

## **SCE&G EnergyWise Savings Store Frequently Asked Questions**

### **What is the SCE&G EnergyWise Saving Store?**

The SCE&G EnergyWise Saving Store is an online marketplace that offers SCE&G residential electric customers energy saving products. The Store offers energy efficiency products at near-wholesale prices that already include incentives, eliminating the need for you to complete a separate rebate application.

### **Why is SCE&G EnergyWise offering energy saving products?**

The SCE&G EnergyWise Saving Store is one of many efforts we have launched to give customers the tools to make a real difference in their energy use and costs.

The environment also benefits. Helping our customers use less energy reduces the need for us to run older, less efficient power plants, and can also help delay the need to build new plants.

### **What types of energy efficient products will I find in the store?**

The SCE&G EnergyWise Saving Store offers Energy Star LED bulbs, advanced power strips and smart lighting products. Additional energy efficient products may be added in the future.

### **How many products can I purchase online?**

Customers may purchase 15 bulbs, 2 Advanced Power Strips and 2 Smart Lighting products per year from date of purchase.

### **Are there compliance requirements for products purchased on the SCE&G EnergyWise Savings Store?**

Yes. Purchasers of products from the store must agree to comply with the following:

- You will install the products in accordance with the respective product installation requirements found on each product page.
- You will install the products at the premise address associated with the account number under which the products are purchased.
- You will not resell any products purchased from the SCE&G EnergyWise Saving Store.

### **How and where can I recycle CFLs?**

Please visit the [EPA website](#) for suggestions on recycling CFLs.

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

Depending on the method of shipping, orders for in-stock products ship within one or two business days. Customers receive automatic shipping confirmation emails from the vendor and/or carrier.

### **How can I check the status of my order?**

You can check the status of your order by selecting the "Package Tracking" link located under Support on the left side of the store site home page.

### **How long will it take to receive an item on backorder?**

If products are backordered, EFI will provide an estimated ship date during the checkout process and by email.

**Whom do I contact if I have questions about my order?**

If you placed an order at the EnergyWise Savings Store, please call 1-877-510-7234.

**Do you accept payment by purchase order?**

No, EFI does not accept payment by purchase order.

**What forms of payment can I use in the SCE&G EnergyWise Savings Store?**

EFI will accept payment by Check, MasterCard, VISA, Discover or American Express. All transactions are in U.S. dollars. Your payment will be preauthorized prior to shipping but charges are not posted to your credit card until after the order has shipped.

**Where can I ship the products I ordered?**

During checkout, you will be asked to provide a shipping address. You must be a residential electric customer of SCE&G, with a delivery address in South Carolina within zip codes served by SCE&G electric. However, please remember that when purchasing items in the SCE&G EnergyWise Savings Store, you agree to install the products at the premise address.

**Who is Energy Federation Inc. (EFI)?**

EFI has been helping people and organizations economically purchase quality conservation products since 1982. During that time, EFI has grown to become a leading distributor of energy efficiency-related products through utility-based programs. SCE&G chose to collaborate with EFI because EFI's high level of service makes it easy for our customers to purchase energy saving items through the SCE&G EnergyWise Saving Store.