

2024 PROGRAM MANUAL

# Small Commercial Solutions Program

El Paso Electric Company

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## PROGRAM OVERVIEW

### PROGRAM OBJECTIVES

The Small Commercial Solutions Program (Program) is a market transformation program offered to Small Commercial Customers within El Paso Electric's Texas service territory who pay into the Energy Efficiency Cost Recovery Factor (EECRF). The Program provides Small Commercial Customers and Participating Contractors with direct support, tools, and training.

**The Program and all associated services are available to Participants at NO COST.**

Program Objectives include:

- Encourage delivery of energy efficiency products and services to the target market segment(s).
- Transform these markets over time by addressing specific barriers that hinder adoption of energy efficient technologies and practices.
- Provide a suite of educational and supporting services to facilitate the implementation of energy efficiency projects.

The Program seeks to accomplish these objectives through a variety of services. The Program helps senior managers and facility supervisors operate their buildings more efficiently by demonstrating the technical and financial benefits of energy efficiency investments and assisting with the development of plans to make energy efficiency improvements. Customers and contractors enrolling in the Program, referred to as Participants, receive technical and energy management guidance to help them make informed decisions about investments in cost effective facility energy efficiency measures. Participants also receive direct, or indirect, cash incentives for qualified and completed energy efficiency projects.

Other Program services may include the identification and evaluation of energy efficiency measure opportunities and public relations and communications support. The Program assists Participants with determining the most appropriate set of services to implement to best meet long-term energy efficiency needs.

Although the Program may introduce or provide information about technologies or products that are available, it does not require specific contractors, brands, technologies, products, or end uses. This provides a framework through which the Participants can evaluate the best solutions to implement and install to qualify for the Program's energy efficiency incentives.

El Paso Electric (EPE) is the Program Sponsor and CLEAResult is the Program Implementer. The roles and responsibilities of each are defined in the "Program Roles & Responsibilities" section below.

#### NOTES

EPE will not directly market specific energy efficiency-related products or services to Customers. Entering into an agreement with EPE does not imply EPE's endorsement of any product or service.

EPE makes no representation of the benefits of any specific technology or energy efficiency measure that may be eligible for Program incentives. The selection of an energy efficiency product or measure is at the discretion of the individual Customer.

EPE is the final authority on measure eligibility for incentive payments. Participants may terminate their participation at any time, for any reason, without liability. Similarly, the Program may be canceled by EPE at any time, for any reason, without liability.

## PROGRAM ELIGIBILITY

The Small Commercial Solutions Program is currently offered to EPE Texas non-residential customers with a facility maximum annual average demand that is less than or equal to 100 kW, or with multiple facilities where the total of maximum annual average demands is less than or equal to 250 kW. Customers with maximum annual average demands that exceed the 100 kW single service or 250 kW multiple services limits are eligible to participate in EPE's Large Commercial Plus Program. Customers who are in the public K-12, higher education, or local government sectors are excluded from the Small Commercial Solutions Program and are eligible to participate in EPE's Large Commercial Plus Program.

A Customer is defined by a single Tax ID number. Multiple locations of one organization are thereby considered a single Customer, regardless of how many EPE account numbers they may have. For a specific facility to be eligible for financial incentives in the Program, the facility must receive electric service from EPE, be located in EPE's Texas service territory, and pay into the EECRF.

EPE and/or CLEAResult will work with Participants to confirm Customer eligibility.

## PROGRAM ROLES & RESPONSIBILITIES

### PROGRAM SPONSOR

EPE is responsible for:

- Conducting and/or assigning formal on-site pre- and post-installation inspections of eligible projects
- Approval of project peak demand (kW), energy savings (kWh) and incentive amounts
- Authorizing the issue of incentive payments for completed projects
- Oversight of the Program Implementer

### PROGRAM IMPLEMENTER

CLEAResult was selected by EPE to serve as the Program Implementer for the Small Commercial Solutions Program. CLEAResult is responsible for:

- Conducting outreach and providing Program information to potential Participants
- Approving Participant eligibility and providing enrollment assistance
- Determining demand (kW) and energy (kWh) savings of projects and incentive amounts

- Reviewing and approving energy efficiency measures, project application forms and project submittals
- Making recommendations for high efficiency measures and options
- Conducting pre- and post-inspections of projects
- Providing the following services depending on Participant's needs: education, training, technical assistance, and PR/communications support

## PROGRAM PARTICIPANT

Program Participants agree to the following Program requirements:

- Contractors
  - Enroll as an EPE Energy Efficiency Program Participating Contractor with CLEAResult, where a W9, ACH direct deposit form, contractor's license, proof of liability insurance and completed Program Letter of Intent (LOI) will be provided
  - Adhere to the requirements addressed in the "Insurance, Licensing and Permitting Requirements" section of this Program Manual
  - Educate Customers on the Program's processes, demand reduction intent, and the incentive award that contributes towards reducing project and energy costs
- Contractors and Self-Sponsor Customers
  - Commit to the terms of the Program Letter of Intent (LOI). Refer to the "Program Enrollment/Contacts" section for additional details.
  - Submit required documentation to enable the Program to process incentive payments, which include and may not be limited to:
    - Incentive Forms, new construction plans and other project supportive documentation
    - Customer Signed Final Invoice (Contractors: showing the "El Paso Electric Incentive")
      - ✓ Required Date and Time Stamped Photographs (if applicable)
      - ✓ Affidavit – when a Participating Contractor uses a subcontractor
    - To the best of abilities, adhere to the 45-day completion upon project reservation requirement and communicate with the Program Implementer should the project be cancelled or if delays are expected.
    - Utilize best efforts to approve, fund and complete the installation of cost-effective energy efficiency projects identified through the Program by November 30<sup>th</sup>
    - Notify and schedule pre- and post-inspections with CLEAResult before project's start or when they are completed.
 

Provide access to project facilities and ample lead time, before and after project completion, for inspections of the pre-retrofit baseline and post-retrofit condition. New construction projects do not require pre-inspections prior to completion.

## NOTES

EPE will not reimburse Participants for any costs it may incur by participating in the Program. EPE strives to achieve a diversified Participant and measure mix within its Program portfolio. The Program

reserves the right to distribute funds based on Program funding and cost effectiveness constraints. Financial incentives for demand savings are paid to Participants upon verification and approval of completed energy efficiency projects.

## INCENTIVES

There are several Program incentives available to Participants to assist with identification, evaluation, and implementation of eligible energy efficiency projects. Program incentives include a mix of cash and non-cash incentives. CLEAResult will work with enrolled Participants to determine the appropriate non-cash incentives to provide, while assisting with identification and development of projects that may be eligible for cash incentives.

### NON-CASH INCENTIVES

**TECHNICAL ASSISTANCE & PROJECT IDENTIFICATION** – The Program provides technical support to help Participants identify, evaluate and qualify energy efficiency opportunities. The Program can assist in selection and identification of qualifying energy efficiency measures for new construction, renovations or retrofits.

**TRAINING** – The Program can provide Participants with training on Program processes, energy efficiency technologies, measures, strategies, etc.

**COMMUNICATIONS & PUBLIC RELATIONS SUPPORT** – The Program may provide press releases and other communications support to inform the community about the steps EPE's Customers and Participating Contractors are taking to improve the energy performance of facilities, to reduce operating costs, to use budget dollars more efficiently and to be good stewards of the environment.

**ADMINISTRATIVE SUPPORT** – The Program helps Participants to manage the process of applying for and receiving cash incentives under the Program.

### CASH INCENTIVES

The Program provides financial incentives based on reductions in peak electric demand resulting from the implementation of eligible energy efficiency measures at a Participant's facility. For more information on what defines a project, including a list of eligible measures, please see the "Project Eligibility" section.

Cash incentives help Participants to "buy down" the incremental costs of purchasing more energy-efficient equipment and encourage adoption of high efficiency construction and maintenance practices, which will contribute towards reducing Customer's energy operating costs.

**The incentive for eligible energy efficiency measures is up to \$400 per peak kW reduced. Program rebate incentive amounts for some measures may be more or less than \$400 per peak kW reduced (see "Funding Limitations" section for additional details).**

**Retrofit projects** - Participants receive financial incentives from the Program when the installation of all qualified energy efficiency measures for a site have been completed, verified, and approved. **Participating Contractors are to pass on 100% of Program incentives to the Customer.** To ensure Program transparency, project submissions from Participating Contractors are required to include a Customer's Signed Invoice showing the "EPE Incentive" as a line item deduction. The incentive amount listed on the invoice must match the calculated amount shown on the final Incentive Form.

**New construction projects - Cash incentives are paid directly to the business/facility owner.** Project submissions must include construction documents and product specification submittals to allow CLEAResult to determine the project's eligibility, estimate demand savings and incentive amount.

Cash incentives are awarded on a first-come, first-serve basis by the date the Program Implementer (CLEAResult) approves an Incentive Form, or new construction project, from the Participant. EPE is not liable for Participants who fail to meet the requirements of the Program. EPE has the right to terminate participation of any Participant who fails to meet the requirements of the Program.

## INCENTIVE BASIS

Funding is available to pay incentives for eligible energy efficiency projects that are approved by the Program and result in a reduction of peak electrical demand (kW).

Demand savings will be calculated on the one-hour average reduction in demand on the utility system throughout the utility system's peak periods. The summer peak period consists of the hours from 1 p.m. to 7 p.m., during the months of June through September, excluding weekends and Federal holidays. The winter peak period consists of the hours of 6 a.m. to 10 a.m. and 6 p.m. to 10 p.m., during the months of December through February, excluding weekends and Federal holidays.

