

Pacific Power – Washington Wattsmart® Business HVAC Check-up Vendor Handbook

Program effective January 1, 2022

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Section 1

Introduction

1.1 WELCOME

Pacific Power is pleased to present Wattsmart® Business HVAC Check-up Incentives (“Incentives”) which are intended to provide targeted incentives to realize additional energy savings from rooftop unit maintenance and equipment upgrades.

The Incentives utilize approved and managed qualified vendors (“Approved Vendors”) to approach and work directly with 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 incentives to reduce the overall project cost, thereby reducing the customer’s out-of-pocket expenses and minimizing cash-flow impacts.

Wattsmart Business HVAC Check-up Approved Vendors are selected through a formal application process. 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 HVAC Check-up Vendor Participation Agreement (“Vendor Agreement”) or this Handbook.

HVAC Check-up incentives will be available to participants implementing qualifying measures through approved HVAC Check-up vendors. Incentives are capped at 70 percent of equipment costs and will be paid based on the implementation of qualified measures. The incentivized measures are listed later in this handbook (Section 2.3) and available at <https://www.pacificpower.net/savings-energy-choices/business/wattsmart-efficiency-incentives-washington/wa-incentive-lists/wa-hvac.html>.

Pacific Power has contracted and authorized Evergreen Consulting Group I, LLC dba Evergreen Energy Partners 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.

1.2 HANDBOOK USE AND ORGANIZATION

This handbook is designed for use by Approved Vendors and outlines the rules and requirements of the HVAC Check-up offer and its Approved Vendors.

The handbook is organized to provide an overview of the HVAC Check-up offer, describe all eligibility requirements, and provide a description of the expected participation steps to complete customer projects.

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

Additional information about participation in the Wattsmart Business HVAC Check-up, eligibility requirements, and the roles and responsibilities of approved vendors supporting this offer are provided in the Wattsmart Business HVAC Check-up Vendor Participation Agreement and the Wattsmart Business Vendor Network Letter of Agreement. Additional information about this and other energy efficiency incentive offers available to Pacific Power's business customers is available at BeWattsmart.com.

1.3 CONTACT INFORMATION

Questions about the HVAC Check-up offer can be directed to Pacific Power via:

Email: wattsmartbusiness@evergreen.energy

Telephone: 509-210-5011

Toll-Free Fax: 1-503-482-7447

Section 2

Eligibility Requirements

2.1 CUSTOMER ELIGIBILITY

2.1.1 Eligible Customers and Facilities

This offer is available to facilities receiving electric service from Pacific Power in Washington on one of the following retail general service schedules: 24, 29, 33, 36, 40, 47T and 48T. The customer, building owner, or tenant/electricity user in an eligible facility may participate. Owner/tenant arrangements are the responsibility of the owner and tenant.

Interested customers will be screened to ensure the initial assessment will provide value to the customer and energy savings can be achieved. Recommendation for participation in the program may be dependent on ability/willingness to implement recommended maintenance/upgrades.

2.1.1 Verify Customer Eligibility

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

Vendors can verify eligibility by reviewing a customer's electric bill to ensure their facility is served by Pacific Power. Facilities must be on Washington rate schedule 24, 29, 33, 36, 40, 47T or 48T. Pacific Power retains the right to make final determination of customer eligibility.

2.2 VENDOR ELIGIBILITY

To be considered for participation, vendors must be an approved Wattsmart Business Vendor Network participant. Only vendors who have been selected through the formal application process, with an active Wattsmart Business Vendor Network Letter of Agreement and a Wattsmart Business HVAC Check-up Vendor Participation Agreement with Pacific Power may offer Wattsmart Business HVAC Check-up incentives.

Approved Vendors are required to maintain certain credentials and take certain actions as listed below throughout the specified timeframe in the Wattsmart Business HVAC Check-up Vendor Participation Agreement. 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 for the location where recommendations are made and/or workmanship is performed under the HVAC Check-up offer; notify Pacific Power of any change in the status of such license(s);

- Adhere to insurance requirements of the applicable state’s licensing organization;
- Attend all mandatory training sessions for the Wattsmart HVAC Check-Up offer;
- Recommend and/or install energy-efficient equipment in accordance with accepted industry standards;
- Provide customers with information consistent with Pacific Power Schedule 140 on file at the Washington Utilities and Transportation Commission (UTC) available at https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificpower/rates-regulation/washington/rates/140_Non_Residential_Energy_Efficiency.pdf
- Provide customers with incentive information consistent with the program content available at <https://www.pacificpower.net/savings-energy-choices/business/wattsmart-efficiency-incentives-washington/wa-incentive-lists/wa-hvac.html>
- Provide customer support so the customer can make an informed decision on participation in the appropriate program offer
- Provide the program with the W-9 form for incentive payment

