

2023 PROGRAM MANUAL

SCORE Program

El Paso Electric Company

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TABLE OF CONTENTS

PROGRAM OVERVIEW..... 2

 PROGRAM OBJECTIVES..... 2

 PROGRAM ELIGIBILITY 3

PROGRAM ROLES & RESPONSIBILITIES 3

 PROGRAM SPONSOR..... 3

 PROGRAM IMPLEMENTER 3

 PROGRAM PARTICIPANT..... 4

INCENTIVES 4

 NON-CASH INCENTIVES..... 4

 CASH INCENTIVES 5

 INCENTIVE BASIS 5

 INCENTIVE RESERVATION 7

 INCENTIVE PAYMENT 7

 FUNDING LIMITATIONS 7

PROJECT ELIGIBILITY 8

 PROJECT DEFINITIONS & REQUIREMENTS 8

 ELIGIBLE MEASURES..... 9

PROJECT APPLICATION PROCESS 10

 PROGRAM ENROLLMENT/CONTACTS 14

DISCLAIMERS 15

FORMAL COMPLAINTS..... 16

DEFINITIONS 17

FREQUENTLY ASKED QUESTIONS (FAQs) 18

PROGRAM OVERVIEW

PROGRAM OBJECTIVES

The SCORE Program (Program) is a market transformation program offered to public K-12, higher education and local government Customers within El Paso Electric's Texas service territory who pay into the Energy Efficiency Cost Recovery Factor (EECRF).

The Program and all associated services are available to Participants at NO COST.

Program Objectives include:

- Encourage delivery of energy efficiency products and services to the target market segment(s).
- Transform these markets over time by addressing specific barriers that hinder adoption of energy efficient technologies and practices.
- Provide a suite of educational and supporting services to facilitate the implementation of energy efficiency projects.

The Program seeks to accomplish these objectives through a variety of services. The Program helps senior managers and facility supervisors operate their buildings more efficiently by demonstrating the technical and financial benefits of energy efficiency investments and assisting with the development of plans to make energy efficiency improvements. Customers enrolling in the Program, referred to as Participants, receive technical and energy management guidance to help them make informed decisions about investments in cost effective facility energy efficiency measures. Participants also receive direct cash incentives for their qualified and completed energy efficiency projects.

Other Program services may include benchmarking of current energy use, development or improvement of organizational energy master plans, identification and evaluation of energy efficiency measure opportunities and, public relations and communications support. The Program assists Participants with determining the most appropriate set of services to implement to best meet long-term energy efficiency needs.

Although the Program may introduce or provide information about technologies or products that are available, it does not require specific contractors, brands, technologies, products or end uses. This provides a framework through which Participants can evaluate best solutions to implement and install to qualify for the Program's energy efficiency incentives.

El Paso Electric (EPE) is the Program Sponsor and CLEAResult is the Program Implementer. The roles and responsibilities of each are defined in the "Program Roles & Responsibilities" section below.

NOTES

EPE will not directly market specific energy efficiency-related products or services to Customers. Entering into an agreement with EPE does not imply EPE's endorsement of any product or service. EPE makes no representation of the benefits of any specific technology or energy efficiency measure

that may be eligible for Program incentives. The selection of an energy efficiency product or measure is at the discretion of the individual Customer.

EPE is the final authority on measure eligibility for incentive payments. Participants may terminate their participation at any time, for any reason, without liability. Similarly, the Program may be canceled by EPE at any time, for any reason, without liability.

PROGRAM ELIGIBILITY

The SCORE Program is currently offered to public K-12, higher education and local government customers within EPE's Texas service territory who pay into the EECRF. Local government entities whose larger sized electrical services are primarily used for industrial applications, such as a municipal water utility with large pump stations and water treatment equipment, may qualify for participation in EPE's Large Commercial Solutions Program.

A Customer is defined by a single Tax ID number. Multiple locations of one organization are thereby considered a single Customer, regardless of how many EPE account numbers they may have. For a specific facility to be eligible for financial incentives in the Program, the facility must receive electric service from EPE, be located in EPE's Texas service territory, and pay into the EECRF.

EPE and/or CLEAResult will work with Participants to confirm Customer eligibility.

