



# Entergy Arkansas Multifamily Homes Program Guidebook

**Prepared by:**  
ICF Little Rock

**Contact:**  
**866-627-9177**  
**MultifamilyEAL@icf.com**  
**[entergyarkansas.com/multifamily](https://entergyarkansas.com/multifamily)**

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## Program overview

### Program description

The Entergy Arkansas Multifamily Homes Program provides cost-effective energy efficiency measures to the multifamily residential and commercial market throughout the Entergy Arkansas electric service territory. Through the program, participating trade allies will perform energy-efficient upgrades in dwelling units and common areas of participating customers. Additionally, multifamily properties can receive energy efficient direct install measures and an energy survey outlining other opportunities for energy-saving upgrades and improvements across the property.

### Program objectives

The program's objectives are to help multifamily property owners, managers and tenants reduce energy usage at the property level and the dwelling units, as well as learn more about their energy consumption.

### Program participation

STEP 1: Enroll in the program by calling an account manager at **866-627-9177** or by emailing an enrollment form\* to **MultifamilyEAL@icf.com**.

\*The enrollment form is a one-page document that all participants must complete. This form collects information required to confirm eligibility for the program, and also helps determine which energy efficiency measures are appropriate for the property.

STEP 2: Schedule an appointment to have the ICF technician or trade ally assess the property to determine the energy-efficient measures for which the customer may qualify for.

STEP 3: Send notices to all tenants about the upcoming installations.

STEP 4: Schedule a property management representative to accompany the team while they are on the property for access to the units.

STEP 5: Schedule an appointment for the ICF team leader to perform an energy survey of the common areas on the property. A property management representative should plan to be present for the duration of the energy survey.

STEP 6: A quality-control verification may be performed on a sample of the work being completed or upon completion of the work.

### Sightline Mobile (SLM) and Beacon audits

For duplex and triplex properties only. Depending on your home's energy usage and size, you may be eligible for either a home energy survey or a more detailed energy efficient assessment. If either identifies ways to save energy in your home, you will be eligible to receive qualifying core measures installed at no direct cost by a trade ally.

## SLM audit

During the SLM audit walk-through survey, trade allies will install energy-saving measures including advanced power strips, showerheads and kitchen/bath aerators. These measures can begin saving energy and money when properly installed and used. These measures will be installed at no additional cost to the customer. A survey will provide insights into other ways to use energy wisely.

## Beacon audit

The Beacon audit is a comprehensive evaluation on your home's energy use. This audit will provide recommendations on ways to save energy. During the Beacon audit, customers eligible for weatherization installation will start with a home inspection before work. The energy auditor will complete an interior "walk-through" inspection of the conditioned space and note characteristics such as size and location of certain items including any air bypasses in the building's envelope. A pre-blower door test must be performed to confirm the need for air sealing and a pre-duct blaster test must be performed to confirm the need for duct sealing. If the pre-testing confirms the need for either air sealing and/or duct sealing, the air sealing and duct sealing may be authorized. Post testing must be performed in the structure and/or the duct to confirm the air-leakage reduction. This measure only applies to properties not part of a large multifamily complex such as a duplex or triplex.

## Program eligibility

- Any residence classified as a multifamily dwelling taking electric service from Entergy Arkansas is eligible for the Entergy Arkansas Multifamily Homes Program. Properties under a residential or multifamily rate code all qualify for this program.
- There are no maximum limits on the size of a building or number of qualifying buildings in a single complex.
- Funds are limited, and services are available in all Entergy Arkansas service territories on a first-come, first-served basis.

## Program benefits

### Direct install measures

In this program, energy-efficient products are furnished and installed at no additional cost to Entergy Arkansas multifamily customers. The installed measures help reduce energy usage, water consumption and sewer charges. The measures available for direct installation in eligible properties and locations include:

- 1.5 gallons per minute showerheads and faucet aerators (when existing fixtures have flow rates of 2.0 gallons per minute or greater and where the water heater is powered by electricity).
- Advanced Power Strips for qualifying home entertainment system.



