



Entergy Gulf States, Inc.

2010 Residential and Hard-to-Reach
Standard Offer Program Workshop

October 26, 2009

The Woodlands, Texas

- **Introduction**
- **Status of 2009 Program**
- **2010 Program Rules and Process**
- **Entergy Database – Frontier Associates**
- **Q&A**



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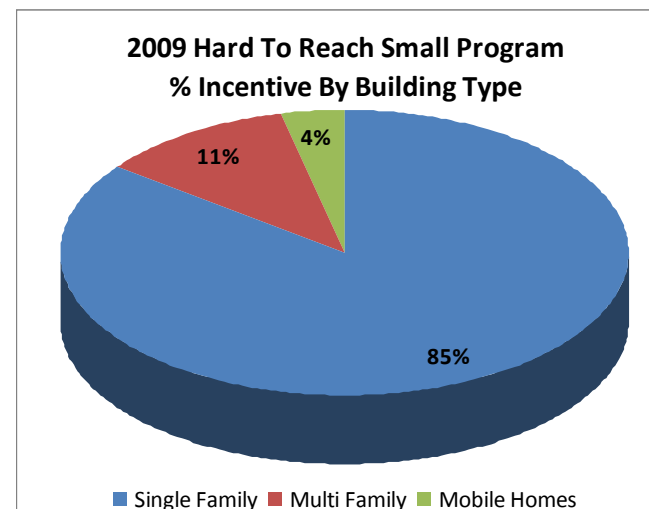
