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HOMES & HEAR Program Requirements

Homeowners Managing Efficiency Savings Appliance Rebates
& Home Electrification and Appliance Rebates



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Requirements for HOMES & HEAR

Any leftover material that was paid for with rebate dollars must be offered to the property owner (e.g. extra insulation from a batt, caulking, paint, electrical wire). The customer has the right to refuse any remnants, and the contractor may only retain or dispose of such material if the customer refuses the remnants.

If an ENERGY STAR® specification exists for any product category where a product is included in the request for a rebate, that product must be ENERGY STAR certified. The DOE encourages installation of **low embodied carbon building materials**.

All equipment must be installed per the manufacturer's specifications, as those specifications ensure operation in the efficient manner that was tested to achieve ENERGY STAR certification as well as preserves the manufacturer warranty, which is a requirement of the Program.

Customers who receive a rebate from a qualifying **HOMES** (*Homeowners Managing Efficiency Savings*) project that includes insulation, air sealing, or ventilation may also apply for an insulation, air sealing, or ventilation rebate through **HEAR** (*Home Electrification and Appliance Rebates*) as long as the scope of each project is different. No improvement can receive more than one rebate from a federally funded program, such as HOMES and HEAR. The recipient **MAY** still apply for any applicable tax credits or deductions based on the project cost after all applied incentives and rebates.

DISCLAIMER: Energy Saver North Carolina and its affiliates do not provide tax advice. This material has been prepared for informational purposes only, and is not intended to provide, and should not be relied on for tax advice. You should consider your own situation and consult your own tax advisors before engaging in any transaction.

Any rebate received in this program may not exceed the cost of the purchased services and goods.

Currently, equipment must be installed by a Registered Contractor, a designation assigned by the Program. Registered Contractors can be located and contacted through the website at **energync.goeverblue.com/find_professional** or by calling **866-998-8555**.

Registered Contractors (RCs) must submit project estimates that are consistent with prevailing market rates and comparable to pricing offered to customers who are not participating in the Program. Under no circumstances may estimates be inflated for the purpose of capturing, diverting, or offsetting rebate funds.



HOMES General Rebate Requirements

Homeowners Managing Efficiency Savings (HOMES) projects use a calibrated home energy model consistent with the BPI-2400 standard to estimate energy savings prior to the upgrades, providing rebates for homes predicted to achieve a minimum of 20% energy savings.

If this document conflicts with a Snugg Pro report for a specific home, **the Snugg Pro report takes precedence**. To receive rebate funds, contractors must meet or exceed these installation standards for every job:

DOCUMENTATION REQUIREMENTS

1. Retain a copy of the invoice for work performed at the eligible address.
 - a. The invoice must show the specific work performed, the address where the work was performed, the name and contact information for the contractor(s) performing the work, the dates on which the work was performed, the total project cost prior to the rebate, and the rebate amount.
2. Ensure the rebate does not exceed the total project cost when combined with other permissible/eligible program rebates accepted by the eligible rebate recipient (i.e., total rebate funding must not exceed the total project cost).
3. Ensure that rebates are not applied to specific energy efficiency upgrades funded with other Federal grants or rebates.
4. Ensure that upgrades benefit only the residential portion of a mixed-use building where the State has defined the residential portion of the building as a multifamily building. Upgrades that benefit any portion of the commercial space are not eligible for rebates.
5. Measures installed and invoiced must be included in the Snugg Pro energy model and contribute to the overall energy savings.

MEET MINIMUM QUALITY STANDARDS

Appliances and building materials must comply with federal safety and energy requirements to qualify for rebates and meet the following quality standards:

1. Installed equipment must be new and factory-level clean.
2. Contractors must follow best practices to at least meet North Carolina building code.
3. Weatherization program guidelines, including using ENERGY STAR® appliances and products when available, and follow:
 - a. **Weatherization Assistance Program (WAP) guidelines.** *And/Or*
 - b. Home Performance with ENERGY STAR (HPwES) guidelines.

MEET MINIMUM ENERGY SAVINGS

Each project is unique as each customer's needs and homes are different. The energy model conducted on the customer's home will dictate changes needed in the home. You must follow the changes dictated in the model in your quote and the work completed.

