2018 Program Manual
Home Energy Solutions

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TABLE OF CONTENTS

PROGRAM OVERVIEW ........................................................................................................... 2
  Program Description ........................................................................................................... 2
  Program Objectives .......................................................................................................... 2
  Program Contacts ............................................................................................................. 2
  Program Roles & Responsibilities .................................................................................... 3

PROGRAM ELIGIBILITY ......................................................................................................... 4
  Customer Eligibility .......................................................................................................... 4
  Trade Ally Program Requirements ................................................................................... 5
  2018 Program Changes ..................................................................................................... 5
  Trade Ally Application Completion and Submission Requirements ............................. 6
  Certification Requirements .............................................................................................. 6
  Tool Requirements .......................................................................................................... 6
  Paperwork Execution and Minimum Activity Requirements ......................................... 7

TRADE ALLY PERFORMANCE STANDARDS ..................................................................... 7
  Performance Requirements .............................................................................................. 7
  Training Standard Common to All Measures .................................................................... 8
  Marketing Requirements ................................................................................................ 9
  Customer Service Expectations ....................................................................................... 9
  Customer Service Policies .............................................................................................. 9
  Ethics/Fair Business Practices ......................................................................................... 10
  Feedback and Complaint Resolution ............................................................................... 10

QUALITY EXPECTATIONS AND REQUIREMENTS ................................................................ 11
  Quality Assurance Inspections ........................................................................................ 11
  Inspection Sampling Methodology .................................................................................. 11
  Enhanced Inspection Protocol ......................................................................................... 12
  Discrepancy Correction Procedure ................................................................................ 12
  Pass/Fail Definitions and Criteria .................................................................................. 13
  Probation and/or Suspension ......................................................................................... 14

APPLICATION AND INCENTIVE PROCESSES ................................................................... 15
  2018 Incentives ................................................................................................................. 15
  Project Application ........................................................................................................ 15
  Application Requirements ............................................................................................... 16
  Participation Process ...................................................................................................... 17

MEASURE STANDARDS ......................................................................................................... 19
  Trade Ally Installed Measures ........................................................................................ 19
  Ceiling Insulation ........................................................................................................... 20
  Air Sealing ....................................................................................................................... 23
  Duct Sealing .................................................................................................................... 26
  Direct Install Measures ................................................................................................. 27

DISCLAIMERS .......................................................................................................................... 31
  Entergy Arkansas, Inc. and/or CLEAResult .................................................................... 31
  Participating Trade Allies ................................................................................................. 31
PROGRAM OVERVIEW

Program Description

The Entergy Arkansas, Inc. portfolio of Home Energy Efficiency Programs includes incentives and energy-saving opportunities for Entergy Arkansas' residential customers. The Home Energy Solutions Program offers many opportunities to participate for owners and renters of homes in Entergy Arkansas' service territory.

The Home Energy Solutions Program will help homeowners achieve electricity savings by working with participating trade allies. Trade allies will help residential customers analyze their energy use, identify energy efficiency improvement projects and install low-cost, energy-saving measures at home. Residential customers who qualify will receive incentives for eligible energy efficiency measures that are installed in their home.

Program Objectives

- Achieve cost effective electricity savings by working with participating trade allies.
- Help Entergy Arkansas homeowners understand how efficiently/inefficiently they are using energy, identify opportunities for energy savings specific to their home and prioritize energy efficiency measures, some of which may be provided at no cost to the homeowner.
- Provide necessary training and certification for trade allies to enhance capabilities of providing home energy efficiency services in the market.
- Development of educational and supporting services for customers and trade allies to promote the implementation of energy efficiency measures.

Program Contacts

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Phone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Main Office</td>
<td></td>
<td>501-265-0249</td>
</tr>
<tr>
<td>Peter Griffin</td>
<td>Program Manager</td>
<td>501-221-4023</td>
</tr>
<tr>
<td>Donna Mahoney</td>
<td>Program Specialist</td>
<td>501-221-4001</td>
</tr>
<tr>
<td>Shannon Ball</td>
<td>Program Specialist</td>
<td>501-221-4024</td>
</tr>
<tr>
<td>Darryl McCauley</td>
<td>QA Specialist</td>
<td>501-352-5017</td>
</tr>
<tr>
<td>Anthony DeHart</td>
<td>QA Specialist</td>
<td>501-242-1462</td>
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</tbody>
</table>
Program Roles & Responsibilities

Program Sponsor Entergy Arkansas:

- Provide customer database to verify the eligibility of program participants.
- Provide the customer incentives for the program.
- Oversee CLEAResult, the program implementer.

CLEAResult:

- Plan and design the Home Energy Solutions program.
- Market the program to customers and trade allies.
- Approve customer eligibility and enrollment.
- Recruit, train and mentor trade allies.
- Maintain an Energy Efficiency Solutions Center.
- Process qualifying project applications.
- Maintain a database of all necessary program information.
- Conduct program quality control and quality assurance activities.

Program Participant (Customer):

- Provide the Energy Efficiency Solutions Center or the trade ally with the necessary home information (size, age, etc.) and 12 months of utility bill history (if needed) to properly assess savings potential.
- Choose a trade ally from the program’s approved list to install eligible energy efficiency measures in the home.
- Allow CLEAResult and Entergy and/or their designees and evaluators to access the home to verify installed measures where applicable.

Participating Trade Ally:

- Conduct home energy assessments.
- Perform all energy efficiency work to the required standards of the program, including direct installation of energy efficiency measures.
- Educate customers on energy efficiency upgrades and opportunities.
- Refer customers to appropriate Entergy Arkansas energy efficiency programs.
- Install eligible energy efficiency measures to the required standards of the program and submit appropriate documentation to CLEAResult in a timely manner.
PROGRAM ELIGIBILITY

Customer Eligibility

To participate in the program the customer must:

- Be a residential customer of Entergy Arkansas with a valid account number.
- Live in a single-family home or a multifamily unit of four units or fewer. Owners and renters (with landlord permission) are eligible.
- Live in a home that is a minimum of one year old from date of Certificate of Occupancy.

The customer’s residence must:

- Have a ducted central heat and air conditioning unit installed at the time of the work to be eligible for any measures.
- Be at least 10 years old or have energy costs of 10 cents or more per conditioned square foot, based on the highest summer cooling bill.
- Have and maintain continuous Wi-Fi service if installing an advanced thermostat.

Measure Eligibility Determination

To determine eligibility and receive an incentive, the trade ally will complete a home energy assessment. During the home energy assessment, the trade ally completes a walk-through inspection, identifies eligible direct install opportunities, secures customer permission to directly install equipment at the time of inspection and produces a written report based on the visual inspection. In addition, the trade ally will also perform diagnostic testing and provide the customer with estimated energy savings and a list of prioritized recommendations.

Project applications entitle the customer to qualifying, no-cost energy efficiency upgrades for the recommended measures, which can include ceiling insulation, air infiltration reduction, duct sealing, and direct install equipment. All measures for which a customer is qualified to receive must be offered at no cost to the customer by the trade ally. Trade allies will receive the incentives for the installed measures at qualified homes provided they meet eligibility requirements. See the chart below for full details.

