

# Entergy Arkansas 2014 Program Manual

## Small Business Program



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## PROGRAM OVERVIEW

### Program Description

The Entergy Arkansas portfolio of Business Solutions Programs includes attractive value propositions and provides energy-saving opportunities for Entergy Arkansas's small business customers. The Small Business Program (Program), one of the programs within that portfolio, offers multiple participation opportunities for commercial customers that have peak electric demand of less than 100 kilowatts (kW).

This Program is designed to help Entergy Arkansas's small business customers achieve electricity savings through assessments conducted by local trade allies. Trade allies will help small business customers analyze their facility's energy use, identify energy-efficiency improvement projects, and install cost-effective energy-saving measures. Small business customers may receive no cost energy assessments and direct installed measures (typically, electric water heat customers only), as well as rebates for eligible energy-efficiency measures that are installed in their business.

### Program Objectives

- Achieve electricity savings by using local trade allies to make efficiency improvements.
- Help Entergy Arkansas small businesses understand how their business is using energy, identify opportunities for energy savings specific to their facilities, and prioritize a wide range of energy conservation measures.
- Transform these markets over time by addressing the following market barriers that hinder the adoption of energy efficient technologies and practices:
  - Small business owners may not have the technical expertise or time to devote to energy-efficiency improvements, particularly since most of these businesses have few limited staff, most of which do not necessarily have adequate time or resources to focus on sound energy management.
  - Limited ability to effectively access and procure energy-efficiency services that can be easily delivered; most small businesses do not have the benefit of being targeted by energy service companies (ESCOs), lighting distributors, and other market actors who help facilitate energy management.
  - Most small businesses have limited access to investment capital, meaning that first cost can be a significant barrier for efficiency upgrades without intervention or support from external sources.
- Develop a trained group of trade allies capable of providing whole-facility energy services in the market.
- Provide a suite of educational and supporting services for customers and trade allies to promote the implementation of energy-efficiency measures.

### Program Management & Contacts

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Energy Efficiency Solutions Center ("ESC")

Phone: 1-877-212-2420

## Program Roles & Responsibilities

Program Sponsor: Entergy Arkansas

Website:

<http://www.entergyarkansas.com/smallbusiness>

- Provides all funding for the energy efficiency program and the program incentives
- Manages the energy efficiency programs and oversees implementation

Program Evaluator: Cadmus

- Provides oversight of program implementation to verify that savings claimed in the program is correct, valid, and adequately documented
- May perform post-retrofit on-site inspections, measurements, or phone conversations to collect data for program savings verification
- Provides updates to program calculation methodologies through annual TRM updates
- Surveys program participants to determine if program implementation is meeting their needs and expectations
- Surveys customers to determine if program outreach is adequately informing the market of the energy efficiency program opportunities

Program Implementer: CLEARResult:

- Performs outreach and education about the energy efficiency program
- Provides energy efficiency assistance to program participants (at no cost)
- Assists program participants and trade allies with program documentation
- Performs all required on-site inspections and documentation
- Provides calculations on energy savings potential for identified projects
- Assists in evaluation of financial metrics for energy efficiency projects (payback, ROI, etc.)
- Processes and delivers incentive checks for successful projects

Program Participant: Customer

To participate in the program, participants must:

- Work with program Participating Contractor to schedule a facility assessment
- Submit a project application to reserve incentives for qualifying energy efficiency projects
- Exert best efforts to approve, fund, install and report selected projects before the end of program year
- Contact the program implementer when projects are completed and allow staff to perform a post-inspection
- Provide access to program implementer staff (as well as QA/QC Evaluator staff) to facilities both before and after project completion for inspection of the baseline and post-retrofit condition as required.

Trade Ally:

To participate in the program as a trade ally, the trade ally must:

- Execute the trade ally agreement
- Complete required training(s) and adhere to program guidelines set out in this program manual
- Provide verification of adequate insurance coverage
- Work with program implementation staff to take advantage of program marketing materials and technical assistance
- When developing a possible energy efficiency project, work with program implementation staff to verify customer eligibility and assist in the development of project scope for the identified energy efficiency measures for which the trade ally may be responsible
- Share with program staff adequate project information on proposed projects to allow the calculation of energy savings and incentives for the program participant
- Review the pre-inspection data and confirm that Program Implementer has included the proposed project scope correctly in that communication
- Install eligible energy efficiency measures and submit appropriate documentation as requested by program implementer
- Perform all work to the required standards of the program

## PROGRAM ELIGIBILITY

### Customer Eligibility

To participate in the program, the customer:

- Must be a commercial customer of Entergy Arkansas with a valid account number.
- Must have total electric demand less than 100 kilowatts (kW).

### Participating Trade Ally Eligibility

Trade allies of various trades that meet all program qualifications and standards (listed below) are eligible to participate in the program. Trade allies may continue as a part of the program as long as they maintain compliance with all program requirements, achieve satisfactory customer satisfaction scores, and pass quality control inspections and validations.

- To participate, trade allies must sign a trade ally agreement, and attend online, on-site, and in-field training as required to comply with program guidelines. Follow-up training will be provided as needed to ensure trade allies proficiency. Trade allies will not be included on the program's website until they demonstrate proficiency in the skills required to be a trade ally in the program. In order to participate in the program, customers are required to use trade allies. Details on the training, tools, and performance are listed below:
- Technical Requirements
  - Understanding of basic building science principles.
  - Completion of program-required best practices training(s).
- Business Requirements
  - Demonstrate the capability to conduct business successfully by providing ONE of the following:
  - Satisfactory Dun and Bradstreet Rating, or
  - Specific evidence of business capacity including at least two of the following:
    - A satisfactory banking reference.
    - A minimum of three satisfactory professional/trade references, such as suppliers of materials, tools, credit.
    - Confirmation that the principals in the business have a satisfactory individual credit score with no outstanding liens or judgments.
- Tools
  - To ensure that all materials are installed to manufacturer specifications, trade allies must own, use, and maintain all tools used.
- Quality Performance
  - The trade ally, upon request from CLEAResult, and at no additional cost to the customer, shall make reasonable repairs or corrections to work that the Trade ally has performed to bring such work up to the Program standards. The repairs or corrections are to be completed within the timeframe specified by CLEAResult. Trade ally also agrees to take steps to ensure that future work will comply with the Program standards.

- Trade Ally Documentation Confidentiality
- Trade allies should note that this program is in place to drive energy efficiency in the Entergy Arkansas service territory. Any program documentation collected for a proposed project within the Entergy programs will be treated with care and will not be shared with anyone except the participant for whom it was developed. All information submitted is considered the property of the program participant, and will be shared with that customer upon request unless that documentation is clearly labeled as confidential on each page of the documentation. All confidential information so labeled will be verified with the provider prior to sharing with the program participant.

## PROGRAM INCENTIVES

### Measures & Incentive Levels

A project, for program purposes, is defined as proposed measure at one facility owned and/or operated by the customer.

All measures must meet the following requirements:

- Must result in a measurable and verifiable reduction in energy usage (kWh).
- Must produce energy savings through an increase in energy-efficiency.
- New equipment must exceed minimum equipment efficiency standards.

Qualifying small business customers who participate in this program may be eligible for some or all of the following services and/or measures:

- Energy assessment performed by either a participating trade ally or CLEAResult.
- Direct installed equipment including pre-rinse spray valves, low flow faucet aerators, CFLs and vending misers (note: pre-rinse spray valves and faucet aerators are for customers with electric water heat only).
- Prescriptive measures such as:
  - High-efficiency lighting
  - Lighting controls
  - Exterior lighting

Figure1: Incentive Levels

Small Business Incentive Matrix (per kWh)	
Measure Type	Rates (per kWh)
Lighting	\$0.21
Lighting Controls	\$0.21
HVAC Replacement	\$0.21
Direct Install*	Full Cost
Window Film	\$0.35
Refrigeration	\$0.50
Duct Sealing**	\$0.35
Ceiling Insulation**	\$0.35

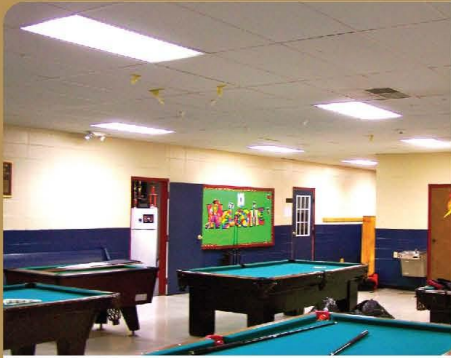
*Note: Project incentives will be capped at 75% of the total incremental project costs. Any additional measures approved by the program will be paid at a rate of \$0.21 per kWh.*

*\*Pre-rinse spray valves, low flow faucet aerators, CFLs and vending misers*

*\*\*Converted residences only*



Project Case Studies



# CASE STUDY

## Boys & Girls Club

### PROJECT AT A GLANCE:

Annual kWh reduction:	<b>40,124 kWh</b>
Total fixtures replaced:	<b>118</b>
Estimated annual savings:	<b>\$3,200</b>
Total project incentive:	<b>\$8,430</b>
Payback period:	<b>11 months</b>

#### THE OPPORTUNITY

The Entergy Arkansas Small Business Program helps customers like the Boys & Girls Club of Jacksonville, Ark. analyze their energy use, identify energy efficiency improvement projects and install cost-effective energy-saving measures. In an effort to achieve significant, long-term electricity savings, decision makers enlisted the help of the program team to explore potential savings opportunities.



#### THE PROJECT

After an on-site energy assessment, program representatives determined that to achieve maximum savings – while staying within the Boys & Girls Club's limited budget – the most viable solution would be a facility-wide lighting retrofit. With their sights set on savings, the staff worked with a local lighting contractor to replace all interior and exterior light fixtures and install occupancy sensors where needed. In the gym, metal halides were replaced with highly-efficient 6-lamp high bay fixtures; outside, 90 watt halogen bulbs were replaced with energy-saving 26 watt CFLs.

#### THE RESULTS

As shown above, the lighting upgrade resulted in significantly increased energy efficiency and an ROI that worked with the organization's budget. Most notably, the savings achieved are equivalent to the greenhouse gas emissions avoided by recycling 10.6 tons of waste instead of sending it to the landfill, according to the Environmental Protection Agency.

To learn more about the Small Business Program, visit [entergyarkansas.com/smallbusiness](http://entergyarkansas.com/smallbusiness).



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Questions? Contact the Energy Efficiency Solutions Center at 877-212-2420 or visit [entergyarkansas.com/smallbusiness](http://entergyarkansas.com/smallbusiness).