When in doubt, or if a project scope changes (for example, based on limitations of the building, occupant request, etc.) you must contact Energy Saver NC immediately to discuss changes to the project.

Unauthorized changes may not be eligible for rebate dollars.

Contractors should know and inform the customer about rebate amounts and limits but are not required to determine customers' income eligibility.



INCOME ELIGIBILITY & LIFETIME MAXIMUM REBATE PER HOUSEHOLD BY AREA MEDIAN INCOME (AMI)



Single Family HOMES Rebate Amounts

Table 1

Modeled Energy Savings	Income Level	Rebate Amount
20–34%	Less than 80% AMI	100% of project cost, up to \$16,000
20–34%	80% to 150% AMI	50% of project cost, up to \$2,000
35% or greater	Less than 80% AMI	100% of project cost, up to \$16,000
35% or greater	80% to 150% AMI	50% of project cost, up to \$4,000



Multifamily HOMES Rebate Amounts

Multifamily eligibility requires that at least 50% of households in the building fall within the income level shown below.

Table 2

Modeled Energy Savings	Income Level	Rebate Amount (per dwelling unit)
20–34%	Less than 80% AMI	100% of project cost, up to \$16,000
20–34%	80% - 150% AMI	50% of project cost, up to \$2,000
35% or greater	Less than 80% AMI	100% of project cost, up to \$16,000
35% or greater	80–150% AMI	50% of project cost, up to \$4,000

Households with incomes greater than 150% AMI are NOT eligible for this program.

HOMES Measure Eligibility

HEATING & COOLING

DESCRIPTION:

Installation of a new high-efficiency residential heating and/or cooling system to serve as the space conditioning source for the household.

ELIGIBILITY:

All materials for installation when installed with a heating and cooling system, including smart thermostats and other grid-enabling technologies, pads for outdoor units, necessary ductwork, or other DOE-approved materials.

- Must be up to date with manufacturer's training.
- System must be ENERGY STAR® certified at the time of installation.
- Must replace an existing system with a higher-efficiency model or be a first-time installation.
- Must be installed to heat/cool already existing conditioned space
- System must be properly sized based on the home's modeled load calculations.
- Ducted systems must meet minimum North Carolina code and DOE-approved standards.
- Cold climate heat pumps must meet ENERGY STAR Cold Climate specifications, including verified low-temperature performance.
- In multifamily buildings where ENERGY STAR specifications are not available, alternative equipment standards may be submitted to the DOE for approval.

TYPES:

Electric Heat Pumps

- Ducted and non-ducted air-source heat pumps (ASHP)
- Water-source (WSHP)
- Ground-source (GSHP)
- Variable refrigerant flow (VRF HP)
- Dual-fuel heat pump

Natural Gas or Electric HVAC

- Air conditioners
- Boilers and steam boilers
- Forced-air furnaces
- Combined space and water heaters
- Gas absorption

INELIGIBLE ITEMS:

- A heat pump used to supplement an existing electric appliance for space conditioning is not eligible for a rebate.
- Room or window heat pumps currently do not have a heating test procedure, metric, or ENERGY STAR® criterion in heating mode allowing manufacturers to certify. Therefore, room heat pump models on the ENERGY STAR Qualified Products List (QPL) for Room Air Conditioners are not eligible for rebates currently.
- A new system to heat/cool and area of that dwelling that is not currently heated/cooled.



RESIDENTIAL WATER HEATERS

DESCRIPTION:

Installation of a high-efficiency system to provide domestic hot water.

ELIGIBILITY:

Equipment must be ENERGY STAR certified at the time of installation. When ENERGY STAR certification is unavailable for central heating and cooling systems suitable for multifamily buildings, alternative equipment efficiency standards will be considered and submitted to the DOE for approval.

