



Entergy Arkansas 2019 Multifamily Homes Program Guidebook

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Program Overview

Program Description

The Entergy Arkansas Multifamily Homes Program provides cost-effective energy efficiency measures to the multifamily residential market throughout the Entergy Arkansas electric service territory. Through the program, participating trade allies will perform energy efficient upgrades in dwelling units 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 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 **EntergySolutions@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 which energy-efficient measures it 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 units while initial work is being performed or upon completion of the work.

Program Eligibility

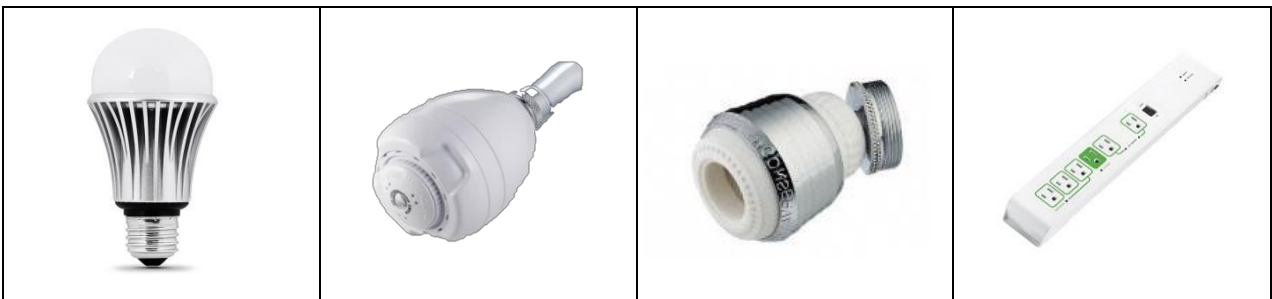
- Multifamily properties composed of five or more units located within the Entergy Arkansas electric service territory are eligible for the Entergy Arkansas Multifamily Homes Program. Properties under a residential or multifamily rate code all qualify for this program.
- There are no maximum limits on 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.
- Buildings with fewer than four units, condominiums and owner occupied buildings, regardless of the number of contiguous units per building, may qualify for a different Entergy Arkansas residential energy efficiency program. For information about such programs, please visit entergyarkansas.com.

Program Benefits

Direct Install Measures

In this program, energy-efficient products are furnished and installed at no 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 are as follows:

- 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

Multifamily A/C Tune-up Measure

Any Entergy multifamily customers that 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 insures the system is operating at peak efficiency (and lowest operational cost), but identifies any shortcomings that are keeping the system from doing so.

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

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 will consist of air leaks in the duct work being reduced with 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.

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 percent 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 includes the installation of energy-saving measures at the time of the site visit by an Entergy Arkansas authorized trade ally. Property owners that participate in the program will receive a summary report from the authorized trade ally via mail/email.

- **DIRECT INSTALL SUMMARY 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 entergyarkansas.com.
- **APPROVAL AND VERIFICATION:** Entergy Arkansas reserves the right to verify the delivery of services and to have reasonable access to the participant's residence to 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.
- **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, Entergy Arkansas services and resulting energy savings in reports or other documentation submitted to the program implementer on Entergy Arkansas's behalf and/or the Arkansas Public Service Commission.
- **NO WARRANTIES: ENTERGY ARKANSAS DOES NOT WARRANT THE PROPER COMPLETION OF WORK OR PERFORMANCE OF INSTALLED PRODUCTS, EXPRESSLY OR IMPLICITLY.** Entergy Arkansas does not endorse, guarantee or warrant any particular manufacturer or product and Entergy Arkansas provides no warranties, expressed or implied, for any products or services. Entergy Arkansas makes no warranties of any kind, whether statutory, expressed, or implied, including without limitations, warranties of merchantability or fitness for a particular purpose regarding LEDs, efficient-flow showerheads or faucet aerators. Entergy Arkansas makes no guarantee of energy-saving results by receiving measure installation. The customer acknowledges that neither Entergy Arkansas 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.
- **PROPERTY RIGHTS:** Participant represents that s/he 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 s/he has received consent from the landlord or homeowner for receipt of the energy survey and associated direct installation of measures.
- **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.