



# 2017 Program Manual

## Commercial Solutions Program



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## PROGRAM OVERVIEW

### Background

The TNMP Commercial Solutions Program was developed in 2009 to comply with State of Texas energy efficiency goals to reduce peak 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 TNMP Commercial Solutions Program, referred to as the Program, is now in its 9th year. **The Program and all associated services are available to participants at NO COST.**

### Program Objectives

The Commercial Solutions Program is a market transformation program offered to all commercial electric distribution customers of TNMP.

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.
- Create a simple and streamlined program process to stimulate strong participation from the targeted markets.

The Program seeks to accomplish these objectives by offering a variety of services to eligible participants. First, Commercial Solutions helps building owners 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 Partners, receive technical and energy management assistance to help them make decisions about cost effective investments in facility energy efficiency. Partners also receive direct cash incentives for completed energy efficiency projects. The Program works with each Partner to determine the most appropriate set of services to help them prioritize and invest in cost effective projects.

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

The Commercial Solutions Program, in addition to TNMP electric distribution customers (Partners), involves the Program Sponsor (TNMP) and the Program Implementer (CLEAResult). The roles and responsibilities of each are defined in the "Program Roles & Responsibilities" section below.

## Overview of Updates for 2017

- Eligible measure list has been updated to correspond to the Texas Technical Reference Manual, version 4.0. Please note the new deemed savings measures that are available.
- Lighting projects are eligible for the higher LED incentive only if using DLC-approved retrofit kits or luminaires. DLC approved plug and play style LED tubes will be incentivized at the lower Lighting rate.
- All partners (or project sponsors) are capped at a maximum incentive of \$45,375, which is 20% of the program's cash incentive budget for the year.
- All solar PV projects are capped at a maximum incentive of \$81,975, which is 20% of the overall large commercial incentive budget for the year.

## Notes

Entering into an agreement with TNMP does not imply TNMP's endorsement or approval of any products or services. TNMP 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 2017 Commercial Solutions Program is offered to **any TNMP non-residential distribution customer**. Customers who are in the K-12, higher education, or local government sectors are asked to participate in the TNMP SCORE or CitySmart programs. Commercial customers with peak demand less than 100 kW may qualify for higher incentives under the Open program, which targets small businesses primarily for lighting and refrigeration measures.

A Partner is defined by a single Tax ID number. Multiple locations of one organization are thereby considered a single Partner, regardless of how many TNMP ESI ID numbers they may have. For a specific facility to be eligible for financial incentives in the Program, its ESI ID number (noted on the electric bill) must be provided in order to verify electric service provided by TNMP.

To participate in the 2017 Commercial Solutions Program, please see the "Program Enrollment/Contacts" section at the end of this manual.

## PROGRAM ROLES & RESPONSIBILITIES

### Program Sponsor

TNMP is responsible for:

- Authorizing and issuing incentive payments for completed projects
- Overseeing the Program Implementer

### Program Implementer

CLEARResult was selected by TNMP to serve as the Program Implementer for the 2017 Commercial Solutions Program. CLEARResult is responsible for:

- Conducting outreach to potential Program Partners
- Reviewing and approving Program Partners eligibility and enrollment
- Providing some or all of the following services, based on the specific Partner's needs, as assessed by TNMP and CLEAResult: education, training, technical assistance, and PR/communications support
- Making recommendations for higher efficiency options
- Conducting and/or ensuring formal on-site pre- and post-installation inspections of eligible projects to approve kW and kWh savings and incentive amounts
- Reviewing and approving projects for eligibility and supporting documentation

### **Program Partner**

To participate in the TNMP Commercial Solutions Program, a Program participant, or Partner, will be asked to fulfill a combination of the following requirements, determined in conjunction with CLEAResult:

- Commit to the terms of the Commercial Solutions Participation Agreement
- Submit projects and all necessary supporting documentation for eligible energy efficiency measures in order to apply for incentives
- Partner shall provide project data including plans, submittals, calculation forms, project narrative or scope, savings statement, and supporting invoices
- Exert its best efforts to approve, fund, and install cost-effective energy efficiency projects identified through the program before the last day of the program year
- Notify CLEAResult when projects are completed
- Provide access to project facilities and ample lead time both before and after project completion for any inspections that are required to verify demand and energy savings from a specific project. New construction projects do not require any inspections prior to project completion

### **Notes**

TNMP will not reimburse Partner for any costs it may incur by participating in the Commercial Solutions Program. Please note that any financial investments a Partner makes through the course of participating in the Program are for the energy efficiency measures they elect to pursue and NOT for any of the services that are provided through Commercial Solutions. Financial incentives for demand and energy savings are paid to Partners upon verification and approval of completed energy efficiency projects.

