



Pacific Power – California
Wattsmart®
Small Business Vendor Handbook

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Section I: Introduction

I.1 WELCOME

Pacific Power is pleased to present Wattsmart® Small Business Lighting Enhanced Incentives ("Incentives") which are intended to provide targeted incentives to realize additional energy savings in the small business customer segment from retrofit lighting upgrades.

Customers will be required to use an approved Wattsmart Business lighting vendor ("Approved Vendor") for their projects. Approved Vendors will work directly with small business customers to identify upgrades, estimate savings and incentives, install high-efficiency equipment, and submit all required paperwork. Participating customers working with an Approved Vendor will be eligible for an enhanced incentive offer that is applied as an up-front reduction to the overall project cost, thereby reducing the customer's out-of-pocket expenses and minimizing cash-flow impacts. Customer incentives will be automatically assigned to the vendor to streamline participation for the customer.

Approved Vendors are required to attend training pertinent to this incentive offer. Vendor performance will be monitored closely to ensure high customer satisfaction, accurate project information, and cost-effective savings. Pacific Power reserves the right to remove any Approved Vendors from the Approved Vendor list and revoke any pending incentives in the event the Approved Vendor is found out of compliance with the Wattsmart Business Vendor Participation Agreement ("Vendor Agreement") or this Handbook.

Only Approved Wattsmart Business Vendors are permitted to offer Incentives for small businesses to eligible customers for **only** the identified measures specified in this handbook (Section 2.3) and the Wattsmart Business program tariff Schedule A-140 available at https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificpower/rates-regulation/california/rates/A-140_Non_Residential_Energy_Efficiency.pdf, and subject to Wattsmart Business program information and incentives available on the [Small Business web page](#).

Pacific Power has contracted and authorized Evergreen Consulting Group I, LLC dba Evergreen Energy Partners ("Evergreen") to administer the Wattsmart Business Vendor Network and this Incentive, including such activities, but not limited to; review, processing, and approval of customer and Approved Vendor applications and agreements; qualifying and training of Approved Vendors, pre- and post-inspections of customer facilities and project information requests from customer; measurement and verification activities; and issuing incentive checks.

I.2 HANDBOOK USE AND ORGANIZATION

This handbook is designed for use by Approved Wattsmart Business Vendors and outlines the rules and requirements of the Incentive and its Approved Vendors.

The handbook is organized to provide an overview of the Incentive, describe all eligibility requirements, and provide a description of the expected participation steps to complete customer projects within the Incentive.

This handbook includes reference materials in the appendices to ensure Approved Vendors have the most complete information to help guide them through the Incentive.

Additional information about this and other energy efficiency incentive offers available to Pacific Power's business customers is available at BeWattsmart.com.

I.3 CONTACT INFORMATION

Questions about this Incentive can be directed to Pacific Power via email:

WattsmartBusiness@evergreen.energy, or telephone: 509-210-5011

Section 2: Eligibility Requirements

2.1 CUSTOMER ELIGIBILITY

2.1.1 Eligible customers and facilities

Pacific Power California customers on rate schedule A-25 (with no accounts on other non-residential rate schedules at the same facility/site) are eligible to participate.

Ideally, the Wattsmart Small Business Lighting offer targets existing small businesses. Below are some examples of building facility types to target:

- ✓ Small auto repair facilities
- ✓ Vehicle service locations
- ✓ Small warehouses
- ✓ Dry cleaners
- ✓ Small retail locations
- ✓ Small offices
- ✓ Local bank branches
- ✓ Small eateries/restaurants
- ✓ Small schools and churches

We would also like to encourage targeting customers on Tribal Lands.

Current eligibility requirements can be found at any time at [California Small Business Lighting \(pacificpower.net\)](http://California Small Business Lighting (pacificpower.net)). In the event eligibility requirements are changed, all Approved Vendors will be notified via email sent from the Wattsmart Small Business Lighting Program administration

team.

2.1.2 Verify customer eligibility

Approved Vendors are required to verify customer eligibility prior to installing the proposed project.

