

Louisiana Residential & Income Qualified Programs



2025 Program

Year Version 1.0

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1. PROGRAM OBJECTIVE

In its General Order dated September 20, 2013, the Louisiana Public Service Commission ("LPSC" or "the Commission") adopted a set of energy efficiency ("EE") rules that included a 2-phased implementation approach of EE programs. Phase I was a voluntary "Quick Start" phase, in which LPSC—regulated investor—owned electric utilities implemented an initial set of EE programs subject to the parameters set forth in the EE rules. Phase I was intended to last approximately 45 months commencing on October 1, 2013 and ending in August 2017, with Phase I programs ending in June 2017. Phase II was intended to result in long-term rules that would ultimately be used to implement a comprehensive set of programs, and, to the extent possible, seamlessly transition Phase I programs to avoid a gap in EE measures if Phase II programs are approved by the Commission.

The matter came before the Commission for consideration of extending Phase I programs during the pendency of the Phase II rulemaking with the Commission Staff recommending the extension of Phase I programs to continue through 2020. The Commission ultimately voted to extend Phase I through 2020 and approve the additional scope and budget. Once again in December of 2020, an extension of Phase I was voted on by The Commission. It was agreed to extend Phase I through the end of 2021. In November of 2021, the Commission voted to extend Phase I through 2024 pending consideration of Phase II rules.

Southwestern Electric Power Company (SWEPCO) offers several energy efficiency programs for its Louisiana customers, including the Residential Solutions Program (RSOL). And the Residential Income Qualified Program (IQ). The purpose of this document is to explain the program requirements and serve as a reference for energy service providers (Project Sponsors) interested in participation.

As a participant in SWEPCO's residential programs, Project Sponsors will install energy efficient measures that deliver peak demand savings (kW) and/or annual energy savings (kWh). SWEPCO will pay a fixed price in the form of incentives for kW and kWh savings provided by the energy efficient measures installed.

Key changes and guidelines for the 2025 SWEPCO Residential Programs include:

- SWEPCO/Project Sponsor Residential agreements will be signed electronically using DocuSign in 2025. Project Sponsors can download the final agreement from P3 once all signatures are complete and agreement is approved.
- Revised budget for 2025.
- Project Sponsors shall not charge a trip or assessment fee when visiting a SWEPCO customer's home.
- Incentive rates have been reviewed and finalized for 2025.
- Photo verifications with proper geotags are required to support before and after conditions.
- Residential Participant Agreement & Acknowledgement (RPA) Form is required. Similar to all other documents, this document will be located in P3 under the Help section (*two copies per customer will be needed. Upload one in P3 and leave a copy with the customer*).
- Residential dwellings, or additions, completed after January 1, 2023, do not qualify for retrofit projects.
- Project Sponsors must leave a copy of the SWEPCO energy efficiency flyer and consumer educational material documents after work is completed. This material can be located in the HELP section of P3.

- Program Administrators will cancel/delete any measure or project entered into P3 and not submitted on an invoice within 45 days.
- An area-weighted, average R-value is to be calculated for all homes consisting of two or more levels of Ceiling Insulation. Project Sponsors must use the SWEPCO provided calculator found in the P3 database.
- All photos must be geo-tagged.
- Each Project Sponsor will have a maximum allocated budget cap. This allocation cap will be determined at the sole discretion of SWEPCO and will be based on the Project Sponsor's program experience, historical performance and budget availability.
 - *The allocated budget is a cap and not a guaranteed Project Sponsor budget allotment.*
 - *Projects can be submitted until the Project Sponsor incentive ceiling is fully utilized OR all program incentive funds have been depleted, whichever comes first.*
- Project Sponsors shall provide SWEPCO customers with a positive customer experience, including the satisfactory resolution of any customer complaints.
- There is a \$25,000 per sponsor annual budget cap on Multi-Family projects. The program budget will be evaluated regularly to verify the limit will not prevent achievement of the energy efficiency goal. If the cap is raised, all Project Sponsors will be notified via email.
- Project Sponsors must collect and report accurate customer email addresses in order for SWEPCO to provide each customer with information for completing an online post-install survey.
- Project Sponsors shall provide each customer with a survey notification.
- Project Sponsors are not allowed to use telemarketing of any kind to promote energy efficiency services to SWEPCO customers. *Any use will result in immediate termination from the program.*
- Project Sponsors must carry all statutorily required insurance.
- All ceiling insulation installations must affirm that an insulation installation certificate is permanently affixed near the attic opening.
- Incorporated reinstated EISA 45 lumen/watt backstop.

Although SWEPCO has summarized key program changes and requirements here, it is the Project Sponsor's responsibility to review the current year manual in its entirety prior to submitting an application. It is also the Project Sponsor's responsibility to review the current AR TRM requirements for all measures being installed.

NOTE: SWEPCO reserves the right to incorporate any or all changes resulting from the LPSC into SWEPCO's 2025 programs as they are approved. Project sponsors will be provided with adequate notice of any changes affecting their projects.

2. PROGRAM DESIGN

2.1 PROGRAM DESCRIPTION

The primary objective of the residential programs is to achieve cost-effective reduction of kWh usage. This performance-based retrofit program offers incentive payments for “deemed” or “measured” energy savings generated by installing energy efficient measures.

Approved Project Sponsors are responsible for verifying there are available funds in the budget, marketing their services to SWEPCO customer’s, contracting with the customer, installing the measures, and reporting their work to SWEPCO. SWEPCO then inspects a customer sample. Payment is made for the demand reductions and energy savings based on the percentage of installations that are approved by inspection as capable of delivering the reported savings.

SWEPCO has designed the Louisiana Residential (RSOL) and Income Qualified (IQ) program manual to provide Project Sponsors who contract with SWEPCO with the specific requirements of the LA Residential programs. By contracting with SWEPCO, Project Sponsors agree that they have read the program manual, reviewed the applicable TRM and will comply with the requirements of the program in order to receive incentive payments for the installation of qualifying measures.

For a definition of terms used in this Manual, please consult the Glossary, included as Appendix A.

2.2 PROJECT SPONSOR ELIGIBILITY

A Project Sponsor is any person, organization, group, or individual who contracts with SWEPCO to provide energy savings under the terms of this RSOL document. The following types of organizations are among those eligible to participate as Project Sponsors:

- Energy service companies
- Local contractors
- National or local companies that provide energy-related products (e.g., insulation or HVAC)
- Product retailers, if they install the particular energy-efficient products sold as part of this program.

Requirements:

- Project Sponsors in the LA Residential Programs must meet minimum eligibility criteria and demonstrate their financial, technical, and managerial qualifications.
- Any subcontractor must be identified in the application. A subcontractor can be added at a later date with program administrator approval. Project Sponsors and their subcontractors are required to carry all statutorily required insurance, as described in the Residential Agreement.
- A certified Home Energy Rater (HERs) or Building Performance Institute (BPI) individual required to be on staff for any Project Sponsor performing Air Infiltration measures. HERs or BPI individual required to be listed on Project Sponsor application.
- Project Sponsors may be required to complete the SWEPCO customer service and safety training.

