

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 program 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 program, 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 upto 3 star ACs, and the scheme shall be applicable for 1, 1.5 & 2 TR ACs .The non-star rated 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: 1/1.5/2 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 1/1.5/2 TR ACs. The old upto 3 star 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 1/1.5/2 TR capacity presently.

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

The consumers can replace up to three old upto 3 star ACs as per their requirement.

4. What is the criterion for the old AC?

The AC for replacement should be old upto 3 stars, installed at consumer premises in working condition. The actual power consumption of old ACs would be measured by OEM personnel during physical verification.

5. When and where can the ACs be procured?

Consumer may register his/ her request/ registration from:

- 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

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

1. LG
2. Voltas
3. Godrej
4. Hitachi
5. Bluestar
6. Daikin

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 no. 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: - registration slip, post installation form and indemnity bond will be printed 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): <ul style="list-style-type: none">• Passport• Voter ID• Driving License• Aadhar Card• Pan Card• Photo Id card issued by any Government Agency	Valid Address Proof (any one): <ul style="list-style-type: none">• Sale Deed• Registered Conveyance Deed• GPA• Possession letter• Rent Receipt/ Lease Agreement• Aadhar Card• Cooking gas connection allotment letter• Bank passbook/statement of active bank account
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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	Model Name	TR	MRP ₹	Final Landed cost for consumer with 1 year warranty ₹	Final Landed cost for consumer with 3 year warranty ₹
1	Blue Star	Window	5W13GA	1	30000	17483	19253
2	Blue Star	Window	5W18GA/LD	1.5	37500	17583	19353
3	Blue Star	Split Inverter	BI/BO -5CNHW12QATU	1	50000	30910	33270
4	Blue Star	Split Inverter	BI/BO -5CNHW12PAFU	1	54000	31245	33605
5	Blue Star	Split Inverter	BI/BO-5CNHW18QATU	1.5	63000	34507	36867
6	Blue Star	Split Inverter	BI/BO-5CNHW18PAFU	1.5	64500	34372	36732
7	Blue Star	Split Inverter	IC524DATU	2	75000	50761	53121
8	Daikin	Split Inverter	FTKG35TV16W / RKG35TV16W	1	46400	32898	33898
9	Daikin	Split Inverter	FTKG50TV16U / RKG50TV16U	1.5	53800	37298	38298
10	Hitachi	Window	RAW511KUD	1	34190	20263	20663
11	Hitachi	Window	RAW518KUDZ1	1.5	40690	20638	21038
12	Hitachi	Split Inverter	RSFG512HCEA	1	47790	33179	33579
13	Hitachi	Split Inverter	RSOG518HCEA	1.5	60090	37049	37449
14	Hitachi	Split Inverter	RMOG524HCEA	2	74190	46656	47056
15	Voltas	Window	WAC125DZA	1	28490	17832	18332
16	Voltas	Window	WAC 185 LZH-R32	1.5	34690	17444	17944
17	Voltas	Window	WAC 185 DZA-R32	1.5	34590	17471	17971
18	Voltas	Window Inverter	WAC 185V DZA	1.5	37990	21711	22211
19	Voltas	Split Inverter	SAC 125V DZ(R-32)	1	55990	26922	27422
20	Voltas	Split Inverter	SAC 125V DZW(R-32)	1	55990	26922	27422
21	Voltas	Split Inverter	SAC 185V JZJ (R32)	1.5	68990	28298	28798
22	Voltas	Split Inverter	SAC 245V DZV (R32)	2	82990	39319	39819
23	Godrej	Window	GWC18SGZ5	1.5	32000	18487	21187
24	Godrej	Window	GWC18DTC5	1.5	34900	20093	22793
25	Godrej	Split Inverter	GSC12GIG5DGOG	1	57500	33014	36224
26	Godrej	Split Inverter	GIC 12 GTC 5	1	56900	33559	36769
27	Godrej	Split Inverter	GIC18MTC5	1.5	69900	37373	40573
28	Godrej	Split Inverter	GIC18ETC5	1.5	68900	37387	40587
29	Godrej	Split Inverter	GSC 18 GIG5DGOG	1.5	66300	36783	39983
30	Godrej	Split Inverter	GIC18LAH5	1.5	67000	42373	45573
31	Godrej	Split Inverter	GIC 18 TINV5	1.5	65500	37903	41103
32	Godrej	Split Inverter	GIC 24 MGP5	2	71000	45368	48568
33	Godrej	Split Inverter	GIC 24 BAH 5	2	67000	45368	48568
34	LG	Window Inverter	JW-Q18WUZA	1.5	48990	27480	31080
35	LG	Split Inverter	KS-Q12ENZA	1	46990	29077	35377
36	LG	Split Inverter	KS-Q12HNZD	1	47990	29677	35977
37	LG	Split Inverter	KS-Q12FNZD	1	48990	30077	36377
38	LG	Split Inverter	KS-Q12MWZD	1	52990	30677	36977
39	LG	Split Inverter	KS-Q18ENZA	1.5	53990	30852	37152
40	LG	Split Inverter	KS-Q18HNZD	1.5	54490	31352	37652
41	LG	Split Inverter	KS-Q18FNZD	1.5	57990	31852	38152
42	LG	Split Inverter	KS-Q18MWZD	1.5	59990	32852	39152

*5 years of warranty in case of Voltas

9. Who is eligible for the scheme?

Eligibility Criteria 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 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 1/1.5/2 Ton 5 Star/Inverter AC

Ton (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 (Rs)
1 ton	Non Star	1460	1314	9960	None
	5-Star Window	1030	927	6711	3249
	5- Star inverter split	830	747	5408	4552
1.5 ton	Non Star	2364	2127	16134	None
	5-Star Window	1490	1341	9709	6425
	5- Star inverter split	1350	1215	8797	7337
2 ton	Non Star	3000	2700	20466	None
	5-Star Window	-	-	-	-
	5- Star inverter split	1600	1440	10426	10040

The above calculations are for illustration purpose only. Actual consumption may vary due to usage pattern. One can save up-to a maximum of electricity cost as shown in the last column.

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 provides 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 wants 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.