# CASE STUDY

## Three Rivers Distributing Lights Its Way to Energy Savings.

### PROJECT AT A GLANCE:

Total peak kW reduction:	<b>8.77 kW</b>
Annual kWh reduction:	<b>49,112 kWh</b>
Total fixtures replaced:	<b>82</b>
Estimated annual savings:	<b>\$3,500</b>
Total project incentive:	<b>\$9,326</b>
Payback period:	<b>14 months</b>

#### THE OPPORTUNITY

The Entergy Arkansas Small Business Program helps companies like Three Rivers Distributing achieve significant, long-term electricity savings through the use of local contractors and implementation of energy efficiency upgrade projects. Realizing the potential savings, Ritch Schwartz, facility manager at Three Rivers Distributing, enlisted the help of the Small Business Program team and Gilliam Electric, a local contractor.



#### THE PROJECTS

During an on-site walk-through assessment of the facility, the program team identified 82 outdated lighting fixtures – 69 interior and 13 exterior. To achieve maximum savings, Gilliam Electric replaced these fixtures with high-efficiency T8 lamps with low ballast factors and substituted all mercury vapor and incandescent bulbs with CFLs. Additionally, Gilliam installed lighting controls to further reduce energy use.

#### THE RESULTS

By replacing its inefficient lighting fixtures, Three Rivers Distributing will save about 49,112 kilowatt-hours of electricity each year – that's equivalent to eliminating the carbon emissions from the electricity use of 4.2 homes for one year, according to the Environmental Protection Agency. What's more notable is that the incentive the company earned paid for 70 percent of the total project cost, resulting in a simple payback of only one year and two months.

To learn more about how the Small Business Program can help your company, visit [entergyarkansas.com/smallbusiness](http://entergyarkansas.com/smallbusiness).



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Figure 2: Program Measures

<p>Lighting Retrofit</p>	<p>Lighting retrofit projects replace inefficient lighting systems with more efficient lighting systems. A variety of high-efficiency fixtures, ballasts and lamps produce equivalent light levels as previous technologies while consuming less energy.</p> <p>For instance, T12 fluorescent lamps and magnetic ballasts can be replaced with more efficient lighting systems such as T8 fluorescent lamps with electronic ballasts. Metal halides may be replaced with systems such as T5 fluorescent lamps with electronic ballasts or compact fluorescents.</p> <p>There are a variety of lamp and ballast combinations that are eligible for this Program depending on the current technology installed at a facility.</p>
<p>Lighting Controls</p>	<p>Automatic lighting controls save energy by turning off or dimming lights when they are not necessary. Many different varieties of sensors are available including passive infrared (PIR), dual-technology, integral occupancy sensors, photocells, which can be coupled with a variety of control strategies including day lighting controls; occupancy controls timer controls and time clocks.</p> <p>For certain conditions, light reduction and automatic controls are mandatory for new construction and affected retrofit projects.</p>
<p>Exterior Lighting</p>	<p>Energy-savings opportunities exist for all major exterior lighting applications including parking lots, streets and roadways, and other building mounted lighting.</p> <p>Energy-savings opportunities apply to both improved lighting performance and enhanced control strategies. For example, retrofitting less efficient HID technologies with LED lighting and occupancy-based technology are good candidates for exterior applications.</p>
<p>Window Film</p>	<p>Specialized window film can help block solar heat gain in a facility and reduce cooling loads. For this Program, window film may be applied to the inside of glazing on the east and west windows of commercial buildings less than 15,000 gross square feet (any direction except 45 degrees of true north).</p> <p>Windows must not be shaded with existing awnings or shading devices, and window film must be installed in space conditioned by refrigerated air conditioning to qualify in the Program.</p>
<p>Refrigeration</p>	<p>There are a number of refrigeration measures that are eligible for upgrades or replacement in Entergy Arkansas Programs:</p> <ul style="list-style-type: none"> <li>▪ Night covers on refrigeration cases.</li> <li>▪ Evaporator fans.</li> </ul>




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Kitchen Upgrades	<p>There are a number of kitchen measures that are eligible for upgrades or replacement in Entergy Arkansas Programs:</p> <ul style="list-style-type: none"> <li>▪ Pre-rinse spray valves.</li> <li>▪ Energy-efficient dishwasher.</li> <li>▪ High efficiency electric combination ovens.</li> <li>▪ High efficiency fryers.</li> <li>▪ ENERGY STAR insulated holding cabinet.</li> <li>▪ ENERGY STAR refrigerator.</li> <li>▪ ENERGY STAR freezer.</li> <li>▪ ENERGY STAR convection oven.</li> <li>▪ ENERGY STAR steam cookers.</li> </ul>
Ceiling Insulation (Converted Residences Only)	<p>Existing businesses with insufficient levels of insulation have the opportunity to increase the insulation R-value to R-30. Insulation savings and incentive amounts are based on a per square foot of treated ceiling area.</p>
Duct Sealing (Converted Residences Only)	<p>Duct sealing will seal leaks that exist in supply and return ducts of existing homes. Duct pressurization or a blower door test is required before and after the measure installation. Only pre-approved sealing materials will be allowed by the Program.</p>
HVAC Replacement	<p>For existing buildings and New Construction, inefficient (non-ENERGY STAR) heat pumps and air conditioning units are eligible to be replaced with ENERGY STAR qualified units.</p> <p>Eligible units for replacement include small split system and single package air conditioners and heat pumps.</p>

Non-Cash Benefits

During an energy assessment, the participating trade ally and/or the Program Implementer will identify opportunities for the Program to direct install energy saving devices with customer permission. These devices provide customers with instant energy savings and are installed at NO COST. Please note that some of these measures are only available for installation at sites where small business customers have electric water heaters.

Direct Install Measures(Low Flow Faucet Aerators, Pre-rinse Spray Valves, Vending Misers and CFLs)

	<p>Low flow aerators reduce the amount of water used in older hand washing faucets while reducing the energy needed to heat the water.</p>
	<p>Pre-rinse spray valves are used in commercial or institutional kitchens to remove food waste from dishes prior to cleaning in a dishwasher. The Program installs pre-rinse spray valves with a flow rate of 1.25 gpm, which offers both high performance and substantial energy savings.</p>
	<p>Compatible with all types of cold drink vending machines, the Vending Miser uses a Passive Infrared Sensor (PIR) to power down the machine when the area surrounding it is vacant. Then it monitors the room's temperature and automatically re-powers the cooling system at one- to three-hour intervals, independent of sales, to ensure that the product stays cold. This system helps to reduce the energy needed for cold drink machines.</p>
	<p>A compact fluorescent light bulb is a <a href="#">fluorescent lamp</a> designed to replace an <a href="#">incandescent lamp</a>; some types fit into <a href="#">light fixtures</a> formerly used for incandescent lamps. The lamps use a tube which is curved or folded to fit into the space of an incandescent bulb, and a compact <a href="#">electronic ballast</a> in the base of the lamp.</p>

### Project Application Requirements

A project is defined by a set of proposed energy savings measures included in a single project application. Comprehensive projects that include a range of measure types are encouraged. A project application will be completed by the participating trade ally and sent to the customer for review and approval to move forward with the project(s).

All projects must meet the following requirements:

- Project costs: Projects must pass a cost-effectiveness test to receive incentives. In order to comply with this requirement, all project costs are needed by the program implementer before the project starts. This includes the cost of installation and the equipment cost.

### Application Process

Upon receipt of a signed project application, the program implementer will review the application for completeness and eligibility, and then process the rebate for distribution to the participating trade ally. If oversubscription to the program should arise, customers will be placed on a waiting list in the order in which the project applications were received.

### Incentive Payment Process

The participating trade ally is responsible for meeting all of the submission requirements for an eligible rebate to be processed and paid.

- A project application is deemed eligible if it is:
  - Complete, containing all indicated signatures and other necessary information.
  - Legible.
  - Submitted with a verified Entergy Arkansas account number.
  - Submitted with all necessary accompanying documents.
- CLEAResult will pay eligible small business rebates within 30 days of submittal.
- CLEAResult will pay verified rebates to the appropriate party (typically, to the trade ally after said trade ally has provided an instant rebate to their customer).

### Limits on Participation

- Once the incentive budget for the current year is expended, a waiting list will be established for program participation in the following program year.
- If oversubscription to the program occurs, customers on the waiting list may be able to reserve incentive funding for the current program year if other projects are cancelled and funds become available. Otherwise, they will be eligible to reserve funding through the next program year if they choose.

## PARTICIPATION PROCESS

### Overall Program Process

Primarily, small business customers enter the program as a result of sales calls or promotions from participating trade allies. As a secondary source of customer recruitment, the program will market and promote the program directly to small business customers. For customers who initiate contact with the Program (both by calling the Energy Efficiency Solutions Center and/or visiting the Program website), recommendations will be provided for participating trade allies who work in the customer's geographic area.

The program focuses on recruiting and training local trade allies to perform eligible energy-efficiency services, including facility energy assessments and eligible direct install and prescriptive measures. Participating trade allies are required to abide by program guidelines, including best practices for identifying and installing qualifying measures. In addition to technical trainings, trade allies will also learn how to navigate the program to ensure effective participation as well as sales techniques for promoting and closing projects.

Once a trade ally has enrolled in the program and completed the required trainings, he or she may begin promoting the program to his or her small business customers. Participating trade allies are required to call the program implementer in order to qualify individual customers as both a small business and an existing Entergy Arkansas electric customer.

After the customer is qualified, the trade ally completes an energy assessment of eligible facilities. As part of this assessment, trade allies will identify eligible program measures within the customer's facility. The trade ally provides each customer with a list of recommended energy-efficiency improvements, including both direct install and prescriptive measures. The customer has the opportunity to approve individual measures for installation and the trade ally then proceeds with the agreed upon work.

The small business program requires trade allies to provide customers with an instant rebate for the work being performed. The instant rebate is intended to minimize cost barriers for small business customers and generate additional sales for trade allies. This rebate must be specifically identified as a line item on the trade allies' invoice, which is submitted with the project application.

