

Shelby Energy Cooperative, Inc.

Guidelines for Appliance Recycling Program – Residential

PROGRAM DESCRIPTION:

Shelby Energy Cooperative's ("Shelby Energy") Appliance Recycling Program ("ARP") is designed to promote the retirement and recycling of inefficient appliances from residential homes by offering a turn-in incentive for working equipment. Qualifying residential end-use cooperative members ("end-use members") are eligible to have their old, inefficient refrigerator or freezer removed at no cost and will be rewarded with a \$50 incentive per appliance. Refrigerators and freezers removed from homes in this program will be properly recycled in an environmentally responsible manner.

AVAILABILITY:

This program is available to all residential end-use members of Shelby Energy Cooperative.

ELIGIBILITY:

The ARP is available to end-use members of Shelby Energy and must meet the following guidelines:

- Must be a residential end-use member of Shelby Energy.
- End-use member must own the appliance(s) being turned in for recycling.
- Qualifying refrigerators and freezers must be full-size (Must be between 7.75 and 30 cubic feet capacity).
- Qualifying refrigerators and freezers must be plugged in, operational, working and cooling when collection team arrives.
- Appliance must be empty and have a clear path for removal.
- Appliance must be picked up from the service address on the end-use member's billing account
- At the request of the end-use member, the pick-up driver may recycle non-qualifying units while recycling a qualifying unit. The driver may choose to recycle any additional non-qualifying units at no cost to the end-use member; however, there will be no end-use member rebate for the pick-up of any non-qualifying unit. No pick-up will be scheduled solely for non-qualifying units. Non-qualifying units are appliances having refrigerants that are either non-working refrigerators or freezers or non-qualifying appliances (i.e. window air conditioners, etc.).
- End-use members may recycle up to two (2) qualifying units per metered account per calendar year

LANDLORD/TENANT RELATIONSHIPS:

Notwithstanding the forgoing, a landlord who owns a qualifying appliance that is used by a tenant who is an end-use member of Shelby Energy shall also be eligible to participate in the ARP program regardless of whether said landlord is also an end-use member of Shelby Energy. A landlord may be eligible for a maximum of two (2) incentives per metered tenant end-user's account per calendar year.

PARTICIPATION PROCESS:

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End-use members seeking to have a qualifying appliance picked up and recycled may enroll in the program through the following process.

1. End-use member calls a toll-free number or schedules online via a link to a portal on Shelby Energy's website. The portal will be developed and managed by the contractor.
2. End-use member provides their account information to contractor's Customer Service Representative ("CSR") or via website. Contractor will verify eligibility.
3. If and when eligibility is confirmed by the contractor, the contractor schedules a pick up date/time and assigns a work order # to that job:
 - Contractor will provide a convenient selection of appointment times for appliance pick-up: Tuesday thru Saturday from 8:00 a.m. to 6:00 p.m. (Early morning and evening hours can be arranged when lighting permits, particularly between the summer and fall equinox)
 - Day prior to pick-up, contractor CSR calls the end-use member to remind them of the scheduled pick-up and that the unit must be working and cooled.
 - Day of pick-up, driver calls end-use member approximately 30 minutes prior to arrival
 - Person at end-use member address must be 18 years of age or older
 - Contractor ensures appliance is eligible – working and cool, 7.75- 30 CF
 - End-use member signs pickup acknowledgment and driver permanently disables appliance
 - Within four (4) weeks, contractor issues the rebate check printed with Shelby Energy's logo.

PAYMENTS:

Qualifying end-use members will receive \$50 per qualifying unit recycled.

TERM:

The ARP program is an ongoing program.