Cash incentives received through the Program will be based on a project's reductions in peak electric demand, as determined pursuant to this Program Manual and the Public Utility Commission of Texas (PUCT) Technical Reference Manual (TRM). Demand and energy savings will be calculated using one of three Measurement & Verification (M&V) approaches:

1. **Deemed or Stipulated Savings:** Deemed savings refer to a savings estimation approach that does not require short-term testing or long-term metering. Instead, demand and energy savings are stipulated based on evaluation data from past energy efficiency programs or other publicly available industry data. The data is used to make assumptions about typical operating characteristics, manufacturer's nameplate efficiency data, and types of equipment likely to be installed. The deemed savings M&V approach is appropriate for energy efficiency measures where savings are relatively certain, including lighting efficiency, window films, and some cooling equipment retrofits.
2. **Simplified Measurement and Verification (Simple M&V):** A simple M&V approach may involve short-term testing or simple long-term metering and relies primarily on manufacturer's efficiency data and pre-set savings calculation formulas. Simplified methods can reduce the need for some field monitoring or performance testing. For example, chiller energy and

demand savings can be determined using the simple approach by comparing rated efficiencies of high-efficiency equipment to standard equipment and using post-installation kW spot-metering and long-term kWh metering.

Project measures must meet project specific criteria to determine savings using a simplified M&V approach.

3. **Measured Savings or Full M&V:** Full M&V approaches estimate demand and energy savings using a higher level of rigor than the deemed or simplified M&V approaches through the application of end-use metering, billing regression analysis, or computer simulation. All measures that do not meet the criteria for a more simplified approach must follow full, industry-standard M&V procedures. All Full M&V methods should be developed in accordance with the current International Performance Measurement and Verification Protocol (IPMVP).

The savings methodologies described above differ in terms of detail and rigor and some are chosen based upon the predictability of equipment operation, availability of evaluation data from previous programs, and benefits of the chosen measurement and verification approach relative to its cost.

Please note that Participant may be responsible for the arrangement of and costs associated with M&V activities for a project if either simple or full M&V approaches are selected. These activities/costs may NOT be required for Participants for all projects but may be justified for specific projects.

**Due to limited resources, projects that require comprehensive Simplified or Full M&V processes MUST be estimated to provide  $\geq 20$  kW in peak electric demand savings to qualify for Program incentives. M&V projects introduced to the Program will be evaluated to determine complexity and potential savings.**

## INCENTIVE RESERVATION

Cash incentives are subject to availability of funds at the time a project qualifies for reservation.

Participation Reservation Process:

- Participating Contractors
  - Complete a Project Application Form detailing the scope and timelines for energy efficiency projects
  - Submit the Project Application Form with all necessary supporting project documentation to CLEAResult through the Mobile Field Tool, email, fax, share point, mail, etc. (see "Project Definition & Requirements" within the "Project Eligibility" section of this manual)
  - CLEAResult will review submitted Project Application Forms, assist Participants with quantifying demand savings and incentive amounts, and approve eligible projects on a project-by-project basis within 3 business days of project submission. Program Incentives will be reserved for 45 days on a first-come, first-serve basis, determined by the date CLEAResult approves and signs the Project Application Form.
- Self-Sponsor Customers

- CLEAResult will provide guidance to assist Self-Sponsor Customers through the Project Application, project submittals, and approval processes.

The initial incentive reservation amount may be adjusted during the Program year, depending on a project's estimated demand savings. CLEAResult will inform Participants of significant changes to a project's reserved incentive amount. Should the adjusted amount exceed the original amount reserved, EPE will not be required to pay Participants the additional incentive amount if the Program is fully subscribed. For more information, please see the "Funding Limitations" section below.

More detailed information about the Project Application process for reserving cash incentives from the Program is provided in the "Project Eligibility" section.

## INCENTIVE PAYMENT

Program incentives are paid directly to the Participant after the project is completed, a post-installation inspection is conducted, all required documentation is received, and demand savings are verified. For projects that require either simple or full M&V savings methodologies, incentive payments will be made upon completion of all verification activities. Participating Contractors are required to discount and line item the "EPE Incentive" on their service invoice to the Customer. To ensure Customer protection and Program transparency, the Customer is required to sign the Incentive Form before it is submitted to the Program Implementer for review. The Contractor is then reimbursed for the eligible and approved full incentive amount based on submission of the Customer signed Incentive Form, Contractor Invoice, and associated documentation.

For all projects, excluding new construction, the following must be submitted for the Program to process incentive payments:

- Customer Acknowledgement Form
- Completed Incentive Calculators
- Customer Signed Final Invoice (showing "EPE incentive")
- Required Date and Time Stamped Photographs (if applicable)
- Supporting Documentation (i.e. Construction Plans, Specifications, and Submittals)
- Affidavit (if applicable)

Funds will be paid upon the project's completion, verification, and approval. For projects that are utilizing either simple or full M&V savings methodologies, incentive payments will be made upon completion of all verification activities.

