

Pacific Power – Washington
Wattsmart[®]
Small Business Lighting Vendor Handbook

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Section I: Introduction

I.1 WELCOME

Pacific Power is pleased to present Wattsmart® Small Business, Very Small Business and Named Community Small Business Lighting Enhanced Incentives (“Incentives”) which are intended to provide targeted incentives to realize additional energy savings in the small/medium business customer segment from retrofit lighting upgrades.

To increase outreach and participation for historically underserved very small businesses and small businesses located in specific named communities, two additional offerings have been established within the small business offer as part of Pacific Power’s Clean Energy Implementation Plan¹:

1. The Very Small Business offering was created to target the smallest businesses using less than 30,000 kilowatt-hours per year.
2. The Named Community Small Business offering was created to target small businesses located in Highly Impacted Communities and Vulnerable Populations, which are identified by census tract (maps provided in Appendix I).

For these two small business offerings:

- Incentives are even higher than small business incentives.
- Incentives are capped at 100% of eligible project costs.

The Incentives for all three of the small business lighting offers utilize approved and managed qualified vendors (“Approved Vendors”) to approach and 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. To achieve the up-front cost reduction, customers assign the Incentive directly to their Approved Vendor.

Wattsmart Small Business Lighting 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 Small Business Lighting Vendor Participation Agreement (“Vendor Agreement”) or this Handbook.

¹ The Clean Energy Implementation Plan is a near-term four-year action plan specific to Pacific Power’s Washington customers and communities that focuses on community-based actions to move toward meeting Clean Energy Transformation Act milestones.

Only Approved Wattsmart Small Business Lighting Vendors are permitted to offer Incentives for small businesses only to eligible customers for **only** the identified measures specified in this handbook ([Section 2.3](#)) and the Wattsmart Business program tariff Schedule 140 available at https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificpower/rates-regulation/washington/rates/140_Non_Residential_Energy_Efficiency.pdf, and subject to Wattsmart Business program information and incentives available on the Small Business web page at <https://www.pacificpower.net/savings-energy-choices/business/wattsmart-efficiency-incentives-washington/wa-small-medium-business/wa-small-business-lighting.html>.

Pacific Power has contracted and authorized Evergreen Consulting Group I, LLC dba Evergreen Energy Partners (“Evergreen”) to administer the Wattsmart Business Vendor Network and the Incentives 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 Vendors and outlines the rules and requirements of the Incentive and its Approved Vendors. While this handbook provides program-specific rules and guidelines for the Small Business Lighting Enhanced Incentives, the Lighting Catalog contains definitions, rules, and guidelines pertaining to material and project eligibility that should be used in conjunction when participating in the program.

(https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificpower/savings-energy-choices/wattsmart-business/washington/WA_wattsmartBusiness_Lighting_Catalog.pdf)

The handbook is organized to provide an overview of the Incentives, describe all program-specific 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 participation in the Wattsmart Small Business Lighting Incentive, eligibility requirements and the roles and responsibilities of approved vendors supporting this incentive are provided in the *Wattsmart Small Business Lighting Vendor Participation Agreement*, and the *Wattsmart Business Vendor Network Agreement*. Additional information about this and other energy efficiency incentive offers available to Pacific Power’s business customers is available at <https://www.pacificpower.net/savings-energy-choices/business.html>.

I.3 CONTACT INFORMATION

Questions about this Incentive can be directed to Pacific Power:

Email: wattsmartbusiness@evergreen.energy

Telephone: 509-210-5011

Section 2: Eligibility Requirements

2.1 CUSTOMER ELIGIBILITY

2.1.1 Eligible Customers and Facilities

Small Business

Washington small businesses on rate schedule 24 with

- Annual usage greater than 30,000 and less than or equal to 200,000 kilowatt-hours (non-residential facility total with annual usage that is arrived at by aggregating all meters at one site), and/or
- Total non-residential facility square footage of 20,000 square feet or less are eligible to participate.

Very Small Business

- Washington small businesses on rate schedule 24 with annual usage less than or equal to 30,000 kilowatt-hours (non-residential facility total) are eligible to participate.

Named Community Small Business

Small businesses located in a Highly Impacted Community and/or Vulnerable Population census tract on rate schedule 24 with

- Annual usage less than or equal to 200,000 kWh (non-residential facility total) and/or
- Total non-residential facility square footage of 20,000 square feet or less are eligible to participate.

Highly Impacted Communities are defined as census tracts meeting at least one of the following two criteria:

- The census tract is covered or partially covered by designated Native American and/or Tribal lands as defined in federal [statute](#)².
- The census tract ranks a 9 or 10 on the [Environmental Health Disparities Map](#), as designated by the Washington Department of Health.

Vulnerable Population census tracts were defined by Pacific Power in collaboration with stakeholders.

Incentives for the Very Small Business and Named Community Small Business offers are higher than Small Business offer incentives. This is intended to help motivate Approved Vendors to reach out to these small businesses and to make it easier for them to close projects. Approved Vendors are strongly encouraged to proactively reach out to these small businesses who have been traditionally underserved and under-represented in program participation results.