2.3 CUSTOMER ELIGIBILITY

All participants must be customers of SWEPCO Louisiana as identified by use of the meter number, or account number of a SWEPCO residential account in ACTIVE status. The P3 database is able to verify accounts with an active status. SWEPCO Louisiana account numbers are located on the electric bill. SWEPCO meter numbers are located on the meter.

Dwellings in major disrepair that result in less than an expected 10 year life will be considered not eligible.

Participants may include:

- **Single Family** – Residential dwelling consisting of two or less connected dwelling units (i.e., a duplex or less).
 - **For pier and beam construction, a licensed HVAC contractor must inspect and provide written approval verifying drain lines and equipment sizing are accurate for the home before any work on the underside of the home can be performed.**
- **Manufactured/Mobile Home** – A manufactured home on a chassis with wheels so it can be moved to different locations; it is considered pier and beam floor construction, usually with the perimeter skirting from the floor to the ground
 - **Manufactured and mobile homes must have complete belly board and belly insulation. Homes with diminished belly boards or belly insulation will need to have those areas repaired prior to installing measures.**
 - **A thorough inspection (including photos) must be made of the belly from below. This inspection must include looking for water leaks, condensate leaks, holes/tears, as well as wet or missing floor insulation.**
 - **All water or condensate leaks, holes/tears, and wet or missing insulation must be repaired by the customer/owner or at a cost agreed upon by the customer/owner and sponsor prior to any program measures being installed.**
 - **All A/C drain lines are required to be routed outside of the crawlspace of the home.**
 - **A licensed HVAC contractor must inspect and provide written approval verifying drain lines and equipment sizing are accurate for the home before work can be performed.**
- **Multi-Family** - A residential building containing three or more dwelling units
- **Individually metered multi-family buildings are** considered separate residential accounts; each unit is counted as a residence; the common areas are considered commercial accounts and are not eligible in the LA Residential Programs.
- **Master-metered multi-family buildings are** considered commercial facilities and are not eligible in the Residential Programs.
 - **Individually metered town homes, where three or more units are connected, are considered multi-family.**

NOTE: All multi-family projects must be approved by SWEPCO prior to installation. Pre-approval shall include work site address, estimate of the incentive and work schedule for completion of measure installation. *No work may begin at a multi-family project prior to SWEPCO approval of work site, incentive estimate and work schedule.*

Residential Income Qualified Program

Residential Income Qualified are residential customers served by SWEPCO with an annual household income at or below 200% of the federal poverty guidelines and who have properly completed an approved income verification form.

Income Eligibility Verification Form (For Income Qualified Participants Only)

The Project Sponsor must use the approved form for the purpose of verifying the income eligibility of customers participating in the Income Qualified program.

Dwellings in major disrepair that result in less than an expected 10-year life are not eligible. The U.S. Department of Health and Human Services (HHS) Poverty Guidelines are established separately for households of different sizes.

Income Eligibility Verification Forms (for IQ participants only)

The Project Sponsor must use the approved form for the purpose of verifying the income eligibility of customers participating in the IQ program. The Project Sponsor will present the form to the customer, and she/he will check appropriate boxes, provide other information where required and sign the form. It is not the Project Sponsor's responsibility to verify the information provided by the participants.

1. Self-Certification Form of Income Eligibility: To document a single-family customer's income eligibility status, the Project Sponsor must have the participant complete and sign the Self-Certification Form of Income Eligibility.
2. Property Owner Certification Form of Tenant Income Eligibility: If a Project Sponsor is implementing a project at a multi-family building, the Project Sponsor must have the property owner or agent complete and sign the Property Owner Certification Form of Tenant Income Eligibility verifying that at least 75% of the units are rented by income eligible customers with each unit having a separate electric meter.

2.4 ENERGY EFFICIENT MEASURE ELIGIBILITY

Eligible measures have been approved in the Arkansas TRM 9.1 and are assigned a deemed savings value that determines the amount of incentive payment. Tables 1 and 2 in this section provide lists of eligible and ineligible measures, based on the approved Deemed Savings. The TRM provides the corresponding Deemed Savings and installation requirements.

If any of the baseline equipment at a project site has been removed, or if any of the proposed energy efficient measures have been installed prior to the execution of the Residential Agreement, the entire project will be disallowed.

This is a retrofit program, where the residential dwelling must be over two years old (built before January 1, 2023). Measures can be installed only once every ten years.

SWPCO shall have final authority on whether any particular measure is eligible for incentives.

Table 1 – EXAMPLES OF ELIGIBLE MEASURES

Envelope Measures	<ul style="list-style-type: none"> • Ceiling Insulation • Air infiltration
Lighting Measures	<ul style="list-style-type: none"> • LEDs <ul style="list-style-type: none"> ○ LEDs up to 60 Watt equivalent may be installed ○ Limit of 20 LEDs may be installed ○ LEDs will only be installed in permanently affixed fixtures including exterior lights ○ LEDs will not be installed in areas such as closets and rarely used light fixtures ○ LEDs must be ENERGY STAR certified and labeled
Cooling and Heating Measures/Projects	<ul style="list-style-type: none"> • High efficiency A/C replacements • Existing standard-efficiency A/C to high-efficiency heat pump conversion • Existing standard efficiency heat pump to high efficiency heat pump replacements. • Ground source heat pump
Water Heating Measure	<ul style="list-style-type: none"> • Heat Pump Water Heaters <ul style="list-style-type: none"> ○ Must be ≥ 20 and ≤ 55 gallons to qualify ○ Must be ENERGY STAR® Certified ○ Must exceed Uniform Energy Factor (UEF) of 3.3 ○ AHRI certificate is required for all installations

Table 2 - EXAMPLES OF INELIGIBLE MEASURES

CFLs (compact fluorescent lights)
Hard-wired fluorescent light fixtures
Cogeneration and self-generation projects
Load shifting/load management measures
Load reductions caused by building vacancies
Measures that rely solely on customer behavior or require no capital investment
Measures that decrease building plug loads, such as “Green Plugs” or computer inactivity time-out controls
Measures for which incentives were received under another SWEPCO program
Repair and maintenance projects
Energy-efficient gas measures when replacing non-electric technologies
Measures that result in negative environmental or health effects
Measure installed on hobby shops, or other limited use buildings other than the primary residence
Measures that have been installed at the same location in the last ten years
Photovoltaic (PV) or other distributed generation measures

2.4.1 Primary Envelope Measures

At least one of the two following measures must be installed in order for secondary measures to be eligible. The secondary measures must be installed in conjunction or at the same time as primary measures.

- Insulation measures (insulating the ceiling). Pre and Post Photographs required on ALL customers.
- Air infiltration control measures (minimum of 10% air leakage reduction, as calculated by the difference between pre and post-installation blower door tests. There is an upper limit of 5.2 CFM₅₀ per square foot of house floor area pre-retrofit infiltration rate.) Photographs are required.

2.4.2 Secondary Measure

Lighting

- Light-Emitting Diode (LEDs) in hard-wired fixtures (minimum 2.2 hour daily usage). A hard-wired fixture is a fixture that is permanently installed in the residence. Examples of fixtures that are not hard-wired are table lamps and floor lamps.
- LEDs are allowed in fixtures except for “Hollywood”-style fixtures with four or more lamps found primarily in bathrooms.