PROGRAM ROLES & RESPONSIBILITIES

PROGRAM SPONSOR

EPE is responsible for:

- Conducting and/or assigning formal on-site pre- and post-installation inspections of eligible projects
- Approval of project peak demand (kW), energy savings (kWh) and incentive amounts
- Authorizing the issue of incentive payments for completed projects
- Oversight of the Program Implementer

PROGRAM IMPLEMENTER

CLEAResult was selected by EPE to serve as the Program Implementer for the Large Commercial Solutions Program. CLEAResult is responsible for:

- Conducting outreach and providing Program information to potential Participants
- Approving Participant eligibility and providing enrollment assistance
- Determining demand (kW) and energy (kWh) savings of projects and incentive amounts
- Reviewing and approving energy efficiency measures, project application forms and project submittals
- Making recommendations for high efficiency measures and options
- Conducting pre- and post-inspections of projects

- Providing the following services depending on Participant's needs: education, training, technical assistance, and PR/communications support

PROGRAM PARTICIPANT

Program Participants agree to the following Program requirements:

- Commit to the terms of the Program's Letter of Intent (LOI). Refer to the "Program Enrollment/Contacts" section for additional details
- Submit project application forms, construction plans, product specifications, invoices, photographs (date & time stamped) and any other supporting documentation required to qualify energy efficiency measures within a project and to enable the award of incentives
- Utilize best efforts to approve, fund, and complete the installation of cost-effective energy efficiency projects identified through the Program by November 30th
- Notify and schedule post-inspections with CLEAResult when projects are completed
- Provide access to project facilities and ample lead time, before and after project completion, for inspection of the pre-retrofit baseline and post-retrofit condition. New construction projects do not require pre-inspections prior to project completion

NOTES

EPE will not reimburse Participants for any costs it may incur by participating in the Program. EPE strives to achieve a diversified Participant and measure mix within its Program portfolio. The Program reserves the right to distribute funds based on Program funding and cost effectiveness constraints. Financial incentives for demand savings are paid to Participants upon verification and approval of completed energy efficiency projects.

INCENTIVES

There are several Program incentives available to Participants to assist with identification, evaluation, and implementation of eligible energy efficiency projects. Program incentives include a mix of cash and non-cash incentives. CLEAResult will work with enrolled Participants to determine the appropriate non-cash incentives to provide, while assisting with identification and development of projects that may be eligible for cash incentives.

NON-CASH INCENTIVES

TECHNICAL ASSISTANCE & PROJECT IDENTIFICATION – The Program provides technical support to help Participants identify, evaluate and qualify energy efficiency opportunities. The Program can assist in selection and identification of qualifying energy efficiency measures for new construction, renovations or retrofits. The Program may also educate senior decision makers in identifying project financing options when funding sources may not be available.

TRAINING – The Program can provide Participants with training on Program processes, energy efficiency technologies, measures, strategies, etc.

COMMUNICATIONS & PUBLIC RELATIONS SUPPORT – The Program may provide press releases and other communications support to inform the community about the steps EPE's Customers are taking to improve the energy performance of facilities, to reduce operating costs, to use budget dollars more efficiently and to be good stewards of the environment.

ADMINISTRATIVE SUPPORT – The Program helps Participants to manage the process of applying for and receiving cash incentives under the Program.

ENERGY PERFORMANCE BENCHMARKING – The Program performs annual Energy Performance Benchmarking of selected Participant facilities' utilizing the U.S. EPA's ENERGY STAR® Portfolio Manager® tool. Portfolio Manager provides a similar building and region comparative 0-100 scaled rating for energy performance, with higher scores indicating better efficiency. Other benchmarking metrics are also provided, such as cost per student/employee, cost per square foot, etc. Past facilities' benchmarked energy performance may be compared to current energy performance to help Participants gauge the progress and success of their energy efficiency measure investments, policies and procedures. Participant selection for Annual Energy Performance Benchmarking is at the discretion of EPE.

ENERGY MASTER PLANNING – The Program provides an Energy Master Planning (EMP) workshop to Participants selected for Energy Performance Benchmarking. The EMP workshop provides a review of the Energy Performance Benchmarking report as well as guidance to assist Participant key decision makers in developing, or improving, an organizational EMP. EMPs can help organizations overcome entrenched institutional barriers to becoming more energy efficient by replacing policies and procedures with ones that include energy efficiency targets, goals and practices (e.g., specifying minimum levels of energy performance within bid specifications) and that eliminate counterproductive practices (e.g., installing lowest cost, less efficient systems).

