

## Questions for Your Contractor

Xcel Energy requires customers to use participating contractors to qualify for the Residential High Efficiency Cooling program to ensure energy efficiency and quality installation. Participating contractors can be found at [xcelenergy.com/COTrades](http://xcelenergy.com/COTrades). The contractors you will find listed on the site have met certain criteria which allow them to offer rebates. Xcel Energy does not guarantee or warrant the work of the contractors listed.

**Here are a few of the questions that are important to ask when selecting a contractor:**

### About their company

1. Can you show me your company listing as a participating AC residential contractor on [xcelenergy.com/COTrades](http://xcelenergy.com/COTrades)?
2. How many AC rebates did your company get for customers last year?
3. What is your rating with the Better Business Bureau?
4. Who can vouch for the quality of your work?
5. Are you licensed and insured? May I see proof?
6. Will you pull a permit? Is that covered in your quote?
7. How is your company different than your competitors?

### About their equipment

1. Are you bidding a central AC system, a ductless mini-split heat pump system, or an air or ground source heat pump system?
2. Who manufactures the equipment?
3. How energy efficient is it?
4. Will you include the AHRI certificate (proof of energy efficiency) with your final bid?
5. Will you do a load calculation to "right size" the AC system? (essential)
6. May I see your EPA certification? (related to refrigerant)
7. How much air flow is there? Is it sufficient to support the system size (tons) we need?

### About their quote

1. Do you offer financing?
2. Will duct work need to be done? Is that included in your quote?
3. Will drywall/finish repair work be needed? Is that included in your quote?
4. Does your quote include a matching furnace from the same manufacturer?
5. What additional savings can you provide if we replace our furnace at the same time?

### About their service costs

1. What is the product warranty?
2. Is labor included?
3. How much do you charge for a service call?
4. Is there an additional trip charge?
5. What additional savings can you give us if we replace our furnace at the same time?

### Setting expectations

1. Will you complete Xcel Energy's rebate paperwork on our behalf?
2. How long will it take you to have the final bid to me?
3. What is your lead time for installing the equipment, once we make the decision?
4. How much will we receive as a rebate from Xcel Energy?



**For more information, call 800.895.4999**