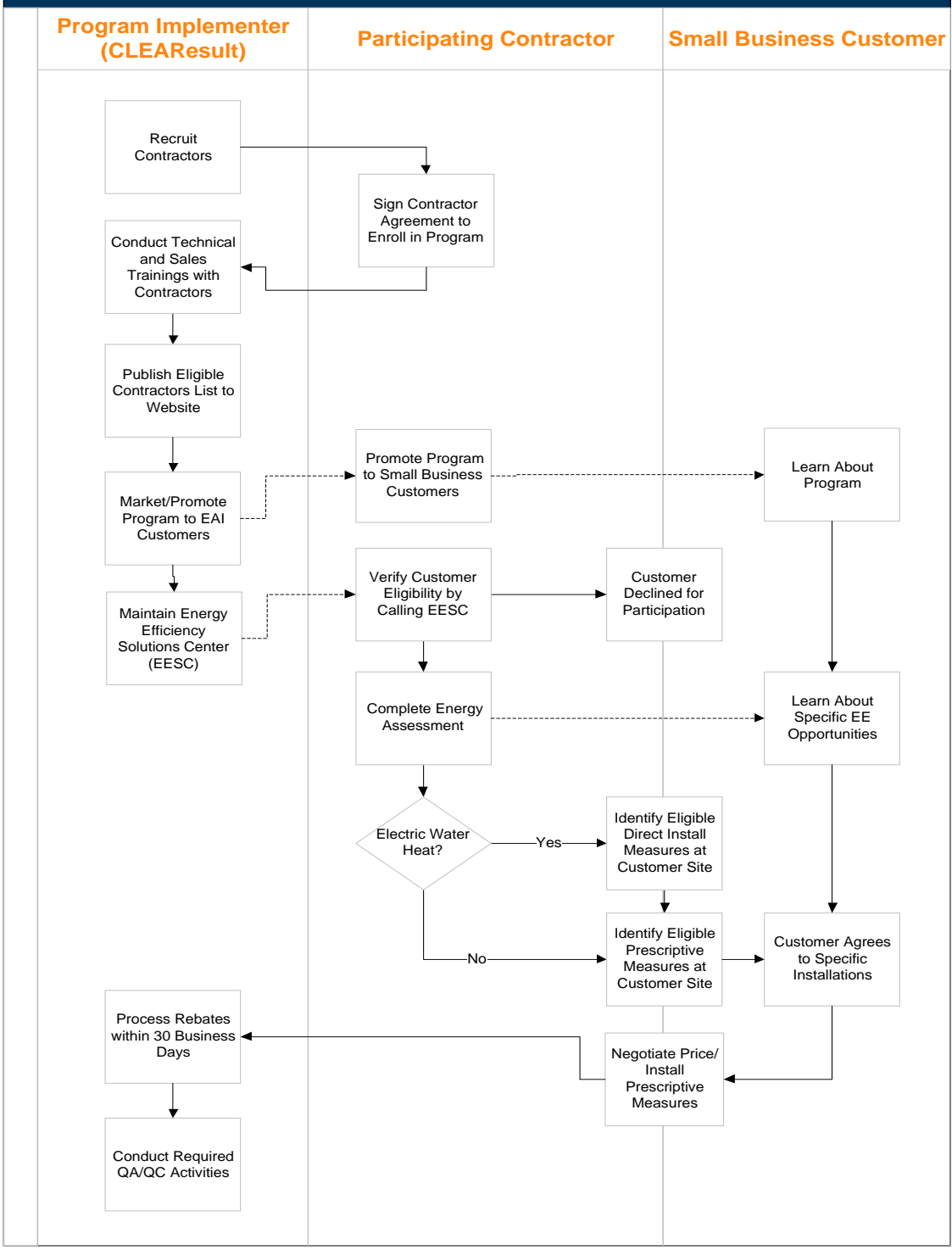
Once the work is completed at the customer site, the trade ally must secure all the appropriate information and signatures from the customer, and then submit required documentation to the program for review. The program will process incentive checks for the trade allies within 30 business days of receipt of the necessary information, subject to customer and measure eligibility. After payment, the program may elect to complete a post-installation inspection on a random sample of projects; trade allies are subject to more stringent inspection protocols on their first five projects.

Program metrics are subject to annual review based on regulatory requirements, independent evaluation and verification, and other circumstances outside the control of the program. Reporting requirements and other documentation could change based upon this review.

Program participants may be contacted by an independent third party evaluator in the year immediately following the year of participation for the purposes of project verification and evaluation.

The diagram below describes the participation process and the steps required of the program implementer, participating trade allies, and small business customers in order to take advantage of the incentives and services available through the program.

Entergy Arkansas, Inc. Small Business Program- Participation Process





## QUALITY MANAGEMENT SYSTEM

### Quality Assurance

(QA) Program Process Trainings	<ul style="list-style-type: none"> <li>▪ Training to be completed prior to a trade ally participating in the program:</li> <li>▪ New trade ally orientation class to include training on the program and implementation requirements.</li> </ul>
(QA) Application Review	<ul style="list-style-type: none"> <li>▪ All submitted applications are reviewed for eligibility and accuracy prior to payment. If required information is missing the appropriate party is contacted.</li> <li>▪ If the application is determined to be ineligible, it is rejected and the trade ally is informed and may be subject to disciplinary action.</li> </ul>

### Quality Control

(QC) Post-Installation Inspections	<ul style="list-style-type: none"> <li>▪ The program implementer will perform pre- and post-installation verifications on a statistically significant sample of all projects (typically this equals approximately 10 percent).</li> <li>▪ The program implementer reserves the right to site-verify installations prior to approval and incentive payment for any project. Over time, as trade allies' exhibit consistently high performance, verifications for those trade allies can be reduced.</li> <li>▪ Trade allies that exhibit poor performance will be re-trained and have 100 percent of their projects verified for a period of time, and can be removed from the program if poor performance continues.</li> <li>▪ If the post installation verifications deem the project to fail inspection, the incentive amounts will be adjusted appropriately.</li> </ul>
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### Customer Communication

#### Program Contacts

##### CLEAResult - Program Implementation Contractor

- Customer service: 1-877-212-2420
- Email: SmallBusinessEAI@clearesult.com

##### Entergy – Entergy Arkansas Program Manager

- Gabe Munoz – Entergy Arkansas

### Trade Ally Performance Standards

- Probation and/or suspension
- Program implementer will handle issues that may require a trade allies' probation, suspension, or program exclusion on a case-by-case basis.
- Trade ally acknowledges that failure to follow program requirements and procedures, including processing of required documents, will result in a forfeiture of rebate redemption and possible disciplinary action.
- Program implementer may suspend or terminate trade allies' participation in the program for any reason, including failure to maintain the requirements set forth in this document. In all cases involving a trade allies' participation status, or denial of coupon redemption, program implementer's written decision is final. It is further understood that the trade ally can suspend or terminate the agreement at any time.
- Entergy Arkansas and program implementer are not responsible for any costs incurred by the trade ally prior to probation or suspension from the program.

### Ethics/Fair Business Practices

- The trade ally acknowledges that participation in the program is a privilege.
- Trade ally should not employ as a sub-contractor any firm that has been suspended or terminated from this program or any other Entergy or program implementer program without Entergy's or program implementer's prior written permission.
- Trade ally should not directly or indirectly disparage another trade ally; this includes, but is not limited to, in conversation with a customer or in print.
- Trade ally should treat program clients fairly and respectfully, and deliver promised services in a timely and responsible manner.
- Trade ally should properly represent his or her relationship to Entergy and program implementer (i.e. the trade ally is an independent contractor and a customer in Entergy's program). Furthermore, the trade ally should not make false claims about performance or savings, nor engage in fraudulent or deceitful conduct in the sale or installation of measures.
- Trade ally commits to follow-up communication with each customer to ensure customer satisfaction.
- Trade ally will provide prompt, courteous and reliable service, while attempting to perform services at the customer's convenience, including the initial phone call, setting appointment times, and follow-up visits.

### Customer Service

It is the goal of Entergy and program implementer to provide the highest quality service and to maintain a high level of customer satisfaction with all aspects of the program. Some elements of high quality service include:

- Professionalism: all members of the program staff are expected to respond professionally to customer inquiries at all times.
- Reliability: always provide accurate, up to date information to customers. Be sure that follow up activities are completed as promised.
- Responsiveness: have all program or related information available for customers. Obtain and relay answers to Program related requests quickly.

### Customer Service Policies

To achieve the high levels of customer satisfaction demanded by this program, the following customer service policies must be followed at all times:

- Do not smoke on customer premises.
- Do not contact customers in any way under the influence of drugs or alcohol.
- Do not engage in unethical behavior or practices.
- Look and act professionally.
- Treat customers with respect. The ultimate goal of this Program is ZERO customer complaints. However, you should always notify the Program manager if anything occurs that might have upset a customer.
- Do not give out incorrect information. If you cannot answer a question, inform the customer and get back to them with the correct answer.
- Maintain the confidentiality of customer information.

### Measure Standards

#### Ceiling Insulation

##### Measure

- For existing businesses with insufficient levels of insulation, increase the insulation R-value to meet the Department of Energy's recommended insulation level of R-30.
- Ceiling insulation savings and incentive amounts are per square foot of treated ceiling area above conditioned space.

#### General Standards

- The R-value of the pre-retrofit insulation cannot be greater than R-22 in order to qualify for incentives through the Program.
- The combined R-values of the existing insulation and the insulation being added will total at least R-30, based on the manufacturer's bag count formulas for coverage.
- Business participating in the program must be existing businesses (older than 1 year), new construction businesses are not eligible.
- Trade ally is responsible for communicating to the business owner the steps necessary for adding attic insulation to their business. When attic area is used for storage, trade allies will need to discuss the removal and/or covering of those items that could interfere with the installation of new insulation.

#### Training Standard

Training to be completed prior to a trade ally participating in the program:

- New Trade Ally Orientation Class

Training to be completed on an annual or as-needed basis:

- Annual Program Update Class
- Sales and Marketing Class

## Installation & Efficiency Standard

- Inspect the attic. Do not proceed if any of these three conditions exist:
  - Active (energized) knob and tube wiring. Work may not proceed until a licensed electrician replaces the knob and tube wiring.
  - Should any exposed wiring, or electrical issues be discovered, notify the business owner and request they hire a licensed electrician to remedy any issues before any insulation work is started.
  - Vermiculite insulation is present. Obtain professional advice. Vermiculite insulation may contain asbestos and must be tested for such prior to the attic being insulated and or air sealed. Contact the state department of health at (501) 661-2171.
- The current insulation level of each business will be determined and documented by the insulation installer or program energy consultant.
  - To determine the existing insulation level use BPI technical standards for building analyst i (pages 7 & 8) to determine existing R-value based on the type and depth of existing insulation. Degradation due to age, density and gaps in the existing insulation should be taken into account.
  - Should the attic have areas of varying existing R-value, account for this on the project application by utilizing the different R-value lines. Note the different areas as they relate to the attic access so that the inspector can identify them.
  - Once the existing insulation level has been calculated, determine the amount of insulation that must be installed to reach an insulation level of R-30.
- Accurately measure and calculate the total square footage to be insulated from inside the business. Only areas above conditioned interior space are eligible.
- Before installing new insulation, the existing insulation should be leveled, Batts that are not in contact with the ceiling should be adjusted to make contact, and large debris (old furnaces, water heaters, construction materials etc.) should be removed.
- If air sealing of the attic space is needed (see air sealing coupon for details) this must be completed before new insulation is installed.
- Before blowing insulation over furred down or wall cavities, the cavities must be:
  - Filled with insulation or
  - Covered with material that is sealed in place by expanding foam or caulk, is rigid, is able to support the weight of the insulation, and will perform as an air barrier, such as plywood, foam board, duct board or other. Batts or other material without inherent structural capability should not be used. Regardless of the material chosen, the dam should be installed in a durable manner allowing it to resist movement, bumping, and other incidental contact without losing its effectiveness.
- All insulation, regardless of material, will be installed to a uniform depth.
- If installing loose-fill insulation
  - Material must be installed according to manufacturer's coverage charts to meet the R-value needed to comply with program standards.
  - Materials must be installed such that insulation is continuous and even throughout the attic space.
- If installing batting (batts) and blankets
  - Batts can only be installed in attic ceiling joists and not free floating over existing insulation. Once the attic ceiling cavity is full, blown insulation must be added to reach the required insulation level.
  - Batts or blankets must fit tightly against sides of joists and fit tightly at ends against adjoining batts, blankets, or framing structures and secured using staples or nails that do not compromise the insulation.