### **INCENTIVES**

There are a variety of incentives available to Partners 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 Partners 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.

## **Non-Cash Incentives**

TECHNICAL ASSISTANCE & PROJECT IDENTIFICATION – Commercial Solutions provides technical support to help Partners identify and evaluate energy efficiency opportunities in order to determine which projects are viable.

COMMUNICATIONS & PR SUPPORT – Commercial Solutions provides press releases and other communications support to inform each community about the steps their area businesses are taking to improve the energy performance of their facilities, reduce operating costs, and use budget dollars more efficiently.

## **Cash Incentives**

Commercial Solutions provides financial incentives, based on reductions in peak demand (kW) and energy consumption (kWh) at a Partner's facility. These incentives help the Partner 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. Partners may apply for incentives of up to 20% of the total program incentive budget. For the 2017 program year, that is a maximum of \$45,375 for any one (1) project sponsor, where project sponsor is either the commercial customer or a third party of their designation, such as a contractor or energy services company.

## **Maximum Project Load Factor**

To limit payments for excessive off-peak energy savings, TNMP has set the maximum incentive payment for each project based upon a project maximum annual load factor (energy savings / (demand savings \* 8,760)) of 60%. This corresponds to payment for a maximum of 5,256 kWh of energy savings per every 1 kW of demand savings achieved.



**The incentives for eligible energy efficiency measures are:**

Measure	\$/kW	\$/kWh
Lighting	\$100	\$0.02
LEDs <sub>1</sub>	\$150	\$0.03
HVAC DX	\$125	\$0.03
Chiller	\$150	\$0.03
Motors <sub>2</sub>	\$150	\$0.03
VFD <sub>2</sub>	\$100	\$0.02
Window Film <sub>2</sub>	\$50	\$0.02
Roofing <sub>2</sub>	\$150	\$0.03
Solar PV	\$225	\$0.05
Other	\$150	\$0.03

<sub>1</sub> DLC approved Retrofit Kit or Luminaire only

<sub>2</sub> Retrofit projects only

**Incentive Basis**

Peak demand savings (kW) will be calculated as detailed in the Technical Reference Manual (TRM), approved by the Public Utility Commission of Texas. The summer period is defined as weekdays, between the hours of 1 P.M. and 7 P.M. from June 1 until September 30, excluding holidays. The winter period is defined as weekdays, between the hours of 6 P.M. and 10 P.M. and 6 A.M. to 10 A.M. from December 1 until February 28, excluding holidays. Energy savings (kWh) are defined as electric energy savings over the course of one 12-month period.

Financial incentives received through the Program will be based on a project’s reductions in peak demand (kW) and energy consumption (kWh/yr) as determined pursuant to this Program Manual. Demand and energy savings will be calculated using the definitions provided above and according to one of three Measurement & Verification (M&V) approaches.

1. Deemed or Stipulated Savings: The most common approach, deemed savings are based on 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 and demand savings may be estimated to a reasonable degree of accuracy without additional M&V. Variables such as operating hours, coincident usage with peak demand period, and energy consumption of existing equipment are assumed in these cases according to previously gathered field data. The Partner is not required to perform any M&V activities when using deemed or stipulated savings. For example, projects that replace DX units or T12 lamps and ballasts with new, higher efficiency alternatives would typically be eligible for deemed savings and would not require further field measurements.



