PACIFIC POWER.
A DIVISION OF PACIFICORP

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PROGRAM ADMINISTRATION

WASHINGTON

HOME ENERGY SAVINGS Program Year 2025

Program Description

The Home Energy Savings program provides customers with access to, and incentives for, energy-efficient products and services installed or received in new or existing single-family residences, multi-family housing units, or manufactured homes. Eligibility applies to residential customers served under Electric Service Schedules 16, 17, 18, or 19. Landlords who own qualifying properties in which tenants receive service under Schedules 16, 17, 18, or 19 are also eligible to participate in the program.

Program Administration

The Home Energy Savings program is administered by Resource Innovations, Inc. (RI), in coordination with subcontractors, retailers, and trade allies who support the delivery of energy-efficient products and services to customers. The program administrator is responsible for the following activities:

- **Retailer and Trade Ally Engagement:**
  RI identifies, recruits, and supports participating retailers to promote and increase sales of energy-efficient appliances and electronics. RI establishes promotional agreements with each retailer specifying participating locations, eligible products, and annual budget limits. Weatherization and HVAC trade allies are provided with program materials, training, and regular updates. Through direct-install offerings, the program provides customers with no-cost installation of select energy-saving measures, including duct sealing and smart thermostats.
- **Inspections:**
  RI recruits and manages inspectors to perform ongoing verification of installed measures.
- **Incentive Processing and Call Center Operations:**
  RI receives and reviews all incentive applications, verifies completeness, works directly with customers to resolve missing or incorrect information, and processes approved applications for payment.
- **Program Design, Updates, and Continuous Improvement:**
  RI supports ongoing program development, implementation refinements, and customer satisfaction efforts.
- **Program-Specific Customer Communication and Outreach:**
  Activities include media purchases, community outreach events, development of collateral materials, point-of-purchase (POP) displays, trade ally trainings, customer mailings, and website updates, as applicable.