

1/18/2022

**PROGRAM ADMINISTRATION***WATTSMART HOMES UTAH program year 2021*

The *Wattsmart Homes* program is administered by CLEAResult, Resource Innovations (formerly Nexant), ICAST (International Center for Appropriate & Sustainable Technology), and AM Conservation Group who are responsible for:

- Retailers – CLEAResult and Evergreen Consulting identifies, recruits, supports and assists retailers to increase the sale of energy efficient lighting, appliances, and electronics. CLEAResult enters into promotion agreements with each manufacturer and retailer for the promotion of discounted LED (Light Emitting Diode) bulbs, evaporative coolers, room air conditioners, and smart thermostats. The agreements include specific retail locations, products receiving incentives and not-to-exceed annual budgets. Evergreen Consulting is responsible for supporting retailers and ensuring marketing materials are displayed in retail locations for the promotion of discounted products.
- Trade ally engagement – Evergreen Consulting provides participating weatherization and HVAC trade allies with program materials, training, and regular updates. Resource Innovations provides participating central air conditioner distributors with program materials, training, and regular updates.
- Inspections – Evergreen Consulting is responsible for inspections that verify the installation of measures.
- Multifamily new construction and retrofit – ICAST identifies, recruits, supports and assists builders, developers, and property owners and managers to include energy efficiency products during the build phase and/or as part of renovating properties.
- All program administrators are responsible for managing savings acquisition to targets within budget for the specific program channels they are responsible for.
- All program administrators are responsible for continual improvement of program operations and customer satisfaction.
- Incentive processing and call-center operations – Rocky Mountain Power call center agents work directly with customers to answer questions about the program, application status, and payment status. Inquiries that require more detailed information are transferred to the appropriate program administrator. CLEAResult receives requests for incentives, determines whether the applications are completed, works with customers when information is incorrect and/or missing from the application and processes the application for payment specific to the non-lighting and single-family New Construction program channels. Resource Innovations receives requests for central air conditioner

**POWERING YOUR GREATNESS**

incentives, determines eligibility requirements are met, works directly with distributors when information is incorrect and/or missing and processes applications for payment. ICAST and local Home Energy Rating Score (“HERS”) raters provide modeling services for calculating kWh savings above codes and standards. ICAST focuses on multifamily properties, while local HERS raters primarily focus on single family and some multifamily properties. ICAST receives requests for incentives, determines eligibility requirements are met, works directly with builders and HERS raters when information is incorrect and/or missing and processes the application for payment specific to the multifamily program channel. AM Conservation Group receives and processes orders for Wattsmart starter kits.

- Program specific customer communication and outreach – A summary of the communication and outreach conducted by CLEAResult, ICAST, Evergreen Consulting, and Nexant on behalf of the Company are outlined in *the Customer Communication and Outreach section located at <https://www.pacificorp.com/environment/demand-side-management.html>*