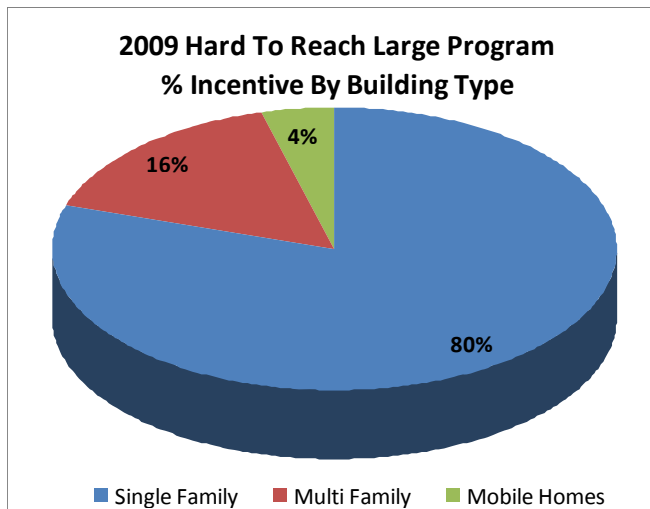
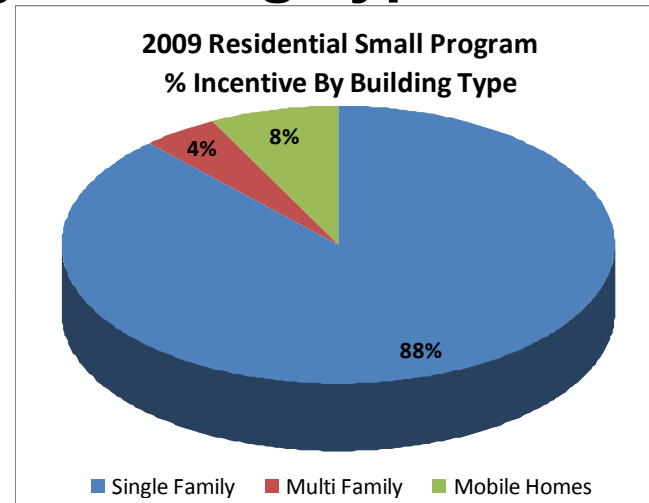
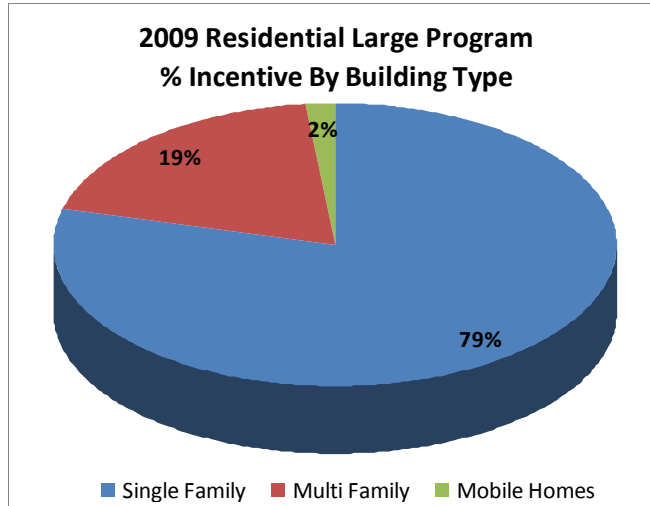
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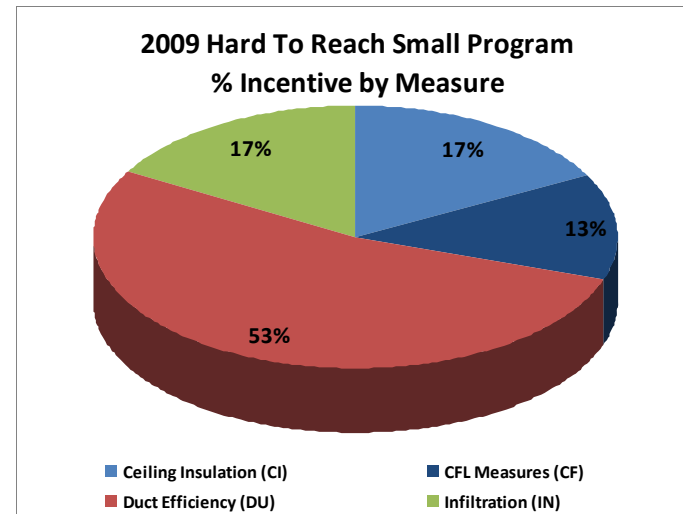
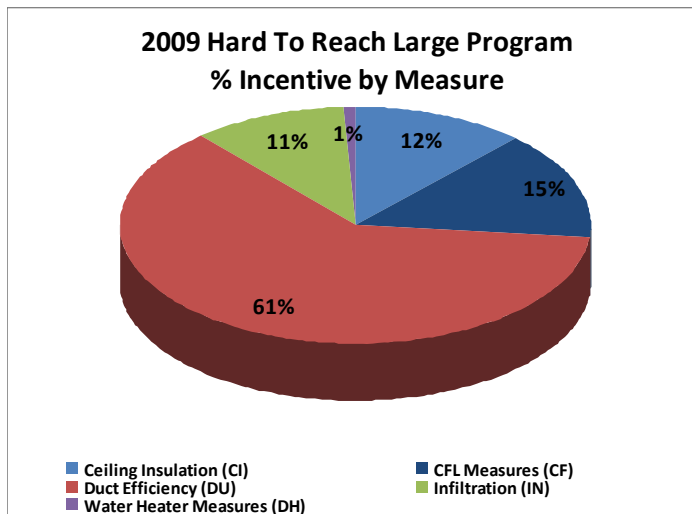
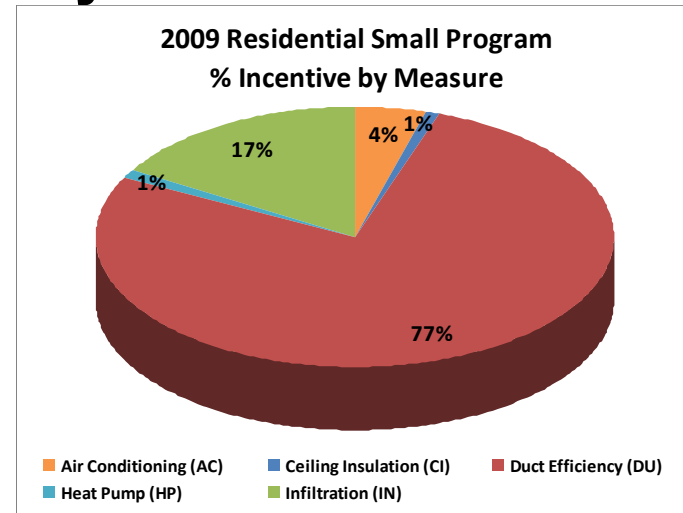
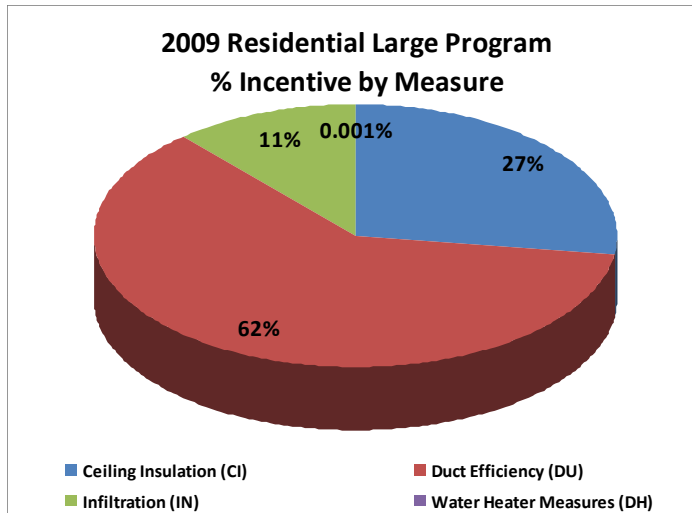
2009 Program Summary

