



Entergy Arkansas 2020 Home Energy Solutions Program Guidebook

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Program Overview

Program Description

The Entergy Solutions Home Energy Solutions Program provides cost-effective energy efficiency measures to single-family homes throughout the Entergy Arkansas (“Entergy Arkansas”) electric service territory. Through the program, participating trade allies will perform energy surveys and energy efficient upgrades at eligible participating single-family homes. Energy-efficient upgrades consist of measures as air conditioner tune-ups, duct sealing, air sealing and ceiling insulation. Additionally, direct install technicians will install energy efficiency measures to the home. Trade allies will also suggest other areas for improvements and opportunities for participation in other Entergy Arkansas energy efficiency programs.

Program Objectives

The primary objective of the Home Energy Solutions Program will be to help Entergy homeowners and/or renters reduce their energy usage and possibly save money on their utility bill through installation of no-cost energy efficiency measures and offer incentives for more in-depth energy efficiency measures in both common areas and individual homes. In addition, this program is designed to help Entergy Arkansas homeowners understand their energy consumption and how to use energy wisely.

Program Contacts

Main Office

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Program Eligibility

Owners or renters (certifying required consent) of single-family homes located within the Entergy Arkansas electric service territory are eligible for the Entergy Arkansas Home Energy Solutions Program. Customers with homes that have an energy use of \$0.10 per square foot in the summer or are 10 years or older may qualify for the core weatherization measures. Homes for certain measures must have a ducted central heating and air conditioning unit installed prior to participation of the Home Energy Solutions Program.

Funds are limited, and services are available to all Entergy Arkansas service territories on a first-

come, first-served basis. For more information about other Entergy Arkansas programs, please visit entergyarkansas.com.

Program Participation

STEP 1: Enroll in the program by calling a participating trade ally or by emailing us at HomeEnergySolutionsEAL@icf.com. To receive a list of participating trade allies, please use our Find a Provider Tool at EntergyARTradeAlly.com.

STEP 2: Schedule an appointment to have a trade ally visit your residential home to install the program measures and conduct your energy survey. The technician will determine if the home is a candidate for incentivized measures. An adult representative should plan to be present for the duration of the energy survey and product installation, which will take up to two hours. For weatherization services, a more in-depth energy audit can take up to four hours.

STEP 3: Sign the completed participation document, and please provide any comments or suggestions about the program.

Tier 1 and Tier 2 Audits

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, and you will be eligible to receive qualifying core measures installed at no direct cost by a trade ally.

