

Entergy Texas, Inc.

2012 Residential and Hard-to-Reach Standard Offer Program Workshop

October 11, 2011

Dial In: 877-783-2009

Passcode: 981535

Webinar Instructions

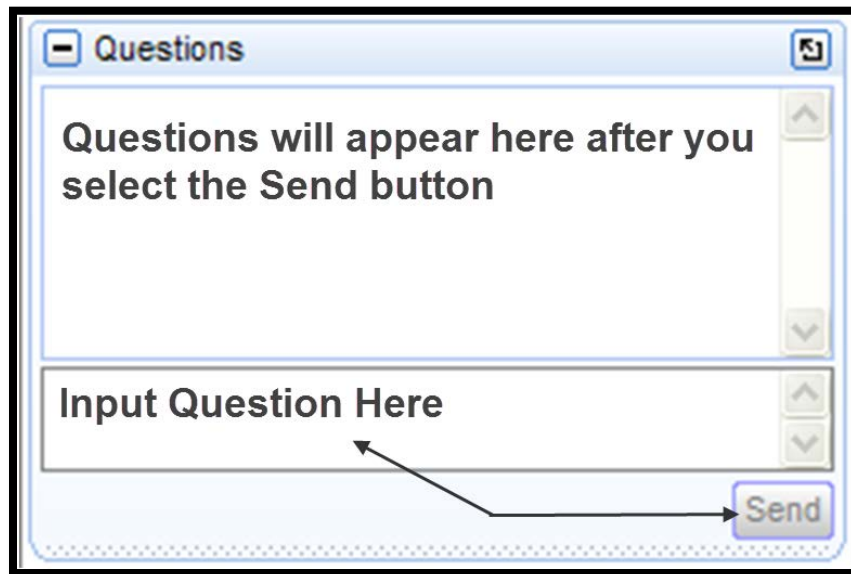
- You can minimize the Webinar toolbar by selecting the red arrow button



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Webinar Instructions (Cont.)

- Attendees will be on mute during the call
- You can ask a question by utilizing the Question Box located on the Webinar toolbar



Workshop Agenda

- Recap 2011
- Challenges in 2011
- 2012 Program Details
- Key Program Changes for 2012
- Database Changes for 2012
- 10 Minute Break-
- Question & Answer Session

Program Contacts

Entergy Team

Kelley Carson

(281) 362-4033

jcarso1@entergy.com

Terry Swan

(409)981-3245

tswan@entergy.com

Frontier – IT Support

Lani Clark

(512)372-8778 x 136

lclark@frontierassoc.com

Kyle Caffey

(512)372-8778 x 131

kcaffey@frontierassoc.com

Recap 2011

2011 YTD Program Summary



	Res Large	Res Small	HTR Large	HTR Small	AC/HP Program	Total
Budget	\$1,045,000	\$200,000	\$1,000,000	\$100,000	\$155,000	\$2,500,000
# Customers	1,754	393	1,018	121	111	3,397
# Installs	2,758	532	1,919	218	117	5,544
kW Savings	1,691	337	897	98	83	3,106
kWh Savings	3,875,970	813,093	2,283,164	273,348	277,942	7,523,517

2011 Program Challenges



- Transition to new duct deemed savings Tool
 - Lower average savings and incentives
 - 2012 efforts to remedy this challenge:
 - Sliding scale for leakage reduction
 - Reduce instances where you have to walk away
 - Increase in residential incentive rate
 - No incentive caps

- CFL Incentives too low to justify implementation
 - Increased incentives in 2012

2012 Program Details

2012 Program Funding

Program	Budget
Residential – Large Projects	\$1,900,000
Hard-to-Reach – Large Projects	\$1,300,000
AC/HP Program	\$200,000
Total	\$3,400,000

2012 Program Incentive Rates

Program	\$/kW	\$/kWh
Residential	250	0.081
Hard-to-Reach	440	0.15
AC/HP Program	477	0.16

- CFL Incentive Rate will be .75 x HTR Rates:
 - \$330/kW
 - \$0.1125/kWh

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.”

2012 Project Sponsor Contracts

- **Residential and Hard-to-Reach**
 - Only Large project contracts in 2012
 - 8 Project Sponsors will be awarded contracts
 - Each awarded Project Sponsor will receive two contracts: Res Large and HTR Large
 - Project Sponsors must apply to both programs to be considered for participation in Res and HTR SOPs

- **AC/HP Program**
 - Small project program – based on \$5,000 reservations
 - 45 day expiration
 - Eligible Measures: AC (Split and Package), HP (Split and Package), Ground Source Heat Pumps

Important Application Dates

● **Res and HTR Applications Open:**
Tuesday, November 1, 2011 @ 10 am

● **Residential Application Submission:**
Thursday, December 1, 2011 @ 10 am

- HTR can be submitted anytime after this
- Application review priority will be based on the Residential application submission time