	Res Large	Res Small	HTR Large	HTR Small
Total Funding	\$600,000	\$294,903	\$1,080,000	\$180,000
Additional Funding	\$150,000	NA	\$150,000	\$50,000
# Customer Served	1,593	572	1181	227
# Installations	2,507	964	2,870	494
kW Savings	1,365.10	507.47	1,034.85	206.59
kWh Savings	3,492,856	1,141,909	2,798,221	566,917

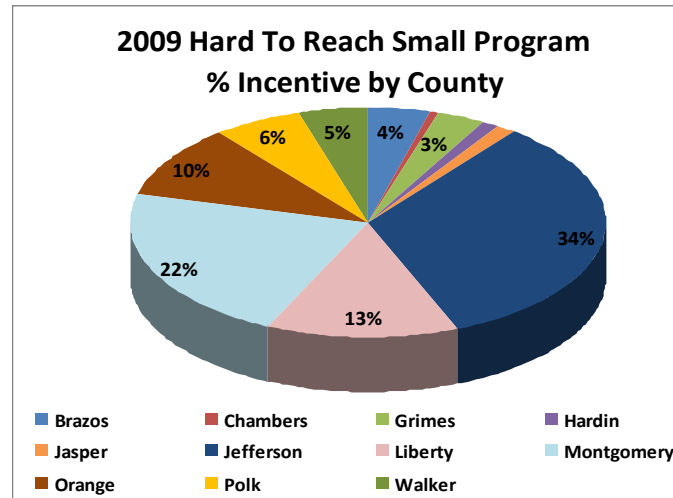
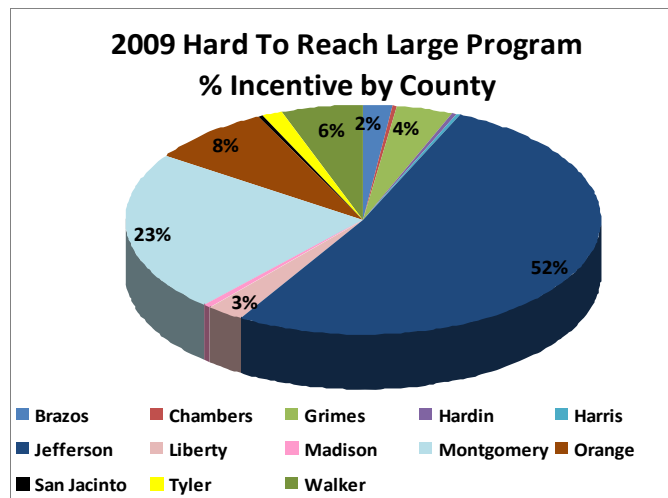
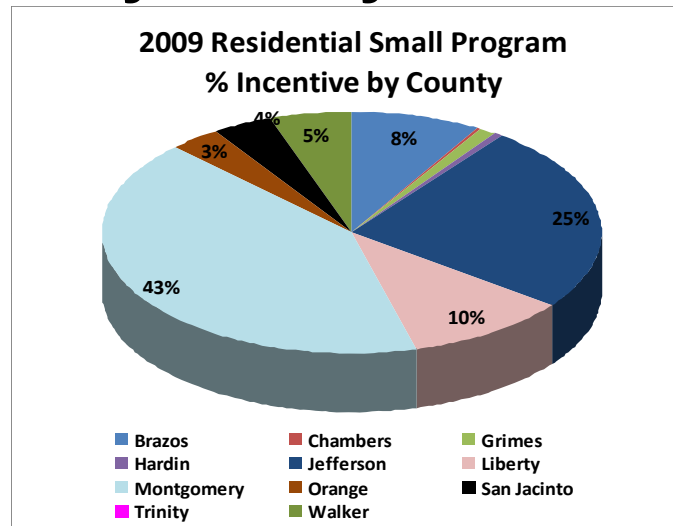
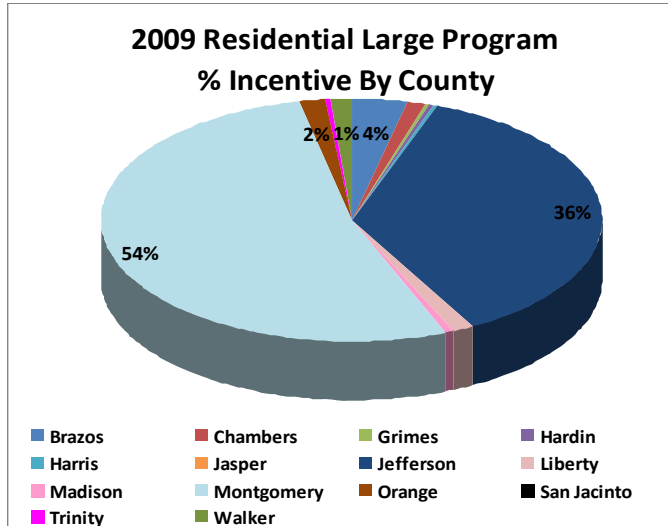
Paid Incentive by Building Type



Paid Incentive by Measures



Paid Incentive by County



- **All applications, insurance certificates, and signed Customer Forms should be sent to Nexant (the Program Administrator).**
- **Expired insurance without enough coverage (\$1 million General Liability & \$1 million Automobile Liability).**
- **Promptly call customers back when they leave a voice message (within 1 – 2 business days).**
- **Verbally inform customers about the inspection process and that they could be selected.**
- **Verbally explain to your customers about the Pre and Post blower door test machine. The inspectors will ask customers if the blower door test was performed before the work was started as well as after the work was completed.**

- **When entering the address and City name for your customer online, do NOT use abbreviations. Spell out the full name.**
√ **Port Arthur** **X Pt Arthur**
- **Do not use a hyphen in between a street number and name.**
√ **511 43th Street** **X 511-43th Street**
- **Please include Sponsor Name, Program Name, Valid Contact Information in all corresponding emails or voice messages.**
- **When asking the Program Administrator to lock the reservation for a Small project, please make sure all installations are submitted online because after the reservation is locked, the unused reservation amount will go back to the Small project funds.**

➤ **HTR customers living in \$300k homes.**

Medicare recipients are not always HTR. “Qualified Medicare Beneficiary” is defined as:

- ✓ The individual must be eligible for Medicare Part A insurance, (even if not currently enrolled).
- ✓ The monthly income must be at or below 100% of the annual federal poverty level.
- ✓ Personal assets, including cash, bank accounts, stocks and bonds must not exceed \$4,000 for an individual and \$6,000 for married couples

➤ **For ceiling insulation measures, the ONLY time R-0 should be used is if there is absolutely no insulation.**

➤ **Be sure that your engine for the ceiling insulation blower is properly ventilated and that you follow ALL safety procedures.**

➤ **For DU work, be careful when using tape on the outside of the vents. You don't want to rip off any of the finish or paint on the customer's ceiling.**

2010 Residential & Hard-to-Reach Standard Offer Program Rules and Process

2009

- **\$2.15 million (additional \$0.35 million)**
- **New program administrator, transition period**
- **Fixed incentive rate for all measures**
- **Subcontractor is allowed in both Large and Small projects**
- **Multifamily is allowed in Small projects**

2010

- **\$2.15 million**
- **Program administrator will adhere with program rules**
- **Variable incentive rate for individual measures**
- **No Large sponsor can subcontract to a Small sponsor**
- **Multifamily is NOT allowed in Small projects**
- **No load factor cap**

2010 Program Funding

Program	Funding
Residential – Large	\$600,000
Residential – Small	\$294,903
Hard-to-Reach – Large	\$1,080,000
Hard-to-Reach – Small	\$180,000



2010 Res Program Incentives Rate

Measures	\$/kW	\$/kWh
Standard (all other measures)	\$265	\$0.091
Ceiling Insulation	\$500	\$0.20
Central AC or HP Replacements	\$477	\$0.16
Window AC Replacement Only	\$494	\$0.33
Window AC Replacement + Duct Sealing	\$477	\$0.284



2010 HTR Program Incentives Rate

Measures	\$/kW	\$/kWh
Standard (all other measures)	\$477	\$0.16
Ceiling Insulation	\$519	\$0.35
Central AC or HP Replacements	\$519	\$0.35
Window AC Replacement Only	\$519	\$0.35
Window AC Replacement + Duct Sealing	\$500	\$0.30