Improvement measure incentive eligibility is based upon:

- All measures:
  - Live in a home that is at least 10 years old or has energy costs of 10 cents or more per conditioned square foot on the highest summer cooling bill.
  - Live in a home that has ducted central heating and air conditioning.

- Home Energy Assessment:
  - Assessment and report delivered to customer and provided to program implementer.

- Ceiling Insulation:
  - Existing R-value.
  - Square feet of ceiling insulated.
▪ Air Sealing:
  ▪ The difference between pre- and post-blower door @CFM50 whole-house leakage rate and minimum ventilation rate (MVR).

▪ Duct Sealing:
  ▪ The difference between pre-duct and post-duct pressurization tests @CFM25 duct leakage rate and MVR.

▪ Advanced Thermostat
  ▪ Presence of continuous Wi-Fi internet.
  ▪ Agreement to participate in summer demand response events.
  ▪ Not a participant in the Summer Advantage Program.

Program Funding Availability
The incentive budget for each year under the program is limited; therefore, the program cannot guarantee that incentives will be available to all customers. Incentives will be paid to the trade ally in accordance with the incentive allocation policy for all eligible and qualifying project applications until the program ends or the incentive budget is exhausted.

Trade Ally Program Requirements
Trade allies participating in the program may refer to themselves as participating trade allies in the Home Energy Solutions Program, and may participate in the program as long as they maintain compliance with all program requirements, achieve acceptable customer satisfaction scores, and maintain acceptable quality control performance as determined by the program manager.

2018 Program Changes
The program manual includes the following changes for the program year beginning January 1, 2018
  ▪ Added policy regarding exceeding incentive allocation.
Trade Ally Application Completion and Submission Requirements

Interested parties must submit a completed Trade Ally Agreement for consideration by the program. While trade ally applications are generally considered on an annual review cycle, the program manager has sole discretion on when or whether to add trade allies to the program. The Trade Ally Application requires, but is not limited to, the following:

- The trade ally demonstrates the capability to conduct business successfully by providing ONE of the following:
  - A satisfactory Dun and Bradstreet Rating.
  - Specific evidence of business capacity including at least 2 of the following:
    - A satisfactory banking reference.
    - A minimum of 3 satisfactory professional/trade references, such as suppliers of materials, tools or credit.
    - Documented history of successful participation in similar programs.

If an interested party is unable to meet the requirements of the application, they may submit, in writing, a Request for Waiver to CLEAResult. The Request for Waiver must provide a detailed, reasonable and credible explanation of the reasons why the trade ally is unable to comply with the terms or requirement. CLEAResult reserves the right to reject any Request for Waiver.

Certification Requirements

There should be a strong understanding of basic building science principles by all the trade ally's managers and supervisory personnel. In addition:

- Trade ally managers and supervisors will be required to hold at least one of these certifications: Building Performance Institute Building Analyst, Envelope Professional, HEP Crew Leader or Energy Auditor, RESNET Home Energy Rater or RESNET Rating Field Inspector.

- Maintain the above certifications in good standing and current per the requirements of the certifying body.

- If a trade ally, for any reason, no longer employs an individual with the certification, the trade ally must immediately notify the program implementer and has 30 days to either:
  - Hire an individual with the proper certifications.
  - Have a current employee complete the courses that are required to gain certification. If no course is offered within the 30-day grace period, this grace period may be extended to the date of the next available course at the discretion of the program manager.

Tool Requirements

Trade allies are required to own, use and properly maintain the following tools:

- Blower door
- Duct blaster
- Personal CO detectors for personnel present during energy assessment.
▪ Combustion safety test tools including combustion gas detector and combustion analyzer (including NOX).

▪ Ladder and assorted hand tools.

▪ Energy modeling software as specified by the program.

Trade allies are required to adhere to the manufacturer’s calibration requirements included with each tool. Follow-up training may be provided as needed to ensure trade ally proficiency. Please see below for details about trade ally training, tools and performance requirements.

**Paperwork Execution and Minimum Activity Requirements**

A service provider must sign the Home Energy Solutions Trade Ally Agreement and execute other documents as required; attend all required classroom, on-site and in-field training; and meet all the eligibility qualifications and standards as stated in Certification Requirements.

To remain an eligible participant in the program, a trade ally must submit a minimum of 10 completed projects per quarter. If the minimum requirement has not been met at the end of 2 consecutive quarters, the company may be removed from the program.

**TRADE ALLY PERFORMANCE STANDARDS**

**Performance Requirements:**

▪ Trade allies must respond to customers referred to them by the program and provide services in accordance with this manual and the Trade Ally Agreement. The trade ally recognizes that the customer projects received from the program constitute a benefit and agrees to respond to the customers’ calls as soon as possible, but no later than 2 business days.

▪ Offer to the customer, at zero cost, all measures offered by the program for which the customer qualifies.

▪ Remain in compliance with the following requirements:

  ▪ Meet all requirements and building codes applicable to their specific trades set by the jurisdiction having authority in the area where work is performed.

  ▪ Ensure that all personnel who supervise jobs performed under the program have the necessary knowledge, skills and licenses to meet the requirements of the program and agreements; whether performed by the trade ally’s own employees or by a subcontractor.

  ▪ Ensure that all jobs performed under the program meet all requirements of this manual and the Trade Ally Agreement.

  ▪ Ensure that the appropriate personnel attend all required trainings and meetings as requested by CLEAResult.
▪ Ensure that trade ally employees display photo identification at all times while inside a customer’s residence. Identification badges will be provided by the Program at trade ally’s request.

▪ Respond in a timely manner to all requests for information from CLEAResult.

▪ Identify their company’s primary contact for program-related issues and provide program staff with his or her contact information including work and mobile phone numbers and a primary email address.

▪ Maintain and monitor the listed primary email address for their company’s primary contact. Respond to all emails sent by the program implementer to this email address in a timely manner.

▪ Maintain a supply of business cards with trade ally contact information to be distributed to all the trade ally’s customers who participate in the Program.

▪ Should a P.O. Box be used as a mailing address, provide a physical address for your office to the program implementer.

▪ Maintain any relevant licenses or procure any permits required by federal, state, county or municipal governments or any other agencies with jurisdiction over work performed in the program.

▪ Maintain general liability insurance coverage of at least $1 million and produce evidence of current coverage to CLEAResult. A current copy must be submitted with the agreement and maintained on file with CLEAResult. The trade ally is responsible for updating the proof of insurance.

▪ Present provided program materials to all qualified program customers.

▪ Provide the customer with a one-year warranty for labor and materials from the date service is performed. Equipment installed shall carry a manufacturer’s warranty and include optional extended warranty coverage.

Training Standard Common to All Measures

The training to be completed prior to a trade ally participating in the program are as follows:

▪ New trade ally orientation class.
▪ Combustion safety testing class.
▪ Field proficiency test (blower door).
▪ Evaluation software and Program portal training.

