

Heat Pump Rebate Programme Claim Form

This document explains requirements for participation on the Eskom heat pump rebate programme.

1. Application form

- Application forms will be issued to suppliers, if the rebate has been deducted already from the total cost at the point of sale.
- Rebate payment will not be retrospective. If your system was installed before 18 February 2011 the programme implementation date and launch, you will not qualify to receive a rebate

2. Your supplier should provide you with:

- An original tax invoice
- A guarantee certificate for the installed system

3. Customer should provide the following to the supplier:

- Copy of your ID
- Copy of customer's proof of address
- Copy of electricity bill or prepaid electricity box number

4. Customer qualification criteria

- Customers are be required to purchase heat pump systems with approved registered supplier on the programme
- Pre-paid meter customers will qualify on condition that they provide three to six months proof of electricity purchase.

5. Measurement and Verification

Random technical audits may be carried out at customer's homes to verify the true purchase and where necessary if the installed item does indeed produce savings.



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Customer Information										
Customer Name										
ID Number										
Invoice number										
Serial number										
Electricity meter box number										
Main residential Address (where system has been installed)										
Province/Eskom region										
Telephone – Work										
Telephone – Cell										
Fax Number										
E-mail										

Supplier Information			
Supplier Name			
Supplier Vendor number <small>(if is an existing ESCo)</small>			
Company Reg. No.		Website	
Office Physical Address			
		Postal Code	

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Postal Address								
						Postal Code		
Province/Regional Area								
Contact Person								
Company Designation						Tel		
Email Address						Fax		
Heat Pump Product Information								
System Name								
Country of Origin						<i>Note: Attach a letter of commitment from the parent company if product is Imported.</i>		
SABS Verified? Y/N <small>(supply documentation)</small>	Safety	Y	N	Energy Efficiency			Y	N
Date of SABS system Verification								
System Type <small>(e.g. Split / Integrated or both)</small>	1.			kW Input			kW Output	
	2.			kW Input			kW Output	
System Tank Sizes <small>(Tick where applicable)</small>	100 L – 300 L				301 L – 500L			
<i>Note Above: Where the system is a split type indicate what tank size it is designed to be integrated with.</i>								
	System				System kW Output			
Back-up element	Y	N	Back-up element size in kW					
Product Guarantee								
<i>Note: Attach Full Product(s) Technical Specification</i>								

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Details of the System			
System Tank size (L)	Input (kW)	Output (kW)	Total Cost (fully installed (R)

Customer Declaration

I _____ hereby declare that

1.	I have inspected the Heat Pump installations and am satisfied that they have been installed as per my requirements
2.	I have received a guarantee certificate for the installed system providing a 5 year guarantee
3.	The installer has explained all features of the Heat Pump system and their correct usage
4.	I acknowledge that the onus for the selection of a suitable system and the responsibility for ensuring that the installation has been conducted to my satisfaction is my responsibility
5.	All the information I have provided above is correct and complete
6.	I acknowledge that the responsibility for quality and safety of the system or installation rests with the supplier, and not Eskom.

I acknowledge that participation in the Eskom IDM heat pump rebate programme may have the following requirements that I commit to comply with:

- Information sharing, relating to the programme as required by Eskom as well as Monitoring and Verification teams, per NERSA requirements.
- I have been informed that I may receive a phone call to verify the installation of my heat pump system and I agree to allow a technical audit team on site if requested.
- I agree to allow a Measurement and Verification teams onto my property to install a data logging system to validate energy savings (this will not affect the heat pump or electricity usage).

Signed _____

Date _____



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Supplier Declaration

I _____ ID number _____
hereby declare that the information supplied on this is accurate and complete;

I further understand and accept the terms and conditions of the domestic heat pump rebate programme.

I have explained to the customer the status of the SABS certification and accreditation of my product and that I take full responsibility for safety and quality of the system and installation.

Signed

Company Designation

Date

For office use only	
Verifier's Name	
Eskom Region	
Verification Date	
Registration No.	

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Customer Name		Eskom Region	
Street address (with names of city and province)			
Telephone			

Existing Electric Water Heater

1	Is the house occupied during the day?	YES (Tick if applicable)	NO (Tick if applicable)			
2	Number of people living in the house?	Tick if applicable	1 person or household appliance			
		Tick if applicable	2 persons or household appliances			
		Tick if applicable	3 persons or household appliances			
		Tick if applicable	4 persons or household appliances			
		Tick if applicable	5 or more persons or household appliances			
3	Number of appliances that draws high quantities of hot water?		Number of existing electric water geysers before the installation of heat pump geyser?			
4	Power of each geyser (kW)?	1 st Geyser	2 nd Geyser	3 rd Geyser	4 th Geyser	5 th Geyser
5	Volume of each geyser tank (Litres)?	1 st Geyser	2 nd Geyser	3 rd Geyser	4 th Geyser	5 th Geyser
6	Is the geyser controlled by the ESKOM Residential Load Management Programme *?					

(Please provide the power and volume information for each geyser below if there are more than 5 geysers:)

Newly Installed Heat Pump Water Heater:

1	Name of Installer:		Name of Supplier:	
	Telephone (installer):		Email (installer):	
2.	Heat Pump Water Heater Made:		Model:	
	Is it an integrated heat pump? (Yes or No)		Is it a split heat pump? (Yes or No)	
	Year of manufacture:		Guarantee period (number of years)?	
3	What is the heat pump geyser tank size (in litres)?	_____ Litres	What is the power rating of the heat pump water heater (in kW)?	_____ kW
4	Is there any auxiliary electric heating element for water heating? (Yes or No)		If Yes, what is the power rating of this electric heating element?	_____ kW
5	Has energy meter for heat pump been installed? (Yes or No)		Meter installation company:	



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Installer and customer declaration

We hereby declare that the information provided in the above Questionnaire is correct and complete.

Signed (Installer)_____ Date_____ Signed (Customer)_____ Date_____