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## PROGRAM ADMINISTRATION

IDAHO

*NON RESIDENTIAL ENERGY EFFICIENCIES Program Year 2021*

### *Program Description*

The commercial, industrial, and agricultural energy efficiency program portfolio is offered through a single Non-Residential Energy Efficiency program called Wattsmart Business.

Wattsmart Business is designed to influence new and existing non-residential customers to increase the efficiency of electric energy usage both through the installation of efficient equipment as well as adoption of improved energy management protocols. Qualifying measures include those which produce verifiable electric energy efficiency improvements compared to an established baseline.

### *Program Administration*

Wattsmart Business offerings include:

- **Typical Upgrades:** streamlined incentives for lighting, HVAC, compressed air, and other equipment upgrades that increase electrical energy efficiency and exceed code energy efficiency requirements.
- **Small Business Direct Install:** provides enhanced incentives for lighting retrofits installed by a Rocky Mountain Power contractor at eligible small business customer facilities.
- **Midstream/LED instant incentive:** Provides instant, point-of-purchase incentive for LED lamps and retrofit kits sold through qualifying participating distributors. Customers purchasing lamps from non-participating suppliers can apply for incentives after purchase.

WATTSMART®

- Custom Analysis: investment-grade energy analysis studies and recommendations for more complex projects.
- Energy Management: a system of practices that creates reliable and persistent electric energy savings through improved operations, maintenance, and management practices in customer facilities. The offer provides expert facility and process analysis to help lower energy costs by optimizing customer's energy use. Energy management projects can range in size from small Tune-ups to the robust Strategic Energy Management offering.
- Energy Project Manager Co-funding: a co-funded staff resource within a customer facility to identify and implement energy projects. Customers establish an annual energy savings goal that exceeds one million kWh and receive Energy Project Manager Co-funding proportionate to that goal (subject to caps).

On July 1, 2019 Rocky Mountain Power Wattsmart Business solutions shifted to a fully contracted model, meaning all program delivery became administered by contracted implementers. The change in program administration was intended to improve customer experience and program performance by reducing project timelines and adding more contracted staff dedicated to Idaho Wattsmart Business participants. The 2020 program year provided a full year implementing program offerings in this model.

#### *Contracted DSM Delivery*

The Contracted DSM delivery model targets typical measure upgrades that serve small to medium sized business customers and, to a lesser extent, large business customers. It also targets large customers with relationship management and custom engineering services via dedicated project managers. Administration is provided through Company contracts with Nexant, Inc. ("Nexant"), Cascade Energy ("Cascade") and Willdan Energy Solutions ("Willdan").

Nexant and Cascade manage vendor coordination, training and application processing services for commercial and industrial/agricultural measures, respectively. Cascade also manages customer relationship management and custom energy analysis services for large customers. Willdan manages the Small Business Direct Install offer.

Nexant and Cascade are responsible for the following:

- Vendor engagement – includes outreach, recruiting, training, supporting and assisting participating Wattsmart Business vendors and distributors to increase sales and installation of energy efficient equipment at qualifying business customer facilities.
- Incentive application processing and administrative support – includes handling incoming inquiries as assigned, processing incentive applications, developing and maintaining

standardized analysis calculation tools, providing program design services, and evaluation and regulatory support upon request.

- Nexant provides incentive payment processing and delivers incentive checks to commercial customers and vendors.
- Company assists Cascade in incentive payment processing and delivery of incentive checks to industrial customers and vendors.
- Facilitation services for small/medium customers interested in non-Typical measures, including analysis and incentive management for Custom and Energy Management projects.
- Inspections – includes verifying the installation of completed measures on an on-going basis via a combination of on-site and remote verification approaches.
- Cascade provides relationship management and analysis for large customers, including Custom, Energy Management and Energy Project Manager Co-funding projects. Services also include quality assurance and verification of savings to ensure program compliance and customer satisfaction.
- Support of Company marketing personnel in matching program digital and print marketing collateral to the needs of small/medium customers and Wattsmart Business vendors.
- Managing savings acquisition to targets within budget.
- Continual improvement of program operations and customer satisfaction.

Willdan is responsible for:

- Small Business Direct Install (SBDI) – includes direct customer outreach, energy assessment, product supply, product installation, project inspection, incentive processing, and administrative support (handling incoming inquiries as assigned, processing incentive applications, developing and maintaining standardized analysis tools, providing program design services, and evaluation and regulatory support upon request).
- Managing savings acquisition to SBDI targets within budget.
- Continual improvement of SBDI program operations and customer satisfaction.