- Vendors can use the Customer Eligibility tool online:
WattsmartIncentives.com/eligibility.
- Vendors can verify eligibility by entering a customer meter number into the Lighting Tool. The tool will then indicate "Eligible" or "Ineligible" based on meeting eligible rate schedule requirements.
- Vendors can verify eligibility by contacting the Wattsmart Small Business Lighting staff via phone or email using the following contact information:
 - Telephone: 509-210-5011
 - Email: wattsmartbusiness@evergreen.energy
- Vendors may also verify eligibility of customer rate schedules by reviewing the customer's most recent Pacific Power bill.

Pacific Power retains the right to make the final determination of customer eligibility.

2.2 VENDOR ELIGIBILITY

To be considered for participation, vendors must be approved network participants. Only vendors with an active Wattsmart Business Vendor Network Letter of Agreement with Pacific Power may offer Wattsmart Small Business Lighting incentives to eligible customers.

Approved Vendors are required to maintain certain credentials and take certain actions as listed below throughout participation in the Wattsmart Small Business Lighting program.

Approved Vendors are required to:

- Meet customer service expectations established in mandatory vendor training sessions.
- Maintain the appropriate license(s) and adhere to the requirements within the state where recommendations are made and/or workmanship is performed under this Incentive and will notify Pacific Power of any change in the status of such license(s).
- Adhere to Lighting Control Workforce Standard Qualification Requirements:
 - Must obtain [California Advanced Lighting Controls Training Program](#) certification prior to installing advanced lighting controls measures where incentives are \geq \$2,000.
- Adhere to insurance requirements of the applicable state's licensing organization.
- Attend all mandatory training sessions for Wattsmart Small Business Lighting Incentives.

- Recommend and/or install energy-efficient equipment in accordance with accepted industry standards.
- Provide customers with information consistent with Pacific Power Schedule A-140 on file at the California Public Utilities Commission.
- Provide customer support so the customer can make an informed decision on participation in the appropriate program given the customer's electric service rate schedule.

Pacific Power reserves the right to change or cancel the Incentive or its terms and conditions at any time. Vendors may be removed from the Approved Vendor list at any time at Pacific Power's discretion.

2.3 PROJECT ELIGIBILITY

2.3.1 Cost effectiveness

A key component of a Wattsmart Small Business Lighting project is its measure cost (before incentive) per kWh. The cost per kWh saved can be calculated by dividing the total cost of the project by the total project savings as indicated in the Lighting Workbook. The workbook will automatically generate this information for you to review on the project information page. (See below image.)

2.43 yrs - SPB w/o Incentive <small>(1.02 yrs - SPB w/ Incentive)</small>	Good (<5.0 yrs)	LPD Code	0.900	Total Incentives \$9,264.75
		LPD Existing	0.569	
\$0.49 - Cost/kWh	Good (<\$0.5)	LPD Proposed	0.472 <small>48% ▲ Code</small>	

2.3.2 Project type

Appropriate wattage reduction for Small Business Lighting retrofit projects is in the 30% to 70% range compared to the existing lighting wattage. If a potential project falls substantially above or below this range, please email the project Lighting Tool to wattsmartbusiness@evergreen.energy and request pre-approval of the project prior to proposing it to the customer. In some cases, low energy savings percentage could be an indication the project should be classified as a major renovation and not be eligible for the small business offer.

Additionally, projects that **are not** considered eligible for Small Business Lighting Incentives are as follows:

- Exterior Lighting projects
- Controls-only projects
- Major renovations

If there are concerns regarding the ineligible retrofit projects indicated above, please call the

Wattsmart Small Business Lighting Program administration for additional information.

2.3.3 Measure type

All equipment must meet eligibility requirements as defined in Pacific Power Schedule A-140 on file at the California Public Utilities Commission as well as posted on the Wattsmart Business website. Eligible equipment for this Incentive is listed in the table in Appendix A.

Incentives are only available for equipment served by a meter on the rate schedule listed in the customer eligibility section (see section 2.1.1). Additional lighting measures may be eligible for incentives through the Wattsmart Business Typical measure incentive list (visit BeWattsmart.com).

If your proposal to customers includes both Small Business Lighting and Typical measures, please email the project Lighting Workbook to WattsmartBusiness@evergreen.energy to pre-qualify the project.

Multiple incentives are not available for a single measure.

Approved Vendors are required to understand the eligibility requirements for all available Pacific Power incentives and offers and agree to provide customer support so the customer can make an informed decision on participation in the appropriate program given the customer's electric service rate schedule.

For the list of incentives for qualifying retrofit equipment and labor, please see the incentive table in Appendix A.