The training to be completed on an annual or as-needed basis is as follows:

▪ Program update meetings.
▪ Sales and marketing meetings.
Marketing Requirements

- Trade allies may describe their company as a “trade ally” in the Entergy Arkansas Home Energy Solutions Program. However, companies shall not describe their business as “approved,” “certified,” “accredited” or “recommended” by Entergy, and shall not use any other descriptive terms that might imply a special relationship with Entergy and/or imply that Entergy warrants the abilities or work of the participating company.

- The specific phrase that may be used in marketing is:
  - (Trade ally name) is a trade ally in the Entergy Arkansas, Inc. energy efficiency program.
  - Trade allies shall not use Entergy’s seals, logos, etc., in any advertising materials or business solicitations.
  - Trade allies shall not reference Entergy or the Home Energy Solutions Program in any advertisement which makes claims or refers to a specific level of energy savings and/or dollar savings that customers may expect from energy efficiency products and services offered.
  - Trade allies must ensure that all company employees have sufficient knowledge about the program so that the company presents the public with a consistent and accurate message.
  - Any marketing material not provided by the program must be submitted for approval to the program implementer prior to use.

Customer Service Expectations

It is the goal of Entergy Arkansas, Inc. and CLEAResult to provide the highest quality service and to maintain a high level of customer satisfaction in all aspects of the program. Some elements of high-quality service include:

- Professionalism: All staff is expected to respond professionally to customer inquiries and conduct themselves in a professional manner in and around the customer’s premises.

- Reliability: Always provide accurate, up-to-date information to customers. Be sure that follow-up activities are completed as promised.

- Responsiveness: Have all program or related information available for customers; get and relay answers to program-related requests quickly.

Customer Service Policies

To achieve the high levels of customer satisfaction that this program demands, the following customer service policies must be followed at all times:

- The use of any tobacco product, including e-cigarettes, vaporizers, and oral tobacco, is prohibited on customer premises.

- Do not contact customers in any way under the influence of drugs or alcohol.

- Do not engage in unethical behavior or practices.
▪ Look and act professionally.

▪ Remove shoes or wear protective covers at all times when working inside the customer’s home.

▪ Treat customers with the utmost respect. The goal of this program is zero customer complaints. However, you should always notify the program manager if anything occurs that may have upset a customer.

▪ Do not give out incorrect information. If you cannot answer a question, inform the customer and get back to them with the correct answer.

▪ Maintain confidentiality of customer information.

Ethics/Fair Business Practices

▪ The trade ally acknowledges that participation in the program is a privilege.

▪ The trade ally should not employ as a subcontractor any firm that has been suspended or terminated from this program, or any other Entergy program or CLEAResult program without Entergy Arkansas’ or CLEAResult’s prior written permission.

▪ The trade ally should not directly or indirectly disparage another trade ally. This includes but is not limited to conversation or email with a customer, or in print or through social media.

▪ The trade ally should treat program clients fairly and respectfully, and deliver promised services in a timely and responsible manner.

▪ The trade ally should properly represent his or her relationship to Entergy Arkansas, Inc. and CLEAResult: this relationship being that the trade ally is an independent contractor and a participant in Entergy Arkansas’ Home Energy Solutions Program. Further, the trade ally should not make false claims about performance or savings, nor engage in fraudulent or deceitful conduct in the sale or installation of measures.

▪ The trade ally commits to follow-up communication with each customer request to ensure customer satisfaction.

▪ The trade ally will provide prompt, courteous and reliable service, while attempting to perform services at the customer’s convenience, including the initial phone call, setting appointment times and making follow-up visits.

Feedback and Complaint Resolution

▪ Customer Complaints

▪ The trade ally is to provide its Customer Complaint Resolution Process annually to CLEAResult, as well as any customer complaint resolutions reached under that process. If a trade ally becomes involved in a dispute with a customer over business practices, the trade ally shall settle the dispute through the trade ally’s customer complaint resolution process provided to CLEAResult. If such discussion does not produce an outcome acceptable to the customer and the trade ally, the trade ally shall work with CLEAResult to resolve the dispute amicably.
▪ Customer Feedback
  ▪ Customers who are included in the program’s quality control verification will be given a satisfaction survey. In addition, the program may elect to provide additional feedback opportunities to customers through outreach, email or program collateral.

▪ Trade Ally Feedback
  ▪ CLEAResult regularly conducts surveys to collect feedback from trade allies on the program’s operation.

▪ Trade Ally Complaints
  ▪ There is no formal process for trade ally complaints; CLEAResult handles them on a case-by-case basis.

QUALITY EXPECTATIONS AND REQUIREMENTS

The goal of the program is to provide a pleasant, error-free experience for Entergy Arkansas customers. However, for those times when work does not meet program standards, the trade ally, upon request from CLEAResult and at no additional cost to the customer, will be required to make reasonable repairs or corrections. The repairs or corrections must be completed within the time specified by CLEAResult.

Trade allies that have performed work that is not satisfactory must also agree to take steps to ensure future work will comply with program standards. If the work cannot be corrected, the trade ally will have the incentive amount and any additional costs incurred by CLEAResult and/or the customer deducted from future payments.

Quality Assurance

The trade ally must allow random field inspections by CLEAResult for work that has been performed. Random samplings of approximately 10 percent of all projects and/or customers completed by each trade ally will be inspected by the program. However, inspection rates will be higher for trade allies experiencing problems complying with program standards, and for certain types of measures as determined by the program manager.

Inspection Sampling Methodology

The Home Energy Solutions Program will inspect approximately 10 percent of all submitted projects by each trade ally to ensure a high level of quality in the program. An automated random sample generator will be used to generate inspection lists, which helps maintain a high level of quality while using reasonable verification resources. Geographic location is considered, along with special consideration of homes with electric resistance heating, in the random sample generator to balance the field travel time and the randomness. After a verification list is generated, field verifications are scheduled based on customer availability. If the selected customers are not available, re-samplings are conducted to select the same number of additional customers randomly.

This list may be augmented with additional inspections at the discretion of the program manager or quality control staff, some of which may be unannounced and/or occur before or during the performance of a project.
Enhanced Inspection Protocol

In addition, based upon a review of quality inspection results and/or other information, the program manager may elect to place a trade ally under enhanced inspection for up to 90 days. Enhanced inspection requires the trade ally to:

- Provide advanced notice, no less than 72 hours, prior to any planned work under the Home Energy Solutions program to CLEAResult.
- Follow the Enhanced Inspection Protocol for documentation and measurement of projects.
- Make crews available for additional training as determined by program staff.
- Submit additional reporting in a timely manner as directed by program manager or quality control staff.

For complete guidelines, please refer to the Enhanced Inspection Protocol document.

Discrepancy Correction Procedure

When field verification identifies a discrepancy outside the parameters stated in the Measure Standards cited in the Trade Ally Manual, a correction is to be made by the installing trade ally. If the identified discrepancies can be corrected at the time of discovery (for example, a documentation error not requiring additional work), an adjustment to the project savings and incentive is made.