3. PROGRAM INCENTIVES

SWEPCO shall pay Project Sponsors a fixed incentive per kW and kWh of savings as determined by the approved demand and energy savings formulas in the Arkansas TRM 9.1. Demand (kW) payment is based on peak demand savings. Energy (kWh) payment is based on the first-year energy savings. The program is designed to have payments made directly to the Project Sponsor, and not to customers. Project Sponsors are not required to provide any direct incentives to customers but are required to execute a Residential Participant Agreement (RPA) with the customer that indicates the Project Sponsor is participating in a SWEPCO program and will receive an incentive.

3.1 INCENTIVES BY MEASURE

In an effort to provide a more comprehensive program, SWEPCO will pay incentives by measure, as shown in Tables 3-4.

**Table 3
LA Residential Solutions & IQ Program**

2025 Program Incentive Rates by Measure						
Measure Group	Measure	EUL	RSOL		IQ	
			kW	kWh	kW	kWh
Lighting	ENERGY STAR® LEDs	Var.	\$4 per bulb/20 per home max		\$5 per bulb/20 per home max	
HVAC	Duct Efficiency Improvement	18	\$260	\$0.12	\$340	\$0.13
Building Envelope	Air Infiltration	11	\$110	\$0.09	\$145	\$0.11
	Ceiling Insulation	20	\$225	\$0.12	\$320	\$0.12
Water Heating (WH)	Low-Flow Showerheads	10	\$40/Showerhead			
	Faucet Aerators	10	\$7/aerator			
	ENERGY STAR® Heat Pump Water Heater	10	\$1,150/unit			
Appliances/Customer Rebate options	Advanced Power Strip (APS)	10	\$40/APS			
	Room A/C	10	\$100/unit			
	ENERGY STAR® Connected Thermostats	11	\$75/unit			
	ENERGY STAR® Electric Vehicle (EV) Supply Equipment – EV Charging Station	10	\$250/unit			
	ENERGY STAR® Air Purifier	9	\$75/unit			
	ENERGY STAR® Clothes Washer	11	\$100/unit			
	ENERGY STAR® Clothes Dryer	16	\$100/unit			
	ENERGY STAR® Dishwasher	15	\$100/unit			
	ENERGY STAR® Induction Cooktop		\$250/unit			
	ENERGY STAR® Windows	25	\$2.50/square ft			
ENERGY STAR® Refrigerator	17	\$100/unit				
ENERGY STAR® Pool Pumps	10	\$275/unit				
New Construction	Please contact program administrator					

Table 4
Residential Solutions & Income Qualified Programs
Heat Pump and Air Conditioner Incentives

SEER2	IQ AC	SEER2	IQ HP	IQ HP Replacing Electric Resistance Furnace (No upsizing)
15.2-15.9	\$150/ton	14.8-15.9	\$450/ton	\$3,500/system Systems with a 14.8+ SEER2 rating qualify
16-16.9	\$200/ton	16-16.9	\$500/ton	
17-17.9	\$250/ton	17-17.9	\$600/ton	
18+	\$300/ton	18+	\$700/ton	

SEER2	Residential AC	SEER2	Residential HP	Residential HP Replacing Electric Resistance Furnace (No upsizing)
15.2-15.9	\$100/ton	14.8-15.9	\$350/ton	\$3,000/system Systems with a 14.8+ SEER2 rating qualify
16-16.9	\$150/ton	16-16.9	\$400/ton	
17-17.9	\$200/ton	17-17.9	\$500/ton	
18+	\$250/ton	18+	\$600/ton	

NOTE: SWPCO may modify its incentive payments during the program year if it is deemed necessary to meet its goals. At least 30 day notice will be provided to participating project sponsors before any such change is made.

3.2 LIMITS ON INCENTIVE PAYMENTS

3.2.1 Project Sponsor Incentive Ceiling Limits

To ensure that funding will be available to multiple participants, SWEPCO has set a maximum limit on incentives paid to any one Project Sponsor. Project Sponsors may not receive more than the Project Sponsor Limit for the program year, as noted in the table below.

Table 6

2025 Project Sponsor Limits	
Residential Solutions	\$70,000
Residential Income Qualified	\$50,000
Residential HVAC	\$30,000
Residential HVAC Income Qualified	\$15,000
Residential New Homes	\$30,000

The annual limit is not a guaranteed amount reserved for or paid to each Project Sponsor. These limits may be waived or adjusted if SWEPCO determines that the cap would prevent it from achieving its energy efficiency goals.

NOTE: SWEPCO reserves the right to base Project Sponsor limits on prior year performance.

3.2.2 General Incentive Information

Project Sponsor's participating in SWEPCO's LA Residential Programs may only submit projects up to the Project Sponsor's maximum allocated Incentive Ceiling limit. This limit is not a guaranteed amount nor is it a budget; it is simply the maximum amount of incentive allowed to that Project Sponsor. It is the responsibility of the Project Sponsor to monitor the overall program budget and their Project Sponsor Incentive Ceiling limit to determine there are ample funds before implementing installations.

- First-time Project Sponsor Incentive Ceiling Limit: \$25,000 (Cap can be raised at the discretion of the program administrator once work quality is reviewed and passes inspection).

Projects can be submitted until the annual Incentive Cap per Project Sponsor is reached OR all program funds have been used (*there is a \$25,000 annual limit per sponsor on Multi-Family projects*). Funds will be taken out of the program budget upon the submission of a project. Please note that when the available incentive funds are expended in the program, the program will no longer accept projects. SWEPCO will not be able to pay incentives on non-submitted projects.

**Table 7
Residential Programs Customer Requirements**

Residential Solutions Eligible Customers	<ul style="list-style-type: none"> • Residential • Multi-family (\$25,000 annual limit per Project Sponsor)
Income Qualified Eligible Customers	<ul style="list-style-type: none"> • Income Qualified Residential • Multi-family (\$25,000 annual limit per Project Sponsor)

3.3 PROGRAM FUNDING

2025 Incentive Budgets	
Residential Solutions	\$500,000
Residential Income Qualified	\$310,894
Residential HVAC	\$300,000
Residential HVAC Income Qualified	\$75,000
Residential New Homes	\$350,000

No Project Sponsor has unconditional entitlement or preferential rights to any Residential program incentive funds. Failure to comply with all program requirements may result in a project sponsor's termination from the program.

4. PROGRAM APPLICATION AND TIMELINE

SWEPCO's Program website, www.swepco.com/savings, will be the key informational resource for the LA Residential programs. Project Sponsors should check this website regularly for program updates. Application forms, instructions, frequently-asked questions, and helper applications are also accessible on this website.

PROGRAM PROCESS

The following steps are to be followed by all prospective Project Sponsors.

1. Complete the online application for Project Sponsor.
2. Submit applications on-line from the link located at <http://www.swepcola.p3.enertrek.com> (Applicants must specify which measures the sponsor plans to install.)
3. Applications enter formal review process and are either approved or denied.
4. Applicants are notified of approval status.
5. Contracts are signed with approved Project Sponsors.
6. Only after final approval and under contract, the Project Sponsors will have a status of 'Approved' in the database. Once approved, and after the official program opening date, the Sponsor is free to market their services to SWEPCO homeowners, contract with the homeowners, and install the measures.
7. Project Sponsors report their work in the P3 database. As each home site is reported, the incentive is reduced from the budgeted funds for that particular component. (The database automatically calculates the incentive amounts based on the approved deemed savings values.)
8. SWEPCO personnel inspect a percentage of customer homes where measures have been installed. (Target inspection rate is a minimum of 10% of projects submitted.)
9. Incentive payment is made based on the percentage of installations that pass inspection.

