

## **Fridge & Freezer Farewell Program FAQ**

### **What is the Fridge & Freezer Farewell Program?**

The Fridge & Freezer Farewell Program is an energy efficiency program designed to reduce energy usage by removing less efficient refrigerators and freezers from residences across participating electric service territories. The program will include scheduling and free appliance pick-up at the customer's home, transportation of the collected units to a local recycling facility, and recovery and recycling of appliance materials along with an incentive for each appliance recycled.

### **Is Lumbee River EMC offering an incentive as part of this program?**

Customers will receive free removal and recycling of their appliance, as well as an incentive of \$50 per appliance for participation, with a limit of two appliances per year.

### **Who can participate?**

All participating Lumbee River EMC customers are eligible to participate in this program. Customer's must own the appliance and may only recycle two appliances per program year.

### **What Appliance(s) qualify?**

Secondary refrigerators and freezers. Appliances must be between 10-30 cubic feet, readily accessible for removal, plugged-in, demonstrated to be working (cooling) and empty at the time of collection. The appliance(s) must be located at the customer's residence at the time of pickup.

### **Will other appliances be accepted?**

Currently only working (cooling) refrigerators and freezers are accepted through the program.

### **What happens to the refrigerator and/or freezer once collected?**

The units are sent to a local recycling facility where the materials are recycled, and hazardous waste is disposed of in an environmentally safe manner; in compliance with the Environmental Protection Agency's Responsible Appliance Disposal (RAD) program.

### **How am I able to schedule my Appliance for pickup?**

Customers are able to schedule collection of their unit by either calling the program toll free or by scheduling online.

### **How long will it take to receive my incentive?**

Approximately 4-6 weeks.

### **Will I be able to drop off my appliance at the designated recycling center?**

No, the designated recycling center will not be open to customers.

**Do I have to be present at the time of pick-up?**

Customers are responsible for having an authorized adult, age 18 or older, present at the time of the scheduled pick-up. The customer, or customer's representative, must sign appropriate company forms to release ownership of the appliances for removal and recycling.

**How will I know if my appliance qualifies for the program?**

Appliances must be between 10-30 cubic feet, readily accessible for removal, plugged-in, demonstrated to be cooling and empty at the time of collection. The Appliance(s) must be located at the Customer's residence at the time of pick-up. Customers scheduling on-line will have to answer a series of questions about the appliance(s) before the process can be completed. Customers who call the customer service center will be asked a series of questions about their appliance(s) by an ARCA customer representative. These representatives will assist the customer in determining whether or not their appliance(s) qualify for the program before the scheduling process is finalized.

**Who is Appliance Recycling Centers of America, Inc. (ARCA)?**

ARCA is a Minnesota based recycling company that has partnered with Lumbee River EMC for this program. ARCA is one of the nation's largest recyclers of major household appliances for the energy conservation programs of electric utilities, and currently provides services for 175 utility programs in the U.S. and Canada. ARCA representatives will be scheduling pick-ups and recycling units for this program.

**How are collection dates and times established?**

When calling or scheduling online, customers will be able to choose from several pickup dates specific to their location. One to two days prior to scheduled collection date, a representative will contact customers to provide them with a two to four hour window for collection time. On the customer's scheduled collection date, collectors will contact customers while in route to confirm appointment times.

**What should I do to prepare for my pickup appointment?**

Make sure your appliance is empty, plugged in and cooling. Also, make sure the pickup crew has clear access to enter the home and remove the appliance. This may mean moving any furniture or valuables to allow plenty of room for the crew to maneuver the appliance. Also, if any doors need to be removed from their hinges for the appliance to fit through the doorway, we ask that customers have these areas cleared prior to the crew's arrival. Our customer service center can answer specific questions regarding accessibility.

**Who should I contact if I have additional questions about the Fridge & Freezer Farewell Program?**

If you have any additional questions, please call 877.341.2310.