Approved Vendors are only authorized to promote the Incentive during the Period of Performance as set forth in the Wattsmart Business HVAC Check-up Vendor Participation Agreement. All Approved Vendors are reviewed annually for “quality participation” (see section 3.5). 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 Measure Type

Eligible equipment for this Incentive is listed in the table in Appendix A.

Incentives are only available for equipment served by eligible Pacific Power meters. Additional HVAC measures may be eligible for incentives through the Wattsmart Business measure incentive list (visit BeWattsmart.com).

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 offer.

Section 3

Participation Process

3.1 MARKETING AND OUTREACH

Pacific Power will support the Wattsmart Business program through marketing and advertising and may highlight the HVAC Check-up offer. The primary source of marketing for HVAC Check-ups 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 customer. Customers are free to request multiple bids.

As noted in the Wattsmart Business Vendor Network Requirement, 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.

Vendors may become eligible for Pacific Power postcard campaigns and be provided with Pacific Power/ vendor co-branded shirts for sales staff to wear (e.g., when following up on postcard leads). Vendors may be considered for this after completing a minimum of five projects, demonstrating program proficiency, receiving positive customer feedback, and signing a non-disclosure agreement.

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

3.2 PARTICIPATION OVERVIEW

A pre-installation assessment performed by an Approved Vendor is mandatory for customers to qualify for the HVAC Check-up incentives offered.

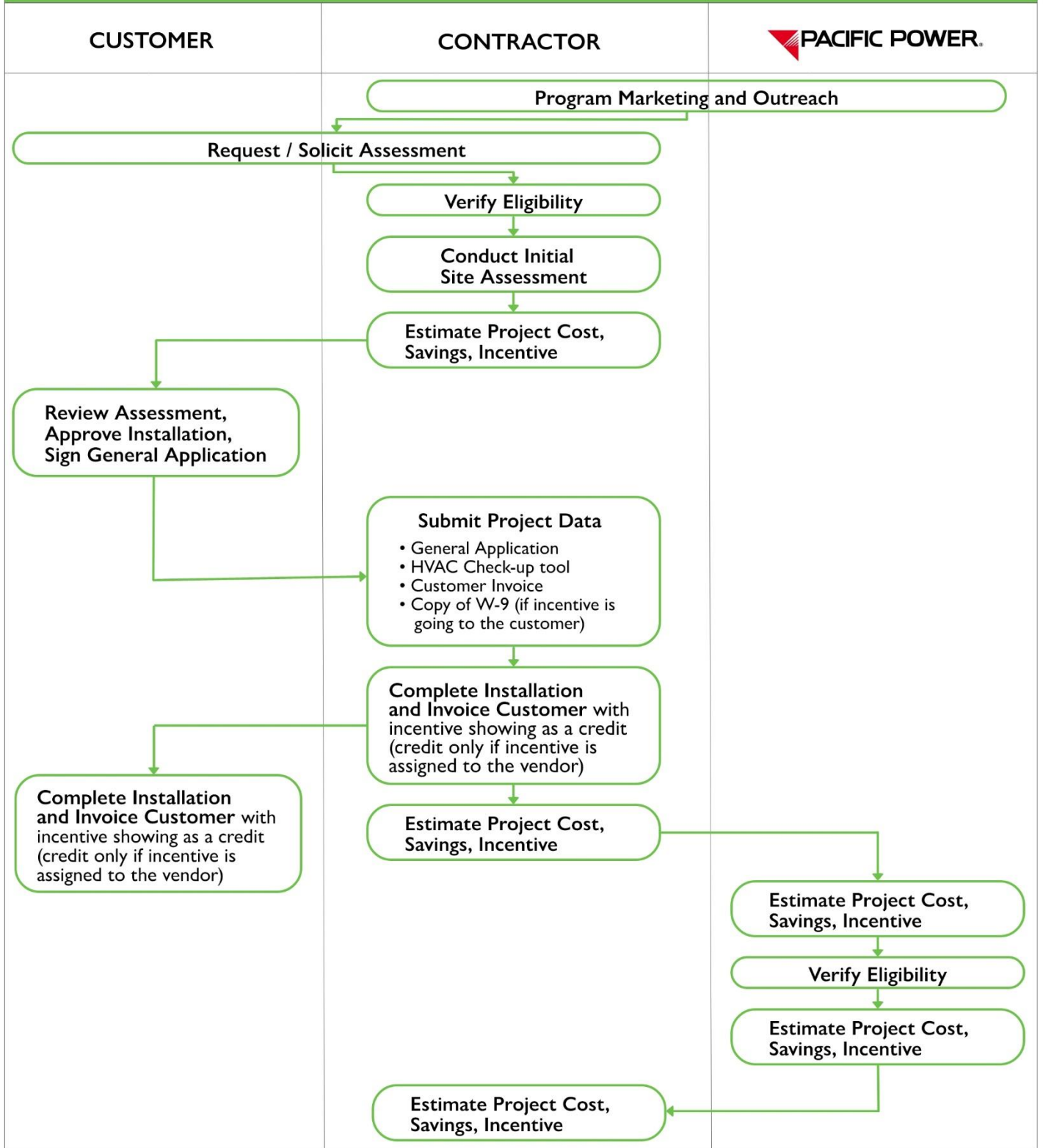
The assessment is an opportunity for the Approved Vendor to identify potential HVAC system energy efficiency and/or maintenance improvements for rooftop units that would result in energy and cost

