



6/2/2021

PROGRAM ADMINISTRATION

WATTSMART HOMES WYOMING Program Year 2020

Program Description

The Wattsmart Homes program, is designed to provide access to and incentives for more efficient products and services installed or received by customers in new or existing homes, multi-family housing units or manufactured homes for residential customers under Electric Service Schedules 2 or 18. Landlords who own property where the tenant is billed under Electric Service Schedules 2 or 18 also qualify for the program.

Program Administration

The Wattsmart Homes program is administered by CLEAResult and Evergreen Consulting, together they are responsible for the following:

- Retailers – CLEAResult and Evergreen Consulting identify, recruit, support and assist 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, and appliances. The agreements include specific retail locations, products receiving incentives and not-to-exceed annual budgets. Evergreen Consulting is responsible to support retailers and ensure accurate marketing materials are displayed in retail locations for the promotion of discounted LED bulbs, evaporative coolers, and appliances.
- Managing savings acquisition to targets within budget.
- Continual improvement of program operations and customer satisfaction.

- Trade ally engagement – Evergreen Consulting provides participating weatherization and HVAC trade allies with program materials, training, and regular updates.
- Inspections – Evergreen Consulting is responsible for inspections that verify the installation of measures.
- Incentive processing and call-center operations – Call Center operations transitioned to the Rocky Mountain Power call center in June of 2020. The agents work directly with customers to answer questions about the program, application status, and payment status. Inquiries that require more detailed information are then 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.
- Program specific customer communication and outreach – A summary of the communication and outreach conducted on behalf of the Company is outlined in the Communication, Outreach and Education section.