

## **FREQUENTLY ASKED QUESTIONS ON AC REPLACEMENT SCHEME**

### **OBJECTIVE:**

BSES Yamuna Power Ltd. (BYPL) with the objective to promote Energy efficiency and Green Initiatives among households and bring down the power consumption in National Capital has launched a scheme offering up to 53% discount on Energy-efficient air conditioners.

### **Objectives of the proposed programme are listed as below:-**

- Reduction in the Summer peak load of BYPL
- Flattening of Load Curve
- Initiate phasing out of existing inefficient non star rated ACs
- Accelerate the adoption of efficient BEE 5 star rated ACs
- Enhance awareness about costs and energy savings of BEE 5 star rated ACs among BYPL consumers.

Under the programme, upfront rebate per Air Conditioner (BEE 5 star rated/ inverter) has been offered by BYPL to the consumer in exchange of their old non star rated air conditioner.

### **SCOPE OF THE PROGRAM / SCHEME:**

The program is to replace old ACs (upto 3 star) , and the scheme shall be applicable for 1.5 TR ACs .The old AC will be defined on the criteria like year of manufacture/ purchase, no star label, grey market product and power consumption. Further, a process has been developed in partnership with OEM / Manufacturer to finalize the same.

Target No. of replacements: 10,000 ACs (Capacity: 1.5 TR)

### **1. What is the AC Replacement scheme?**

The scheme is to replace non star ACs with BEE 5 star labelled /inverter ACs .This scheme shall be applicable for 1.5 TR ACs. The old ACs will be defined on the criteria like no star label, grey market product and wattage.

### **2. What is the capacity of the AC offered under this scheme?**

ACs available under the scheme are of 1.5 TR capacity presently.

### **3. How many ACs can be availed under the scheme?**

*The consumers can replace up to three old ACs as per their requirement.*

### **4. What is the criterion for the old AC?**

The AC for replacement should be old (upto 3 star), installed at consumer premises in working condition.

## 5. When and where can the ACs be procured?

Consumer may register his/ her request/ registration:

- Respective BYPL Customer Care Centers
- Call Centre for request (01130079300 ) between 09:00 to 17:00 hours
- Mail with registration form at [BYPL.DSM@relianceada.com](mailto:BYPL.DSM@relianceada.com)

Under the scheme, the Consumer may avail rebate on the following four brands of ACs (Window / Split Inverter):

1. LG
2. Voltas
3. Godrej
4. Hitachi

At the time of registration, the consumer must select the OEM / Manufacturer carefully and the selection shall not be changed at any time after completion of the registration and issuance of Unique Registration Number. The same registration number would be shared with Implementation Agency e.g. selected OEM / Manufacturer. Consumer has to call that OEM / Manufacturer for booking, and then Implementing Agency (IA) would carry out the physical verification of the old installed AC at consumer premises. If found everything in place, new Energy efficient AC would be offered to the consumer.

## 6. What is the complete registration process?

Registration number will be generated through the system only with successful pre-registration of the consumer after verification of documents.

Three forms , i.e. , Registration slip and Post installation form will be provided at Customer Care Center mentioning the same registration no. on it:

Stage 1: During registration BYPL Customer Care executive will keep the signed pre-registration form and handover the printed registration slip, blank Post implementation form and blank indemnity bond to Consumer

Stage 2: Consumer will hand over the registration slip and signed indemnity bond to OEM / Manufacturer while booking selected model of AC and hand over the signed Post implementation form to OEM / manufacturer after installation of new AC at site.

## 7. What documents/evidence are required to be given to get enrolled under the scheme?

Latest Paid Bill Copy	Self Attested ID Proof (any one):	Valid Address Proof (any one):
	<ul style="list-style-type: none"><li>• Passport</li><li>• Voter ID</li><li>• Driving License</li><li>• Aadhar Card</li><li>• Pan Card</li><li>• Photo Id card issued by any Government Agency</li></ul>	<ul style="list-style-type: none"><li>• Sale Deed</li><li>• Registered Conveyance Deed</li><li>• GPA</li><li>• Possession letter</li><li>• Rent Receipt/ Lease Agreement</li><li>• Aadhar Card</li><li>• Cooking gas connection allotment letter</li><li>• Bank passbook/statement of active bank account</li></ul>

The decision of BYPL shall be final in relation to any such proof as acceptable in terms of the scheme.