## **Incentivized measures**

For all weatherization measures, electricity must be the primary source of heating or cooling. There must be a working central heat pump, working central electric air conditioning system or working central electric resistance furnace in use at the residence.

### **Air conditioning and heat pump tune-up**

Any Entergy Arkansas multifamily customers who have central air conditioning or heat pump systems on-site may qualify for an air conditioning tune-up. The tune-up involves a special diagnostic and service procedure that not only ensures the system is operating at peak efficiency (and lowest operational cost) but identifies any shortcomings that are keeping the system from doing so.

After the tune-up is complete, it will be subject to a post-installation quality-assurance verification. Lastly, the trade ally may then send in the incentive forms for payment, which takes approximately six to eight weeks.

### **HVAC replacement**

#### **Residential heat pump/central air conditioner**

Any Entergy Arkansas multifamily customers that have central air conditioning or heat pump systems on-site may qualify for HVAC replacement measures. Existing units must be replaced with 16 SEER or greater rating, and existing equipment must be at least two years old to qualify.

#### **Commercial/common area heat pump/central air conditioner**

Any Entergy Arkansas multifamily customers that have central air conditioning or heat pump systems on-site that serve commercial or common areas may qualify for HVAC replacement measures. Existing units must be replaced with 16 SEER or greater rating and existing equipment must be at least five years old to qualify.

### **Duct sealing**

Any Entergy Arkansas multifamily property that uses a central duct system for heating and cooling may qualify for duct sealing based on the system leakage. Duct sealing addresses air leaks in the duct work being reduced through the application of long-lasting materials. After the duct sealing is completed, a sample of projects will be subject to a post installation quality assurance verification. After this is finished, the trade ally may then send in the rebate forms for payment.

### **Air sealing**

Any Entergy Arkansas multifamily property that has substantial air leakage qualifies for air sealing. The air sealing consists of using industry-standard materials and methods to reduce air infiltration and exfiltration. After the air sealing is complete, a sample of projects will be subject to a post-installation quality-assurance verification. After this is finished, the trade ally may then send in the rebate forms for payment.

### **Ceiling insulation**

Any Entergy Arkansas multifamily property that meets the criteria listed below qualifies for ceiling insulation. The insulation installation consists of using industry-standard materials and methods to

add or replace existing ceiling insulation. After the insulation installation is complete, a sample of projects will be subject to a post-installation quality-assurance verification. After this is finished, the trade ally may then send in the rebate forms for payment.

## Eligibility criteria

**Residential:** Any residence classified as a multifamily dwelling taking electric service from Entergy Arkansas.

**Commercial:** Common areas listed below in multifamily properties are eligible:

- Office
- Lobby
- Laundry room
- Exercise room

## Commercial measures

Any Entergy Arkansas multifamily property that serves commercial or common areas qualify for the commercial measures listed below. After the commercial measure installation is complete, a sample of projects will be subject to a post-installation quality-assurance verification. After this is finished, the trade ally may then send in the rebate forms for payment.

## Qualifying lighting measures

**Exterior LED lighting:** floods, parking, wall packs, retrofit kits and LED exit signs.

**Delamping:** T12 or T8 system with HPT8, T5 or T5HO lamp and ballast. Removing two lamps.

**Interior LED lighting:**

- Recessed, surface, track and pendant downlight fixtures
- Troffer, panel fixtures and retrofit kits
- LED linear tube replacement and retrofits (one for one)

**Qualifying misc. measures such as:**

- Plug control: advanced power strips
- Pool pumps: VFD/ENERGY STAR Certified 0.5-3.0 HP
- Heat pump or air conditioner replacement
- Heat pump or air conditioner tune-up
- Duct Sealing
- Ceiling insulation ( small business or converted residence )

## Program quality management

### Post-verification

Completed projects will be subject to a quality assurance or post-installation verification, selected on a random basis. Typically, 10% of the properties that participated in the program will be selected for the verification. If it is determined that a post-verification is going to be performed, a program representative will contact the customer to ask about the installation and visit the project site.