savings to the customer while maintaining or improving HVAC system performance for the specific customer facility type.

Upon completion of the assessment, the Approved Vendor will review with customer the identified energy-efficiency improvements which may be eligible for Pacific Power Wattsmart Business incentives and obtain customers consent in writing to install the customer selected measures. Once the customer has approved installation, the Approved Vendor may proceed with the installation of qualifying measure.

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 Business Participation Process



3.3 ASSESSMENT AND INSTALLATION

3.3.1 Scheduling the HVAC System Assessment

There are multiple paths to scheduling an HVAC system 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 HVAC assessment 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 HVAC 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 HVAC system assessment. Non-compliance with customer inquiry response requirements may result in the rerouting of customer leads or removal from the Approved Vendor list.

Customer Path 3: Pacific Power sends eligible customer a postcard

Periodically Pacific Power may send postcards to eligible customers informing them about the Wattsmart Business HVAC Check-up offer and indicating they will be contacted by a participating vendor to provide an assessment if the customer is interested.

Vendors become eligible for these leads after a minimum of five completed projects, demonstrating program proficiency, positive customer feedback, and signing a non-disclosure agreement. Results of previously provided customer leads must be documented before any new leads will be issued to the vendor.

Vendors approved for this path wear their Pacific Power/vendor co-branded shirt when following up in person on leads from the postcard mailings.

3.3.2 Conducting the Rooftop Unit HVAC System Assessment

Upon verifying eligibility of a customer, Approved Vendors will perform a walk-through assessment of the customer's rooftop units to identify opportunities for system improvements that would be eligible

for the Incentive. Results will be documented in the Wattsmart Business HVAC Check-up tool which is to be submitted to Pacific Power as part of the Incentive participation process. The assessment should include pre- project details and we recommend that pre-project photos of the condition of the equipment be taken. Results of the assessment will outline the estimated energy savings, estimated project cost, and the estimated incentive amounts available from Pacific Power.

3.3.3 Project Installation

Approved Vendors are to discuss the project with customers and obtain participant approval to proceed with installation of proposed Wattsmart Business HVAC Check-up measures. Participants may be the customer, building owner, or tenant/electricity user. All agreements made for installation of measures are between the participant and the Approved Vendor. Pacific Power is not responsible for landlord-tenant arrangements. Once the Approved Vendor has 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, Vendors should verify desired equipment function and temperature levels, and we recommend taking photos of the installed equipment, where possible.

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

3.4 INCENTIVE SUBMISSION AND PROCESSING

Upon completion of each project, Approved Vendors are required to submit all project documentation within 30 days of completion, and within the Period of Performance. Incentives for approved projects may be paid directly to the Approved Vendor via customer assignment upon completing the project installation .This section outlines the incentive application process.

