

199—28.4(476) Scope of benefits.

28.4(1) Eligibility. Customers' benefits under the Iowa conservation plan will be determined by the degree of participation in the plan by the individual customer. In order to obtain any benefits, the customer must, at a minimum, utilize at least one of the following services:

a. Arrangement of installation according to the procedures contained in rule 28.9(476) "Arranging installation."

b. Arrangement of financing according to procedures established in rule 28.10(476) "Arranging financing."

c. Purchase of a program measure from a listed supplier who verifies in writing to the customer that the measure meets applicable program material standards and is covered by the program measures warranty.

28.4(2) Program benefits. A customer who utilizes the installation arranging service according to procedures outlined in rule 28.9(476) "Arranging installation" is entitled to the following benefits:

a. A measures warranty for each program measure installed, except caulking and weatherstripping.

b. Installation of program measures that meet all applicable RCS material and installation standards.

c. Inclusion in the pool of customers from which random postinstallation inspections will be made.

d. Access to customer complaint proceedings, according to procedures in rule 199—27.13(476) "Consumer grievance procedures."

e. For listed suppliers, contractors, lenders, adherence to the listing requirements as outlined in rule 28.8(476) "Listing requirements" of the state plan.

28.4(3) Entitled to benefits. A customer who arranges financing through the participating energy supplier according to procedures in rule 28.10(476) "Arranging financing" in the plan, is entitled to benefits in 28.4(2) "d" and "e."

28.4(4) Program measures. A customer who purchases program measures from a listed supplier is eligible for benefits in 28.4(2) "a," "d" and "e." When requesting benefits from the participating energy supplier, or the board, customers who purchase their own measures from a listed supplier must provide a copy of the supplier's document which identifies the program measures purchased.