5.5" Available in dark blue and light blue



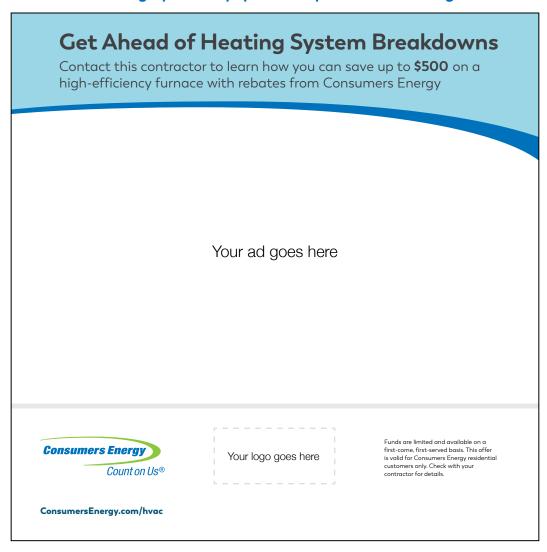
Placement suggestion — Horizontal Ad: 5.5" X 5.5" Available in dark blue and light blue



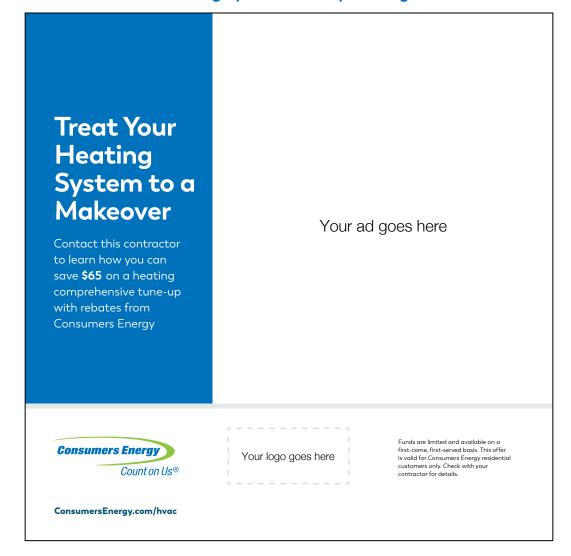
Placement suggestion — Vertical Ad: 5.5" X 5.5" Available in dark blue and light blue



Placement suggestion — Horizontal Ad: 5.5" X 5.5" Available in dark blue and light blue



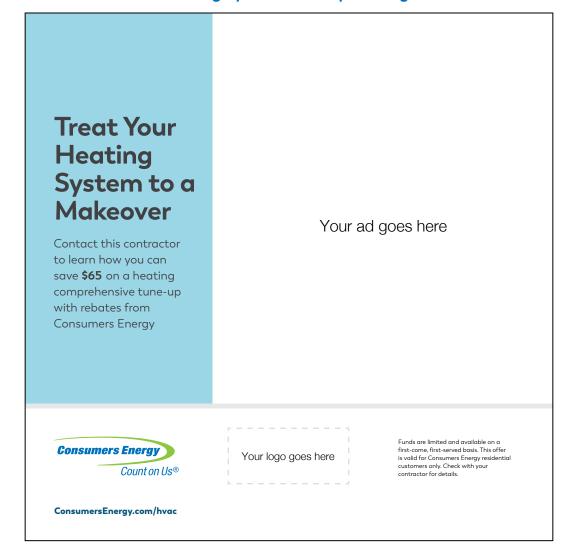
Placement suggestion — Vertical Ad: 5.5" X 5.5" Available in dark blue and light blue



Placement suggestion — Horizontal Ad: 5.5" X 5.5" Available in dark blue and light blue



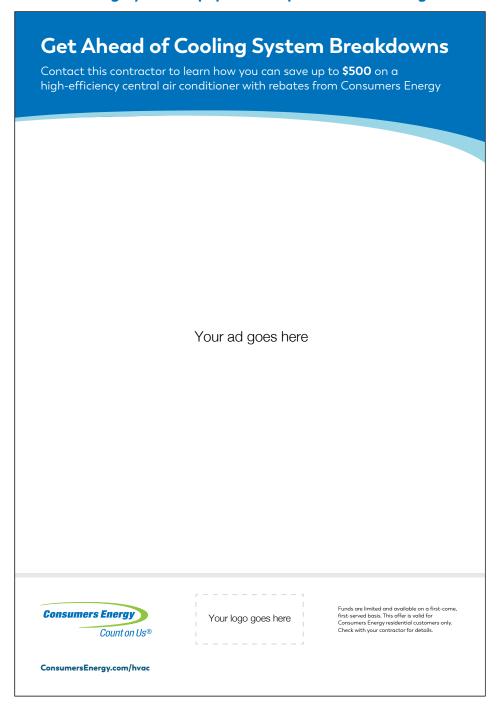
Placement suggestion — Vertical Ad: 5.5" X 5.5" Available in dark blue and light blue