CASH INCENTIVES

The Program provides financial incentives based on reductions in peak electric demand resulting from the implementation of eligible energy efficiency measures at a Participant's facility. For more information on what defines a project, including a list of eligible measures, please see the "Project Eligibility" section.

Cash incentives help Participants to "buy down" the incremental costs of purchasing more energy-efficient equipment and encourage adoption of high efficiency construction and maintenance practices, which will contribute towards reducing Customer's energy operating costs.

The incentive for eligible energy efficiency measures is up to \$240 per peak kW reduced (see "Funding Limitations" section for additional details).

INCENTIVE BASIS

Funding is available to pay incentives for eligible energy efficiency projects that are approved by the Program and result in a reduction of peak electrical demand (kW).

Demand savings will be calculated on the one-hour average reduction in demand on the utility system throughout the utility system's peak periods. The summer peak period consists of the hours from 1 p.m. to 7 p.m., during the months of June through September, excluding weekends and Federal holidays. The winter peak period consists of the hours of 6 a.m. to 10 a.m. and 6 p.m. to 10 p.m., during the months of December through February, excluding weekends and Federal holidays.

Cash incentives received through the Program will be based on a project's reductions in peak electric demand, as determined pursuant to this Program Manual and the Public Utility Commission of Texas (PUCT) Technical Reference Manual (TRM). Demand and energy savings will be calculated using one of three Measurement & Verification (M&V) approaches:

1. **Deemed or Stipulated Savings:** Deemed savings refer to a savings estimation approach that does not require short-term testing or long-term metering. Instead, demand and energy savings are stipulated based on evaluation data from past energy efficiency programs or other publicly available industry data. The data is used to make assumptions about typical operating characteristics, manufacturer's nameplate efficiency data, and types of equipment likely to be installed. The deemed savings M&V approach is appropriate for energy efficiency measures where savings are relatively certain, including lighting efficiency, window films, and some cooling equipment retrofits.
2. **Simplified Measurement and Verification (Simple M&V):** A simple M&V approach may involve short-term testing or simple long-term metering and relies primarily on manufacturer's efficiency data and pre-set savings calculation formulas. Simplified methods can reduce the need for some field monitoring or performance testing. For example, chiller energy and demand savings can be determined using the simple approach by comparing rated efficiencies of high-efficiency equipment to standard equipment and using post-installation kW spot-metering and long-term kWh metering.

Project measures must meet project specific criteria to determine savings using a simplified M&V approach.

3. **Measured Savings or Full M&V:** Full M&V approaches estimate demand and energy savings using a higher level of rigor than the deemed or simplified M&V approaches through the application of end-use metering, billing regression analysis, or computer simulation. All measures that do not meet the criteria for a more simplified approach must follow full, industry-standard M&V procedures. All Full M&V methods should be developed in accordance with the current International Performance Measurement and Verification Protocol (IPMVP).

The savings methodologies described above differ in terms of detail and rigor and some are chosen based upon the predictability of equipment operation, availability of evaluation data from previous programs, and benefits of the chosen measurement and verification approach relative to its cost.

Please note that Participant may be responsible for the arrangement of and costs associated with M&V activities for a project if either simple or full M&V approaches are selected. These activities/costs may NOT be required for Participants for all projects but may be justified for specific projects.

Due to limited resources, projects that require comprehensive Simplified or Full M&V processes MUST be estimated to provide ≥ 20 kW in peak electric demand savings to qualify for Program incentives. M&V projects introduced to the Program will be evaluated to determine complexity and potential savings.

INCENTIVE RESERVATION

Cash incentives are subject to availability of funds at the time a project qualifies for reservation.

Participation Reservation Process:

- Complete a Project Application Form detailing the scope and timelines for energy efficiency projects
- Submit the Project Application Form with all necessary supporting documentation to CLEAResult (see "Project Definitions & Requirements" within the "Project Eligibility" section of this manual).
- CLEAResult will review submitted Project Application Forms, assist Participants with quantifying demand savings and incentive amounts, and approve eligible projects on a project-by-project basis. Program Incentives will be reserved for 60 days on a first-come, first-serve basis, determined by the date CLEAResult approves and signs the Project Application Form.
- CLEAResult will provide guidance to assist Participants through the Project Application, project submittals, and approval processes.

The initial incentive reservation amount may be adjusted during the Program year, depending on a project's estimated demand savings. CLEAResult will inform Participants of significant changes to a project's reserved incentive amount. Should the adjusted amount exceed the original amount reserved, EPE will not be required to pay Participants the additional incentive amount if the Program is fully subscribed. For more information, please see the "Funding Limitations" section below.