2. **Simplified Measurement and Verification (Simple M&V):** Savings values using this approach are based on simple engineering calculations using typical equipment characteristics and operating schedules developed for particular applications, with some short-term testing or simple metering. Please contact CLEAResult when determining whether to employ the Simplified M&V or Full M&V approach. An M&V plan is required to be submitted before the project begins for this approach.
3. **Measured Savings or Full M&V:** With this approach, actual measurements and analysis through metering, billing or regression analysis, or energy modeling are relied upon to calculate peak demand savings and energy savings. There are specific M&V procedures based on the International Performance Measurement and Verification Protocol (IPMVP). This Protocol serves as the starting point for standard industry practice and specifies how and what M&V procedures are to be used in calculating demand and energy savings. More information about the IPMVP may be found at [www.evo-world.org](http://www.evo-world.org). Partners selecting this option must submit an M&V plan with their projects. Proposed M&V plans must then be approved by CLEAResult before any associated measures are installed. Please contact CLEAResult when determining whether to employ the Simplified M&V or Full M&V approach. An M&V plan is required to be submitted before the project begins for this approach.

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 M&V approach relative to its cost.

Please note that Partner 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). M&V activities/responsibilities may be assigned to a third party (e.g. contractor) or, in some limited cases, conducted by CLEAResult. These activities/costs are NOT required for participating in the Program but may be justified for specific projects.

### **Incentive Reservation**

Cash incentives are subject to availability and are reserved on a first come, first serve basis. In order to receive cash incentives from Commercial Solutions, Partner must first submit its project(s) to the program, detailing the scope and timeline for any qualifying projects that are expected to be completed in the current program year and providing the Program with all necessary supporting documentation (please see “Project Eligibility” section below for “Project Definition & Requirements”). This initial submission constitutes an Initial Project Application (IA).

CLEAResult will review and approve submitted projects for a preliminary incentive estimate. Once the project scope, timeline, and funding have been confirmed by the customer, the Program will reserve incentive funds for those specific projects and indicate estimated kW, kWh, and cash incentive on Final Project Application (FA). The incentive estimate may be adjusted during the course of the program year, according to changes in the estimated savings. CLEAResult may choose to update the Partner on significant changes to the incentives reserved amount for their

projects. TNMP is not required to pay the Partner in excess of 100% of the incentives estimated 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 process for submitting projects to the Program is provided in the “Project Application Process” section below.

### **Incentive Payment**

Cash incentives received through the Program are paid directly to the Partner after the project is completed, verified, and a post-installation inspection is conducted, unless alternate arrangements are requested. Cash incentives will be paid to the Partner once the project is completed and verified. For projects that are utilizing either simple or full M&V savings methodologies, Partner is eligible for 40% of estimated incentive payment upon completion of the project/installation of the measure(s). Partner is eligible for remaining 60% after all post-installation verification activities are completed (must follow IPMVP procedure).

### **Funding Limitations**

Both the cash and non-cash incentive budgets available through Commercial Solutions are limited. In the event that incentive reservations exceed the program budget for incentives, the Program is considered fully or over-subscribed. Projects that are submitted to Commercial Solutions after the Program is fully subscribed will be added to a project wait list.

In the event that all incentive funding has been reserved, additional projects submitted will be placed on a waitlist in the order that they are received by CLEAResult. Partners 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.

Any Partner 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.

Funds for each year are paid on a first-come, first-served project basis. Depending on funds that remain available in the Program at the time of project completion, the Partner may be paid in that year only as much as the remaining funds allow.

## **PROJECT ELIGIBILITY**

### **Project Definitions & Requirements**

A project, for Program purposes, is defined as one proposed peak demand savings measure type at one facility owned and/or operated by the Partner (i.e., an eligible Program participant).

All measures must meet the following requirements:

- Must result in a measurable and verifiable demand reduction during either the summer peak period, defined as between 1 PM and 7 PM, from June 1 until September 30, or winter peak period, defined as between 6 PM and 10 PM and between 6 AM and 10 AM for the months of December through February. Both peak period definitions are for days Monday – Friday, excluding federal holidays.
- Must produce peak demand savings (kW) through an increase in energy efficiency.
- New equipment must exceed minimum equipment efficiency standards (see discussion on “Efficiency Standards,” below).

Comprehensive projects that include a range of measure types are encouraged, though each measure must be treated as a separate project for program purposes. For example, light fixture retrofits and split system replacements at the same facility would be treated as two separate projects when submitting to the program.

### **Eligible Measures**

The energy efficiency upgrade measures in the list below are measurable by deemed savings calculations according to the Texas Technical Reference Manual (version 3.1) and are eligible in the Commercial Solutions 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.

