

2018 PROGRAM MANUAL

SCORE Program

El Paso Electric



SCORE[®]

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PROGRAM OVERVIEW

BACKGROUND

The El Paso Electric SCORE Program was developed in 2007 to comply with State of Texas energy efficiency goals to reduce peak electric demand. In 1999, the state legislature passed Senate Bill 7 (SB 7), which restructured the state's electric utility industry and set initial energy efficiency goals for investor-owned utilities. In 2007, House Bill 3693 (HB 3693) was passed and expanded these energy efficiency goals.

The El Paso Electric SCORE Program is now in its 10th year. **The Program and all associated services are available to participants at NO COST.**

PROGRAM OBJECTIVES

The SCORE Program is a market transformation program offered to K-12, higher education, and local government electric distribution customers of El Paso Electric.

Program Objectives include:

- Encourage delivery of energy efficiency products and services to the target market segment(s).
- Transform these markets over time by addressing specific barriers that hinder adoption of energy efficient technologies and practices.
- Provide a suite of educational and supporting services to facilitate the implementation of energy efficiency projects.

The Program seeks to accomplish these objectives through a variety of services. First, SCORE helps senior managers and facility supervisors operate their buildings more efficiently by understanding the technical and financial benefits of investing in energy efficiency and developing a plan to make energy efficiency improvements. Customers enrolling in the Program, referred to as Participants, receive technical and energy management assistance to help them make decisions about cost effective investments in facility energy efficiency. Participants also receive direct cash incentives for completed energy efficiency projects.

Other program services may include: benchmarking of current energy use, creation of an energy master plan, identification and evaluation of opportunities for energy efficiency measures, and communications support. SCORE works with Participants to determine the most appropriate set of services to offer in order to address both immediate and longer-term needs.

While the Program does provide technology recommendations, it does not require specific technologies or end uses. This provides a framework through which Participants can receive incentives for implementing and installing a wide range of measures at their sites.

The SCORE Program, in addition to El Paso Electric customers (Participants), involves the Program Sponsor (El Paso Electric) and the Program Implementer (CLEAResult). The roles and responsibilities of each are defined in the "Program Roles & Responsibilities" section below.

NOTES

El Paso Electric will not directly market any energy efficiency-related products or services to its customers. Entering into an agreement with El Paso Electric does not imply El Paso Electric's endorsement or approval of any products or services. El Paso Electric makes no representation of the benefits of any particular technology or energy efficiency measure eligible for incentives under this Program. The selection of an energy efficiency measure is at the discretion of the individual customer.

PROGRAM ELIGIBILITY

The 2018 SCORE Program is currently being offered to K-12, higher education, and local government customers of El Paso Electric.

A customer is defined by a single Tax ID number. Multiple locations of one organization are thereby considered a single customer, regardless of how many El Paso Electric account numbers they may have. For a specific facility to be eligible for financial incentives in the Program, the facility must receive electric service from El Paso Electric and be located in Texas.

To participate in the 2018 SCORE Program, please see the "Program Enrollment/Contacts" section at the end of this manual.

PROGRAM ROLES & RESPONSIBILITIES

PROGRAM SPONSOR

El Paso Electric is responsible for:

- Conducting and/or assigning formal on-site pre- and post-installation inspections of eligible projects to approve kW and kWh savings and incentive amounts,
- Authorizing incentive payments for completed projects, and
- Overseeing the Program Implementer.

PROGRAM IMPLEMENTER

CLEAResult was selected by El Paso Electric to serve as the Program Implementer for the 2018 SCORE Program. CLEAResult is responsible for:

- Conducting outreach to potential Participants,

- Approving Participants eligibility and enrollment,
- Providing some or all of the following services, based on the specific Participant's needs, as assessed by El Paso Electric and CLEAResult: education, training, energy performance benchmarking, energy master planning, technical assistance, and PR/communications support.
- Reviewing and approving Project Application Forms.
- Making recommendations for higher efficiency options.

