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## PRESS RELEASE

### **SNARSCA ANNOUNCES OPPOSITION TO NV ENERGY'S 2018 REBATE PROGRAM CITING CONSUMER TRANSPARENCY ISSUES**

The Southern Nevada Air Conditioning Refrigeration Service Contractors Association, SNARSCA, an organization comprised of local heating, ventilation and air conditioning (HVAC) contractors, have announced their opposition to NV Energy's 2018 consumer rebate program. The program circumvents the funding process, and reroutes dollars mid-stream through third party equipment distributors, fleecing utility customers out of rebate money earmarked for residential energy conservation.

NV Energy has partnered with ICF, a third-party implementation contractor, for the 2018 launch of their residential rebate initiative which funds dollars through an energy efficiency program to NV Energy customers. These rebates dollars are allocated for qualifying products and services designed to help consumers lower their energy consumption and operating costs. NV Energy selects the eligible products and services, along with their associated rebate amounts, and local HVAC contractors work with consumers by fulfilling services such as HVAC tune up's, Duct Test & Seal, smart thermostat installations, and replacing old and/or inefficient heating and cooling equipment.

"NV Energy's upcoming rebate guidelines have decentralized the program. It takes us down the wrong path and puts a strain on consumer - contractor - and distributor relations," said Jeremy Anderson, President of SNARSCA. "This program undermines the rebate transparency between contractors and consumers and puts rigid mandates above consumer rights. We are opposed to the program format, specifically the rebate counter-transparency initiative which allows contractors and distributors to tack 'administrative fees' against the consumer's rebate at their own discretion. These unregulated fees will compound and chip away at the consumer's rebate, forcing our contractors to navigate revolving rebate amounts with their own customers."

"The program design also disburses funding in cap allotments which could force a contractor to route their purchasing to NV Energy's distributor of choice, rather than the contractor's choice, in order to provide rebate dollars to their customers. We believe the contractor and distributor should conduct business on their own terms, without NV Energy or ICF's involvement" said Anderson.

SNARSCA is comprised of local heating and cooling contractors within Southern Nevada and supports ethical business practices, industry education, networking and community outreach. SNARSCA advocates for its members and the entire HVAC community, and maintains a working relationship with municipalities in Southern Nevada. "SNARSCA is deeply concerned that the structure of this rebate program will be met with vast complaints. Anything less than total transparency sends the wrong message to the consumer, and aligns the contractor with potentially damaging accusations of bait and switch, over-pricing complaints or scamming" said Anderson.

"This program threatens the high quality of service that our contractors strive to provide," asserts Anderson. "The program design and implementation does not support a level playing field for consumers to gain access to equal rebate dollars, and offers little support to the utility paying customer with a broken A/C system. Rather, the majority of funding subsidizes new construction, along with customers who choose to 'retire' a working system. How is this design benefiting the NV Energy customer base who has been paying into this rebate fund for years on end?"

SNARSCA will pursue a fair and transparent utility rebate program that most positively affects consumers and involves best practices to protect the relationship of the contractor and the distributor; and the contractor and the consumer.

For more information, contact:

Donna DiMaggio  
HDW  
(702) 791-0306

#### About SNARSCA

Southern Nevada Air Conditioning Refrigeration Service Contractors Association is a trade group dedicated to the education and support of HVAC service contractors. We are actively involved in the community through Mission Cool-Off, education through scholarships at CSN (College of Southern Nevada), and legal issues through the Subcontractors Legislative Coalition.