#### 8. What are the various rebates given under this scheme?

S. No	Name of Manufacturer	Type	Company Warranty in years	Model Name	MRP ₹	Final Landed cost for consumer with 1 year warranty ₹	Final Landed cost for consumer with 3 year warranty ₹
1	Voltas	Window	5	WAC185DZA	32690	17516	18016
2	Voltas	Window	5	WAC185LZH	32890	17492	17992
3	Voltas	Window	5	WAC185ZZP	33090	17511	18011
4	Voltas	Split Inverter	10	SAC185VDZV	66490	31268	31768
5	Voltas	Split Inverter	10	SAC185VDYe	64990	30343	30843
6	Godrej	Split Inverter	10	GSC 18 GIG5DGOG	66300	36783	39983
7	Godrej	Split Inverter	10	GIC18LAH5	67000	42373	45573
8	Godrej	Split Inverter	7	GIC 18 TINV5	65500	37903	41103
9	Godrej	Window	7	GWC18UGZ5	32000	18550	21250
10	Godrej	Window	7	GWC18TGZ5	32000	18621	21321
11	Godrej	Window	7	GWC18SGZ5	32000	18487	21187
12	LG	Split Inverter	10	JSQ-18HUZD	59490	32700/31700*	38500/37500*
13	LG	Split Inverter - WiFi	10	JSQ-18KUZD	61490	34200/32700*	40000/38500*
14	LG	Split Inverter - Super	10	JSQ-18HYZD	68990	37650/36150*	43500/42000*
	LG	* Special LG rates valid for June and July'18					
15	Hitachi	Window	5	RAW518KUDZ1	34790	20638	21038
16	Hitachi	Split Inverter	5	RSB518HBEA	59990	37049	37449

#### 9. Who is eligible for the scheme?

**All domestic consumers are eligible to participate irrespective of their monthly consumption**

- Consumer should have a metered connection from BYPL
- There should not be any outstanding on the electricity connection.
- Consumer should have old AC (upto 3 star) in a working condition

#### 10. Is the scheme valid for industrial and commercial consumers?

No. The scheme is only valid for domestic consumers of BYPL

#### 11. In how many days will the AC be installed at the premises?

The implementing agency will install the AC within 15 days from the date of order booking.

#### 12. Why BEE 5 star labeled /inverter AC? What are the advantages?

Input electrical load of Inverter AC varies in a range min to max of rated capacity as per its cooling load, however fixed speed AC operates only at full rated capacity only. In this way Inverter AC provides better energy saving than the conventional fixed speed AC.

### Savings against exchange of old non star rated AC with 1.5 Ton 5 Star/Inverter AC

Star Rating	Power Consumption (Watts)	Energy Consumption per year in units	Annual Electricity Cost (₹)	Electricity Cost savings per year compared to Non Star AC
Non Star	2364	2127	16134	None
5-Star Window	1500-1575	1418	8546-10745	5389
5- Star inverter split	1345-1450	1305	9892	5384-6242

#### 13. What is the validity of the registration slip?

The Unique Registration Number issued to the consumer is valid for a period of 15 days from the date of issue to the consumer and if the same is not availed within the period, the Consumer will not get the opportunity to avail the scheme after expiry of the period of the registration number.

#### 14. What is the validity of the scheme?

It is a limited period and limited quantity offer. The scheme shall be valid till 30.05.2019 or till stock lasts. It is based on first come first serve basis.

#### 15. What if there is an after sales problem?

In case of any defect, deficiencies in after sale services or in the product quality or performance availed under the scheme, any such issues, complaints; disputes arising thereon shall be solely dealt by consumers with the Manufacturer only.

BYPL shall in no way be responsible, liable for the quality, performance of the product and after sale services to be provided by the manufacturer, dealer etc.

BYPL in no manner endorses the quality, performance of the product (air conditioner) or manufacturer's claims on the product and is relying upon the market research and other product surveys so produced by the manufacturer/dealers only.

#### 16. What if I have not paid my electricity bill in more than 3 months and want to take part in the scheme?

If the consumer is a defaulter and clears his electricity bill arrears and produces receipt of last payment (clearing all outstanding) before registration, he will be eligible for the scheme on producing evidence (original receipt of last payment wherein all outstanding amount has been paid) of the same.

#### 17. What if I am a new consumer and my details have not been updated in the BYPL database. Will I be able to avail the AC under the scheme?

If you are a new consumer, you will be able to avail the offer as per the T&C of the scheme. You have to provide proof of availing electricity connection.

#### 18. What is difference between fixed speed AC and Inverter technology AC?

Inverter technology AC is different from conventional fixed speed BEE 5 star AC as its compressor operation principal is also different. Input electrical load of Inverter AC varies in a range min to max of rated capacity as per its cooling load, however fixed speed AC operates only at full rated capacity only. In this way Inverter AC provided better energy saving than the conventional fixed speed AC.

**19. What all documentation required in case where tenant is applicant and connection in owner's name or other than owner's name?**

If any tenant want to avail the scheme, he has to take NoC from holder of CA no. who has to take care of all legal responsibilities as mentioned in registration form and indemnity bond.

**20. What would happen to the old AC that has been replaced under the scheme**

The old ACs collected under the scheme would be disposed off in an environmental friendly manner to avoid misuse as well as safety hazards. For this purpose, the three leads (phase, neutral and capacitor point) from the sealed compressor tank shall be cut in the presence of the consumer. Subsequently, the old ACs shall be restored in the OEM warehouse from where the same shall be disposed of as per the applicable laws through an authorized disposal agency. The disposal certificate shall also be issued by such agency.