PROGRAM PARTICIPANT

Program Participants will be asked to fulfill a combination of the following requirements, determined in conjunction with CLEAResult:

- Commit to the terms of the SCORE Letter of Intent (LOI) (see "Program Enrollment/Contacts" section for additional details),
- Submit Project Application Forms and all necessary supporting documentation for eligible energy efficiency projects in order to reserve incentives,
- Exert its best efforts to approve, fund, and install cost-effective energy efficiency projects identified through the program by November 30th.
- Notify CLEAResult when projects are completed, and
- Provide access to project facilities and ample lead time both before and after project completion for inspection of the baseline and post-retrofit condition. New construction projects do not require any inspections prior to project completion.

NOTES

El Paso Electric will not reimburse Participant for any costs it may incur by participating in the Program. Financial incentives for demand and energy savings are paid to Participants upon verification and approval of completed energy efficiency projects.

INCENTIVES

There are a number of program incentives available to Participants in order to assist with identification, evaluation, and implementation of eligible energy efficiency projects. Program incentives include a mix of cash and non-cash incentives as described below. CLEAResult will work with enrolled Participants to determine the appropriate non-cash incentives to provide in addition to assisting with identification and development of projects that may be eligible for cash incentives.

Because the Program offers both cash and non-cash incentives, Participants who enroll in the Program agree to utilize the cash incentives provided in SCORE, as opposed to those offered in the Standard Offer energy efficiency programs offered by El Paso Electric. If a Participant works with the program implementer to create energy efficient new construction and/or renovation specifications, then the Participant commits to submit a minimum of 36 months of affected building plans and buildings to the SCORE Program. This time frame has been established to account for facilities that may currently be in the planning, design, bid, or construction phase that would be impacted by the creation and adoption of energy efficiency specifications.

NON-CASH INCENTIVES

TECHNICAL ASSISTANCE & PROJECT IDENTIFICATION – SCORE provides technical support to help Participants identify and evaluate energy efficiency opportunities in order to determine which projects are viable. Similarly, SCORE can assist in defining energy efficient new construction, renovation, and retrofit bid specifications. As part of this service, SCORE also educates senior decision makers on project financing options where funding sources are not immediately available.

COMMUNICATIONS & PUBLIC RELATIONS SUPPORT – SCORE provides press releases and other communications support to inform the community about steps their schools and local governments are taking to improve the energy performance of their facilities, reduce operating costs, and use budget dollars more efficiently.

ENERGY PERFORMANCE BENCHMARKING – SCORE benchmarks current energy use with the U.S. EPA's ENERGY STAR® Portfolio Manager® tool. Portfolio Manager provides a rating for the performance of buildings on a scale of 1 to 100, relative to similar buildings, with higher scores indicating better energy performance. Other benchmarking metrics are also provided that compare the Participant's facilities to similar facilities within the region, such as cost per student/employee, cost per square foot, etc.

ENERGY MASTER PLANNING – SCORE provides Participants with training and guidance for developing an Energy Master Plan (EMP). EMPs can overcome entrenched institutional barriers to energy efficiency by replacing policies and procedures with ones that promote energy efficiency (e.g., specifying minimum levels of energy performance) and eliminate counterproductive practices (e.g., installing low-first-cost systems).

CASH INCENTIVES

SCORE provides financial incentives, based on reductions in peak electric demand (kW) at a Participant's facility. These incentives help the Participant to "buy down" the incremental cost of purchasing more energy-efficient equipment and are meant to encourage adoption of construction and maintenance practices which will reduce energy operating costs.

The incentives for eligible energy efficiency measures are: \$240 per peak kW reduced.

INCENTIVE BASIS

Funding is available to pay incentives for eligible energy efficiency projects in school and local government facilities. These incentives are paid for reductions in peak electric demand (kW).

Demand savings will be calculated on the maximum, one-hour average reduction in demand on the utility system throughout the utility system's peak period. The summer peak period consists of the hours from 1 p.m. to 7 p.m., during the months of June through September, excluding weekends and Federal holidays. The winter peak period consists of the hours of 6 a.m. to 10 a.m. and 6 p.m. to 10 p.m., during the months of December through February, excluding weekends and Federal holidays.