- Batt must fit tightly to air barrier in attic ceiling cavity.
- Batts or blankets with an attached vapor barrier cannot be installed over existing attic insulation.
- Spray foam insulation is not eligible in this program
- Dams must be installed around the following areas:
  - Attic hatches, pull-down stairs, whole-house fans, water heater and furnace flue vent pipes, non-IC recessed lights or anywhere the area over conditioned space meets a transition that would require a dam to ensure that the full R-value is installed;
  - Dams should extend 6" above the finished insulation level.
  - Combustion air pipes and bathroom fans vented to the attic should also be extended to 6" above the finished insulation.
  - Materials used for dams around furnace and water heater flue vents should be metal or rock wool batts. Regardless of the material chosen, the dam should be installed in a durable manner allowing it to resist movement, bumping and other incidental contact without losing its effectiveness.
  - Where non-IC rated light fixtures are used, a minimum 3" clearance to combustible materials or 1" clearance to non-combustible materials should exist on all sides of the fixture, and no insulation may be present across the top of the installed fixture, nor should any device used to obtain the required clearance have a solid top.
  - Best materials for building dams in all other locations include duct board, foam board, wood and metal. Batts or other material without inherent structural capability should not be used. Regardless of the material chosen, the dam should be installed in a durable manner allowing it to resist movement, bumping, and other incidental contact without losing its effectiveness.
- Floored areas must be brought to R-30 or subtracted from the qualifying square footage.
  - If a floored area is to be brought up to R-30, the area under the floor must be completely filled with insulation before the remaining insulation is placed on top of it.
- A completed attic card should be permanently attached in the attic so that it is easily viewable from the attic access hatch or stairs. Certify the following information:
  - A certification of the installed R-value should be provided at the job site by the insulation installer. Where blown-in or sprayed insulation is applied in walls, the installer should provide a certification of the installed density and R-value. Where blown-in or sprayed insulation is applied in the roof-ceiling assembly, the installer should provide a certification of the initial installed thickness, settled thickness, coverage area, and number of bags of insulating material installed. (2006 IRC N1101.4)
- Depth markers must be used to allow inspection without the need to walk through the newly installed insulation. Markers must be installed at each end of the attic and at least one per each 20 feet facing towards the attic access or stairs. Enough markers should be used so that a representative sampling of the insulated area is marked. Ensure that all markers are visible from the attic access point.
- Ventilation requirements:
  - Attics must be properly ventilated to prevent condensation or moisture damages
    - The required ratio of total ventilation net free area to ceiling area must equal 1 square foot of ventilation net free area for each 150 square feet of attic floor area (1:150).
    - If there is sheet plastic covering insulation, the plastic must be removed before insulation is installed.
  - If additional ventilation is needed static roof ventilators are recommended when additional ventilation cannot be achieved by the addition of soffit, ridge, or gable vents.

- Insulation should not cover or otherwise restrict airflow through soffit vents or other sources of lower attic ventilation. Use of baffles with a vertical air barrier component is required whenever possible to prevent wind washing.

Air Sealing

Measure

- This measure reduces air infiltration into the business, using pre- and post-treatment blower door tests to confirm air leakage reduction. This measure is applicable to converted residences only.

General Standards

- Combustion safety testing is extremely important regarding this measure. All combustion appliances within the buildings' thermal envelope must be tested, before and after work is done, for combustion safety and CO (carbon monoxide). Combustion safety tests must be performed in accordance with the Program's established combustion safety test procedures and documented on the provided Program combustion safety test forms.
- Certification as a BPI-BA, RESNET Business Energy Rater, or RESNET EnergySmart contractor is strongly recommended.
- Trade Allies are required to provide CLEAResult with evidence of competency, in lieu of one of the above certifications in the form of equivalent field verified skills and knowledge.
- Air sealing reduces the ventilation rate in the business and therefore a post-installation blower door test is required. Results must comply with the Minimum Final Ventilation Rate in the table shown below as defined by the AR Deemed Savings Work Paper

Table 1: Minimum Final Ventilation Rate (measured in cubic feet per minute at 50 Pascal per square foot of conditioned area).

Measure	Number of Stories		
	Single Story	Two Story	3 or More Stories
Wind Shielded			
Well Shielded	1.18	0.95	0.83
Normal	0.99	0.79	0.69
Exposed	0.89	0.71	0.62

- Pre-installation air infiltration rates in a converted residence shall not be less than minimum ventilation rates as shown in table above.
- In addition, the pre-installation air leakage rates shall not exceed 7,500 CFM at 50 Pascals, as this generally indicates severe structural damage not repairable by typical infiltration reduction techniques.
- A converted residence with a pre-installation air leakage rates more than 4,000 CFM at 50 Pascals, must receive pre-approval before treatment begins.
- To qualify for an incentive, a minimum air leakage reduction of 10 percent of the pre-installation reading is required.
- No air sealing work may be done until all unvented combustion-heating devices within the conditioned space are removed, disconnected, or properly vented to the outside.

### Training Standard

Training to be completed prior to a Trade Ally participating in the Program:

- New Trade Ally Orientation Class
- Combustion Safety Testing Class
- One-On-One Proof of Proficiency Test (blower door)

Training to be completed on an annual or as-needed basis:

- Annual Program Update Class
- Sales and Marketing Class

### Sealing Materials

Ensure that the correct sealing material is used for a given application. Use non-combustible sealing materials where dictated by code.

- Caulk
- Spray foam
- UL 181-approved mastics and tape
- Gaskets
- Foam or rope backer rod
- UL-listed fire-rated sealant that meet ASTM C834 – 10 fire barrier specifications: expandable foam and caulk
- Sheet metal or other sheet goods such as plywood, drywall, rigid foam insulation (XPS, EPS, polyisocyanurate) that do not allow air to pass through them
- Weatherstripping

### Installation & Efficiency Standard

Use the following inspections of the exterior and conditioned space to identify key features of the business that can be difficult to identify from the attic inspection alone. These key features include, but are not limited to ventilation points, to ensure they are operating correctly, various types of framing configurations where large amounts of infiltration may occur, and other items that may cause a safety concern.

- Exterior Inspection: Before starting any air sealing measure complete a “walk-around” of the business and note characteristics such as the size and location of the following items:
  - Soffit vents
  - Gable end vents
  - Mushroom vent caps
  - Plumbing stacks combustion
  - Air intakes and exhausts
  - Exhaust air vents
- Interior Inspection: Also complete a “walk-through” of the interior conditioned space, note characteristics such as size and location of the following items:
  - Door weatherstripping and thresholds
  - Condition of windows (ex. loose or lacking weatherstripping)
  - Attic access and type
  - Dropped soffits
  - Exterior wall perimeter length, kneewalls

- Two story walls
- Bath fans in the ceiling
- Air supply vents through the ceiling
- Lighting fixtures in the ceiling, both recessed cans and standard lights
- Masonry and metal chimney pipe chases
  - Look for signs of a leaking roof. If the roof is leaking, it must be repaired before proceeding with the retrofit.
- Attic Inspection: As you complete the attic inspection, note specifics such as size and location of the following items:
  - Attic access type and size
  - Attic vent baffles and exterior top plate
  - Dropped soffits open to the attic
  - Kneewalls
  - Top plate joints
  - Two story walls
  - Mechanical, electrical and plumbing penetrations
  - Bath fans and venting
  - Masonry and metal chimney pipe chases
  - Ductwork
- If while inspecting the attic either of these three conditions exist do not proceed with any air sealing measures:
  - Active (energized) knob and tube wiring. Work may not proceed until a licensed electrician replaces the knob and tube wiring.
  - Vermiculite insulation is present. Obtain professional advice. Vermiculite insulation may contain asbestos and must be tested prior to the attic being insulated and or air sealed. Contact the State Department of Health at (501) 661-2171.
  - Should any exposed wiring, or electrical issues be discovered, notify the business owner and request they hire a licensed electrician to remedy any electrical issues.
- Once you have inspected the exterior and interior of the business, perform the pre-blower door test. Ensure that the existing ventilation rate is at a minimum 10% higher than the minimum final CFM50 permitted in the Program.
- After sealing activities are completed, run a post blower door test to ensure that the business has achieve the minimum 10% infiltration reduction requirement.

## Duct Sealing

### Measure

- These requirements are applicable to measures that seal leaks in supply and return ducts of existing businesses. This measure includes repair and replacement of damaged ductwork in unconditioned spaces of small commercial buildings. This measure is applicable to both sealed and unsealed ductwork when:
  - The building has an operable electric cooling and a gas or electric heating system and a minimum of 75 percent of the ductwork is located in unconditioned space and the duct work exhibits a leakage rate greater than 15 percent of system supply air capacity at designed duct pressure.
  - The maximum duct pressure is equal to or less than 1.0 inches H<sub>2</sub>O.
  - The maximum cooling capacity is equal to or less than 135,000 btu/hr.
  - The maximum heating capacity is equal to or less than 285,000 btu/hr.



## General Standards

- Combustion safety testing is extremely important regarding this measure. All combustion appliances within the buildings' thermal envelope must be tested before and after work is done for combustion safety and CO (carbon monoxide). Combustion safety tests must be performed in accordance with the Program's established combustion safety test procedures and documented on the provided Program combustion safety test forms. (See Appendix B)

## Training Standard

Training to be completed prior to a trade ally participating in the program:

- Certification as a Duct Blaster™ approved tester
- New Trade Ally Orientation Class
- One-On-One Proof of Proficiency Test (blower door and Duct Blaster™)
- Combustion Safety Test Class

Training to be completed on an annual or as-needed basis:

- Annual Program Update Class
- Sales and Marketing Class

## Approved Sealing Materials

Ensure that the correct sealing material is used for a given application.

