



Wattsmart® – Wyoming Small Business Enhanced Vendor Handbook

March 14, 2023

Contents

Section 1	Introduction.....	1-3
1.1	WELCOME	1-3
1.2	HANDBOOK USE AND ORGANIZATION.....	1-4
1.3	CONTACT INFORMATION	1-4
Section 2	Eligibility Requirements	2-1
2.1	CUSTOMER ELIGIBILITY.....	2-1
2.2	VENDOR ELIGIBILITY.....	2-2
2.3	PROJECT ELIGIBILITY.....	2-3
Section 3	Participation Process	3-6
3.1	MARKETING AND OUTREACH.....	3-6
3.2	PARTICIPATION OVERVIEW.....	3-6
3.3	LIGHTING ASSESSMENT AND INSTALLATION.....	3-9
3.4	INCENTIVE SUBMISSION AND PROCESSING	3-11
3.5	QUALITY PARTICIPATION.....	3-13
3.6	CUSTOMER AND VENDOR COMPLAINTS	3-14
Appendix A	Incentive Table.....	A-1
	Frequently Asked Vendor Questions.....	A-2
Appendix B	Lighting Workbook Instructions	B-1
Appendix C	Sample Pacific Power Electric Bill.....	C-1
Appendix D	Marketing Materials	D-1
Appendix E	Operating Hours Best Practices	E-1

Section 1

Introduction

1.1 WELCOME

Rocky Mountain Power is pleased to present Wattsmart® Small Business Lighting Enhanced Incentives (“rebates”) which are intended to provide targeted incentives to realize additional energy savings in the small business customer segment from retrofit lighting and non-lighting upgrades.

The Incentives utilize approved qualified vendors (“Approved Vendors”) to approach and work directly with small business customers to identify upgrades, estimate savings and incentives, install high-efficiency equipment, and submit all required paperwork. Participating customers working with an Approved Vendor will be eligible for an enhanced incentive offer that is applied as an up-front reduction to the overall project cost, thereby reducing the customer’s out-of-pocket expenses and minimizing cash-flow impacts. To achieve the up-front cost reduction, customers are required to assign the Incentive directly to their Approved Vendor.

Wattsmart Small Business Approved Vendors are selected through a formal application process. Approved Vendors are required to attend training pertinent to this incentive offer. Vendor performance will be monitored closely to ensure high customer satisfaction, accurate project information, and cost-effective savings. Rocky Mountain Power reserves the right to remove any Approved Vendors from the Approved Vendor list and revoke any pending incentives in the event the Approved Vendor is found out of compliance with the Wattsmart Small Business Vendor Participation Agreement (“Vendor Agreement”) or this Handbook.

Only Approved Vendors are permitted to offer Incentives for small businesses to **only** eligible customers for **only** the identified measures specified in this handbook (Section 2.3) and the Wattsmart Business program Catalog available at

https://www.rockymountainpower.net/content/dam/pcorp/documents/en/rockymountainpower/savings-energy-choices/wattsmart-business/wyoming/WY_wattsmartBusiness_Lighting_Catalog.pdf ,

and subject to Wattsmart Business program information and incentives available on the Small Business web page.

Rocky Mountain Power has contracted and authorized Resource Innovations (RI) and Evergreen Consulting Group (Evergreen) to administer the Wattsmart Business Vendor Network and this Incentive including such activities, but not limited to; review, processing, and approval of customer and Approved Vendor applications and agreements; qualifying and training of Approved Vendors, pre- and

post-inspections of customer facilities and project information requests from customer; measurement and verification activities; and issuing incentive checks.

1.2 HANDBOOK USE AND ORGANIZATION

This handbook is designed for use by Approved Vendors and outlines the rules and requirements of the Incentive and its Approved Vendors.

The handbook is organized to provide an overview of the Incentive, describe all eligibility requirements, and provide a description of the expected participation steps to complete customer projects within the Incentive.

This handbook includes reference materials in the appendices to ensure Approved Vendors have the most complete information to help guide them through the Incentive.

Additional information about participation in the Wattsmart Small Business Lighting Incentive, eligibility requirements and the roles and responsibilities of approved vendors supporting this incentive are provided in the *Wattsmart Small Business Lighting Vendor Participation Agreement*, the *Wattsmart Small Business Lighting Incentive Structure*, and the *Wattsmart Business Vendor Network Letter of Agreement*. Additional information about this and other energy efficiency incentive offers available to Rocky Mountain Power's business customers is available at beWattsmart.com.

1.3 CONTACT INFORMATION

Questions about this Incentive can be directed to Rocky Mountain Power via:

Email: wy.smallbusiness@evergreen-efficiency.com

Telephone: Wattsmart Hotline at 844-712-6232

Section 2

Eligibility Requirements

2.1 CUSTOMER ELIGIBILITY

2.1.1 Eligible customers and facilities

Eligibility is restricted to equipment served by commercial customer meters that qualify as 'small' by Rocky Mountain Power.