Other measures may be eligible if they provide measurable and verifiable peak demand savings, but require submission and implementation of an M&V plan to be paid for/negotiated by the Partner. Please refer to the previous section, “Incentives Basis”, for further information on preparing and implementing an M&V plan.

### **LIGHTING EFFICIENCY**

- Linear Fluorescent
- Light Emitting Diode (LED)
- LED Fixtures replacing T12
- Non-LED Fixtures replacing T12
- Halogen
- High Intensity Discharge (HID)
- Modular CFL and CCFL Fixtures
- Removed Fixtures
- Lighting Controls

## HVAC Efficiency

- Chiller - Centrifugal (Replace on Burnout/ New Construction)
- Chiller - Centrifugal (Early Retirement)
- Chiller - Screw/Scroll/Reciprocating (Replace on Burnout/ New Construction)
- Chiller - Screw/Scroll/Reciprocating (Early Retirement)
- HVAC-DX/Heat Pump (Replace on Burnout/ New Construction)
- HVAC-DX/Heat Pump (Early Retirement)
- Room AC/HP (Replace on Burnout/ New Construction)
- VFD on AHU (Retrofit only)

## BUILDING ENVELOPE

- ENERGY STAR Roof (Retrofit only)
- Window Film/Screens (Retrofit only)

## REFRIGERATION

- Door Heater Controls (Retrofit only)
- ECM Evaporator Fan Motors (Retrofit only)
- Electronic Defrost Controls (Retrofit only)
- Evaporator Fan Controls (Retrofit only)
- Night Covers (Retrofit only)
- Solid & Glass Door Reach-Ins
- Strip Curtains
- Vending Machine Controls (Retrofit only)
- Zero Energy Doors for Refrigerated Cases

## RENEWABLES

- Photovoltaic (PV) System

## COMMERCIAL KITCHEN

- Electric Combination Oven
- Electric Convection Oven
- ENERGY STAR Commercial Dishwashers
- ENERGY STAR Electric Fryers
- ENERGY STAR Electric Steam Cookers
- Hot Food Holding Cabinets
- Pre Rinse Spray Valve

## FUEL SWITCHING

- Electric to gas fuel switching measures may be eligible. Please check with your Program representative regarding specific project opportunities.

## Energy Efficiency Standards

TNMP has designed the Commercial Solutions Program to encourage electric energy-efficiency improvements that exceed the efficiency gains typically achieved in retrofit or replacement projects. Consequently, demand and energy savings credit will be based only on reductions that exceed current industry accepted minimum efficiency standards, where applicable.

The equipment efficiency standards listed in the TRM represent savings baselines for use with Deemed Savings-eligible measures.

## PROJECT APPLICATION PROCESS

Once a Partner has joined the Program (see “Program Enrollment” section), the Partner may begin submitting projects for approval. Eligible projects must result in peak demand savings for TNMP customers and have a completion date before November 30, 2017.

Below is a step-by-step process by which a Partner may identify a renovation or new construction project opportunity and apply for financial incentives from the program. The cash incentive for a project is paid at the completion of this process:

1. Project Identification
2. Pre-Installation Inspection
3. Initial Project Application (IA)
4. Final Project Application (FA)
5. Project Installation
6. Project Completion Notice
7. Post-Installation Inspection
8. Incentive Payment

## Project Identification

CLEARResult works with individual Partners to assist them in assessing their equipment, facilities and operations to identify eligible energy efficiency projects. See “Incentives” section for details on the assistance provided in identifying 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 Partners. See “Project Eligibility” section for a list of measures eligible for incentives under the Program.

## Pre-Installation Inspection

For a retrofit project: A pre-installation inspection must pass before any installation work can begin. Partner will coordinate with CLEARResult 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 Partner will provide a knowledgeable representative to accompany the inspector on the pre-installation inspection.

For a new construction project: Partner must submit a full set of stamped construction drawings (A/M/E) (in electronic, PDF file format) to CLEARResult for review. These drawings are the supporting documentation for new construction projects.

### **Initial Project Application (IA)**

Once a Partner knows what their project scope and timeline is, they may begin submitting the project(s) to the program. In order to submit projects for incentive funds, Partner should mail, email or fax information to:

CLEARResult

Attn: TNMP Commercial Solutions Team  
4301 Westbank Dr, Bldg A, Suite 250  
Austin, TX 78746

[tnmp@CLEARResult.com](mailto:tnmp@CLEARResult.com)  
(866) 257-4390

For Partner's convenience, a project application form is available on the program website.