Online – Customer Eligibility

Customers and vendors can check customer eligibility for the small business offers online at

² Reflecting the federal legal term 'Indian Country,' as defined in 18 U.S. Code § 1151.

WattsmartIncentives.com/eligibility. The meter number is the only input required. Enter the meter number, click on Search, and it will return all eligible options. A screenshot from the site should be included with vendor project documentation when turning in for incentive payment. If the meter does not have 12 months of data, you will be directed to get eligibility from the program administrator ([see below, 2.1.2](#)). This does not mean they do not qualify, but means further research is required. Once you have a signed General Application, the program administrator can provide the actual usage at the site and confirm eligibility for the small business offers.

Approved Vendors are also encouraged to proactively reach out to small businesses where access to capital, language, property lease/rental status and other access barriers have historically deterred participation.

To ensure the Wattsmart Small Business Lighting offer targets existing small businesses only, please ensure when doing proactive outreach that projects are proposed *only* for facilities that meet these criteria. Examples of building facility types to target include:

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

Examples of building facility types **not** to target include:

- Big box retailers
- Multi-phase/stage projects (pre-approval required)
- Large corporations
- National chains
- Church corporations and large church or religious facilities (multiple locations under single ownership)
- Public schools and school district facilities
- City, state and federal government facilities
- Facilities with low or part-time hours of operation
- Vacant buildings (unoccupied for two or more months prior to project)
- Facilities owned or managed by large property management companies

If there are concerns regarding the size of the facility or business paying for the project, please call program administration prior to committing to the project. Pacific Power reserves the right to add or modify eligibility requirements. Current eligibility requirements can be found at any time at <https://www.pacificpower.net/savings-energy-choices/business/wattsmart-efficiency-incentives-washington/wa-small-medium-business/wa-small-business-lighting.html>. 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 proposing or installing the proposed project.

- Approved Vendors should verify if there is just one meter at the site by making sure to ask the customer or look for more meters on the bill. Include all meters in your request below.
- Approved Vendors are required to verify eligibility on the website: WattsmartIncentives.com/eligibility. Screenshot should be taken indicating which program options are available for the given site. Online eligibilities are valid for 90 calendar days. If the eligibility expires before the project is started, the customer's eligibility status may have changed, and they may no longer be eligible for the program, and the incentive could be at risk. It is always in the best interest of the customer, vendor, and Pacific Power to obtain a new eligibility when an order is given the notice to proceed from the end user, more so if there was a time delay from the initial eligibility and the award of the project.
- If Approved Vendors get a message from the website to contact the administrator, they are required to verify eligibility by either:
 - Telephone: 509-210-5011
 - Email: wattsmartbusiness@evergreen.energy
- Approved Vendors may check potential eligibility of a customer for the Small Business and Very Small Business offerings by reviewing the customer's most recent Pacific Power bill.
- Approved Vendors may check the potential eligibility of customers for the Named Communities small business offer by reviewing the customer's Pacific Power bill (for rate schedule and total facility annual kilowatt-hours) and using the online Environmental Health Disparities Map from the Washington Department of Health (for whether the site is located in a Highly Impacted Community). [See section 2.1.1](#) and [Appendix I](#) for more details. Note this map does not show Vulnerable Population census tracts since these are defined only for Pacific Power and not statewide.

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 small business lighting vendor. Only vendors who have been selected through the formal application process, with an active Wattsmart Business

Vendor Network Agreement, and for lighting vendors, a Wattsmart Small Business Lighting Program “Lighting Vendor Participation Agreement” with Pacific Power may offer Wattsmart Small Business incentives (any of the three small business offers) to eligible customers.

Approved Vendors are required to maintain certain credentials and take certain actions as listed below throughout the specified time frame in the Small Business Lighting 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 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 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 and in compliance with state energy code and other applicable requirements e.g., pulling a permit.
- Complete at least two SBL projects per month on a rolling 6-month average.
- Provide customers with information consistent with Pacific Power Schedule 140 on file at the Washington Utilities and Transportation Commission, as well as posted on the Wattsmart Business section of the Pacific Power website.
- 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.

Approved Vendors are only authorized to promote the Incentive during the Period of Performance as set forth in the Wattsmart Small Business Lighting Vendor Agreement. A formal application process will determine Approved Vendors. Approved Vendors wishing to continue participation in the Incentive must resubmit an application on a recurring basis as directed by Pacific Power for consideration as an Approved Vendor for subsequent Periods of Performance. 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 Lighting Cost Effectiveness

A key component of a Wattsmart Small Business Lighting project is its cost-effectiveness. Cost effectiveness is a measure of how much the customer pays (before the incentive is applied) for every kilowatt-hour saved. The cost per kilowatt-hour 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 the image below.)

4.60 yrs - SPB w/o Incentive (2.59 yrs - SPB w/ Incentive)	Good (<8.0 yrs)	LPD Code 0.720	Total Incentives \$702.90
		LPD Existing 0.342	
\$0.29 - Cost/kWh	Good (<\$0.50)	LPD Proposed 0.180 75% ▲ Code	

2.3.2 Project Type

Appropriate wattage reduction for Small Business Lighting retrofit projects is in the 50% to 75% range compared to the existing lighting wattage. If a potential project falls substantially above or below this range, please email the project lighting tool report to WattsmartBusiness@evergreen.energy to request pre-approval of the project prior to proposing to the customer. In some cases, a low energy savings percentage could be an indication that the project should be classified as a major renovation and not be eligible for the small business offer.

