



Frequently Asked Questions (FAQ)

Q: Can I finance something I have already had done (or already purchased)?

A: No. That is called “re-financing” and is prohibited in the BeSMART Guidelines. Borrowers cannot have any work done or make any purchases until they receive their BeSMART funding check(s).

Q: Can I finance Energy Star appliances for my home?

A: Yes, BUT there are no Energy Star compliant Stoves, Ovens, or Microwave Ovens.

Q: Can I finance my Solar panels and storage system with the BeSMART Loan?

A: You can only finance your Solar project with 50% of your total loan. Example: If you borrow \$10,000 for Insulation or HVAC, then you can borrow \$10,000 for your Solar Panels – total loan of \$20,000 and 50% is used for Solar Panels.

Q: What is the process for getting a BeSMART Loan?

A: Fill out the Online Application, provide Drivers License, 30 Days of Pay Stubs, and a recent Mortgage Statement. We then send you a Docusign that allows you to privately send us your Social Security number and give us consent to obtain your Credit Report. We will also need an estimate or proposal from your contractor or an estimate form a retailer for any appliances you wish to finance. We then send you a set of Loan Documents and you sign/return them. Then, we send you a 30% Down Payment 2-Party Check with your name and the Contractor’s Name (if it is a retail purchase, with no contractor, then it is a 1-Party check to you). Upon completion, you and the Contractor sign Certificates of Completion and we then send you the remaining 70% 2-Party Check. Then you start making payments on the loan.

Q: Do you have a list of Approved or Qualified Contractors?

A: No. We want you to work with your choice of any contractor that is Licensed and Insured in Maryland. We will require proof of their License and Insurance.

Q: Do you offer rebates? How can I get a rebate for my Insulation/Appliances/HVAC/Hot Water Heater?

A: Rebates May be available through the Energy Audit Program of your utility (See links below):

- [BGE](https://bgesmartenergy.com/residential/help-me-save/home-performance) (<https://bgesmartenergy.com/residential/help-me-save/home-performance>)
- [PEPCO](https://homeenergysavings.pepco.com/md/residential/home-performance-with-energy-star-program) (<https://homeenergysavings.pepco.com/md/residential/home-performance-with-energy-star-program>)
- [Delmarva Power](https://homeenergysavings.delmarva.com/md/residential/home-performance-with-energy-star-program) (<https://homeenergysavings.delmarva.com/md/residential/home-performance-with-energy-star-program>)
- [Potomac Edison](https://energysavemd-home.com/home-performance/) (<https://energysavemd-home.com/home-performance/>)
- [SMECO](https://www.smeco.coop/energy-efficiency/residential-programs/) (<https://www.smeco.coop/energy-efficiency/residential-programs/>)

Q: Can I have a Term less than 10 years for my BeSMART Loan?

A: Yes, you can choose the number of months or years for your loan payback.

Q: Are there any pre-payment penalties on the BeSMART Loan? Can I pay it off early and avoid interest?

A: There are no pre-payment penalties when paying off the BeSMART Loan early. You CAN avoid interest by paying off the loan early.

Q: What can I finance on the BeSMART Loan? Can I finance my kitchen or bath remodeling project? My roof replacement?

A: BeSMART will ONLY finance Energy Efficiency projects:

- Insulation and air sealing
- ENERGY STAR® heating and cooling systems
- ENERGY STAR® hot water heating equipment
- ENERGY STAR® appliances, windows, doors
- Lighting and controls
- Programmable and smart thermostats
- Ceiling fans and ventilation fans
- Geothermal heat pumps
- Solar photovoltaic – See Details in this FAQ
- Health and safety costs related to energy improvements – See details in this FAQ
- Other improvements identified in a certified energy audit

Q: Can I finance Mold Remediation?

A: Yes, your BeSMART Loan may include Mold Remediation or Radon Mitigation at up to 25% of the total loan.

Example: Insulation is financed at \$7,500 and Mold Remediation is added at \$2,500. Total Loan is \$10,000 and 25% of that is for Health and Safety – Mold Remediation.