

3/29/2022

PROGRAM ADMINISTRATION

WASHINGTON

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 16, 17 or 18. Landlords who own property where the tenant is billed under Electric Service Schedules 16, 17 or 18 also qualify for the program.

Program Administration

The Home Energy Savings program is administered by Resource Innovations, Inc. (RI, formerly Nexant) working with subcontractors and multiple retailers and trade allies who assist in delivering energy efficient products to customers. The program administrator is responsible for:

- Retailer and trade ally engagement – RI identifies, recruits, supports, and assists retailers to increase the sale of energy efficient lighting, appliances, and electronics. RI enters into promotion agreements with each lighting manufacturer and retailer for the promotion of discounted lighting equipment. The agreements include specific retail locations, lighting products receiving incentives and not-to-exceed annual budgets. Weatherization and HVAC trade allies engaged with the program are provided with program materials, training, and regular updates.
- Implementation of direct install measures -
- Inspections – RI recruits and hires inspectors to verify on an on-going basis the installation of measures.
- incentive processing and call-center operations – RI receives all requests for incentives, determines whether the applications are completed, works directly with customers when information is incorrect or missing from the application and processes the application for payment.
- Program design and updates, continuous improvement, and customer satisfaction.

- 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. A summary of the communication and outreach for the program is available here at the following web link:
<https://www.pacificorp.com/environment/demand-side-management.html>