PACIFIC POWER
A DIVISION OF PACIFICORP

1/15/2026

PROGRAM ADMINISTRATION

CALIFORNIA

HOME ENERGY SAVINGS (Equity) Program Year 2025

Program Description

The Home Energy Savings program offers access to and incentives for more efficient products and services for customers in new or existing homes, multi-family housing units, or manufactured homes. This applies to residential customers under Electric Service Schedules D, DL-6, DS-8, DM-9, or NEM-35. Landlords with tenants billed under these schedules also qualify. Since 2023, the program has operated as an equity initiative, providing enhanced incentives for hard-to-reach customers.

Program Administration

The Home Energy Savings program is administered by Resource Innovations, along with various retailers and trade allies who help deliver 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 boost the sale of energy-efficient appliances, plumbing, and weatherization products. HVAC, plumbing, and weatherization trade allies receive program materials, training, and regular updates.
- **Inspections:** Resource Innovations conducts ongoing inspections to verify the installation of measures.
- **Savings acquisition management:** Program administrators manage savings acquisitions to meet targets within budget for their specific program channels.
- **Program improvement and customer satisfaction:** Administrators are responsible for the continual improvement of program operations and customer satisfaction.
- **Incentive processing and call-center operations:** Resource Innovations handles all incentive requests, verifies application completeness, and processes applications for incentive payments.
- **Customer communication and outreach:** [1]This includes media buys, outreach events, development of collateral materials, point-of-purchase (POP) displays, trainings, mailings, and website updates, as applicable.

[1] Program Marketing materials located in: Demand-Side Management