



Entergy Arkansas 2020 Multifamily Homes Program Guidebook

Prepared by:
ICF Little Rock

Contact:
866-627-9177
MultifamilyEAL@icf.com
entergyarkansas.com/multifamily

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Program Overview

Program Description

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

Program Objectives

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

Program Participation

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

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

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

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

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

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

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

Tier 1 and Tier 2 Audits (Duplex and Triplex Properties Only)

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

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 begin saving energy and money when properly installed and used. These measures will be installed at no additional cost to the customer. A survey will provide insights into other ways to use energy wisely.

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 conditioned space and note characteristics such as size and location of certain items including any air bypasses in the building's envelope. A pre-blower door test must be performed to confirm the need for air sealing and a pre-duct blaster test must be performed to confirm the need for duct sealing. If the pre-testing confirms the need for either air sealing and/or duct sealing, the air sealing and duct sealing may be authorized. Post testing must be performed in the structure and/or the duct to confirm the air-leakage reduction.

Program Eligibility

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

Program Benefits

Direct Install Measures

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

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



Incentivized Measures

Air Conditioning and Heat Pump Tune-up Measures

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

HVAC Replacement Measures (Residential and Commercial)

Residential Heat Pump/Central Air Conditioner

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

Commercial/ Common Area Heat Pump/Central Air Conditioner

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

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

Duct Sealing

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

Air Sealing

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

Ceiling Insulation

Any Entergy multifamily property that meets the criteria listed below qualifies for ceiling insulation. The insulation installation consists of using industry-standard materials and methods to add or replace existing ceiling insulation. After the insulation installation is complete, a sample of projects will be subject to a post-installation quality-assurance verification. After this is finished, the trade ally may then send in the rebate forms for payment.

Eligibility Criteria

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

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

- Office.
- Lobby.
- Laundry room.
- Exercise room.

Commercial Measures

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

Qualifying Lighting Measures

Exterior LED Lighting: Floods, Parking, Wall Packs, Retrofit Kits and LED Exit Signs.

Delamping: T12 or T8 sys w HPT8, T5 or T5HO Lp and Bal Removing Two Lamps.

Interior LED Lighting:

- Recessed, Surface, Track and Pendant Downlight Fixtures.
- Troffer, Panel Fixtures and Retrofit Kits.
- LED Linear Tube Replacement and Retrofits (One for One).
- LED Screw-In Lamps, MR Lamps and Retrofit Trim Kits.

Qualifying Misc. Measures Such As:

- Plug Control: Advanced Power Strips.
- Pool Pumps: VFD/Energy Star Certified 0.5-3.0 HP.
- Heat Pump or Air Conditioner Replacement.
- Heat Pump or Air Conditioner Tune-up.

Energy Survey Services

Properties who have completed a direct install qualify for a complementary energy survey of the property and applicable equipment. Property owners/managers will receive a summary report of the property's potential energy savings as well as information about other Entergy Arkansas programs for which they may be eligible.

Program Quality Management

Post-Verification

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

Terms and Conditions

MULTIFAMILY PROGRAM: The Entergy Arkansas Multifamily Homes Program service may include the installation of energy-saving measures at the time of the site visit by an Entergy Arkansas authorized trade ally. Property owners who participate in the program will receive a summary report from the authorized trade ally via mail/email.

ENERGY AUDIT REPORT: The Multifamily Homes Program summary will provide the customer with a compiled review of energy-saving measures installed throughout the property, and recommendations related to energy efficiency programs available. Entergy Arkansas will not be responsible for lost documentation pertaining to the delivery.

ELIGIBILITY: Funds are limited, and services are available in all Entergy Arkansas service territories on a first-come, first-served basis. Participants must also be Entergy Arkansas electric utility customers. For other Entergy Arkansas programs, please visit **entergysolutionsar.com**.

APPROVAL AND VERIFICATION: Entergy Arkansas reserves the right to verify the delivery of services and to have reasonable access to the participant's residence to examine the energy efficiency measures installed under this program.

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-efficient 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 EEMs in accordance with all laws, rules and regulations. The customer agrees not to reinstall any newly installed equipment anywhere in Arkansas or transfer it to any other party for installation in Arkansas.

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

INFORMATION RELEASE: 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 PRODUCTS, EXPRESSLY OR IMPLICITLY. Entergy Arkansas and ICF do not endorse, guarantee or warrant any particular manufacturer or product, and Entergy Arkansas and ICF provide no warranties, expressed or implied, for any products or services. Entergy Arkansas and ICF make no warranties of any kind, whether statutory, expressed or implied, including without limitations, warranties of merchantability or fitness for a particular purpose regarding EEMs. 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 assuring 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: Participant represents that he/she has the right to complete and/or install the energy-saving measures on the property on which those measures are completed and/or installed, and that any necessary landlord's or tenant's consent, as the case may be, has been obtained.

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

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

RIGHT TO REFUSE: The team 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 allies reserve 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 program implementer may contact participants via email or fax in connection with the Multifamily Homes 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.