

Frequently Asked Questions

Energy Efficiency Program Contractors

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Refrigerator Recycling Program

What is a "secondary unit" or "secondary refrigerator"?

We define a secondary unit as a refrigerator or freezer that is not the one used every day, like the refrigerator in the kitchen. Examples of secondary units include working meat-freezers or beverage-refrigerators kept in the garage or basement.

When can my customer expect their Refrigerator Recycling Program rebate check?

Customers will receive a check 6 to 8 weeks after their refrigerator is picked up.

What is the difference between ARCA and Georgia Power?

ARCA is a subcontractor hired to help us implement the Refrigerator Recycling Program. ARCA is the subcontractor that schedules, picks up, and recycles your customer's refrigerator or freezer.

Can my customer recycle a secondary working refrigerator through the Refrigerator Recycling Program and claim those savings in a Home Energy Improvement Program Whole House project?

No. Recycling a secondary working refrigerator through the Refrigerator Recycling Program and claiming those savings on a Home Energy Improvement Program Whole House project is not allowed.

Home Energy Efficiency Assistance Program

What is a Home Energy Assessment?

A Home Energy Assessment for the Home Energy Efficiency Assistance Program is a holistic inspection of a customer's home that is conducted by one of Georgia Power's BPI Certified Energy Assessors. During this process, Assessors will utilize both experience and state-of-the-art diagnostic equipment to identify potential savings opportunities that may lead to recommendations for specific energy-saving improvements.

Do I need to be a participating Program Contractor to participate in the Home Energy Efficiency Assistance Program?

Yes. You do need to be a Home Energy Efficiency Assistance Program participating Program Contractor to participate in the program. Only participating Program Contractors are eligible to receive Work Orders from the program, complete program installations, and receive payment for work completed at income-qualified customer's homes. Contact heapcontractors@southernco.com with questions.

How can I participate in this program?

Once a Home Energy Assessment is completed, Georgia Power will assign a Work Order to a participating Program Contractor to install specific energy-saving measures within a qualified customer's home. Review our Program Contractor Onboarding Signup Checklist at georgiapower.com/contractor to learn more.

Do I have to complete trainings to participate in the Home Energy Efficiency Assistance Program?

Yes. Trainings are required to join the Home Energy Efficiency Assistance Program. These program trainings can be completed either in person or online. Your program contact will help you schedule the trainings after you sign the required documents (MSA and SOW) and complete the compliance screening process. In addition to those trainings, in-field mentoring sessions are required. Our Field Service team will contact you to help schedule these sessions after all prior requirements have been met. Contact heeapcontractors@southernco.com with questions.

Home Energy Improvement Program

What is a Home Energy Assessment?

During a Home Energy Assessment, a participating Program Contractor uses state-of-the-art diagnostic equipment and software to perform a holistic inspection of the home. The inspection helps identify potential savings opportunities and may lead to recommendations for specific energy-saving improvements.

What measures and incentives are available through the Home Energy Improvement Program?

For details, please visit georgiapower.com/homeimprovements.

Do I need to be a participating Program Contractor to Submit Individual Improvements Applications?

You do not need to be a Home Energy Improvement participating Program Contractor to install most Individual Improvement measures. However, only participating Program Contractors may conduct Individual Improvements such as air sealing, Home Energy Assessments or spray foam insulation with gas equipment. Other measures may be installed by the homeowner or a state licensed contractor, depending on the equipment used. Heat Pump Water Heaters must be installed by a state licensed contractor. For additional details, please visit georgiapower.com/homeimprovements.

What are the benefits of being a Home Energy Improvement participating Program Contractor?

Participating Program Contractors differ from their competitors by offering home performance services and energy-saving measures in conjunction with rebates. Participating Program Contractors also have access to program training and marketing materials at no cost.

Do I have to complete trainings to participate in the Home Energy Improvement Program?

