

FREQUENTLY ASKED QUESTIONS

CHANGES AS OF APRIL 23, 2010 at 4pm:

All Mass Save Great Appliance Exchange waiting list reservations will now be fulfilled immediately. Wait listed customers will be notified by email or mailing within approximately one week regarding how to claim your rebate reservations. The deadlines for appliance purchases and for submitting paperwork have both been extended by one week to accommodate wait-listed customers. Both customers who secured reservations yesterday and those wait-listed and now funded must purchase their eligible appliances by May 12, take delivery of new appliances and have old inefficient ones picked up for recycling, and submit necessary paperwork by June 26, 2010.

Where is my rebate form?

If you filled out the reservation information and your screen did not confirm your reservation number, please check your e-mail for confirmation. Additionally, remember to check your junk mail box. If you don't see confirmation, you can call 1-877-MA SWAP 1 (627-9271), **Option 2** to confirm.

Why should I participate in the Mass Save Great Appliance Exchange?

The Mass Save Great Appliance Exchange is the ideal opportunity for you to purchase new, energy-efficient ENERGY STAR appliances that will save you energy and money. Remember, the older an appliance is, the greater the likelihood that it uses more energy than is needed. This costs you money and has a significant impact on the environment.

When will the Mass Save Great Appliance Exchange begin in Massachusetts and how long will it run?

This will be a limited time only offer, starting on Earth Day, April 22, 2010. Funding was limited, and rebates were on a first-come, first-served basis until funding was depleted. The funds were exhausted in under three hours.

What steps do I need to follow in order to comply with the Mass Save Great Appliance Exchange?

1. Starting on April 22nd, reservations opened at 10am, and the reservations and waitlist applications were exhausted in less than three hours.

IF YOU RECEIVED A REBATE APPLICATION, please continue with the following steps:

2. Visit a pre-approved Massachusetts retail store (a list of pre-approved retail stores can be found at www.MassSave.com/GAX).

3. Choose and purchase an eligible model (a complete list of eligible models can be found at www.MassSave.com/residential.aspx) by May 12th.

4. Schedule delivery of new unit and removal of old unit with retailer.

5. Fill out rebate form that is pre-printed with your reservation number(s) on it.

6. When sending in completed application, include documentation necessary for verification purposes:

Rebate form with the pre-printed reservation number(s) (one for each appliance purchased)

- A copy of sales receipt showing appliance was purchased during the time period of April 22 through May 5, 2010 and containing manufacturer, make and complete model number of the product as well as store address and sales price for each product purchased
- A copy of a recent electric utility bill with account number for the installation address
- A copy of delivery document confirming pick up of old appliance(s)

7. Send completed rebate form for processing (address provided on rebate form) postmarked by June 26, 2010.

What is the ENERGY STAR program?

ENERGY STAR is a joint program of the U.S. Environmental Protection Agency (EPA) and the U.S. Department of Energy helping consumers save money and protect the environment through energy efficient products and practices. All appliances and products with the ENERGY STAR label meet strict energy efficiency guidelines set by the EPA and the DOE. For more information on ENERGY STAR, visit: www.energystar.gov.

Why can't I get a rebate on any ENERGY STAR model?

Some ENERGY STAR models are more efficient than others, and the Mass Save Great Appliance Exchange is encouraging customers to purchase ENERGY STAR models which have even higher energy savings. Information on the qualifying models is posted at www.MassSave.com/GAX. These models have been selected for their very high levels of energy efficiency, which go above and beyond the ENERGY STAR standard.

How much energy can I save when I replace a used appliance with a new ENERGY STAR-qualified model?

Energy savings will depend on the specific appliance and model being replaced, but new ENERGY STAR appliances save significantly more energy than those manufactured years ago.

- ENERGY STAR qualified refrigerators can save you approximately \$150 each year to operate when replacing a pre-1993 model.
- ENERGY STAR qualified dishwashers can save you nearly \$40 a year in energy and water costs—enough money to pay for dishwasher detergent all year—when replacing a pre-1994 model.
- ENERGY STAR qualified clothes washers can save you over \$135 each year when replacing a washer over 10 years old—that's like getting your High Efficiency (HE) detergent free year round.
- ENERGY STAR qualified freezers can save you approximately \$35 each year when replacing a pre-1993 model.

What appliances qualify for the rebate?

Please visit your local qualified retailer or visit www.MassSave.com/GAX for the list of qualified products.

How much can I save by replacing my appliances?

Early replacement is an easy way to save energy and money. The ENERGY STAR website has savings calculators and other tools to show how much you can save: www.energystar.gov.

How many appliances can I purchase and receive a rebate?

Each Massachusetts residence is permitted one rebate per product category, meaning there can be a total of four products purchased per household that qualify for a rebate.

How do I obtain a reservation number?

You can no longer obtain a reservation number. All money has been committed as of April 22, 2010. Please note all waiting list reservations will now be fulfilled immediately. Wait listed customers will be notified by email or mailing within approximately one week. Wait listed customers should now follow the steps for participation above that apply to those with reservations.

If I get a reservation number for one type of appliance, like a refrigerator, but then decide to purchase a clothes washer instead, can I use the same reservation number?

No, each appliance category needs to be tracked separately so each appliance requires its own reservation number. If you decide that you do not want an appliance associated with your reservation number, we ask that you cancel your reservation by calling 1-877-MA SWAP 1 (627-9271) so someone on the waitlist can receive the rebate money.

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Can I purchase an appliance from another state and receive a Massachusetts rebate?

No. Appliances must be purchased from a pre-approved Massachusetts retail store. You can get a complete list of participating stores by visiting www.MassSave.com/GAX. Online purchases are not permitted.

What are the eligibility requirements for a rebate?

The Mass Save Great Appliance Exchange rebates will be available to residential consumers for qualifying appliances installed in any Massachusetts residence. Please note: businesses (including landlords that do not live in the residence) are NOT eligible for the Great Appliance Exchange Rebates.

There is an additional \$50 ENERGY STAR refrigerator/freezer mail-in rebate, also available at

www.MassSave.com, only available to Massachusetts electric customers of the following utilities and energy efficiency service providers: Cape Light Compact, National Grid, NSTAR, Unitil, and Western Massachusetts Electric Company.

Please note that the Mass Save Great Appliance Exchange rebates can be combined with the above mentioned \$50 rebate at retail or the Mass Save home energy assessment replacement incentive (if applicable); however, customers cannot receive all three rebates.

If you are not an electric customer of one of the listed companies, you are eligible for the Great Appliance Exchange rebates but you will need to contact your electric company directly for any additional rebates.

Do I have to recycle the replaced appliance?

Yes. Only purchases that replace an existing appliance are eligible for a rebate. When the delivery truck delivers the new appliance to your home, the old appliance(s) will be hauled away for recycling; this will need to be indicated on your delivery receipt. You must accept delivery by the retailer and cannot pick-up the new appliance yourself.

Recycling is an important part of the program because we want to make sure that the appliance's electricity guzzling ways have ended and that materials are disposed of with the least impact on the environment.

My house was flooded in March and I have already disposed of my ruined appliance. Can I still use my reservation number?

Yes. We will take proof of haul away from your insurance company or documentation from the Massachusetts Emergency Management Agency as a substitute for proof of haul away.