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## **Consumer Protections, Program Eligibility and Timing Concerns - HEEHRA Program Plan**

### **CONSUMER FINANCIAL PRIVACY:**

How will consumer financial privacy be protected if rebate amounts are income based? Do I have to provide financial records to the HVAC contractor to show I am income eligible? Is there a separate process to go thru? The income verification process MUST be designed with respect for the financial privacy of all consumers.

### **CONSUMER PROTECTION, ENSURE CONTRACTORS DO NOT CONSUME REBATES:**

I share the concerns others have voiced about how the CEC can ensure the manufacturers and contractors will not "consume" the rebates through excessive cost increases to the consumers once the rebates are in place. Will there be guardrails in place to protect the consumer? Will there be a way consumers can report failures to comply with the program rules?; will there be oversight and accountability by the CEC? Please include a clear process for consumers to follow if there are problems.

### **PROGRAM VIABILITY AFTER NOVEMBER 2024 ELECTION:**

Please make the rebates available ASAP. If there is a change of administration due to the November election this program may be de-funded by a Republican congress in early 2025 and all benefits lost.

### **EQUIPMENT, INSTALLATION AND UPGRADES MUST BE AVAILABLE TO BENEFIT THE MOST HOUSEHOLDS:**

Many Low/Moderate income households will not be able to afford project costs if electrical upgrade rebates are not available to them. If these rebates are not available until the later phase this will greatly limit who can afford these projects during phase 1. Please include electrical upgrades as part of phase 1.

Thank You