To ensure the Wattsmart Small Business Enhanced Lighting offer targets small businesses only, please ensure that projects are proposed only for facilities that meet these criteria. Examples of building facility types to target include:

- ✓ Small auto repair facilities
- ✓ Vehicle service locations
- ✓ Small warehouses
- ✓ Dry cleaners
- ✓ Small retail locations
- ✓ Small offices
- ✓ Local bank branches
- ✓ Small eateries/restaurants

Examples of building facility types **to not target** include:

- ⊗ Big box retailers
- ⊗ Large sites where there is one eligible meter but also other non-eligible meter(s)
- ⊗ Multi-phase/stage projects (pre-approval required)
- ⊗ Large corporations
- ⊗ National chains
- ⊗ Church corporations and large church or religious facilities (multiple locations under single ownership)
- ⊗ Public schools and school district facilities
- ⊗ City, state, federal government facilities
- ⊗ Facilities with low or part-time hours of operation
- ⊗ Vacant buildings (unoccupied for two or more months prior to project)
- ⊗ Facilities owned or managed by large property management companies

If there are concerns regarding the size of the facility or business paying for the project, please call program administration prior to committing to the project. Rocky Mountain Power reserves the right to add or modify eligibility requirements. Current eligibility requirements can be found at any time at the small business webpage, <https://www.rockymountainpower.net/savings-energy-choices/business/wattsmart-efficiency-incentives-wyoming/wy-small-medium-business.html>. In the event eligibility requirements are changed, all Approved Vendors will be notified via email sent from the Wattsmart Small Business Enhanced Program administration team.

2.1.2 Verify customer eligibility

Approved Vendors **are required** to verify customer eligibility prior to proposing or installing the proposed project.

- Vendors can verify eligibility by entering a customer meter number into the lighting tool. The tool will then declare the business size segment next to the verification button.
- Vendors can verify eligibility through the business segment website at <https://verify.wattsmartbusiness.com>.
- Vendors may also verify eligibility of customer rate schedules by reviewing the customer's most recent Rocky Mountain Power bill.
- Vendors can only perform one project, per customer, annually. If a customer has multiple sites, please consult with a Wattsmart Business Program Administrator prior to proposing or installing the project.

Rocky Mountain Power retains the right to make final determination of customer eligibility.

2.2 VENDOR ELIGIBILITY

To be considered for participation, vendors must be an approved network participant. Only vendors who have been selected through the formal application process, with an active Wattsmart Business Vendor Network Letter of Agreement, and a Wattsmart Small Business Enhanced Program "Lighting Vendor Participation Agreement" with Rocky Mountain Power may offer Wattsmart Small Business Enhanced incentives to eligible customers.

Approved Vendors are required to take certain actions as listed below throughout the specified timeframe in the Small Business Enhanced Agreement. Approved Vendors are required to:

- meet customer service expectations established in mandatory vendor training sessions;
- maintain the appropriate license(s) and adhere to the requirements within the state where recommendations are made and/or workmanship is performed under this Incentive and will notify Rocky Mountain Power of any change in the status of such license(s);
- adhere to insurance requirements of the applicable state's licensing organization;
- attend all mandatory training sessions for Wattsmart Small Business Enhanced Incentives
- offer customers pricing consistent with Approved Vendor's approved Small Business Enhanced Cost Survey as proposed with the Vendor RFP

Response Form and attached in the Wattsmart Small Business Enhanced Vendor Agreement;

- recommend and/or install energy-efficient equipment in accordance with accepted industry standards;
- provide customer support so the customer can make an informed decision on participation in the appropriate program given the customer’s electric service rate schedule

Approved Vendors are only authorized to promote the Incentive during the Period of Performance as set forth in the *Wattsmart Small Business Enhanced Vendor Agreement*. A bid process will determine Approved Vendors each year the incentive is offered. Vendors will be allowed to perform an allotted number of SBE projects, per month. These allotments for SBE projects can be adjusted based on cost effectiveness, amongst other factors. Approved Vendors wishing to continue participation in the incentive must be performing as listed above and delivering projects with at a cost-effective rate with satisfied customers. Rocky Mountain Power reserves the right to change or cancel the offering or its terms and conditions at any time. Vendors may be removed from the Approved Vendor list at any time at Rocky Mountain Power’s discretion.

2.3 PROJECT ELIGIBILITY

2.3.1 Cost effectiveness (CE)

A key component of a Wattsmart Small Business Enhanced project is its cost effectiveness. Cost effectiveness is a measure of how much the customer pays (before the incentive is applied) for every kWh saved. The incentive per kWh saved can be calculated by dividing the total project savings by the incentive as indicated in the lighting workbook. The workbook will automatically generate this information for you to review on the project information page. (See below image.)