Res & HTR Program Incentives

- **Incentives are paid directly to Project Sponsor.**
- **Project Sponsor is not required to pass any incentive payment to customer.**
- **PUCT requires the Project Sponsor to disclose that incentives are available “through a ratepayer funded program, manufacturers, or other entities.”**



Res & HTR Program Resources

- **www.ENERGYefficiency.com**
- **www.energy.tx.ressop.com/Login/Login.aspx**
- **Downloads**
 - ✓ **Contract**
 - ✓ **Database help file**
 - ✓ **Program Manual**
 - ✓ **Customer Forms**
 - ✓ **HTR Certification Forms**

- **Program Administrator**
- **Outreach to potential Project Sponsors**
- **Review applications for participant and measure eligibility**
- **Enter into Standard Agreements with Project Sponsors**
- **Oversee M&V, if applicable**
- **Conduct certain inspections**
- **Issue incentive payments**

- **Energy Service Companies (ESCO)**
- **Regional or Local Contractors**
- **Retailers are eligible only if they install the measures sold as part of this program**
- **Not-for-profit housing or social service agencies**
- **Other entities with the required capabilities and experience**

Project Sponsors must have:

- **Insurance**
 - ✓ Enough coverage
 - ✓ List Entergy as an additional insurance holder
 - ✓ Up to date
- **All appropriate licenses/permits**
 - ✓ HERS or HERO certificate when blower door testing is required
- **Minimum of three references**
- **Technical capabilities and experience**
- **Managerial capabilities and experience**

- **Identify project opportunities**
 - ✓ Entergy will not provide marketing assistance
- **Verify customer eligibility**
 - ✓ Must receive Distribution service from Entergy
 - ✓ Have not been retrofitted in past 10 yrs
- **Enter into an agreement with Host Customer**
- **Report implementation schedules if there is air infiltration (IN), duct sealing (DU) or wall insulation (WI) measures at least 2 business days before the work begins**
- **Provide documents to prove the installation and energy savings i.e. AC Cut sheets**

- **Retrofit Only**
- **Single Family**
- **Mobile Homes**
- **Multi-family**
 - ✓ **All individually-metered multi-family properties**
 - × **Common areas are commercial**
 - × **Master-metered apartments are commercial**
- **HTR Requires an Envelope Measure:**
 - ✓ **Ceiling Insulation**
 - ✓ **Wall Insulation**
 - ✓ **Floor Insulation**
 - ✓ **Air Infiltration**
 - ✓ **HVAC Duct Integrity**

200% of HHS Poverty Guidelines

Size of Family	Maximum Annual Income
1	\$21,660
2	\$29,140
3	\$36,620
4	\$44,100
5	\$51,580
6	\$59,060
7	\$66,540
8	\$74,020

- **Install or have energy efficient equipment installed at its site(s)**
- **Allow facility access for pre and post inspections and to verify savings**
- **Certify installation of equipment**



Eligible Projects and Measures

- **Measures that reduce energy consumption and/or Entergy system peak demand are eligible.**
- **Electric to gas/propane fuel conversions are allowed under certain conditions.**
- **Renewable energy measures meeting the equipment standards of The Energy Efficiency Rule**
- **Measures must have a minimum useful life of 10 years**
- **Measures must meet or exceed minimum equipment standards established by the PUCT, if such standards have been established**
- **Lighting retrofits under HTR SOP**



Ineligible Projects and Measures

- **Repair and maintenance projects**
- **Measures that rely upon customer behavior, e.g., thermostats or timers**
- **Measures with an expected life of less than ten years**
- **Measures disallowed by PUCT, including showerheads and aerators**
- **Cogeneration and self-generation projects**
- **Load reductions caused by building vacancies**
- **Measures that result in negative environment or health effects**
- **Measures for which funding was received under another Entergy program**
- **Lighting retrofits under the Res SOP**

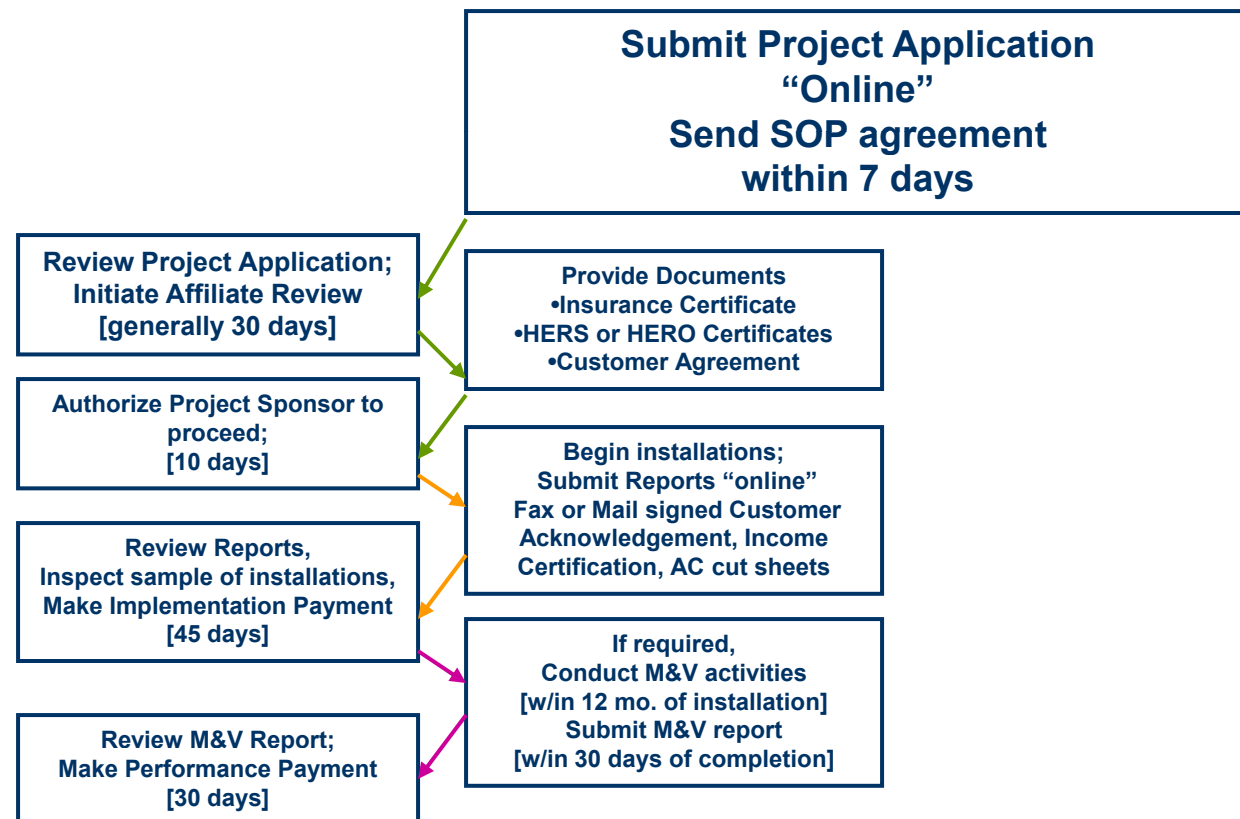
- **Small Projects are limited to 20% of program budget**
- **Small Projects are limited to \$5,000 per reservation**
- **Small Projects are limited to 45 day reservation limit**
- **Large Projects must adhere to milestone schedule**
 - ✓ **40% completion by June 30, 2010**
 - ✓ **100% completion by November 15, 2010**
- **No minimum project size**
- **No load factor limit**