Preferred measures include proposed retrofits that reduce customer costs and maximize the customer's energy savings. LED retrofits and lighting controls will provide the most cost-effective energy savings for the customer. Please consider the following suggestions:

- Delamp: 8' T12 slimlines should always be considered for a delamp replacement option (two 8' T12s to two 4' LED T8s—using 12w -14w TLED tubes can be ideal).

Section 3: Participation Process

3.1 MARKETING AND OUTREACH

Pacific Power may support the Incentive through marketing and advertising. However, the primary source of marketing will be through Approved Vendors identification and outreach to potential participants. All customer outreach and marketing must be done in a professional manner and shall not result in customer complaints. If a customer questions the validity of the offer, they should call Pacific Power at 1-855-805-7231 for verification. Multiple Approved Vendors may be marketing to the same customers. No single Approved Vendor "owns" any customers. Customers are free to request multiple bids.

As noted in the [Wattsmart Small Business Lighting Vendor Agreement](#), Approved Vendors are not permitted to use Pacific Power's name, trademarks, logos, or any other device that might suggest that the Approved Vendor is sponsored by or affiliated with Pacific Power. This includes use on any vendor advertising, marketing, or other materials (printed copy or electronic) for any reason, including, without limitation, soliciting customers, without Pacific Power's prior written consent in each instance.

Neither the Approved Vendor nor any of its employee(s) shall be considered, for any purpose, to be an employee, agent, partner, or representative of Pacific Power, and neither shall have any power or right to bind Pacific Power to any obligation, or act on behalf of or in the name of Pacific Power in dealing with customers or third parties. The parties will not exercise any control or supervision of each other or be responsible for each other in the performance of any service.

Approved Vendors become eligible for Pacific Power branded shirts for sales staff after a minimum of five completed projects, demonstrating program proficiency, positive customer feedback and signing a non-disclosure agreement.

Approved Vendors are expected to provide customers with leave-behind materials as requested and provided by Pacific Power.

3.2 PARTICIPATION OVERVIEW

This Incentive is intended to streamline the entire lighting project assessment/application process to enable Approved Vendors to move a *prospective eligible customer* to a *completed project* in as little as a single visit. A pre-installation lighting assessment performed by an Approved Vendor is mandatory for customers to qualify for the lighting incentives offered under the Incentive.

