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

Consumers Energy is providing co-operative advertising funding to participating contractors to assist in the promotion of the Consumers Energy Residential Heating, Cooling and Water Heating program. Contractors will be able to reserve up to \$5,000 in matching advertising funds for advertising taking place between Feb. 1 and Oct. 31, 2021. Matching funds are available to advertise the central air conditioner and furnace replacement and comprehensive tune-up programs, using print advertisements, digital banner advertisements, direct mail postcard mailings and radio advertisements.

Current contractors who achieve Gold level status in 2021 now have exclusive access to co-op Facebook advertisements.



Program Details

- Matching funds are available for digital banner advertisements, print advertisements and direct mail postcard mailings that run between Feb. 1 and Oct. 31, 2021. 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 the advertisement runs. 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 reserved.
- 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, 2021. Approved reimbursements will be disbursed by Jan. 31, 2022.
- Materials advertising heating and cooling comprehensive tune-ups may only be used by participating
 Consumers Energy comprehensive tune-up contractors. Contact us for more information about enrolling as a
 comprehensive tune-up contractor.

Note: Receiving confirmation that funds have been reserved for your planned advertising does not guarantee that 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

Consumers Energy has 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 advertisement. Email hyaccoopads@icf.com to request the advertisement template files.
- Contractor 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.
- Contractor 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 advertisement.
- Email hvaccoopads@icf.com to request the advertisement template package.
- Contractor 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 contractor to remain eligible for co-funding, the Consumers Energy-branded portion of the ad must not be removed or modified in any way. Before advertisements are placed, contractors must submit their final ad design to Consumers Energy for approval to ensure that the ad remains in line with program branding.
- Ads must be in four-color process, to allow for correct reproduction of the Consumers Energy element.
- Contractor 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 advertisement. 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.
- Contractor 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 to be specific to your business.
- To maintain your 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.
- ICF will notify contractors if the advertisement needs to be pulled or put on hold due to power outages or severe weather circumstances.

Facebook Advertisements (Sponsored Posts)

- To qualify for Facebook advertising co-funding, contractor must have:
 - » Achieved Gold level status for 2021
 - » 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 contractor 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 contractor 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.
- ICF will notify contractors if the advertisement needs to be pulled or 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 the vendor used
 - 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 by Consumers Energy c/o ICF at the Jackson address no later than Nov. 15, 2021. There will be no exceptions to this deadline. Documentation received after Nov. 15, 2021, 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 mail or email. If submitting by mail, documentation must be received on or before Nov. 15, 2021. A Nov. 15 postmark will not qualify.

By mail:

Consumers Energy HVAC Co-Op Ad Program c/o ICF P.O. Box 1468 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, 2022.

Co-Op Advertising Program Checklist

- By Oct. 1, 2021, 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, 2021, submit supporting documentation for your advertisements that run between Feb. 1 and Oct. 31, 2021, along with your company's W-9 form for payment processing.

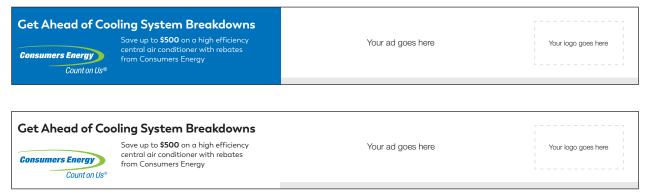
Funds Reservation Request Form

To be eligible to receive co-op funds, contractor must submit completed form by Oct. 1, 2021, 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:		Fax:
Media	Run Date(s)	Total Co	st	Estimat	ted Impressions
☐ Digital Banner Ads					
☐ Print Ads					
☐ Radio Ads					
Facebook Ads (Gold level contractors only)					
Direct Mail	Mail Date	Total Po	stage Cost	Total Po	ostcards Requested
☐ Direct Mail Postcard					
Note: Marketing material may on	ly be used during run date(s)	or mail date.			
Matching funds requested:	\$	(50% of total cos	st, up to \$5,000)	
l acknowledge and agree the advertising does not guaran respect to acceptable run do	tee that I will receive co-	-op advertising f	unds, and that (all other cor	
Contractor:					
Authorized Representative:					
Title:					
Date:					
Signature:					