## FUNDING LIMITATIONS

EPE strives to achieve a diversified Participant and measure mix within the Program portfolio. The Program reserves the right to distribute funds based on Program funding and cost effectiveness constraints. Both cash and non-cash incentives offered through the Program are limited. It is possible that the Program budget may not accommodate the number of projects submitted by Participants throughout a Program year.

Program Incentives will be reserved for 45 days on a first-come, first-serve basis, determined by the date CLEAResult approves and signs the Project Application Form. Cash incentives from the Program must be less than 100% of the project cost.

When incentive reservations meet or exceed the Program's budget for incentives, the Program is considered fully or over-subscribed. Project Applications that are submitted to the Program after the Program is fully subscribed will be added to a project waitlist. Any Participant submitting projects that are unable to receive cash incentives in the current Program year due to over-subscription may choose to continue with their installation without incentives or delay the project and reapply for incentive funds during the next Program year, when new funds become available.

## PROJECT ELIGIBILITY

### PROJECT DEFINITIONS & REQUIREMENTS

A project, for Program purposes, is defined as one or more proposed peak demand savings measure at one (1) facility owned and/or operated by the Participant.

All measures must meet the following requirements:

- Must result in a measurable and verifiable electric demand reduction on the utility system throughout the utility system's peak periods defined as:
  - Summer Peak - the hours from 1 p.m. to 7 p.m. during the months of June, July, August, and September, excluding weekends and Federal holidays.
  - Winter Peak - the hours of 6 a.m. to 10 a.m. and 6 p.m. to 10 p.m. during the months of December, January, and February, excluding weekends and Federal holidays.
- Must produce electric demand savings through an increase in energy efficiency.
- Must be qualified and exceed minimum equipment efficiency standards as outlined in the PUCT TRM applicable to the current Program year and measure.

Comprehensive projects that include many energy efficiency measure types at one facility are encouraged. Participants are also encouraged to pursue multiple projects at various facilities.

**ELIGIBLE MEASURES**

The energy efficiency measures in the following table are measurable by deemed savings calculations and are eligible in the Program. Savings based on the deemed savings approach apply where no unusual conditions exist. Deemed savings measures require no short-term testing or long-term metering. Baseline specifications for retrofit and new construction projects can be found in the PUCT TRM applicable to the current Program year/measure.

<b>Lighting Efficiency</b>	<ul style="list-style-type: none"> <li>• Lamp, Ballast and Fixture Replacements</li> <li>• LED Lighting Installs and Retrofits</li> <li>• Occupancy, Dimming and Photocell Controls</li> <li>• Exterior Photocell and Timeclock Repairs</li> </ul>
<b>DX Air Cooled Equipment</b>	<ul style="list-style-type: none"> <li>• Air Conditioners and Heat Pumps</li> <li>• Variable Refrigerant Systems</li> </ul>
<b>Water Chilling Equipment (Chillers)</b>	<ul style="list-style-type: none"> <li>• Reciprocating/Screw/Scroll – Air or Water Cooled</li> <li>• Centrifugal – Air or Water Cooled</li> </ul>
<b>Evaporative Cooling</b>	<ul style="list-style-type: none"> <li>• Direct Evaporative Coolers (Small Commercial only)</li> </ul>
<b>Building Envelope</b>	<ul style="list-style-type: none"> <li>• Cool Roof Rating Council Listed Roofing</li> <li>• Window Film or Solar Screen Treatments</li> <li>• Exterior Door Weather Stripping and Door Sweeps</li> </ul>
<b>Refrigeration</b>	<ul style="list-style-type: none"> <li>• Solid and Glass Door Refrigerator and Freezer Reach-Ins</li> <li>• Ice Machines</li> <li>• Electronic Defrost Controls</li> <li>• ECM Evaporator Fan Motors</li> <li>• Evaporator Fan Controls</li> <li>• Cooler Night Covers</li> <li>• Strip Curtains</li> <li>• Zero-Energy Doors</li> <li>• Door Heater Controls and Door Gaskets</li> </ul>
<b>ENERGY STAR® Measures</b>	<ul style="list-style-type: none"> <li>• Electric Convection and Combination Ovens</li> <li>• Dishwashers</li> <li>• Steam Cookers and Fryers</li> <li>• Hot Food Cabinets</li> <li>• Pool Pumps</li> </ul>
<b>Lighting &amp; HVAC Controls</b>	<ul style="list-style-type: none"> <li>• VFDs on Air Handlers and Pumps</li> <li>• Lighting Demand EAFs</li> <li>• Occupancy Controls (Lighting &amp; HVAC)</li> <li>• HVAC Equipment Controls</li> <li>• Smart HVAC Thermostats (Small Commercial only)</li> </ul>
<b>Other Measures</b>	<ul style="list-style-type: none"> <li>• High Volume Low Speed Fans</li> <li>• Premium Efficiency Motors</li> <li>• Demand Controlled Kitchen Ventilation</li> <li>• Hand Dryers with Motion Sensors</li> </ul>

\*Other measures may be eligible if they provide measurable and verifiable peak demand savings, however they may require the implementation of an M&V plan. Please refer to the previous section, "Incentives Basis", for information on preparing and implementing an M&V plan.