Yes. Trainings are required to join the Home Energy Improvement Program. These program trainings can be completed either in person or online. Your program contact will help you schedule the trainings after you complete the compliance screening process. In addition to those trainings, in-field mentoring sessions are required for all BPI- or HERS-certified technicians who will perform Home Energy Assessments. Our Field



Service team will contact you to help schedule these sessions after all prior requirements have been met. Contact hicontractor@southernco.com with questions.

Where do I find the program Terms and Conditions for the Home Energy Improvement Program?

Please visit georgiapower.com/contractors and review the application for the appropriate program.

Where are participating Program Contractors listed for the Home Energy Improvement Program?

Visit georgiapower.com/homeimprovements for details about the program and to find a contractor.

When should my customer's application be submitted?

All applications must be submitted within 60 days of the test-out date for a Whole House project or within 60 days of the installation or invoice date for an Individual Improvement project.

When can my customer expect their Home Energy Improvement Program rebate check?

Customers will receive a check 6 to 8 weeks after their participating Program Contractor submits the complete rebate application.

Can I include light bulbs purchased through the Specialty Lighting Program in my Home Energy Improvement Program project?

No. The purchase of incentivized lighting products through the Specialty Lighting Program and including them in a Home Energy Improvement Program Whole House project is not allowed.

Can my customer recycle a secondary working refrigerator through the Refrigerator Recycling Program and claim those savings in a Home Energy Improvement Program Whole House Project?

No. Recycling a secondary working refrigerator through the Refrigerator Recycling Program and including those savings on a Home Energy Improvement Program Whole House project is not allowed.

Why can't I apply for my thermostat rebate through the online application?

Smart, Wi-Fi enabled thermostat incentives are available only through our Marketplace at georgiapowermarketplace.com.

Specialty Lighting Program

Can I include light bulbs purchased through the Specialty Lighting Program in my Home Energy Improvement Program project?

No. The purchase of incentivized lighting products through the Specialty Lighting Program and claiming them in a Home Energy Improvement Program Whole House project is not allowed.



What incentives are available through the Specialty Lighting Program?

Incentives vary based on the light bulb. For details, visit georgiapower.com/lighting.

What kinds of light bulbs are incentivized through the Specialty Lighting Program?

ENERGY STAR® certified standard A-line, reflector and specialty LED bulbs are eligible for incentives. Limit 16 LED bulbs per customer.

Where can I purchase incentivized light bulbs?

Discounted LED bulbs are available to Residential customers online at our Marketplace or in-store. To complete your purchase online, visit the Georgia Power Marketplace at www.georgiapowermarketplace.com. To find a retailer near you, go to www.georgiapower.com/lighting.

What is a standard LED?

Standard LED bulbs are called "A-line" bulbs. They fit a standard table lamp.

What is a specialty LED?

Specialty LED bulbs include globe and candelabra bulbs.

What is a reflector LED?

Reflector LED bulbs include outdoor flood lights and can light replacements.

How can my customer choose the right light bulb?

Instructions on how to choose the right light bulb are available at georgiapower.com/lighting.

Program Contractor Screenings

Who is required to complete your drug screening and background check?

Any employee directly involved with the Home Energy Efficiency Assistance Program or the Home Energy Improvement Program must comply with our drug screening and background check. This includes anyone who handles program paperwork, performs testing or interacts with the program in any way.

How do I complete your drug screening and background check?

A toolkit containing instructions on how to complete our drug screening and background check will be provided once all required program documentation is received. The toolkit will be sent by email or given to you by your program contact once the online contractor application has been filled out completely and all documentation requirements are met. If you believe that you should have already received the paperwork or would like to have a new employee or additional technician complete the screening process, contact your program contact or send an email to hicontractor@southernco.com or heepcontractors@southernco.com.

Access to Resources



How do I get a set of login credentials for the online application?

Send an email to hicontractor@southernco.com.

How do I get a set of login credentials for the Marketing and Print Contractor Portal?

The new 2020 Contractor Portal for Marketing resources is in development and will be available soon. We will send out login instructions to all Participating Contractors once the portal is live.