3.4.1 Customer Application & Documentation

Once the project has been authorized by the participant 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 WattsmartIncentives.com/apply:

1. Wattsmart Business General Application and W9 signed by the customer
2. HVAC Check-up tool reflecting post-installation conditions
3. Customer invoice for the project including (see sample in Appendix K)
 - a. Date(s) of equipment installation

- b. Customer business name
- c. Customer business address (location where the equipment 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 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 participants to ensure documentation accuracy, installation, product quality, and participant satisfaction. Participants 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 project submission details (e.g. different counts of installed measures, operating hours, etc.), incentive values will be adjusted to reflect the actual as-installed project. This may result in additional incentives to be paid 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 approximately 30 days following submission of completed and approved project application. See section 3.4.1 Customer Application & 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.

Pacific Power will pay incentives for approved projects. The incentive shall be paid either by:

- Applying the eligible incentive to the customer invoice (instant discount) or
- The incentive will be sent to the customer after the project is completed.

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 energy efficiency offer. Equipment or products receiving Pacific Power energy efficiency incentives, including incentives received at the point of purchase, are

ineligible to receive incentives through Wattsmart Business HVAC Check-Up.

Approved Vendors are solely responsible for 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 or its consultants 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

Only Approved Vendors are permitted to offer Wattsmart Business HVAC Check-up incentives. Pacific Power may terminate the Wattsmart Business HVAC Check-Up Vendor Participation Agreement (“Vendor Agreement”) with the Approved Vendor at any time with or without cause. Approved Vendors not participating in compliance with the Vendor Agreement or within Pacific Power’s expectations may be removed from the Approved Vendor list without warning. Specific program participation requirements are outlined in the Vendor Agreement. However, the following guidelines will help Approved Vendors understand Pacific Power’s expectations of Approved Vendors leading to quality performance:

- Complete facility HVAC equipment 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 project application and required incentive 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.
- Complete at least 2 HVAC Check-up projects (completed and approved) in previous 12 months (reviewed bi-annually).
- Recommend and deliver quality HVAC repairs, maintenance, and upgrades to customers based on requirements for their facility type.
- Comply in all operations with all applicable laws, rules, energy codes, and regulations and all orders and directions of governmental authorities having jurisdiction.

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 1-855-805-7231 or send an e-mail to wattsmartbusiness@pacificpower.net.

Approved Vendors who wish to dispute any decision or action performed by Pacific Power during their participation should call 509-210-5011 or email wattsmartbusiness@evergreen.energy.

Appendix A Equipment Incentive and Eligibility Table

Measure	Baseline Equipment Requirements	New Equipment Eligibility Requirements	Incentive
Maintenance agreement	Must have existing RTU used for comfort cooling	3-year maintenance agreements only. Agreements must include a minimum of two system checks per year (heating and cooling seasons), one condenser coil cleaning per year, and a thermostat reprogramming and calibration.	\$75/ RTU
Connected Thermostat	<p>Existing non-connected thermostat in commercial, agricultural, or industrial spaces.</p> <p>Applicable to commercial, agricultural, or industrial spaces Excludes lodging, 24/7 operations, semi-conditioned spaces</p> <p>Single-zone systems:</p> <ul style="list-style-type: none"> T-Stat must control a single HVAC system having its own supply fan and serving a single zone “Invisible zones” are permitted (e.g., separate RTUs serving different portions of a large retail space) 	<p>Must replace non-connected thermostat;</p> <ul style="list-style-type: none"> Qualified connected thermostat must have these capabilities: <ul style="list-style-type: none"> Multiple temperature set-back schedules Fan-mode scheduling (continuous-on versus auto mode) Limited-duration over-rides (reverts to programming after 24 hours) Remote (web-based) monitoring and programming Automatic restoration after power outage Support multiple cooling stages Thermostat must be web-connected (LAN or WAN), and remote programming must be operational Programming specifications: <ul style="list-style-type: none"> Temperature setback is used for unoccupied hours (heating and/or cooling, as applicable) Fan schedule uses ‘auto’ mode for unoccupied hours (during unoccupied hours, fan only runs when there is a heating or cooling call) Over-ride duration set to three hours or less For heat pumps, auxiliary resistance heat lock-out is enabled with appropriate temperature set-point In cases where two or more systems serve spaces that are not separated by physical barriers (i.e., “invisible zones”), simultaneous heating and cooling is eliminated <ul style="list-style-type: none"> E.g., Identical temperature set-points and schedules with appropriate dead-bands, or network-coordinated controls 	\$350/Thermostat
Economizer Repair	Must have existing RTU used for comfort cooling	Must be fully functional	\$150/RTU
Economizer Replacement	Must have existing RTU used for comfort cooling	Must be fully functional	\$150/RTU
Refrigerant Charge	Must have existing RTU used for comfort cooling	Must meet manufacturer specifications.	\$35/Ton RTU Capacity

Incentives are capped at 70 percent of qualifying equipment costs. Qualifying equipment costs are subject to Pacific Power approval.

