

1/26/2022

## PROGRAM ADMINISTRATION

### CALIFORNIA

#### *HOME ENERGY SAVINGS Program Year 2021*

#### *Program Description*

The *Home Energy Savings* 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 D, DL-6, DS-8, DM-9, or NEM-35. Landlords who own property where the tenant is billed under Electric Service Schedules D, DL-6, DS-8, DM-9, or NEM-35 also qualify for the program.

#### *Program Administration*

The Home Energy Savings program is administered by Resource Innovations in addition to multiple retailers and trade allies who assist in delivering energy efficient products on behalf of the Company. The program administrators are responsible for:

- Retailer and trade ally engagement – Resource Innovations identifies, recruits, and supports retailers to increase the sale of energy efficient appliances, plumbing and weatherization. HVAC, plumbing and weatherization trade allies engaged with the program are provided with program materials, training, and regular updates.
- Inspections – Resource Innovations conducts inspections to verify on an on-going basis the installation of measures.
- All program administrators are responsible to manage 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 – Resource Innovations receives all requests for incentives, determines whether the applications are completed, works directly with customers and trade allies when information is incorrect and/or missing from the application, and processes the application for incentive payment.



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- Program specific customer communication and outreach – This includes media buys, outreach events, development of collateral materials, point of purchase (POP) displays, trainings, mailings, and website updates, as applicable.

<https://www.pacificorp.com/environment/demand-side-management.html>

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