Cash incentives received through the Program will be based on a project's reductions in peak electric demand (kW) as determined pursuant to this Program Manual and the Technical Resource Manual (TRM). Demand and energy savings will be calculated using one of three Measurement & Verification (M&V) approaches.

1. **Deemed or Stipulated Savings:** Deemed savings refer to a savings estimation approach that does not require short-term testing or long-term metering. Instead, demand and energy savings are stipulated based on evaluation data from past DSM programs or other publicly available industry data. The data are used to make assumptions about typical operating characteristics, manufacturer's nameplate efficiency data, and types of equipment likely to be installed. The deemed savings M&V approach is appropriate for energy efficiency measures for which savings are relatively certain, including lighting efficiency, window films, and some cooling equipment retrofits.
2. **Simplified Measurement and Verification (Simple M&V):** A simple M&V approach may involve short-term testing or simple long-term metering, but relies primarily on manufacturer's efficiency data and pre-set savings calculation formulas. Simplified methods can reduce the need for some field monitoring or performance testing. For example, chiller energy and demand savings can be determined using the simple approach by comparing rated efficiencies of high-efficiency equipment to standard equipment, and using post-installation kW spot-metering and long-term kWh metering.

Project measures must meet certain criteria in order to determine their savings using a simplified M&V approach. These criteria are described in the M&V guidelines that follow.

3. **Measured Savings or Full M&V:** Full M&V approaches estimate demand and energy savings using a higher level of rigor than the deemed or simplified M&V approaches through the application of end-use metering, billing regression analysis, or computer simulation. All measures that do not meet the criteria for a more simplified approach must follow full, industry-standard M&V procedures. All Full M&V methods should be developed in accordance with the current International Performance Measurement and Verification Protocol (IPMVP).

The savings methodologies described above differ in terms of detail and rigor and some are chosen based upon the predictability of equipment operation, availability of evaluation data from previous programs, and benefits of the chosen measurement and verification approach relative to its cost.

Please note that Participant may be responsible for the arrangement of (and costs associated with) M&V activities for a project if either simple or full M&V approaches are selected. These activities/costs are NOT required for Participants but may be justified for specific projects.

INCENTIVE RESERVATION

Cash incentives are subject to availability and reservation. In order to receive cash incentives from SCORE, Participants must first reserve incentives by completing and submitting a Project Application Form detailing the scope and timeline for each individual SCORE project and providing the Program Implementer (CLEAResult) with all necessary supporting documentation (please see "Project Eligibility" section below for "Project Definition & Requirements"). CLEAResult will review submitted Project Application Forms and approve eligible projects for an initial incentive reservation. The initial incentive reservation amount may be adjusted during the course of the program year, according to changes in the estimated demand savings and provided that the budget is able to accommodate any additional incentives that need to be reserved. CLEAResult may choose to update Participants of significant changes to the incentives reserved amount for their projects. El Paso Electric is not required to pay Participants in excess of 100% of the incentives reserved for a particular project if the Program is fully subscribed at the time of project completion. For more information, please see the "Funding Limitations" section below.

More detailed information about the Project Application process for reserving cash incentives from the Program is provided in the "Project Eligibility" section.

INCENTIVE PAYMENT

Any cash incentives received through the Program are paid directly to the Participant after the project is completed, verified, and, if necessary, a post-installation inspection is conducted. Funds will be delivered no later than the last day of the program year once the project is completed and verified. For projects that are utilizing either simple or full M&V savings methodologies, incentive payments will be made upon completion of all verification activities.

FUNDING LIMITATIONS

Both the cash and non-cash incentive budgets available through SCORE are limited and are made available to Participants on a first come, first served basis (i.e. in the order in which the project applications are received). Cash incentives from the program must be less than 100% of the project cost.

