



TUNE-UP AND REBATE ELIGIBILITY REMINDER

As we head into furnace and boiler tune-up season, we'd like to remind everyone of the rebate eligibility requirements for heating comprehensive tune-ups.

Consumers Energy heating comprehensive tune-ups are eligible for utility rebate payment every two years. We encourage you to perform regular maintenance for your customers on whatever schedule you find most beneficial for them and their equipment, but the comprehensive tune-up is only eligible for rebate every two years.

Previously, applications submitted for tune-up rebates have been accepted even within the ineligible period in order to deliver a positive customer experience. Moving forward, applications that are submitted within the ineligible period (less than two years from last rebate on the same furnace or boiler) will be marked as flawed.

If you are not already doing so, please ensure your customer records track when you have submitted a tune-up for rebate eligibility and remind homeowners that the more comprehensive tune-up is eligible every two years to avoid having an application flawed and rejected.

The following chart outlines the eligibility period for comprehensive heating tune-up rebates:

Year submitted	Next eligible year
2017	2019
2018	2020
2019	2021
2020	2022

If you are unsure if a customer is eligible for a new rebate, please contact our Account Advocate Team at consumershvac@icf.com or call 877-404-7937. They will be able to assist you in determining when the homeowner received their last eligible rebate.