## PROJECT APPLICATION PROCESS

Once a Participant has joined the Program by signing an LOI, they may begin submitting projects to apply for incentives. There is no financial commitment required to apply for incentives in the Program.

The Participant is required to submit all relevant retrofit, new construction documents and submittals to determine potential incentives, demand and energy savings. Multiple measures and projects may be submitted throughout the Program year as long as funding is available. Eligible projects must result in peak electric demand savings and have a completion date before November 30<sup>th</sup> of the Program year. CLEAResult will provide written approval of reserved projects on a project-by-project basis.

For more information on project eligibility, documentation requirements and project protocols for retrofit and new construction projects, please refer to the **Design Guides**, which are available upon request.

Below is the step-by-step process by which a Participant may identify a renovation or new construction project opportunity, have it accepted into the Program and reserve it for financial incentives. The potential cash incentive for a project is paid at the completion of this process:

- Project Identification
- Completed Letter of Intent (LOI) and Project Application Submission
- Pre-Installation Inspection (Retrofit or Replacement Projects Only)
- Project Application Review & Incentive Reservation
- Project Installation
- Post-Installation Inspection
- Incentive Payment

### **PROJECT IDENTIFICATION**

CLEAResult works with Participants to assist them with the evaluation of equipment, facilities and operations to identify eligible energy efficiency projects. Depending on the time of year, the Program may be fully subscribed. If it is fully subscribed, the Participant may choose to continue with their installation without incentives or delay the project and reapply for incentive funds during the next Program year, when new funds become available.

### **PROJECT APPLICATION SUBMISSION**

CLEAResult will work with Participants to provide the Letter of Intent and to complete a Project Application Form for submittal. Project Application Form submittals must include the following:

- Project scope to include potential measures and product specification sheets (i.e. lighting, HVAC, roofing, etc.)
- Estimated project timelines (must be completed by November 30<sup>th</sup>)
- Customer Acknowledgement Form and Contractor Invoice with Customer signatures
- For new construction projects, Participants must provide copies of plans/drawings and product submittals

The completion of the project application step will formally place the project into the Program's pipeline and is the first step towards reservation of incentive dollars. Multiple projects may be submitted through a single Project Application Form. The Participant is responsible for following up with CLEAResult to confirm receipt of any submitted Project Application Forms.

The Project Application Form can be submitted:

- Electronically (scan & email or fax):

[epeincentives@CLEAResult.com](mailto:epeincentives@CLEAResult.com)

**(866) 379-5583**

- Hard copies can be sent to the following addresses:

**EPE Small Commercial Project Applications**

**c/o CLEAResult**

Attn: **Ivan Faudoa**

311 Montana Ave A-2

El Paso, TX 79902

Please contact CLEAResult for Contractor Mobile Field Tool training and access or any issues with uploading project information:

Ivan Faudoa

Sr. Account Manager

311 Montana Ave A-2

El Paso, TX 79902

[Ivan.Faudoa@clearresult.com](mailto:Ivan.Faudoa@clearresult.com)

**Retrofit Project Steps:**

1. Participant submits a Letter of Intent (LOI), required documentation, W9 and ACH direct deposit form to CLEAResult. Participating Contractors will also submit their contractor license and proof of liability insurance.
2. CLEAResult educates the Participant on the elements of the Program.
3. Participant collects required information at the building site and conducts the following:
  - a. Participating Contractors will complete the applicable incentive calculator and associated Customer Acknowledgement Form. **CLEAResult will assist Self-Sponsor Customers.**
  - b. Participating Contractors will disclose the estimated incentive amount to the facility owner. **CLEAResult will provide the estimated incentive amount to Self-Sponsor Customers.**
  - c. Participating Contractors will upload project documentation (i.e. Project Application Form, Construction Documentation and submittals) through the Mobile Field Tool or send directly to the CLEAResult Program Implementer (email, fax, share point, mail etc.).

- Participating Contractor schedules pre-inspection with CLEAResult. **Self-Sponsors will provide information to CLEAResult by email, fax, share point, mail, etc.**
- d. Participating Contractors will take required date and time stamped photographs of the system prior to equipment removal. **Self-Sponsors will work with CLEAResult to provide the required photos.**
  - e. CLEAResult will review project information for approval and contact Participant if any additional information is required or if there are adjustments to incentive amounts.
4. Upon approval of information received, CLEAResult will sign the Customer Acknowledgment Form and inform Participant of the reserved incentive amount. Participant must complete the project within 45 days from the reservation date.
  5. Participant completes project and schedules a verification post-inspection with CLEAResult.
  6. Upon the completion and approval of the the post inspection, Participant will be required to have submitted the following for incentive payment. Participant will be notified of incentive amount changes if any discrepancies are found with installed measures during the post inspection:
    - a. Fully completed and signed Customer Acknowledgement Forms.
    - b. Project Invoices (i.e. itemized material invoice, labor and material invoice, etc.)
    - c. Participating Contractor must submit a Customer Signed Invoice showing the EPE incentive amount deduction
    - d. Date and Time Stamped Photos (as required)
    - e. Affidavit (if required)
  7. CLEAResult provides EPE with a Participant payment incentive invoice. EPE processes the incentive invoice and approves the direct deposit payment into the Participating Contractor's bank account. A check will be mailed to the Self Sponsor Customer.
    - a. The incentive amount cannot be greater than the energy efficiency project investment. This is verified by Contractor, project, equipment and materials invoices.
    - b. The Program is not under any obligation to pay additional incentives in excess of the the amount originally reserved on the Customer Acknowledgement or Project Application Forms.