In the event that incentive reservations exceed the program budget for incentives, the Program is considered fully or over-subscribed. Project Applications that are submitted to SCORE after the Program is fully subscribed will be added to a project wait list. Any Participant submitting projects that are unable to receive cash incentives in the current program year due to oversubscription may choose to continue with their installation without incentives or delay the project and reapply for incentive funds during the next program year when additional incentive budget becomes available.

PROJECT ELIGIBILITY

PROJECT DEFINITIONS & REQUIREMENTS

A project, for Program purposes, is defined as one or more (1+) proposed peak demand savings measure types at one (1) facility owned and/or operated by the Participant.

All measures must meet the following requirements:

- Must result in a measurable and verifiable electric demand reduction in demand on the utility system throughout the utility system's peak periods defined as:
 - Summer Peak - the hours from one p.m. to seven p.m., during the months of June, July, August, and September, excluding weekends and Federal holidays.
 - Winter Peak - the hours of six a.m. to ten a.m. and six p.m. to ten p.m., during the months of December, January, and February, excluding weekends and Federal holidays.
- Must produce electric demand savings through an increase in energy efficiency.
- Full incentives are based on measures that have a useful life of at least 10 years. Equipment with shorter measure lives may receive a pro-rated incentive amount but require documentation of their useful life.
- New equipment must exceed minimum equipment efficiency standards as outlined in the Texas Technical Resource Manual (TRM).

Comprehensive projects that include a range of measure types are encouraged. For example, light fixture retrofits and split system replacements at the same facility could constitute one (1) project while light fixture retrofits at a number of different facilities would be treated as separate projects. Participants are encouraged to pursue multiple projects in any given program year.

ELIGIBLE MEASURES

The energy efficiency upgrade measures in the list below are measurable by deemed savings calculations and are eligible in the SCORE Program. Savings based on the deemed savings approach apply where no unusual conditions exist. Deemed savings measures require no short-term testing or long-term metering. For baseline specifications for retrofit and new construction projects, reference the current TexasTRM.

| Eligible Deemed Savings Measures | |
|--|---|
| Lighting Efficiency | <ul style="list-style-type: none"> • Lamp and ballast replacements • High-intensity discharge (HID) fixture replacements • Hard-wired (or screw in with permanent locking mechanism) CFLs • LED lighting |
| DX Air Cooled Equipment | <ul style="list-style-type: none"> • Unitary air conditioner • Unitary heat pumps |
| Water Chilling Equipment (Chillers) | <ul style="list-style-type: none"> • Screw – air cooled • Reciprocating – air cooled • Reciprocating – water cooled • Rotary/screw/scroll – water cooled • Centrifugal – water cooled |
| Building Envelope | <ul style="list-style-type: none"> • Energy Star Qualified Roofing |
| Refrigeration | <ul style="list-style-type: none"> • Solid & Glass Door Reach-Ins • Electronic Defrost Controls • ECM Evaporator Fan Motors • Evaporator Fan Controls • Cooler Night Covers • Strip Curtains • Zero-Energy Doors • Door Heater Controls |
| Food Service Measures | <ul style="list-style-type: none"> • Electric Convection Ovens • Electric Combination Ovens • Energy Star ® Dishwashers • Energy Star ® Steam Cookers • Energy Star ® Fryers • Energy Star ® Hot Food Cabinets |
| Lighting & HVAC Controls | <ul style="list-style-type: none"> • VFDs on Air Handlers • Lighting Demand EAFs • Occupancy Controls (Lighting & HVAC) • Rotary/screw/scroll – water cooled • Centrifugal – water cooled |

*Other measures may be eligible if they provide measurable and verifiable peak demand savings, but require submission and implementation of an M&V plan. Please refer to the previous section, "Incentives Basis", for further information preparing and implementing an M&V plan.

PROJECT APPLICATION PROCESS

Once a Participant has joined the Program by signing a Letter of Intent (LOI), they may begin submitting projects via a Project Application Form to apply for incentives. The purpose of the Project Application process is to provide Participants with the security of knowing they have reserved Program incentive funds. There is no financial commitment required to reserve incentives in the Program.