Please submit this completed form to hvaccoopads@icf.com

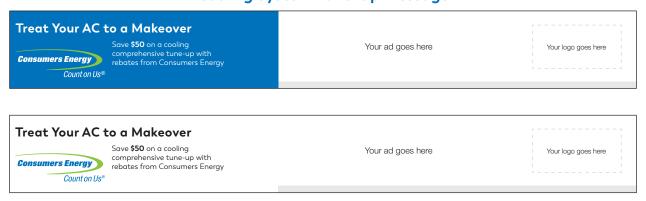
Cooling System Equipment Replacement Message



728 X 90 pixels

Available in dark blue and white

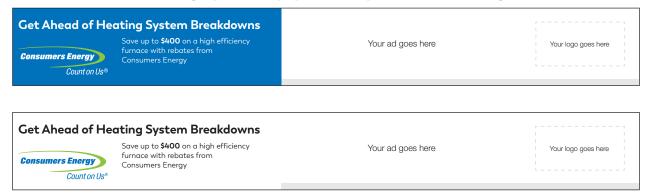
Cooling System Tune-Up Message



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

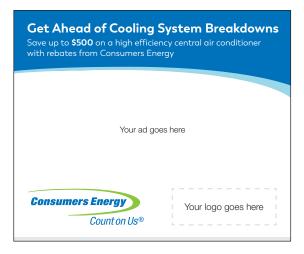
Heating System Tune-Up Message



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





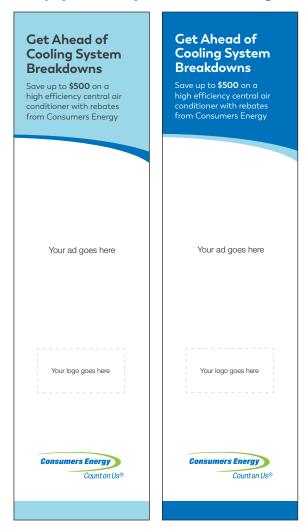
300 X 250 pixels Available in dark blue and light blue





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

Cooling System Tune-Up Message



160 X 600 pixels Available in dark blue and light blue

Heating System Equipment Replacement Message



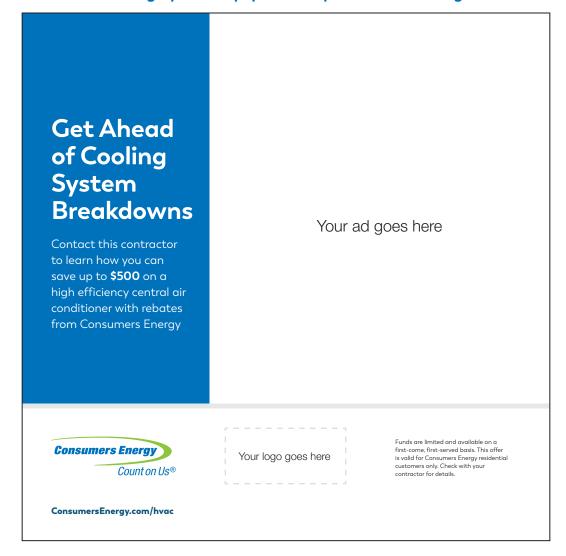
160 X 600 pixels Available in dark blue and light blue