- Must be ENERGY STAR certified at time of installation (when available).
- Must be the primary domestic water heating system in the dwelling.
- Must be properly sized to meet household hot water demand.
- Central water heating systems in multifamily projects may require alternate efficiency standards submitted for DOE approval.
 - » Central heat pump water heater (including all ancillary equipment i.e. fans, blowers, pumps, storage tanks, piping, and controls)

TYPES:

Storage Tank Water Heater

Condensing Storage Water Heater

Hybrid Water Heater

Tankless Water Heater

WEATHERIZATION: AIR SEALING, INSULATION & WINDOWS

DESCRIPTION:

Weatherization measures improve a home's thermal envelope and energy efficiency through the strategic installation of air sealing, insulation, and duct treatments. These upgrades reduce heat loss and air leakage, helping right-size HVAC systems and improve occupant comfort and health.

ELIGIBILITY:

- Insulation should not be installed without conducting air sealing first.
- All products must be ENERGY STAR® certified, if available at the time of installation.
- All work must be per manufacturer's instructions and local building code.

TYPES & SPECIFIC REQUIREMENTS:

Air Sealing

- Seal leaks in attics, crawlspaces, penetrations, and top plates.
- Apply weatherstripping, caulk, spray foam, sealing tape, or door sweeps as appropriate.

Insulation (General)

- Install in attics, ceilings, walls, foundations, and floors per ENERGY STAR R-value recommendations for the climate zone.
- Materials may include ENERGY STAR Certified batts, blown-in, loose-fill, rigid board, spray foam, or foamed-in-place insulation.
- Insulation must be continuous and touching the air barrier. It must be properly fitted with minimal gaps, especially around tricky spaces and electrical components. Avoid over-compression of insulation; maintain product R-value integrity.
- When required, install vapor/moisture barriers to manage relative humidity and prevent mold.

Duct Insulation & Sealing

- Seal duct joints using UL-approved mastic, metal tape, or low-VOC sealants.
- Insulate ducts in unconditioned or semi-conditioned spaces to at least R-8 if current insulation is R-4 or less.

Water Heater & Pipe Insulation

- Wrap accessible domestic hot water pipes with R-3 minimum insulation rated for 180°F continuous operation.
- Insulate water heater tanks with properly secured insulation wraps, ensuring venting is not obstructed.

Windows

- Replace windows with ENERGY STAR models based on appropriate climate zone.
- Prioritize other shell measures before windows, when possible.

DOCUMENTATION:

- Capture photos and record pre-existing insulation levels before installation.
- Indicate all weatherization measures and quantities that reflect what is written in the Snugg Pro model.
- Clearly document all installed materials and their R-values on contractor invoices.



APPLIANCES, LIGHTING & CONTROLS

ELIGIBILITY:

All residential appliances, lighting and controls must be ENERGY STAR® certified if an ENERGY STAR certification exists for that type of product (e.g. there are no ENERGY STAR certified LED bulbs, however there are ENERGY STAR certified refrigerators). Controls may be replaced if indicated in the Snugg Pro model.

TYPES:

Appliances—Residential (gas or electric)

- Heat Pump Clothes Dryers or Heat Pump Washer-Dryer combinations
- Stove
- Cooktop
- Range
- Oven
- Freezer
- Refrigerator
- Dishwasher

LED Lighting

- Replacement of existing lighting with ENERGY STAR certified LED fixtures or upgrading inefficient bulbs with LEDs.
- Must be v2.1 ENERGY STAR specification or the latest equivalent.
- Outdoor lighting must be affixed to the dwelling and impact home energy use.

Advanced Control System

- Installation of a control system to optimize energy use from home systems (e.g. heating, cooling and lighting).
- Must allow for programmable control and includes:
 - » Advanced thermostat
 - » Programmable thermostat
 - » Outdoor reset controls
 - » Energy management systems
 - » Building automation systems



HEAR General Rebate Requirements

A Qualified Electrical Project (QEP) means a project that includes the purchase and installation of the following appliances:

- An electric heat pump water heater
- An electric heat pump for space heating and cooling
- An electric stove, cooktop, range, or oven
- An electric heat pump clothes dryer; and/or

The following building materials:

- Insulation
- Air sealing and materials to improve ventilation; and/or

The following building materials when necessary to complete the installation of one of the listed appliances:

- An electric load service center; and/or
- Electric wiring

Only qualified electrification projects are eligible for rebates. Appliances and building materials must comply with federal safety and energy requirements to qualify for rebates. Appliances and building materials purchased must be installed in the qualified single-family home or multifamily dwelling specified in the rebate application.