4.1 APPLICATION

All applications must be completed and submitted on-line. All information **MUST** be entered in the application. If necessary, use the designation NA for "not applicable". **All information must be correct for serious consideration of the application.**

SWEPCO will not reimburse any Project Sponsor for any costs incurred by participating in the programs, including costs of preparing the Project Application, reviewing or executing the Residential Agreement or preparing and submitting implementation or performance reports.

4.1.1 Application Timeline

SWEPCO will update its application web page at the times shown in Table 8.

Table 8
Application Timeline

November 21, 2024	10:00 am CST	Register and begin completing applications
January 9, 2025	10:00 am CST	Program year begins
November 30, 2025 or funds depleted	12:00 am CST	Program year ends

4.1.2 Supplemental Documentation Requirements

All applicants wishing to install Air Infiltration measures must submit a document stating the step-by-step process of your testing procedures, including the type of testing equipment you will be using. This document must be uploaded and included when the application is submitted. Verification of the latest calibration detail for the testing equipment shall be included with the application.

Project Sponsors applying to install HVAC equipment will be required to provide a current copy of their HVAC license.

Project Sponsors applying to install water heater equipment will be required to provide a current copy of their plumbing license.

Applications may be rejected for failure to submit documentation at the required time.

4.1.3 Application Review Procedures

SWEPCO will review the Project Applications on a first-come, first-served basis. SWEPCO may request clarification of, or additional information about, any item submitted as part of the Project Application. Project Sponsors will have seven (7) business days to respond to such requests. If the clarification or additional information provided is not sufficiently responsive, SWEPCO may, at its sole discretion, request additional information or discontinue its evaluation of the submittal. Previous program participation does not guarantee acceptance.

4.1.4 Application Confidentiality

SWEPCO's LA Energy Efficiency programs are subject to oversight by the LPSC, which may request a copy of any program materials that SWEPCO receives. Sensitive information identified as such and submitted by the Project Sponsor will be treated confidentially to the fullest extent possible and will not be provided directly to outside parties other than the LPSC. SWEPCO shall have no liability of any kind to any Project Sponsor or other party as a result of public disclosure of any submittals.

The Evaluation, Measurement, and Verification (EM&V) team may also request a copy of any program materials that SWEPCO receives.

4.1.5 Application Evaluation

To ensure a comprehensive program targeting all eligible customers and measures while achieving its demand and energy goals, SWEPCO will award contracts based upon the Project Sponsor's qualifications, targeted counties and measures.

SWEPCO may reject a Project Application if:

- The Project Sponsor fails to respond to any request for additional information
- The Project Sponsor fails to meet program eligibility requirements
- The Project Application is received after the program has been fully subscribed
- The Project Sponsor is found to have made material misrepresentations in the Project Application
- The Project Sponsor fails to comply with applicable federal, state and local laws and regulations
- The Project Application is found to be incomplete or insufficient
- Failure to provide testing steps within 24 hours of application
- The Project Sponsor has performed poorly in previous SWEPCO programs, or any other utility programs
- SWEPCO, in its sole judgment, determines that the Project Sponsor is incapable of fulfilling the terms and conditions of the Residential Program Agreement
- The Project Sponsor fails to submit required insurance documentation.

4.2 PROJECT SPONSOR APPROVAL

SWEPCO will notify each Project Sponsor of its application status within thirty (30) business days of the submittal of the application. Within seven (7) business days **after notification via email of Project Application approval**, the Project Sponsor must provide SWEPCO with the following:

- A signed copy of the Residential Agreement (Downloaded from Database with Sponsor's Information Printed on Agreement)
- Evidence of Insurance as required. Certificates of Insurance (COI) must be mailed or emailed directly from the insurance agency to the attention of the SWEPCO Program Administrator listed below. Failure to submit or maintain the required insurance will result in a lock-out of the Project Sponsor from the database and possible dismissal from program participation. All COIs shall show the certificate holder as:

American Electric Power Company, Inc. and its Subsidiaries American Electric Power Service Corporation, as agent [to the attention of the appropriate program administrator shown on next page]

- Any other documentation noted in the approval email

If not emailed directly from the insurance agency, have the insurance agency mail required documents to the Program Administrator listed below. SWEPCO is not responsible for documents not addressed to the attention of the Program Administrator.

Southwestern Electric Power Company

Attn: Leslie Williams

428 Travis

Shreveport, LA 71101

Phone: (318) 673-3388

Email: lnwilliams1@aep.com

Attn: Kansas Cooley (RES./IQ HVAC & NEW HOMES)

428 Travis

Shreveport, LA 71101

Phone:(318) 210-3073

Email: khcooley@aep.com

It is the sole responsibility of the Project Sponsor to ensure that SWEPCO receives the required supplemental materials by close of business on the applicable due date. **Faxed submittals are not acceptable.**

Once a Project Sponsor's application has been approved and the Agreement executed, the Program Administrator will open the implementation sections of the database to the Project Sponsor.

Application in the SWEPCO LA RSOL and/or IQ does NOT automatically entitle an applicant to receive an agreement to participate as a Project Sponsor.

5. PROGRAM IMPLEMENTATION

- Work will be performed from date of contract execution until November 30, 2025 or funds are depleted. Upon receipt of the "approved" email notice from the database or receipt of the countersigned contract and approval of marketing materials, the Project Sponsor may begin marketing and installation activities. All projects must be submitted within 45 days of project creation in P3.

5.1 MARKETING

SWEPCO must rely upon the marketing capabilities of Project Sponsors to gain adequate participation levels from the customer base.

Project Sponsors may not use the SWEPCO name or logo in any correspondence or promotional material; however, Project Sponsors are encouraged to use the one-page flyer provided by SWEPCO and available in the P3 database. ***Any other marketing materials must be approved by SWEPCO prior to their use and should be included in the application process. Any mass media advertising such as newspaper must be pre-approved along with the market area for the advertising.*** Examples of acceptable and non-acceptable phrases are in Appendix D. SWEPCO reserves the right to terminate the contract of any Project Sponsor using marketing materials containing any unapproved language or reference to SWEPCO.

A listing of currently approved participating Project Sponsors is kept on the main program website www.swepcosolutions.com. A prospective customer may use this site for Project Sponsor verification.

SWEPCO strongly encourages Project Sponsors to register with the Better Business Bureau(s) in those areas in which work is planned. Solicitation permits or other requirements by local authorities are the responsibility of the Project Sponsor.

Entering into an agreement with SWEPCO as a Project Sponsor does not imply SWEPCO's endorsement or approval of any company, product, or service.

5.2 RESIDENTIAL PARTICIPANT AGREEMENT, FIELD NOTES FORM AND PHOTOS

5.2.1 Residential Participant Agreement

The **Residential Participant Agreement** (RPA) is the primary agreement executed between the Host Customer and the Project Sponsor prior to measure installation. The RPAs contain certain consumer protection provisions and disclosures.

