



UPDATED PROGRAMMABLE AND WI-FI THERMOSTAT REBATE SUBMISSION REQUIREMENTS

As a reminder, residential customers are only eligible for one Consumers Energy rebate for a qualifying thermostat per heating system each year. This applies not only to thermostats rebated through the Heating, Cooling and Water Heating (HVAC) program, but also to rebates provided directly to customers through other Consumers Energy rebate programs.

We know customers occasionally request that you install thermostats they have purchased separately, and up until two years ago these thermostats have been eligible for rebate through the HVAC program if proof of purchase was provided with the application. As a reminder, **only thermostats you provide and install as part of a system installation are eligible for a rebate from the HVAC program.**

If the customer asks about rebates for thermostats they have purchased separately, please direct them to the [Residential Appliance Rebate Program](#).

Please note, the HVAC program does not accept applications for thermostat rebates if a customer has already received a thermostat rebate through any other Consumers Energy program, including upfront discounts from the Online Store, within the current program (calendar) year. If a customer has more than one HVAC system and is requesting additional rebates for additional thermostats that you provide and install, please confirm the number of HVAC systems in the home when you submit your application. Use the 'Project Notes' section on the project information page of the Online Submission Portal or in the Sightline Mobile App to provide this information.

Please note: if you utilize rebate reassignment and you sell a customer a thermostat, please confirm in advance if the customer is still eligible for a thermostat rebate this year before applying the rebate discount to the total price. This portion of your rebate application may be declined if the customer has already fulfilled their thermostat rebate eligibility.

If you have questions about thermostat rebate eligibility through the HVAC program, please call our customer service phone number at 866-234-0445 or use the chat option in your online submission tool.



HVAC Account Advocate Team
855-263-5390
consumershvac@icf.com