- **Monthly invoice submittal, along with**
 - ✓ **Customer Acknowledgement Form(s)**
 - ✓ **HTR Certification Form(s)**
- **Invoice payment may be adjusted based on findings from field inspections**
- **Deemed method – 100% payment after PIR**
- **M&V method – 40% after PIR, 60% after savings report**
- **Payment terms are net 45 days**

- **DECEMBER 4, 2009 @ 10:00 AM CDT – Open Application for the Res & HTR SOP**
- **DECEMBER 9, 2009 – Accept Applications for the Res & HTR SOP**
 - ✓ **10:00 AM CDT – Submit Large Res applications**
 - ✓ **11:00 AM CDT – Submit Large HTR applications**
 - ✓ **2:00 PM CDT – Submit both Res & HTR Small applications**
- **45 day reservation limit**
- **June 30, 2010 – Milestone needs to be met by Large Project Sponsors**
- **November 15, 2010 - Last day for installations**

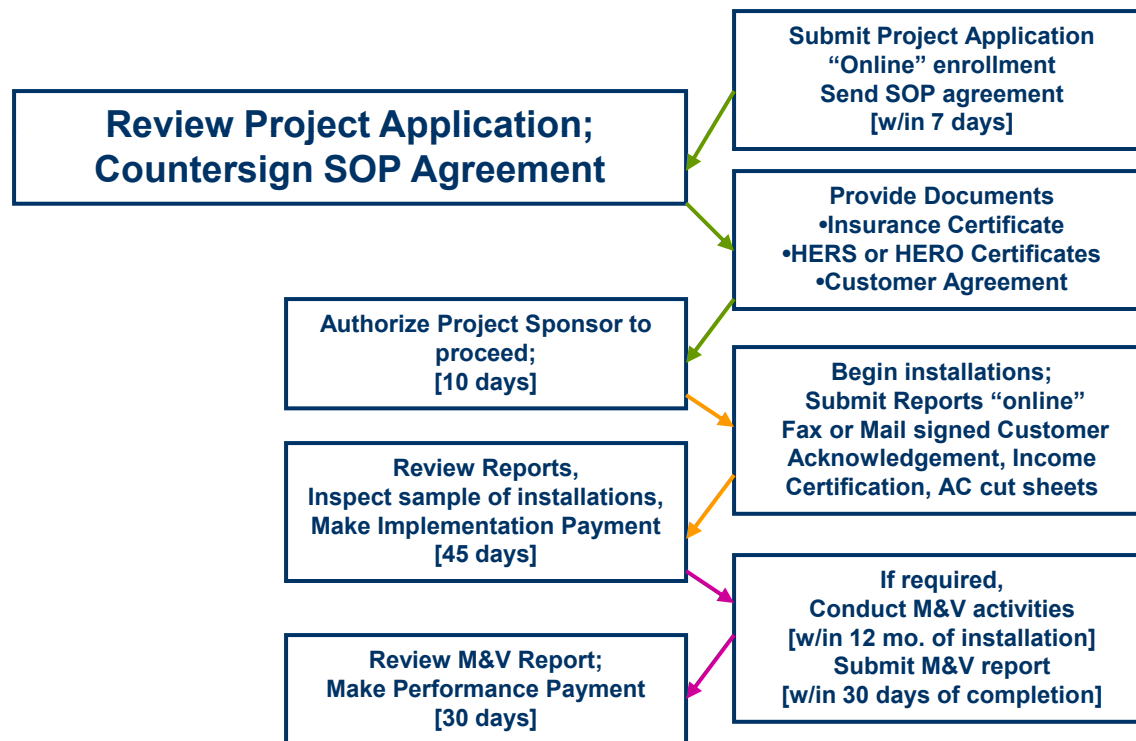
**Entergy
Program Administrator**

Project Sponsor