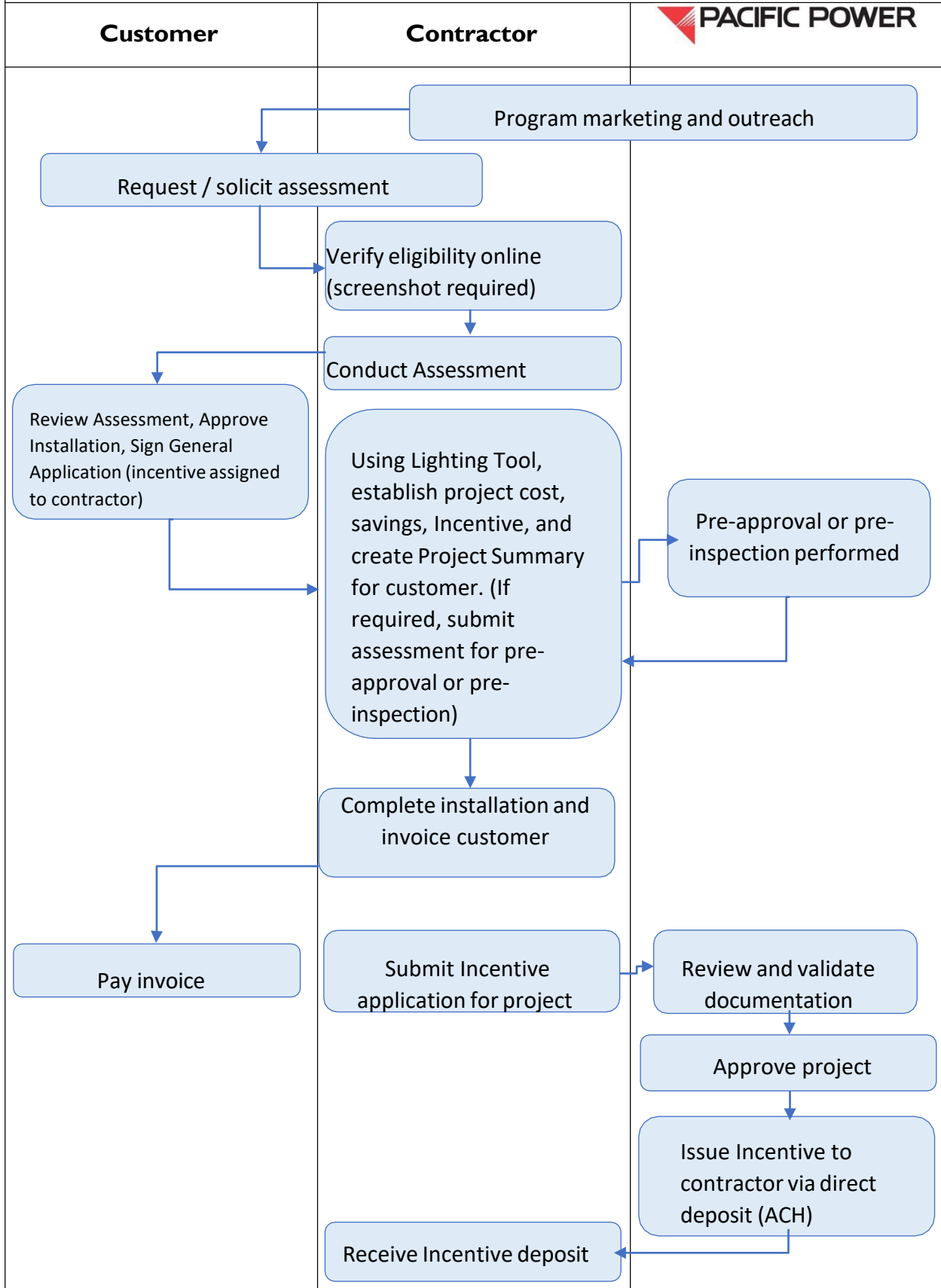
The assessment is an opportunity for the Approved Vendor to identify potential lighting system energy efficiency improvements that would result in energy and cost savings to

the customer while maintaining or improving lighting quality and meeting IES standards for the specific customer facility type.

Upon completion of the assessment, the Approved Vendor will review the identified energy efficiency improvements with the customer to determine which may be eligible for Pacific Power Wattsmart incentives. They must obtain the customer's consent in writing to install the customer-selected measures. Pre-approval of the proposed measure installation is recommended, but not required. Once the customer has approved the installation and optional pre-approval has been verified, the Approved Vendor may proceed with the installation of qualifying measures.

The figure below outlines the path of the incentive offer from customer identification to incentive payment. These steps are outlined in detail in the following section.

Wattsmart Small Business Lighting Participation Process



3.3 LIGHTING ASSESSMENT AND INSTALLATION

3.3.1 Scheduling the lighting assessment

There are two paths to scheduling a lighting assessment for a Pacific Power customer.

Customer Path 1: Approved Vendor identifies eligible customer

Approved Vendors are expected to perform their own marketing and outreach efforts, which Pacific Power may support with marketing materials such as brochures. When Approved Vendors identify potentially eligible customers, they should verify eligibility of the customer prior to conducting the lighting assessment of the facility, as indicated in Section 2.1.

Customer Path 2: Customer contacts Pacific Power for an assessment

Upon learning of the availability of the Incentive from a variety of sources, a customer may call or email Pacific Power to request an assessment of their lighting system. Customers requesting an assessment will be provided a complete list of Approved Vendors who they can contact directly to schedule an assessment. **Approved Vendors are expected to respond to all inquiries within two business days to schedule the walk-through lighting assessment. Non-compliance with customer inquiry response requirements may result in removal from the Approved Vendor list.**

3.3.2 Conducting the lighting assessment

Upon verifying eligibility of a customer, Approved Vendors will perform a walk-through assessment of the customer's lighting system to identify opportunities for system improvements that would be eligible for the Incentive. Assessment results will be documented in the Wattsmart Small Business Lighting Workbook, which is to be submitted to Pacific Power as part of the Incentive participation process. **The assessment should include pre-project light level measurements, and we recommend that pre-project photos of the lighting equipment be taken.** If you have any concerns about the eligibility of your proposal to customers, please email the project Lighting Workbook to wattsmartbusiness@evergreen.energy or [apply online](#) to pre-qualify the project. Results of the customer assessment will outline the estimated energy savings, total project cost, and discounted project price that reflects the incentives available from Pacific Power.