### **PRE-INSTALLATION INSPECTION**

- New construction projects do not require pre-inspection. Measures are qualified and demand and energy savings are quantified through construction plans and submittals.
- Participants will coordinate with CLEAResult to schedule pre-installation inspections. Please allow up to four weeks.
- Participating Contractors - CLEAResult will perform pre-installation inspections on **the first 3 projects, a minimum of 15% of projects and all projects greater than 10 kW savings** within the Program year. Participating Contractors will perform remaining pre-inspections on their own and CLEAResult will provide guidance on the information to submit.

- Random “Spot” inspections may be performed by CLEAResult or EPE for program quality control and assurance, as deemed necessary.
- Self-Sponsor Customers – All retrofit and replacement projects will require CLEAResult pre-inspections.
- CLEAResult will visit the project location(s) to visually confirm and document the existence, condition and obtain other required information of the equipment to be retrofitted. Information which may include pictures, make, model, serial number, etc.

### Post-Installation Inspection

**All projects require post inspections.** After project energy efficiency measures are installed, the Participant must:

- Notify CLEAResult of the project’s completion
- Work with CLEAResult to confirm, and update if necessary, the supporting documentation:
  - Lighting: If quantity, fixture type, etc. differ from original Lighting Survey Form, update form accordingly. Provide ENERGY STAR or design Light Consortium (DLC) certificates.
  - HVAC: If equipment type or AHRI efficiency ratings differ from originally submitted information, update accordingly
  - Provide any required post-project equipment photos
- Coordinate with CLEAResult to schedule a post-installation inspection to verify that the equipment has been installed as indicated.

For a new construction project:

- 1) The Small Commercial facility owner serves as the Program Participant and submits a Letter of Intent (LOI), required documentation and W9 to CLEAResult.
  - a. The Small Commercial Customer’s facility must meet Program eligibility requirements.
- 2) CLEAResult educates the Program Participant on the elements of the Program.
- 3) Participant must submit a full set of stamped construction drawings (A/M/E/P) and equipment specifications/submittals in electronic PDF file format to CLEAResult for review. These drawings and specifications are the supporting documentation for new construction projects.
  - a. Construction drawings shall be a minimum of 70% complete for review by CLEAResult
  - b. CLEAResult cannot quantify or reserve incentive funds without this complete set of drawings and equipment specifications/submittals for review.
  - c. CLEAResult communicates findings from their review to Program Participant.
- 4) Participant may proceed with project installations once plans have been reviewed, equipment has been qualified, and a Project Application Form has been approved.
- 5) During installation or construction, the Participant must notify CLEAResult of any changes to the project scope, equipment selection, or timeline.
- 6) After project energy efficiency measures are installed, the Participant must:

- a. Notify CLEAResult of the project's completion
- b. Confirm and update supporting documentation with CLEAResult, if necessary:
  - i. Lighting: If quantity, fixture type, etc. differ from original Lighting Survey Form, update form accordingly
  - ii. HVAC: If equipment type or AHRI efficiency ratings differ from originally submitted information, update accordingly
- 7) Participant must schedule a post-installation inspection with CLEAResult to verify that the equipment has been installed as indicated.
- 8) Once approved, CLEAResult verify's the project's peak demand savings based on the post-installation inspection and informs the Participant of the final incentive amount.
  - a. The Program is not under any obligation to pay incentives in excess of the the amount originally reserved on the Project Application Form.
9. CLEAResult provides EPE with incentive invoice. The Program processes incentive invoice and direct deposits or issues a one time check to the Participant.

### **Quality Assurance/ Quality Control & Probation**

To preserve Program integrity, CLEAResult and/or EPE will conduct scheduled and random inspections throughout the Program period. Inspections will confirm the accuracy of Program submittals and ensure that Participants are representing the Program and EPE accurately and professionally. CLEAResult and EPE may modify the QA/QC protocols based upon inspection results.