Once submitted, written approval of Project Application Form by the Program is required before incentive funds are reserved. Please note that multiple projects may be included on a single Project Application Form and that multiple Project Application Forms may be submitted throughout the program year. Eligible projects must result in peak electric demand savings for El Paso Electric customers and have a completion date before November 30, 2018.

For more information on project eligibility, documentation requirements, and project protocols for retrofit and new construction projects, please refer to the **Design Guides**, which are available upon request.

Below is a step-by-step process by which a Participant may identify a renovation or new construction project opportunity and have it accepted into the Program with financial incentives reserved. The cash incentive for a project is paid at the completion of this process:

- Project Identification
- Pre-Installation Inspection (Retrofit Projects Only)
- Project Application Submission
- Project Application Review & Incentive Reservation
- Project Installation
- Post-Installation Inspection
- Incentive Payment

PROJECT IDENTIFICATION

CLEAResult works with individual Participants to assist them in assessing their equipment, facilities and operations to identify eligible energy efficiency projects. Depending on the level of Program participation or time of year, the Program may not be able to provide direct assessment assistance to all Participants.

PRE-INSTALLATION INSPECTION

- For a retrofit project:
 - A pre-installation inspection must pass before any installation work can begin.
 - Participant will coordinate with CLEAResult to set up pre-installation inspection (allow up to four weeks).

- Program inspector will be sent to the site or sites to visually confirm and document the existence and condition of the equipment to be replaced, including make, model and serial number where applicable.
- The Participant will provide a knowledgeable representative to accompany the inspector on the pre-installation inspection.
- For a new construction project:
 - Participant must submit a full set of stamped construction drawings (A/M/E/P) (in electronic, PDF file format) to CLEAResult for review. These drawings are the supporting documentation for new construction projects.
 - The Program cannot reserve incentive funds without this complete set of drawings for review.
- At the sole discretion of CLEAResult, projects less than 6 kW may not require completed inspections. However, all projects require submitted contracts and itemized invoices.

PROJECT APPLICATION SUBMISSION

- CLEAResult will coordinate with Participant to create and submit a Project Application Form once the pre-installation inspection (retrofit projects) or plan review (new construction projects) has been completed.
- Submitted Project Application Form must include the following:
 - Estimated kW savings
 - Estimated project timelines (must be completed by November 30, 2018)
 - Signature of Participant
- The purpose of the Project Application Form is to submit the proposed project into the Program and to formally apply for program incentive dollars
- Multiple projects may be submitted through a single Project Application Form
- Participant is responsible for following up with the Program to confirm receipt of any submitted Project Application Forms
- The Project Application Form can be submitted:
 - Electronically (scan & email or fax):
epeincentives@CLEAResult.com
(866) 379-5583
 - Hard copies can be sent to the following addresses:
EPE SCORE Project Applications
Attn: **Nathan Bouche**
5822 Cromo Dr. Ste. 201
El Paso, TX 79912

PROJECT APPLICATION REVIEW & INCENTIVE RESERVATION

- Project Application Forms will be reviewed and funds reserved on a “first come, first served” basis established by the time and date stamp of the CLEAResult fax or email system.
- CLEAResult will review each Project Application Form for completeness, accuracy and qualification of measures before approving the Project Application Form.
- Incentive funds estimated in the Project Application Form are not officially reserved until CLEAResult approves the Project Application Form by counter-signing the document and returning the Form to the Participant.
- Please note that the Participant signing the form completes the application for incentive funds but does not constitute a guarantee or approved incentive reservation.
- If any corrections and/or modifications to the application are necessary, CLEAResult will inform the Participant.

Once approved, reserved incentive funds for a specific project are valid for 90 calendar days from the application approval date. Within the 90 days, the Participant must provide written documentation of project progress (e.g. Purchase Order, Invoice, Contractor Bid, RFP, Contract Award Letter, etc.) to maintain the project's reserved incentive funds. If project progress can not be substantiated within the 90 days, the reserved funds will be released for other projects applying to the Program.