If there is an issue requiring additional work:

1. The discrepancies determined by field verification are sent to the program manager to review and approve.
2. The quality assurance specialist will inform the trade ally of the failure and the required resolution.
3. The trade ally will be required to schedule a return visit to the site to make necessary repairs in a timely manner (see Pass/Fail Definitions and Criteria) and provide the quality assurance specialist with the scheduled day and time.
4. Once the necessary repairs are completed, the trade ally will inform the quality assurance specialist, who can then make the determination of whether the repair is satisfactory.
5. If reverification reveals a reduction in savings and incentive amounts, the difference is calculated, and notice is sent to the trade ally. If no comments or challenges are presented within one week, the correction is deemed final and sent to accounts payable to be deducted from pending reimbursements.
6. The correction is documented with an entry in the tracking database along with an explanation.

The program manager and quality assurance staff have sole discretion to determine the required resolution and whether the repair is deemed to be satisfactory.

If the failure cannot be corrected by the trade ally in the specified timeframe, the cost of making the correction (whether by program staff and/or a third party), as well as the difference between the verified and the claimed submission dollar amount is deducted from the next payment to the trade ally. If the result of the verification reveals an increase in the savings, the difference in incentive is calculated and sent to accounts payable for reimbursement to the trade ally. The correction is then documented with an entry in the tracking database along with an explanation.
Pass/Fail Definitions and Criteria

Upon verification, there are multiple pass/fail scenarios that could occur. The various “Pass” and “Fail” definitions for the Home Energy Solutions Program are detailed below.

Fail- Urgent Response Required
The quality assurance specialist will contact the trade ally to immediately coordinate necessary corrections. If conditions are deemed by program staff to pose an imminent or immediate safety concern or hazard, the quality assurance specialist may elect to initiate immediate corrective action without trade ally involvement.

Examples:

- Combustion safety failures requiring immediate attention as prescribed by Building Performance Institute BPI-1200 Standard, or similar.
- Combustion safety action levels as prescribed by Building Performance Institute BPI-1200 Standard, or similar.
- Gas leak requiring immediate repair.
- Health and safety related problems that pose an immediate risk to the occupants or the public.

Fail- High Priority Response Needed
The trade ally will be notified, and arrangements made, to remedy the situation as soon as possible following the verification.

Examples:

- Combustion safety failures that are below the immediate action levels but still require repairs.
- Severe moisture levels or items that could endanger the structure.
- Items included by the trade ally in the scope of work and charged to the customer but not installed in the field.
- Other health and safety related problems that do not pose an immediate risk to the occupants.

Fail- Normal Response Required
The trade ally will be given instructions for making repairs and a timeline for completing those repairs.

Examples:

- Installation does not comply with program standards in Trade Ally Program Manual.
- Required documentation is not provided to homeowner.

Pass with Procedural Issues
All health and safety requirements were met, but other deficiencies were observed.

Examples:

- The home has passed program standards, but procedural issues such as minor quality installation deficiencies were documented.
Quality of installation issues observed by the quality assurance specialist and corrected by the trade ally.

Project meets program standards but some energy saving opportunities were not identified by the trade ally.

**Pass with Technical Issues**
The project passes all program standards with technical assistance.

Example: The home met program standards, but field staff had to provide technical assistance to correct deficiencies before the project was complete.

**Pass No Issues**
The project met all program standards.

**Probation and/or Suspension**

- CLEAResult will handle issues that may require a trade ally’s probation, suspension, or program exclusion on a case-by-case basis.

- The trade ally acknowledges that failure to follow program requirements and procedures, including processing of required documents, may result in a forfeiture of all or part of project incentives and possible disciplinary action.

- CLEAResult may reduce, suspend or terminate a trade ally’s participation in the program for any reason, including failure to maintain the requirements set forth in this agreement. In all cases involving a trade ally’s participation status, or denial of Project Application redemption, CLEAResult's written decision is final. It is further understood that the trade ally can suspend or terminate the agreement at any time by providing written notice to CLEAResult.

- Entergy Arkansas, Inc. and CLEAResult are not responsible for any costs incurred by the trade ally prior to and/or after probation or suspension from the Program.
### APPLICATION AND INCENTIVE PROCESSES

#### 2018 Incentives

Arkansas Deemed Savings as published by the Arkansas Public Service Commission are used to determine energy savings for the program. Deemed savings are standardized savings values or simple formulas for a range of measures in representative building types. This approach is suitable for a variety of projects where energy savings may be estimated to a reasonable degree of accuracy without additional measurement and verification. Variables such as operating hours and energy consumption of existing equipment are assumed in the cases according to previously gathered field data.

<table>
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<th>Measure Levels/Requirements</th>
<th>Entergy Only</th>
<th>Entergy Joint with Gas Utility</th>
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<tbody>
<tr>
<td>Home Energy Assessment</td>
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<td>Ceiling Insulation</td>
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<td></td>
<td>Minimum 20% reduction</td>
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<tr>
<td>Duct Sealing*</td>
<td>Minimum 25% reduction</td>
<td>$0.47 - $0.51 per cooling kWh saved</td>
<td>$0.235 - $0.258 per cooling kWh saved</td>
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*Air Infiltration measures are eligible for a 10 percent bonus above the base rate ($0.22 per CFM50 total incentive) if the achieved test-out CFM50 measurement is between 100 percent and 115 percent of the minimum ventilation rate. Duct sealing measures are eligible for a 10 percent bonus above the base rate ($0.517 per cooling kWh saved) if the achieved test-out is below 10 percent of system capacity.

#### Project Application

When a trade ally has been approved to participate in the program, they will be given an allocation of projects that they can complete each month or quarter. The allocation process is used to balance limited incentive funds with high
demand for the program. The monthly or quarterly project allocation may increase if funding is available, decrease if funding decreases or be adjusted to reflect trade ally performance.

Upon submission of a project, the program implementer will review the submission for completeness and eligibility and then process the submission for incentive distribution to the trade ally. If oversubscription to the program should occur, the trade ally will be placed on a waiting list in the order that the submissions were received.

Cash incentives are subject to availability and incentives are offered on a first-come, first-served basis with no guarantee of availability to all customers. Projects must be submitted within 30 days of the measure completion date.

Application Requirements

Trade allies are responsible for meeting all of the submission requirements for an eligible Project Application to be processed and paid.

- A Project Application is deemed eligible if it is:
  - Complete and contains all indicated signatures and other necessary information.
  - Legible
  - Submitted by trade ally within 30 days of measure installation date.
  - Submitted with a verified Entergy account number.
  - Submitted with all necessary accompanying documents.

- The amount charged for the work on the customer’s invoice must be equal to the calculated incentive for any eligible measure.

- CLEAResult will pay qualified projects to the trade ally within 30 days of submittal, assuming the submission requirements are found to have been met as detailed above, and the trade ally has not exceeded their incentive allocation amount for the month.

- If an ineligible project is submitted, the trade ally will be liable for the amount of the project. This amount will be subtracted from future reimbursements or will be repaid to the program by the trade ally. Fraudulent submittal of projects will jeopardize the eligibility of the trade ally to participate in the program.

Incentive Payment

Incentives are paid to the trade ally and are represented as a discount on the final invoice presented to customers.