More detailed information about the Project Application process for reserving cash incentives from the Program is provided in the "Project Eligibility" section.

INCENTIVE PAYMENT

Program incentives are paid directly to the Participant after the project is completed, a post-installation inspection is conducted, all required documentation is received, and demand savings are verified. For projects that require either simple or full M&V savings methodologies, incentive payments will be made upon completion of all verification activities.

FUNDING LIMITATIONS

EPE strives to achieve a diversified Participant and measure mix within the Program portfolio. The Program reserves the right to distribute funds based on Program funding and cost effectiveness constraints. Both cash and non-cash incentives offered through the Program are limited. It is possible that the Program budget may not accommodate the number of projects submitted by Participants throughout a Program year.

Due to funding limitations and the number of projects that may qualify for Program incentives, each Participant will be limited to 10% of the Program's total incentive budget up to June 30th. Participants are encouraged to submit required project documentation to CLEAResult as early in the year as possible and prior to June 30th to allow sufficient time for project review. Program funds that are still available after June 30th will be released based on the date the project met reservation requirements, project cost effectiveness, participation levels, and Program measure mix. Program cash incentives for any project must be less than 100% of the Participant's project cost.

When incentive reservations meet or exceed the Program's budget for incentives, the Program is considered fully or over-subscribed. Project Applications that are submitted to the Program after the Program is fully subscribed will be added to a project waitlist. Any Participant submitting projects that are unable to receive cash incentives in the current Program year due to over-subscription may choose to continue with their installation without incentives or delay the project and reapply for incentive funds during the next Program year, when new funds become available.

PROJECT ELIGIBILITY

PROJECT DEFINITIONS & REQUIREMENTS

A project, for Program purposes, is defined as one or more proposed peak demand savings measure at one (1) facility owned and/or operated by the Participant.

All measures must meet the following requirements:

- Must result in a measurable and verifiable electric demand reduction on the utility system throughout the utility system's peak periods defined as:
 - Summer Peak - the hours from 1 p.m. to 7 p.m. during the months of June, July, August, and September, excluding weekends and Federal holidays.
 - Winter Peak - the hours of 6 a.m. to 10 a.m. and 6 p.m. to 10 p.m. during the months of December, January, and February, excluding weekends and Federal holidays.
- Must produce electric demand savings through an increase in energy efficiency.
- Must be qualified and exceed minimum equipment efficiency standards as outlined in the PUCT TRM applicable to the current Program year and measure.

Comprehensive projects that include a many energy efficiency measure types at one facility are encouraged. Participants are also encouraged to pursue multiple projects at various facilities.

ELIGIBLE MEASURES

The energy efficiency measures in the following table are measurable by deemed savings calculations and are eligible in the Program. Savings based on the deemed savings approach apply where no unusual conditions exist. Deemed savings measures require no short-term testing or long-term metering. Baseline specifications for retrofit and new construction projects can be found in the PUCT TRM applicable to the current Program year/measure.

Lighting Efficiency	<ul style="list-style-type: none"> • Lamp, Ballast and Fixture Replacements • LED Lighting Installs and Retrofits • Occupancy, Dimming and Photocell Controls • Exterior Photocell and Timeclock Repairs
DX Air Cooled Equipment	<ul style="list-style-type: none"> • Air Conditioners and Heat Pumps • Variable Refrigerant Systems
Water Chilling Equipment (Chillers)	<ul style="list-style-type: none"> • Reciprocating/Screw/Scroll – Air or Water Cooled • Centrifugal – Air or Water Cooled
Building Envelope	<ul style="list-style-type: none"> • Cool Roof Rating Council Listed Roofing • Window Film or Solar Screen Treatments • Exterior Door Weather Stripping and Door Sweeps
Refrigeration	<ul style="list-style-type: none"> • Solid and Glass Door Refrigerator and Freezer Reach-Ins • Ice Machines • Electronic Defrost Controls • ECM Evaporator Fan Motors • Evaporator Fan Controls • Cooler Night Covers • Strip Curtains • Zero-Energy Doors • Door Heater Controls and Door Gaskets
ENERGY STAR® Measures	<ul style="list-style-type: none"> • Electric Convection and Combination Ovens • Dishwashers • Steam Cookers and Fryers • Hot Food Cabinets • Pool Pumps
Lighting & HVAC Controls	<ul style="list-style-type: none"> • VFDs on Air Handlers and Pumps • Lighting Demand EAFs • Occupancy Controls (Lighting & HVAC) • HVAC Equipment Controls
Other Measures	<ul style="list-style-type: none"> • High Volume Low Speed Fans • Premium Efficiency Motors • Demand Controlled Kitchen Ventilation • Hand Dryers with Motion Sensors

*Other measures may be eligible if they provide measurable and verifiable peak demand savings, however they may require the implementation of an M&V plan. Please refer to the previous section, "Incentives Basis," for information on preparing and implementing an M&V plan.