Lighting projects with incentives over \$10,000 require the administrator’s pre-approval before proposing to the customer. Projects with incentives over \$20,000 will be subject to pre-inspection. For additional information on cases where pre-approval is required, see [section 3.3.4](#) of this handbook. Administrator tool review and pre-approval will respond within one business day of request. On-site pre-inspection might be required.

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

- Controls-only exterior projects
- Major renovations
- Refrigerated case lighting or other Non-General Illuminance lighting projects

If there are concerns regarding the ineligible for SBL retrofit projects indicated above, please contact the Wattsmart Small Business Program administration for additional information.

2.3.3 Measure Type

All equipment must meet eligibility requirements as defined in Pacific Power Schedule 140 on file at the Washington Utilities and Transportation Commission as well as posted on the Wattsmart Business section of the Pacific Power website. Eligible equipment for the Incentives is listed below.

Measure Eligibility

Approved Vendor may install any number of general illuminance Lighting products, each of which must meet

the following specifications:

Lighting Systems - Lighting Components

- Each eligible LED product must be listed on one of the qualified equipment lists on the following websites:
 - DesignLights Consortium: <https://www.designlights.org/>
 - ENERGY STAR®: <http://www.energystar.gov>

Advanced Networked Lighting Controls:

- Advanced Networked Lighting Control systems must be listed on the DesignLights Consortium's Networked Lighting Controls Qualified Products Lists and meet all lighting program performance requirements.

Lighting Systems – Exterior Controls

Advanced Dimming Controls: Advanced dimming controls create energy savings in exterior lighting systems by dimming the lights when full light is not needed (unoccupied or non-business hours). To be eligible for incentives, advanced dimming controls must control LED technology in an exterior lighting application. Control must be integral to the LED fixture or be fixtures mounted and reduce fixture power by 75% or more for a minimum of 6 hours per night or when the area has been unoccupied for 15 minutes or less.

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 measures may be eligible for incentives through the Wattsmart Business listed incentives/typical measure incentive list <https://www.pacificpower.net/savings-energy-choices/business/wattsmart-efficiency-incentives-washington/wa-incentive-lists/wa-lighting.html>.

Multiple energy efficiency 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. Appendix A contains the lists of small business incentives available for qualifying retrofit projects.

Preferred measures include proposed retrofits that reduce customer costs and maximize the customer's energy savings. LED retrofits and the usage of lighting controls will provide the most cost-effective energy savings for the customer. When reviewing options between lamp replacement, retrofit kits, or new fixture replacement, the condition and suitability of the existing equipment for the application should be considered. Providing the most appropriate lighting solution for the application to bring the most long-term value to the participant should be of the highest priority while staying within program requirements. Screw-in LED replacement lamps for HID lamps are strongly discouraged for both exterior and interior applications; retrofit kits or new fixtures are the preferred solution.

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 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.

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.

Vendors are expected to provide customers with leave-behind materials as requested and provided by Pacific Power. Please see [Section 2.1.1](#) for more on outreach and customers to target.