The program implementer requires that project be submitted within 30 days of work completion. The program implementer will make all possible efforts to reimburse the trade ally as soon as the completed project is received. Project Applications that enter “Not In Good Order” (NIGO) status are not considered to be received until missing/incorrect information has been provided and the application has been removed from the Not In Good Order status.
If Project Applications are received after 30 days, trade allies are required to contact the program implementer to request a waiver due to late submission. The program manager will make the final decision whether to accept or deny late submissions.

Trade allies are encouraged to submit their projects as soon as possible to shorten processing time and to be sensitive of funding forecasting which may determine the availability of program incentive funds.

The program implementer will make all possible communication to service providers if incentive amounts change or if the program is closing before the official ending date. Notice will be given at least 10 business days before any changes are made.

**Trade Ally Allocations**

Trade allies are provided an allocation on a monthly or quarterly basis by the program manager. Permission to exceed this amount must be requested from the program manager before performing any such work, or projects in excess of allocation amount may be disallowed and not guaranteed to be processed for payment.

Once the budget for a program year is expended, a waiting list will be established for program participation in the following program year.

**Allocation Overrun**

Trade allies are provided, on quarterly basis, a monthly allocation of incentive dollars that they have to complete work in the Home Energy Solutions program. Trade allies are expected to perform and submit a volume of work that equals, as close as possible, this monthly allocation. Should the amount of work submitted exceed this allocation amount, the program may enact the following measures at the program manager’s discretion:

- Reduce trade ally’s quarterly allocation by an amount equal to the over-run.
- Require trade ally to reschedule appointments or transfer appointments to a trade ally who can provide services in a timely manner
- Suspend trade ally from performing further work in the program until balance is repaid.
- Remove trade ally from the program.

If a trade ally exceeds their allocation, the program will require that the trade ally provide the following documentation:

- Scheduled appoints for the proceeding 3-month period.
- A weekly accounting of measures performed and associated incentive dollars.
- A written plan to reduce trade ally’s work schedule to a level that will not exceed allocation.

The Program will make reasonable efforts to ensure that all submitted work is paid out, but the payment may be delayed beyond regular schedules. Should a trade ally exceed their allocation at the end of a program year, the projects may be paid in the next program year or the trade ally may risk forfeiting those incentives.

**Participation Process**

**Overall Program Process**

Customers can receive information regarding the program three different ways:

1. Call the Energy Efficiency Solutions Center.
2. Visit Entergy Arkansas’ website.
3. Talk with their local trade ally who can identify opportunities for energy efficiency upgrades in the home and issue Project Applications.

Once efficiency measures have been identified through a trade ally, the customer must work with a trade ally to install qualifying measures and complete a project submission.
MEASURE STANDARDS
Trade Ally Installed Measures

During the assessment, the trade ally will install energy-saving devices where appropriate and with customer permission. These devices, valued at up to $375, will instantly save energy and money when properly installed and used. These devices will be installed at no cost to the customer.

All assessment customers are eligible for these devices:

- Light Emitting Diode Bulbs (LEDs) 60-Watt equivalent (up to 10 bulbs).
- Smart Power Strip (1)

Assessment customers with electric water heaters are eligible for these devices:

- Faucet aerators
- Low-flow showerhead
- Water heater wrap
- Advanced Thermostat

*Note: Actual items installed may differ from the images below*

### Light Emitting Diode Bulbs (LEDs)

A qualified Light Emitting Diode Bulb (LED) will save about $30 over its lifetime and will normally pay for itself in about six months.

LEDs produce light differently than incandescent bulbs. In an incandescent, an electric current runs through a wire filament and heats the filament until it starts to glow. In a LED, an electric current powers small circuits which produce visible light. LEDs use about 80 percent less energy than incandescent bulbs and can last 10 years or more.

LED costs have decreased dramatically in recent years, and are now available in many different configurations, bulb sizes and colors, including those which can be controlled from a cell phone, tablet or computer.

### Low-Flow Showerheads

In an average home, the shower accounts for about 22 percent of total water use. For maximum water efficiency, a showerhead with a flow rate of less than 2.5 GPM should be used.

Before 1992, showerheads had flow rates of as high as 5.5 GPM. Therefore fixtures that pre-date 1992 use much more hot water than more modern models.

### Aerators

Similar to the savings you get with low-flow showerheads, low-flow aerators reduce the amount of water used in older faucets.
Electric Water Heater Wrap

With any water heating system that requires a storage tank, some of the heated water will be unused. And this unused water will eventually require reheating for future use. This costly energy waste is referred to as standby heat loss, and it can account for up to 20 percent of your total water heating costs.

The majority of heat loss occurs through the steel walls of the tank as well as the water pipes. With systems that use storage tanks, avoiding or eliminating all standby heat loss is all but impossible. However, the additional insulation provided from a water heater blanket can significantly reduce standby heat loss.

If adding a wrap conflicts with the manufacturer’s warranty the trade ally will not be permitted to install it.

Smart Power Strip

Reduce plug-load energy use by replacing standard power strips with smart strips. A smart strip has the ability to disconnect specific switched outlets automatically by monitoring the power draw of a control load plugged into the same strip. All appliances plugged into the switched outlets can be turned off when the power draw of the control load is reduced below a certain adjustable threshold. By turning off such appliances completely, the standby plug-loads of all controlled devices can be eliminated, resulting in energy savings.

Advanced Thermostat

Advanced thermostats are devices that can be used with home automation and are responsible for controlling a home's heating and/or air conditioning. They perform the same functions as a Programmable thermostat as they allow the user to control the temperature of their home throughout the day using a schedule, such as setting a different temperature at night.

Like a connected thermostat they are connected to the Internet, they allow users to adjust heating settings from other internet-connected devices, such as smartphones. This allows users to easily adjust the temperature remotely. This ease of use is essential for ensuring energy savings.

Advanced thermostats also record internal/external temperatures, time the HVAC system has been running and can even notify you if your air filter needs to be replaced. This information is typically displayed on an internet-connected device.

Ceiling Insulation

- For existing homes with insufficient levels of insulation, increase the insulation R-value to meet the Department of Energy’s recommended insulation level of R-38.
- Ceiling insulation savings and incentive amounts are per square foot of treated ceiling area.

General Standards

- The R-value of the pre-retrofit insulation cannot be greater than R-14.9 in order to qualify for incentives through the program.
▪ The combined R-values of the existing insulation and the insulation being added will total at least R-38, based on the manufacturer’s bag count formulas for coverage.

▪ Homes must meet all eligibility requirements set forth in the Customer Eligibility section of this document.

▪ The trade ally is responsible for communicating to the homeowner the steps necessary for adding attic insulation to their home. When attic area is used for storage, trade allies will need to discuss the removal and/or covering of those items that could interfere with the installation of new insulation.

**Installation & Efficiency Standard**

▪ Inspect the attic. Do not proceed if any of these 3 conditions exist:

  ▪ Active (energized) knob and tube wiring is present. Work may not proceed until a licensed electrician replaces the knob and tube wiring.