Only long-lasting materials are permitted, such as:

- New and additional duct sealing must meet the Sheet Metal and Air Conditioning Trade Allies National Association (SMACNA) Seal Class A requirements.
- Adhesive tapes of any kind are not allowed.
- Because duct leakage is of primary concern, Duct Seal Classification A, in addition to proper securing and sealing of mechanical joints is required as part of this measure and exceeds the requirements of SMACNA.
- Aerosol-based sealants.
- "Duct Tape" is not allowed.

## Installation & Efficiency Standard

- Pre- and post-duct leakage to outside testing (duct pressurization and blower door) or total duct leakage (duct pressurization only) are required for qualifying jobs. Post-installation leakage rates should be equal to or less than 10% of total fan flow.
- No duct sealing work may be done if there is an unvented combustion-heating device within the conditioned space until it is removed, disconnected or properly vented to the outside.
- Trade Allies are required to provide CLEAResult with evidence of competency, such as HERS, or BPI Certification or equivalent field verified skills and knowledge.
- Sealants will be applied in a way that meets manufacturer specifications and UL 181, NFPA 90A, and NFPA 90B.
- Inspect the whole duct system, including the attic, crawlspace, garage and basement.
- Evaluate the system's supply and return air balance. Many systems have air return ducts that are too small.
- Complete sealing work using the approved material listed above.
- Post-installation blower door air pressure measurements are required to ensure that air infiltration are not less than the standards in the Arkansas Comprehensive Deemed Savings document.

## Lighting Retrofit

### Measure Description

A variety of high efficiency fixtures, ballasts and lamps exist in the market today, producing the same amount of lumens, while consuming less electricity. Deemed lighting savings are mature components of utility sponsored Program offerings around the country.

### Measure Baseline Efficiency Levels

The measure baseline has been established per the Arkansas Deemed Savings documents, in conjunction with IECC 2003. IECC 2003 specifies maximum lighting power densities by building or area type. These requirements apply to all new construction projects and alterations of existing spaces when 50% or more of the lighting fixtures are replaced. Table 2 below lists these values.

*Table 2*

Building Type	Lighting Power Density (W/ft <sup>2</sup> )	Building Type	Lighting Power Density (W/ft <sup>2</sup> )
<i>Automotive Facility</i>	<i>1.5</i>	<i>Museum</i>	<i>1.6</i>
<i>Convention Center</i>	<i>1.4</i>	<i>Office</i>	<i>1.3</i>
<i>Court House</i>	<i>1.4</i>	<i>Parking Garage</i>	<i>0.3</i>
<i>Dining: Bar Lounge/Leisure</i>	<i>1.5</i>	<i>Penitentiary</i>	<i>1.2</i>
<i>Dining: Cafeteria/Fast Food</i>	<i>1.8</i>	<i>Performing Arts Theater</i>	<i>1.5</i>
<i>Dining: Family</i>	<i>1.9</i>	<i>Police/Fire Station</i>	<i>1.3</i>
<i>Dormitory</i>	<i>1.5</i>	<i>Post Office</i>	<i>1.6</i>
<i>Exercise Center</i>	<i>1.4</i>	<i>Religious Building</i>	<i>2.2</i>
<i>Gymnasium</i>	<i>1.7</i>	<i>Retail</i>	<i>1.9</i>
<i>Hospital/Health Care</i>	<i>1.6</i>	<i>School/University</i>	<i>1.5</i>
<i>Hotel</i>	<i>1.7</i>	<i>Sports Arena</i>	<i>1.5</i>
<i>Library</i>	<i>1.5</i>	<i>Town Hall</i>	<i>1.4</i>
<i>Manufacturing Facility</i>	<i>2.2</i>	<i>Transportation</i>	<i>1.2</i>
<i>Motel</i>	<i>2.0</i>	<i>Warehouse</i>	<i>1.2</i>
<i>Motion Picture Theater</i>	<i>1.6</i>	<i>Workshop</i>	<i>1.7</i>
<i>Multi-Family</i>	<i>1.0</i>		

## Lighting Standards

CLEAResult standards are 3100 lumen lamps with premium ballasts to reduce lamp count and adjust light output with the ballast. The ballast is to be NEMA Premium High Efficiency Ballast. Lamps used under the program are to have superior life expectancies, High Color Temperature (CRI) and high light output (3100 lumen T8 lamps). Where possible, fixtures shall be wired in tandem to maximize efficiency and reduce material cost.

Efforts should be made to maintain sufficient light levels for areas being retrofitted. Lighting levels will vary depending on the participant's preference and the activities being performed within the spaces. Table 2 below lists the IESNA Lighting Handbook 9<sup>th</sup> Edition's recommended lighting levels for various applications. Under no circumstances does CLEAResult or Entergy Arkansas guarantee that the lighting levels below meet specific codes or requirements. The following chart is intended to be used as a guideline for educating the participant. In all instances the participant should be consulted prior to proposing added fixtures, or de-lamping specific areas. The listings below should be used in conjunction with the requirements for maximum lighting wattage per square foot listed in Table 3.

*Table 3: Source IESNA*

Lighting Level Building Area and Task	Horizontal fc	Comments
Auditoriums	10	Include provision for higher levels
Banks-Tellers' Stations	50	
Barber Shops	50	
Bathrooms	30	
Building Entrances (Active)	5	
Cashiers	30	
Conference Rooms	30	Plus task lighting
Corridors	5	
Dance Halls	5	
Drafting-High Contrast	50	
Drafting-Low Contrast	100	
Elevators	5	
Exhibition Halls	10	Include provision for higher levels
Floodlighting - Bright Surroundings (Vertical)	5	Less for light surfaces - more for dark
Floodlighting - Dark Surroundings (Vertical)	3	Less for light surfaces - more for dark
Hospitals - Examination Rooms	50	High color rendition
Hospitals - Operating Rooms	300	Variable (dimming or switching)
Kitchen	50	
Laundry	30	
Lobbies	10	
Office - General	30	
Parking Areas - Covered	2	Lower at night
Parking Area - Open	0.2	Higher for enhanced security
Reading/Writing	50	Varies with task difficulty
Restaurant - Dining	10	
Stairways	5	
Stores - Sales Area	30	
Streetlighting - Highways	0.9	Varies with traffic density
Streetlighting - Roadways	0.7	Varies with traffic & pedestrian density

## Lighting Controls

### Measure

- Lighting controls save energy by turning off or dimming lights when they are not needed. There are a variety of sensors eligible in this Program including passive infrared, dual-technology, integral occupancy sensors, and photocells which can be coupled with a variety of control strategies including daylighting controls, occupancy controls, and time clocks.

### General Standards

- Section 805.2 of IECC 2003 specifies under what conditions, light reduction and automatic controls are mandatory for new construction and retrofit projects on a space-by-space basis.
- Products shall be tested, approved and labeled/listed by Underwriters Laboratories, Inc., or by a nationally recognized testing laboratory (NRTL)
- Electrical standards shall comply with NEMA standards pertaining to components and devices for electric-electronic Energy Management Control Systems (EMCS).

### Training Standards

Training to be completed prior to a trade ally participating in the program:

- New Trade Ally Orientation Class

Training to be completed on an annual or as-needed basis:

- Annual Program Update Class
- Sales and Marketing Class
- Installation and Efficiency Standards
- Controls must be installed by manufacturer standards
- Below is a list of technology and best practices recommendations:
  - General
    - Where daylighting is available, provide daylighting controls. Use continuous dimming for spaces with minor motion activity such as reading, writing, and conferencing.
    - Use stepped dimming (on/off switching) for spaces with major motion activity such as walking and shelf stocking.
    - Always mount ultrasonic occupancy sensors at least 6 to 8 ft away from HVAC ducts on vibration free surfaces and place so there is no detection out the door or opening of the space.
    - In spaces of high occupant ownership such as private offices and conference rooms, always include switches for manual override control of the lighting.
    - If there is concern that lighting could be turned off automatically or manually when people are still in the space, put in night lighting for safe egress.
    - Many lighting control devices have specific voltage and load ratings requirements. Be sure to specify the device model that matches the correct voltage and load rating for the application.

- Conference Rooms
  - Use dual technology occupancy sensors in larger conference rooms for optimal detection of both small hand motion and larger body movement.
  - Ceiling or corner-mounted passive infrared occupancy sensors are used for medium and small conference rooms.
  - Always include switches that provide manual override control of the lighting.
- Hallways/Elevator Lobbies/Common Areas
  - Hallways and common areas are best suited for automatic on/off control of lighting using time scheduled or occupancy sensor control.
- Kitchens/Lunch Rooms
  - Ceiling or corner mounted passive infrared occupancy sensors are typically used.
- Private Offices
  - Ceiling mounted, corner mounted or wall switch passive infrared occupancy sensors are used for medium and small offices, dual technology sensors for larger offices.
  - Always include switches that provide manual override control of the lighting.
- Open Office Spaces
  - The Best Practice for open office areas is dependent upon the building size and the owner's needs. For small, single floor office buildings or an open office area in a leased space, occupancy sensors are a good strategy. For larger, owner occupied, or multi-floor tenants, scheduling using lighting control panels is recommended because one time clock can control lighting on multiple floors. Combining both scheduled and occupancy sensor control offers the benefit and convenience of keeping lighting on during normal hours of operation, yet after hours allows occupancy based control for additional energy savings.
  - For maximum energy efficiency after hours, lighting control zones should be designed as small as reasonable so fewer lights are turned on by an occupant after hours and less energy is used.
  - When occupancy sensors are used in spaces with partitions, use ceiling mounted ultrasonic sensors because they can detect motion over partition walls. Follow proper spacing guidelines for optimum sensor coverage (see page 36).
- Restrooms
  - Use ceiling mounted ultrasonic sensors for restrooms with stalls.
- Stairwells
  - Use ultrasonic sensor mounted above the doorway, or door swing, to control stairwell lighting.
  - Use a normally closed power pack for "fail safe ON" operation.
  -
- Utility Closets
  - Use a digital timer switch for allowing manual activation and for lights automatically turning off.
- Exterior Lighting Control
  - Use a lighting control panel with time clock and photocell to control exterior lighting to turn on at dusk and off at dawn and turn non-security lighting off earlier in the evening for energy savings.
  - Circuit different exterior lighting fixtures to be controlled separately by the lighting control panel. This allows different lighting to turn on at different levels of illumination according to application need. For example, entry lighting may turn on earlier than parking lot lighting.

## Window Film

### Measure

- The addition of solar film to the inside of glazing on windows that are east and west facing of commercial buildings less than 15,000 sq ft can decrease summer cooling costs.

### General Standards

- Window film insulation is only eligible on windows that are east and west facing.
- Window film is only eligible on windows that are clear single or double pane glazing with a solar heat gain factor (SHGC) greater than 0.66. Windows with existing solar films or solar screens are not eligible.
- The solar film applied to the windows must have an SHGC less than 0.50.
- Window Film must be National Fenestration Rating Council (NFRC) certified.