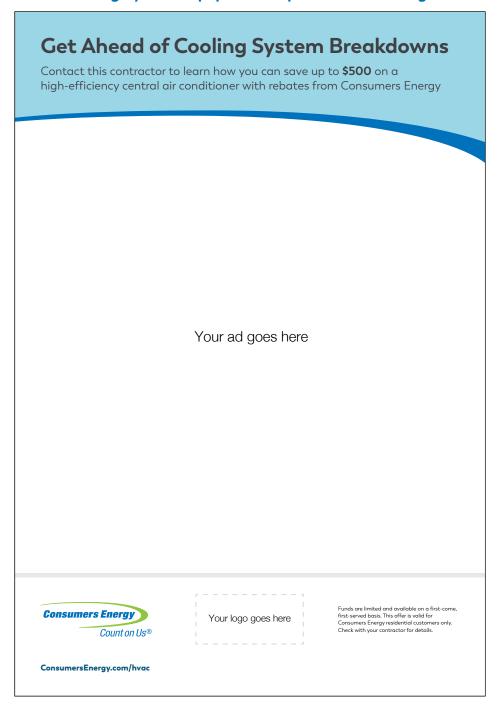
Placement suggestion — Horizontal Ad: 5.5" X 5.5" Available in dark blue and light blue



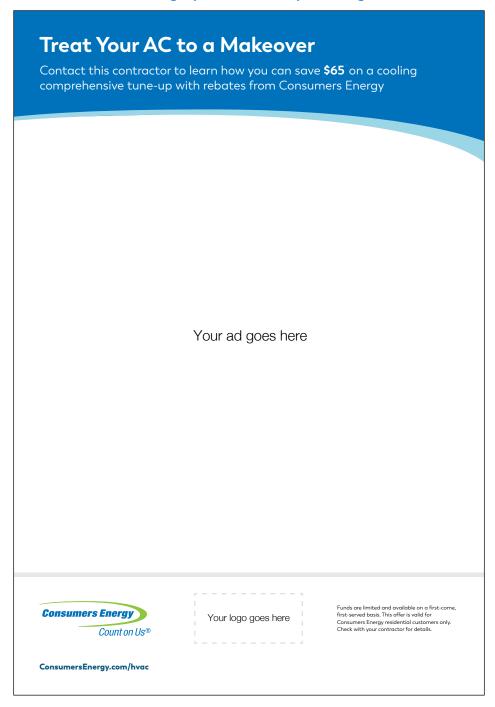
Placement suggestion — Vertical Ad: 5.5" X 8" Available in dark blue and light blue



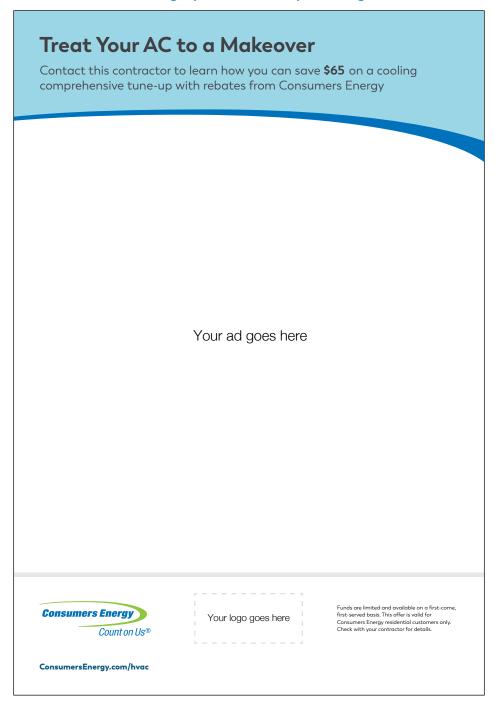
Placement suggestion — Vertical Ad: 5.5" X 8" Available in dark blue and light blue



