

Baltimore Gas and Electric Company (BGE) *Residential HVAC Diagnostic Tune-up*

a BGE Smart Energy Savers ProgramSM

Overview for Customers

You depend on the comfort and reliability of your heating and cooling equipment every day. But are you getting the most out of your heating and cooling system? With BGE's Residential HVAC Diagnostic Tune-up, you'll improve operating efficiency, and get a \$75 rebate for each piece of HVAC equipment serviced.

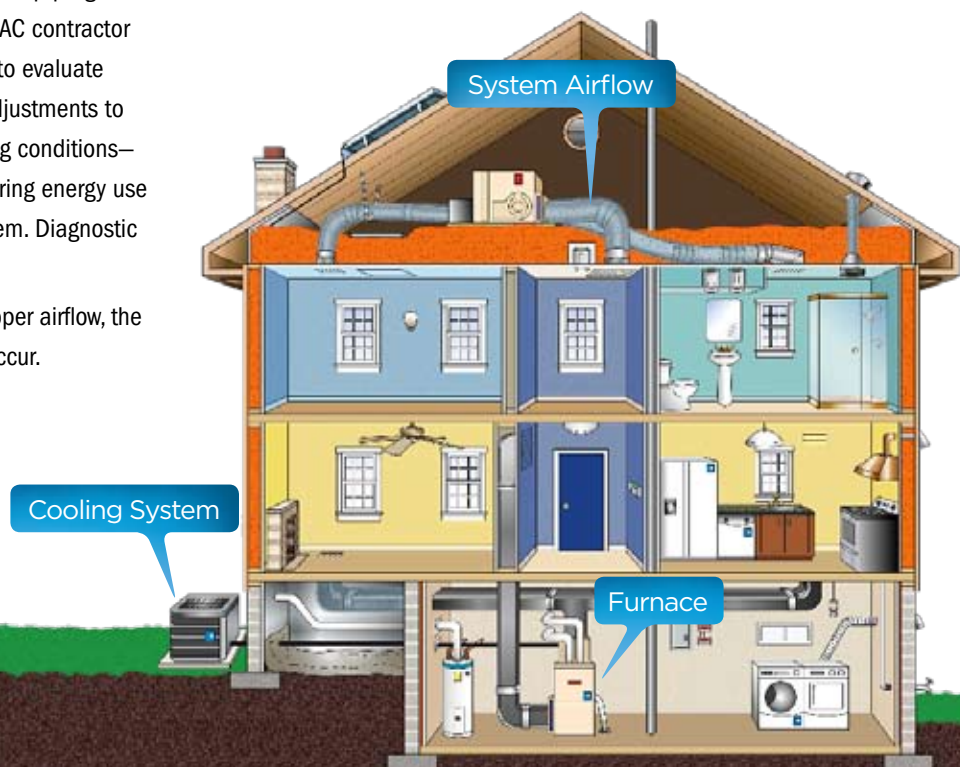
Even the best equipment needs regular maintenance, and to achieve peak efficiency and performance, it may need more. By taking advantage of the Diagnostic Tune-up program, you can boost energy savings, improve the comfort of your home, and protect yourself from spending thousands of dollars in premature replacement costs—plus get a \$75 rebate for each A/C, heat pump, or gas-fired furnace that receives a Diagnostic Tune-up!

Regular Maintenance vs. Diagnostic Tune-up

While regular maintenance and service is beneficial, the BGE Residential HVAC Diagnostic Tune-up program goes the extra mile. Your participating HVAC contractor will use state-of-the-art diagnostic tools to evaluate your HVAC equipment, and then make adjustments to bring the equipment to like-new operating conditions—maximizing efficiency and reliability, lowering energy use costs, and extending the life of your system. Diagnostic Tune-up services include:

- Measure of system airflow. Without proper airflow, the desired temperature change will not occur.

- Inspect the systems' electrical components for wear, connectivity, and proper operation.
- Verify gas flow rate and temperature rise for gas furnaces to ensure proper equipment operation and desired comfort levels.
- Inspect and verify proper size and operation of combustion venting (flue) systems.
- Perform carbon monoxide (CO) testing.
- Inspect and assure proper operation of all system controls.



Collect Your \$75 Rebate

To qualify for the \$75 rebate, your home must be a separately metered, single-family home (detached or attached) located within BGE's service territory with a gas or electric system. Participants applying for a Central A/C Unit or Air Source Heat Pump incentive must receive electricity distribution service from BGE. Participants applying for a Gas Furnace incentive must receive gas distribution service from BGE. This offer is not valid for new construction homes or commercial properties.

Your contractor must be approved by the program prior to the service, and is required to submit the necessary documentation on your behalf within 30 days of service. Financial incentives are limited to one rebate per each A/C, heat pump, or gas-fired furnace that receives a diagnostic tune-up. Tell your contractor whether you would like BGE to mail you the rebate or if you would rather the contractor discount your service for the rebate amount. This is a one-time offer and cannot be renewed. Services performed prior to September 14, 2009 are not eligible for rebates.

Did You Know...?

- Even though your home feels comfortable, it may have unidentified heating and cooling system problems that can increase your operating costs.
- Depending on the current condition of your equipment, a diagnostic tune-up may pay for itself several times over in energy savings alone.
- Improving system airflow to recommended values can reduce residential cooling energy use by an average of 10%.

- If the refrigerant in your cooling equipment is undercharged or overcharged, it can decrease system efficiency. About 7 out of 10 systems have an improper charge.
- Field studies in existing homes show that about 35% of a system's cooling capacity is lost from duct leakage.
- A diagnostic tune-up can identify and eliminate potential health and safety problems.
- Refrigerant in an air conditioner or heat pump should never need to be replaced. If refrigerant must be added, it is a sign that there is a leak that needs to be repaired.
- Improperly operating gas furnaces can become a potential fire hazard. A dirty burner or cracked heat exchanger causes improper operation.
- Gas furnace and flue outlets must be cleaned regularly. A dirty or partially clogged flue outlet can also be a safety and health hazard.

Our Commitment to Quality

Each Rebate Application submitted to the program is evaluated and verified to ensure that the diagnostic tune-up meets the program's performance standards, which are based on the Air Conditioning Contractors of America (ACCA) HVAC Quality Installation Standard and industry accepted best practices and standards. With our commitment to quality assurance, the BGE Smart Energy Savers ProgramSM provides additional levels of verification for a select percentage of applications, which require onsite inspections and verification of performance tests.

To find a participating contractor or to learn more about other energy-saving programs offered through the BGE Smart Energy Savers ProgramSM go to **BGESmartEnergy.com**, or call **877.685.SESP (7377)**.

This program supports the EmPOWER Maryland Energy Efficiency Act.

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