  ▪ Should any exposed wiring or electrical issues be discovered, notify the home owner and request they hire a licensed electrician to remedy any issues before any insulation work is started.

  ▪ Vermiculite insulation is present. Obtain professional advice. Vermiculite insulation may contain asbestos and must be tested for such prior to the attic being insulated and or air sealed. Contact the State Department of Health at (501) 661-2171.

▪ The current insulation level of each home will be determined and documented by the trade ally.

  ▪ To determine the existing insulation level use BPI Technical Standards for Building Analyst I to determine existing R-value based on the type and depth of existing insulation. Density and gaps in the existing insulation should be considered.

  ▪ Should the attic have areas of varying existing R-value, account for this by submitting one measure per existing R-value. Note the different areas as they relate to the attic access so that the inspector can identify them.

  ▪ Once the existing insulation level has been calculated, determine the amount of insulation that must be installed to reach an insulation level of R-38.

▪ Accurately measure and calculate the total square footage to be insulated from inside the home. Only areas above conditioned interior space are eligible.

▪ Before installing new insulation, the existing insulation should be leveled, batts that are not in contact with the ceiling should be adjusted to make contact and large debris (old furnaces, water heaters, construction materials etc.) should be removed.

▪ If air sealing of the attic space is needed, it must be completed before new insulation is installed.

▪ Before blowing insulation over furred down or wall cavities, the cavities must be:

  ▪ Filled with insulation or covered with material that is sealed in place by expanding foam or caulk, is rigid, able to support the weight of the insulation and will perform as an air barrier, such as plywood, foam board, duct board or other. **Batts or other material without inherent**
structural capability should not be used. Regardless of the material chosen, the dam should be installed in a durable manner allowing it to resist movement, bumping, and other incidental contact without losing its effectiveness.

- All insulation, regardless of material, will be installed to a uniform depth.
- If installing loose-fill insulation:
  - Material must be installed according to manufacturer’s coverage charts to meet the R-value needed to comply with program standards.
  - Materials must be installed such that insulation is continuous and even throughout the attic space.
- If installing batting (batts) and blankets:
  - Batts can only be installed in attic ceiling joists and not free floating over existing insulation. Once the attic ceiling cavity is full, blown insulation must be added to reach the required insulation level.
  - Batts or blankets must fit tightly against sides of joists and fit tightly at ends against adjoining batts, blankets or framing structures.
  - Batt must fit tightly to air barrier in attic ceiling cavity.
  - Batts or blankets with an attached vapor barrier cannot be installed over existing attic insulation.
- Spray foam insulation is not eligible as an insulation material in this program.
- Dams must be installed around the following areas:
  - Attic hatches, pull-down stairs, whole-house fans, water heater and furnace flue vent pipes, non-IC recessed lights or anywhere the area over conditioned space meets a transition that would require a dam to ensure that the full R-value is installed.
  - Dams should extend 6” above the finished insulation level.
  - Combustion air pipes and bathroom fans vented to the attic should also be extended to 6” above the finished insulation.
  - Materials used for dams around furnace and water heater flue vents should be metal or rock wool batts. Regardless of the material chosen, the dam should be installed in a durable manner allowing it to resist movement, bumping and other incidental contact without losing its effectiveness.
  - Where non-IC rated light fixtures are used, a minimum 3” clearance to combustible materials or 1” clearance to non-combustible materials should exist on all sides of the fixture, and no insulation may be present across the top of the installed fixture, nor should any device used to obtain the required clearance have a solid top.
▪ Best materials for building dams in all other locations include duct board, foam board, wood and metal. Batts or other material without inherent structural capability should not be used. Regardless of the material chosen, the dam should be installed in a durable manner allowing it to resist movement, bumping and other incidental contact without losing its effectiveness.

▪ Floored areas must be brought to R-38 or subtracted from the qualifying square footage.

▪ If a floored area is to be brought up to R-38, the area under the floor must be completely filled with insulation before the remaining insulation is placed on top of it.

▪ A completed attic card should be permanently attached in the attic so that it is easily viewable from the attic access hatch or stairs. Certify the following information:

  ▪ A certification of the installed R-value should be provided at the job site by the insulation installer. Where blown-in or sprayed insulation is applied in the roof-ceiling assembly, the installer should provide a certification of the initial installed thickness, settled thickness, coverage area and number of bags of insulating material installed (2006 IRC N1101.4).

▪ Depth markers must be used to allow inspection without the need to walk through the newly installed insulation. Markers must be installed at each end of the attic and at least one per each 20 feet facing towards the attic access or stairs. Enough markers should be used so that a representative sampling of the insulated area is marked. Ensure that all markers are visible from the attic access point.

▪ If there is sheet plastic covering insulation, the plastic must be removed before insulation is installed.

▪ Ventilation recommendations:

  ▪ Attics should be properly ventilated to prevent condensation or moisture damage.
    ▪ The recommended ratio of total ventilation net free area to ceiling area should equal 1 square foot of ventilation net free area for each 150 square feet of attic floor area (1:150).
    ▪ If additional ventilation is needed, static roof ventilators are recommended when additional ventilation cannot be achieved by the addition of soffit, ridge or gable vents.
    ▪ Insulation should not cover or otherwise restrict airflow through soffit vents or other sources of lower attic ventilation. The use of baffles with a vertical air barrier component is required whenever possible to prevent wind washing.

**Air Sealing**

Air sealing reduces air infiltration into the residence. Pre- and post-installation blower door tests must be performed to confirm air leakage reduction.

**General Standards**

▪ Combustion safety testing is extremely important regarding this measure. All combustion appliances within the building’s thermal envelope must be tagged out for the duration of work, and must be tested, before and after work is done, for combustion safety and CO (carbon monoxide). Combustion safety tests must be performed in accordance with the program’s established combustion safety test procedures and documented on the provided program combustion safety test forms.
▪ All combustion safety testing, blower door testing, and duct blaster testing is required to be completed by the person who holds one of the required certifications (see Trade Ally Certification Requirements).

▪ Air sealing reduces the ventilation rate in the home and therefore a post-installation blower door test is required. Results of the test must comply with the Minimum Final Ventilation Rate Table.

▪ No air sealing work may be done until all unvented combustion-heating devices within the conditioned space that do not comply with ANSI Standard Z21.11.2 are removed, disconnected or properly vented to the outside.

▪ To qualify for an incentive, a minimum air leakage reduction of 20 percent of the pre-installation reading is required. The final post-installation leakage rate must be below the air sealing cap defined in the Arkansas TRM, and must be above the calculated minimum ventilation rate (MVR)

Sealing Materials

Ensure that the correct sealing material is used for a given application. Use non-combustible sealing materials where dictated by code.

▪ Caulk
▪ Spray foam
▪ UL 181-approved mastics and tape.
▪ Gaskets
▪ Foam or rope backer rod.
▪ UL-listed fire-rated sealant that meets ASTM C834 – 10 fire barrier specifications: expandable foam and caulk.
▪ Sheet metal or other sheet goods such as plywood, drywall and rigid foam insulation (XPS, EPS, and polyisocyanurate) that do not allow air to pass through them.
▪ Weather stripping

Installation & Efficiency Standard

Use the following inspections of the exterior and conditioned space to identify key features of the home that can be difficult to identify from the attic inspection alone. These key features include, but are not limited to: ventilation points to ensure they are operating correctly, various types of framing configurations where large amounts of infiltration may occur and other items that may cause a safety concern.