### **Final Project Application (FA)**

Approval of projects and reservations of incentive funds are solely within the discretion of the Program Implementer and/or Program Sponsor. Using the same project application form as the IA, program will indicate individual projects on each form as reserved, i.e. in Final Project Application (FA) stage.

Incentive funds estimated are not officially reserved until all required pre- and post-installation project plans are submitted. CLEARResult will review each project submission for completeness, accuracy and whether the listed measures qualify for incentive funding under the Program. CLEARResult will communicate with the Partner regarding necessary corrections and/or modifications to the projects.

CLEARResult may deny approval of a particular project for a variety of reasons, including, but not limited to:

- The information is incomplete
- The project is submitted after all funding has been reserved by other Partners (see previous section of "Funding Limitations")
- The Partner fails to meet program eligibility requirements
- The Partner fails to submit the required supporting documentation
- The Partner is found to have made material misrepresentations of the project(s)
- The Partner fails to comply with applicable federal, state and local laws and regulations

If the Program denies approval of a project, CLEAResult will follow up with the Partner to request specific information or recommend specific steps to revise the project(s). The Partner can submit the revised project, and CLEAResult will consider for approval based on the date of re-submission.

### **Project Installation**

For retrofit projects, Partner may proceed with project installation once the pre-installation inspection has been conducted. For new construction projects, a Partner may proceed with project installation once plans have been reviewed, equipment has been selected, and Initial Application (IA) has been submitted. During installation, or construction, Partner is to notify CLEAResult of any changes to the project scope, equipment selection, or timeline.

Individual projects are approved under the condition that project installations will be completed by November 30th in the program year the project is submitted for consideration. 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 Review & Incentive Reservation” section.

### **Project Completion Notice**

After the project has been installed, the Partner will notify CLEAResult of the project’s completion as soon as possible in order to arrange a post-installation inspection of the project. Partner is expected to work with the Program to confirm (and update if necessary) the supporting documentation that accompanied the original project submission for the now completed project. Notice can be provided via email, telephone, or in writing to CLEAResult.

Partner agrees to submit to CLEAResult a copy of the final invoice for equipment cost, labor, and all other costs associated with the project. If Partner uses internal labor and is therefore not invoiced for labor, Partner will submit to CLEAResult a copy of the equipment invoice and an estimate of internal labor hours spent. Program representatives can provide Partner with guidance on submitting the appropriate project cost information and supporting documentation required to meet this requirement.

### **Post-Installation Inspection**

After the project has been installed, the Partner must:

- Notify CLEAResult of the project’s completion
- Work with CLEAResult to confirm, and update if necessary, the supporting documentation (e.g. for a lighting project, whether quantity, fixture type, etc. differ from original Lighting Survey Form)
- Coordinate with CLEAResult to schedule a post-installation inspection to verify that the equipment has been installed as indicated. The Partner must provide a knowledgeable



representative to accompany the inspector as well as provide any equipment needed to verify installed measures (e.g. ladder for lighting inspections) on the post-installation.