3.2 LIGHTING PARTICIPATION OVERVIEW

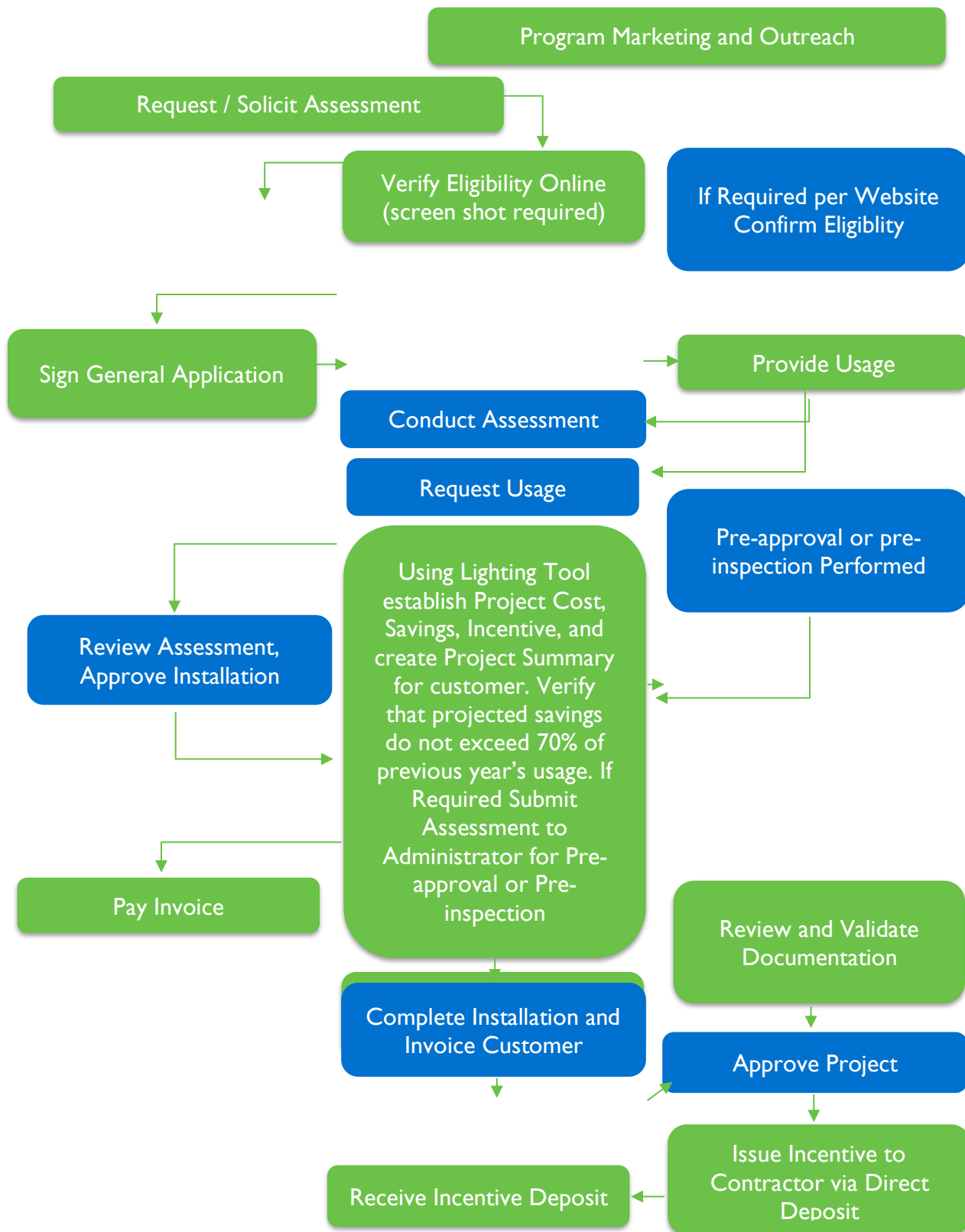
This Incentive is intended to streamline the entire lighting project assessment and application process to enable Approved Vendors to move a *prospective eligible customer* to a completed project in as little as a single visit. A pre-installation lighting assessment performed by an Approved Vendor is 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 with customer the identified energy efficiency improvements which may be eligible for Pacific Power Wattsmart incentives and obtain customers consent in writing via the signed General Application or signed online application with the incentive assigned to the SBL vendor to install the customer selected measures. Pre-approval of the proposed measure installation is recommended, but not required unless otherwise stated. Once the customer has approved 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 as indicated in [Section 2.1](#), they should verify eligibility of the customer prior to conducting the lighting assessment of the facility.

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 with 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.

Customer Path 3: Pacific Power sends eligible customer a postcard

Periodically, Pacific Power may send postcards to eligible customers informing them about the Small Business Lighting program and indicating they will be contacted by a participating vendor to provide a proposal 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 are issued to the vendor.

3.3.2 Conducting the Lighting Assessment

Upon verifying the 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 Tool, Excel tool or online tool, 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 tool or project number to WattsmartBusiness@evergreen.energy 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.

All customer incentive amounts paid for eligible measures – 100% – must be passed through as a credit on the customer invoice.

3.3.3 Project Installation

Approved Vendors are to discuss the project with customers and obtain customer approval to proceed with installation of proposed Wattsmart Small Business Lighting measures. All agreements made for 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 participant 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 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 tool to Pacific Power, prior to proposing to the customer, by emailing the lighting tool or project number to WattsmartBusiness@evergreen.energy to obtain pre-approval for the proposed measures and incentives prior to installation if any of the following apply:

- Projects with incentives over \$10,000 require an administrator’s tool review and pre-approval before proposing to the customer. Administrator will respond within 1 business day of request.
- On-site pre-inspections are required for projects with incentives over \$20,000.
- The eligible cost of the proposed project is greater than \$0.50 per kilowatt-hour.

4.60 yrs - SPB w/o Incentive <small>(2.59 yrs - SPB w/ Incentive)</small>	Good (<8.0 yrs)	LPD Code 0.720	Total Incentives \$702.90
\$0.29 - Cost/kWh	Good (<\$0.50)	LPD Existing 0.342	
		LPD Proposed 0.180 <small>75% ▲ Code</small>	

- If projected savings exceed 70% of the usage indicated on the eligibility confirmation.
- There are multi-phased/stage projects.
- More than 10% of the existing fixtures or lamps are currently inoperable.

Pre-approval requests will be confirmed as “approved” or “not approved” by 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. Incentives for approved projects are paid directly to the Approved Vendor via customer assignment on the General Application upon completing the project installation, according to the Small Business Lighting

Incentive Tables. This section outlines the incentive application process.

