

## VIRTUAL INSPECTIONS

Rebates are provided to qualified customers on a first-come, first-served basis until the program funds are no longer available. Separate from the inspection required by the City of Long Beach Community Development Department permit process, an on-site verification for the products purchased and installed may be required before the rebate is paid. Rebate applications that are submitted to Long Beach Utilities may be randomly selected for inspection to ensure program and quality control compliance. Typically, inspections would take place in person, but due to the COVID-19 pandemic, we have implemented a virtual video inspection process to protect our customers' and inspectors' health and safety. A Long Beach Utilities representative will conduct the inspections. Selected customers will be notified of the inspection via email and phone call and will be able to choose a date and time that works best for them. Virtual inspections are an easy process that can be conducted on a smartphone or tablet. They will begin at the front of every unit to verify the installation address, and to help inspections go more smoothly, please ensure your customers know what, where, and the quantity of the equipment they purchased. Inspectors may take screenshots of the facility and equipment during the video call. If selected customers cannot participate in a video inspection, they may opt to send geotagged photos instead. Inspectors will coordinate with those who prefer this option.

## SUBMITTING YOUR REBATE APPLICATION

Rebate applications must be postmarked by February 15, 2025. Please keep a copy of your completed rebate application for your records. Long Beach Utilities may verify the energy-efficient product(s), customer eligibility and installation prior to payment of rebate. The products must meet the specifications listed on the application form. Please read the Terms and Conditions in the Application Package and Product Form. Other restrictions may apply.

If all program requirements are met, a rebate check is generally mailed within 10-12 weeks, unless your application is selected for verification, which may take additional time.

## INCOMPLETE OR INCORRECT APPLICATIONS

Incomplete and/or incorrect applications submitted cannot be processed and will be returned. Re-submitted applications will be processed first-come, first-served, based on the re-submittal date.

This program may be modified or terminated without prior notice. The selection, purchase and ownership of any goods and services are the sole responsibility of the customer. This program is funded by the California Cap and Trade program and administered by Long Beach Utilities.

Long Beach Utilities does not endorse or warrant any manufacturer's products or installer's services and shall not be liable or responsible for any claims arising out of or related to the purchase, installation, use or performance of any such products. This program is funded by the California Cap and Trade program and administered by Long Beach Utilities. This program may be modified or terminated without prior notice, including the expiration date of this application, and is provided to qualified customers on a first-come, first-served basis until the program funds are no longer available. Limit one rebate per appliance per individual residence. Other restrictions may apply. Item must be new and the rebate amount cannot exceed the cost of the item purchased. Resale products, products leased, rebuilt, rented, received from insurance claims, won as a prize, or new parts installed in existing products do not qualify. Proof of Property Ownership from owner, and a copy of a recent City of Long Beach Utility Bill (Utility Bill) from tenant are required when owner has purchased and installed measure in a rental home. Please attach it to the rebate application with your product purchase receipt and installation invoice. Name and address shown on Proof of Ownership must match name and install address listed on the application form, and address shown on Utility Bill must match the install address listed on the application form. Do not mail in with your Utility Bill.