

Q: What appliances have Instant Discount Codes offered?

- \$500 Instant Discount off an ENERGY STAR® Hybrid Water Heater
- \$75 Instant Discount off an ENERGY STAR Smart Thermostat
- \$75 Instant Discount off an ENERGY STAR Clothes Washer
- \$50 Instant Discount off an ENERGY STAR Air Cleaner
- \$25 Instant Discount off an ENERGY STAR Dehumidifier



Q: What is this offer?

SWEPSCO's Arkansas residential customers can receive an instant incentive Discount Code on select ENERGY STAR appliances at participating retail and online shopping locations. Simply use the online tool at SWEPSCO.com/ARdiscount to choose your appliance, and answer a few simple questions to get *instantly* validated as a SWEPSCO customer. A Discount Code is then generated and emailed to you that can be downloaded and/or printed to use at checkout in-store or online depending on the retailer.

Q: Where does it work?

As customers complete the online validation process, they will have the option to choose one of the participating retailers from a drop-down menu.

Participating retailers vary by appliance but include Lowe's in store, lowes.com, The Home Depot in-store, HomeDepot.com, Best Buy in-store, BestBuy.com, Googlestore.com and ecobee.com

IMPORTANT: Incentive Discount Codes will be generated specifically for the retailer selected. Once the customer completes the validation process and clicks "Next," the Discount Code will be generated for the selected retailer. If a customer needs to change the selected retailer, it can be manually canceled and a new Discount Code can be provided by contacting the customer support team at 888-266-3130 or email info@SWEPSCOavings.com.

Q: Who is eligible?

Residential SWEPSCO electric customers residing in the state of Arkansas qualify.

Q: What appliances are eligible, and are there any purchase limits?

Eligible products are the ENERGY STAR certified appliances listed below. For a complete list, please visit <https://www.energystar.gov/products>.

- \$500 Instant Discount Code off an ENERGY STAR Hybrid Water Heater
 - Limit one per eligible customer; must have an existing electric water heater
- \$75 Instant Discount Code off an ENERGY STAR Smart Thermostat
 - Limit one per eligible customer.
 - Homes with multiple HVAC systems may request additional Discount Codes by contacting the customer support team at 888-266-3130 or email info@SWEPCOsavings.com.
- \$75 Instant Discount Code off an ENERGY STAR Clothes Washer
 - Limit one per eligible customer
- \$50 Instant Discount Code off an ENERGY STAR Air Cleaner (purifier)
 - Limit two per eligible customer
- \$25 Instant Discount Code off an ENERGY STAR Dehumidifier
 - Limit one per eligible customer

Q: When does the Discount Code expire?

The instant Discount Code expires on 12/31 of the calendar year. The purchase using the incentive Discount Code must take place on or before 12/31. Discount Codes will not be honored after 12/31.

If an incentive Discount Code is generated, it is final and can only be used at the selected retailer. If the customer wants to change the Discount Code to a different participating retailer, call customer support at 888-266-3130 or email info@SWEPCOsavings.com with a request to manually cancel the issued Discount Code and re-issue a different Discount Code. If an incentive Discount Code is generated, but not redeemed, the customer can still apply for the incentive by [submitting either an online or printed application](#) to SWEPCO.

Q: Is the Instant Discount valid after 12/31?

No, it is not. The instant Discount Code is a promotion allowing customers to instantly receive a discount on eligible ENERGY STAR appliances at the point of purchase instead of having to submit an incentive application. Customers who download the instant Discount Code but don't redeem it before the expiration date, can still apply for the appliance incentive within 90 days of the appliance purchase date at SWEPCO.force.com.

Q: What if I do not own a smart device? How do I get my Discount Code?

You can still get an instant incentive Discount Code by going to [SWEPCO.com/ARdiscount](https://www.swepc.com/ARdiscount) from any computer or tablet and completing the validation process. Once you are validated as a SWEPCO customer, you should receive the Discount Code that you can immediately print. The Discount Code is also emailed for printing, if preferred.

Q: What if I cannot connect to the instant incentive website?

If [SWEPCO.com/ARdiscount](https://www.swepc.com/ARdiscount) is not loading on your browser, try opening a different website in your phone or computer browser to see if it loads. Also try reloading or refreshing the website on the same browser. If that does not work, try accessing the website from a different browser.

