

Residential Heating and Cooling Program

Trade Ally Reference Guide



ENERGY SOLUTIONS
AN ENERGENCY MISSISSIPPI PROGRAM



Energize Sales with Entergy Mississippi Incentives

Whether your company serves the new or existing residential heating and cooling markets, Entergy's Residential Heating and Cooling Program can help you increase sales of equipment and services to improve the energy efficiency of homes in the Entergy service territory. The program offers your customers a variety of incentives that will help them offset the up-front cost of these products and services and help them save money on Entergy bills in the long run.

Contact Information

- Visit **entergysolutionsms.com** — a one-stop shop for information on all Entergy programs.
- For all forms and materials pertaining to the Residential Heating and Cooling Program, go to **entergysolutionsms.com/hvac** and click on Trade Ally Resources.
- Questions? Email **emlhvac@icf.com** or contact your local account manager.
- Contact the Call Center at **844-523-9980**.

Incentives for Heating and Cooling Equipment

The Residential Heating and Cooling Program provides incentives to Entergy customers for the installation of new heating and cooling equipment in new and existing residences.

Installation Requirements

Although submission of technical installation documentation is not required, we expect that the equipment has been sized, selected and installed in accordance with established Air Conditioning Contractors of America standards. Entergy will provide periodic ACCA Manual J trainings. Contact your account manager for more information.

Equipment must be rated by the Air-Conditioning, Heating and Refrigeration Institute and meet the minimum efficiency requirements set forth by the program.

Incentive Requirements

Trade allies are required to submit incentive applications on behalf of the customer using the online incentive application available on the Entergy Solutions website. In addition to completing the application, trade allies are required to upload the detailed invoice and a signed copy of the terms and conditions sheet. The T&C sheet is available on the Entergy Solutions Trade Ally Resources page. Both the trade ally and the customer are responsible for signing and dating this form.

Frequently Asked Questions

Can multiple systems in one home all qualify for incentives?

Yes, multiple systems in a single home can qualify for incentives. For example, if a customer is replacing two heat pumps in the home, that customer is eligible for incentives on both pieces of equipment.

I replaced my customer's central air conditioner and coil but left the furnace. Can my customer still qualify for an Entergy incentive?

The customer can qualify only if the evaporator coil and condenser coil match, are rated by AHRI independently of the furnace and meet the minimum efficiency requirements.

I forgot to submit my customer's incentive application. Will you still process it?

Only applications submitted within 30 days of installation are eligible for an incentive.

Customer Eligibility

Both new and existing homes that receive residential electric service from Entergy qualify for this program. The incentive applicant must be either the Entergy electric customer of record or the owner of record in an existing, separately metered, detached or attached single-family or multifamily residence where the equipment is installed, or the builder of a new, separately metered, detached or attached single-family or multifamily residence where the equipment is installed. Attached units are duplexes, condominiums, apartments and townhouses. All incentive applications must be submitted within 30 days of installation.

Incentives on Heating and Cooling Equipment

Equipment	Energy Efficiency Criteria*	Customer Incentive Amount
Central Air Conditioning Tier 1	≥ 15 SEER & ≥ 12 EER	\$300
Central Air Conditioning Tier 2	≥ 16 SEER & ≥ 12.5 EER	\$450
Central Air Conditioning Tier 3	≥ 18 SEER & ≥ 13 EER	\$850
Heat Pump Tier 1	≥ 15 SEER, ≥ 12 EER & ≥ 8.5 HSPF	\$500
Heat Pump Tier 2	≥ 16 SEER, ≥ 12.5 EER & ≥ 8.5 HSPF	\$750
Heat Pump Tier 3	≥ 18 SEER, ≥ 13 EER & ≥ 9 HSPF	\$1,100
Ductless Mini-Split Air Conditioner Tier 1	≥ 16 SEER & ≥ 12 EER	\$100 per 12,000 BTU/hr (1 ton)
Ductless Mini-Split Air Conditioner Tier 2	≥ 18 SEER & ≥ 12.5 EER	\$125 per 12,000 BTU/hr (1 ton)
Ductless Mini-Split Heat Pump Tier 1	≥ 16 SEER, ≥ 12 EER & ≥ 8.2 HSPF	\$100 per 12,000 BTU/hr (1 ton)
Ductless Mini-Split Heat Pump Tier 2	≥ 18 SEER, ≥ 12.5 EER & ≥ 9.0 HSPF	\$125 per 12,000 BTU/hr (1 ton)
Air Conditioning Tune-up	N/A	No additional cost

