

## Questions for Your Contractor

Xcel Energy requires customers to use participating contractors to qualify for the Residential Heating program to ensure energy efficiency and quality installation. Participating contractors can be found at [xcelenergy.com/COTrades](https://www.xcelenergy.com/COTrades). The contractors you will find listed on the site have met certain criteria which allow them to offer rebates. Xcel Energy does not guarantee or warrant the work of the contractors listed.

**Here are a few of the questions that are important to ask when selecting a contractor:**

### About their company

1. Can you show me your company listing as a participating residential contractor on [xcelenergy.com/COTrades](https://www.xcelenergy.com/COTrades)?
2. How many Xcel Energy rebates did you do last year?
3. What is your rating with the Better Business Bureau?
4. Who can vouch for the quality of your work?
5. Are you licensed and insured? May I see proof?
6. Will you pull a permit? Is that covered in your quote?
7. Why should I choose your company over other companies?

### About their equipment

1. Who manufactures the furnace?
2. Is the furnace at least 95% efficient?
3. Does your quote include an EC Motor?

### About their quote

1. Will additional venting/piping be necessary? If so, what is the cost? Is that cost included in your quote?
2. Will drywall/finish repair work be needed? Is that included in your quote?
3. Do you offer financing?
4. What additional savings can you provide if we replace our AC system at the same time?

### About their service costs

1. What is the product warranty?
2. Is labor included?
3. How much do you charge for a service call?
4. Is there an additional trip charge?

### Setting expectations

1. Will you complete Xcel Energy's rebate paperwork on our behalf?
2. How long will it take you to have the final bid to me?
3. What is your lead time for installing the equipment, once we make the decision?



**For more information, call 800.895.4999**