One hundred percent (100%) of incentive amounts paid for eligible measures must be passed through as a credit on your invoice to reduce the final customer cost.

3.3.3 Project installation

Approved Vendors are to discuss the project with customers and obtain customer approval to proceed with the installation of proposed the Wattsmart Small Business Lighting measures. All agreements made for the installation of measures are between the customer and the Approved Vendor. Pacific Power is not responsible for landlord-tenant arrangements. Once the Approved Vendor has customer approval to proceed, Approved Vendors may install the qualifying measures.

Proposed measures must be purchased from and installed by the Approved Vendor to qualify for Incentives. As a part of the project installation, Approved Vendors should verify desired post-installation light levels via measurement, and we recommend taking photos of the installed equipment.

Measures are not eligible for more than one incentive from Pacific Power. Measures that have already been discounted by a Pacific Power incentive will negate this incentive offer.

3.3.4 Required pre-approval

Approved Vendors **must submit the proposed project Lighting Workbook** to Pacific Power, **prior to proposing to the customer**, by emailing the Lighting Workbook to wattsmartbusiness@evergreen.energy to obtain pre-approval for the proposed measures and incentives prior to installation **if any of the following apply**:

- The cost of the proposed project is greater than \$0.50 per kWh for LED retrofit projects.
- Estimated project kWh savings are generally 30% to 70% compared to existing energy usage. If project savings fall substantially above or below this range, please email the project Lighting Tool to wattsmartbusiness@evergreen.energy to request pre-approval of the project prior to proposing to the customer.
- Multi-phased/stage projects.
- More than 10% of the existing fixtures or lamps are currently inoperable.
- The incentive offer is more than \$10,000.

Pre-approval requests will be confirmed as "approved" or "not approved" by the administrative staff no later than the end of the following business day.

3.4 INCENTIVE SUBMISSION AND PROCESSING

Upon completion of each project, Approved Vendors are required to submit all project documentation within five (5) days and within the Period of Performance. Approved Vendors will reflect 100% of the incentive on their invoice to the customer upon completing the project installation. Approved Vendors may receive a 1099, if required.

3.4.1 Customer application and documentation

Once the project has been authorized by the customer and installed, the Approved Vendor is required to submit **ALL** of the following documentation to Pacific Power via email to wattsmartbusiness@evergreen.energy or apply online at WattsmartIncentives.com/apply.

1. Wattsmart Business **General Application signed by the customer**
 - a. Customer incentives will be automatically assigned to the Approved Vendor to streamline participation for the customer. Approved Vendors will reflect 100% of the incentive on their invoice to the customer.
 - b. Customer has provided answers to the following required questions:
 - i. Contact primary language spoken other than English?
 - ii. Does the participant rent/lease the project site location?
 - c. This **must include** the Lighting Tool **project information page** as an attachment.
2. **Lighting Workbook** reflecting pre-installation and post-installation conditions.
3. **Equipment:** qualified product list documentation (spec. sheets) must be submitted for LED materials used in a project.
4. **Customer invoice** for the project including:
 - a. Date(s) of equipment installation
 - b. Customer business name
 - c. Customer business address (location where the lighting was installed)
 - d. Vendor business name
 - e. All costs, separating labor and materials, before incentive discounts
 - f. Estimated incentive to be paid by Pacific Power to the Approved Vendor, shown as a discount to the customer's cost
 - i. This value should match the incentive value on the Wattsmart Small Business Lighting Tool project information page
 - g. Actual cost (invoice net total) incurred by the customer and to be paid by the customer to the Approved Vendor

Program administration will review and validate documentation prior to incentive approval and payment.

3.4.2 Project inspection

On-site or phone surveys may be conducted with participating customers to ensure documentation accuracy, installation and product quality, and customer satisfaction. Customers and Approved Vendors must facilitate access during normal business hours to the equipment being considered for incentives if an inspection is requested.

If discrepancies are discovered between inspection observation and Lighting Workbook details (e.g., different fixtures, counts, operating hours, etc.), incentive values will be adjusted to reflect the actual as-installed project. This may result in additional incentives being paid to the incentive recipient on the project or an amount that will need to be refunded to the program by the Approved Vendor if the original incentive paid was too high.