### Training Standards

Training to be completed prior to a trade ally participating in the program:

- New Trade Ally Orientation Class

Training to be completed on an annual or as-needed basis:

- Annual Program Update Class
- Sales and Marketing Class

### Installation and Efficiency Standards

- Windows must not be shaded by existing awnings, exterior curtains or blinds or any other shading device.
- Must be installed in space conditioned by refrigerated air conditioning (central, window or wall unit).

Must meet all applicable codes and standards including:

- Window films should be installed based on manufacturer standards.
- ASTM-408: Standard Method for Total Normal Emittance by inspection Meter.
- ASTM E-308: Standard Recommended Practice for Spectro-Photometry and Description of Color in CIE1931 (this is an indicator of luminous reflection and visibility).
- ASTM-E903: Standard Methods of Test for Solar absorbance, reflectance and transmittance using an integrated sphere.
- ASTM G-90: Standard Practice for Performing Accelerated Outdoor Weatherizing for Non-Metallic Materials Using Concentrated Natural Light.
- ASTM G26: Xenon arc weathering to accelerate natural aging.
- ASTM E-84: Flammability for commercial and residential structures.

## Refrigeration – Night Covers

### Measure

- Cabinet curtains or roller blinds cover refrigerated cases without doors at night to prevent cooling leakage when a convenience store is closed.

### General Standards

- Covers must be installed on previously open display cases that can be covered for a period of at least 6 hours.
- Case manufacturer must not object to the use of these covers.
- Incentive is based on the linear footage of the installed night cover.
- Work with CLEAResult to determine exact efficiency requirements and product eligibility.

### Training Standards

Training to be completed prior to a trade ally participating in the program:

- New Trade Ally Orientation Class

Training to be completed on an annual or as-needed basis:

- Annual Program Update Class
- Sales and Marketing Class

### Kitchen Equipment

#### Eligible Measures

- Energy Efficient Dishwashers
- ENERGY STAR Electric Steam Cookers
- ENERGY STAR Electric Convection Oven
- High Efficiency Electric Combination Oven
- High Efficiency Fryers
- ENERGY STAR Refrigerators
- ENERGY STAR Freezers

### General Standards

- All measures must meet performance criteria defined in the ENERGY STAR qualified product list,
  - Work with CLEAResult to determine exact efficiency requirements and product eligibility.

### Training Standards

Training to be completed prior to a Trade Ally participating in the Program:

- New Trade Ally Orientation Class

Training to be completed on an annual or as-needed basis:

- Annual Program Update Class
- Sales and Marketing Class

## DISCLAIMERS

### Entergy Arkansas and/or CLEAResult

The selection of a participating trade ally to perform work is the sole decision of the property owner, customer, and/or authorized lessee/occupant. Inclusion of a trade ally in the participating trade ally list for the program does not constitute an endorsement by Entergy Arkansas or CLEAResult of any product, individual, or company. Work performed by participating trade allies is not guaranteed or subject to any representation or warranty, either expressed or implied or otherwise, by either Entergy Arkansas or CLEAResult. Neither Entergy Arkansas nor CLEAResult makes any guarantee or any other representation or warranty, expressed or implied or otherwise, as to the quality, cost, or effectiveness of any product(s) provided or work(s) performed by any participating trade ally or by any such participating trade allies' employees, subcontractors or suppliers.

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 CLEAResult guarantees or warrants that any specific energy-efficiency gains will be achieved for a particular customer under the program.

### Participating Trade allies

Each participating trade ally shall, to the fullest extent allowed by applicable law, indemnify, protect and hold harmless CLEAResult, Entergy Arkansas, their affiliates, their trade allies and each of their officers, directors, control persons, employees, agents and representatives (all of the foregoing being herein referred to, individually and collectively, as the "indemnities") from and against any and all losses, damages, claims, liabilities, costs and expenses (including attorney's fees) that may be imposed on, incurred by, or asserted against the indemnities or any of them by any party or parties (including, without limitation, a governmental entity), caused by, arising from, relating to or in connection with, in whole or in part, directly or indirectly: (a) such participating trade allies breach of any provision of this agreement (b) such participating trade allies act or omission that results directly or indirectly in any property damage, personal injury or death in connection with the performance of any work by such participating trade ally, (c) any violation of law by such participating trade ally or (d) the treatment, storage, disposal, handling, transportation, release, spillage or leakage by such participating trade ally of any hazardous substance in any form. THIS INDEMNITY SHALL APPLY EVEN IN THE EVENT OF THE CONCURRENT NEGLIGENCE, ACTIVE OR PASSIVE, OF ANY OR ALL INDEMNITEES. Indemnities, respectively, at their option exercisable by written notice to such participating trade ally, may require such participating trade ally to defend any or all suits or claims concerning the foregoing.



## DEFINITIONS

Custom Measure: An energy efficiency measure that does not have a prescriptive calculation methodology. This type of measure requires measurement and verification to accurately quantify demand and energy savings.

EE: Energy Efficiency

EM&V: Evaluation, Measurement and Verification, often referred to as Measurement as Verification.

Energy Master Planning: The process of reviewing Energy Performance Benchmarking reports and establishing a strategic approach to the effective use of energy, which may include the implementation of energy efficiency measures.

Energy Performance Benchmarking: A comprehensive analysis of facility energy use which provides a rating for the performance of buildings (typical on a scale of 1 to 100) relative to a peer group of facilities using regional data. This evaluation may be used to identify energy efficiency measures or can be used as a tool for Energy Master Planning.

Facility Assessment: A preliminary facility walkthrough performed by Program Staff or a Trade Ally to determine energy savings opportunities. An assessment does not necessarily provide adequate inspection documentation and additional on-site verification may be required for identified energy efficiency projects.

Feasibility Study: A comprehensive energy savings evaluation and life-cycle cost analysis (prepared by a licensed engineer or other professional) that evaluates the Participant's opportunities for energy savings at their facility using established calculation methodologies and computer simulated energy models

Incentive: A one-time payment to the Participant (or a designated assignee) for energy efficiency projects completed through the program.

Incentive Rate: A defined value of incentive dollars on a per unit basis to calculate total incentive.

kW: The abbreviation for kilowatt (equal to 1,000 watts), which is the unit of measurement for electrical demand or power.

kWh: The abbreviation for kilowatt-hour, which is the unit of measurement for electrical energy use. One kWh is the amount of energy consumed by the use of one kW for one hour.

Measure: A single proposed energy efficiency improvement, at either a single facility or multiple facilities.

Measurement and Verification: A process of observation and measurements that establish energy use of a proposed energy efficiency measure for both pre-retrofit and post-retrofit conditions that allows the calculation of energy savings. This process may also require gathering data on correlating factors for a specific system or facility, such as production, occupancy, operating hours, or similar metrics.

Participant: Any non-residential Entergy Arkansas, Inc. customer that has enrolled in the energy efficiency programs who will exert best efforts to approve, fund, and install projects during the Program year.

Participation Agreement: A non-binding document that once submitted by the participant, will enroll them into the Large Commercial Incentive Programs offered by Entergy Arkansas, Inc., allow Program Staff to verify eligibility, and permit appropriate program follow-up.

Pre-Installation Inspection: A facility walkthrough performed by Program Staff prior to implementation of energy efficiency projects to verify and document proposed or identified energy efficiency upgrades within a participant's facility.

Prescriptive Measure - An energy efficiency measure that has a prescriptive calculation methodology, given in the Arkansas TRM (Technical Resource Manual). This type of measure does not require measurement and verification.

Post-Installation Inspection: A facility walkthrough performed by Program Staff or Program Evaluators after implementation of energy efficiency projects to verify and document proposed or identified energy efficiency upgrades within a participant's facility.

Program Evaluator: An independent party that reviews the documentation and calculations completed by the Program Implementer and provides technical guidance on the program.

Program Implementer: Technical and administrative consultants hired by the Program Sponsor to operate the energy efficiency programs.

Program Sponsor: The utility funding and operating the energy efficiency program.

Project: A planned set of energy efficiency measures for a single Participant (at either a single facility or multiple facilities) as proposed by Program Staff or a Trade Ally.

Project Application: A document provided by the Program Implementer and executed by the Participant that outlines the proposed energy efficiency measures, the estimated savings, and the project incentive. Acknowledged receipt of this form by the Program Implementer will reserve the listed incentive for the Participant.

Tier: A unique measure (or combination of measures) that when evaluated for an energy efficiency project, may provide enhanced incentive rates for comprehensive projects.

Trade Ally: A contractor, supplier, or industry professional seeking to adapt his or her business model to utilize the energy efficiency programs to promote energy efficiency projects.

## Frequently Asked Questions (FAQs)

As a small business customer, why should I participate in this Program?

There is a long list of potential benefits including:

- Energy-efficiency is considered a low risk, high return investment.
- Begin saving money on your energy bills right away.
- Increase the comfort and productivity of your facilities.
- Enhance sales and/or customer satisfaction.
- Uncover hidden problems.
- Improve the environment.
- Take advantage of government incentives.
- How do I initiate participation in the Small Business Program?

If you are small business customer, please call the Energy Efficiency Solutions Center at 1-877-212-2420.

What can I do to prepare for my energy assessment?

Make a list of any existing problems such as condensation and uncomfortable or drafty rooms. Have copies or a summary of the facility's yearly energy bills if possible. Be prepared to answer the following questions during your assessment:

- What are the typical operating hours for the facility?
- How many people work at the facility? What is the typical occupancy?
- Are there any special energy uses associated with the business?
- Are there any comfort or maintenance issues that have already been identified?
- How much are we willing to invest in order to start saving now?