3.4.1 Customer Application & 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 via the vendor portal WattsmartIncentives.com/apply:

1. Wattsmart Business General Application signed by the customer with the incentive assigned to the vendor. Vendor should prepopulate the Incentive Assignment section, to the Vendor, on the General Application before the customer signs.
2. IRS Form W-9 completed and signed by the Approved Vendor and on file.
 - a. The vendor will receive the 1099-Misc for the incentive payment.
3. Lighting tool, Excel or online, reflecting pre-installation and post-installation conditions.
4. Equipment: qualified product list documentation (spec. sheets) must be submitted for LED materials used in a project.
5. 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
 - i. Taxes should be displayed before the incentive credit is applied.
 - f. The total project cost (used in the incentive project cost cap calculation) does not include sales tax.
 - g. Estimated incentive to be paid by Pacific Power to the Approved Vendor, shown as a discount to the customer's cost.
 - h. 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. All projects should be submitted to program staff within 120 days of project completion to expedite processing. Exceptions may be granted by program staff on a case-by-case basis.

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 tool details (e.g., different fixtures, counts, operating hours, etc.), the vendor will be given the opportunity to correct the discrepancy. Once the discrepancy has been defined, if not corrected, the incentive values will be adjusted to reflect the actual as-installed project. This may result in additional incentives to be paid to the Approved Vendor 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 to 45 days following submission of completed and approved lighting tools and applications. [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. Should Approved Vendors not receive their incentive check or other project related communication from Pacific Power in the time frame stated above or should they have any concern at any time throughout the application process, they are encouraged to call program administration or to email WattsmartBusiness@evergreen.energy.

Small Business offer

Pacific Power will pay incentives for approved projects according to the Wattsmart Small Business Lighting Incentive Tables. Incentives are capped at 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 Lighting Incentive."** In no case will incentives exceed 90% of the total eligible lighting project cost.

Very Small Business and Named Community Small Business offers

Pacific Power will pay incentives for approved projects according to the Wattsmart Very Small Business or Named Community Lighting Incentive Tables. Incentives are capped at 100% 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 Lighting Incentive."** In no case will incentives exceed 100% 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 energy efficiency 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 the 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

Only Approved Vendors are permitted to offer Wattsmart Small Business Lighting incentives. Pacific Power may terminate the Wattsmart Small Business Lighting 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 Wattsmart Small Business Lighting Vendor Agreement. 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 tools 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
- Proactively reach out to and install projects for Very Small Businesses, Named Community Small Businesses and/or small businesses where language, property lease/rental status, and other access barriers have historically deterred participation
- Recommend and deliver quality lighting upgrades to customers based on IES guidelines for their facility type (includes appropriate use of lighting controls)
- Include in your contract with the customer (must list on Customer Invoice) the following minimum written warranty for the time frames 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 or LED drivers
 - ◇ 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
 - Lamps and ballasts should always be disposed of properly in accordance with state and federal regulations. Please consult with the Washington Department of Ecology for information on recycling lamps and ballasts. Information on collection programs or recyclers can be found on the Hazardous Waste & Toxics Reduction Program website: <https://ecology.wa.gov/regulations-permits/guidance-technical-assistance/dangerous-waste-guidance/common-dangerous-waste/lights-lamps>
 - Where compliance with energy code is not required, use applicable energy code lighting power density (LPD) and lighting controls requirements as a guideline when recommending or specifying lighting upgrades
 - With correct inputs, the lighting tool will provide the code required 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@evergreen.energy.

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

Enhanced Incentives for Small Businesses – Lighting (Retrofit only) effective 1/1/2026

Customer Eligibility Requirements	Equipment Eligibility Requirement	Customer Incentive	
Small business	LED General Illuminance Lighting Retrofits (not listed below)	\$0.50/kWh	
	LED General Illuminance Lamp Replacement	\$0.30/kWh	
	Lighting Controls (interior only)	PIR, Dual Tech, Integral Sensor, or Basic Controls	\$0.38/kWh
		Advanced Networked Lighting Controls	\$0.48/kWh
	LED Exterior Full Fixture Replacement (except Street Lighting)	With upgrade to Advanced Dimming Controls	\$0.22/kWh
		Without controls upgrade	\$0.12/kWh
	LED Exterior Fixture Retrofit Kits (except Street Lighting)	With upgrade to Advanced Dimming Controls	\$0.14/kWh
		Without controls upgrade	\$0.11/kWh
	LED Exterior Replacement Lamps (except Street Lighting)	With or without controls upgrade	\$0.07/kWh

Notes for enhanced incentives for small businesses – lighting table:

1. Incentives for equipment listed in this table are only available for small business customers meeting customer eligibility requirements posted on Pacific Power’s website.
2. 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.
3. Incentives are paid per kilowatt-hour annual energy savings as determined by Pacific Power. Incentives are capped at 90% of Energy Efficiency Project Costs. Energy Efficiency Project Costs and energy savings are subject to Pacific Power approval.
4. Eligible lighting equipment is defined in qualified equipment lists posted on the Washington energy efficiency program section of Pacific Power’s website.
5. Lighting control incentives (\$/kWh) are paid per kilowatt-hour annual energy savings from the installation of lighting controls as determined by Pacific Power.
6. For non-general illuminance lighting, please see the Lighting System Retrofits Incentive Table.