Total Project Metrics

9.05 yrs - SPB w/o Incentive (2.26 yrs - SPB w/ Incentive)	Review Needed (>8.0 yrs)
\$0.33 - Cost/kWh	Good (<\$0.35)
\$0.25 - Incentive/kWh	Review Needed (>\$0.20)

Example: SBE incentive of \$2,944.50/Total kWh savings 11,786 = 2944.5/11786 = .24

The target cost-effectiveness for the program is < \$.30 incentive/kWh

- Projects with CE rates above .35 will need to be reviewed by program administration before the project can begin installation.
- Projects with CE rates above .50 may receive rare exceptions.

2.3.2 Project Type

Appropriate wattage reduction for Small Business Enhanced retrofit projects is in the 30% to 70% range compared to the existing lighting wattage. In some cases, low energy savings percentage could be an indication the project should be classified as a major renovation and not be eligible for the small business offer.

Additionally, projects that **are not** considered eligible for Small Business Enhanced Incentives are as follows:

- ⊗ Multi-phase/stage projects (preapproval required)
- ⊗ Controls-only projects
- ⊗ Major renovations

If there are concerns regarding the ineligible retrofit projects indicated above, please call Wattsmart Small Business Enhanced Program administration for additional information at 844-712-6232.

2.3.3 Measure Type

All equipment must meet eligibility requirements as defined in Rocky Mountain Power lighting catalog as posted on the Wattsmart Business website. Ineligible proposed equipment for this Incentive is listed in the following table.

Ineligible measures

Category	Description
HID	All HID lamps
Fluorescent	All Fluorescent Lamps
Incandescent	All incandescent lamps are ineligible for incentives
Induction	Incentives are not offered for Induction equipment
LED	LED traffic lights, LED message center sign
	LEDs not listed on a qualified list
	A-19 Lamp Medium Base
	A-21 Lamp Medium Base
	PAR Reflector Lamp
	BR Reflector Lamp
	Decorative Lamp
	Downlights
CFL	Screw-in and hardwire CFLs are ineligible for incentives
Fixture Relamps	Incentives are not offered when no modifications are made to an existing fixture other than to replace an existing lamp with a lower-Wattage lamp of the same technology, other than the TLED Relamp categories listed in the Prescriptive Incentives Table.

Incentives are only available for equipment served by a meter that is verified as a small customer. Additional lighting measures may be eligible for incentives through the Wattsmart Business typical measure incentive list (visit beWattsmart.com).

Multiple incentives are not available for a single measure.

Approved Vendors are required to understand the eligibility requirements for all available Rocky Mountain Power incentives and offers, and agree to provide customer support so the customer can make an informed decision on participation in the appropriate program given the customer's electric service rate schedule and electrical usage.

2.3.4 Preferred Proposed Measures

Preferred measures include proposed re-lamps that reduce customer costs and maximize the customer's energy savings. This will also provide the most cost-effective energy savings for the offering. Please consider the following suggestion:

- ✓ 4 lamp troffers should be de-lamped when diffusors are prismatic and a higher wattage TLED (>18W) is used. 4 to 2 lamps is ideal.
- ✓ 2 lamp 8' industrial strips should be converted to a single 42W 8' TLED when possible.
- ✓ 2 lamp 4' wraps or troffers should be converted to a two lamp <12W TLED tube
- ✓ Exterior lights usually have higher HID baseline wattages and new fixtures should be used where possible and cost-effective.
- ✓ HID highbays should be replaced with cost-effective contractor grade LED highbay fixtures. HID replacement lamps should be used as a last resort.

Section 3 Participation Process

3.1 MARKETING AND OUTREACH

Rocky Mountain Power may support the incentive through marketing and advertising. However, the primary source of marketing will be through Approved Vendors identification and outreach to potential participants. All customer outreach and marketing must be done in a professional manner and shall not result in customer complaints. If a customer questions the validity of the offer they should call Rocky Mountain Power at 844-712-6232 for verification. Multiple Approved Vendors may be marketing to the same customers. No single Approved Vendor “owns” any customers. Customers are free to request multiple bids.

As noted in the Wattsmart Small Business Enhanced Vendor Agreement, Approved Vendors are not permitted to use Rocky Mountain Power's name, trademarks, logos, or any other device that might suggest that the Approved Vendor is sponsored by or affiliated with Rocky Mountain Power. This includes use on any vendor advertising, marketing or other materials (printed copy or electronic) for any reason, including, without limitation, soliciting customers, without Rocky Mountain Power's prior written consent in each instance.

Neither the Approved Vendor, nor any of its employee(s) shall be considered, for any purpose, to be an employee, agent, partner or representative of Rocky Mountain Power and neither shall have any power or right to bind Rocky Mountain Power to any obligation, or act on behalf of or in the name of Rocky Mountain Power in dealing with customers or third parties. The parties will not exercise any control or supervision of each other or be responsible for each other in the performance of any service.

Vendors are expected to provide customers with leave behind materials as requested and provided by Rocky Mountain Power.