▪ Exterior Inspection: Before starting any air sealing measure complete a “walk-around” of the home and note characteristics such as the size and location of the following items:
  ▪ Soffit vents
  ▪ Gable end vents
  ▪ Mushroom vent caps
  ▪ Plumbing stacks combustion
  ▪ Air intakes and exhausts
  ▪ Exhaust air vents
● Interior Inspection: Also complete a "walk-through" of the interior conditioned space and note characteristics such as size and location of the following items:

- Door weather stripping and thresholds
- Condition of windows (ex. loose or lacking weather stripping)
- Attic access and type
- Dropped soffits
- Exterior wall perimeter length and knee walls
- Two story walls
- Bath fans in the ceiling
- Air supply vents through the ceiling
- Lighting fixtures in the ceiling: both recessed cans and standard lights.
- Masonry and metal chimney pipe chases
  - Look for signs of a leaking roof. If the roof is leaking, it must be repaired before proceeding with the retrofit.

● Attic Inspection: As you complete the attic inspection, note specifics such as size and location of the following items:

- Attic access type and size
- Attic vent baffles and exterior top plate
- Dropped soffits open to the attic
- Knee walls
- Top plate joints
- Two story walls
- Mechanical, electrical and plumbing penetrations
- Bath fans and venting
- Masonry and metal chimney pipe chases
- Ductwork
If while inspecting the attic either of these 3 conditions exist, do not proceed with any air sealing measures:

▪ Active (energized) knob and tube wiring. Work may not proceed until a licensed electrician replaces the knob and tube wiring.

▪ Vermiculite insulation is present. Obtain professional advice. Vermiculite insulation may contain asbestos and must be tested prior to the attic being insulated and or air sealed. Contact the State Department of Health at (501) 661-2171.

▪ Should any exposed wiring or electrical issues be discovered, notify the home owner and request they hire a licensed electrician to remedy any electrical issues.

Once you have inspected the exterior and interior of the home, perform the pre-blower door test. Ensure that the existing ventilation rate is at a minimum 20 percent higher than the minimum final CFM50 permitted in the program.

After sealing activities are completed, run a post blower door test to ensure that the home has achieved the minimum 20 percent infiltration reduction requirement, as well as to confirm the home is not sealed too tightly as determined by the Minimum Ventilation Rate Table.

**Duct Sealing**

▪ These requirements are applicable to measures that seal leaks in supply and return ducts of existing homes.

▪ This measure reduces air infiltration into the residence, using pre- and post-installation blower door tests to confirm air leakage reduction.

**General Standards**

▪ Combustion safety testing is extremely important regarding this measure. All combustion appliances within the building’s thermal envelope must be tagged out for the duration of work, and must be tested, before and after work is done, for combustion safety and CO (carbon monoxide). Combustion safety tests must be performed in accordance with the program’s established combustion safety test procedures and documented on the provided program combustion safety test forms.

▪ All combustion safety testing, blower door testing, and duct blaster testing is required to be completed by the person who holds one of the required certifications (see Trade Ally Certification Requirements).

**Approved Sealing Materials**

Ensure that the correct sealing material is used for a given application. Only long-lasting materials are permitted, such as:

▪ Mastic and Foil tape products (must be UL-181 approved).

▪ Aerosol-based sealants

▪ “Duct Tape” is not allowed.
Installation & Efficiency Standard

- Pre- and post-duct leakage to outside testing (duct pressurization or depressurization and blower door) is required for qualifying jobs. Post-installation leakage targets should be equal to or less than 10 percent of total fan flow.

- The reduction in leakage must be at least 25 percent to qualify for any incentives.

- Pre-retrofit duct leakage is capped at 40 percent of system capacity (AC tons * 400 CFM). Savings and incentives will not calculate until the leakage is below this cap.

- No duct sealing work may be done if there is an unvented combustion-heating device that does not comply with ANSI Standard Z21.11.2 within the conditioned space until it is removed, disconnected or properly vented to the outside.

- Sealants will be applied in a way that meets manufacturer specifications and UL-181, NFPA 90A, and NFPA 90B.

- Inspect the whole duct system, including the attic, crawlspace, garage and basement.

- Evaluate the system's supply and return air balance. Many systems have air return ducts that are too small.

- Complete sealing work using the approved material listed above.

- Duct sealing reduces the ventilation rate in the home and therefore a post-installation blower door test is required. Results must comply with the Minimum Final Ventilation Rate Table.

Direct Install Measures

- During Home Energy Assessment, trade allies will install the following non-cash incentive energy efficiency devices if applicable:

  - For all customers:
    - LEDs
    - Smart power strips

  - For customers with electric water heating:
    - Faucet aerators
    - Low flow shower heads
    - Water heater wrap

  - For customers with continuous Wi-Fi internet, central air conditioning and not participating in the Summer Advantage program:
    - Advanced Thermostat Demand Response Program

- Direct install measures are to be installed only by approved Trade Allies.

- Only direct install devices provided by CLEAResult will be installed.
Installation & Efficiency Standard

LED Installation Requirements:

1. Only fixtures suited for a 60-watt equivalent bulb are eligible.
2. Inform the customer about how LEDs work and the energy saving benefits of using LEDs.
3. Document whether LEDs were installed indoors or outdoors.
4. Document the home’s heat type.
5. Installations should occur in areas that have 2 or more hours a day of lighting use. Examples of room types that meet this criterion are typically kitchens, utility rooms, living/family/entertainment rooms and dining rooms.
6. Identify eligible fixtures and ensure retrofit is possible given the state of the fixture. If removal of the existing bulb will cause damage to the fixture, do not retrofit.
   a. Do not install non-dimmable LEDs on dimmable fixtures.
7. Remove existing incandescent bulb.
8. Replace incandescent with screw-in LED and reassemble fixture to initial condition.
9. Ensure that light fixture is still in working order.
10. Take removed incandescent bulbs offsite and dispose of properly.

Smart Power Strip Installation Requirements:

1. Up to 2 smart power strips can be installed per home.
2. Inform the customer about how smart strips work and the energy saving benefits of using smart strips.
3. The following applications are eligible for smart power strips:
   a. Home Entertainment System
      i. Controlling device: TV
      ii. Peripheral (Examples):
         1. DVD player
         2. VCR
         3. Stereo
         4. Speakers
         5. Video game console
         6. Computer (only used for video)
   b. Home office
      i. Controlling device: Computer
      ii. Peripheral (Examples):
1. CRT/LCD monitor
2. Printer/Scanner/Copier
3. Speakers
4. Modem
5. Router
6. External hard drive

4. Ensure installation is possible, with permission from the customer.
   a. Make sure the controlling device is plugged into the “control” plug.
   b. Make sure all related controllable peripherals are connected in the “switched” plugs.