PROJECT APPLICATION PROCESS

Once a Participant has joined the Program by signing an LOI, they may begin submitting projects to apply for incentives. There is no financial commitment required to apply for incentives in the Program.

The Participant is required to submit all relevant retrofit or new construction documents and submittals to determine potential incentives, demand and energy savings. CLEAResult will provide written approval of reserved projects on a project-by-project basis. Please note that multiple projects may be included on a single Project Application Form, however funds are limited and this does not guarantee funding for all listed projects. Multiple Project Application Forms may be submitted throughout the Program year as long as funding is available. Eligible projects must result in peak electric demand savings and have a completion date before November 30th of the Program year.

For more information on project eligibility, documentation requirements and project protocols for retrofit and new construction projects, please refer to the **Design Guides**, which are available upon request.

Below is the step-by-step process by which a Participant may identify a renovation or new construction project opportunity, have it accepted into the Program and reserve it for financial incentives. The potential cash incentive for a project is paid at the completion of this process:

- Project Identification
- Completed Letter of Intent (LOI) and Project Application Submission
- Pre-Installation Inspection (Retrofit or Replacement Projects Only)
- Project Application Review & Incentive Reservation
- Project Installation
- Post-Installation Inspection
- Incentive Payment

PROJECT IDENTIFICATION

CLEAResult works with Participants to assist them with the evaluation of equipment, facilities and operations to identify eligible energy efficiency projects. Depending on the time of year, the Program may be fully subscribed. If it is fully subscribed, the Participant may choose to continue with their installation without incentives or delay the project and reapply for incentive funds during the next Program year, when new funds become available.

PROJECT APPLICATION SUBMISSION

CLEAResult will work with Participants to provide the Letter of Intent and to complete a Project Application Form for submittal. Project Application Form submittals must include the following:

- Project scope to include potential measures and product specification sheets (i.e. lighting, HVAC, roofing, etc.)
- Estimated project timelines (must be completed by November 30th)
- Signature of Participant

- For new construction projects, Participants must provide copies of plans/drawings and product submittals

The completion of the project application step will formally place the project into the Program's pipeline and is the first step towards reservation of incentive dollars. Multiple projects may be submitted through a single Project Application Form. The Participant is responsible for following up with CLEAResult to confirm receipt of any submitted Project Application Forms

The Project Application Form can be submitted:

- Electronically (scan & email or fax):

epeincentives@CLEAResult.com
(866) 379-5583

- Hard copies can be sent to the following addresses:

EPE Large Commercial Project Applications
c/o CLEAResult
Attn: **Salvador Gomez**
PO Box 37031
El Paso, TX 79937

PRE-INSTALLATION INSPECTION

For a retrofit project:

- A pre-installation inspection must be performed by CLEAResult before any installation work can begin.
- Participant will coordinate with CLEAResult to schedule a pre-installation inspection. Please allow up to four weeks.
- CLEAResult will visit the project location(s) to visually confirm and document pre-existing conditions and obtain other required information of the equipment to be replaced, which may include make, model and serial number, where applicable.
- The Participant will provide a knowledgeable representative to accompany CLEAResult on the pre-installation inspection.

For a new construction project:

- New construction projects do not require pre-inspection. Measures are qualified and demand and energy savings are quantified through construction plans and submittals.
- Participant must submit a full set of stamped construction drawings (A/M/E/P) and equipment specifications/submittals in electronic PDF file format to CLEAResult for review. These drawings and specifications are the supporting documentation for new construction projects.
- Construction drawings shall be a minimum of 70% complete for review by CLEAResult
- CLEAResult cannot quantify or reserve incentive funds without the complete set of drawings and equipment specifications/submittals for review.

PROJECT APPLICATION REVIEW & INCENTIVE RESERVATION

CLEAResult will review each Project Application Form for completeness, accuracy and qualification of measures before approving projects listed on the Project Application Form.