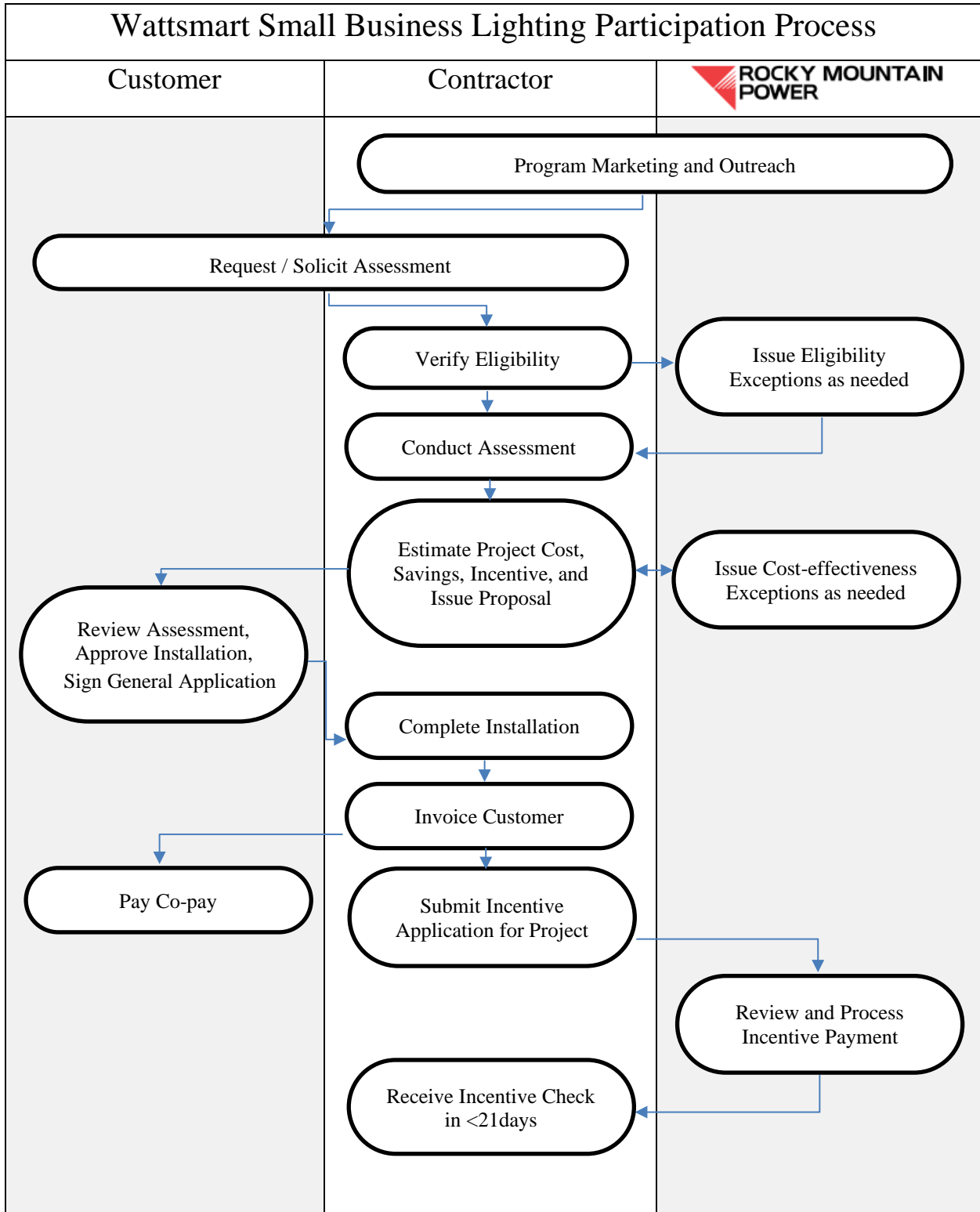
3.2 PARTICIPATION OVERVIEW

This Incentive is intended to streamline the entire lighting project assessment and application process to enable Approved Vendors to move a *prospective eligible customer* to a *completed project* in as little as a single visit. A pre-installation lighting assessment performed by an Approved Vendor is mandatory for customers to qualify for the lighting incentives offered under the Incentive.

The assessment is an opportunity for the Approved Vendor to identify potential lighting system energy efficiency improvements that would result in energy and cost savings to the customer while maintaining or improving lighting quality and meeting IES standards for the specific customer facility type.

Upon completion of the assessment, the Approved Vendor will review with customer the identified energy efficiency improvements which may be eligible for Rocky Mountain Power Wattsmart incentives and obtain customers consent in writing to install the customer's selected measures. Pre-approval of the proposed measure installation is only required for projects with a CE rate above \$.45 incentive/kWh. Once the customer has approved installation, and pre-approval has been completed when needed, the Approved Vendor may proceed with the installation of qualifying measures.