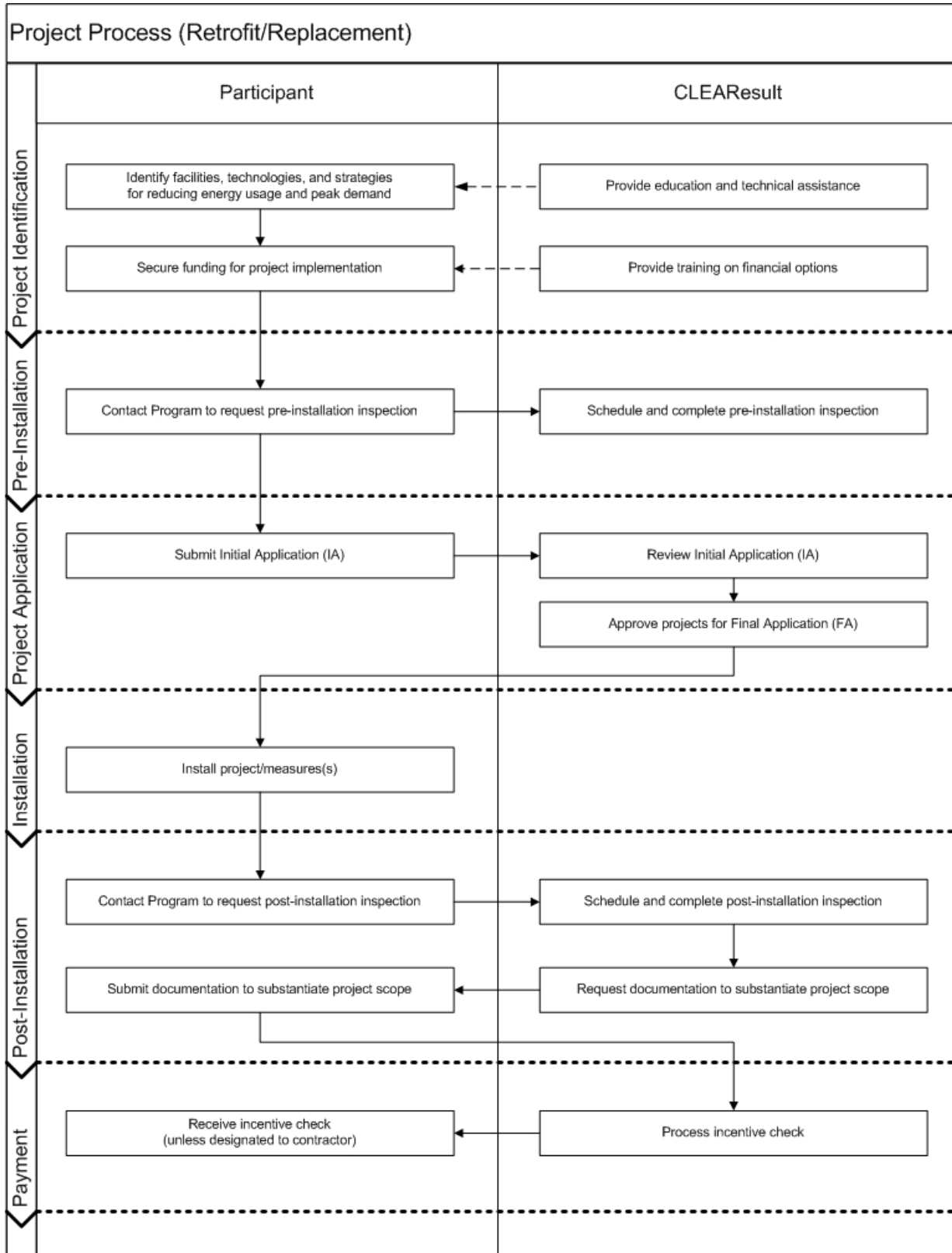
### **Incentive Payment**

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

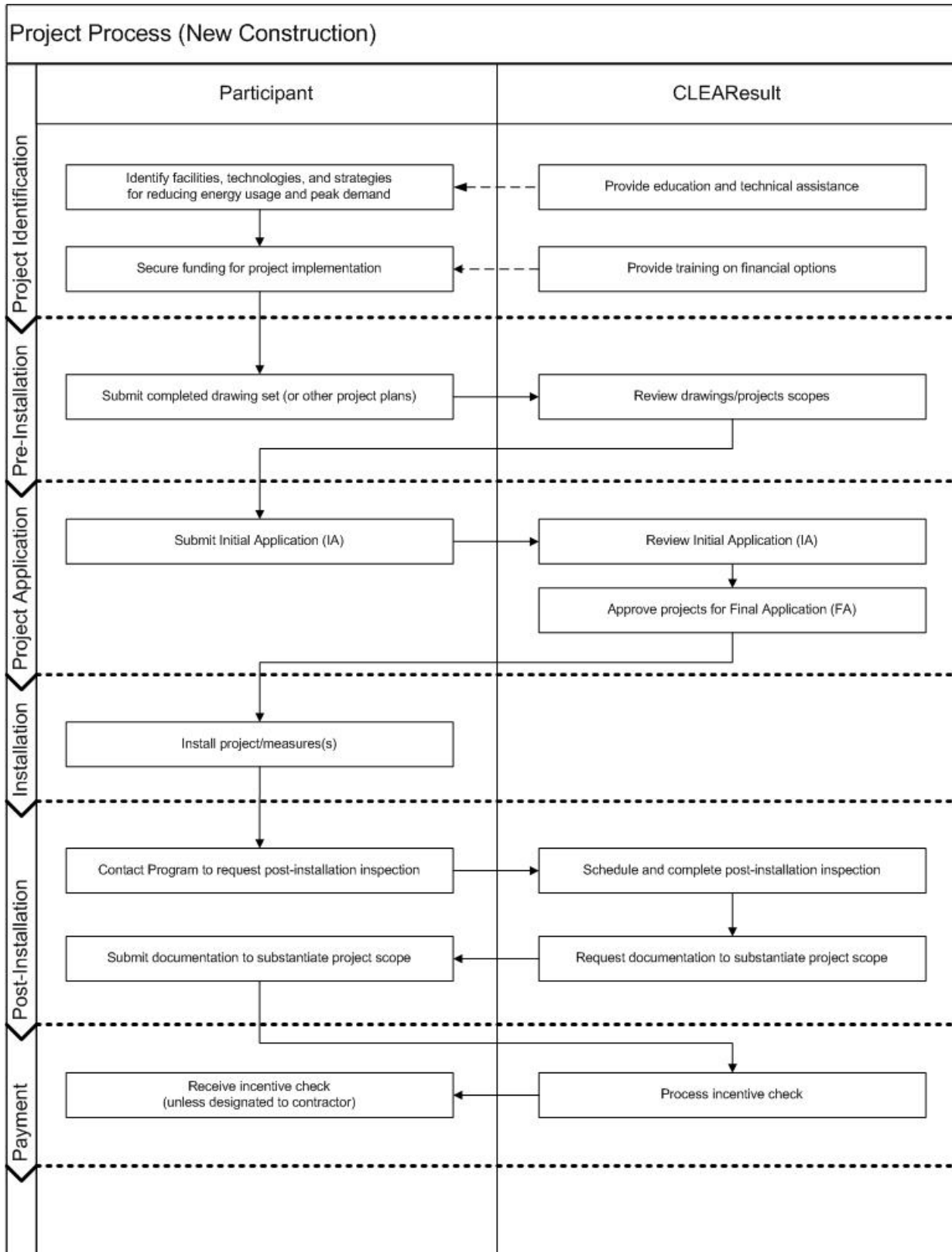
- Determine the project's eligible peak demand (kW) and energy (kWh/yr) savings
- Pay the Partner an incentive amount based on the eligible savings
- The Program is not under any obligation to pay more incentives than the amount reserved for that project
- If greater savings are achieved than the amount reserved and budget is available, the Program has the option to pay Participant additional incentives
- If lesser savings are achieved than the amount reserved, the Program will pay on the actual savings achieved

For additional details on how incentive payments are determined, scheduled, and paid, please see the "Incentives" section of the Program Manual.

**Workflow - Retrofit Projects**



### Workflow - New Construction Projects



## PROGRAM ENROLLMENT & CONTACTS

To enroll in the Program, the Partner executes a Participation Agreement and submits it to CLEAResult. An example of the Commercial Solutions Participation Agreement is included in the “Appendices” section of this Program Manual.

Completed/signed Participation Agreements should be mailed, emailed or faxed to:

CLEAResult  
 ATTN: TNMP Commercial Solutions Program      [tnmp@clearesult.com](mailto:tnmp@clearesult.com)  
 4301 Westbank Dr, Bldg A, Suite 250      (866) 257-4390  
 Austin, TX 78746

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

Stefani Case  
 Energy Efficiency Manager  
 TNMP  
 577 N. Garden Ridge Blvd  
 Lewisville, Texas 75067  
 (214) 222-4174  
[Stefani.Case@tnmp.com](mailto:Stefani.Case@tnmp.com)

Fred Wu  
 Program Manager  
 CLEAResult  
 4301 Westbank Dr, Bldg A - Suite 250  
 Austin, TX 78746  
 (512) 416-5906  
[fwu@CLEAResult.com](mailto:fwu@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 TNMP. A Partner’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, or any third party program evaluator. Neither CLEAResult nor TNMP will be liable to any Partner 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 Partner who submits false, misleading or incorrect information. If an evaluation is discontinued under these circumstances, CLEAResult will return all of the Partner’s submittals.