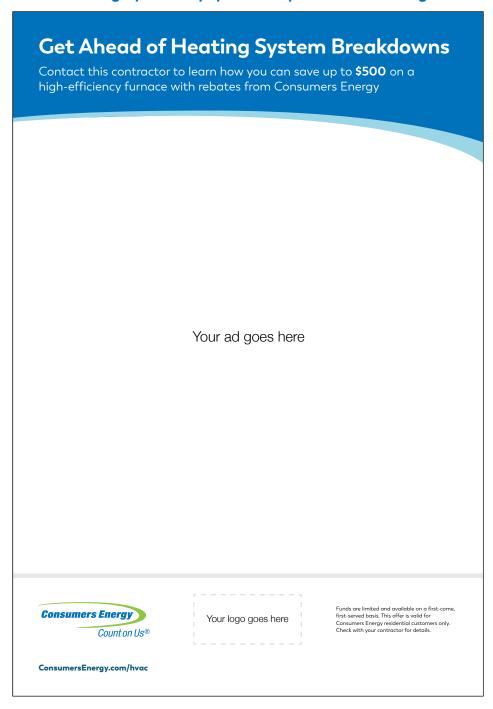
Placement suggestion — Vertical Ad: 5.5" X 8" Available in dark blue and light blue



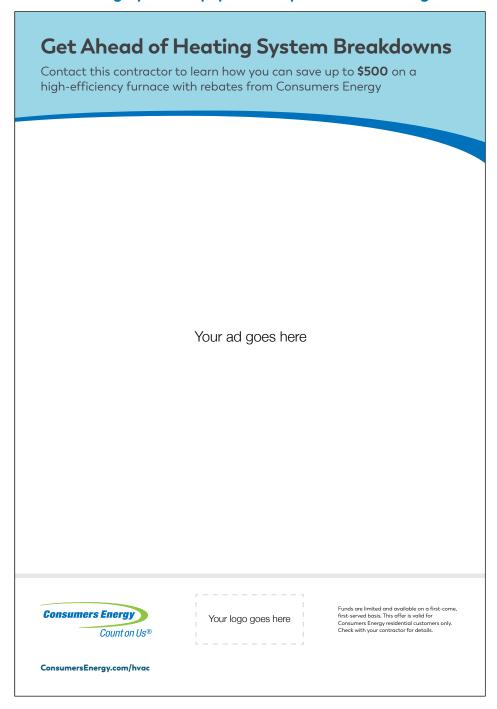
Placement suggestion — Vertical Ad: 5.5" X 8" Available in dark blue and light blue



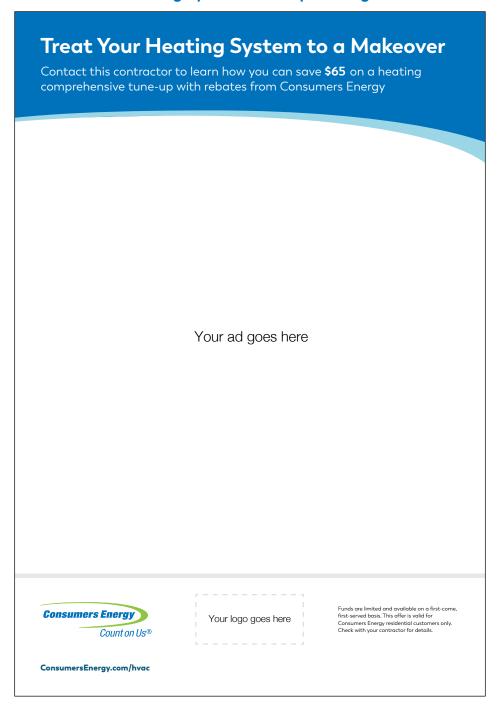
Placement suggestion — Vertical Ad: 5.5" X 8" Available in dark blue and light blue



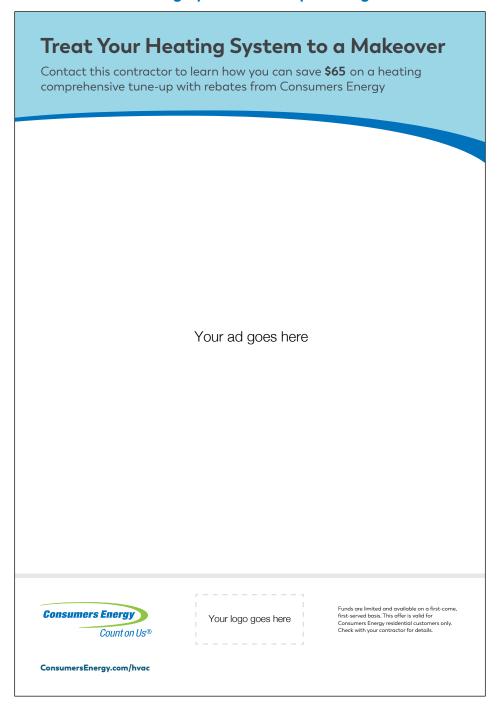
Placement suggestion — Vertical Ad: 5.5" X 8" Available in dark blue and light blue