Heating System Tune-Up Message

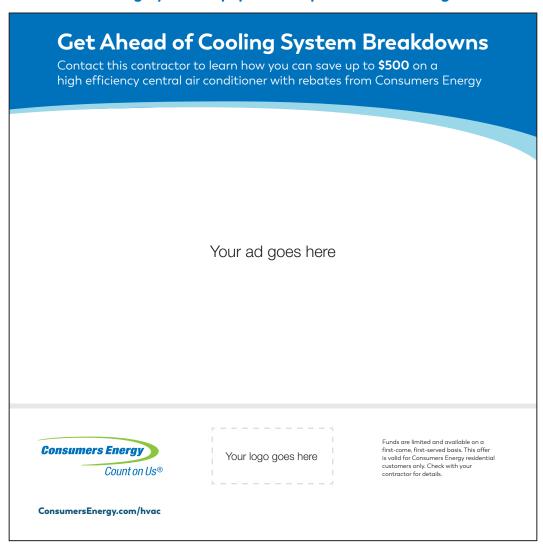


160 X 600 pixels Available in dark blue and light blue

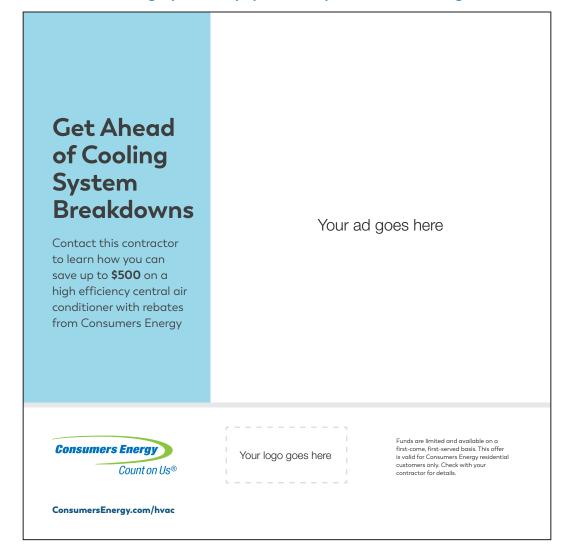
Placement suggestion — Vertical Ad: 5.5" X 5.5" Available in dark blue and light blue



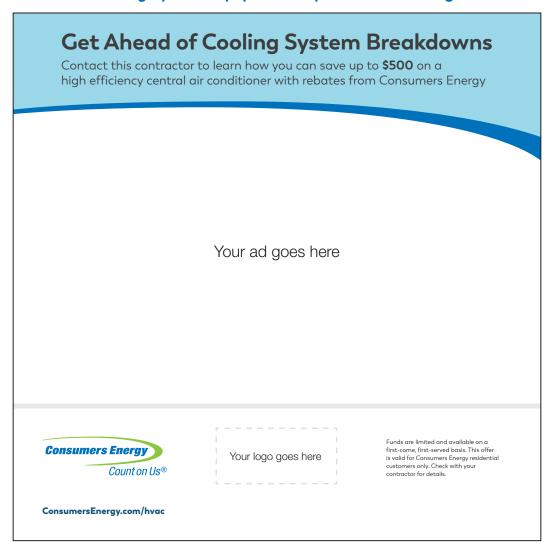
Placement suggestion — Horizontal Ad: 5.5" X 5.5" Available in dark blue and light blue



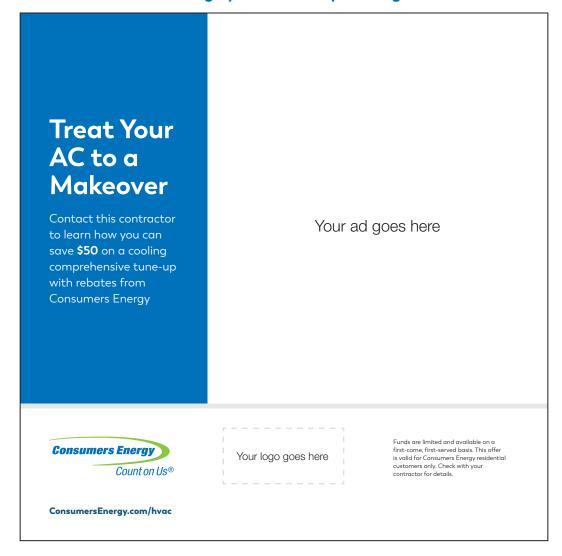
Placement suggestion — Vertical Ad: 5.5" X 5.5" Available in dark blue and light blue



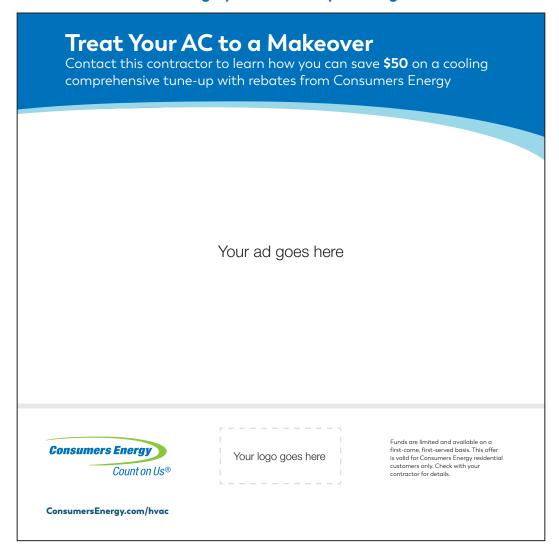
Placement suggestion — Horizontal Ad: 5.5" X 5.5" Available in dark blue and light blue