For purposes of integrating the rebates with other programs, only the upgrade(s) for which the rebate may be issued is/are considered part of the qualified electrification project.

- A rebate may be paid only for the purchase and installation of a new product meeting the requirements for allowable products and services.
- A rebate must not exceed the rebate limits based on eligible entities or income level consistent with those in [Table 3](#).
- A rebate must not exceed the product-specific maximum rebate amounts or quantities consistent with those in [Table 4](#).



Income Eligibility & Lifetime Maximum Rebate per Household

Table 3

Tier	Income Eligibility	Lifetime Maximum Rebate per Household
1	Household income up to 80% AMI	100% of project costs, up to \$14,000
2	Household income between 80% and 150% AMI	50% of project costs, up to \$14,000

Households with incomes greater than 150% AMI are NOT eligible for this program.



Qualified Upgrades & Rebate Limits

Table 4

Upgrade Type	Eligible Product	Lifetime Max. Rebate per Product Category	Eligible for New Construction	Quantity Limit
Appliances	ENERGY STAR® certified electric heat pump for space heating*	\$8,000	Yes	1 System
Appliances	ENERGY STAR certified electric heat pump water heater*	\$1,750	Yes	1
Appliances	ENERGY STAR certified electric heat pump clothes dryer or combo washer/dryer*	\$840	Yes	1
Appliances	ENERGY STAR certified electric cooktop, stove, or range or an electric oven**	\$840	Yes	1
Building Materials	ENERGY STAR certified insulation, air sealing, and/or ventilation	\$1,600	No	N/A
Building Materials	Electrical panel improvements***	\$4,000	No	N/A
Building Materials	Electrical wiring***	\$2,500	No	N/A

Maximum Rebate \$14,000

*Existing Heat Pump will not be eligible for replacement.

**Rebates are available only when upgrading from a non-electric appliance.

***Only when required to enable installation of an eligible appliance in the same dwelling unit. Some examples include upgrading to a 200A electrical panel, installing an electrical load management device to avoid an electrical panel upgrade and/or wiring a new electric outlet to accommodate an electric cooktop or heat pump water heater.

HEAR Measure Eligibility



HEAT PUMPS FOR HEATING & COOLING

DESCRIPTION:

Installation of a new residential heat pump to serve as the primary source of heating and cooling.

ELIGIBILITY:

Equipment must be ENERGY STAR® certified. Eligible costs must be included on your Registered Contractor's invoice and can include installation, permits, and all materials for installation when installed with a heating and cooling system, including smart thermostats and other grid-enabling technologies, pads for outdoor units, necessary ductwork, air handlers and back-up electric strip heat installed as part of a ducted heat pump system, or other DOE-approved materials.

Additional HVAC equipment such as dehumidifiers, air purifiers, and humidifiers is **NOT** eligible for rebate. If a new electrical outlet or wiring is required, please apply for the separate wiring rebate.

Room heat pumps (portable or window units) currently do not have a heating test procedure, metric, or ENERGY STAR criterion in heating mode allowing manufacturers to certify. Therefore, room heat pump models on the ENERGY STAR Qualified Products List (QPL) for Room Air Conditioners are not eligible for rebates currently.

Weatherization measures such as insulation and air sealing should be seriously considered prior to sizing and installing a heat pump. Proper insulation and air sealing can reduce the size of heat pump needed and therefore the cost to purchase and operate the system.

Purchase and installation of a heat pump for heating and cooling are eligible for a rebate only:

- In new construction.
- As a replacement for a non-electric heating unit (e.g., gas, propane, or oil direct heating equipment; gas, propane, or oil forced-air furnace; gas, propane, or oil hot water or steam boiler).
- When the purchase is a first-time purchase of a heat pump for space conditioning and is installed to provide the primary heating and cooling for the household. That is, for a home with existing air conditioning and an existing electric furnace, boiler, or electric baseboard heating, to be eligible for a rebate for a heat pump, the heat pump must replace the majority of the usage for both the air conditioner and the electric furnace, boiler, or electric baseboard heating to provide the majority heating and cooling source for the home. A home may continue to use its pre-existing heating and cooling systems as backup and/or to provide secondary heating or cooling services to the home.

