

## **Dominion Energy's Residential Appliance Recycling Program**

These terms and conditions apply to Dominion Energy's Residential Appliance Recycling Program ("Program"). The Program was approved by the North Carolina Utilities Commission.

Any reference in these documents to "Dominion," "Dominion Energy," or "Dominion Energy North Carolina" should be read as a reference to Virginia Electric and Power Company d/b/a Dominion Energy North Carolina, as well as its authorized agents and contractors.

### **Enrollment Qualifications and Requirements for Participation**

1. Service must be performed on or after July 1, 2019 for Dominion Energy North Carolina customers.
2. Program participant must be an active Dominion residential customer ("Customer") in the state of North Carolina. The Customer must receive Electric Supply Service and Electric Delivery Service in accordance with a residential rate schedule, such as Schedule 1. Customer must be the party that is responsible for the electric bill and either own the home or otherwise able to secure permission and authorization to complete service.
3. Only refrigerators or freezers between 10 and 32 cubic feet that are 10 years or older qualify. Units must be in working condition and in use.
4. Customer account is eligible to recycle two units during the five -year program time period.
5. Customers must submit a separate rebate application form for each unit recycled.
6. Service must be completed by ARCA, the implementing subcontractor for the Program. Service must be completed in accordance with all laws, codes and other requirements applicable under federal, state, and local authority.
7. The Customer understands that it may be contacted by Dominion via survey or questionnaire to provide feedback regarding Customer satisfaction with the Program.

### **Payment**

1. Rebate payments are based on the date of appliance pickup. Customers must abide by the rules and rebate levels in effect on the date of service.
2. It is the responsibility of the customer to assure that all requirements for the rebate are met. Failure to provide any of the required information will delay processing of your application and could result in non-payment.
3. Payment will be issued to the account holder and email and/or mailing address on record with the utility.
4. Please allow up to 90 days from the date all required information is received to process your rebate.
5. Rebate paid in the form of a Visa® Prepaid Card.
6. Your payment will be delivered via email with instructions for claiming your Visa prepaid card. You must claim your card within 3 months of the date these instructions are sent via email. Your right to the payment expires after that time. However, if a valid email address is not provided, a physical prepaid card will be sent to your mailing address on file. Use your Visa prepaid card anywhere Visa debit cards are accepted in the U.S. The card may not be used at any merchant, including internet and mail or telephone order merchants, outside of the U.S. Card is issued by The Bancorp Bank, Member FDIC, pursuant to a license from Visa U.S.A. Inc. Your use of the prepaid card is governed by the Cardholder Agreement, and some fees may apply. This is not a gift card. Please note that prepaid cards are subject to expiration, so pay close attention to the expiration date of the card.

### **Other Requirements**

1. It is the customer's sole responsibility to investigate any potential tax liability associated with the receipt of any rebate received pursuant to the Program, and customers are urged to seek appropriate consultation concerning any such tax liabilities.

2. Program procedures, requirements and rebate levels are subject to change or cancellation without notice and are subject to Program funds being available and regulatory approval.
3. Dominion, its parents, subsidiaries, employees, affiliates and agents assume no responsibility for, and make no representations (express or implied) about any aspect of Customer's participation in this Program, including, but not limited to, the quality of any work or labor supplied by, and/or the acts or omissions of itself or any vendor or contractor participating in the Program.
4. By participating in this Program, the Customer hereby agrees to indemnify, defend and hold harmless Dominion, its parents, subsidiaries, employees, affiliates, contractors, and agents from any and all liability associated with the Program. Dominion shall not be liable for loss or damage to any person or property whatsoever, resulting directly or indirectly from participation in this Program.
5. Dominion retains all rights to energy and demand savings resulting from measures installed under this Program for the duration of the program. Dominion has the exclusive right to enroll, nominate, or offer a bid for energy or demand reductions resulting from measures installed under this Program into load management programs, demand response programs, or auctions operated by PJM Interconnection, L.L.C. ("PJM"), the regional electric transmission organization of which the Company is a member. A Customer's participation in this Program means that the Customer is consenting to Dominion sharing the Customer's pertinent information with PJM, Dominion's agents, and contractors, including, but not limited to, its implementing contractors and its measurement and verification vendor. Pertinent Customer information includes, but is not limited to, energy usage and billing information, account holder name, address, other contact information, measures installed, period of installation, demand/energy reductions resulting from measures installed under this Program and the technical basis for such reductions, loss factors, coincidence factors, interactive factors, building type, type of appliance at the home, and other information necessary to implement and monitor the Program, including any other information as required by PJM or any other regulatory authority.
6. These Program specific terms and conditions are in addition to the terms and conditions of service currently on file with the North Carolina Utilities Commission and contained in any agreement between the Customer and a Program vendor or other implementation partner. To the extent there is any conflict among such terms and conditions, these Program specific terms and conditions shall control.