All Project Sponsors are required to use the 2025 SWEPCO-provided RPA form. The RPA form includes fields for air infiltration readings. These numbers will be compared to the customer's copy of the RPA during the inspection process. The RPA must be signed by the Project Sponsor; the Host Customer; and if applicable, the subcontractor. Make sure that the Customer phone number is a working daytime number. RPA forms will be sent to Project Sponsors upon approval and contract execution. Additional forms will be provided to Project Sponsors when requested via e-mail. One copy will be left with the customer and one copy uploaded to the P3 database. Installation and equipment standards are included in the TRM.

5.2.2 Field Notes Form

All Project Sponsors are required to complete and submit the 2025 SWEPCO Field Notes Form (available for download in the P3 database). A Field Notes Form shall be completed for each customer and uploaded to the P3 database.

NOTE: For all customers receiving the Air Infiltration measure, the customer must initial the form to confirm that the pre and post Blower Door and CO tests were performed, where applicable. Each customer must initial the bottom of the form indicating the appropriate tests were performed.

5.2.3 Photos

Besides the RPA Agreement and Field Notes Form required by program guidelines for each installation, Pre and Post photos with proper geotag are required for some measure installations. For example, the TRM requires the following photos:

- Air Infiltration Measure: For homes that achieve a CFM reduction percentage of 30-40%; pictures capturing the scope/type of retrofit implemented and blower door test readings showing pre- and post-retrofit condition of the treated spot such as newly added door strip, caulking around window frame and recessed lighting fixtures.
- Ceiling Insulation Measure: For ALL homes receiving the insulation measure, pre and post photographs are required. Three pictures: 1) a picture showing the entire attic floor; 2) a close-up picture of a ruler that shows the measurement of the depth of the existing insulation, and 3) a photo of the attic with the final installed insulation level. In the absence of evidence demonstrating the pre-retrofit ceiling insulation level, the measure will not be paid.

5.3 PRESCRIPTIVE REQUIREMENTS

5.3.1 Infiltration Measures

To qualify for incentives, a minimum air leakage reduction of 10% of the pre-installation blower-door CFM reading is required. In addition to meeting the installation standard in the TRM, unless contraindicated for health and safety reasons, the following interior leakage points shall be treated as

part of this measure, **if applicable**:

- Attic access when in the conditioned space;
- All plumbing penetrations;
- Weather-stripping and a door sweep or threshold with door bottom on all exterior doors;
- Missing or broken window panes and other building envelope penetrations;
- Furnace closet door: For homes with gas space heating, louvered doors or open ceilings to gas space heater closets may not be sealed off to reduce air infiltration unless an outside air source is installed according to applicable building and safety codes. Any sealing of louvered doors and the installation of an outside air source must be inspected by appropriate local, county, or state governmental building inspectors.

Failure to complete the prescriptive requirements will result in a total measure failure, regardless of the CFM reading.

When applying infiltration measures, the Project Sponsor should make every effort to address areas needing attention in that particular home.

Infiltration Example: If window caulking is old, dried and ineffective, the Sponsor should include this in the work performed. It is not acceptable to simply pass by this need due to being overly busy or behind schedule. In an example like this, where other infiltration measures were applied, but the windows were not caulked, despite the need; the customer suffers because this home is now ineligible to participate in the program for 10 years for any additional infiltration measures.

Health & Safety Precautions

Air Leakage testing should not be conducted in homes where either evidence of asbestos, mold and/or other potentially hazardous material is present or suspected due to the age of the home. Blower Door Depressurization tests are prohibited if there is a risk of asbestos becoming airborne and being drawn into conditioned space.

5.4 PRIOR TO INSTALLATION

- Subcontractors must be approved by SWEPCO prior to beginning installations.
- A carbon monoxide (CO) test is required for all air infiltration installations with gas space-heating.
- Customer must sign the RPA before work is started agreeing to allow the sponsor to perform the work

Additional information for multi-family sites:

- Require pre-approval of the site and measures by the Program Administrator.
- SWEPCO will not consider payment for installations submitted without the proper preapprovals.

5.5 POST-INSTALLATION

- Each customer must sign the RPA upon completion of the project to verify the measures were installed as stated. The RPA provides SWEPCO with permission to inspect the installation, which may be required before incentive payments are approved. The customer copy of the completed and signed RPA must be provided to the customer.
- SWEPCO-approved energy efficiency education material must be left with each customer.
- If a subcontractor was used, Project Sponsor must provide the customer with an **All Bills Paid Affidavit**. A copy of the document is available in the P3 database.

6. INSTALLATION REPORTING

All projects and incentive reporting will be done via the P3 database. Installations must be recorded in the database as completed to ensure availability of funds. All required fields must be completed. **The Project Sponsor will upload the Residential Participant Agreements and Field Notes Forms into the database.**

6.1 REPORTING

When an installation is reported, the database will deduct the incentive from the total balance of funds for the program.

The following information is required for each Project completed:

- Customer type (Mobile Home, Residential or Multi-Family)
- Customer name and address
- Customer email address
- SWEPCO LA account number or meter number
- Daytime telephone number
- Parish
- Type of heating
- List of installed measures

6.2 PROJECT SUBMISSION

Due to the nature of the first-come first-served program design, Project Sponsors are encouraged to submit projects as early and as often as possible. Before submitting projects, ensure that all required documents are uploaded for each project. Project Sponsors have two options for submitting projects:

One-by-One Submission

1. Access your Project List and select the project you wish to submit.
 - a. Note that only projects that are in the “Work Completion Pending” status can be submitted.
2. Within the Project Details page, select the “Submit” from the dropdown menu (in the top right panel under the project status).
3. Select the “Submit” button in blue to submit project.
4. Project will be submitted if it meets all of the program requirements.

Batch Submission

1. Access your Project List and select the checkboxes in the far-left column for each project that you wish to submit.
 - a. Note that only projects that are in the “Work Completion Pending” status can be submitted.
2. Select the “Batch Action” dropdown menu.
3. Select “Submit” from the dropdown menu. A confirmation message will appear.
4. Click “Go” within the confirmation window.
5. Projects will be submitted if they meet all of the program requirements.

SWEPCO will review and process the submitted projects. Once the reviewed projects are approved and ready for incentive payment, SWEPCO will batch up the approved projects for that month and pay them within 45 days.

6.3 INCENTIVE REVIEW PROCEDURES

6.3.1 Installation Inspections

All measures installed in the Residential Programs must conform to or exceed the standards listed in the TRM. SWEPCO will make random sample field inspections to determine if each measure has been installed properly and is capable of performing its intended function. Generally, up to 10% of the customer sites may be inspected. However, more sites may be inspected at the discretion of the Program Administrator. If measures installed do not meet the inspection standards, or if required documentation photos are not provided, those measures will not be eligible for incentives.

If SWEPCO is unable to inspect measures installed at the customer's location, those measures may be counted as failures.