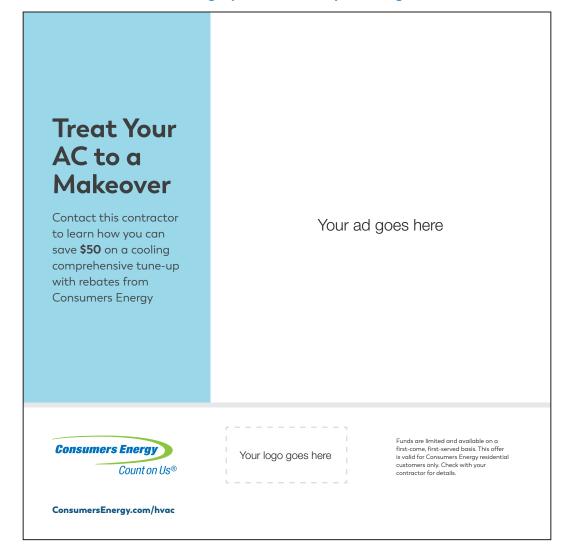
Placement suggestion — Vertical Ad: 5.5" X 5.5" Available in dark blue and light blue



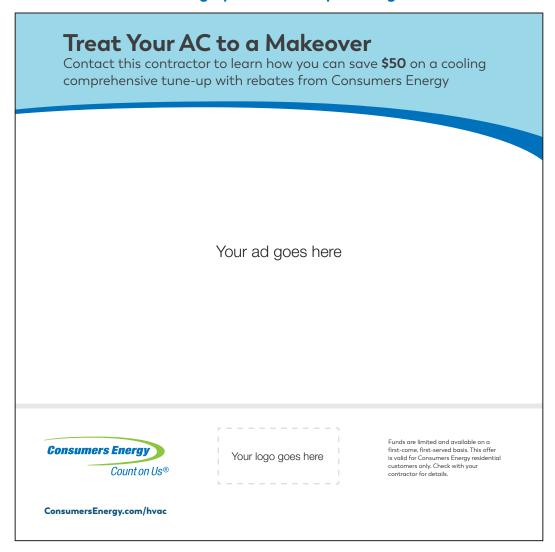
Placement suggestion — Horizontal Ad: 5.5" X 5.5" Available in dark blue and light blue



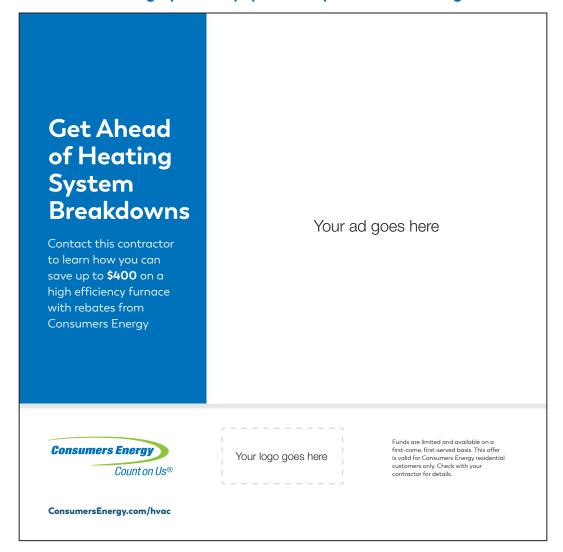
Placement suggestion — Vertical Ad: 5.5" X 5.5" Available in dark blue and light blue



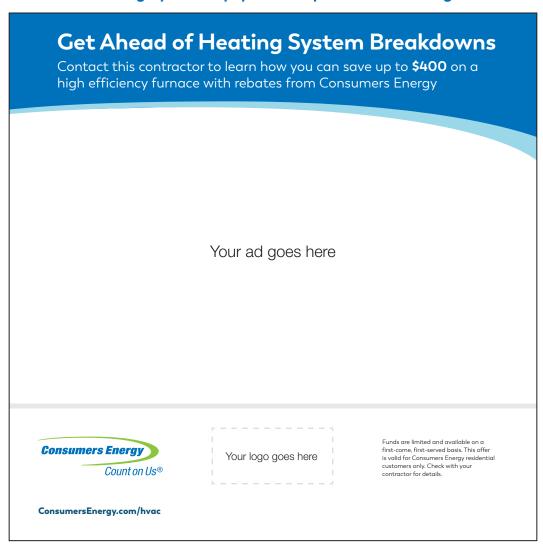
Placement suggestion — Horizontal Ad: 5.5" X 5.5" Available in dark blue and light blue