LED – Light-Emitting Diode

PIR – Passive infrared

Enhanced Incentives for Select Very Small Businesses and Named Community Small Businesses – Lighting (Retrofit only) effective 1/1/2026

Customer Eligibility Requirements	Equipment Eligibility Requirement	Customer Incentive
Small businesses that meet specific eligibility requirements	LED General Illuminance Lighting Retrofits	\$0.55/kWh
	LED General Illuminance Lamp Replacement	\$0.38/kWh
	LED Exterior Lighting Retrofits	\$0.30/kWh
Named Community and Vulnerable Population small business	Lighting Controls	\$0.50/kWh
	PIR, Dual Tech, Integral Sensor, or Basic Lighting Controls Advanced Networked Lighting Controls	

Notes for enhanced incentives for very small businesses and named community small businesses – lighting table:

1. Incentives for equipment listed in this table are only available for select very small business customers and named community small business customers meeting customer eligibility requirements posted on Pacific Power’s website.
2. 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.
3. Incentives are paid per kilowatt-hour annual energy savings as determined by Pacific Power. Incentives are capped at 100% of Energy Efficiency Project Costs. Energy Efficiency Project Costs and energy savings are subject to Pacific Power approval.
4. Eligible lighting equipment is defined in qualified equipment lists posted on the Washington energy efficiency program section of Pacific Power’s website.
5. Lighting control incentives (\$/kWh) are paid per kilowatt-hour annual energy savings from the installation of lighting controls as determined by Pacific Power.
6. For non-general illuminance lighting, please see the Lighting System Retrofits Incentive Table.

LED – Light-Emitting Diode

PIR – Passive infrared

Appendix B: Frequently Asked Vendor Questions

Q1: Which facilities are eligible for this Incentive?

A: Refer to [section 2](#) of this handbook for all eligibility information.

Q2: 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.

Q3: 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 or the tenant/electricity user.

Q4: How long will this offer be available?

A: The Wattsmart Small Business Lighting Incentive 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.

Q5: 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- and medium-sized businesses to adopt the enhanced 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.

Q6: What if the program changes while I am 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 to 4 weeks) to complete projects and submit applications for an incentive.

A: 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, 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 the earliest 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 tool 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 C: Lighting Workbook Instructions

Approved Vendors will receive in-person training on the Wattsmart Small Business Lighting Tools.

The lighting tool, Excel or online, is an electronic document that contains all calculations for incentives, savings estimates, energy cost savings estimates and other information. The tool is available in Excel format or online through WattsmartIncentives.com/Vendors.

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

- Accurate lighting operation schedules that reflect the actual lighting usage patterns of the lighting project 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 Small Business Lighting Tools to the program administration staff listed in [Section 1.3](#) Contact Information.

Appendix D: Energy Code Lighting Power Density (LPD)

Use the **Washington State Energy Code** as shown in the following table when recommending or specifying upgrades.

WASHINGTON STATE ENERGY CODE 2021 MAXIMUM LIGHTING POWER DENSITIES (LPD)		
Building Area Type	Section C405.4.2 For major renovation projects	Section C406.2.3.2 For new construction projects
Automotive facility	0.64	0.51
Convention center	0.64	0.51
Courthouse	0.79	0.63
Dining: bar lounge/leisure	0.79	0.63
Dining: cafeteria/fast food	0.72	0.58
Dining: family	0.71	0.57
Dormitory	0.46	0.37
Exercise center	0.67	0.54
Fire station	0.54	0.43
Gymnasium	0.75	0.60
Health care clinic	0.70	0.56
Hospital	0.84	0.67
Hotel/motel	0.56	0.45
Library	0.83	0.66
Manufacturing facility	0.82	0.66
Motion picture theatre	0.44	0.35
Multifamily	0.41	0.33
Museum	0.55	0.44
Office	0.64	0.51
Parking garage	0.14	0.11
Penitentiary	0.65	0.52
Performing arts theatre	0.84	0.67
Police station	0.66	0.53
Post office	0.65	0.52
Religious building	0.67	0.54
Retail	0.84	0.67
School/university	0.70	0.56
Sports arena	0.62	0.50
Town hall	0.69	0.55
Transportation	0.50	0.40
Warehouse	0.40	0.32
Workshop	0.91	0.73


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 Small Business Lighting offer, as well as customer account number information to be included in the Wattsmart Business General Application and Wattsmart Business Lighting Tool.

JUST A COMPANY INC
00 ANYWHERE DR STE 000
ANYWHERE WA 00000-0000

FIRST-CLASS MAIL PERMITTED U.S. POSTAGE PAID PACIFICORP

Questions: Call **1-888-221-7070**
24 hours a day,
7 days a week
pacificpower.net



Your Balance With Us		Payments Received	
Previous Account Balance	257.37	DATE	DESCRIPTION
Payments/Credits	-257.37	May 2, 2023	Payment Received - Thank You
New Charges	+108.09	May 9, 2023	Payment Received - Thank You
Current Account Balance	\$108.09	Total Payments	\$257.37

Detailed Account Activity


ITEM 3 - ELECTRIC SERVICE 0000 W One Hill Blvd Somewhere WA
General Service 200 Amp Schedule 24

METER NUMBER	SERVICE PERIOD		ELAPSED DAYS	METER READINGS		METER MULTIPLIER	AMOUNT USED THIS MONTH
	From	To		Previous	Current		
66531646	Apr 24, 2023	May 23, 2023	29	61245	61928	1.0	683 kwh
66531646	Demand	May 23, 2023			6.892	1.0	7 kw

Next scheduled read date: 06-22. Date may vary due to scheduling or weather.

