

## SPONSORS

The *Environments For Living*® program are proud to list the following organizations among our sponsors:



The *Environments For Living*® program was launched in 2001 in response to a growing need for professional services to support regional and national home builders in applying building science and energy-efficient construction practices in the field.

[environmentsforliving.com](http://environmentsforliving.com)

TopBuild Home Services, Inc. • 260 Jimmy Ann Drive, Daytona Beach, FL 32114 • Tel: 866-912-7233

# UNDERSTANDING *your* Limited Guarantee

# What does the heating & cooling energy use limited guarantee cover

The limited guarantee covers two items, comfort and the amount of energy that it will require to heat and cool your home, typically measured in Kilowatt hours and/or therms.

ELECTRIC USAGE IS MEASURED IN KILOWATT HOURS

## KWh

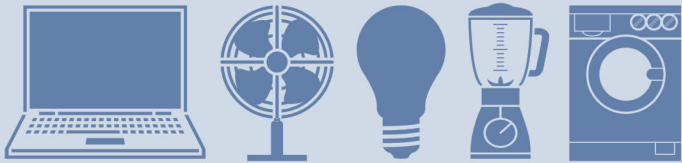
a unit of energy equal to the work done by a power of 1000 watts operating for one hour

NATURAL GAS USAGE IS MEASURED IN THERMS

## therms

a measurement of energy, or heat, equal to 100,000 BTU (British thermal units)

### EXAMPLES OF PLUG LOAD ITEMS THAT ARE NOT COVERED



## What does the guarantee NOT cover

The limited guarantee does not cover the energy you use for any items other than your heating and cooling equipment, including hot water tanks, lights, cooking, appliances, clothes washing and drying, spas, pools, etc. These items which are sometimes referred to as “plug load” or “domestic usage” are very variable due to size of family and lifestyle. Because of this variability we are not able to guarantee them as part of the program. It also does not cover imprudent energy use.

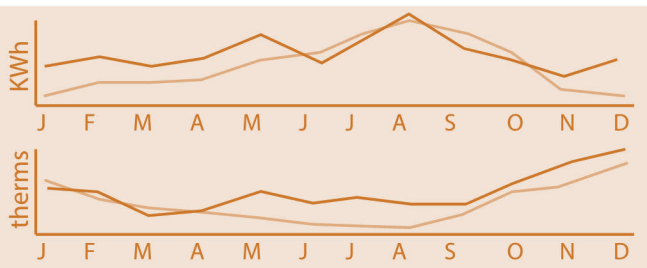
## Does the guarantee cover the cost of my heating and cooling portion of the bill

NO, the limited guarantee is for the amount of energy used to heat and cool your home, not the actual cost. We do not control the cost of energy so we are not able to guarantee the actual dollar amount.

### EFFICIENCY VS USAGE

Your car's miles per gallon rating (mpg) is how efficiently it is expected to use gas.

How much you spend on gas depends on how far you go and how much a gallon of gas costs.



## How do we determine the energy used to heat and cool your home

We perform an Account Analysis in which we estimate the amount of your total energy use that applies to heating and cooling your home over a 12 month Period. For more detail, please see the Annual Account Analysis section in the guarantee at [environmentsforliving.com](http://environmentsforliving.com).

## How do I know if I have exceeded the guaranteed energy usage amount for my home

You may submit a claim, in writing, within 30 days of the end of the applicable 12 month period. For example, any claim for the first year of the limited guarantee must be submitted within 30 days after the first anniversary of the start date. You must include copies of your actual detailed monthly utility statements for your home for the applicable period and proof of the HVAC system maintenance and service work with your claim. Claims should be sent to TopBuild Home Services, c/o *Environments For Living* program, 260 Jimmy Ann Drive, Daytona Beach, FL 32114.



▶ Please see the guarantee for details and limitations at [environmentsforliving.com](http://environmentsforliving.com)