Q: Can I click the “Back” button, or will that stop the process of receiving the instant Discount Code?

Until you click the “NEXT” button on the customer information page, none of the input information has been utilized to generate the instant Discount Code, allowing you to use the “Back” button and make any changes in your selection.

IMPORTANT: Once you select “NEXT”, the instant Discount Code is generated with the submitted information. After you receive the Discount Code, you cannot go back and change any submitted information (for example, the choice of thermostat or the retailer).

Entering Customer Information into the Mobile App

Q: Why do I have to enter my personal information?

For SWEPCO to provide the Instant Discount to a customer for qualifying ENERGY STAR appliances, the Arkansas Public Service Commission (APSC) requires that utilities ensure the incentive is received directly by a customer and that the device is installed in the customer’s home. Therefore, SWEPCO must collect customers’ information to comply with APSC guidelines.

Q: Do I put my name, my spouses name or housemate’s name on the form?

Enter the name of the person whose name appears on the SWEPCO account.

Q: What if I cannot remember exactly how my name and address are listed on my SWEPCO bill?

If you do not know whose name is associated with your home's SWEPCO account, reference your SWEPCO bill. If the system is not able to validate you as a SWEPCO customer, a message will appear with a reference number explaining other options.

Q: I mis-stated my home's cooling source/type or other information. How do I correct that information?

If a customer inadvertently disqualifies due to incorrect information or an incorrect address, they should contact the customer support team at 888-266-3130 or email info@SWEPCOsavings.com.

Q: What if a customer's validation is declined ("Sorry, we are unable to verify this address, please try again.")

Try using the "Back" button and make sure the customer's name and address are correctly spelled. Try removing any middle name or initial. After the 3rd attempt, you will receive an error message to contact the customer support team at 888-266-3130 or email info@SWEPCOsavings.com.

Q: Is my email address required? I refuse to provide. Same for my phone number: is it really required?

Your email address and phone number are required to receive the incentive.

TIP: The email address entered during the customer validation process should be the customer's valid email address as the Discount Code will be sent to the email address provided. If the customer inadvertently closes the webpage displaying the Discount Code, the Discount Code can still be accessed from the customer's email account.

Q: If I buy an ENERGY STAR appliance as a gift, can I use my address more than once?

The incentivized appliance purchase must be used for your service address and not another person.

Q: How fast will I receive the incentive?

You will receive the incentive at the time of the purchase. This is an instant incentive Discount Code processed at the retailer's checkout when you purchase an eligible appliance.

Q: What if I own more than one residence within SWEPCO's Arkansas service territory?

Each residence is eligible to receive the instant discount incentives, even if they are owned by the same person. Each Discount Code is single use.

Q: What if an instant Discount Code bar code will not scan at the register?

The cashier should first try typing in the number under the bar code. The program team will work directly with store's Customer Service to address this issue if it occurs. **Note: The bar code should scan from the phone; it doesn't have to be printed out.**

Other options include: Customer can purchase the appliance and submit an application with the receipt for an incentive through SWEPCO.force.com or mail in their form to the address listed on the incentive form.

Q: What if I change my mind on which appliance I want to purchase or which retailer I want to use?

Until the "NEXT" button on the customer information page is clicked, you can go back and make any changes in your selections. However, once the instant Discount Code is generated, the only way to change the selected product or chosen retailer is to contact the SWEPCO customer support team at 888-266-3130 or email info@SWEPCOsavings.com.

Q: Do I have to use my instant Discount Code immediately after I download it, or can I return to the store on a later date?

The instant Discount Code can be used until the expiration date provided on the Discount Code page. The Discount Code expires on 12/31.

Q: What happens if I decide to return the appliance purchase at a later date?

Returns will be handled by each retailer just like any other purchase return. Customers must receive a new Discount Code by contacting customer support at 888-266-3130 or email info@SWEPCOsavings.com.

Q: Is this website secure? Is my personal information secure? Will my information be sold?

Personal information is gathered only for the purposes of providing an incentive. The information is secure and will not be sold or used for any other purposes. See the Terms & Conditions during the validation process.

Q: Who can I contact for more information about the instant discount?

Contact the customer support team: 888-266-3130 or email info@SWEPCOsavings.com.