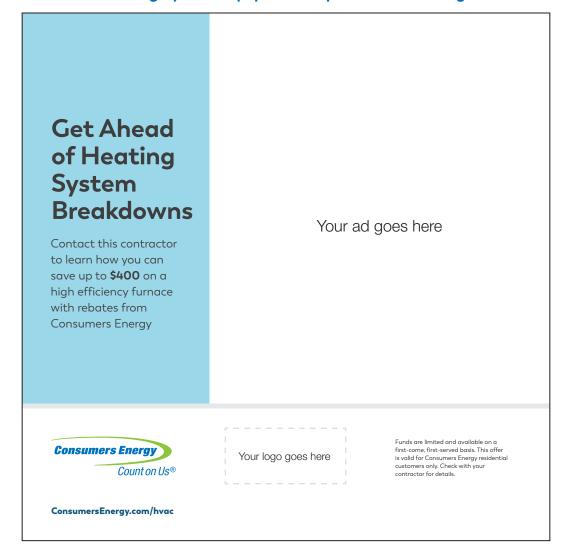
Placement suggestion — Vertical Ad: 5.5" X 5.5" Available in dark blue and light blue



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



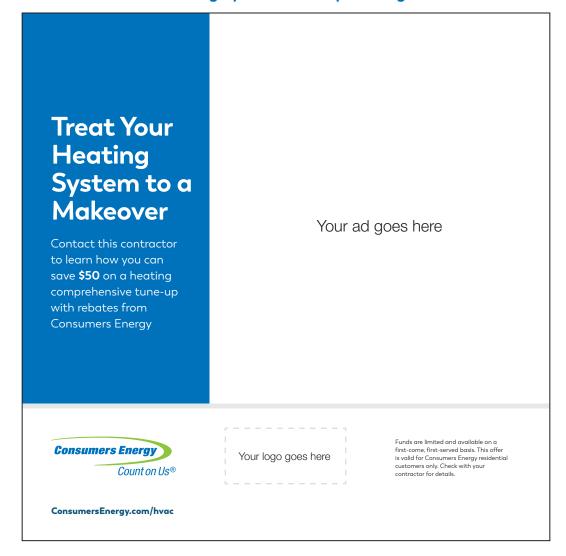
Placement suggestion — Vertical Ad: 5.5" X 5.5" Available in dark blue and light blue



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

Contact this contract	f Heating Syster tor to learn how you can so ce with rebates from Cons	ave up to \$400 on a
	Your ad goes here	
Consumers Energy Count on Us® ConsumersEnergy.com/hvac	Your logo goes here	Funds are limited and available on a first-come, first-served basis. This offer is valid for Consumers Energy residential customers only, Check with your contractor for details.

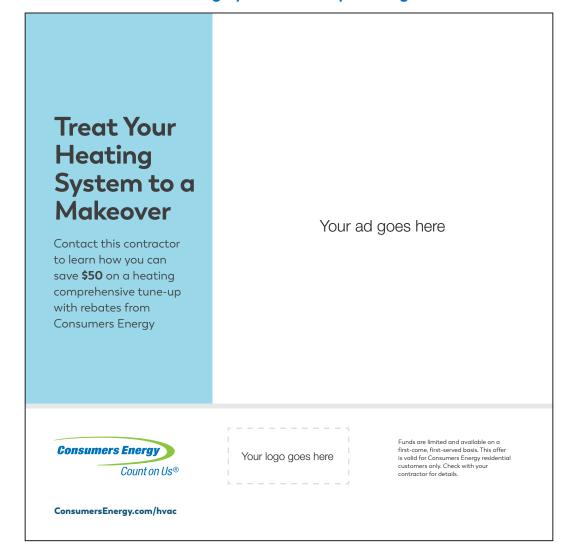
Placement suggestion — Vertical Ad: 5.5" X 5.5" Available in dark blue and light blue



