



2011 *CoolSaver* Program

Customer FAQ

When did this program start?

The program launched in March of 2010, at which time AEP Texas started marketing the program to HVAC contractors through industry channels.

Why doesn't my recent A/C Tune-up qualify for an discount?

The discounts are provided by a participating contractor at the time of service. Participating contractors have completed extensive training sponsored by AEP Texas and have purchased specific tools to perform the A/C tune-up. To qualify for a discount up to \$75 on efficiency services, the CoolSaver tune-up must be performed by a participating contractor.

Why doesn't my contractor know about the program?

The CoolSaver program is currently a "Pilot" program, therefore has limited outreach resources. If you have a contractor that you would like to participate in the program, please ask them to call the AEP Texas at (877) 926-6507 and a representative will register them in the program.

Why didn't my contractor tell me about the program even though they are participating?

Even though the contractor is listed as participating, not all of their technicians will be trained to perform the CoolSaver tune-up. At the time of scheduling your tune-up please ask the contractor for a **AEP Texas CoolSaver A/C tune-up.**

How much do I have to pay for a tune-up?

Contact one of the participating contractors and ask about pricing.

What do I need to have done to receive the discount?

You will receive up to a \$75 discount on a recommended and qualified efficiency service, which include, but not limited to: cleaning dirty evaporator coils; cleaning dirty blowers; correcting improper airflow; and adjusting refrigerant charge with digital accuracy.

When do I get the discount?

You will receive the discount on your contractor's invoice at the time of service.