In the event the quality of work, product, or customer service does not meet Pacific Power standards, Pacific Power will notify the Approved Vendor and work with the Approved Vendor to correct the identified issue. If the issue remains unresolved, the Approved Vendor may be removed from the Approved Vendor list and disqualified from offering the Incentive.

3.4.3 Incentive payment

Approved Vendors should allow 35 - 45 days following submission of **completed** and approved Lighting Workbooks and applications for payment. See section 3.4.1 Customer application and documentation to see what constitutes a complete application. This includes submitting all required supporting documentation, additional information, and/or inspection requests in order to receive incentive checks assigned by the customer via the Wattsmart Business General Application. Should Approved Vendors not receive their incentive check or other project-related communication from Pacific Power in the timeframe stated above, or should they have any concerns at any time throughout the application process, they are encouraged to call program administration or email wattsmartbusiness@evergreen.energy.

Pacific Power will pay incentives for approved projects according to the Wattsmart Small Business Lighting Incentive Schedule. Incentives will cover no more than 90% of the total eligible lighting project cost. Approved Vendors are required to pass through 100% of the incentives as a credit to the customer. **This credit is to be clearly reflected on the customer's invoice as "Pacific Power small business incentives."** In no case will incentives exceed 90% of the total eligible lighting project cost.

Incentives are eligible to be paid for qualifying measures only once. At no time will a qualifying measure receive an incentive under more than one offer. Equipment or products receiving Pacific Power incentives, including incentives received at the point of purchase, are ineligible to receive incentives through Wattsmart Small Business Lighting.

Approved Vendors are solely responsible for the collection of any outstanding customer balances of the project cost after incentives.

3.4.4 Allow reasonable access to installed equipment for approved projects

Pacific Power may conduct follow-up quality control after disbursement of incentives. Participating customers must agree to allow Pacific Power reasonable access during normal business hours for up to two years following receipt of incentives. These follow-up inspections are aimed at overall program performance.

3.5 QUALITY PARTICIPATION

Approved Vendors are permitted to offer Wattsmart Small Business Lighting incentives. Pacific Power may terminate the Wattsmart Business Lighting.

Vendor Participation with the Approved Vendor at any time, with or without cause. Approved Vendors not participating in compliance with program requirements or within Pacific Power's expectations may be removed from the Approved Vendor list without warning. Specific program participation requirements are outlined within this Handbook. However, the following guidelines will help Approved Vendors understand Pacific Power's expectations of Approved Vendors leading to quality performance:

- Complete facility lighting assessments and recommendations, incorporating any applicable Pacific Power incentive programs the customer may wish to consider.
- Prompt response to customers and Pacific Power for any inquiries.
- Consistently high customer feedback regarding service and satisfaction.
- Consistently complete and submit accurate Lighting Workbooks and required incentive application documentation.
- Complete projects that address customer needs while maximizing savings, minimizing customer costs, and resulting in a cost-effective project for both the customer and the program.
- Include in your contract with the customer (must list on Customer Invoice) the following minimum written warranty for the timeframes stated below starting from the date the service is completed:
 - One year labor
 - Minimum warranty on equipment installed, which shall be in addition to the equipment manufacturer's warranty, as follows:
 - 5 years – LED fixtures and lamps/drivers
 - 5 years – electronic ballasts
 - 5 years – occupancy sensors
- Comply in all operations with all applicable laws, rules, energy codes, and regulations and all orders and directions of governmental authorities having jurisdiction.
- Assume full responsibility for the correct disposal of all ballast, fluorescent tubes, and other hazardous waste material in compliance with the laws and regulations of the state of California and the prevailing local jurisdiction.
- When recommending or specifying lighting retrofit upgrades, use applicable energy code lighting power density (LPD) and lighting control requirements as guidelines (see Appendix E).
 - With correct inputs, the Lighting Workbook will provide the code-specified wattage density (LPD) and the project density (LPD) for comparison.

- The project lighting power density and controls should be more efficient than code in all cases.

3.6 CUSTOMER AND VENDOR COMPLAINTS

Pacific Power strives to maintain the highest level of both customer and vendor satisfaction with the Incentive. Customers who wish to dispute any decision or action performed by Pacific Power during the course of processing project applications should call program administration or email wattsmartbusiness@pacificpower.net.