Approval of a particular Project Application Form may be denied for a variety of reasons, including, but not limited to:

- The form is incomplete
- The Participant fails to meet program eligibility requirements
- The Participant fails to submit the required supporting documentation
- The Participant is found to have made material misrepresentations in the form
- The Participant fails to comply with applicable federal, state and local laws and regulations

If approval of a Project Application Form is denied, CLEAResult will follow up with the Participant to request specific information or recommend specific steps to revise the Form. The Participant can submit the revised Project Application Form and CLEAResult will consider it for approval, based on the date of re-submission.

WAITLIST

In the event that all incentive funding has been reserved, additional Project Application Forms submitted will be placed on a waitlist in the order that they are received by CLEAResult. Participants will be notified of their project's position on the waitlist. If additional incentive funding becomes available, waitlisted projects will be approved in the order received until the funding is fully reserved.

PROJECT INSTALLATION

- For **retrofit projects**, Participant may proceed with project installation once the pre-installation inspection has been conducted.
- For **new construction projects**, a Participant may proceed with project installation once plans have been reviewed, equipment has been selected, and Project Application Form has been submitted.
- During installation, or construction, Participant to notify CLEAResult of any changes to the project scope, equipment selection, or timeline.
- Project Application Forms are approved under the condition that project installations will be completed by **November 30th** in the program year of the submitted Form. Project installations not completed by November 30th of the program year will forfeit the incentive funds that have been reserved for that project.
- Note: Project installations that are not completed by November 30th will be allowed to re-apply for incentive funds for the following program year, under the same conditions listed above in the "Project Application Review & Incentive Reservation" section.

By no later than **June 30th** of the program year, Participants with approved Project Application Forms must confirm with CLEAResult, that they will complete their project installations by November 30th in the current funding year. **Participants that fail to meet this notice requirement risk forfeiting the incentive funds that have been reserved for that project.**

POST-INSTALLATION INSPECTION

- After the relevant energy efficiency measures are installed, the Participant must:
 - Notify CLEAResult of the project's completion
 - Work with CLEAResult to confirm, and update if necessary, the supporting documentation:
 - Lighting: If quantity, fixture type, etc. differ from original Lighting Survey Form, update form accordingly
 - HVAC: If equipment type (SEER rating) differs from originally submitted information, update accordingly
 - Coordinate with CLEAResult to schedule a post-installation inspection to verify that the equipment has been installed as indicated. The Participant must provide a knowledgeable representative to accompany the inspector on the post-installation inspection as well as any equipment needed to verify installed measures (e.g. ladder for use in lighting inspections).
 - At the sole discretion of CLEAResult, projects less than 6 kW may not require completed inspections. However, all projects require submitted contracts and itemized invoices.

INCENTIVE PAYMENT

Using the results of the post-installation inspection, CLEAResult will:

- Determine the project's eligible peak demand savings (kW)
- Pay the Participant an incentive amount based on the demand savings

- The Program is not under any obligation to pay more incentives than the amount reserved by the Project Application Form for any project.
- If greater savings are achieved than the amount reserved and budget is available, the Program has the option to pay Participant additional incentives.
- For additional details on how incentive payments are determined, scheduled, and paid, please see the "Incentives" section of the Program Manual.

PROGRAM ENROLLMENT/CONTACTS

To enroll in the Program, potential Participants execute a Letter of Intent (LOI) and submit it to CLEAResult. If an organization has participated in SCORE previously, participation is continued from year-to-year via an Evergreen LOI.