5. Reassemble all plugs to initial condition.

6. Ensure that connected plug loads are still in working order.

7. Document the system type as Home Entertainment System or Home Office.

Faucet Aerators Installation Requirements:
1. Customer must have electric water heating.
2. Inform the customer about the benefits of low-flow aerators.
3. Inspect all sinks with permission from the customer.
4. Identify all eligible fixtures and ensure retrofit is possible given the state of the fixture. If removal of the existing aerator will damage the fixture, do not retrofit.
   a. Aerators must have a visible GPM rating stamped on the edge.
      i. If the rating is below 2.2 GPM, the aerator is not eligible for replacement.
      ii. If the rating is not visible, the aerator is not eligible for replacement.
   b. Record the total number of sinks present in the home on the Project Application.

5. Remove existing aerators.

6. Replace with new low-flow aerators.

7. After retrofit, ensure that all sinks are in full functioning condition.

8. All aerators removed should be collected by the trade ally and stored until a program evaluation has been completed. The Program administrator will instruct trade allies how and when to dispose of old aerators.

Low Flow Showerheads Installation Requirements:
1. Showerheads must have a visible GPM rating stamped on the edge.
   a. The existing showerhead must be 2.5 GPM or greater to be deemed eligible.

2. The Customer must have electric water heating.

3. Inform the customer about the benefits of a low-flow showerhead.
4. Visit eligible bathrooms with permission from the customer.

5. Identify eligible fixtures and ensure retrofit is possible given the state of the fixture. If removal of the existing showerhead will damage the fixture, do not retrofit.
   a. Record the total number of showers present in the home on the evaluation Project Application.
   b. Existing showerheads that have been defaced so as to make the flow rating illegible are not eligible for replacement.

6. Remove existing showerhead.

7. Replace with new low-flow showerhead.

8. After retrofit, ensure that shower is in full functioning condition.

9. All showerheads removed should be collected by the trade ally and stored until a program evaluation has been completed. The Program administrator will instruct trade allies how and when to dispose of old showerheads.

**Water Heater Tank Insulation Installation Requirements:**

1. Only water heaters that are outside of conditioned space are eligible.

2. The customer must have electric water heating.
   a. Water heaters with heat traps are not eligible.
   b. Water heaters in conditioned space are not eligible.
   c. Water heaters with existing tank insulation are not eligible.
   d. Water heaters with a storage capacity of less than 40 gallons are not eligible.

3. Inform the customer about the benefits of insulating water heater tanks.

4. Inspect the tank to ensure there are no issues that would constrain the tank from being insulated.

5. All manufacturer’s instructions must be followed. The thermostat and heating element panels must be left uncovered.

6. Don’t set the thermostat above 130ºF on electric water heater with an insulating jacket or blanket—the wiring may overheat.

7. After installation ensure that tank is still in full functioning condition.

**Advanced Thermostat Installation Requirements:**

1. Customer must have functioning, continuous Wi-Fi service. Cellular wireless hotspots are not eligible.

2. Inspect the HVAC system before and after installation to ensure that all systems function.

3. If the system is not functioning properly, do not install the thermostat. Recommend to the customer that they have it serviced by an HVAC professional.

4. Install the thermostat according to the Advanced Thermostat installation guide and device manual.
5. Inform the customer of the benefits of the Advanced Thermostat
6. Instruct customer how to program the thermostat.

DISCLAIMERS
Entergy Arkansas, Inc. and/or CLEAResult

The selection of a trade ally to perform work is the sole decision of the property owner, customer and/or authorized lessee/occupant. Inclusion of a trade ally in the trade ally list for the program does not constitute an endorsement by Entergy Arkansas, Inc., or CLEAResult of any product, individual or company. Work performed by trade allies is not guaranteed or subject to any representation or warranty, either expressed, implied or otherwise, by either Entergy Arkansas, Inc. or CLEAResult. Neither Entergy Arkansas, Inc. nor CLEAResult makes any guarantee or any other representation or warranty, expressed, implied or otherwise, as to the quality, cost or effectiveness of any products provided or works performed by any trade ally or by any such trade ally’s employees, subcontractors or suppliers.

Energy efficiency gains are subject to many variable conditions and circumstances. While it is the intent of the program to achieve energy efficiencies, neither Entergy Arkansas, Inc. nor CLEAResult guarantees or warrants any specific energy efficiency gains will be achieved for a particular customer under the program.

Participating Trade Allies

Each participating trade ally shall, to the fullest extent allowed by applicable law, indemnify, protect and hold harmless CLEAResult, Entergy Arkansas, Inc., their affiliates, their contractors and each of their officers, directors, control persons, employees, agents and representatives (all of the foregoing being herein referred to, individually and collectively, as the “Indemnities”) from and against any and all losses, damages, claims, liabilities, costs and expenses (including attorney’s fees) that may be imposed on, incurred by, or asserted against the Indemnities or any of them by any party or parties (including, without limitation, a governmental entity), caused by, arising from, relating to or in connection with, in whole or in part, directly or indirectly: (a) such participating trade ally’s breach of any provision of this Agreement (b) such participating trade ally’s act or omission that results directly or indirectly in any property damage, personal injury or death in connection with the performance of any work by such participating trade ally, (c) any violation of law by such participating trade ally or (d) the treatment, storage, disposal, handling, transportation, release, spillage or leakage by such participating trade ally of any hazardous substance in any form. THIS INDEMNITY SHALL APPLY EVEN IN THE EVENT OF THE CONCURRENT NEGLIGENCE, ACTIVE OR PASSIVE, OF ANY OR ALL INDEMNITEES. Indemnities, respectively, at their option exercisable by written notice to such participating trade ally, may require such participating trade ally to defend any or all suits or claims concerning the foregoing.

In the event CLEAResult terminates this agreement for cause, participating trade ally shall be liable to the program for any and all damages sustained by reason of the default which gave rise to termination. Upon voluntary or involuntary removal from the program, participating trade ally agrees to cease representing the Entergy Arkansas Inc. energy efficiency programs and to return all supportive program collateral including, but not limited to, Entergy Arkansas, Inc. photo ID badges, fact sheets, single measure sheets and case studies. Participating trade ally further agrees that its failure to comply with this Section 13 may subject participating trade ally to civil liability. Participating trade ally acknowledges that in the event of a breach of this Section 13, the damage to CLEAResult would be
irreparable and extremely difficult to estimate, making any remedy at law or in damages inadequate. Thus, in addition to any other right or remedy available to it, CLEAResult shall be entitled to an injunction restraining such breach or threatened breach and to specific performance of any provision of this Section 13, and in either case no bond or other security shall be required.

Participating trade ally and its subcontractors shall abide by the requirements of 41 CFR 60-300.5(a) prohibiting discrimination against qualified protected veterans and requiring affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified protected veterans. Participating trade ally and its subcontractors shall abide by the requirements of 41 60-741.5(a) prohibiting discrimination against qualified individuals on the basis of disability and requiring affirmative action by covered prime contractors and subcontractors to employ and advance in employment qualified individuals with disabilities.