## Terms and conditions

These terms and conditions are only valid for service completed on or after Jan. 1, 2024. Only trade allies may submit applications for incentive consideration for the Multifamily Homes Program.

**ENERGY AUDIT REPORT:** The energy audit report provides the customer with a compiled review of energy-saving measures installed throughout the property, as well as recommendations related to energy efficiency programs available. Entergy Arkansas is not responsible for lost documentation.

**ELIGIBILITY:** Participants must be Entergy Arkansas electric utility customers with a working central air conditioner or heat pump. For homes without working central air conditioning, the home must have central electric heating. Funds are limited, and services are available to Entergy Arkansas electric customers on a first-come, first-served basis. In order for participants to qualify for measures such as Air Sealing, Duct Sealing and Air Conditioning Tune-up incentives, the service must be performed by an Entergy Arkansas trade ally. For other Entergy Arkansas programs, please visit [entergyarkansas.com](http://entergyarkansas.com).

**APPROVAL AND VERIFICATION:** Entergy Arkansas reserves the right to verify the delivery of services and to have reasonable access to the participant's residence to verify the performance of energy efficiency direct install measures and/or energy efficiency work. Prior to any payment of incentives, Entergy Arkansas reserves the right to verify sales transactions. The customer's trade ally will verify that the installed energy-saving measures meet all applicable building codes; zoning laws; local, state and federal requirements; and other relevant requirements. The customer's trade ally is responsible for any applicable permits as required by law. Outdoor temperatures and other weather conditions may affect this verification process. The participant acknowledges and agrees to participate if his/her home is selected for a quality-control post-installation verification by Entergy Arkansas or its program implementer ICF. No warranty is expressed or implied by this verification.

**PAYMENT:** Each measure may only receive one full incentive payment from Entergy Solutions within the life of the measure.

**TAX LIABILITY:** The participant is responsible for declaring and paying any and all applicable federal, state and local taxes that may be owed on any incentive. Entergy Arkansas will not be responsible for any tax liability that may be imposed on the customer as a result of the delivery of the energy efficiency measures. Please contact your tax professional for more information.

**REMOVAL OF EQUIPMENT:** The customer agrees, as a condition of participation in the program, to allow removal and disposal of the equipment being replaced by energy efficiency measures in accordance with all laws, rules and regulations. The customer agrees not to reinstall any newly installed equipment anywhere in Arkansas or transfer it to any other party for installation in Arkansas.

**ENDORSEMENT:** Entergy Arkansas does not endorse any particular manufacturer, product, system design, claim, trade ally or service in promoting this program.

**INFORMATION RELEASE:** The participant agrees that Entergy Arkansas may include participant's name, address, Entergy Arkansas account number, Entergy Arkansas services and resulting energy savings in reports or other documentation submitted to the program implementer on Entergy Arkansas' behalf and/or the Arkansas Public Service Commission. Entergy Arkansas will treat all other information gathered in evaluations as confidential, and the information in the reports shall be in the aggregate, where practicable.

**AUTHORIZATION AND RELEASE INFORMATION:** Participant understands his/her name, photograph, or other recordation(s) of his/her image, likeness, or voice, and/or his/her testimonial and made on behalf of ICF or ICF clients may be used in connection with ICF's business, including without limitation with respect to publicizing and promoting the Entergy Solutions energy efficiency program. Participant authorizes ICF to use his/her name, photograph, or other recordation(s) of his/her image, likeness, or voice and any testimonial provided.

Participant hereby irrevocably authorizes ICF to copy, exhibit, publish or distribute the testimonial for purposes of publicizing the Entergy Solutions' energy efficiency programs or for any other lawful purpose. These statements may be used in printed publications, reports, multimedia presentations, on websites or in any other distribution media.