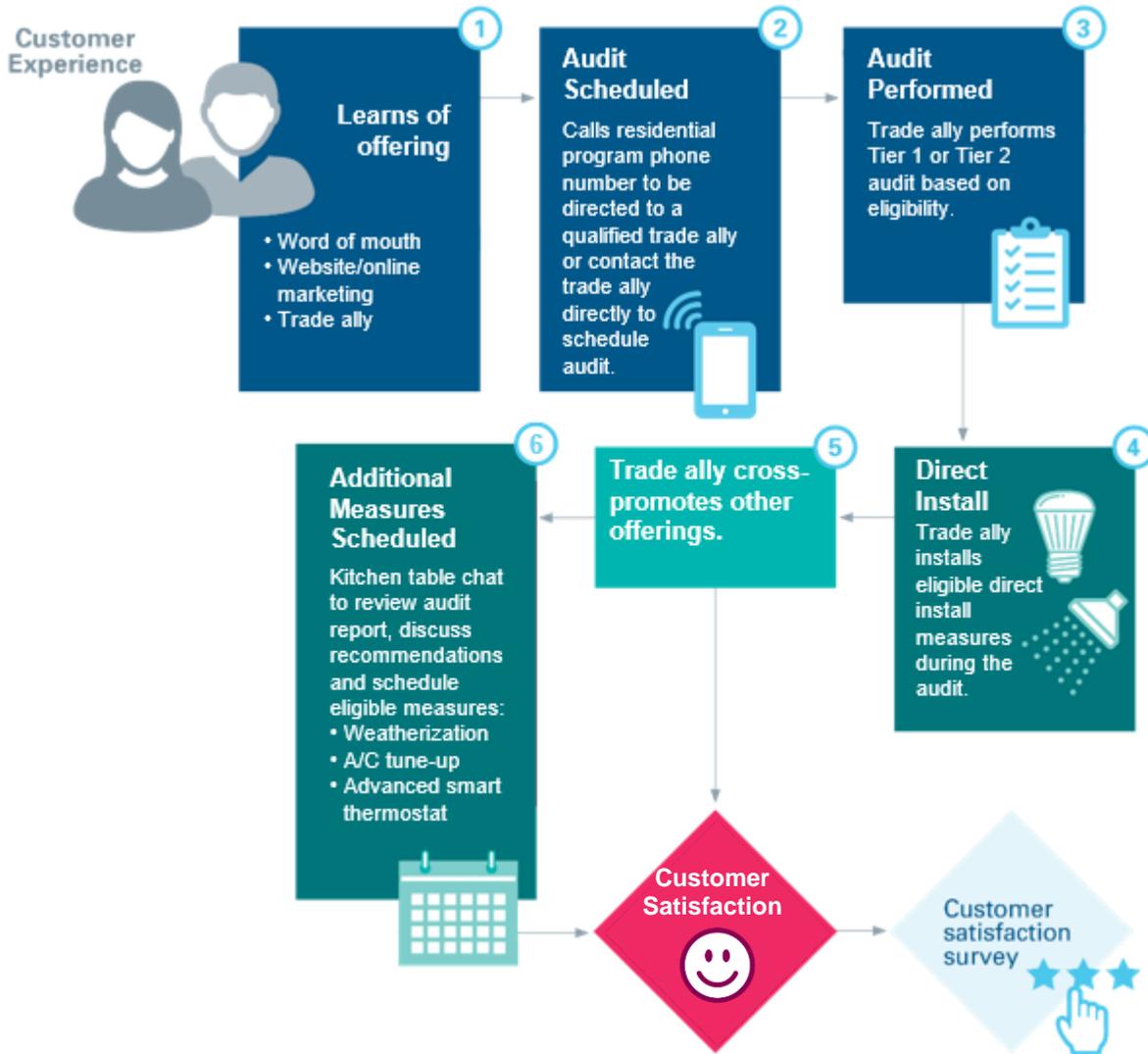
Tier 1 Audit

During the Tier 1 audit walk-through survey, trade allies will install energy-saving measures including LED light bulbs, advanced power strips, showerheads and kitchen/bath aerators. These measures can instantly save 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.

Tier 2 Audit

The Tier 2 audit is a comprehensive evaluation on your home's energy use. This audit will provide recommendations on ways to save energy. During the Tier 2 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 air-conditioned space. 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.

Customer Journey



Program Benefits

Direct Install Measures

In this program, energy-efficient products are furnished and installed at no additional cost to Entergy Arkansas Home Energy Solutions Program customers. The measures available for direct installation in eligible properties and locations includes:

- ENERGY STAR® LEDs in fixtures that replace incandescent lamps.
- 1.5 gallons-per-minute shower heads 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

Air Conditioner Tune-up

Any Entergy Home Energy Solutions Program customers that have central air conditioning or heat pump systems on-site may qualify for an air conditioning tune-up. Customers who have participated in the previous five years will not be eligible.

The Entergy Arkansas air conditioner 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 also identifies shortcomings that are keeping the system from doing so. After the tune-up is complete, it may be subject to a post-installation quality-assurance verification.

Duct Sealing

Customers of Entergy who use a central duct system for heating and cooling their home may qualify for duct sealing based on the total system leakage and opportunity for improvement. Duct sealing will consist of air leaks in the ductwork being reduced with the application of long-lasting materials. After the duct sealing is complete, the home may be subject to a post-installation quality-assurance verification.

Air Sealing

Customers of Entergy who have substantial air leakage qualify for air sealing. Sealing may include

weatherstripping or caulking around doors or windows. Air sealing may also include using spray

foam in plumbing penetrations and large holes in sheetrock and anywhere air can escape to the exterior. Industry standard materials and methods are used to reduce air infiltration and exfiltration. After the air sealing is complete, it may be subject to a post-installation quality-assurance verification.

Ceiling Insulation

Customers with existing insulation of R-14.9 or less may qualify for insulation to bring their home up to the DOE recommendation of R-38. Improvement measure incentive eligibility is based upon existing R-value and square feet of ceiling insulated. Density and gaps in the existing insulation will be considered as well.

Smart Thermostat

Entergy customers with qualified air conditioning systems and Wi-Fi may sign up for the Smart Direct Load Control offering. Participating trade allies will assist customers to complete the application during the Home Energy Solutions visit. Smart thermostat eligibility is based upon presence of continuous Wi-Fi internet. Customers can also choose to participate in summer demand response events.

Program Quality Management

Post-Verification

Completed projects are subject to a post-installation verification, selected on a random basis. Typically, 10% of all homes that participated in the program will be selected for the verification.

If it is determined that an on-site post-verification is going to be performed, a program representative will contact the customer to schedule the property site verification.

By receiving a program service, the customer agrees to allow an on-site post-verification after work is completed.

Terms and Conditions

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. For direct installs, funds are limited, and services are available in select geographic areas on a first-come, first-served basis. For participants to qualify for air sealing, duct sealing and air conditioning tune-up incentives, the service must be performed by an Entergy Arkansas authorized trade ally. Additionally, homes must be at least 10 years old or have energy costs of 10 cents or more per conditioned square foot, based on the highest summer cooling bill. For other Entergy Arkansas programs, please visit entergyarkansas.com/efficiency.

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 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 trade ally is responsible for any applicable permits as required by law. Outdoor temperatures and other weather conditions may affect this verification process. The home may also be selected for a quality-control post-installation verification by Entergy Arkansas. No warranty is expressed or implied by this verification.

PAYMENT: Each measure may only receive one full incentive payment from Entergy Solutions.

TAX LIABILITY: The customer 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 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 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.

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 manufacturer or product, and Entergy Arkansas provides 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 that 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: Owner represents that he/she has the right to authorize the Energy Efficiency Measures on the property on which those measures are completed and/or installed and that any necessary landlord's consent 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 efficiency measure.

CUSTOMER'S CERTIFICATION: 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 and personal contact. 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.

USE OF EMAIL ADDRESS: Entergy Arkansas or Entergy Arkansas' program implementer may contact participants via email in connection with the Home Energy Solutions Program.

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.

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.