Electronic copies of the signed LOI may be submitted electronically (scanned and emailed or faxed) to:

epeincentives@CLEAResult.com

(866) 379-5583

Hard copies of the signed LOI may be mailed to:

EPE SCORE

Attn: Nathan Bouche

5822 Cromo Dr Suite 201

El Paso, TX 79912

For additional information about the program, please contact one of the following SCORE representatives:

Mariah Novela
Energy Efficiency Program Coordinator
El Paso Electric
PO Box 982
El Paso, TX 79960
(915) 521-4662
mariah.medley@epelectric.com

or

Nathan Bouche
CLEAResult
5822 Cromo Dr Suite 201
El Paso, TX 79912
(915) 255-4284

nathan.bouche@CLEAResult.com

DISCLAIMERS

CONFIDENTIALITY

The Program is subject to oversight by the Public Utility Commission of Texas (PUCT), which may request a copy of any Program materials received by CLEAResult or El Paso Electric. A Participant's sensitive company and project information submitted to the Program, such as financial statements and project costs, will be treated confidentially to the fullest extent possible and will not be provided directly to outside parties other than the PUCT. Neither CLEAResult nor El Paso Electric will be liable to any Participant or other party as a result of public disclosure of any submittals.

FALSE, MISLEADING OR INCORRECT INFORMATION

CLEAResult will discontinue its evaluation of all submittals from any Participant who submits false, misleading or incorrect information. If an evaluation is discontinued under these circumstances, CLEAResult will return all of the Participant's submittals.

FORMAL COMPLAINTS

Please contact CLEAResult to raise any issues/concerns that have arisen during participation in the Program:

Nathan Bouche
CLEAResult
5822 Cromo Dr Suite 201
El Paso, TX 79912
(915) 255-4284
nathan.bouche@CLEAResult.com

Also, a formal complaint may be submitted to the PUCT at any time by using the following address and contact information:

Public Utility Commission of Texas
Office of Customer Protection
P.O. Box 13326
Austin, TX 78711-3326
phone: (512) 936-7120, or in Texas (toll-free) 1-888-782-8477
fax: (512) 936-7003
e-mail: customer@puc.state.tx.us
internet address: www.puc.state.tx.us
Relay Texas (toll-free) 1-800-735-2989

DISCLAIMER OF WARRANTIES

Participant acknowledges and agrees that any review or inspection by El Paso Electric or CLEAResult of Participant's facilities/premises or of the design, construction, installation, operation or maintenance of the energy efficiency equipment installed or to be installed in connection with the Program is solely for the information of El Paso Electric. In performing any such inspection or review or in accepting the installed equipment for the award of incentives, Participant acknowledges and agrees that El Paso Electric or CLEAResult makes no guarantee, representation or warranty whatsoever as to the economic or technical feasibility, capability, safety or reliability of the equipment, its installation by a project contractor or its compatibility with Participant's facilities.

PROGRAM IMPLEMENTER IS AN INDEPENDENT CONTRACTOR

CLEAResult is an independent contractor and is not authorized to incur obligations on behalf of El Paso Electric. El Paso Electric is not responsible for the truth or validity of any representation not contained in the Program Manual or Letter of Intent.



DEFINITIONS

Deemed Savings – a set of pre-determined, validated estimates of energy and peak demand savings attributable to energy efficiency measures in particular types of application that an electric utility may use instead of energy and peak demand savings determined through measurement and verification activities.

Demand Savings (kW) – peak demand savings that have been approved using one of the eligible measurement and verification protocols as set forth in this Program Manual.

Letter of Intent – non-binding agreement signed and submitted by a potential Participant, stating their intent to participate in the Program.

Peak demand – electrical demand at the times of highest annual demand on the utility's system.

Peak demand reduction – reduction in demand on the utility system throughout the utility system's peak period.

Peak periods – The Summer peak period consists of the hours from 1:00 p.m. to 7:00 p.m., during the months of June, July, August, and September, excluding weekends and Federal holidays. The Winter peak period consists of the hours of six a.m. to ten a.m. and six p.m. to ten p.m., during the months of December, January, and February, excluding weekends and Federal holidays.

Post-Installation Inspection – inspection performed after installation of new equipment. Post installation inspection verifies actual installed measure(s) to verify resulting deemed or measured and verified demand and energy savings.

Pre-Installation Inspection – inspection performed prior to any replacement of existing equipment, device, or structural energy efficiency measures (windows, window film, roof coatings, etc). to validate and collect data on existing equipment and measures.