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



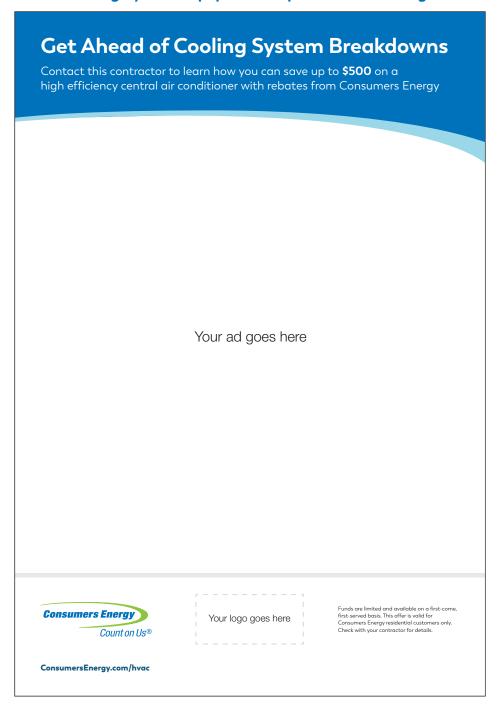
Placement suggestion — Vertical Ad: 5.5" X 5.5" Available in dark blue and light blue



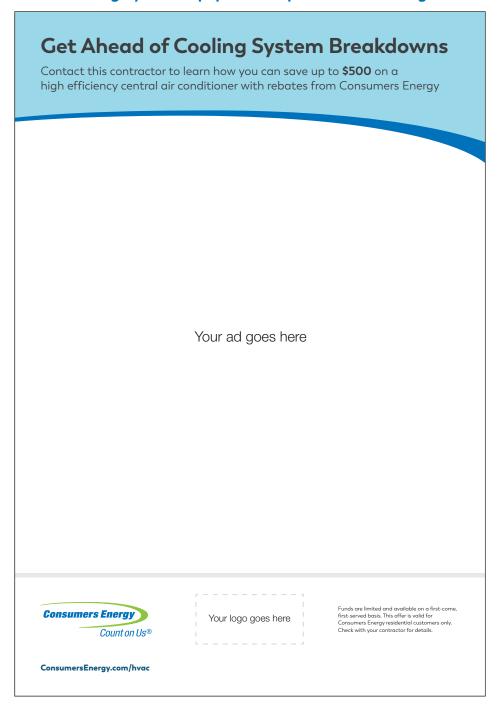
Placement suggestion — Horizontal Ad: 5.5" X 5.5" Available in dark blue and light blue



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

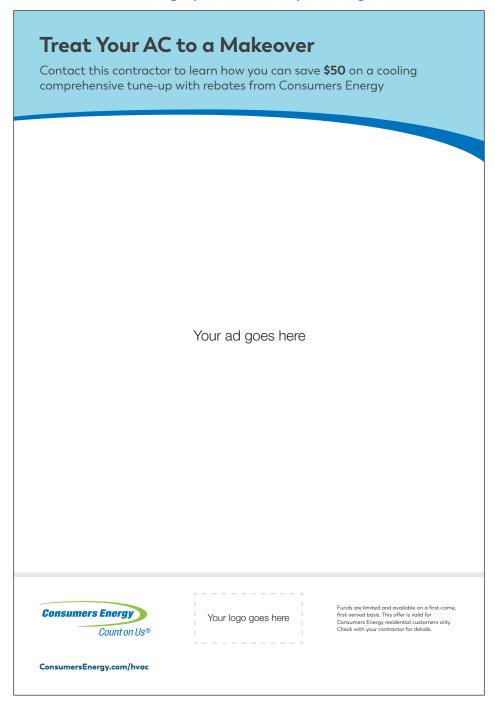
Cooling System Tune-Up Message



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

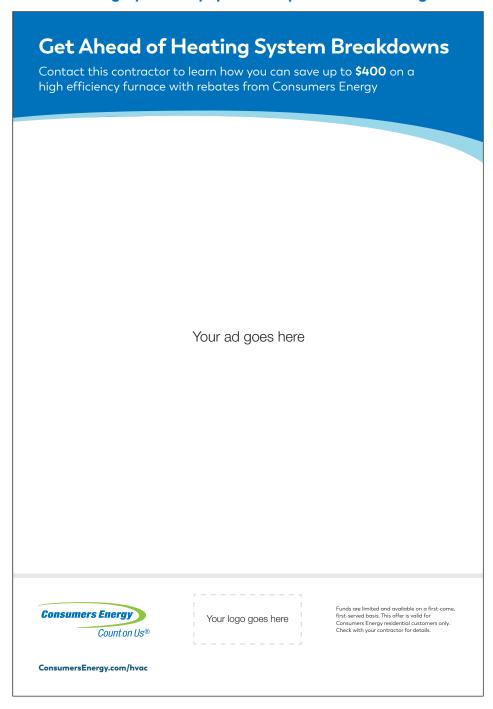
Placement suggestion — Vertical Ad: 5.5" X 8" Available in dark blue and light blue