For clarity:

- A heat pump installed to cover **less than 49% of the heating load** as a supplement to an existing electric system that covers **more than 51% of the heating load** is **NOT** eligible for a rebate.
- Replacing an existing heat pump—whether broken or functional—for heating or cooling is **NOT eligible**.
- Costs for **installing supplemental gas systems** (e.g., backup furnace or dual-fuel packaged systems) are **NOT eligible**.
 - » HEAR will cover the **electric heat pump portion only**; the gas portion is **ineligible** for rebate payment.

The Registered Contractor must perform a limited assessment as part of the application for a rebate reservation. This involves filling out some general details about the dwelling and existing systems. They must also complete and upload an ACCA Manual J compliant load calculation. Systems must be sized in accordance with ACCA Manual S based on building loads calculated in accordance with ACCA Manual J. In addition to code compliance, this is important to maximize comfort and energy savings while considering proper dehumidification.

HEAT PUMP WATER HEATERS (HPWH)

DESCRIPTION:

Installation of an electric HPWH to provide the main source of domestic hot water for the household. These include integrated HPWHs that operate on 120V or 240V.

ELIGIBILITY:

Equipment must be ENERGY STAR® certified and legal for distribution in the United States at the time of purchase. Additional equipment which may be installed, such as mixing valves or circulator pumps are NOT eligible for a rebate. Eligible costs must be included on your Registered Contractor's invoice and can include delivery, installation, permits, and equipment, including the installation of a condensate pump if required. If a new electrical outlet is required, please apply for the separate wiring rebate. Purchase and installation of an electric HPWH is eligible for a rebate only:

- In new construction.
- As a replacement for a non-electric water heater.
- When the purchase is a first-time purchase of a heat pump water heater (e.g., when upgrading an electric-resistance storage water heater).

ELECTRIC HEAT PUMP CLOTHES DRYER

DESCRIPTION:

Electric heat pump clothes dryers utilize a heat pump to dry clothes instead of gas or standard electrical resistance heat. They can be standalone dryers or integrated with a washing machine to provide an all-in-one combo washer/dryer.

ELIGIBILITY:

Equipment must be ENERGY STAR certified and legal for distribution in the United States at the time of purchase. Eligible costs must be included on your Registered Contractor's invoice and can include delivery, installation, and equipment. If a new electrical outlet is required, please apply for the separate wiring rebate. Purchase and installation of an electric heat pump water heater is eligible for rebate only:

- In new construction.
- As a replacement for a non-electric clothes dryer; or
- When the purchase is a first-time purchase of a heat pump clothes dryer for the dwelling unit, including upgrading an electric clothes dryer to a heat pump dryer.



ELECTRIC STOVE, COOKTOP, RANGE, OR OVEN

DESCRIPTION:

Purchase and installation of an electric stove, cooktop, range, or oven to provide food preparation inside the dwelling.

ELIGIBILITY:

The installed model of stove, cooktop, or range must be ENERGY STAR® certified and legal for distribution in the United States at the time of purchase. Electric ovens do not have an ENERGY STAR certification available but are still eligible for rebates if they meet all other criteria. Costs of cutting countertops may be included in installation costs, however costs of replacing or installing new cabinetry are NOT eligible for rebate. Eligible costs must be included on your Registered Contractor's invoice and can include delivery, installation, and equipment. If a new electrical outlet is required, please apply for the separate wiring rebate. Purchase and installation of an electric stove, cooktop, range, or oven is eligible for rebate only:

- In new construction.
- As a replacement for a non-electric stove, cooktop, range, or oven; or
- When the purchase is a first-time purchase of an all-electric stove, cooktop, range, or oven when the dwelling has never had one installed.

Dual-fuel models (using electricity and another fuel) are NOT eligible for rebates.



ELECTRIC LOAD SERVICE CENTER (AKA ELECTRICAL PANEL)

DESCRIPTION:

Upgrading the electrical load capabilities of a dwelling, when required to support the installation of other qualifying appliances as part of a QEP, by upgrading electrical service to the home to 200 amps or greater, installing circuit splitters (can be hard-wired or plug-based), smart breakers, or upgrading to a smart panel.

