2/11/2026

PROGRAM ADMINISTRATION

WATTSMART HOMES UTAH program year 2025

Program Description

The **Wattsmart Homes** program offers incentives to residential customers for using energy-efficient products and services. It caters to various housing types, including:

- **New Construction Homes**
- **Single Family Existing Homes**
- **Multi-family Housing Units**
- **Manufactured Homes**

This program aims to promote energy efficiency across different residential settings, helping customers reduce their energy consumption and costs.

Program Administration

The **Wattsmart Homes** program is implemented by **Evergreen Energy Partners**, **Resource Innovations,** and **ICAST** (International Center for Appropriate & Sustainable Technology), who handle various responsibilities:

- **Retailers:** Evergreen Energy Partners recruits and supports retailers to boost sales of energy-efficient appliances, heat pump water heaters, smart devices, and electronics. They enter into promotional agreements with manufacturers and retailers, ensuring accurate marketing materials are displayed for discounted products.
- **Trade Ally Engagement:** Evergreen Energy Partners provides participating trade allies with program materials, training, and regular updates. Trade allies educate customers on product use and benefits, available rebates and incentives from utilities, manufacturers, and state and federal programs, and ensure quality installation. They also receive utility incentives for some products they install for customers.
- **Single Family New Construction:** Resource Innovations manages relationships with builders, home manufacturers, and Home Energy Rating Score (HERS) raters. They provide program materials, training, and updates. Customers benefit from lower energy costs, healthier air quality, and improved indoor comfort when purchasing homes from participating builders**.**
- **Multifamily (New Construction and Retrofit):** ICAST supports and encourages builders, developers, and property owners and managers to incorporate energy-efficient products during new construction or renovation. This results in lower energy costs, healthier air quality, and better indoor comfort for tenants, along with higher occupancy and lower vacancy rates for property owners and managers who participate in the program.
- **Inspections:** All program implementers are responsible for verifying the quality installation of measures that meet program efficiency requirements.
- **Savings Acquisition Management:** Program implementers manage savings acquisition to meet targets within budget for their specific program channels.
- **Continual Improvement:** All implementers are responsible for continually improving program operations and customer satisfaction.
- **Incentive Processing and Call-Center Operations:** Rocky Mountain Power call center agents assist customers with program inquiries, application status, and payment status. Detailed inquiries are

transferred to the appropriate program implementer. Implementers handle incentive requests, verify application completeness, and process payments.

- **Customer Communication and Outreach:** Program-specific communication and outreach efforts are conducted by implementers on behalf of the Company.[1]

This comprehensive administration ensures the effective promotion and implementation of energy-efficient measures for residential customers.

[1] https://www.pacificorp.com/environment/demand-side-management.html