



Frequently Asked Questions

My preferred distributor hasn’t enrolled in the Instant Discounts program. What can I do?

Encourage your distributor to reach out to Focus on Energy to learn more about the program and its benefits. Check out the list of enrolled distributors at focusonenergy.com/instantdiscounts.

What projects qualify?

Retrofit and new construction projects are eligible if the equipment meets the size and efficiency requirements. Single family, multifamily, business, school, and government customers are all eligible for instant discounts on equipment. Residential buildings have three or less residential units. Multifamily buildings have four or more units.

Will there be higher instant discounts for income-qualified customers?

Yes! Direct your residential customer to complete a quick screen before applying at focusonenergy.com/income-qualified.

Ask your participating distributor about additional resources available to promote increased discounts to qualifying customers.

Can contractor or vendor information be provided in place of installation address?

No, the installation address must be provided.

Can customers receive instant discounts on multiple equipment types installed at the same time?

Yes! If each piece of equipment is listed on the Qualified Products List, the discounts are stackable! For example, the installation of a qualified furnace and heat pump unit would be eligible for two instant discounts.

I buy equipment in bulk. How can I offer instant discounts to my customers?

In these cases, the distributor can sell the eligible equipment to you at full price and provide a credit back as you sell the equipment to qualifying customers and collect required project details. You are expected to pass the discount along to your customers.

Why are other technologies and equipment not included?

Equipment and technologies not found in this guide may be eligible for standard rebates. For commercial-sized HVAC equipment, commercial lighting, process equipment, and more, visit focusonenergy.com/catalogs. For other residential rebate opportunities, visit focusonenergy.com/residential.

CONTRACTOR PROCESS GUIDE

1. Verify Customer and Equipment Eligibility

- Contact your participating distributor. Have the project details on hand, including customer name, installation address, building type, and product type.
 - Qualifying equipment must be installed at a location receiving electric and/or natural gas service from a FOCUS ON ENERGY® utility.
 - New construction and replacement projects are eligible.
 - Instant discount claim must be submitted within 90 days of installation.

2. Confirm Your Customer’s Eligibility for Higher Discounts

- Focus on Energy offers increased discounts for residential customers meeting income requirements.
 - Direct your customer to focusonenergy.com/income-qualified to complete the screening and application process.
 - An Income Specialist reviews the customer’s application and provides a response within three business days.
 - Once approved, customers receive a qualification code. Provide this code to the distributor when submitting project information.

3. Select Eligible Equipment

- Work with your participating distributor to select equipment qualifying for instant discounts.
- Your distributor will confirm the instant discount available for the selected equipment.

4. Purchase Equipment & Receive Instant Discount

- Provide the following information to your distributor at time of purchase:

Project Information

- End-user customer name.
- Installation address.
- Customer utility provider.
- Project type (retrofit or new construction).
- Building type.
- Existing fuel system type.

Sales Information

- Contractor name.
- Equipment make, model, and serial number.
- Distributor invoice number.
- Equipment purchase date.
- Equipment cost.
- Your distributor will apply the instant discount to your invoice as a negative line item or provide a credit.

5. Pass Instant Discount to Your Customer

- Lastly, pass the instant discount to your customer via a negative line item on the sales invoice.

Learn more at focusonenergy.com/instantdiscounts

HVAC Eligibility Requirements & Instant Discounts

Equipment Type	Efficiency Requirement	Eligible Size	Heating Fuel	Instant Discount (per unit)	Income-Qualified Discount*** (per unit)	Building Type
Heat Pump Tier 1	15.2 SEER2, 8.1 HSPF2	< 65,000 Btuh (< 5.4 tons)	Natural gas & all electric	\$400	\$600	Commercial, Residential, Multifamily
			Propane/other*	\$100	\$300	
Heat Pump Tier 2	15.2 SEER2, 8.5 HSPF2	< 65,000 Btuh (< 5.4 tons)	Natural gas & all electric	\$500	\$700	Commercial, Residential, Multifamily
			Propane/other*	\$100	\$300	
Heat Pump Tier 3	16.0 SEER2, 9.0 HSPF2	< 65,000 Btuh (< 5.4 tons)	Natural gas & all electric	\$600	\$800	Commercial, Residential, Multifamily
			Propane/other*	\$150	\$350	
Heat Pump Tier 4	16.0 SEER2, 10.0 HSPF2	< 65,000 Btuh (< 5.4 tons)	Natural gas & all electric	\$700	\$900	Commercial, Residential, Multifamily
			Propane/other*	\$150	\$350	
Furnace	≥95% AFUE	<300,000 Btuh	Natural gas	\$100	\$400	Commercial, Residential, Multifamily
Boiler - Space Heating	≥90% AFUE	<300,000 Btuh	Natural gas	\$300	\$500	Commercial, Residential, Multifamily
	≥95% AFUE	<300,000 Btuh	Natural gas	\$350	\$550	
Boiler - Combination**	≥95% AFUE	<300,000 Btuh	Natural gas	\$450	\$650	Residential, Multifamily (in unit)
Smart Thermostat	See the Instant Discounts qualified products list for eligible models.		Natural gas & all electric	\$50	N/A	Commercial, Residential, Multifamily

*Customers who heat with propane or another heating fuel will receive ONLY the “Propane/other” discount amount.
**Combi-boilers installed in commercial application will be eligible for standard boiler discounts.
***Residential only.

Water Heater Eligibility Requirements & Instant Discounts

Equipment Type	Efficiency Requirement	Eligible Size	Instant Discount (per unit)	Building Type
Heat Pump Water Heater	≥3.3 UEF	<120 gallons	\$300	Residential, Multifamily (in unit)
	≥2.0 COP	–	\$300	Commercial, Multifamily (shared)
Indirect Water Heater	Boiler w/ AFUE ≥90%	Boiler capacity <300,000 Btuh	\$200	Residential
	Boiler w/ TE ≥90%	Boiler capacity ≥300,000 Btuh	\$200	Commercial, Multifamily (shared)
Tankless Water Heater	≥0.87 UEF	<200,000 Btuh	\$100	Residential, Multifamily (in unit)
	≥0.87 UEF	<200,000 Btuh	\$2.50/MBH	Commercial, Multifamily (shared)
	≥0.90 TE	>200,000 Btuh	\$2.50/MBH	Commercial, Multifamily (shared)
Storage Water Heater	≥0.90 TE	>75,000 Btuh	\$2.50/MBH	Commercial, Multifamily (shared)
Domestic Hot Water Boiler (Volume Water Heater)	≥0.90 TE	≥300,000 Btuh	\$2.50/MBH	Commercial, Multifamily (shared)