Estimated incentive funds in the Project Application Form are not officially reserved until CLEAResult approves the individual measures and projects listed, on a project by project basis. Please note that a Participant's signature on the Project Application Form does not constitute a guarantee of funds or approval for the incentive reservation.

If any corrections and/or modifications to the application are necessary, CLEAResult will inform the Participant.

Once approved, incentive funds for a specific project are reserved for 60 calendar days from the application approval date. Within the 60 days, the Participant must provide written documentation of project progress (e.g. Purchase Order, Invoice, Contractor Bid, RFP, Contract Award Letter, etc.) to maintain the project's reserved status. If project progress can not be substantiated within the 60 days, the reserved funds may become available for other projects that meet the Program's reserved status requirements.

Approval of a particular Project Application Form may be denied for a variety of reasons, including but not limited to:

- The form is incomplete
- The Participant fails to meet Program eligibility requirements
- The Participant fails to submit the required supporting documentation
- The Participant is found to have made material misrepresentations in the form
- The Participant fails to comply with applicable federal, state and local laws and regulations

If approval of a Project Application Form is denied, CLEAResult will follow up with the Participant to request specific information or recommend specific steps to revise the Form. The Participant can submit the revised Project Application Form and CLEAResult will consider it for approval, based on the date of re-submission.

WAITLIST

In the event that all incentive funding has been reserved in a Program year, additional Project Application Forms submitted will be placed on a waitlist. If additional incentive funding becomes available, waitlisted projects will be approved based on the time reservation requirements are met, project cost effectiveness, participation levels, and measure mix until the Program funds are fully reserved.

Any Participant submitting projects that are unable to receive cash incentives in the current Program may choose to continue with their installation without incentives or delay the project and reapply for incentive funds during the next Program year, when new funds become available.

PROJECT INSTALLATION

For **retrofit projects**, a Participant may proceed with project installation after the completion of the pre-installation inspection and receiving CLEAResult's notice to proceed.

For **new construction projects**, a Participant may proceed with project installation once plans have been reviewed, measures have been qualified, equipment has been selected, a Project Application Form has been submitted, and receiving CLEAResult's notice to proceed.

During installation or construction, the Participant **must notify CLEAResult of any changes to the project scope, equipment selections, or timeline.**

Project Application Forms are approved under the condition that projects will be completed by **November 30th** of the Program year. Project installations that are not completed by November 30th may forfeit the reserved funds for the Program year.

Note: Project installations that are completed *after* November 30th of a Program year may qualify for early reservation of the following Program year's incentive funds, provided the project meets requirements and is completed by November 30th of the new Program year.

By no later than **June 30th** of the Program year, Participants with approved Project Application Forms must confirm with CLEAResult that they will complete their project installations by **November 30th** of the current funding year. **Participants that fail to provide this notice requirement risk forfeiting the Program year incentive funds that have been reserved for that project.**

POST-INSTALLATION INSPECTION

After project energy efficiency measures are installed, the Participant must:

- Notify CLEAResult of the project's completion
- Work with CLEAResult to confirm and update, if necessary, the supporting documentation:
 - Lighting: If quantity, fixture type, etc. differ from original Lighting Survey Form, update form accordingly
 - HVAC: If equipment type or AHRI full and part load efficiency ratings differ from originally submitted information, update accordingly
- Coordinate with CLEAResult to schedule a post-installation inspection to verify that the equipment has been installed as indicated.

The Participant must provide a knowledgeable representative to accompany CLEAResult on the post-installation inspection, as well as provide any access equipment needed to access and verify installed measures (e.g. ladder for verifying ceiling or outdoor installed lighting).

INCENTIVE PAYMENT

Using the results of the post-installation inspection, CLEAResult will:

- Verify the project's peak demand savings
- Verify the incentive amount for payment based on the peak demand savings
 - The Program is not under any obligation to pay additional incentives in excess of the the amount originally reserved on the Project Application Form.
 - The Program will not pay incentives greater than the total project invoice cost.

- If greater savings are achieved and result in an incentive amount more than what was reserved, the Program has the option to pay Participant the additional incentives if the funds are available within the budget.
- For additional details on how incentive payments are determined, scheduled and paid, please see the “Incentives” section of this Program Manual.

PROGRAM ENROLLMENT/CONTACTS

Participants execute an LOI and submits it to CLEAResult to enroll in the Program. If an organization has participated in the Program previously and information has not changed, participation is continued from year-to-year via an Evergreen LOI.