Placement suggestion — Vertical Ad: 5.5" X 8" Available in dark blue and light blue

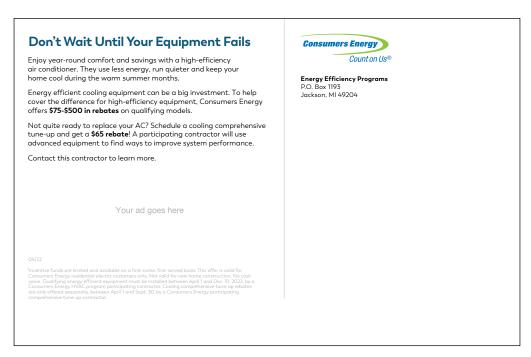


Placement suggestion — Vertical Ad: 5.5" X 8" Available in dark blue and light blue



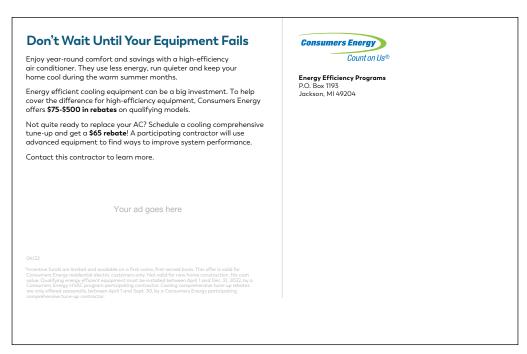
#### Cooling System Message Design One





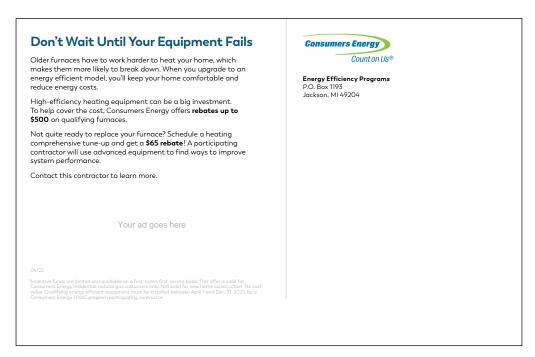
#### **Cooling System Message Design Two**





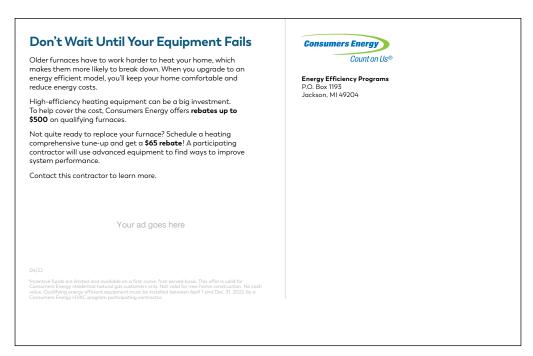
#### Heating System Message Design One





#### Heating System Message Design Two





## Radio Script (Approximately 30-Second Script)

Hey, Michigan homeowners. Want to avoid a heating or cooling system breakdown? Contact \_\_\_\_\_\_\_ to learn how you can save up to five hundred dollars on a new high efficiency furnace OR air conditioner with rebates from Consumers Energy. Replace your old equipment with a qualifying high efficiency system that runs quieter, creates a more comfortable indoor environment and operates more efficiently, which reduces energy waste.

Schedule with \_\_\_\_\_\_ by calling \_\_\_\_\_\_ today!

#### **Facebook Advertisements**

(Gold or Silver Level Contractors Only)

#### "Heating System Replacement" Message

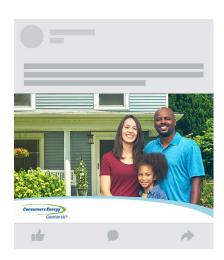
Worried that your heating system may be reaching the end of its life? Upgrade to a qualifying high-efficiency furnace and get up to \$500 in rebates from Consumers Energy. Contact us today to learn more. [CONTRACTOR URL]

### "Cooling System Replacement" Message

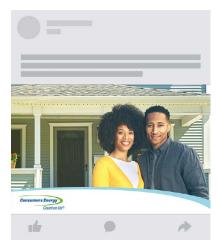
Worried that your air conditioner may be reaching the end of its life? Upgrade to a qualifying model and get up to \$500 in rebates from Consumers Energy. Contact us today to learn more. [CONTRACTOR URL]

#### **Negative Comment Message**

Thank you for sharing about your experience with Consumers Energy. We forwarded your post to Consumers Energy. Please let us know if there is anything else we can do to help out.









Email hvaccoopads@icf.com to request the advertisement template package.