● **AC/HP Program Application Submission:**
Thursday, December 1, 2011 @ 10:30 am

Large Project Sponsor Review Criteria

- **First-come, first-served – based on Residential application submission time**
 - This will play a role in determining the order in which Entergy will review your application

- **Award Criteria:**
 - Offers a comprehensive set of measures
 - Previous program experience
 - Milestone Performance
 - Inspection results and feedback

Project Sponsor Requirements

● Insurance

- Enough coverage: \$1 million General Liability, Automobile Liability and Workers Compensation for Large sponsors
- Enough coverage: \$1 million General Liability for Small sponsors and AC/Heat Pump Only sponsors
- List Entergy as an additional insurance holder

● All appropriate licenses/permits for DU and IN

- HERS, HERO or BPI certificate when Blower Door testing and Duct Blaster[™] testing is required

● Minimum of three references

● Technical capabilities and experience

Large Project Milestone Dates

- **50% of each Contract invoiced by 6/1/2012**
- **80% of each Contract invoiced by 9/30/2012**
- **100% of each Contract invoiced by 11/30/2012**
- **Milestone dates apply to each of the large project sponsors' contracts (both Res and HTR)**

Project Sponsor Responsibilities

- **Identify project opportunities**

- **Verify customer eligibility**
 - **Must receive Distribution service from Entergy**
 - **Have not been retrofitted in past 10 yrs**
 - **Only houses or apartments built BEFORE January 2002 qualify for the 2012 SOP**

- **Enter into an agreement with Host Customer and have them sign Host Customer Agreement and Customer Acknowledgement forms.**

Project Sponsor Responsibilities

- Verbally inform customers about the inspection process and that they could be selected.

- For DU, IN and CI (ceiling insulation) measures: Mandatory to enter work schedules online in a timely fashion.

- HTR Specific Requirements:
 - Hard-to-Reach customers are defined as those customers with a total household income of less than 200% of current federal poverty guidelines.
 - HTR customers must fill out Income Eligibility Self Certification Form
 - HTR have to use the Multi-family Income Eligibility form for apartment complexes and other multi-family dwellings.

Eligible Customers

- **Retrofit Only**
- **Single Family**
- **Mobile Homes**
- **Multi-family**
 - ✓ All individually-metered multi-family properties
 - × Common areas are commercial, not eligible
 - × Master-metered apartments are commercial, not eligible

Blower Door/Duct Blaster™



Testing Requirements and Issues

- **Pre & Post Blower Door Testing is required for IN measure and Pre & Post Duct Blaster™ Testing is required for DU:**
 - **Duct Blaster™ CFM is measured at 25 Pa**
 - **Blower Door CFM is measured at 50 Pa**
 - **If the results of the pre-installation carbon monoxide (CO) or blower door testing indicates that the installation of IN or DU measures could possibly result in post-installation CO or CFM levels not meeting program standards, then the Project Sponsor should exclude these measures from the list of those to be evaluated for installation.**
 - **Leakage to Outside testing is recommended for the Duct Efficiency measure.**

Entering Customer Addresses

- Please ensure that addresses are entered accurately into the system with the correct county.
- 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

Invoicing and Payment

- **Monthly invoice submittal, along with**
 - **Customer Acknowledgement Form(s) for all programs**
 - **Income Eligibility Certification Form(s) for HTR**
 - **Cut Sheets for AC and HP measures only**

- **Invoice payment may be adjusted based on findings from field inspections**

- **Payment terms are net 45 days**

Key 2012 Changes

Program Administration

- **Program administration will be performed by Entergy**
- **Primary Address Change:**
 - ATTN: Kelley Carson**
 - Entergy Energy Efficiency**
 - 9425 Pinecroft**
 - The Woodlands, TX 77380**
- **Insurance Certificates and Signed Agreements should be sent to the above address.**

Duct Tool - New Input Options

- **New Building Type:**

- Multi-family: Single-Story Dwelling

- **New Air Handler Location:**

- Semi-conditioned Space
 - Addresses scenario where Air Handler is located in an interior closet that is open to the attic

- **Duct Tool is still evolving**

Other 2012 Key Changes

- No more small project programs for Residential and Hard-to-Reach.
- Each awarded large project sponsor will have two contracts, 1 Lg Res and 1 Lg HTR
- Total of 8 Large project sponsors will be awarded contracts
- Duct Sealing and Air Infiltration Certification Form no longer required
- Multi-Family can be targeted in the AC/HP Program

2012 EnerTrek Changes

Ceiling Insulation R-Value Calculator

Customer Installation Report Form - Ceiling Insulation(# 70515)

Existing Insulation R-value:

Existing Insulation Type:

Thickness of Existing Insulation (inches):

Condition of Existing Insulation:

Square Feet of Treated Area:

Heating Type:

Number of bags installed:

By checking this box, Project Sponsor affirms that an insulation installation certificate was permanently affixed near the attic opening.