Cooling System Tune-Up Message

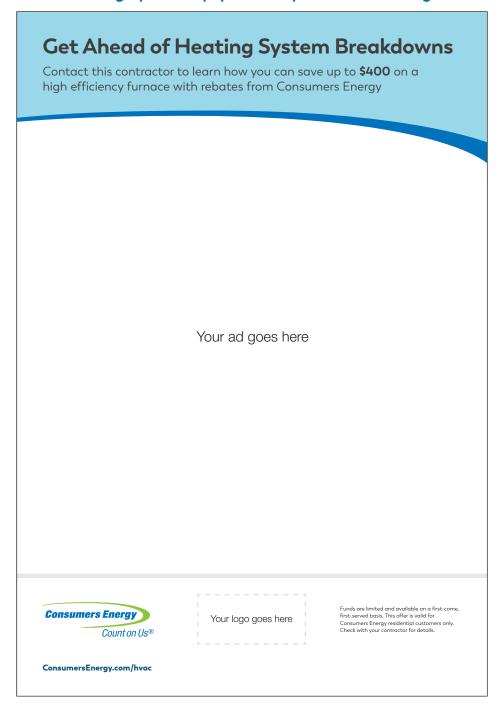


Email hvaccoopads@icf.com to request the advertisement template package.

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

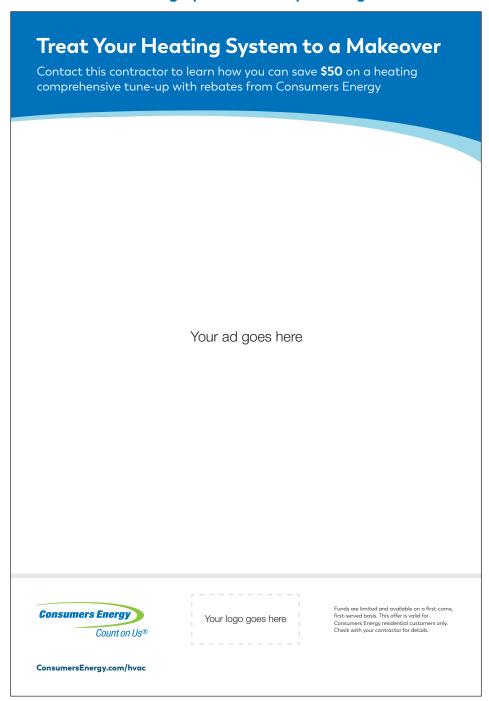


Placement suggestion — Vertical Ad: 5.5" X 8" Available in dark blue and light blue



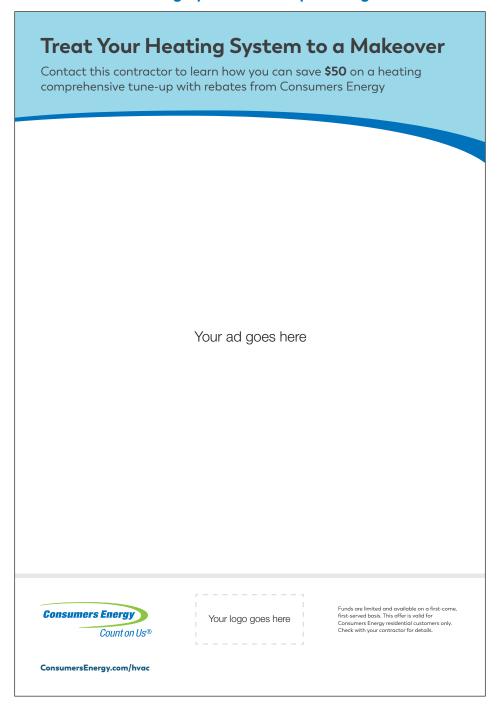
Placement suggestion — Vertical Ad: 5.5" X 8" Available in dark blue and light blue

