



TOWN OF CLAYTON

Utilities & Billing/Customer Service
111 E. Second Street, Clayton, NC 27520
P.O. Box 879, Clayton, NC 27528
Phone: 919-553-5002
Fax: 919-553-0719

ELECTRIC CONSERVATION AND CUSTOMER ASSISTANCE PROGRAM

Customer Name _____ Social Security Number _____

Service Address _____ Mailing Address (if different) _____

Utility Account Number _____ Telephone Number _____

Age 62 or over: Y N Owner and resident of above service address: Y N

Existing Load Management participant: Y N *If no, the applicant acknowledges and agrees that participation in the Load Management Program is required to participate in the Customer Assistance Program.*

Electric Load Management Controller installed on (mm/dd/yy) _____

Projects For Which You Wish To Apply:

(Please attach project contractor quotes and description of proposed project)

Amount Requested

- ↑ Heat Pump Replace/Install (Maximum Allowance **\$3,500**)
(SEER of new or replacement unit must be 10 or greater) _____
- ↑ Insulation-Floor (Maximum Allowance **\$300**) _____
- ↑ Insulation-Ceiling (Maximum Allowance **\$300**) _____
- ↑ Insulation-Walls (Maximum Allowance **\$300**) _____
- ↑ Windows-Storm/Replacement (Maximum Allowance **\$1,000**) _____
- ↑ Doors-Storm (Maximum Allowance **\$375**) _____
- ↑ Weather Stripping (Maximum Allowance **\$50**)
(Only available when incorporated with above) _____

Office Use Only

Electric Department Approve ↑ Decline ↑
Comments _____

Customer Service Approve ↑ Decline ↑
Comments _____

Credit History: Acceptable ↑ Unacceptable ↑ Comments: _____ Amount Approved _____
Account History: Acceptable ↑ Unacceptable ↑

QUALIFYING PROJECTS:

1. Replacement or installation of a high efficiency electric heat pump.
2. Installation of or enhancement of wall, floor, or ceiling insulation.
3. Weatherization of windows and doors including installation of storm doors or windows, energy efficient window replacements, or other approved weatherization or energy savings improvements.
4. All projects must be reviewed and approved by the Town of Clayton in advance of installation for eligibility under this program.

PARTICIPATION GUIDELINES:

1. Program participants must be residents of the Town of Clayton and customers of Clayton Public Power.
2. Applicants must own and reside in the benefited property for the duration of the payback period. The outstanding balance of the loan amount will be due and payable at the time the property is sold or no longer occupied by the owner.
3. Program participants must also participate in the Clayton Public Power load management program for the duration of the payback period.
4. All permits and inspections required under State Building Code shall be the responsibility of the owner/contractor and cost for permits shall not be eligible expenses under the program.
5. Program applicants will be subject to a satisfactory credit check and must have their account in good standing for at least twelve months leading up to application for the program.
6. During the first six months of each fiscal year funding preference for participation in the program will be given to applicants sixty-two years of age or older or those with a qualifying disability.

PROGRAM ADMINISTRATION:

1. Eligible expenses shall be paid as a **reimbursement** to the property owner upon provision of proof that payment has been made for the work involved. In cases where, due to financial hardship, the homeowner is unable to pay the contractor directly the Town, at its sole discretion, may pay the contractor directly after inspection and satisfactory acceptance of the improvements. (Direct payment to the contractor must be approved in advance of the work being performed.)
2. Funding shall be based on eligible projects, approved in advance, and as provided for by annual budgetary appropriations.
3. Accounts not kept current under this program shall become subject to an applied interest rate of six percent (6%) per annum on the outstanding balance.
4. Accounts not kept current for failure to pay either consumption related charges or repayment amounts, shall be subject to disconnection in accordance with Town policies and procedures. Reconnection of service shall not be made unless and until the full outstanding account balance is made current.