If any of the following occur, Participants may be placed on a 30-day "probationary period":

- Misrepresenting the relationship with EPE and/or misuse of the EPE logo
- Misrepresentating EPE or the Program to Customers
- Failure to schedule onsite inspections and to follow Program processes
- Have more than 25% of projects submitted that have discrepancies between the application/incentive forms, photographs, and/or invoices, or
- Any other issue calling into question the integrity of the Program or Contractor

When placed on "probation", the Participant will receive a Probationary Letter. The Participant placed on probation will be required to rectify issues immediately, as well as perform the next five projects without any discrepancies. If these requirements are not met, the Participant may be placed on suspension for 45 days, during which time no projects will be accepted into the Program. A Participant can be on probation no more than twice in one year.

CLEAResult will monitor that Participants are performing work in a professional manner that reflects the intent of the Program. Repeated inspection failures may result in termination of the Participant from the Program.

## **Project Completion Deadline**

Projects submitted to the Program are approved under the condition that project installations will be completed by **November 30<sup>th</sup>** of the Program year. Projects must be completed by **November 30<sup>th</sup>** to allow Program staff adequate time to complete necessary QA requirements and to process incentive payments. Any projects completing after November 30<sup>th</sup> could potentially be reserved in the next Program year, when new funds become available.

## **WAITLIST**

In the event that all incentive funding has been reserved in a Program year, additional projects submitted that meet incentive reservation status will be placed on a waitlist. If additional incentive funding becomes available, waitlisted projects will be approved based on the time reservation requirements are met, project cost effectiveness, participation levels, and measure mix until the Program funds are fully reserved.

Any Participant submitting projects that are unable to receive cash incentives in the current Program may choose to continue with their installation without incentives or delay the project and reapply for incentive funds during the next Program year, when new funds become available.

**PROGRAM ENROLLMENT/CONTACTS**

Participants execute an LOI and submits it to CLEAResult to enroll in the Program. For most projects, a Participating Contractor signs the LOI and commits to the terms of participation. For new construction and Self Sponsor projects, the facility/business owner signs an alternate version of the LOI and commits to the terms. If an organization has participated in the Program previously and information has not changed, participation is continued from year-to-year via an Evergreen LOI.

**Electronic copies of the signed LOI may be submitted electronically to:**

[epeincentives@CLEAResult.com](mailto:epeincentives@CLEAResult.com)

**(866) 379-5583**

**Hard copies of the signed LOI may be mailed to:**

**EPE Small Commercial Solutions**

**Attn: Ivan Faudoa**

**311 Montana Ave A-2**

**El Paso, TX 79902**

For additional information about the Program, please contact the following Small Commercial representatives:

Don Johnson  
Sr. Program Manager  
El Paso Electric Company  
PO Box 982  
El Paso, TX 79960  
(915) 351-4237  
[don.johnson@epelectric.com](mailto:don.johnson@epelectric.com)

Ivan Faudoa  
Sr. Program Consultant  
CLEAResult  
311 Montana Ave A-2  
El Paso, TX 79902  
(915) 255-4285  
[ivan.faudoa@clearresult.com](mailto:ivan.faudoa@clearresult.com)

## DISCLAIMERS

### **CONFIDENTIALITY**

The Program is subject to oversight by the Public Utility Commission of Texas (PUCT). The PUCT may request a copy of Program materials received by CLEAResult or EPE. Privileged or proprietary information, such as financial statements and project costs, will be treated as confidential to the fullest extent possible and will not be provided to outside parties other than the PUCT. CLEAResult and EPE will not be liable as a result of public disclosure of any submittals.

### **FALSE, MISLEADING OR INCORRECT INFORMATION**

CLEAResult will discontinue its evaluation of all submittals from any Participant who intentionally submits false, misleading or incorrect information. If an evaluation is discontinued under these circumstances, CLEAResult will return all of the Participant's submittals.

### **DISCLAIMER OF WARRANTIES**

Participant acknowledges and agrees that any reviews or inspections by EPE or CLEAResult of Participant's facilities/premises or of the design, construction, installation, operation or maintenance of the energy efficiency equipment installed, or to be installed, is solely for the use of EPE and the Program. Participant acknowledges and agrees that EPE or CLEAResult make no guarantee, representation or warranty whatsoever as to the economic or technical feasibility, capability, safety or reliability of equipment, its installation by a project Contractor or its compatibility with Participant's facilities.

### **PROGRAM IMPLEMENTER IS AN INDEPENDENT CONTRACTOR**

CLEAResult is an independent Contractor and is not authorized to incur obligations on behalf of EPE. EPE is not responsible for the truth, validity or any representation not contained in the Program Manual or LOI.

### **HARASSMENT-FREE WORKPLACE**

EPE is strongly committed to conducting Company business in a lawful and ethical manner. EPE strives to provide an environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Sexual harassment includes unwelcomed sexual advances, requests for sexual favors, and other verbal, visual or physical conduct of a sexual nature. EPE reserves the right to terminate participation of any Participant who fails to conduct business in a lawful and ethical manner.