RTU – Rooftop Unit

Appendix B

Frequently Asked Vendor Questions

Q1: Which facilities are eligible for this Incentive?

A: Customers eligible to participate in this offer are those currently defined as eligible customers in Schedule 140: Facilities on General Service Schedules 24, 29, 33, 36, 40, 47T and 48T in all territory served by Pacific Power in the State of Washington.

Interested customers will be screened to ensure the initial assessment will provide value to the customer and energy savings can be achieved. Recommendation for participation in the offer may be dependent on ability/willingness to implement recommended maintenance/upgrades.

Q2: My customer is a good candidate for measure upgrades outside of the HVAC Check-up Approved measure list. How do I offer them incentives for equipment on the Wattsmart Business incentive lists?

A: The measures included in the Wattsmart Business HVAC Check-up are the most commonly occurring measures for rooftop units targeted by this offer. Applications for the incentive lists are available at BeWattsmart.com.

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 in approximately 30 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. Participants can be the customer, the building owner, or the tenant/electricity user. Owner/tenant issues must be resolved with the owner and tenant of a facility.

Q5: How long will this offer be available?

A: The Wattsmart Business HVAC Check-up offer is ongoing. Pacific Power reserves the right to cancel or modify the Incentive at any time. Vendors will have the opportunity to submit an application to participate in the Incentive on no less than an annual basis. Only Approved Vendors are permitted to offer the incentives to qualifying customers for only the time period defined in the Vendor Agreement.

Q6: How many Approved Vendors will offer these incentives?

A: The number of vendors depends on the results vendors are driving. The number of vendors in the pool has been developed based on an analysis of market potential for small to medium sized businesses to adopt the available incentives. If the selected pool of vendors is not meeting

expected targets, they may be removed from the program, or additional vendors may be allowed to offer the incentives to offset the lack of expected performance.

Q7: What if the offer 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 the Wattsmart Business HVAC Check-up offer 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.

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 offer effective at the time of the project invoice date.

Q9: What happens at the end of my period of performance and if I have customers still deciding to proceed on my project proposals?

A: All project incentive applications must be submitted during your period of performance. Otherwise, incentives may be rejected.

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 general application, W9 and project invoice as outlined in section 3.4.1 Customer Application & Documentation of this handbook.

Q11: What incentives are available to customers with an existing maintenance contract?

A: Customers with an existing maintenance contract are eligible for all HVAC Check-up incentives except the 3-year maintenance agreement offering. Customers whose previous maintenance contracts have expired may receive the maintenance agreement incentive by signing up for a new maintenance contract that meets program requirements.

Exception may be given to customers whose existing maintenance contract is inadequate at maintaining a well-run HVAC system. Please reach out to the program coordinator at wattsmartbusiness@evergreen.energy to discuss possible exceptions.

Q12: Can the customer receive more than one energy efficiency incentive for the purchase and/or installation of a Smart Thermostat?

A: No. Smart thermostats receiving Pacific Power energy efficiency incentives, including post-purchase and point-of-purchase incentives, are ineligible to receive incentives through Wattsmart Business HVAC Check-up.

Q13: Are rooftop units receiving HVAC Check-up incentives eligible for other Wattsmart Business offerings now or in the future?

A: Yes. The HVAC Check-up offerings addresses some of the most common maintenance issues associated with rooftop units. Customers are encouraged to further improve the efficiency of their HVAC systems by taking advantage of other Wattsmart Business incentive offerings, such as Advanced Rooftop Unit Controls, as applicable. Please reach out to the program coordinator at wattsmartbusiness@evergreen.energy if with any questions.

Appendix C

HVAC Check-up Tool Instructions

Approved Vendors will receive in-person training on the Wattsmart Business HVAC Check-up tool.

The tool is an electronic form that contains all calculations for incentives, savings estimates, energy cost savings estimates, and other information.

Vendors are required to submit the complete tool with each project application. A complete tool includes:

- Accurate operation schedules that reflect the actual usage patterns of the facility for which they are submitted.
- Walk-through assessment results (pre- and post-installation conditions).
- Complete customer information.
- Vendor information.