Notes:

(Describe any other work, e.g. ductwork, air handler, heater closet)

Data Input

R-5 to R-8

Loose Fill Cellulose

3 Inches

Poor

1450

Electric

12



Savings And Incentive

Savings - kW:

0.412

Savings - kWh:

1,667.50

Incentive:

\$331.67

Previous Installations Display

Status : Initiated

* **Group :** Single Family Multi Family Mobile Home

Account Number:

Meter Number:

* **Customer First Name :**

* **Customer Last Name :**

* **Phone 1 :**

Phone 2 :

Email :

* **Address :**

Apt# :

* **City / State / Zip :** / TX /

County :

* **Heating Type :**

Year Built :

Sponsor Notes :

Installations

- (CF) CFL Measures
- (CI) Ceiling Insulation
- (DH) Water Heater Measures
- (DT) Duct Efficiency
- (FI) Floor Insulation
- (IN) Infiltration
- (SS) Solar Screens
- (WI) Wall Insulation
- (WR) Water Heater Replacement

Previous Installations: DT

Save **Send Approval Request** **Clear Form** **Remove**

Document Upload Feature

Project Sponsor - Application

Application	Contract/Reservation	Implementation	Invoices	Documents
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Documents:

Type	Date	Notes		
SOP Agreement Signature Page	2/3/2011 9:45:24 AM		Edit Notes	Delete
License/Certification	2/3/2011 5:05:42 PM		Edit Notes	Delete
Duct/Infiltration Testing Procedure	2/3/2011 5:28:09 PM		Edit Notes	Delete
License/Certification	2/8/2011 4:29:49 PM		Edit Notes	Delete
Field Employee License/Picture ID	2/8/2011 4:36:24 PM		Edit Notes	Delete
Field Employee License/Picture ID	2/8/2011 4:37:30 PM		Edit Notes	Delete
License/Certification	3/2/2011 2:53:06 PM	JPG	Edit Notes	Delete
License/Certification	3/2/2011 2:54:15 PM	PDF	Edit Notes	Delete

Upload:

Document Type: **File:** **Notes:**

Project Sponsor - SF Customers

Selected Program: _____ Application Status: _____

Application | Contract/Reservation | Implementation | Invoices | Documents

Customers Info

Status : Approved (Invoice # : 0204 2011 Xcel Residential - Large Projects)

*** Group :** Single Family Multi Family Mobile Home

*** Premise Number :**

Meter Number:

*** Customer First Name :**

*** Customer Last Name :**

*** Phone 1 :**

Phone 2 :

Installations

(AC) Air Conditioning

(AP) Appliance Package

(CI) Ceiling Insulation

(DH) Water Heater Measures

(DT) Duct Efficiency

(FI) Floor Insulation

(GS) Ground Source Heat Pump

(HP) Heat Pump

Save | **Send Approval Request** | **Clear Form** | **Remove**

Documents:

Type	Date	Notes		
Residential Customer Certificate form	2/8/2011 9:21:52 AM	test	Edit Notes	Delete

Upload:

Document Type:

File:

Notes:

Project Sponsor - MF Template



Application Contract/Reservation Implementation Invoices Documents

Customers Info

Status : Approved

* Group : Single Family Multi Family Mobile Home

* Premise Number :

Meter Number :

* Template Name :

Installations

- (AC) Air Conditioning
- (AP) Appliance Package
- (CI) Ceiling Insulation
- (DH) Water Heater Measures
- (DT) Duct Efficiency
- (FI) Floor Insulation
- (GS) Ground Source Heat Pump

Documents:

Type	Date	Notes		
Multifamily Certification Form	5/19/2011 2:08:45 PM	test 1	Edit Notes	Delete
MF Property Manager Certificate	5/19/2011 2:10:06 PM	test 2	Edit Notes	Delete
MF Host Customer Agreement	5/19/2011 2:10:46 PM	test 3	Edit Notes	Delete

Upload:

Document Type: File: Notes:

Res & HTR Program Resources

- **System Login:**

<http://entergy.tx.ressop.com/Login/Login.aspx>

- **Res Programs' Information:**

http://www.energy-texas.com/energy_efficiency/res_overview.aspx

- **HTR Programs' Information:**

http://www.energy-texas.com/energy_efficiency/htr_overview.aspx

- **Downloads**

- EnerTrek User Guide
- Program Manual
- Deemed Savings Appendix
- Customer Acknowledgement Forms
- HTR Certification Forms (single and multi-family)
- HERS, HERO or BPI Certification Form

10 Minute Break

Use the webinar toolbar to ask questions.

Question and Answer Session

Use the webinar toolbar to ask questions.