

**Consumers Energy HVAC and Water Heating Program
2010 Program Funds Closed
FAQ's**

Q: Why is the program being suspended?

A: The program has reached its funding limits of \$1.2 million for the electric incentive related installations and \$3.1 million for the natural gas incentive installations and can no longer accept rebate applications for 2010.

Q: When will applications no longer be accepted?

A: Applications must be post marked or received by June 30 for electric incentives and Aug. 31 for gas incentives.

Q: My application has been submitted and the equipment installed. Will I receive my rebate?

A: The Consumers Energy HVAC and Water Heating Incentive Program is based on a first-come, first-serve basis. Funds are limited and cannot be guaranteed.

Q: Will more funds be made available later this year?

A: Once the funding for the program is exhausted, rebate incentives no longer will be available. However, [Federal](#) and [State](#) tax credits still are available. More information can be found on their websites.

Q: When will 2011 program year incentives, terms and conditions be available?

A: A new HVAC and Water Heating Incentive Program will begin Jan. 1, 2011

Q: Will incentive levels change between 2010 and 2011?

A: The program for 2011 will be expanded with more opportunities for rebate incentives. Please continue to visit our Website at www.consumersenergy.com for more details and program updates.

Q: Will funding from the 2011 HVAC and Water Heating program be allocated to pay rebate applications that were not paid in 2010?

A: Once the 2010 program has been suspended, the program will not retro-actively pay any remaining applications from the 2011 budget.

Contact information:

Thank you for your participation in the program. Please call us toll-free at (866) 234-0445 if you have additional questions.