7. PROJECT PAYMENTS

7.1 INCENTIVE PAYMENT ADJUSTMENTS

After field inspections are completed, all installations will be evaluated on a measure-by-measure basis to calculate an adjustment factor for the incentive payment. This adjustment factor will be the ratio of the incentive total for all measures that pass inspection to the total incentive for all measures tagged for inspection. **The adjustment factor will then be applied to all sites on the invoice.**

The algorithm for calculating the adjustment factor is described below:

$$\text{Adjustment Factor} = \frac{\text{Incentive total for measures that pass inspection}}{\text{Incentive total for all measures tagged for inspection}}$$

In instances where all measures pass inspection, the adjustment factor is 1.00. This assumes all figures on the Invoice are correct. If only 75% of the inspection sample passes inspection, the adjustment factor will be 0.75; only 75% of the incentives will be paid.

If the Project Sponsor disagrees with the payment adjustment, the Project Sponsor may request that all information be reviewed again after the Project Sponsor provides additional clarifying information. If the Project Sponsor and SWEPCO cannot agree on the adjustments after the review, the Project Sponsor and SWEPCO must use the dispute resolution mechanisms that are specified in the program agreement.

The customer may contact SWEPCO representatives at any time with any issues concerning the program design or sponsors working in the program.

7.2 ACCURATE REPORTING

Accurate reporting is of key importance in calculating savings achieved. SWEPCO may prohibit a project sponsor from submitting certain measures if problems occur repeatedly in accurate reporting of required information such as square footage and air conditioner size. All installations will be entered and submitted within 45 days of the installation date. Failure to adhere to the reporting requirements may be used for termination of the contract.

7.3 EXCESSIVE FAILURES

SWEPCO reserves the right to limit the measures a project sponsor is allowed to install or to terminate contracts due to excessive failures.

7.4 PAYMENT OF INVOICE

Payment terms are net 45 days. Payment will be processed when the inspections are completed and the incentives have been adjusted.

SWEPCO'S PAYMENT OF INCENTIVE PAYMENT(S) TO PROJECT SPONSOR IS EXPRESSLY AND SPECIFICALLY CONDITIONED UPON SWEPCO RECEIVING ALL REQUIRED NOTICES, SUBMITTALS AND MATERIALS FROM PROJECT SPONSOR WITHIN THE APPLICABLE PERIOD SPECIFIED IN THIS MANUAL AND THE AGREEMENT. FAILURE BY PROJECT SPONSOR TO DELIVER ANY REQUIRED NOTICE, SUBMITTAL, OR MATERIAL WITHIN THE APPLICABLE PERIOD SPECIFIED IN THIS AGREEMENT SHALL BE DEEMED A MATERIAL BREACH OF THE AGREEMENT.

8. SUMMARY OF PROCEDURES

Application and Approval Process

1. Fully read the revised manual
2. Complete Application Forms through link found at <https://www.swepco.com/savings/>.
3. Submit the following within 24 hours of application, if applicable:
 - Summary of the step-by-step process of your testing procedures
 - The type of testing equipment you will be using
 - The date of last recalibration (Infiltration measures only)
4. SWEPCO will notify applicants of the application's status within 30 business days

5. Submit all items requested in the contract approval email within 7 business days
6. Once all required items have been received and approved, SWEPCO will execute the Residential agreement

Prior to Installation

1. Complete work schedule in P3 database and keep it updated
2. Subcontractors must be approved by SWEPCO prior to beginning installations
3. All marketing materials must be approved by SWEPCO including multi-media such as newspaper advertising
4. Customer must sign the Residential Participant Agreement (RPA) before work begins
5. Prior to installations at multi-family sites, Project Sponsors must submit the work site address, estimate of the incentive and work schedule for completion of measure installation to Program Administrator via email for pre-approval.

After Installation

1. Complete the Field Notes Form and have the **customer initial** the bottom if IN measure installed
2. Customer must sign the RPA indicating measures were installed
3. Project Sponsor must provide customer with the signed Customer Copy of the RPA
4. If using subcontractors, provide the customer with All Bills Paid Affidavit

Reporting

1. Report installations on-line within the appropriate time frame
 - a. Submit projects within 45 days of creation in P3.
 - b. SWEPCO will review and process the submitted projects. Once the reviewed projects are approved and ready for incentive payment, SWEPCO will pay the approved projects within 45 days.
2. Upload the following to the database:
 - a. Field notes form for each customer with air infiltration work including pre and post CFM numbers
 - b. SWEPCO copy of the RPA form for each customer included in the Incentive Report
 - c. Required photos

Payment

1. A sample of sites will be inspected
2. Payment will be issued based on the percentage of measures that pass inspection

SWEPCO has designed the Residential manual to provide the specific requirements for participating in the LA Residential programs. By contracting with SWEPCO, Project Sponsors agree that they have read the program manual and will comply with the requirements of the program in order to receive incentive payments for the installation of qualifying measures.

8.1 FREQUENTLY-ASKED QUESTIONS

Q. What if the measures I actually install are slightly different from what was described in the original application?

A: A Project Sponsor may only install the measures approved in the application.

Q. Do I have to give the incentive to the customer?

A: No. The Project Sponsor may use the incentive in any manner they see fit. In the Residential Participant Agreement that the customer and the Project Sponsor are required to sign, the customer acknowledges that the Project Sponsor is receiving incentives through a ratepayer-funded program.

Q. What happens if I don't report the measure installation data within 45 days?

A: The program manager has the authority to cancel/delete any project entered into P3 and not submitted within 45 days.

Q. What happens if I am approved as a Project Sponsor, but don't perform any projects during the program year?

A: Poor performance in this area may be used by SWEPCO to limit a Project Sponsor's future participation.

Q. What happens if there were funds available when I checked, but when I completed the project no program funds remain?

A: It is the responsibility of the Project Sponsor to monitor the overall program budget and their Project Sponsor limit to determine there are ample funds before implementing installations.

APPENDIX A GLOSSARY

- A -

Affiliate: For the purposes of this program, an Affiliate is:

- A) a person who directly or indirectly owns or holds at least 5.0% of the voting securities of an energy efficiency service provider;
- B) a person in a chain of successive ownership of at least 5.0% of the voting securities of an energy efficiency service provider;
- C) a corporation that has at least 5.0% of its voting securities owned or controlled, directly or indirectly, by an energy efficiency service provider;
- D) a corporation that has at least 5.0% of its voting securities owned or controlled, directly or indirectly, by:
 - i. a person who directly or indirectly owns or controls at least 5.0% of the voting securities of an energy efficiency service provider; or
 - ii. a person in a chain of successive ownership of at least 5.0% of the voting securities of an energy efficiency service provider; or
- E) a person who is an officer or director of an energy efficiency service provider or of a corporation in a chain of successive ownership of at least 5.0% of the voting securities of an energy efficiency service provider;
- F) a person who actually exercises substantial influence or control over the policies and actions of an energy efficiency service provider;
- G) a person over which the energy efficiency service provider exercises the control described in subparagraph (F) of this paragraph;
- H) a person who exercises common control over an energy efficiency service provider, where "exercising common control over an energy efficiency service provider" means having the power, either directly or indirectly, to direct or cause the direction of the management or policies of an energy efficiency service provider, without regard to whether that power is established through ownership or voting of securities or any other direct or indirect means; or
- I) a person who, together with one or more persons with whom the person is related by ownership, marriage or blood relationship, or by action in concert, actually exercises substantial influence over the policies and actions of an energy efficiency service provider even though neither person may qualify as an affiliate individually.