Electronic copies of the signed LOI may be submitted electronically to:

**epeincentives@CLEAResult.com
(866) 379-5583**

Hard copies of the signed LOI may be mailed to:

**EPE Large Commercial
Attn: Salvador Gomez
PO Box 370301
El Paso, TX 79937**

For additional information about the Program, please contact the following Large Commercial representatives:

Don Johnson
Sr. Energy Efficiency Program Coordinator
El Paso Electric Company
PO Box 982
El Paso, TX 79960
(915) 351-4237
don.johnson@epelectric.com

Salvador Gomez
Energy Efficiency Program Consultant
CLEAResult
PO BOX 370301
El Paso, TX 79937
(915) 255-4292
salvador.gomez@clearesult.com

DISCLAIMERS

CONFIDENTIALITY

The Program is subject to oversight by the Public Utility Commission of Texas (PUCT). The PUCT may request a copy of Program materials received by CLEAResult or EPE. Privileged or proprietary information, such as financial statements and project costs, will be treated as confidential to the fullest extent possible and will not be provided to outside parties other than the PUCT. CLEAResult and EPE will not be liable as a result of public disclosure of any submittals.

FALSE, MISLEADING OR INCORRECT INFORMATION

CLEAResult will discontinue its evaluation of all submittals from any Participant who intentionally submits false, misleading or incorrect information. If an evaluation is discontinued under these circumstances, CLEAResult will return all of the Participant's submittals.

DISCLAIMER OF WARRANTIES

Participant acknowledges and agrees that any reviews or inspections by EPE or CLEAResult of Participant's facilities/premises or of the design, construction, installation, operation or maintenance of the energy efficiency equipment installed, or to be installed, is solely for the use of EPE and the Program. Participant acknowledges and agrees that EPE or CLEAResult make no guarantee, representation or warranty whatsoever as to the economic or technical feasibility, capability, safety or reliability of equipment, its installation by a project Contractor or its compatibility with Participant's facilities.

PROGRAM IMPLEMENTER IS AN INDEPENDENT CONTRACTOR

CLEAResult is an independent Contractor and is not authorized to incur obligations on behalf of EPE. EPE is not responsible for the truth, validity or any representation not contained in the Program Manual or LOI.

FORMAL COMPLAINTS

Please contact EPE or CLEAResult with any Program participation issues or concerns:

Don Johnson
Sr. Energy Efficiency Program Coordinator
El Paso Electric Company
PO Box 982
El Paso, TX 79960
(915) 351-4237
don.johnson@epelectric.com

Salvador Gomez
Energy Efficiency Program Consultant
CLEAResult
PO Box 370301
El Paso, TX 79937
(915) 255-4292
salvador.gomez@clearresult.com

If issues or concerns cannot be adequately addressed by EPE or CLEAResult, formal complaints may be submitted to the PUCT:

Public Utility Commission of Texas
Office of Customer Protection
P.O. Box 13326
Austin, TX 78711-3326
phone: (512) 936-7120, or in Texas (toll-free) 1-888-782-8477
fax: (512) 936-7003
e-mail: customer@puc.state.tx.us
internet address: www.puc.state.tx.us
Relay Texas (toll-free) 1-800-735-2988

DEFINITIONS

Annual average peak demand – 12 month average of monthly metered measured peak kW

Customer Acknowledgment Form – the Program form, usually associated with an energy efficiency measure calculator, that a Participant must complete and sign to formally apply for incentive funds. This document details the Customer's information, Contractor's information, project location, estimate for energy savings, estimate for incentive, and customer's project authorization. This form is NOT required for new construction projects.

Deemed Savings – pre-determined and validated estimates of energy and peak demand savings for specific types or applications of energy efficiency measures. An electric utility may use deemed savings instead of performing measurement and verification activities to determine energy and peak demand savings. Deemed savings methodologies are defined within the PUCT TRM.

Demand Savings (kW) – peak kilo-watt (kW) savings of energy efficiency measures determined by using the deemed or measurement and verification protocols defined within the PUCT TRM.

Letter of Intent – non-binding agreement signed and submitted by a potential Participant stating their intent to participate in the Program.

Participant – an eligible utility Customer who has formally committed to participate in the Program.

Peak demand – highest annual kW of electrical power measured on the utility's system.

Peak demand reduction – kW reduction on the utility's system during the utility system's peak period.