APPENDICES

Appendix A	Project Application
Appendix B	Participation Agreement
Appendix C	Trade Ally Agreement

Appendix A: Project Application

PROJECT APPLICATION FORM												
PARTICIPANT INFORMATION					PROGRAM INFORMATION							
Participant Organization Name					C&I Program Name							
Primary Contact					C&I Account Representative							
Title					Working Address 1 (Street)							
Working Address 1 (Street)					Working Address 2 (City, State Zip)							
Working Address 2 (City, State Zip)					Phone							
Phone					Email							
Email					Fax							
How did you hear about our program: <input type="checkbox"/> Utility Referral <input type="checkbox"/> Direct mail or email <input type="checkbox"/> Radio or Printed Ad <input type="checkbox"/> Customer referral <input type="checkbox"/> Other (please describe):												
C&I Prescriptive												
1	2	3	4	5	6	7	8	9	10	11		
Measure/Project Type	Building Name/ Address/Roof or Measure	Project Scope (Brief project description)				Est Project Start Date	Est Project Completion Date	Est Project Cost (\$)	ESTIMATED Demand Reduction (kW)	ESTIMATED Energy Savings (\$/kWh/yr)	ESTIMATED Incentive Applied Per (\$)	Authorized Initials (Partner)
1. New Construction								0.00	0	\$0.00		
2. New Construction								0.00	0	\$0.00		
3. New Construction								0.00	0	\$0.00		
4. New Construction								0.00	0	\$0.00		
5. New Construction								0.00	0	\$0.00		
6. Lighting Retrofits								0.00	0	\$0.00		
7. All Other								0.00	0	\$0.00		
8. All Other								0.00	0	\$0.00		
9. All Other								0.00	0	\$0.00		
10. All Other								0.00	0	\$0.00		
							Program TOTAL:	\$0	0.00	0	\$0.00	
PARTICIPANT ACKNOWLEDGMENT					PROGRAM APPROVAL							
I have signed my initials next to each project listed above that my organization is planning to complete in the current program year. All information included here is true and correct to the best of my knowledge. I am authorized to commit my organization to reserving incentive funds for these projects in this Program.					The incentive funds estimated in this Project Application Form are not officially reserved for the Partner until the Program has completed the section below. Also, all savings and incentive estimates are NOT final until projects have been completed and verified.							
Signature					Signature							
Date					Date							
Please return the completed form to either the EMAIL ADDRESS or FAX NUMBER listed below: EMAIL: / FAX Number:												

Appendix B: Participation Agreement

## 2014 BUSINESS SOLUTIONS PROGRAMS PARTICIPATION AGREEMENT

### TAKE CONTROL OF YOUR ENERGY USE

Entergy Arkansas-sponsored energy efficiency programs for commercial and industrial customers can help.

Entergy Arkansas is proud to offer a suite of program offerings to encourage energy efficiency improvements for its commercial customers. Each program offers financial incentives along with technical and consulting assistance to help customers identify, develop and implement energy efficiency projects. From the installation of new light fixtures to larger, more complex equipment and processes, the programs provide the necessary resources to make immediate and sustainable reductions in energy use and spending.

### Large Commercial & Industrial Program

The Large Commercial & Industrial Program offers an easy way for non-residential customers to see significant savings. The program utilizes a holistic approach to energy efficiency that allows for customers to have program staff assess their facility for the maximum amount of savings. Customers can participate in simple projects such as lighting, lighting controls and HVAC equipment replacement for both retrofit applications and new construction projects. Customers can also engage in more complex projects such as variable speed drives, building controls, industrial process improvements or air compressor projects that require a high level of technical assistance.

### CitySmart® Program

The CitySmart Program targets public sector facilities, including those run by counties, cities and towns, as well as primary schools, secondary schools, accredited junior colleges and universities. The program incentivizes energy saving measures in both new construction and retrofit projects, such as lighting, lighting controls, variable speed drives, building controls, data center improvements, wastewater treatment plant improvements, etc.

### Small Business Program

The Small Business Program helps small businesses achieve significant, long-term electricity savings through the use of local contractors. Participating contractors will help small business customers like you analyze your facility's energy use, identify energy efficiency improvement projects and install cost-effective energy-saving measures.

### STEPS TO PARTICIPATE:

1. Sign and submit the participation agreement on back to enroll.
2. Program administrator will help you to determine the specific program for which your organization is eligible.
3. Work with the program administrator to discuss energy efficiency project opportunities.
4. Schedule your pre-installation inspection with the program in order to allow the program administrator to quantify prospective energy savings.
5. You will receive a summary report of findings at your facility, including opportunities and potential savings.
6. For all programs, sign and submit a project application to define projects to be completed and reserve incentive funds.
7. Complete projects defined in the project application.
8. Notify program administrator of project completion and schedule post-inspection as required.
9. Receive incentive dollars from Entergy Arkansas and benefit from future years of energy and Entergy bill savings.
10. After completing the project and receiving incentives, the participant may be contacted by an independent evaluator to verify information gathered by the program and/or to review on-site equipment installation.



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Questions? Contact the Energy Efficiency Solutions Center at 877-212-2420 or visit [entergyarkansas.com](http://entergyarkansas.com).

**ENERGY SOLUTIONS**  
AN ENTERGY ARKANSAS PROGRAM

**2014 ENTERGY ARKANSAS  
ACCEPTANCE OF AGREEMENT**

Entergy Arkansas has contracted with CLEAResult to sponsor, promote and administer the Commercial & Industrial, CitySmart and Small Business programs. \_\_\_\_\_, (herein referred to as "participant") recognizes that it is a willing participant of these programs, which are designed to help reduce Entergy bills, freeing up operating dollars for other needs.

This participation agreement reflects the voluntary collaboration between your organization and the Entergy Arkansas-sponsored Large Commercial & Industrial, CitySmart and Small Business programs. The terms below detail the general commitments of the participant in order to improve the energy efficiency of their facilities. Please note that specific terms and conditions of each program are more fully described in the program manual. Applicable program manuals will be available for the participant once the program administrator has selected the appropriate program options for a specific participant.

The program administrator agrees to provide services to the participant with the understanding that the participant will exert its best efforts to implement cost-effective energy efficiency recommendations. Projects submitted to the program must be completed by Dec. 1, 2014 to receive incentive funds and allow time for post-installation inspections.



**TO PARTICIPATE IN THESE PROGRAMS, YOU WILL NEED TO UNDERSTAND AND AGREE TO THESE TERMS:**

1. Participant acknowledges that the appropriate program manual will be made available and that they will abide by the terms and processes set forth in this document.
2. Participant will identify a contact person to work with the program throughout the term of this agreement. He or she will work with the program to identify, assess and implement cost-effective energy efficiency measures.
3. The programs will reserve incentive funds for eligible energy-saving projects and will pay the participant monetary incentives based on projects completed within each program year.
4. Participant will make its best effort to complete and submit relevant project application forms, including necessary supporting documentation for each project, in a timely manner. The project application process is required in order to reserve financial incentives for projects.
5. Participant will allow the program to use participant's name to promote enrollment to entities, including the general public, potential program participants, utilities, as well as federal, state or local entities.
6. Participant acknowledges that, as part of its participation in this program, it will maintain eligibility to receive program services and incentives from the date of this participation agreement until Dec. 31, 2014.

**By endorsing below, your organization accepts this agreement with Entergy Arkansas**

This agreement should be signed by your organization's director, president or similar executive and is valid through the 2014 program year. If participant wishes to end its participation in the program, it may do so at anytime by providing the program administrator written notice of its intentions.

Organization: \_\_\_\_\_ Title: \_\_\_\_\_

First Name: \_\_\_\_\_ Last Name: \_\_\_\_\_

Address, City, State, Zip: \_\_\_\_\_

Telephone: \_\_\_\_\_ Email: \_\_\_\_\_

Account Number\*: \_\_\_\_\_ Tax ID: \_\_\_\_\_

*\*If more than one account number, please provide a separate list of buildings, physical addresses and account numbers.*

SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

Please sign and e-mail to the appropriate contact below. If electronic submission is unavailable, please fax to 866-420-4450.

Large Commercial & Industrial Contact: Andrea Zimmerman  
andrea.zimmerman@CLEAResult.com

CitySmart and Small Business Contact: Victoria Garrison  
victoria.garrison@CLEAResult.com



Questions? Contact the Energy Efficiency Solutions Center at 877-212-2420 or visit [entergyarkansas.com](http://entergyarkansas.com).

Appendix C: Trade Ally Agreement

**ENTERGY ARKANSAS TRADE ALLY AGREEMENT**

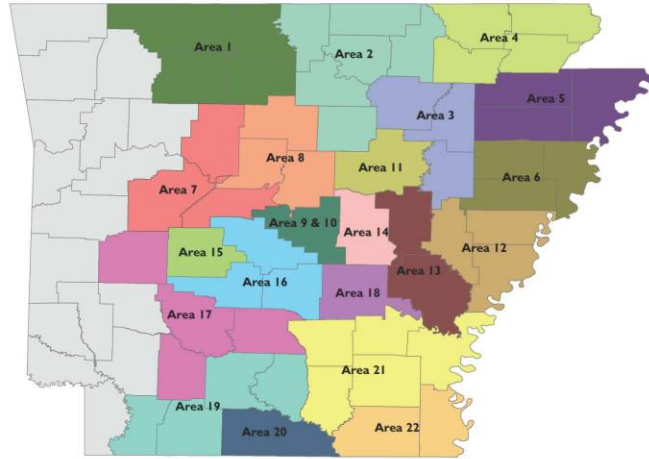
COMPANY INFORMATION		
<b>My Company is applying to be a Trade Ally in (check all that apply):</b> <input type="checkbox"/> CitySmart <input type="checkbox"/> C6I Custom <input type="checkbox"/> C6I Prescriptive <input type="checkbox"/> Small Business		
Business Name:	Contact Name:	
Business Address:		
City:	State:	Zip:
Email:	Office Phone :	Mobile Phone:
CERTIFICATION(S) & EXPERIENCE		
<b>I am currently certified and have received training in the following areas (check all that apply):</b>		
<input type="checkbox"/> BPI – Energy Analyst                      I have attached a copy of the certification(s) checked above to this application.		
<b>I currently own and use the following tools required to perform air and duct sealing (check all that apply):</b>		
<input type="checkbox"/> Blower Door	Manufacturer:	Model #:
		<input type="checkbox"/> Duct Blaster®                      Model #:
<b>I am currently experienced and ready to perform the following services. I acknowledge that some of these program measures require additional training verification (check all that apply):</b>		
<input type="checkbox"/> Lighting Controls and Retrofits	<input type="checkbox"/> HVAC/Chiller Controls and Equipment Replacement	<input type="checkbox"/> VFD and Motor Retrofits and Installation
<input type="checkbox"/> Window Film Installation	<input type="checkbox"/> Data Center Upgrades	<input type="checkbox"/> Industrial Process or Equipment Upgrades
<input type="checkbox"/> Refrigeration Retrofits	<input type="checkbox"/> Kitchen Upgrades and Appliances	<input type="checkbox"/> Air Compressors
<input type="checkbox"/> WWTP Upgrades <input type="checkbox"/> Other:		
BUSINESS CAPABILITY:		
<b>I confirm that I have the following to demonstrate business capability (not applicable for architectural or engineering firms)</b>		
<input type="checkbox"/> Satisfactory Dun and Bradstreet Rating                      DUNS ID:		
<b>Or at least TWO of the following:</b>		
<input type="checkbox"/> Banking reference*	<input type="checkbox"/> Three professional/trade references*	<input type="checkbox"/> Principals of Company have satisfactory credit score/no outstanding liens/judgments*
<i>*Use table below to complete required reference or principal information</i>		
Banking Reference:		
Email:		Phone:
Address:		
Reference/Principal Name 1:		
Email:		Phone:
Address:		
Reference/Principal Name 2:		
Email:		Phone:
Address:		
Reference/Principal Name 3:		
Email:		Phone:
Address:		
INSURANCE:		
Comprehensive General Liability (\$1,000,000 or more)	<input type="checkbox"/> Yes	<input type="checkbox"/> Copy is Attached

**Terms and Requirements:**

- Trade Ally acknowledges that it has been provided with the Program Manual and will abide by the terms and processes set forth in this document.
- Trade Ally will notify and collaborate with Program Implementer (CLEAResult) on all potential projects to help with additional measure identification and performing the non-cash benefits of the program.
- Trade Ally will attend all required classroom and on-site training.
- Trade Ally will provide a customer complaint resolution process to CLEAResult or use one provided by the CLEAResult.
- Trade Ally will allow CLEAResult to provide Trade Ally contact information to Program Participants.
- Trade Ally will allow Program to post their business name on the Program website.
- Trade Ally will allow CLEAResult to Pre and post inspect all projects for savings verification.
- The Program will pay financial incentives to the Program Participant, not the Trade Ally, unless an incentive assignment letter is signed by the program participant or the incentives are being applied for through the Small Business Program where the Trade Ally gives the Program Participant a direct discount off their invoice.