NEW CHARGES - 05/23	UNITS	COST PER UNIT	CHARGE
Basic Charge	11 kw		9.86
Energy Charge 1ST Block	683 kwh	0.1287100	87.91
Power Cost Adjustment	683 kwh	0.0031200	2.13
Production Tax Credit Adj	683 kwh	0.0007400	0.51
Federal Tax Act Adjustment	683 kwh	-0.0030100	-2.06
Bill Assistance Program (Washington State Utility Tax \$3.81)			3.84
City Utility Tax		0.0600000	5.90
Total New Charges			108.09

When you provide a check as payment, you authorize us to use the information from your check either to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as we receive your payment and you will not receive your check back from your financial institution. If you would like to opt out of this program and continue processing your payment as a check transaction, please call 1-800-895-0561. If you have opted out previously,



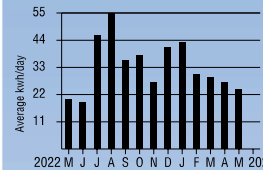
BILLING DATE: **May 24, 2023**

ACCOUNT NUMBER: **00000000-000-0**

DUE DATE: **Jun 15, 2023**

AMOUNT DUE: **\$108.09**

Historical Data - ITEM 3



Your Average Daily kwh Usage by Month

PERIOD ENDING	MAY 2023	MAY 2022
Avg. Daily Temp.	63	52
Total kwh	683	627
Avg. kwh per Day	24	20
Cost per Day	\$3.73	\$2.98

Save money when you upgrade your heating, cooling, lighting and other equipment at your home or business. Plus, earn Wattsmart® cash incentives for improvements. Call 1-855-805-7231 or visit BeWattsmart.com.

Simplify your account & save
Earn a \$1 bill credit each month when you sign up for Auto Pay and \$0.50 per month with paperless billing. Combine them to earn up to \$18 a year in bill credits. Enrollment is easy at pacificpower.net/billoptions

Late Payment Charge for Washington
A late payment charge of 1% may be charged on the delinquent balance per month.


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

Account Number: **00000000-000-0**

Date Due: **Jun 15, 2023**

AMOUNT DUE: **\$108.09**

Please enter the amount enclosed.


See reverse 

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

↑ INSERT THIS EDGE FIRST ↑


RETAIN THIS PORTION FOR YOUR RECORDS.

RETURN THIS PORTION WITH YOUR PAYMENT.



PO BOX 400
PORTLAND OR 97207

PACIFIC POWER
PO BOX 26000
PORTLAND OR 97256-0001



H 00000000 000 009 000010809

Appendix F: 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. These materials are available to you as a Wattsmart Business Approved Vendor at no charge. Please contact the Wattsmart Small Business Lighting program administration staff in [Section 1.3](#) for details, or see https://www.pacificpower.net/content/dam/pcorp/documents/en/pacificpower/savings-energy-choices/wattsmart-business/washington/WA_wattsmartSmallBusiness_Lighting_Handout.pdf

Appendix G: 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.

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. Questions 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? 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 Excel 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.

Appendix H: Eligible Costs

Energy Efficiency Measure Costs (included in the costing information within the lighting tool) shall mean the owner or customer's reasonable costs incurred (net of any discounts, rebates or incentives other than energy efficiency incentives from PacifiCorp, or other consideration that reduces the final actual Energy Efficiency Measure Cost incurred by the owner or customer) to purchase and install Energy Efficiency Measures at the owner's or customer's facility.

Energy Efficiency Measure Costs are based upon the actual incremental expenses incurred by the customer in connection with the construction, installation or implementation of an eligible project.

Eligible Costs

The following costs are eligible to be included in the costing information within the lighting tool:

- Materials (LED fixtures, LED retrofit kits, LED lamps, controls) supplied by contractor or third party, including shipping (sales tax is not an eligible cost)
- Installation labor by contractor or third party, including permitting fees (sales tax is not an eligible cost).
- Disposal and recycling by contractor or third party is eligible if done properly according to applicable environmental regulations. If an invoice specifically lists "disposal", it is assumed that the contractor is in compliance with environmental regulations.

Although there may be other costs that the vendor bills to the participant for work, such as code corrections, circuit repairs and unrelated electrical work, these expenses shall be either invoiced separately or itemized on the invoice so they can be clearly identified.