## FORMAL COMPLAINTS

Please contact EPE or CLEAResult with any Program participation issues or concerns:

Don Johnson  
Sr. Program Manager  
El Paso Electric Company  
PO Box 982  
El Paso, TX 79960  
(915) 351-4237

[don.johnson@epelectric.com](mailto:don.johnson@epelectric.com)

Ivan Faudoa  
Sr. Program Consultant  
CLEAResult  
311 Montana Ave A-2  
El Paso, TX 79902  
(915) 255-4237

[ivan.faudoa@clearresult.com](mailto:ivan.faudoa@clearresult.com)

If issues or concerns cannot be adequately addressed by EPE or CLEAResult, formal complaints may be submitted to the PUCT:

Public Utility Commission of Texas  
Office of Customer Protection  
P.O. Box 13326  
Austin, TX 78711-3326  
phone: (512) 936-7120, or in Texas (toll-free) 1-888-782-8477  
fax: (512) 936-7003  
e-mail: [customer@puc.state.tx.us](mailto:customer@puc.state.tx.us)  
internet address: [www.puc.state.tx.us](http://www.puc.state.tx.us)  
Relay Texas (toll-free) 1-800-735-2988

## DEFINITIONS

**Annual average peak demand** – 12 month average of monthly metered measured peak kW

**Customer Acknowledgment Form** –the Program form, usually associated with an energy efficiency measure calculator, that a Participant must complete and sign to formally apply for incentive funds. This document details the Customer's information, Contractor's information, project location, estimate for energy savings, estimate for incentive, and customer's project authorization. This form is NOT required for new construction projects.

**Deemed Savings** –pre-determined and validated estimates of energy and peak demand savings for specific types or applications of energy efficiency measures. An electric utility may use deemed savings instead of performing measurement and verification activities to determine energy and peak demand savings. Deemed savings methodologies are defined within the PUCT TRM.

**Demand Savings (kW)** – peak kilo-watt (kW) savings of energy efficiency measures determined by using the deemed or measurement and verification protocols defined within the PUCT TRM.

**Letter of Intent** – non-binding agreement signed and submitted by a potential Participant stating their intent to participate in the Program.

**Participant** – an eligible utility Customer who has formally committed to participate in the Program.

**Peak demand** – highest annual kW of electrical power measured on the utility's system.

**Peak demand reduction** – kW reduction on the utility's system during the utility system's peak period.

**Peak periods** – the Summer peak period consists of the hours from 1:00 p.m. to 7:00 p.m., during the months of June, July, August, and September, excluding weekends and Federal holidays. The Winter peak period consists of the hours of six a.m. to ten a.m. and six p.m. to ten p.m., during the months of December, January, and February, excluding weekends and Federal holidays.

**Post-Installation Inspection** – inspection performed after installation of new equipment. Post installation inspection verifies actual installed measure(s) to verify resulting deemed or measured and verified demand and energy savings.

**Pre-Installation Inspection** – inspection performed prior to any replacement of existing equipment, device, or structural energy efficiency measures (windows, window film, roof coatings, etc). to validate and collect data on existing equipment and measures.

**Project Application Form** – A document completed by the Participant that details the location, scope, and start/completion dates for each project to be submitted. CLEAResult will review Project Application Forms and will approve incentive reservations for projects on a project by project basis.

## FREQUENTLY ASKED QUESTIONS (FAQS)

### 1. What is the Small Commercial Solutions Program?

The Small Commercial Solutions Program is an energy efficiency program designed to encourage and assist EPE's Texas Small Commercial Customers with their goals of reducing peak electric demand and annual energy consumption by providing technical knowledge, energy assessments, guidance and financial incentives.

### 2. Who is eligible to participate in the Small Commercial Solutions Program?

Please see the "Program Eligibility" section of this Program Manual for exact details. In general, the Program is offered to EPE's Texas Small Commercial Customers.

### 3. What does participation in the Small Commercial Solutions Program cost?

The services provided by CLEAResult are of no charge to the Participant. The financial investment Participants make is for their own energy efficiency measures.

### 4. What incentives are available through the Program?

The Program assists Participants with both cash and non-cash incentives. Financial incentives of up to \$400 per estimated peak kW reduced may be available for qualified energy efficiency projects, dependent upon the Program funding at the time a Project Application Form is submitted. Other Program services, such as technical assistance and communications support, are made available throughout the Program year.

### 5. How does a Contractor or Customer enroll in the Program?

A Contractor or eligible Customer may enroll in the Program by submitting a Letter of Intent (LOI) to CLEAResult. A Contractor will need to provide appropriate licenses, references, and a Certificate of Insurance. Please see the "Program Enrollment/Contacts" section for additional details.

### 6. Who decides what energy efficiency technologies to install and who installs them?

Participants decide the energy efficiency measures they wish to implement and how they are implemented. The Program does NOT provide any installation of energy efficiency measures.

### 7. How are energy efficiency opportunities identified?

In most cases, Participating Contractors will assist EPE Small Commercial Customers in identifying energy efficiency opportunities. CLEAResult may assist Small Commercial Self-Sponsor Participants, as well. Where there is a new construction project involved, the Program can assist the facility owner or their building designers directly with energy efficiency recommendations.