# Entergy Arkansas 2014 Program Manual

To best serve Entergy Arkansas customers, we need to get an accurate area of where you are willing to travel within the Entergy AR service territory below. This information will be provided to potential customers, therefore it must be accurate. You can change your service coverage area later by contacting CLEARResult.



**Using the table below, please indicate in which cities you plan to conduct business by marking the left column:**

<input type="checkbox"/>	<b>Area 1</b>	Alpena, Bergman, Berryville, Bull Shoals, Diamond City, Everton, Flippin, Gilbert, Green Forest, Harrison, Lead Hill, Leslie, Marshall, Omaha, Peel, Pindall, Pyatt, Saint Joe, Summit, Valley Springs, Western Grove, Yellville
<input type="checkbox"/>	<b>Area 2</b>	Ash Flat, Big Flat, Calico Rock, Cherokee Village, Cotter, Drasco, Fifty Six, Gassville, Hardy, Heber Springs, Highland, Mammoth Spring, Mountain Home, Mountain View, Onia, Pangburn, Timbo, Williford
<input type="checkbox"/>	<b>Area 3</b>	Augusta, Bald Knob, Batesville, Bradford, Cash, Cave City, Charlotte, Concord, Cord, Cushman, Desha, Diaz, Floral, Gregory, Grubbs, Guion, Judsonia, Locust Grove, Magness, Marcella, McCrory, Melbourne, Mount Pleasant, Newark, Newport, Oil Trough, Patterson, Pleasant Plains, Rosie, Russell, Sage, Salado, Sidney, Sulphur Rock, Swifton, Tuckerman, Tupelo
<input type="checkbox"/>	<b>Area 4</b>	Alicia, Almira, Armorel, Biggers, Black Oak, Black Rock, Blytheville, Caraway, College City, Corning, Crocketts Bluff, Datto, DeWitt, Dell, Gillett, Gosnell, Greenway, Hoxie, Imboden, Knobel, Lake City, Leachville, Luxora, Manila, Marmaduke, Monette, Peach Orchard, Pocahontas, Portia, Powhatan, Ravenden, Rector, Reidell, Reyno, Saint Charles, Saint Francis, Success, Tichnor, Walcott, Walnut Ridge
<input type="checkbox"/>	<b>Area 5</b>	Bassett, Bay, Bono, Cash, Cherry Valley, Driver, Dyess, Etowah, Fisher, Frenchman Bayou, Gilmore, Harrisburg, Hickory Ridge, Joiner, Jonesboro, Keiser, Lepanto, Marked Tree, Osceola, Trumann, Turrell, Tyronza, Waldenburg, Weiner, Wilson
<input type="checkbox"/>	<b>Area 6</b>	Brickeys, Clarkedale, Colt, Crawfordsville, Earle, Edmonson, Forrest City, Heth, Hughes, Madison, Marion, Palestine, Parkin, Proctor, Vann Dale, West Memphis, Widener, Wynne
<input type="checkbox"/>	<b>Area 7</b>	Appleton, Atkins, Belleville, Briggsville, Centerville, Danville, Dardanelle, Dover, Gravelly, Harvey, Havana, Hector, London, Ola, Plainview, Pottsville, Rover, Russellville
<input type="checkbox"/>	<b>Area 8</b>	Center Ridge, Conway, Damascus, El Paso, Enola, Greenbrier, Hattiesville, Maumelle, Mayflower, Morrilton, Mount Vernon, North Little Rock, Plumerville, Solgohachia, Springfield, Vilonia, Wooster
<input type="checkbox"/>	<b>Area 9</b>	West Little Rock
<input type="checkbox"/>	<b>Area 10</b>	Little Rock, Wrightsville
<input type="checkbox"/>	<b>Area 11</b>	Beebe, Cabot, Georgetown, Griffithville, Higginson, Kensett, McRae, Searcy, West Point
<input type="checkbox"/>	<b>Area 12</b>	Aubrey, Barton, Clarendon, Cotton Plant, Crumrod, Elaine, Goodwin, Helena, Holly Grove, Hunter, La Grange, Lambrook, Lexa, Marianna, Marvell, Mellwood, Moro, Oneida, Poplar Grove, Snow Lake, Turner, Wabash, West Helena, Wheatley
<input type="checkbox"/>	<b>Area 13</b>	Allport, Altheimer, Biscoe, DeValls Bluff, Des Arc, Hazen, Roe, Stuttgart, Tollville, Ulm, Wabbaseka
<input type="checkbox"/>	<b>Area 14</b>	Carlisle, Coy, England, Jacksonville, Keo, Lonoke, Scott, Sherrill, Sherwood
<input type="checkbox"/>	<b>Area 15</b>	Bonnerdale, Buckville, Fountain Lake, Hot Springs, Hot Springs Village, Jessieville, Mountain Pine, Pearcy, Royal
<input type="checkbox"/>	<b>Area 16</b>	Alexander, Bauxite, Benton, Bryant, Carthage, Donaldson, Friendship, Haskell, Malvern, Poyen, Prattsville, Traskwood
<input type="checkbox"/>	<b>Area 17</b>	Amity, Antoine, Arkadelphia, Bismark, Blevins, Bluff City, Bonnerdale, Caddo Gap, Caddo Valley, Delight, Emmet, Glenwood, Gurdon, Mount Ida, Norman, Oden, Okalona, Pencil Bluff, Pine Ridge, Prescott, Sims, Sparkman, Story
<input type="checkbox"/>	<b>Area 18</b>	Grady, Hensley, Jefferson, Moscow, Pine Bluff, Redfield, Sheridan, White Hall
<input type="checkbox"/>	<b>Area 19</b>	Bearden, Buckner, Camden, Chidester, Emerson, Fordyce, Kingsland, Lewisville, Magnolia, McNeil, New Edinburg, Rison, Stamps, Stephens, Taylor, Thornton, Village, Waldo
<input type="checkbox"/>	<b>Area 20</b>	Callon, El Dorado, Huttig, Junction City, Louann, Mount Holly, Norphlet, Smackover, Strong, Urbana
<input type="checkbox"/>	<b>Area 21</b>	Arkansas City, Dumas, Gould, Grady, Hermitage, McGehee, Mitchelville, Monticello, Pickens, Tilar, Warren, Wilmar, Winchester
<input type="checkbox"/>	<b>Area 22</b>	Boydell, Crossett, Dermott, Eudora, Hamburg, Lake Village, Montrose, Parkdale, Portland, Wilmot



**Trade Ally**

Trade ally shall, to the fullest extent allowed by applicable law, indemnify, protect and hold harmless CLEAResult, Entergy Arkansas, Inc., their affiliates, their trade allies and each of their officers, directors, control persons, employees, agents and representatives (the "Indemnities") from and against any and all losses, damages, claims, liabilities, costs and expenses (including attorney's fees) that may be imposed on, incurred by, or asserted against the Indemnities or any of them by any party or parties (including, without limitation, a governmental entity), caused by, arising from, relating to or in connection with, in whole or in part, directly or indirectly: (a) Trade ally's breach of any provision of this Agreement (b) Trade ally's act or omission by reason of property damage, personal injury or death, of whatsoever nature in connection with the performance of any work by Trade ally, (c) any violation of law by Trade ally or (d) the treatment, storage, disposal, handling, transportation, release, spillage or leakage of any hazardous substance in any form. THIS INDEMNITY SHALL APPLY EVEN IN THE EVENT OF THE CONCURRENT NEGLIGENCE, ACTIVE OR PASSIVE, OF ANY OR ALL INDEMNITEES. Indemnities may require Trade ally to defend all suits or claims concerning the foregoing.

**Trade Ally Penalties/Consequences**

The CLEAResult Program Director or Manager, who will communicate directly with the Trade Ally to determine what corrective actions need to be taken and will handle issues arising from field inspections or customer surveys. To protect EAI's reputation with its customers, we will not allow a Trade Ally to continue in the program if we need to call them back to correct a deficiency in a project more than once in any six-month period. If a deficiency should be identified, however, we will first allow the Trade Ally to explain what happened, correct the problem, and meet with the program team to provide assurances that they have put controls in place that will avoid a recurrence of the problem in the future. Trade Allies will acknowledge and agree to this program requirement when they sign the program application to join the program. In the rare case where we may be forced to remove a Trade Ally from the program, we will maintain their information in our database and invite them to re-apply to participate as a program ally no less than six months after they were removed from the program.

If a situation arises where a Trade Ally behaves in a manner that jeopardizes the program in any way, CLEAResult will deal with the situation immediately. In this case, we will document the issues in writing to the Trade Ally, along with a plan for corrective action and a warning that we will not tolerate further incidents. If the behavior does not improve over a specified time, CLEAResult will remove the provider from the program. We will carry out the QA/QC function continuously throughout the duration of this program.

By endorsing below, you (Trade Ally) acknowledge that all the above information supplied is correct and accept this agreement with the CitySmart/CGI Custom/CGI Prescriptive/Small Business Programs sponsored by Entergy Arkansas, Inc. and implemented by CLEAResult Consulting. The signatory for this agreement maintains that they have the full authority to commit the Trade Ally to the terms and requirements outlined in this "Trade Ally Agreement."

Printed Name:	Signature (or Digital Signature):	Date:
---------------	-----------------------------------	-------

Please sign and e-mail to the appropriate contact below. If electronic submission is unavailable, please fax to (501-265-0189):

CGI Trade Ally Coordinator:  
 April Wolcott  
[april.wolcott@CLEAResult.com](mailto:april.wolcott@CLEAResult.com)  
 (501) 221-4041