- B -

Baseline: For purposes of determining estimated and measured energy savings for equipment replacement projects implemented under the residential programs, the baseline is generally defined as the energy consumed by equipment with efficiency levels that meet the applicable current federal standards and reflects current market conditions. In certain limited circumstances, the baseline may be determined by the equipment or conditions currently in place. This is likely to occur only when federal energy efficiency standards do not apply, or when the existing equipment can be shown by the Project Sponsor to have a remaining service life of at least ten years. For determining estimated and measured savings for building shell improvements, the baseline is generally determined by the building's current condition, e.g., existing insulation 'r' values, air infiltration rates, etc.

- D -

Deemed Savings: A pre-determined, validated estimate of energy and peak demand savings; attributable to an energy efficiency measure in a particular type of application that a utility may use instead of energy and peak demand savings determined through measurement and verification activities.

Demand Savings: A quantifiable reduction in the rate at which energy is delivered to or by a system at a given instance, or average over a designated period, usually expressed in kilowatts (kW) or megawatts (MW).

- **E -**

Energy-Efficiency Measures (EEM): Equipment, materials, and practices that when installed and used at a customer site result in a measurable and verifiable reduction in either purchased electric energy consumption, measured in kilowatt-hours (kWh), or peak demand, measured in kW, or both.

Energy Efficiency Project: An energy efficiency measure or combination of measures installed under a Residential Program Agreement or a market transformation contract that results in both a reduction in customers' electric energy consumption and peak demand, and energy costs.

Energy Efficiency Service Provider: A person who installs energy efficiency measures or performs other energy efficiency services.

Energy Savings: A quantifiable reduction in a customer's consumption of energy, or the amount by which energy consumption is reduced as a result of the installation of qualifying Energy-Efficiency Measures. Energy savings are determined by comparing the efficiency of the installed Measures to that of an appropriate Baseline.

Evaluation, Measurement and Verification (EM&V): A catch-all phrase used in the energy industry to refer to a systematic, third-party review of the delivery and impacts of energy efficiency programs. The Public Utility Commission of Louisiana hires the EM&V contractor.

Existing Equipment: The equipment that is installed at the host customer's site prior to the customer's participation in the Residential Program.

- **I -**

Implementation Payment: The first of two incentive payments made to a Project Sponsor. The implementation payment is for 40% of the total estimated incentive amount as specified in the Residential Program Agreement. A Project Sponsor may submit an invoice for this payment following SWEPCO's approval of the Project Sponsor's Project Implementation Report (PIR).

Incentive Payment: Payments made to an Energy Efficiency Service Provider based on the level of approved demand and energy savings (expressed as kW and kWh). Incentive rates are based on Commission approved avoided costs and incentive caps.

Inspection: Onsite examination of a project to verify that a measure has been installed and is capable of performing its intended function.

- **L -**

LPSC: Louisiana Public Service Commission

- M -

Market Actor or Project Sponsor: Any organization, group, or individual under contract with SWEPCO to provide Energy Savings and/or Peak Demand Savings within the parameters of Residential Program.

Measurement and Verification Plan: The Project Sponsor's specific plan for verifying measured savings estimates. The measurement and verification (M&V) plan should be consistent with the International Performance Measurement and Verification Protocol.

Measured Energy Savings: The Energy Savings derived during the Performance Period; from the Measures installed at the Project Site as determined in accordance with the Measurement and Verification Plan set forth in Exhibit C of the Residential Program Agreement.

- P -

Peak Demand: The electrical demand at the time of the highest annual demand on the utility's system, measured in 15 minute intervals.

Peak Demand Reduction: Peak demand reduction on the utility system during the utility system's peak period, calculated as the maximum average demand reduction over a period of one hour during the peak period. **Peak Period:** For the purposes of this program, the peak period is defined as the hours from 1 PM to 7 PM CDT weekdays, from June 1 through September 30 (federal holidays and weekends excluded).

Performance Period: The one-year period, for weather-dependent measures or shorter for non-weather dependent Measures, following the approval of a Project Sponsor's Project Implementation Reports. It is during this period that measurement and verification is to take place.

Performance Payment: The second of two incentive payments made to a Project Sponsor under the terms of an Residential Program Agreement. The performance payment is based on the one-year measured energy savings documented in SWEPCO's M&V Report and may be up to 60% of the total estimated incentive included in the Residential Program Agreement.

Program Manual: The complete set of SWEPCO RSOL and IQ materials, including the program description, procedures and forms.

Program Portfolio Portal (P3): Software application utilized in RSOL/IQ to report and track project savings and incentives.

Project Application: The Project Application, comprising of a set of standard forms, is submitted by an organization wanting to participate in the Residential Program as a Project Sponsor.

Project Site: The location of a Host Customer's facilities at which approved Measures will be installed. And from which Peak Demand Savings and/or Energy Savings, will be obtained. A single Project may include Measures installed at multiple Project Sites.

Project Sponsor or Market Actor: Any organization, group, or individual under contract with SWEPCO to provide Energy Savings and/or Peak Demand Savings within the parameters of this Residential Program.

Prudent Electrical Practices: Those practices, methods, standards, and equipment commonly used in prudent electrical engineering and operations to operate electrical equipment lawfully and with safety, dependability, and efficiency and in accordance with the National Electrical Safety Code, the National Electrical Code, and any other applicable federal, state and local codes. In the event of a conflict, the applicable federal, state, or local code shall govern.

- R -

Renewable Demand Side Management (DSM) Technologies: Equipment that uses a renewable energy resource that, when installed at a customer site, reduces the customer's net purchases of energy (kWh), electrical demand (kW), or both.

Residential Participant Agreement: A residential distribution customer of SWEPCO that owns or leases facilities at a Project Site or Sites and that has entered into a Residential Participant Agreement with Project Sponsor for the installation of Measures as a part of Project.