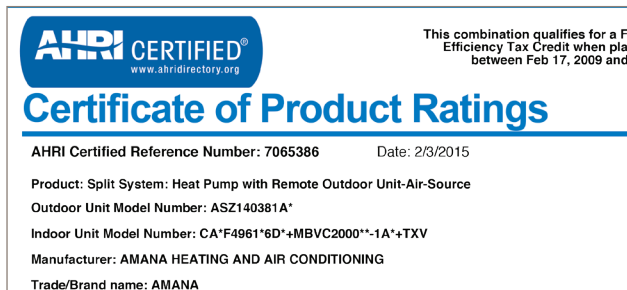
*The higher the SEER, EER and HSPF rating, the more energy efficient the equipment.

Incentive Submission Process

Step 1: Select and Install Equipment

AHRI Certificate

- Locate and print the certificate from ahridirectory.org or obtain a copy from your supplier.
- Verify that the model numbers on the certificate match the model numbers of the equipment installed.



Be sure to install equipment per the manufacturer's specifications and in accordance with ACCA standards.

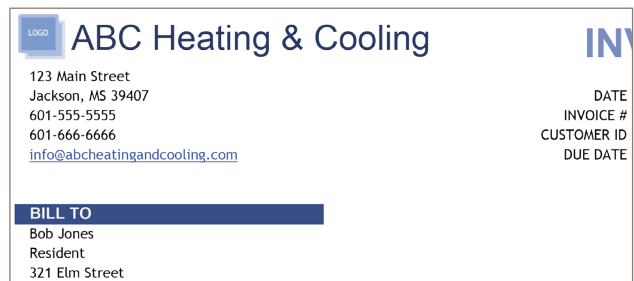


Step 2: Prepare Incentive Documents

Customer Invoice

- Clearly describe the incentive-eligible equipment installed.

- Include the customer's name and installation address.
- Include the date of installation.
- Include the model and serial numbers for both the indoor and outdoor coils on the equipment installed.
- If the incentive is being paid to you, the trade ally, show the deduction of the incentive amount from the invoice total.



Terms and Conditions

- Locate the T&C sheet on the Trade Ally Resources page.
- Complete the T&C sheet for the customer.
- Indicate if the incentive is to be paid to the customer or to the trade ally.
- Ask the customer to sign and date the T&C sheet.



Step 3: Submit Incentive Documents

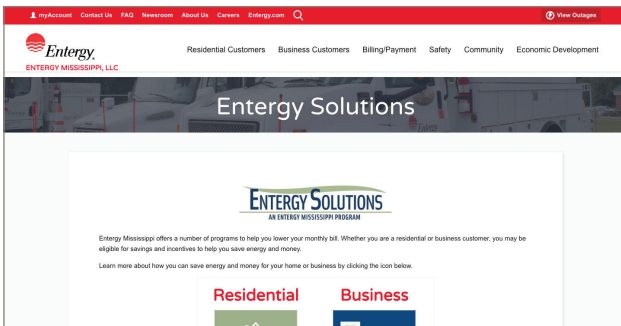
Submit customer incentives by going to the Energy Intake Tool at entergymshvac.com, filling out an online application form and uploading the incentive documents.

Accessing the Online Incentive Application

Trade allies who want to submit incentives for approval will need to visit the Entergy Solutions website and complete the following steps.

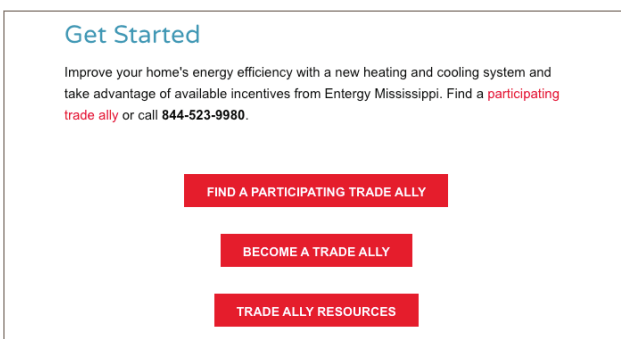
Step 1

Visit entergymshvac.com, click on the button labeled “Residential” and select the “Residential Heating and Cooling Equipment” link.



Step 2

Select the button labeled “Trade Ally Resources” in the middle of the page.