**LIMITATION OF LIABILITY:** ENTERGY ARKANSAS' AND PROGRAM IMPLEMENTER ICF'S LIABILITY IS LIMITED TO PAYING THE INCENTIVE SPECIFIED. IN NO EVENT WILL ENTERGY ARKANSAS OR ICF BE LIABLE WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, WARRANTY OR OTHERWISE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CONNECTED WITH OR RESULTING FROM PARTICIPATION IN THE PROGRAM. ENTERGY ARKANSAS RESERVES THE RIGHT TO NOT PAY THIS INCENTIVE IF THE APPLICATION FORM AND ALL REQUIRED ADDITIONAL INFORMATION ARE NOT COMPLETE OR ACCURATE.

**LIABILITY WAIVER:** By executing an Enrollment Form, the customer voluntarily agrees not to hold Entergy Arkansas, ICF, its trade allies or any of their affiliates, directors, officers, employees, agents, or contractors liable for any illness or injury. Customer further agrees not to engage in any inappropriate actions or otherwise endanger the safety or health of same.

**WARRANTIES:** Entergy Arkansas and ICF do not warrant the proper completion of work or performance of installed or serviced equipment, expressly or implicitly. Entergy Arkansas and ICF do not endorse, guarantee or warrant any particular manufacturer or product, and Entergy Arkansas and ICF provide no warranties, expressed or implied, for any products or services. Entergy Arkansas and ICF make no warranties of any kind, whether statutory, expressed or implied, including without limitations, warranties of merchantability or fitness for a particular purpose regarding energy efficiency measures. Entergy Arkansas and ICF make no guarantee of energy-saving results by receiving measure installation. The customer acknowledges that neither Entergy Arkansas nor ICF nor any of its consultants are responsible for ensuring the design, engineering or installation of the measures is proper or complies with any particular laws (including patent laws), codes or industry standards. Customers should contact their independent contractors for details regarding equipment performance and warranties.

**PROPERTY RIGHTS:** The participant represents that he/she has the right to complete and/or install the energy-saving equipment on the property on which the equipment is completed and/or installed and that any necessary landlord's or tenant's consent, as the case may be, has been obtained.

**RENTER'S CERTIFICATION:** Renter certifies that he/she has received consent from the landlord or homeowner for receipt of the energy audit and associated direct installation of energy efficient measures.

**CUSTOMER'S CERTIFICATION:** Property manager/owner certifies that he/she has contracted for the received service(s) listed on the application at the defined location. Property manager/owner agrees that all information is true and that he/she has conformed to all program and equipment

requirements listed.

**RIGHT TO REFUSE:** The Entergy Arkansas trade ally has the right to refuse service or end the delivery when confronted by a customer acting inappropriately or when facing an unsafe situation. “Inappropriate” includes but is not limited to the following: unreasonable demands for service, personally threatening or offensive language, threatening or erratic behavior or failure to comply with Arkansas Department of Health and/or any applicable health and safety recommendations. Authorized trade ally reserves the right to exclude any premises, or vicinity therein, deemed potentially unsafe or harmful.

**TERMINATION OF SERVICE:** Either party may terminate this agreement upon 30 days’ advance written notice. The trade ally shall be reimbursed for all services properly performed and approved up to the date of termination.

**CUSTOMER COMMUNICATION:** Participant agrees that Entergy Arkansas or Entergy Arkansas’ program implementer may contact participant via mail, phone, text message or email in connection with the program, including quality assurance communication.

**AUTHORIZATION, PROGRAM CHANGES, SUSPENSION OR CANCELLATION:** Entergy Arkansas may change the program requirements, incentives, or terms and conditions, including suspending acceptance of applications or terminating the program, at any time without notice.

**MISCELLANEOUS:** These terms and conditions constitute the agreement between the parties and supersede all other communications and representations. By executing an Enrollment Form, the customer agrees to be bound by these terms and conditions.

**PRIVACY POLICY:** You may view Entergy’s privacy policy at [energy.com/privacy-policy/](https://www.energy.com/privacy-policy/).

## Disclaimer

Neither Entergy Arkansas nor ICF makes any guarantee or any other representation or warranty, expressed or implied, as to the quality or effectiveness of any product(s) provided or work(s) performed through this program.

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