Costs Not Eligible

1. Owners' overhead
2. Project development or project management cost.
3. Financing costs
4. Manufacturer discounts or rebates (eligible costs are determined after discount or rebate is subtracted, so that cost reflects the actual expense incurred by customer)
5. Maintenance contracts
6. Application fees or charges associated with other incentive programs, whether publicly funded, ratepayer funded, or privately funded
7. Portions of project cost paid for by publicly funded grants or incentives (e.g., USDA grants or ARRA funding) - eligible project cost is generally determined after such amounts have been subtracted. Discuss details with your outreach coordinator
8. Sales tax is not an eligible project cost for projects located in **Washington**

Appendix I: Named Community Census Tract Maps¹

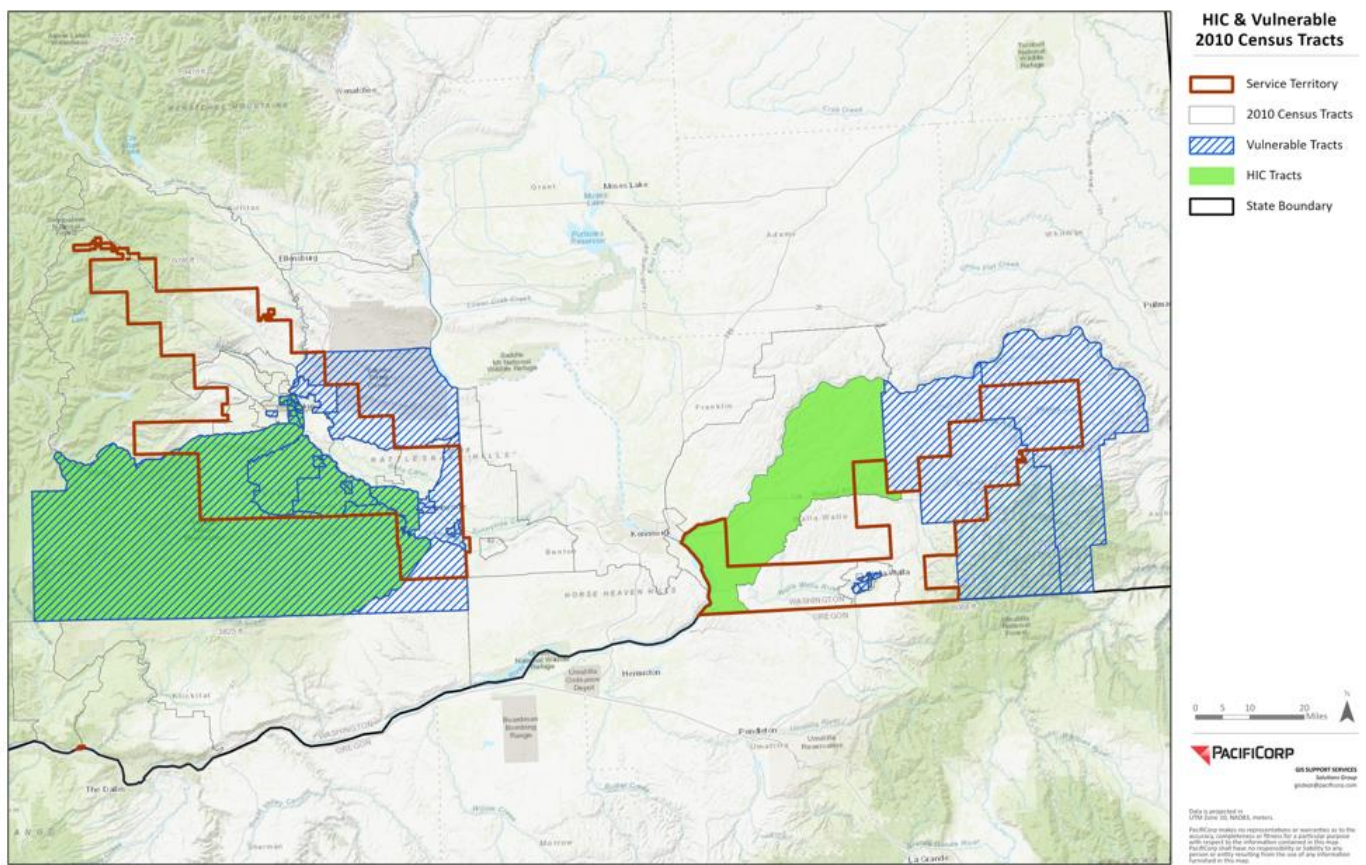
A Named Community is a Highly Impacted Community and/or a Vulnerable Population census tract.

Highly Impacted Communities are defined as census tracts meeting at least one of the following two criteria:

- The census tract is covered or partially covered by designated Native American and/or Tribal lands as defined in [federal statute](#)³.
- The census tract ranks a 9 or 10 on the [Environmental Health Disparities Map](#), as designated by the Washington Department of Health. Scores are assigned based on several indicators that express: 1) environmental exposures, 2) environmental effects, 3) sensitive populations, and 4) socioeconomic factors. This information is available on the Washington Department of Health's Information by Location Environmental Health Disparities map.

Vulnerable Population census tracts are defined by Pacific Power in conjunction with stakeholders.

Named Communities and Pacific Power Washington Service Area



¹ The map in this section is from <https://doh.wa.gov/data-and-statistical-reports/washington-tracking-network-wtn/washington-environmental-health-disparities-map>

³ Reflecting the federal legal term 'Indian Country,' as defined in 18 U.S. Code § 1151.