

5/5/2021

PROGRAM ADMINISTRATION

UTAH

*WATTSMART HOMES 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 1, 2, or 3. Landlords who own property where the tenant is billed under Electric Service Schedules 1, 2, or 3 also qualify for the program.

Program Administration

The *Wattsmart Homes* program is administered by CLEAResult, Nexant, ICAST, and AM Conservation Group, 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:

- 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 and room air conditioners. The agreements include specific retail locations, products receiving incentives and not-to-exceed annual budgets. Evergreen Consulting is responsible to support retailers and ensure marketing materials are displayed in retail locations for the promotion of discounted LED bulbs, evaporative coolers, and room air conditioners.
- Trade ally engagement – Evergreen Consulting provides participating weatherization and HVAC trade allies with program materials, training, and regular updates. Nexant provides participating central air conditioner distributors with program materials, training, and regular updates.
- Inspections – Evergreen Consulting is responsible for inspections that verify the installation of measures.

POWERING YOUR GREATNESS

- Multifamily new construction and retrofit – ICAST identifies, recruits, supports and assists builders, developers, and property owners and managers to include energy efficiency products during the build phase and/or as part of renovating properties.
- 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 – 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 required more detailed information are then transferred to the appropriate program administrator. CLEAResult receives requests for incentives, determines whether the applications are completed, works with customers when information is incorrect and/or missing from the application and processes the application for payment specific to the non-lighting and single-family New Construction program channels. Nexant receives requests for central air conditioner incentives, determines eligibility requirements are met, works directly with distributors when information is incorrect and/or missing and processes the application for payment. ICAST and local Home Energy Rating Score (“HERS”) raters provide modeling services for calculating kWh savings above codes and standards. ICAST focuses on multifamily properties, while local HERS raters primarily focus on single family and some multifamily properties. ICAST receives requests for incentives, determines eligibility requirements are met, works directly with builders and HERS raters when information is incorrect and/or missing and processes the application for payment specific to the multifamily program channel. AM Conservation Group receives and processes order for Wattsmart starter kits.
- Program specific customer communication and outreach – A summary of the communication and outreach conducted by CLEAResult, ICAST, Evergreen Consulting, and Nexant on behalf of the Company are outlined in *the Customer Communication and Outreach section located at <https://www.pacificorp.com/environment/demand-side-management.html>*