Approved Vendors who wish to dispute any decision or action performed by Pacific Power during their participation should call program administration or email wattsmartbusiness@evergreen.energy.

Appendix A: Incentive Table

Category	Eligibility Requirements*	Incentive
T8 TLED Lamp - UL Type A (Accelerated Replacement) (see note 3)	LED must be listed on qualified equipment list and must be replacing a linear fluorescent lamp in an interior application or parking garage	\$6/Lamp
T8 TLED Lamp - UL Type B (Accelerated Replacement) (see note 3)	LED must be listed on qualified equipment list and must be replacing a linear fluorescent lamp in an interior application or parking garage	\$7.50/Lamp
T8 TLED Lamp - UL Type B (Normal Replacement) (see note 3)	LED must be listed on qualified equipment list and must be replacing a linear fluorescent lamp in an interior application or parking garage	\$1.50/Lamp
T8 TLED Lamp - UL Type C (Normal Replacement)	LED must be listed on qualified equipment list and must be replacing a linear fluorescent lamp in an interior application or parking garage	Fixture with 2 T8TLED Type C Lamps \$7/fixture
		Fixture with 3 T8 TLED Type C Lamps \$10/fixture
		Fixture with 4 T8TLED Type CLamps \$13/fixture
Interior Lighting – site-specific measures (Accelerated Replacement)	Custom (not listed above)	\$0.35/kWh annual energy savings

Incentive table v 9/1/2024

1. Equipment that meets or exceeds the efficiency requirements listed above may qualify for the listed incentive.
2. Incentives are capped at 90% of Energy Efficiency Project costs. Energy savings and Energy Efficiency Project Costs are subject to Pacific Power approval.
3. UL Type A/B lamps may be eligible for UT Type A or Type B incentives when configured as the respective lamp type.
4. To be eligible for the incentives listed, the new lighting system must use less energy than the existing lighting system replaced or the baseline lighting system as determined by Pacific Power.
5. Exterior Lighting measures are not eligible.

*See qualified equipment lists in the CA lighting catalog here:

https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificpower/savings-energy-choices/wattsmart-business/california/CA_wattsmartBusiness_Lighting_Catalog.pdf

Ineligible Lighting Technologies

Certain lighting technologies/upgrades have been deemed ineligible for incentives. The following technologies are not eligible to receive incentives through the Wattsmart Business program for retrofit and new construction projects.

Category	Description
HID	HPS-High Pressure Sodium.
	MH-Metal Halide.
	MV-Mercury Vapor.
	PSMH-Pulse Start Metal Halide less than 500 Watts.
	CMH-Ceramic Metal Halide.
	PSMH-Pulse Start Metal Halide.
	Pulse Start Metal Halide Electronic ballasts. (effective 2/10/2017)
Fluorescent	T5, T8, T10, T12, T17 fluorescent Lamps.
Incandescent	All incandescent lamps.
Induction	Induction retrofits and retrofit-kits using existing fixture housing.
LED	LED refrigerated case lighting.
	LED exit lighting.
	LED traffic lights.
	LEDs not listed on a qualified equipment list.
CFL	Compact Fluorescent Lamps.
Fixture Relamps	Incentives are not offered for Mogul base, Edison base, pin-based, or any screw-in LED product, unless they are listed in Tables 1 and 2 above.
All Lighting Categories	All exterior lighting and controls.

Appendix B: Frequently Asked Vendor Questions

Q1: Which facilities are eligible for this Incentive?

A: California customers on rate schedule A-25 (with no accounts on other non-residential rate schedules at the same facility/site) are eligible to participate.

Q2: My customer is a good candidate for measure upgrades outside of the Small Business Approved measure list. How do I offer them incentives for equipment on the Wattsmart Typical measure list?

A: The measures included in the Wattsmart Small Business Lighting are the most commonly occurring measures for small businesses targeted by this offer. If you propose to install measures outside of the Small Business Lighting approved measure list, include those measures on the Lighting Tool and ensure you obtain pre-approval on your proposed project prior to installing any equipment.

Q3: When will I receive my incentive from Pacific Power?

A: After an eligible measure is installed and the complete project application with all documentation is received, you should receive your incentive within 35-45 days.

Q4: What if I am installing a measure in a leased property, and the tenant is responsible for the electric bill?