The figure below outlines the path of the incentive offer from customer identification to incentive payment. These steps are outlined in detail in the following section.



3.3 LIGHTING ASSESSMENT AND INSTALLATION

3.3.1 Scheduling the Lighting Assessment

There are two paths to scheduling a lighting assessment for a Rocky Mountain Power customer.

Customer Path 1: Approved Vendor identifies eligible customer

Approved Vendors are expected to perform their own marketing and outreach efforts, which Rocky Mountain Power may support with marketing materials such as brochures. When Approved Vendors identify potentially eligible customers, they should verify eligibility of the customer prior to conducting the lighting assessment of the facility as indicated in Section 2.1. This can be done by looking the meter number up on the website.

Customer Path 2: Customer contacts Rocky Mountain Power for an assessment

Upon learning of the availability of the Incentive from of a variety of sources, a customer may call or email Rocky Mountain Power to request an assessment of their lighting system. Customers requesting an assessment will be provided a complete list of local Vendors who they can contact directly to schedule an assessment. **Approved Vendors are expected to respond to all inquiries within two business days to schedule the walk-through lighting assessment. Non-compliance with customer inquiry response requirements may result in removal from the Approved Vendor list.**

3.3.2 Conducting the Lighting Assessment

Upon verifying eligibility of a customer, Approved Vendors will perform a walk-through assessment of the customer's lighting system to identify opportunities for system improvements that would be eligible for the Incentive. Assessment results will be documented in the Wattsmart Small Business Enhanced Workbook (Excel Lighting Tool) which is to be submitted to Rocky Mountain Power as part of the Incentive participation process. **The assessment should include pre-project light level measurements and we recommend that pre-project photos of the lighting equipment be taken.** If you have any concerns about the eligibility of your proposal to customers, please email the project lighting workbook to wy.smallbusiness@evergreen-efficiency.com to pre-qualify the project. Results of the customer assessment will outline the estimated energy savings, total project cost, and discounted project price that reflects the incentives available from Rocky Mountain Power.

3.3.3 Pricing and Allowable Costs



Approved Vendors must offer customers pricing consistent with the Approved Vendor's Small Business Enhanced Costs accompanying the Vendor Response Form, also in the Wattsmart Small Business Enhanced Vendor Agreement. The incentives are designed to target lighting equipment and labor upgrade costs specific to what is needed to realize energy savings. Upgrades and repairs required for other reasons are to be invoiced separately. If there is market shift or other circumstance resulting in a need to increase pricing, consult program administration to identify the best solution for your situation.

One-hundred percent (100%) of incentive amounts paid for eligible measures must be passed through to the final customer cost.

3.3.4 Project Installation

Approved Vendors are to discuss the project with customers and obtain customer approval to proceed with installation of proposed Wattsmart Small Business lighting measures. All agreements made for installation of measures are between the customer and the Approved Vendor. Rocky Mountain Power is not responsible for landlord-tenant arrangements. Once the Approved Vendor has customer approval to proceed, Approved Vendors may install the qualifying measures.

Proposed measures must be purchased from and installed by the Approved Vendor to qualify for Incentives. As a part of the project installation, Vendors should verify desired post-installation light levels via measurement, and we recommend taking photos of the installed equipment.

Measures are not eligible for more than one incentive from Rocky Mountain Power. Measures that have already been discounted by a Rocky Mountain Power incentive will negate this incentive offer.

3.3.5 Required pre-approval

Approved Vendors **must submit the proposed project Lighting Workbook** to Rocky Mountain Power, **prior to proposing to the customer**, by emailing the Lighting Workbook to wy.smallbusiness@evergreen-efficiency.com to obtain pre-approval for the proposed measures and incentives prior to installation **if any of the following apply**:

- The cost of the proposed project is greater than \$0.35 per kWh for LED retrofit projects.
- More than 25% of the existing fixtures or lamps are currently inoperable

Pre-approval requests will be confirmed as "approved" or "not approved" by administrative staff no later than the end of the following business day.

3.4 INCENTIVE SUBMISSION AND PROCESSING

Upon completion of each project, Approved Vendors are required to submit all project documentation within five (5) days and within the Period of Performance. Incentives for approved projects may be paid directly to the Approved Vendor via customer assignment upon completing the project installation, according to the Small Business Enhanced Incentive Schedule. We encourage all vendors to sign up for direct deposit. This section outlines the incentive application process.