Heating System Tune-Up Message



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

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



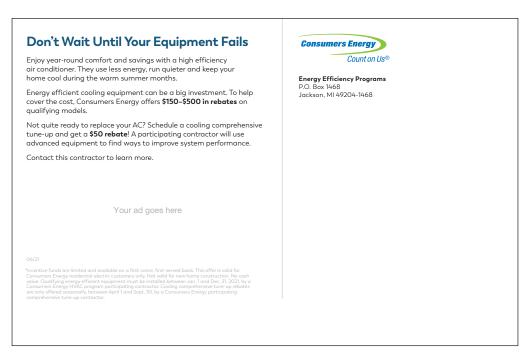
Cooling System Message Design One



Don't Wait Until Your Equipment Fails Enjoy year-round comfort and savings with a high efficiency air conditioner. They use less energy, run quieter and keep your home cool during the warm summer months. Energy efficient cooling equipment can be a big investment. To help cover the cost, Consumers Energy offers \$150-\$500 in rebates on qualifying models. Not quite ready to replace your AC? Schedule a cooling comprehensive tune-up and get a \$50 rebate! A participating contractor will use advanced equipment to find ways to improve system performance. Contact this contractor to learn more. Your ad goes here Your ad goes here Additional and a participating contractor will use a lended and available on a first come, first served basit. This offer is valid for a construction. No coal ways to learn the participating contractor will be considered assembly, between April 1 and \$ept. 3.0, by a Consumers Energy middential electric customers only, Not valid for new home construction. No coal ways to learn the participating contractors. Colling comprehensive tune-up relations to the participating contractors. Colling comprehensive tune-up relationships tune-up relationships.

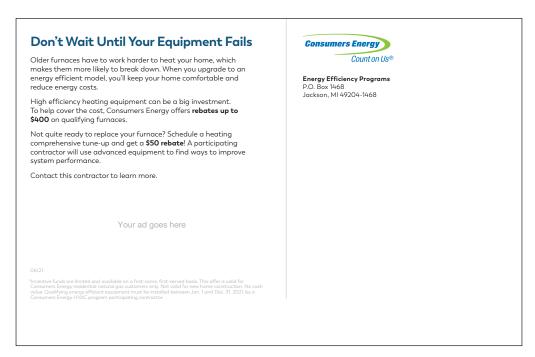
Cooling System Message Design Two





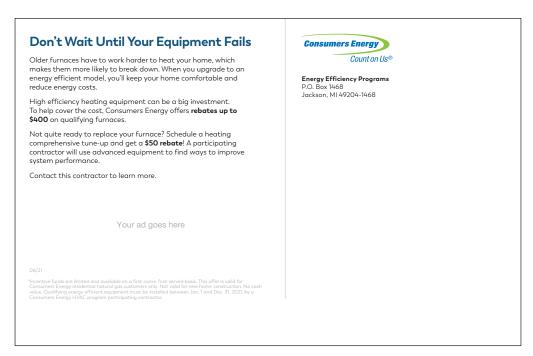
Heating System Message Design One





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 four hundred dollars on a new high efficiency furnace OR up to five hundred dollars on a high efficiency 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 Level Contractors Only)

"Heating System Replacement" Message

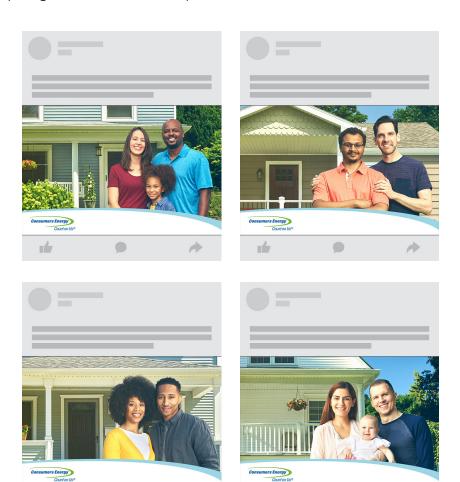
Worried that your heating system may be reaching the end of its life? Upgrade to a qualifying high efficiency furnace and get up to \$400 in rebates from Consumers Energy. Contact us today to learn more. [CONTRACTOR URL]

"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.

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