



POWERING YOUR GREATNESS

3/21/2023

## PROGRAM ADMINISTRATION

IDAHO

*WATTSMART HOMES Program Year 2022*

### *Program Description*

The Wattsmart Homes program is designed to provide access to incentives for using more efficient products and services installed or received by residential customers in the following housing types:

- New Construction Homes
- Single Family Existing Homes
- Multi-family Housing Units
- Manufactured Homes

### *Program Administration*

The *Wattsmart Homes* program is administered by CLEAResult and Evergreen Consulting who are responsible for:

- Retailers – CLEAResult and Evergreen Consulting identifies, recruits, supports, and assists retailers to increase the sale of energy efficient lighting, appliances, and electronics. CLEAResult enters into promotion agreements with each manufacturer and retailer for the promotion of discounted LED bulbs, evaporative coolers, room air conditioners, and smart thermostats. The agreements include specific retail locations, products receiving incentives and not-to-exceed annual budgets. Evergreen Consulting is responsible for supporting retailers and ensuring accurate marketing materials are displayed in retail locations for the promotion of discounted products.
- Trade ally engagement – Evergreen Consulting provides trade allies with program materials, training, and regular updates.
- Inspections – Evergreen Consulting is responsible for inspections that verify the installation of measures.

- All program administrators are responsible for managing savings acquisition to targets within budget for the specific program channels they are responsible for.
- All program administrators are responsible for continual improvement of program operations and customer satisfaction.
- Incentive processing and call-center operations – Rocky Mountain Power call center agents work directly with customers to answer questions about the program, application status, and payment status. Inquiries that require more detailed information are transferred to the appropriate program administrator. CLEAResult receives requests for incentives, determines whether the applications are completed, works directly with customers when information is incorrect and/or missing from the application and processes the application for payment.