ELIGIBILITY:

Eligible costs must be included on your Registered Contractor's invoice and can include installation, permits, connection fees, and equipment. To be eligible for a rebate, the electric load service center must be:

- Part of existing construction; and
- Installed by a licensed electrician; and
- Support the installation of a qualifying appliance as part of a QEP.

New construction is NOT eligible. Any costs of wiring to support a QEP that is connected downstream of the electric load service center should be included as part of the application for the wiring rebate, not under the electric load service center rebate.

If replacing an electrical panel, at minimum the upgraded electrical panel should have enough open breaker spots to support the future full electrification of the home, meaning the ability to replace any gas appliances with electric. Ideally, the upgraded electrical panel should be at least 200 amps and future-proof the home by adding wires for a future electric heat pump water heater, heat pump HVAC system, whole-house mechanical ventilation, induction cooktop/range, electric heat pump clothes dryer, solar PV + batteries, and a Level 2 electric vehicle charger even if the home doesn't currently have these electric appliances.

WIRING

DESCRIPTION:

Includes the installation of new outlets, moving outlets, adding new home runs, adding or replacing circuit breakers, or other wiring when required to support the installation of other qualifying appliances as part of a QEP.

ELIGIBILITY:

Eligible materials include all consumables for the installation of wiring, such as outlets, switches, wire, fire blocking, etc. for a new or replacement run of wiring to be installed per code. Eligible costs must be included on your Registered Contractor's invoice and can include installation, permits, and materials. To be eligible for rebate, the wiring must be:

- Part of existing construction; and
- Installed by a licensed electrician; and
- Support the installation of a qualifying appliance as part of a QEP.

New construction is NOT eligible. Wiring costs associated with upgrading an electrical load service center, such as wiring from the utility connection or meter to the dwelling unit or panel, should be included as part of the application for the electric load service center rebate, not under the wiring rebate.

INSULATION

DESCRIPTION:

Purchase and installation of insulating materials to improve the dwelling's thermal barrier.

ELIGIBILITY:

Eligible products **must be** ENERGY STAR® certified if available and may include blanket (batts and rolls) insulation, loose-fill insulation, blown-in insulation, rigid board (foam or fiber) insulation, spray foam, and foamed-in-place forms of insulation. Insulation must be properly installed to qualify for a rebate, meeting or exceeding current code and according to manufacturer's installation procedures. Insulation with low embodied carbon materials is encouraged. Air and/or duct sealing should be performed in most cases before adding new insulation materials, especially before insulating ductwork. Eligible costs must be included on your Registered Contractor's invoice and can include delivery, installation, and materials to properly install insulation, such as baffles and blocking.

Customers can receive multiple rebates under this category. The total rebates received for insulation, air sealing, and/or ventilation equipment cannot exceed \$1,600.

When insulating ducts and plenums located in unconditioned space, they shall be insulated to a minimum value of R-8. Duct insulation shall comply with the following specifications:

- Installed with reinforced foil wrap to prevent deterioration due to UV light.
- Installed with the vapor barrier on the outside, such that it covers the insulation.
- Shall not be compressed by greater than 50%.
- Shall not be installed where ducts or heating pipes are located within three inches of heat-producing devices like flue pipes.

AIR SEALING

DESCRIPTION:

Sealing of ducts in unconditioned spaces, reducing air infiltration around penetrations in the exterior walls, such as around vents and pipes, and reducing air leakage to unconditioned spaces, such as around wall top plates and recessed lighting on the top floor.

ELIGIBILITY:

Eligible costs must be included on your Registered Contractor's invoice and can include installation and materials. Air sealing materials must be ENERGY STAR® certified when available and properly installed to qualify for a rebate, paying special attention to manufacturer installation instructions and appropriate handling and use limitations for hazardous materials.

All ductwork located outside the conditioned space, including plenums and returns, should be sealed. Emphasis should be placed on effectively sealing boot-to-subfloor connections and all accessible joints.