Peak periods – the Summer peak period consists of the hours from 1:00 p.m. to 7:00 p.m., during the months of June, July, August, and September, excluding weekends and Federal holidays. The Winter peak period consists of the hours of six a.m. to ten a.m. and six p.m. to ten p.m., during the months of December, January, and February, excluding weekends and Federal holidays.

Post-Installation Inspection – inspection performed after installation of new equipment. Post installation inspection verifies actual installed measure(s) to verify resulting deemed or measured and verified demand and energy savings.

Pre-Installation Inspection – inspection performed prior to any replacement of existing equipment, device, or structural energy efficiency measures (windows, window film, roof coatings, etc). to validate and collect data on existing equipment and measures.

Project Application Form – a document completed by the Participant that details the location, scope, and start/completion dates for each project to be submitted. CLEAResult will review Project Application Forms and will approve incentive reservations for projects on a project by project basis.

FREQUENTLY ASKED QUESTIONS (FAQS)

1. What is the SCORE Program?

SCORE is an energy efficiency program designed to encourage and assist EPE's Texas K-12, higher education and local government Customers with their goals of reducing peak electric demand and annual energy consumption by providing technical knowledge, energy assessments, guidance and financial incentives.

2. Who is eligible to participate in the SCORE Program?

Please see the "Program Eligibility" section of this Program Manual for exact details. In general, SCORE is offered to EPE's Texas public K-12, higher education, and local government Customers.

3. What does participation in the SCORE Program cost?

The services provided by CLEAResult are of no charge to the Participant. The financial investment Participants make is for their own energy efficiency measures.

4. What incentives are available through the Program?

The Program assists Participants with both cash and non-cash incentives. Financial incentives of up to \$240 per estimated peak kW reduced may be available for qualified energy efficiency projects, dependent upon the Program funding at the time a Project Application Form is submitted. Other Program services, such as technical assistance and communications support, are made available throughout the Program year.

5. How does a Customer enroll in the Program?

An eligible Customer may enroll in the Program by submitting a Letter of Intent (LOI) to CLEAResult. Please see the "Program Enrollment/Contacts" section for additional details.

6. What are the next steps after initial enrollment in the Program?

- a) Program Implementer (CLEAResult) will contact Participant to discuss technical assistance needed to identify energy efficiency projects.
- b) CLEAResult and the Participant work collaboratively to discuss, develop or characterize potential energy efficiency projects. This includes estimating electric demand (kW) and energy savings (kWh).
- c) The Participant selects projects for the current Program year and works with CLEAResult to prepare a Project Application Form detailing the scope and timeline of each individual project.
- d) For equipment retrofit or replacement projects, a required pre-installation inspection must be conducted prior to the Participant submitting the Project Application Form. New construction projects do not require a pre-installation inspection.

- e) The Participant submits a completed/signed Project Application Form, a W-9 and an ACH direct deposit form, if applicable, after the project(s) is approved from the pre-installation inspection(s).
- f) CLEAResult reviews the Project Application Form(s) for accuracy, qualifies the new measures and reserves incentives for individual projects listed on a project by project basis.
- g) CLEAResult returns approved Project Application Form(s) to Participant.
- h) The Participant completes the energy efficiency project.
- i) The Participant notifies CLEAResult that the project is completed. Please note that all projects that are to receive a financial incentive from the SCORE Program must be completed by **November 30th**
- j) For all New Construction projects, a post-installation inspection will be conducted at the project site. For all Retrofit projects, a post-installation inspection will be conducted, and a full detailed final invoice may be collected.
- k) CLEAResult communicates final project savings/incentive amounts to the Participant.
- l) CLEAResult provides EPE with incentive invoice. The incentive invoice is processed and a direct deposit or one time check payment is made to the Participant. Participants who anticipate completing multiple projects or measures within a Program year are encouraged to enroll in direct deposit.
- m) CLEAResult follows up with the Participant regarding future energy efficiency projects.

7. Who decides what energy efficiency technologies to install and who installs them?

Participants decide the energy efficiency measures they wish to implement and how they are implemented. The Program does NOT provide any installation of energy efficiency measures.

8. How are energy efficiency opportunities identified?

CLEAResult collaborates with each Participant to identify energy efficiency opportunities within existing facilities and with new construction projects by performing facility walk-throughs, reviewing construction plans and submittals, performing energy performance benchmarking analysis, and conducting staff interviews.