3.4.1 Customer Application & Documentation

Once the project has been authorized by the customer and installed, the Approved Vendor is required to submit **ALL** of the following documentation to Rocky Mountain Power via email to wy.smallbusiness@evergreen-efficiency.com:

1. Wattsmart Business **General Application signed by the customer**
2. **Lighting Workbook** reflecting pre-installation and post-installation conditions
3. **Equipment:** qualified product list documentation (spec. sheets or snapshot of Design Lights Consortium website) must be submitted for LED materials used in a project
4. **Customer invoice** for the project including
 - a. Date(s) of equipment installation
 - b. Customer business name
 - c. Customer business address (location where the lighting was installed)
 - d. Vendor business name
 - e. All costs, separating labor and materials, before incentive discounts
 - i. An explanation should be included on the invoice for pricing that is higher than the vendor pricing exhibit, or for charges not covered under the vendor pricing exhibits
 - f. Estimated incentive to be paid by Rocky Mountain Power to the Approved Vendor, shown as a discount to the customer's cost
 - g. Actual cost (invoice net total) or co-pay incurred by the customer and to be paid by the customer to the Approved Vendor

Program administration will review and validate documentation prior to incentive approval and payment.

3.4.2 Project inspection

On-site or phone surveys may be conducted with participating customers to ensure documentation accuracy, installation and product quality, and customer satisfaction. Customers and Approved Vendors must facilitate access during normal business hours to the equipment being considered for incentives if an inspection is requested.

If discrepancies are discovered between inspection observation and Lighting Workbook details (e.g. different fixtures, counts, operating hours, etc.), incentive values will be adjusted to reflect the actual as-installed project. This may result in additional incentives to be paid to the incentive recipient on the project or an amount that will need to be

refunded to the program by the Approved Vendor if the original incentive paid was too high.

In the event the quality of work, product, or customer service does not meet Rocky Mountain Power standards, Rocky Mountain Power will notify the Approved Vendor and work with the Approved Vendor to correct the identified issue. If the issue remains unresolved, the Approved Vendor may be removed from the Approved Vendor list and disqualified from offering the Incentive.

3.4.3 Incentive payment

Approved Vendors should allow 30 days following submission of **completed** and approved Lighting Workbooks and applications. See section 3.5.1 Customer Application & Documentation to see what constitutes a complete application. This includes submitting all required supporting documentation, additional information, and/or inspection requests in order to receive incentive checks assigned by the customer via the Wattsmart Business general application. To reduce payment processing time, we encourage all vendors to sign up for direct deposit. Should Approved Vendors not receive their incentive check or other project related communication from Rocky Mountain Power in the timeframe stated above or should they have any concern at any time throughout the application process, they are encouraged to call program administration or to email wy.smallbusiness@evergreen-efficiency.com.

Rocky Mountain Power will pay incentives for approved projects according to the Wattsmart Small Business Enhanced Incentive Schedule. Incentives will cover no more than 75 percent of the total eligible lighting project cost. Approved Vendors are required to pass through 100% of the incentives as a credit to the customer. **This credit is to be clearly reflected on the customer's invoice as "Rocky Mountain Power small business incentives"**. In no case will incentives exceed 75% of the total lighting project cost.

Incentives are eligible to be paid for qualifying measures only once. At no time will a qualifying measure receive an incentive under more than one offer. Equipment or products receiving Rocky Mountain Power incentives, including incentives received at the point of purchase, are ineligible to receive incentives through Wattsmart Small Business Enhanced.

Approved Vendors are solely responsible for collection of any outstanding customer balances of the project cost after incentives.

3.4.4 Allow Reasonable Access to Installed Equipment for Approved Projects

Rocky Mountain Power may conduct follow-up quality control after disbursement of incentives. Participating customers must agree to allow Rocky Mountain Power reasonable access during normal business hours for up to two years following receipt of incentives. These follow-up inspections are aimed at overall program performance.

3.5 QUALITY PARTICIPATION

Only Approved Vendors are permitted to offer Wattsmart Small Business Enhanced incentives. Rocky Mountain Power may terminate the Wattsmart Small Business Enhanced Vendor Participation Agreement (“Vendor Agreement”) with the Approved Vendor at any time with or without cause. Approved Vendors not participating in compliance with the Vendor Agreement or within Rocky Mountain Power’s expectations may be removed from the Approved Vendor list without warning. Specific program participation requirements are outlined in the Wattsmart Small Business Enhanced Vendor Agreement. However, the following guidelines will help Approved Vendors understand Rocky Mountain Power’s expectations of Approved Vendors leading to quality performance:

- Complete facility lighting assessments and recommendations, incorporating any applicable Rocky Mountain Power incentive programs the customer may wish to consider
- Prompt response to customers and Rocky Mountain Power for any inquiries
- Consistently high customer feedback regarding service and satisfaction
- Consistently complete and submit accurate lighting workbooks and required incentive application documentation
- Complete projects that address customer needs while maximizing savings, minimizing customer costs, and resulting in a cost-effective project for both the customer and the program
- Deliver at least the number of projects by geographic areas as you identified in your RFP response Recommend and deliver quality lighting upgrades to customers based on IES guidelines for their facility type (includes appropriate use of lighting controls)
- Include in your contract with the customer (**must list on Customer Invoice**) the following minimum written warranty for the timeframes stated below starting from the date the service is completed:
 - One year labor
 - Minimum warranty on equipment installed, which shall be in addition to the equipment manufacturer’s warranty, as follows:
 - 5 years - LED fixtures and lamps/ drivers
 - 5 years - electronic ballasts or LED drivers
 - 5 years - lighting controls and sensors (refer to Lighting Catalog)
- Comply in all operations with all applicable laws, rules, energy codes, and regulations and all orders and directions of governmental authorities having jurisdiction.
- Lamps and ballasts should always be disposed of properly in accordance with state and federal regulations.
- Use applicable energy code lighting power density (LPD) and lighting controls requirements as a guideline when recommending or specifying lighting upgrades.
 - With correct inputs, the lighting workbook will provide the code required density LPD and the project density LPD for comparison.

