

PREMIUM VENDOR FAQs



Q. What is a Wattsmart Business Premium Vendor?

A. Current Vendors who participate in the typical lighting program in Washington* can receive special recognition from Pacific Power Wattsmart Business based on the following:

- Program participation
- Project quality
- Application submission quality
- Industry training
- Customer and program feedback

**The Premium Vendor designation is only available in Washington at this time. It may be available in California when there are more eligible vendors.*

Q. What are the advantages of becoming a Wattsmart Business Premium Vendor?

A. Premium Vendors may enjoy enhanced Network benefits such as:

- Elevated listings on the online Find-A-Vendor tool
- Improved customer visibility
- Access to premium marketing content in the [Marketing Toolkit](#)
- May receive exemptions from some project inspections
- Others that may be offered in the future
- A new benefit is a Pacific Power/Vendor co-branded shirt for Premium Vendor employees who meet the certification requirement described below. This shirt can be worn when you meet with customers (even virtually) to discuss projects and the program.

Q. How can I become a Premium Vendor?

A. A select group of lighting Vendors will be identified as a Premium Vendor on a semi-annual basis after every approved Wattsmart Business Vendor is evaluated and ranked based on program participation, project quality, application

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submission quality, industry training and customer and program feedback. Lighting Vendors must meet the following prerequisites to be considered for Premium status:

- a. Be an approved Wattsmart Business Vendor for a minimum of one year.
- b. Complete five or more Wattsmart Business typical lighting incentive projects over the last twelve months.
 - We determine what state a Vendor is recognized as a Premium Vendor based on where they completed a project. Vendors must be approved in the state they would like to be considered for Premium status.
- c. Employ at least one full-time staff member who holds at least one of these enhanced credentials or certifications:
 - [NEEA NXT Level I Designation](#) - company/branch must complete the application process **and** at least one individual must earn the designation
 - [NCQLP Lighting Certification](#)
 - [NALMCO's Certified Lighting Management Consultant](#)
 - [NALMCO's Certified Apprentice Lighting Technician](#)
 - [AEE's Certified Lighting Efficiency Professional](#)

Q. How do I notify you that my credentials/certification is complete?

- A. Credentials and/or certificates must be uploaded to the "Certifications" section of the [Network Portal](#) "Documents" tab.

Q. How do I know if my projects qualify?

- A. Eligible projects include Wattsmart Business typical lighting incentive projects, midstream projects, and small business projects*.

Project location will be used to determine whether a Vendor meets the minimum project requirements. Vendors must be approved in the state they would like to be considered a Premium Vendor. Premium status is awarded by company location/branch. It may be that one Vendor has multiple branches, but only one branch has the Premium designation.

** Typical projects qualify. Custom projects do not qualify. Vendor eligibility is based on approved projects from the previous 12 months. 5 projects need to be completed, 3 typical program projects, and the remaining two could be midstream or Small Business Lighting.*

Q. How will I be evaluated?

- A. Vendors will be evaluated based on the following:
 - Project quality will be determined by the accuracy, appropriateness and completeness of incentive project submittals, and inclusion of lighting design layouts.
 - Customer satisfaction surveys are being conducted for each incentive application processed and contribute to the assessment of each Vendor's ability to represent the program accurately and provide excellent customer service.
 - Program satisfaction is based on a Vendor's responsiveness and cooperation with program staff in a timely and professional fashion.

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Q. How will I know if my company has received Premium status?

- A. The primary contact for each Vendor listed in the portal will be notified of their status on a semi-annual basis through their Vendor Snapshot.

Q. What is the Vendor Snapshot?

- A. The Vendor Snapshot is an overview of a Vendor's performance in the program including the number of projects, savings and incentives. On a semi-annual basis, Vendors will receive a snapshot of their standing in the Network compared to other Vendors for each of the criteria evaluated.

Q. How long will I receive the benefits of Premium status?

- A. Premium Vendors will be given special designation on the Find-A-Vendor tool and will enjoy the other benefits available to Premium Vendors for one year from the date they were designated Premium.

Q. What do I have to do to stay a Premium Vendor?

- A. Vendors are encouraged to continually improve their performance and will be notified of their performance in the semi-annual Vendor Snapshot. Vendors may move out of premium status and there is no guarantee a Vendor will achieve Premium status.

Q. What if I wasn't selected as a Premium Vendor?

- A. Vendors who are not chosen as a Premium Vendor should refer to their Vendor Snapshot to help them understand the areas they can improve. Contact your [outreach coordinator](#) about your performance in Wattsmart Business. You may also contact wbn@nexant.com.

Q. Can I advertise that I'm a Wattsmart Business Premium Vendor?

- A. Co-branded premium content is being developed for Premium Vendors. Once these options are available, Premium Vendors will have access through the [Marketing Toolkit](#).

Q. What types of marketing tools will I be given access to as a Premium Vendor?

- A. Premium Vendors will enjoy enhanced marketing materials in the [Marketing Toolkit](#) available in the [Network Portal](#) under the "Resources" tab. Premium Vendors will have access to these materials for one year from their announcement. Additionally, Premium Vendors may receive increased visibility through Pacific Power marketing campaigns which may promote Premium Vendors to customers.

Q. What is the Network Portal?

- A. The [Wattsmart Business Vendor Network Portal](#) is a one-stop shop for Vendors. It provides instant, easy access to valuable resources such as:
- Project status of program submissions.
 - Access to on-demand incentive calculator tools.
 - Easy-to-find forms and program materials including marketing collateral.
 - News about upcoming events and training opportunities from Pacific Power and others.
 - Up-to-date information about program incentives and applications.
 - Find-A-Vendor tool that customers can use to locate Network Vendors in their area.
 - The ability to make real-time updates to company contact information.

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Q. Will I be provided with customer “warm” leads as a Premium Vendor?

A. Premium Vendors may be invited to attend customer-facing events, and Premium Vendors will be listed at the top of the Find-A-Vendor tool. We refer customers to this resource when they ask for Vendor recommendations for their projects. We will not be providing direct customer leads to Vendors at this time.

Q. Will incentive checks be processed faster for Premium Vendors?

A. All projects will be processed according to standard timelines.

Q. Will pre- and post-inspections be prioritized or eliminated for Premium Vendors?

A. Premium Vendors may experience fewer inspections, but most inspections will occur as usual.

Q. Who should I contact to learn more about Premium Vendor status?

A. Your [outreach coordinator](#) is your primary point of contact for questions about your participation in Wattsmart Business Vendor Network or your performance in the program. You may also contact wbn@nexant.com.

Q. What if I haven't applied to the Wattsmart Business Vendor Network?

A. You are not eligible for the Premium Vendor designation unless you are an approved Wattsmart Business Vendor for a minimum of one year. If you haven't already, apply now to join the Network.