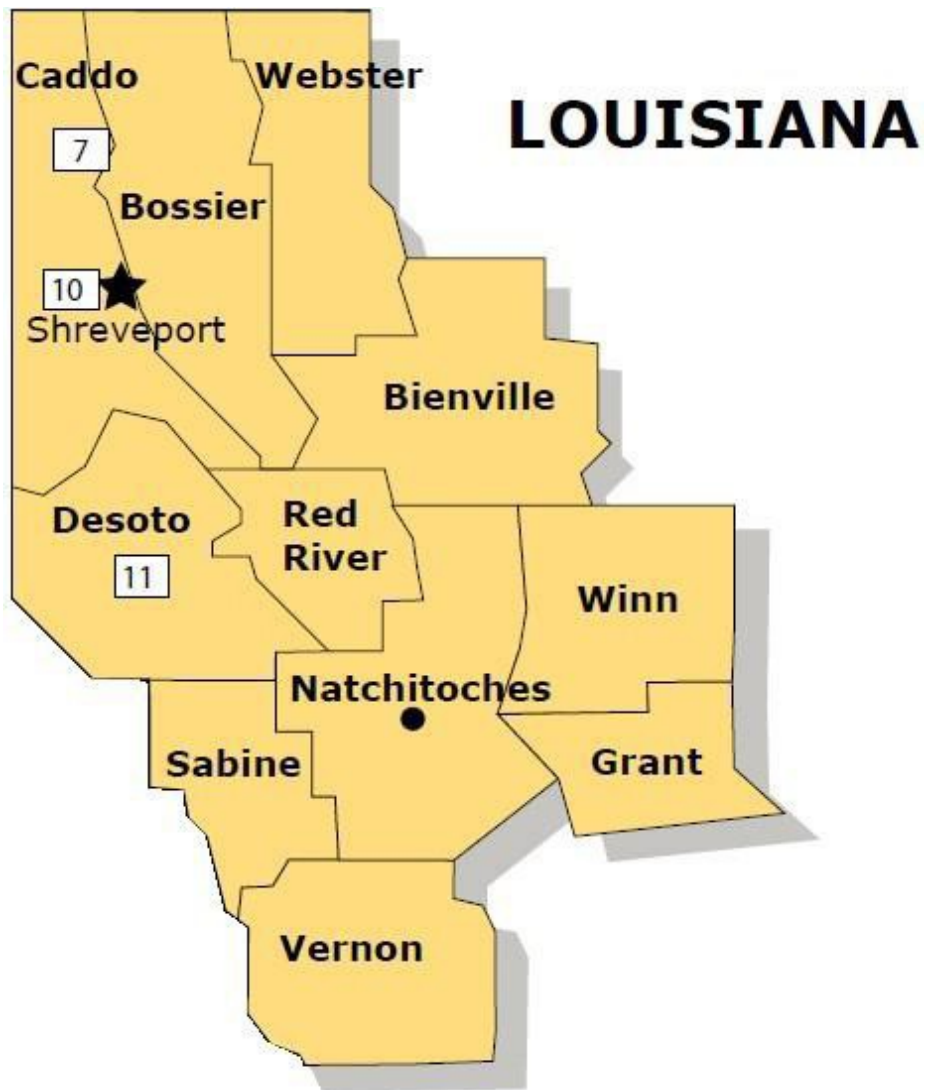
Residential Program Agreement: A contract entered into by the Project Sponsor and SWEPCO following the approval of the Project Sponsor's project application and SWEPCO's design of a project-specific M&V plan. The Residential Program Agreement specifies the energy-efficiency measures to be installed, the expected energy

savings, the expected total incentive payment, and the agreed-upon M&V approach.

- T -

Technical Reference Manual (TRM): A resource document that includes information used in program planning and reporting of energy efficiency programs. It can include savings values for measures, engineering algorithms to calculate savings, impact factors to be applied to calculated savings (e.g., net-to-gross values), protocols source documentation, specified assumptions, and other relevant material to support the calculation of measure and program savings.

APPENDIX B
SWEPCO LOUISIANA SERVICE AREA MAP
(Parishes)



Appendix C – Parishes and Cities Served

Bienville

RINGGOLD - UNINCORPORATED

Bossier

BENTON

BOSSIER CITY

ELM GROVE - UNINCORPORATED

HAUGHTON

PLAIN DEALING

PRINCETON - UNINCORPORATED

Caddo

BELCHER

BETHANY LA - UNINCORPORATED

BLANCHARD

DIXIE - UNINCORPORATED

GILLIAM

GREENWOOD LA

HOSSTON

IDA

KEITHVILLE - UNINCORPORATED

MIRA - UNINCORPORATED

MOORINGSPORT LA

MYRTIS - UNINCORPORATED

OIL CITY

ROBSON - UNINCORPORATED

RODESSA LA

SHREVEPORT

STONEWALL

STONEWALL-VEMCO

TREES CITY LA-UNINCORPATED

VIVIAN LA

WASKOM LA - UNINCORPORATED

DeSoto

LOGANSPORT

LONGSTREET

MANSFIELD

Grant

COLFAX

DRY PRONG

Natchitoches

CAMPTI

CLARENCE

GOLDONNA

NATCHEZ

NATCHITOCHE

POWHATAN

PROVENCAL

RED RIVER PORT

ROBELINE

Red River

COUSHATTA

MARTIN

Rid River

EDGEFIELD

Sabine

FISHER

FLORIEN

FORBING - UNINCORPORATED

MANY

ZWOLLE

Vernon

ANACOCO

HORNBECK

LEESVILLE

LEWIS - UNINCORPORATED

SIMPSON

SLAGLE

Webster

DOYLINE - UNINCORPORATED

Winn

ATLANTA

APPENDIX D

MARKETING MATERIAL:

ACCEPTABLE AND UNACCEPTABLE

Information has sometimes been relayed to customers that are incorrect or misleading, giving the customer a misrepresentation of the responsibility of the Utility Company. Suggestions are offered here for correct verbiage that can be used. Statements in the second section are incorrect and must NOT be used.

ACCEPTABLE:

"The local electric utility company has started an energy conservation program for their customers..." "This program is offered at subsidized or no cost to the homeowner."
"The electric delivery companies are purchasing the energy savings we have provided you."
"The Louisiana Public Service Commission (LPSC) has developed programs to assist qualified electric customers with installing energy saving improvements to help reduce consumption of energy..."
"The Utility Companies typically call about 10% of the customers we do work for to ensure we are following guidelines and proper upgrades have been done."
"...your only obligation may be to allow the utility to inspect our work."
"(Project Sponsor) provides free upgrades to your home to lower costs on your electric bill."
"(Project Sponsor) is not part of, or endorsed by the LPSC or the local electric utility. We are an independent company that provides energy efficiency measures under the programs for electric utilities."
"These funds are provided by rate payers and are regulated by the Louisiana Public Service Commission." "The Louisiana Public Service Commission has approved programs to encourage energy service providers to offer energy conservation services to electric customers of investor-owned utilities."

NOT ACCEPTABLE:

These phrases, or anything similar, are NOT to be used:

"All costs are paid by your electric company."
"Would you like your utility company to pay for energy efficiency upgrades to your home at no cost to you?" "It is free because we are paid by the utilities"
"We are getting paid but not from you, but by your utility company."
"(Project Sponsor) bills your electric utility for the work performed on your home."

APPENDIX E

CARBON MONOXIDE TEST SPECIFICATIONS AND HEALTH & SAFETY PRECAUTIONS

Test Equipment

Carbon monoxide sensing device must have a range from 0-2000 ppm, accuracy +/- 5% of readout and readout resolution = 1 ppm adjustable to 0.

Ambient Air Test

Conduct test at initial assessment. Every housing unit that has combustion equipment shall be tested. If more than 9 ppm CO is detected, air infiltration reduction measures shall not be installed until the CO problem has been corrected. Host Customer should always be informed of the existence of high levels of CO and advised to take precautions until abatement can be performed.

No energy efficiency measure that could result in a decreased ventilation rate for that housing unit shall be installed if the installation of such measure would or could result in ambient air CO levels exceeding 9 ppm within the housing unit.

Health & Safety Precautions

Duct and Air Leakage testing should not be conducted in homes where either evidence of asbestos, mold and/or other potentially hazardous material is present or suspected due to the age of the home. Blower Door Depressurization tests are prohibited if there is a risk of asbestos becoming airborne and being drawn into conditioned space.

For Air Infiltration measures, it is extremely important NOT to violate the minimum ventilation rate for health and safety reasons. If the minimum ventilation rate is violated, no incentive will be paid for the measure.