- The project lighting power density and controls should be more efficient than code in all cases.

3.6 CUSTOMER AND VENDOR COMPLAINTS

Rocky Mountain Power strives to maintain the highest level of both customer and Vendor satisfaction with the Incentive.

Customers who wish to dispute any decision or action performed by Rocky Mountain Power during processing project applications should call program administration or email wy.smallbusiness@evergreen-efficiency.com.

Approved Vendors who wish to dispute any decision or action performed by Pacific Power during their participation should call program administration or email wy.smallbusiness@evergreen-efficiency.com.

Appendix A Incentive Table

Customer Eligibility Requirements	Equipment Eligibility Requirements	Incentive
Verified small business customers	LED Lamps (Relamps)	75% of total project cost up to \$5,500
	LED Retrofit kits	
	New Fixture upgrades	
	Lighting Controls	

Frequently Asked Vendor Questions

Q1: Which facilities are eligible for this Incentive?

A: Refer to section 2 of this handbook for all eligibility information.

Q2: My customer is a good candidate for measure upgrades outside of the Small Business Approved measure list. How do I offer them incentives for equipment on the Wattsmart typical measure list?

A: The measures included in the Wattsmart Small Business Enhanced are the most commonly occurring measures for small businesses targeted by this offer. If you propose to install measures outside of the Small Business Enhanced approved measure list, include those measures on the lighting tool and ensure you obtain pre-approval on your proposed project prior to installing any equipment.

Q3: When will I receive my incentive from Rocky Mountain Power?

A: After an eligible measure is installed and the complete project application with all documentation is received, you should receive your incentive within 30 days. However, we encourage all vendors to enroll in direct deposit for faster payment.

Q4: What if I am installing a measure in a leased property and the tenant is responsible for the electric bill?

A: Customer eligibility is based on the Rocky Mountain Power customer's rate schedule, not building ownership. Owner / tenant issues must be resolved with the owner and tenant of a facility. Any of the following entities can participate in Wattsmart Business: the customer, the facility owner, the tenant/electricity user.

Q5: How long will this offer be available?

A: The Wattsmart Small Business Enhanced Incentive is expected to be renewed on an annual basis. Rocky Mountain Power reserves the right to cancel or modify the Incentive at any time. Vendors will have the opportunity to submit a bid to participate in the Incentive on no less than an annual basis. Only Approved Vendors are permitted to offer the incentives to qualifying customers for only the time period defined in the *Vendor Agreement*.

Q6: What if my pricing changes during the Approved Vendor Agreement term?

A: Vendors are expected to maintain their pricing offered in the RFP response, as that is a factor in the selection of Approved Vendors. If there is market shift or other circumstance resulting in a need to increase pricing, consult program administration to identify the best solution for your situation.

Q7: How many Approved Vendors will offer these incentives?

A: The number of vendors depends on the results vendors are driving. The number of vendors in the pool has been developed based on an analysis of market potential for small and medium sized businesses to adopt the enhanced incentives. If the selected pool of vendors is not meeting expected targets, they may be removed from the

program, or additional vendors may be allowed to offer the incentives to offset the lack of expected performance.

Q8: What if the program changes while I'm in the middle of a project?

A: Rocky Mountain Power reserves the right to change or cancel the incentive at any time. However, we will keep you informed of pending changes to Wattsmart Small Business Enhanced offering with adequate time (estimated at 2 - 4 weeks) to complete projects and submit applications for an incentive.

If circumstances warrant, we will work with you on a case by case basis to determine the best course of action with your customers and their projects in the event of any concerns.

Q9: What if the project I am working on requires remedial work, like new conduit, or new wire, or the fixtures need to be moved?

A: The incentives are designed to target lighting equipment and labor upgrade costs specific to what is needed to realize energy savings. Upgrades and repairs required for other reasons (some examples shown below) are to be invoiced separately.

- Replacing non-compliant or damaged wiring
- Cosmetic repairs of damaged fixtures or components
- Relocating existing lighting equipment

Q10: If incentives may change on an annual basis, how do I know which incentives are available for my project (the old ones or the new ones)?

A: The incentives available for a project are determined by the current program effective at the time of the sale date of the project.

Q11: What happens at the end of my period of performance and if I have customers still deciding to proceed on my project proposals?