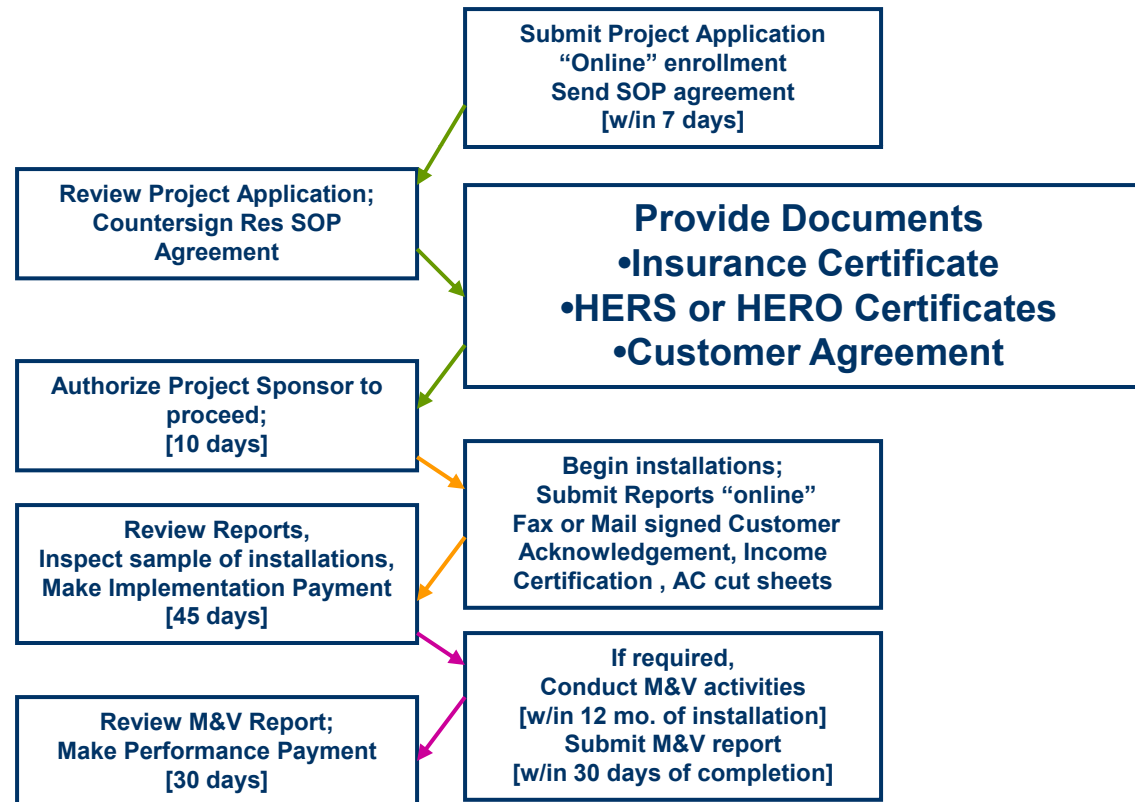
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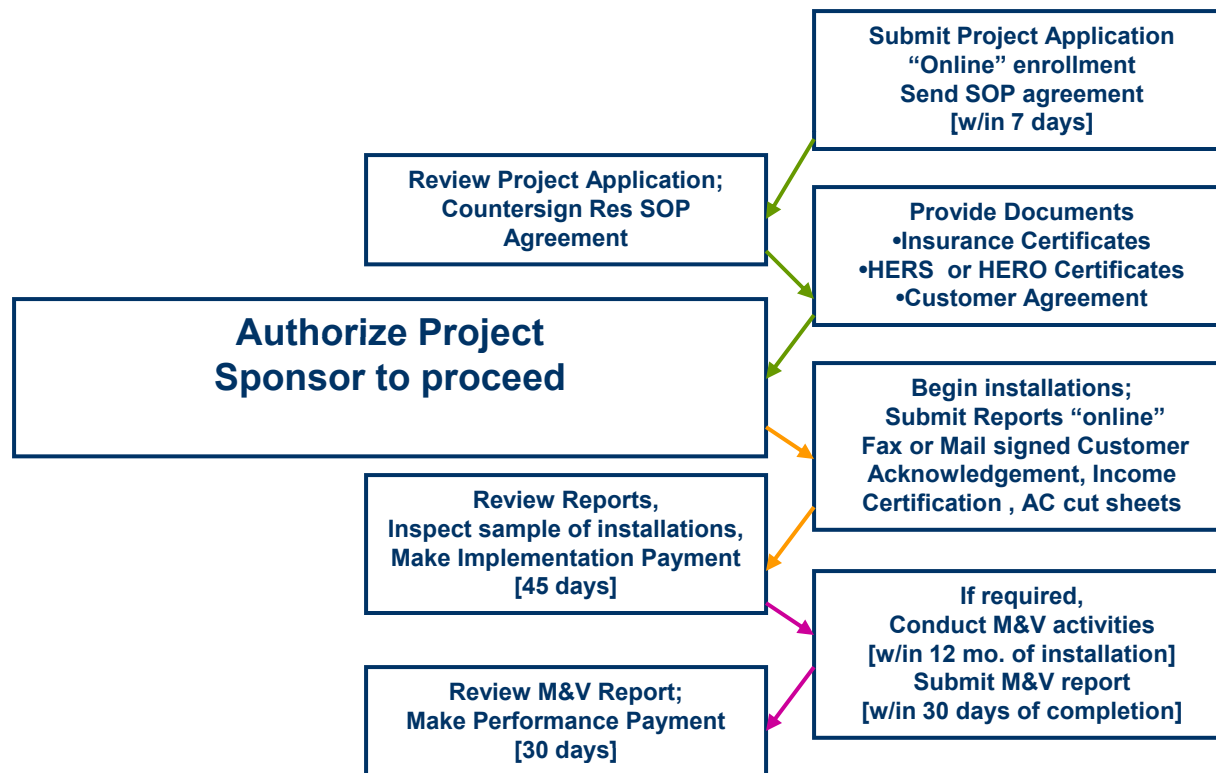
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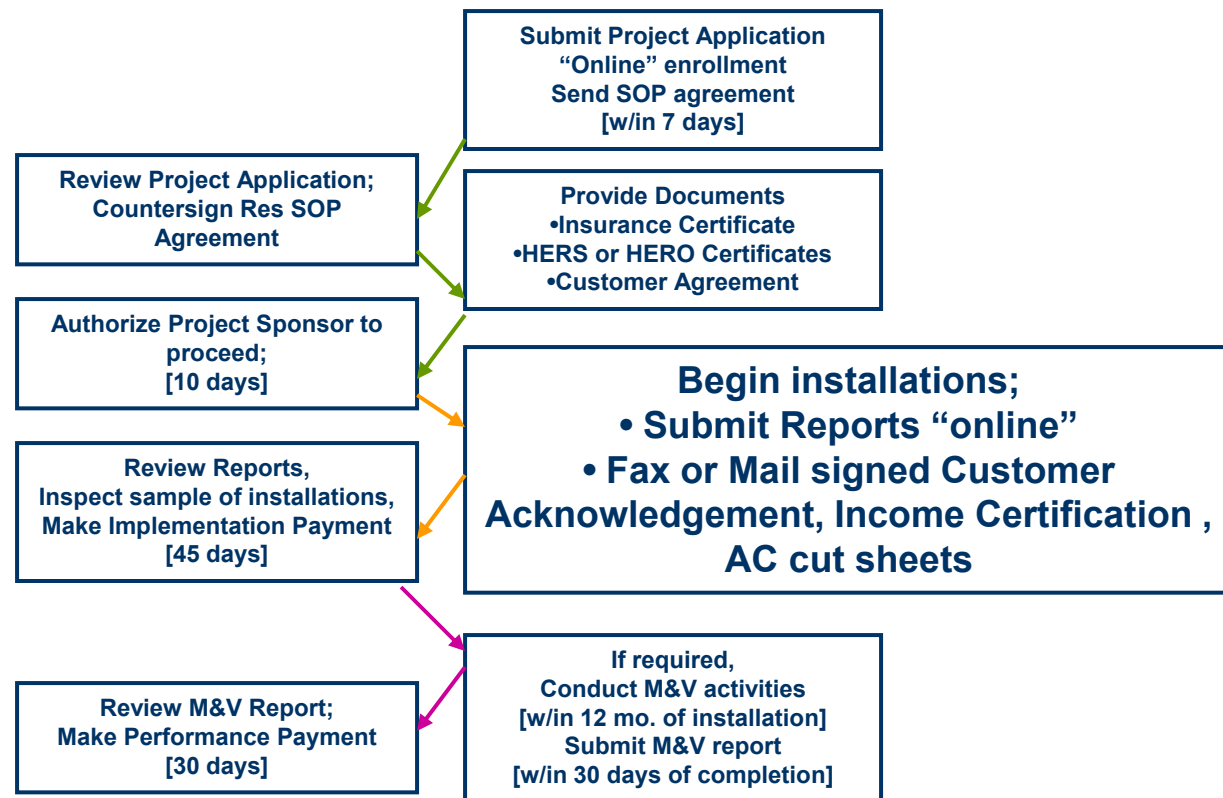
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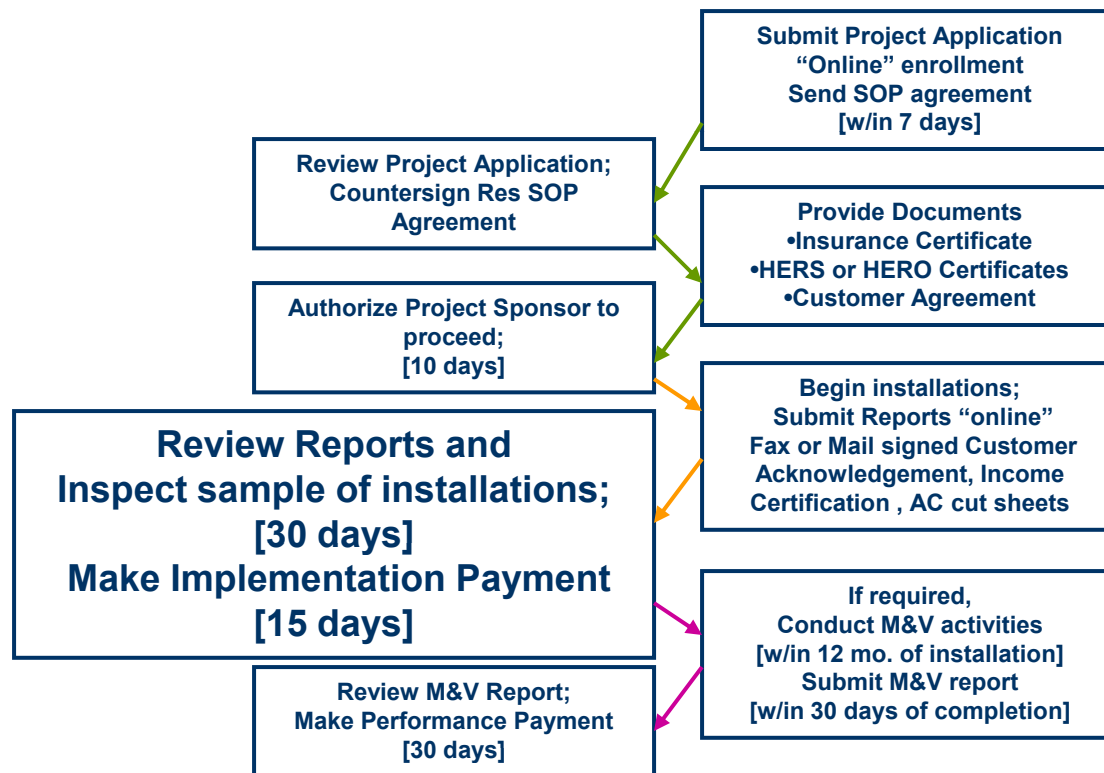
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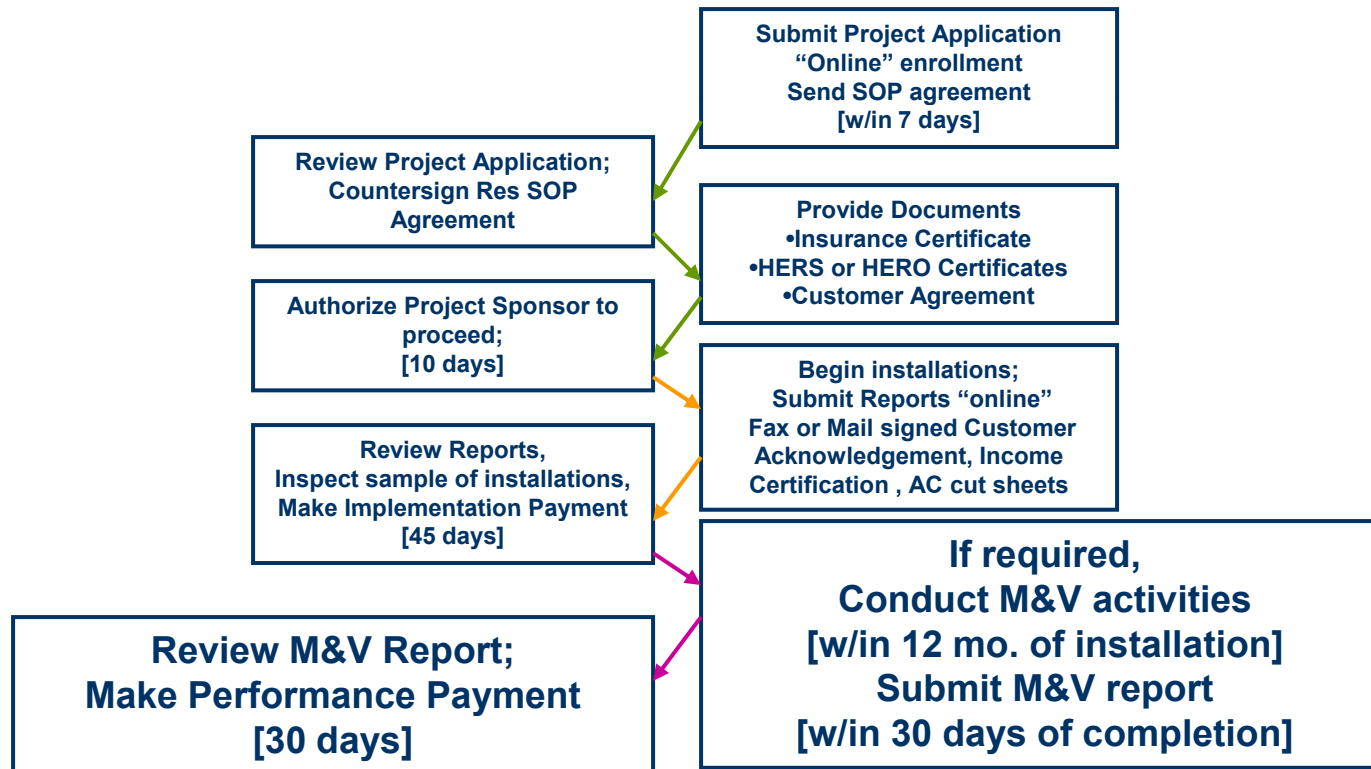
**Entergy
Program Administrator**