A: Customer eligibility is based on the Pacific Power customer's rate schedule, not building ownership. Owner/tenant issues must be resolved with the owner and tenant of a facility. Any of the following entities can participate in Wattsmart Business: the customer, the facility owner, and the tenant/electricity user.

Q5: How long will this offer be available?

A: The Wattsmart Small Business Lighting Incentive is expected to be renewed on an annual basis. Pacific Power reserves the right to cancel or modify the Incentive at any time.

Q6: What if the program changes while I'm in the middle of a project?

A: Pacific Power reserves the right to change or cancel the incentive at any time. However, we will keep you informed of pending changes to Wattsmart Small Business with adequate time (estimated at 2 – 4 weeks) to complete projects and submit applications for an incentive. If circumstances warrant, we will work with you on a case-by-case basis to determine the best course of action with your customers and their projects in the event of any concerns.

Q7: What if the project I am working on requires remedial work, like new conduit, or new wire, or the fixtures need to be moved?

A: The incentives are designed to target lighting equipment and labor upgrade costs specific to what is needed to realize energy savings. Upgrades and repairs required for other reasons (some examples shown below) are to be invoiced separately.

- Replacing non-compliant or damaged wiring
- Cosmetic repairs of damaged fixtures or components
- Relocating existing lighting equipment

Q8: If incentives may change on an annual basis, how do I know which incentives are available for my project (the old ones or the new ones)?

A: The incentives available for a project are determined by the current program effective at the time of invoice date to the customer for the project.

Q9: Are new construction or major renovation projects eligible for Wattsmart Small Business Lighting incentives?

A: No. Only retrofits are eligible. New construction and major renovation are not eligible for the Small Business Lighting incentives but may be eligible for other Wattsmart Business incentives.

Q10: How do I know if the application I submitted is complete and being processed?

A: The processing team will send email confirmation that your submission has been received and inform you of any additional requirements needed to begin processing. Your application is not considered complete until all requirements have been met. To ensure smooth and timely processing, submit a complete Lighting Workbook General Application and project invoice as outlined in section 3.3.4 of this handbook. You can also review application status in the [Wattsmart Business application portal](#).

Appendix D: Marketing Materials

Wattsmart Business offers several marketing materials for your reference and to share with your customers to assist you in promoting energy efficiency opportunities and incentives. If you are interested in a Small Business Lighting Brochure or co-branded postcard, please reach out to wattsmartbusiness@evergreen.energy.

All co-branded materials must be designed and approved by the program administrators. Any changes or updates to co-branded materials must be made by the program administrator. Printing is the responsibility of the Approved Vendor.

Appendix E: Operating Hours Best Practices

This section describes how to ensure the Lighting Workbook reflects actual lighting usage patterns of the lighting project for which they are submitted.

On-site considerations

1. Posted business hours should not be assumed to represent the actual lighting usage patterns.
2. Facilities rarely have a single lighting usage schedule for the entire building.
3. Facility occupant(s) with knowledge of the lighting patterns, such as facility or office managers or business owners, should be interviewed. What to ask?
 - a. Do you have different space types with differing lighting usage patterns?
 - b. What controls your lights?
 - i. Manual switches
 - ii. Occupancy sensors
 - iii. Time clocks (Note the schedule)
 - c. When do lights typically turn on/off?
 - i. Does this differ depending on:
 1. Day
 2. Weekend
 3. Season
 - ii. Does this include after-hours activities (janitorial, other)?
4. The following common space types typically have differing lighting usage patterns:
 - a. Restrooms
 - b. Storage rooms
 - c. Vaults
 - d. Cold storage
 - e. Hotel/motel guest rooms
 - f. 24-hour facilities
5. Holidays and annual weeks of operation differ by business.

Lighting Tool considerations

1. Spaces within the facility with differing lighting usage patterns should each have a separately-defined operating schedule.
2. Fixtures need to be assigned to the correct operating schedules as defined in the Lighting Tool.
3. For facilities with differing lighting usage patterns depending on seasonal schedule, make sure to define the seasonal schedule using the seasonal schedule tab in the Lighting Tool and assign the applicable fixtures.

Inspections

Note that operating hours and the resulting energy savings calculations are subject to inspection for verification and adjustment, if necessary. Lighting loggers may be used to verify hours of operation at a customer's facility.