



3/13/2024

PROGRAM ADMINISTRATION

IDAHO

WATTSMART HOMES Program Year 2023

The *WattsMart Homes* program is administered by Evergreen Consulting and Resource Innovations who are responsible for:

- Retailers – Evergreen Consulting identifies, recruits, supports, and assists retailers to increase the sale of energy efficient appliances, smart devices, and electronics. Evergreen Consulting enters into promotion agreements with each manufacturer and retailer for the promotion of discounted products. The agreements include specific retail locations, products receiving incentives and not-to-exceed annual budgets. Evergreen Consulting is responsible for supporting retailers and ensuring accurate marketing materials are displayed in retail locations for the promotion of discounted products.
- Trade ally engagement – Evergreen Consulting provides participating trade allies with program materials, training, and regular updates. Participating trade allies educate customers on product use and benefits, available rebates and incentives from utilities, manufacturers, and state and federal programs, and provide quality installation. Trade allies also receive utility incentives for some products they install for customers.
- New construction – Resource Innovations is responsible for managing relationships with builders and home manufacturers and provides program materials, training, and regular updates. When customers purchase a new home from a participating home builder or manufacturer, they benefit from lower energy costs, healthier indoor and outdoor air quality, and indoor comfort.
- Inspections – All program implementers are responsible for inspections to verify quality installation of measures that meet program efficiency requirements.
- All program administrators are responsible for managing 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 – Rocky Mountain Power call center agents work directly with customers to answer questions about the program, application

status, and payment status. Inquiries that require more detailed information are transferred to the appropriate program administrator. Evergreen and Resource Innovations receive requests for incentives, determine if the applications are complete, work directly with customers when information is incorrect and/or missing from the application and process the applications for payment of incentives.