Project Sponsor



**Entergy
Program Administrator**

Project Sponsor



- Register as a Sponsor in Entergy Database
- Enter project information and prepare submittal on-line
- Entergy will begin accepting applications on **DECEMBER 9, 2009**
- Entergy's timestamp will be used to determine order of receipt
- Check website at www.entergy.tx.ressop.com/Login/Login.aspx for most up-to-date information
- Applicant's data will be used to generate a complete contract. This contract is to be signed by the Project Sponsor and sent to Program Administrator within 7 calendar days.
- Send hard copy information (when required) to:

Nexant Inc.

4 Houston Center

1331 Lamar Street, Suite 1575

Houston, TX 77010

Fax: 713-739-0741

E-mail: entergy-administrator@nexant.com



Discussion / Q&A

- **What cities are covered in Entergy's Grid?**

Most of Conroe, Beaumont, Port Arthur and their surrounding areas are in Entergy's grid. However, the best way to identify Entergy's customers is to retrieve the meter number or account number from the customer's bill. Also, please refer to the ENTERGY-TEXAS SERVICE AREA map at http://www.entergy-texas.com/content/Energy_Efficiency/documents/Map_EntergyServiceAres.pdf

- **How do I get the account number for a customer?**

Try to get the bill from the customer, which should have the account number. Or try to get the meter number of that customer because the system can take either the account number or the meter number.

- **What account number or meter number do I use for the multi-family?**

Use the master meter for the Leasing Office.

- **When I add a new customer, why will it sometimes ask for the Program Administrator to approve it?**

An automatic customer approval request is sent to Nexant for the following reasons:

- **Multi Family (MF) – All multi family installations require the Program Administrator to review it before approving.**
- **Single Family (SF) – If historical installations have been completed at the same address, then it will require the Program Administrator to review and verify duplicate measures.**

- **I have accomplished the current US\$5,000 reservation, but how do I reserve another US\$5,000?**

The Program Administrator first has to receive all the required documents, including the signed customer agreement, the signed customer acknowledgement; and the signed income eligibility form for HTR programs. Once Nexant reviews all signed forms, your current reservation will be locked, and then you will be able to reserve another US\$5,000 if there are still funds available in the program.

- **How many invoices can I submit per month? Do I need to wait until 10th of each month?**

The system currently allows you to submit up to 2 invoices per month, there is a lag period for submitting invoices in order to give sponsors more time to submit their invoices into Entergy's website. For example, April invoices can be submitted from April 10th to May 9th. May invoices can be submitted from May 10th to June 9th, and so forth.

- **When can we get paid?**

Once the invoice has been submitted, all signed forms reviewed by the Program Administrator, inspections conducted and reviewed; then your invoice will be closed. After that, the payment will be processed by Entergy within 45 days of submitting the invoice.

- **What do I do if there are no more program funds?**

You need to daily check to see when an opening will occur to make another reservation. Openings might occur if the current reservation under other project sponsors can not be accomplished within the 45 days timeframe.