Please refer any questions about the Wattsmart Business HVAC Check-up audit tool to the staff at:

- Phone: 509-210-5011
- Email: wattsmartbusiness@evergreen.energy

Appendix D


General Application

The Wattsmart Business General Application and customer's W9 are required to be complete and submitted with all project submissions. Invoices must be included to constitute a complete incentive application.

Appendix E

Sample Pacific Power Electric Bill

The following sample electric bill highlights the location of the rate schedule information to verify eligibility for customers for the HVAC Check-up offer, as well as customer account number information to be included in the Wattsmart Business General Application and Wattsmart Business HVAC Check-up tool.


PAGE 1 OF 2

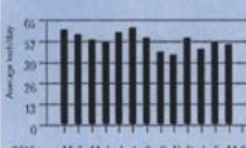
JOHN Q CUSTOMER
1234 MAIN ST
YAKIMA WA 12345-0001

Questions about your bill: 1-888-221-7070
24 hours a day, 7 days a week
www.pacificpower.net

BILLING DATE: Mar 25, 2014
ACCOUNT NUMBER: 12345678-001 0
DATE DUE: Apr 10, 2014
AMOUNT DUE: \$169.80

Your Balance With Us		Payments Received	
	AMOUNT	DATE	DESCRIPTION
Previous Account Balance	165.15	Mar 8, 2014	Payment Received - Thank You
Payments/Credits	-165.15		
New Charges	+169.80		
Current Account Balance	\$ 169.80	Total Payments	\$ 165.15

Historical Data - ITEM 1



2013 M A M J J A S O N D J F M 2014

Your Average Daily kWh Usage by Month

PERIOD ENDING	MAR 2014	MAR 2013
Avg. Daily Temp.	42	43
Total kWh	1586	1732
Avg. kWh per Day	51	60
Cost per Day	\$5.48	\$5.94

ITEM 1 - ELECTRIC SERVICE 1234 Main St Yakima WA Schedule 24


METER NUMBER	SERVICE PERIOD From To	ELAPSED DAYS	METER READINGS Previous Current	METER MULTIPLIER	AMOUNT USED THIS MONTH
12345678	Feb 21, 2014 Mar 24, 2014	31	63760 65346	1.0	1,586 kWh
12345678	Demand Mar 24, 2014			1.0	11 kw

Next scheduled read date: 04-22. Date may vary due to scheduling or weather

NEW CHARGES - 03/14	UNITS	COST PER UNIT	CHARGE
Basic Charge	11 kw		8.71
Energy Charge 1st Block	1,000 kWh	0.1064200	106.42
Energy Charge 2nd Block	586 kWh	0.0743900	43.59
Bill Assistance Program (Washington State Utility Tax \$6.15)			1.56
City Utility Tax		0.0200000	3.17
City Utility Tax		0.0400000	6.35
Total New Charges			169.80

Write account number on check & mail to: Pacific Power, PO Box 26000, Portland, OR 97256-0001

RETAIN THIS PORTION FOR YOUR RECORDS. RETURN THIS PORTION WITH YOUR PAYMENT.



PO BOX 25308
SALT LAKE CITY UT 84125

JOHN Q CUSTOMER
1234 MAIN ST
PORTLAND OR 12345-0001

WRITE ACCOUNT NUMBER ON CHECK & MAIL TO:

PACIFIC POWER
PO BOX 26000
PORTLAND OR
97256-0001

Change of Address or Phone?
Check here and provide information on back.

Account Number: 12345678-001 0
Date Due: Apr 10, 2014
AMOUNT DUE: \$ 169.80

Please enter the amount enclosed.

Questions about your bill:
1-888-221-7070

H 12345678 001 016 000016980

V 03/01/2025

Wattsmart Business – HVAC Check-up Vendor Handbook

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Appendix F

Pacific Power Efficiency Programs

Pacific Power offers a range of energy-efficiency incentives designed to help customers save energy and money. Technical assistance and/or incentives are available for eligible customers.

Information regarding available energy efficiency incentives, eligibility requirements, incentives, and participation processes is available at BeWattsmart.com or by contacting Pacific Power at 509-210-5011 or wattsmartbusiness@evergreen.energy.

Appendix G

Agreements

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. These materials are available to you as a Wattsmart Business Approved Vendor at no charge. The materials can be accessed via the Vendor portal.

This section includes the link to the *Wattsmart Business HVAC Check-up Vendor Participation Agreement* and the *Wattsmart Business Network Agreement*.