Project Application Form – in order to reserve financial incentives through SCORE, Participants must complete and sign this document, which details the location, scope, and start/completion dates for each project that is being submitted. Once submitted, the Program will review Project Application Forms, and will approve incentive reservations for projects provided the Program is not oversubscribed.

Reserved Incentive Payment – contained in the Project Application Form (once approved by the Program Implementer), this is the amount of incentives reserved in the Program budget for the list of committed projects.

FREQUENTLY ASKED QUESTIONS (FAQS)

1. What is the SCORE Program?

SCORE is an energy efficiency program designed to assist El Paso Electric's education and local government customers to reduce peak electric demand and annual energy usage by providing access to technical knowledge, energy assessments, and financial incentives to improve the efficiency of their buildings.

2. Who is eligible to participate in SCORE?

Please see the "Program Eligibility" section of this Program Manual for exact details. In general, SCORE is offered to K-12, higher education, and local government customers of El Paso Electric who have facilities in Texas.

3. What does the Program cost?

Participants PAY NOTHING for participating in the SCORE Program. El Paso Electric provides all of the support and incentives for the Program. THE FINANCIAL INVESTMENT ANY PARTICIPANT MAKES IS FOR THE ENERGY EFFICIENCY MEASURES THEY INSTALL IN THEIR FACILITIES.

4. What incentives are available through the Program?

The SCORE Program offers both cash and non-cash incentives to Participants in order to assist with a specific organization's needs. Financial incentives may be available for energy efficiency projects, depending on the budget available at the time of your Project Application Form submission. Other program services, such as technical assistance and communications support, are made available according to the needs of each Participant.

5. How does a customer enroll in the Program?

An eligible customer may participate in the Program by submitting a Letter of Intent (LOI) to CLEAResult. Please see the "Program Enrollment/Contacts" section for additional details.

6. What are the next steps after initial enrollment in the Program?

- a) Program Implementer (CLEAResult) will contact Participant to discuss what, if any, technical assistance is needed to identify energy efficiency projects.
- b) CLEAResult and the Participant work collaboratively to appropriately characterize potential energy efficiency projects, including estimated electric demand (kW) and energy savings (kWh).
- c) Participant selects projects for the current program year and works with CLEAResult to prepare a Project Application Form detailing the scope and timeline of each individual project.

- d) For projects retrofitting or replacing existing equipment, a pre-installation inspection must be conducted at the project site prior to the Participant submitting the Project Application Form. The pre-installation inspection is REQUIRED for ALL retrofit projects. New construction projects do not require a pre-installation inspection.
- e) Assuming the project passes any requisite pre-installation inspections, Participant then submits a completed/signed Project Application Form to the Program.
- f) CLEAResult reviews Project Application Form(s) for accuracy and reserves incentives according to estimated reductions in peak electric demand (kW).
- g) CLEAResult returns approved Project Application Form(s) to Participant.
- h) The Participant completes the energy efficiency project.
- i) The Participant notifies CLEAResult that the project is completed. Please note that all projects that are to receive a financial incentive from the 2018 SCORE Program must be completed by Nov. 30, 2018 in order to allow time for verification of the project.
- j) For all projects, a post-installation inspection will be conducted at the project site.
- k) CLEAResult communicates final project savings/incentive amounts to the Participant.
- l) EPE pays final incentive amount to Participant by check or direct deposit.
- m) CLEAResult follows up with the Participant regarding future energy efficiency projects.

7. Who decides what energy efficiency technologies to install and who installs them?

Participants decide what energy efficiency measures to implement and how they are implemented. The Program offers only improved access to assistance for identification and evaluation of energy efficiency opportunities. The Program does NOT provide any installation of energy efficiency measures.

8. How are energy efficiency opportunities determined?

SCORE works with each Participant to assess energy efficiency opportunities in both existing facilities and with new construction projects using a combination of facility walk throughs, energy performance benchmarking analysis, and staff interviews.