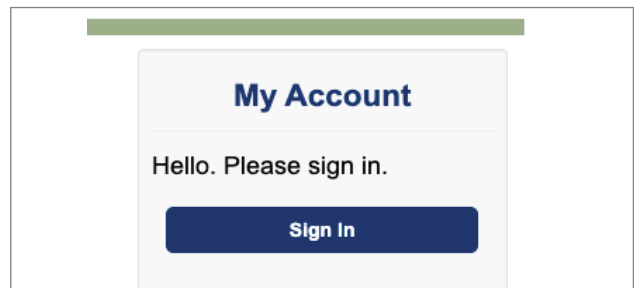
Step 3

Select the button labeled “Click here to submit Incentive Application.”



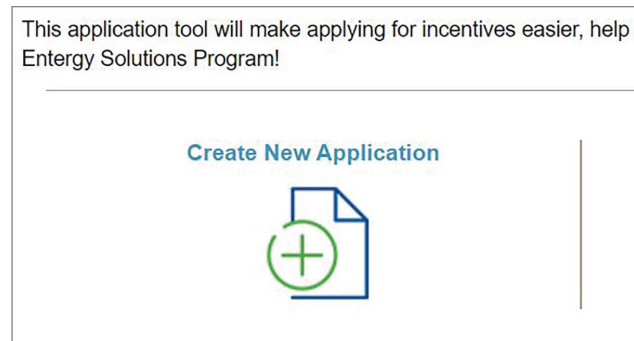
Step 4

Click on the “Sign In” button to enter your email address and password to gain access to the application.*



Step 5

Click the “Create New Application” button to begin the application.



*NOTE: Your account manager will provide you with a login password. If you forget your password, contact your account manager for confirmation. Your account manager is also required to walk you through your first incentive application to ensure that you are comfortable with the online process. If you need assistance or are ready to begin your first incentive application, please call your account manager to set up a time to complete the training.

Online Incentive Application Tutorial

How to Assign an Incentive Payment to a Trade Ally:

Entergy will allow the incentive to be paid to the trade ally instead of the customer so long as the trade ally clearly shows the customer the deduction of the incentive amount from the total price on the invoice and selects the correct party in the “Incentive to be Paid to” section on the terms and conditions. In the incentive application, the payee information defaults to the customer. When filling out the application, the trade ally will need to reassign the payment by clicking the “Send my check to my mailing address” option in the Rebate Reassignment section and entering the trade ally information.

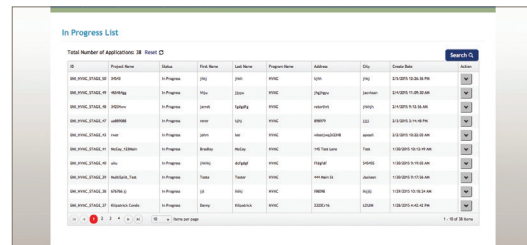


How to Check the Status of Your Incentive Application

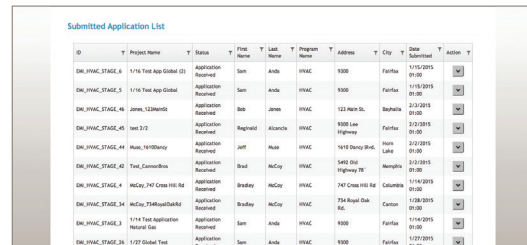
First, log in to the Online Incentive Application portal by visiting the Trade Ally Resources page and entering your login credentials.* You will then have the option to view incentives in progress and incentives that have been submitted. An incentive will remain in progress



until you have entered all the necessary information, uploaded all supporting documents and submitted the incentive by clicking the “Submit” button. You can review and revise the incentive application at any time while it remains in progress. By viewing submitted applications, you can check the current status of each incentive application, but you will not be able to edit or change the application.



If you select the “In Progress” button, you will see a list of all the incentives that you have started but not completed. Locate the incentive you want to edit or complete and select the “Complete” button in the “Action” drop-down list on the right side of the application. You will then be able to finalize your incentive application.



If you select the “Submitted” button, you will see a list of all the incentives that you have submitted for payment. You can check the status of an application under the “Status” column and see various statuses throughout the review process. “Application Flawed” means there is an item that needs to be addressed; your account manager can help you resolve the issue. “Application Completed” means that the incentive has been approved and submitted for payment.

*NOTE: If you run into any issues during the incentive application process, contact your account manager or the Entergy Call Center at 844-523-9980.

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