

Rancho Cucamonga Municipal Utility (RCMU)

Direct Savings Program Frequently Asked Questions (FAQ)

1. What is the Rancho Cucamonga Municipal Utility Direct Saving Program?

This program provides qualified residential and commercial customers with no-cost energy-efficient upgrades to help reduce energy usage, lower utility bills, and increase comfort.

2. What types of upgrades are included?

The upgrades may include:

- Whole House Fan (First 5 residential applicants **ONLY**)
- Smart Thermostat
- AC Tune Up
- AC Fan Motor
- Fan Controller

Note: Commercial customers have additional services and equipment choices. Upgrades depend on your home or business specific needs after completion of an assessment.

3. How much does the program cost?

There is **no cost** to you. All assessments, installations, and materials are fully funded through your local utilities as part of their commitment to energy conservation. The program will allow your home or business to select a variety of recommendations to implement. For residential, the first five applicants are eligible for a whole house fan, thereafter, RCMU will pay up to \$750 of the cost of an upgrade. For businesses, RCMU will pay up to \$1,500 of the cost. Any cost above the limit will be paid by the customer.

4. Who is eligible to participate?

- You must be a **Rancho Cucamonga Municipal Utility** electric customer. SCE Customers are ineligible.
- Single-family homes, condos, and townhomes
- Commercial businesses

5. Do I need to own my home to participate?

No, both homeowners and renters are eligible. However, landlord permission would be required if you are a tenant in a single-family home, condo, or townhome.

6. What's the process to get started?

- Schedule an appointment for a no-cost home energy assessment with Synergy Companies at 1-800-818-4298 or visit synergycompanies.com to request an appointment.
- A trained technician will evaluate what energy efficiency upgrades can be installed.
- Technician installs energy efficiency upgrades in your home at no cost.

7. How long does the appointment take?

Most assessments and installations take 1-3 hours, depending on the size of your home or business and the number of upgrades needed.

8. Will this affect my utility rates or bills?

No. Participation in the program will not change your utility rates. In fact, the installed upgrades can help reduce your monthly electricity usage.

9. Is there any paperwork involved?

Minimal paperwork is required. In order to schedule your appointment, you will need to provide basic information such as a full name or business name, address, phone number, etc. Once the work is complete, you will sign a form confirming that the work was performed.

10. Who performs the upgrades?

The installations are performed by Synergy's professional installers, who are authorized by Rancho Cucamonga Municipal Utility and trained to install energy-saving equipment safely and efficiently.

11. Do the products have a warranty?

Yes. One year on labor and 5-year warranty on material to be free from manufacturing defects.

12. How do I sign up or get more information?

To check your eligibility or schedule a no-cost assessment:

- Call 1-800-818-4298 or visit www.synergycompanies.com or CityofRC.us/RCMU.
- For program questions, please email RCMU.Rebates@CityofRC.us or call (909) 774-4013.

13. Who are Synergy Companies?

Synergy Companies is a certified conservation and energy efficiency company contractor with nearly 40 years of experience and is a third-party contractor of RCMU.