## Formal Complaints

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

Fred Wu  
Program Manager  
CLEAResult  
4301 Westbank Dr, Bldg A - Suite 250  
Austin, TX 78746  
(512) 416-5906  
[fwu@CLEAResult.com](mailto:fwu@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](mailto:customer@puc.state.tx.us)  
internet address: [www.puc.state.tx.us](http://www.puc.state.tx.us)  
TTY (512)936-7136  
Relay Texas (toll-free) 1-800-735-2989

## Disclaimer of Warranties

Partner acknowledges and agrees that any review or inspection by TNMP or CLEAResult of Partner'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 TNMP. In performing any such inspection or review or in accepting the installed equipment for the award of incentives, Partner acknowledges and agrees that TNMP 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 Partner's facilities.

## Program Implementer is an Independent Contractor

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

## 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.

**Energy Savings (kWh/yr)** -- electric energy savings over the course of one 12-month period.

**Estimated 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, and therefore is the maximum amount of incentives the Partner can receive upon project completion and verification of savings.

**Incentive Reservation** – in order to receive financial incentives through this Program, Partner must first reserve incentives by submitting (and having approved) a Project Application Form.

**Participation Agreement** – non-binding agreement signed and submitted by Partner, stating their intent to participate in the Program.

**Partner** – eligible TNMP electric distribution customer who has enrolled 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.

**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** – for Program purposes, a project is defined as one proposed peak demand savings measure type at one facility owned and/or operated by the Partner.

## FREQUENTLY ASKED QUESTIONS

1. What is the Commercial Solutions Program?
  - a. Commercial Solutions is an energy efficiency program designed to assist TNMP's commercial customers to reduce peak 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 Commercial Solutions?
  - a. Please see the "Program Eligibility" section of this Program Manual for exact details. In general, Commercial Solutions is offered to select commercial customers (under 69 KV load) that own/operate facilities within the TNMP electric service territory.
3. What does the Program cost?
  - a. Partners PAY NOTHING for participating in the Commercial Solutions Program. TNMP provides all of the support and incentives for the Program. THE FINANCIAL INVESTMENT ANY PARTNER MAKES IS FOR THE ENERGY EFFICIENCY MEASURES THAT THEY INSTALL IN THEIR FACILITIES.
4. What incentives are available through the Program?
  - a. The Commercial Solutions Program offers both cash and non-cash incentives to Partners 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 submission. Other program services, such as technical assistance and communications support, are made available according to the needs of each Partner.
5. How does a customer enroll in the Program?
  - a. An eligible customer may participate in the Program by submitting a Participation Agreement to the Program Implementer. 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 Partner to discuss what, if any, technical assistance is needed to identify energy efficiency projects.
  - b. CLEAResult and the Partner work collaboratively to appropriately characterize potential energy efficiency projects, including estimated demand (kW) and energy savings (kWh).
  - c. Partner selects/identifies projects for the current program year and informs CLEAResult.
  - d. For projects retrofitting or replacing existing equipment, CLEAResult will conduct a pre-installation inspection at the project site. The pre-installation inspection is



REQUIRED for ALL retrofit projects. New construction projects do not require a pre-installation inspection. For projects involving new construction, Partner must submit a full set of stamped construction drawings (A/M/E/P) (in electronic, PDF file format) to CLEAResult for review.

- e. The Partner completes the energy efficiency project.
  - f. The Partner notifies CLEAResult that the project is completed.
  - g. The Program will conduct a post-installation inspection at the project site.
  - h. CLEAResult finalizes project savings/incentive amounts based on the results of the post-installation inspection.
  - i. TNMP processes incentive payments and either issues a check or wires incentive funds (Partner may select their preferred method of payment at time of enrollment).
  - j. CLEAResult follows up with the customer regarding future energy efficiency projects.
7. Who decides what energy efficiency technologies to install and who installs them?
- a. The 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, with the exception of high efficiency faucet aerators on occasion.
8. How are energy efficiency opportunities determined?
- a. Commercial Solutions works with each Partner to assess energy efficiency opportunities in both existing facilities and with new construction projects using a combination of facility walk through, energy performance benchmarking analysis, and staff interviews.