Duct mastic shall have the following specifications:

- Be non-toxic and moisture/mold resistant
- Be UL Listed and labeled per UL 181A or 181B standards
- Be compatible for use on the duct material to which it is applied
- Be either fiberglass infused, silicone infused, or fiber reinforced and have a 50% solids content

Air sealing projects should be complete for the part of the building targeted, for instance if air sealing in the attic, all penetrations and top plates in the attic should be sealed, not just a few. If air sealing in the crawlspace, any flooring penetrations and the rim joists should be sealed, not just part of the area. This is because effective air sealing needs to stop the flow of air and not just divert it.

Customers can receive multiple rebates under this category. The total rebates received for insulation, air sealing, and/or ventilation equipment cannot exceed \$1,600.



VENTILATION

DESCRIPTION:

Purchase and installation of mechanical ventilation to improve indoor air quality and the availability of combustible air.

ELIGIBILITY:

Eligible ventilation materials include ENERGY STAR certified range hoods and in-line (single and multi-port), bathroom, and utility room fans. Products must be installed in one of the configurations certified by ENERGY STAR® and as detailed in the manufacturer's installation instructions. Eligible costs must be included on your Registered Contractor's invoice and can include installation and materials. To be eligible for rebate, the added ventilation must be:

- Part of existing construction; and
- After the performance of air sealing services or other improvements that have the effect of reducing air infiltration (e.g. replacing a dryer with a heat pump dryer and sealing the old dryer vent).

A range hood that is installed such that the exhaust air is recirculated into the dwelling unit is NOT eligible for rebate. Heat Recovery Ventilators/Energy Recovery Ventilators are NOT eligible for rebate.

Customers can receive multiple rebates under this category. The total rebates received for insulation, air sealing, and/or ventilation equipment cannot exceed \$1,600.



Occupant Safety

DESCRIPTION:

Issues such as mold, carbon monoxide (CO), and inadequate ventilation must be identified and addressed prior to or during installation. Contractors must follow state and federal guidelines to ensure safe indoor air quality and occupant health during and after energy upgrades.

ELIGIBILITY:

Energy Saver NC **does not offer rebates for CO detectors, water leak repair, roof repairs, and similar 'pre-weatherization' work.** Clients must use their own funds, outside support or other programs to address these issues.

However, contractors will not be reimbursed if unsafe conditions are found. Issues of concern that must be addressed prior to installation and rebates include, but are not limited to:

- Wet or damp insulation indicating leaks.
- Moldy or rotted attic rafters or floor joists indicating moisture problems.
- Animal infestation.
- Kitchen, bathroom, and clothes dryer vents that exhaust moist air directly into the attic, crawl or conditioned space instead of outdoors.
- A history of ice dams in the winter (an indication of serious air leaks and insulation problems).
- Knob and tube wiring (pre-1930), which can be a fire hazard when in contact with insulation.
- Unsealed and uninsulated recessed lights, which require special care when insulating around these fixtures.
- Unmitigated presence of asbestos.
 - » Homes built before 1975 may have been insulated with vermiculite, which contains asbestos.

Remedies vary by situation and could include removal, repair, encapsulation (asbestos, lead), ventilation or other remedies. Please resolve these occupant safety issues with the client before beginning HOMES or HEAR work.

If contractors create new occupant safety issues, they will be required to be remedied before rebate payment is made (e.g. insufficient ventilation, incorrectly installed measures, removal of safety equipment, etc.).

Document Change Log

Version	Date	Description of Change	Location(s)
1.01	4/3/2025	Added details for the limited assessment requirement for a heat pump for heating and cooling rebate through HEAR	Page 13
1.02	4/29/2025	Updated Table 2 – Qualified Upgrades and Rebate Limits for clarity.	Page 5
1.03	6/11/2025	Updated Table 1- Corrected Lifetime Rebate Maximum Amounts. Added row for Multifamily, 35% or greater with 80%-150% AMI.	Page 11
2.0	2/25/2026	Program rebrand; updated logos and colors. Formatting and layout updates for consistency and accessibility. No substantive policy changes.	Document-wide

Eligibility is based on income levels of less than 80% AMI to 150% AMI. Higher income households (>150% AMI) are NOT eligible. ©2026 The State of North Carolina. All rights reserved. This documents content is provided through support and funding from the Inflation Reduction Act Home Energy Rebates Program and the North Carolina Department of Environmental Quality. Updated 02/2026.