A: All project incentive applications and required documentation must be submitted during your period of performance. Otherwise, incentives may be rejected.

Q12: Are new construction or major renovation projects eligible for Wattsmart Small Business Enhanced incentives?

A: No. Only retrofits are eligible. New construction and major renovation are not eligible.

Q13: How do I know if the application I submitted is complete and being processed?

A: The processing team will send email confirmation that your submission has been received and inform you of any additional requirements needed to begin processing.. Your application is not considered complete until all requirements have been met. To ensure smooth and timely processing, submit a complete lighting workbook, general application, and project invoice as outlined in section 3.3.4 of this handbook.

Appendix B Lighting Workbook Instructions

Approved Vendors will receive in-person training on the Wattsmart Small Business Lighting Workbook

The Lighting Workbook is an electronic document that contains all calculations for incentives, savings estimates, energy cost savings estimates and other information.

Vendors are required to submit the complete workbook with each project application. A complete Lighting Workbook includes:

- Accurate lighting operation schedules that reflect the actual lighting usage patterns of the lighting project for which they are submitted
- Walk-through assessment results (pre- and post-installation conditions)
- Complete customer information
- Vendor information

Please refer any questions about the Wattsmart Small Business Lighting Workbook to the program administration staff.

Appendix C Sample Rocky Mountain Power Electric Bill

The following sample electric bill highlights the location of the rate schedule information to verify eligibility for customers for the Small Business Enhanced offer, as well as customer account number information to be included in the Wattsmart Business General Application and Wattsmart Business Lighting Workbook. Look up the meter number @ <https://verify.wattsmartbusiness.com/>

Your Balance With Us		Payments Received	
Previous Account Balance	165.15	DATE	DESCRIPTION
Payments/Credits	-165.15	Mar 8, 2014	Payment Received - Thank You
New Charges	+169.80	Total Payments	\$ 165.15
Current Account Balance	\$ 169.80		

Detailed Account Activity							
ITEM 1 - ELECTRIC SERVICE							
METER NUMBER	SERVICE PERIOD		ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
	From	To		Previous	Current		
12345678	Feb 21, 2014	Mar 24, 2014	31	63760	65346	1.0	1,586 kwh
12345678	Demand	Mar 24, 2014			11.215	1.0	11 kw

Next scheduled read date: 04-22. Date may vary due to scheduling or weather

NEW CHARGES - 03/14	UNITS	COST PER UNIT	CHARGE
Basic Charge	11 kw		8.71
Energy Charge 1st Block	1,000 kwh	0.1064200	106.42
Energy Charge 2 nd Block	586 kwh	0.0743900	43.59
Bill Assistance Program (Washington State Utility Tax \$6.15)			1.56
City Utility Tax		0.0200000	3.17
City Utility Tax		0.0400000	6.35
Total New Charges			169.80

Appendix D Marketing Materials

Wattsmart Business offers several marketing materials for your reference and to share with your customers to assist you in promoting energy efficiency opportunities and incentives. Some materials are available to you as a Wattsmart Business Approved Vendor at no charge. Co-branded swag, such as shirts and hats, are available at your own expense. Please contact the Wattsmart Small Business Enhanced program administration for details.

Appendix E Operating Hours Best Practices

This section describes how to ensure the lighting workbook reflects actual lighting usage patterns of the lighting project for which they are submitted.

On-site Considerations

1. Posted business hours should not be assumed to represent the actual lighting usage patterns
2. Facilities rarely have a single lighting usage schedule for the entire building
3. Facility occupant(s) with knowledge of the lighting patterns, such as facility or office managers or business owners should be interviewed. What to ask?
 - a. Do you have different space types with differing lighting usage patterns?
 - b. What controls your lights?
 - i. Manual switches?
 - ii. Occupancy sensors?
 - iii. Time clocks? Schedule?
 - c. When do lights typically turn on/off?
 - i. Does this differ depending on:
 1. Day?
 2. Weekend?
 3. Season?
 - ii. Does this include after-hours activities (janitorial, other)?
4. The following common space types typically have differing lighting usage patterns:
 - a. Restrooms
 - b. Storage Rooms
 - c. Vaults
 - d. Cold Storage
 - e. Hotel/Motel guest rooms
 - f. 24-hour facilities
5. Holidays and annual weeks of operation differ by business

Lighting Tool Considerations

1. Spaces within the facility with differing lighting usage patterns should each have a separately-defined operating schedule
2. Fixtures need to be assigned to the correct operating schedules as defined in the lighting tool
3. For facilities with differing lighting usage patterns depending on seasonal schedule, make sure to define the seasonal schedule using the seasonal schedule tab in the lighting tool and assign the applicable fixtures

Inspections

Note that operating hours, and the resulting energy savings calculations, are subject to inspection for verification and adjustment, if necessary. Lighting loggers may be used to verify hours of operation at a customer's facility.