



FY23
SRP Business Solutions
Small Business Program Manual

May 1, 2022

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1.1 PROGRAM OVERVIEW

Salt River Project (SRP) offers a range of energy efficiency opportunities to help non-residential customers save energy and money. The FY23 SRP Business Solutions Small Business Program promotes the purchase of high-efficiency lighting and HVAC system upgrades in small commercial facilities. Free assessments are available to qualifying customers to help identify energy efficiency opportunities. In addition, rebates are offered and paid directly to program approved contractors (Alliance Participants) who pass the savings on to the SRP customer in the form of reduced pricing on installed measures. Individual measure rebates are designed to cover approximately 75% of the cost of qualifying measures; however, this can increase to cover a greater portion of the project cost when eligible lighting and non-lighting equipment are installed together. Total rebates on a project site cannot exceed 100% of the total project cost.

Program participants are commercial and industrial facility owners or occupants that are on an eligible SRP price plan and have a total cumulative 12 month electricity consumption, across all accounts, \leq 300,000 kWh/yr.

Important: As a convenience to SRP small business customers, SRP maintains a network of Alliance Participants to help identify and implement energy efficiency improvements. Small Business Solutions Alliance Participants are independent contractors, and Participation in the Program does not constitute an endorsement of any kind on the part of SRP.

Lighting equipment rebates are available for new construction projects under the SRP Business Solutions Standard Program. For more information on both programs, please visit www.savewithsrpbiz.com.

1.2 CONTACT INFORMATION

SRP has retained Resource Innovations, Inc. as the Program Administrator for the SRP Business Solutions Small Business Program. Questions about the program can be directed to the Program Administrator via:

- **Web**
 - www.savewithsrpbiz.com
- **Telephone:**
 - Customer informational hotline: (602) 236-3054
 - Small Business Program Alliance Participant direct line: (602) 236-1616
- **Email:**
 - Customer inquiries: savewithsrpbiz@srpnet.com
- **Mail:**
 - SRP Business Solutions Small Business Program
 - 3100 West Ray Road, Suite 230
 - Phoenix, AZ 85226

1.3 MANUAL USE AND ORGANIZATION

This program manual is designed for use by customers and Small Business Program Alliance Participants. It outlines the rules and requirements of the SRP Business Solutions Small Business Program. The manual is organized as follows:

- Section 1 – Introduction
- Section 2 – Alliance Participants
- Section 3 – Addresses customer, measure, and cost eligibility requirements
- Section 4 – Discusses rebate information
- Section 5 – Outlines program participation steps

A sample customer application, frequently asked questions, and other general program support information are contained in appendices at the end of this manual.

1.4 PROGRAM DATES

SRP's FY23 Business Solutions Small Business Program (Small Business Program) is effective on May 1, 2022 until April 30, 2023. All qualifying equipment must be purchased and installed in accordance with the program requirements during this period to be eligible for the Small Business Program. As explained further in Section 5, a no-cost lighting assessment is mandatory to qualify for the discounted equipment pricing offered by Alliance Participants. FY23 SRP Business Solutions Small Business Program rebates are not eligible for measures purchased or installed prior to May 1, 2022 or without necessary approvals.

The Small Business Program requires that eligible measures be installed by a program-approved Small Business Program Alliance Participant to qualify for rebate payment. Small Business Program Alliance Participants are independent contractors with respect to the Program, and are not authorized to make representations or incur obligations on behalf of SRP. Participation as a Small Business Program Alliance Participant does not constitute an endorsement by SRP, nor does it certify or guarantee the quality of work performed.

A listing of program-approved Small Business Program Alliance Participants is available online at www.SaveWithSRPBiz.com or by contacting the Program Administrator.

In the context of providing support to the FY23 SRP Business Solutions Small Business Program, Alliance Participants are required to perform the following FY23 SRP Business Solutions Small Business Program services:

Initial Contact and No-Cost Assessment

- Respond to direct customer no-cost assessment requests as follows — Customers applying for a no-cost assessment, must select a preferred Small Business Program Alliance Participant. A listing of “Preferred” contractors is offered to customers through the “Find a contractor” search tool accessed through savewithsrpbiz.com. The preferred contractor list will be limited to Small Business Program Alliance Participants that have met and maintain a minimum contractor score of 200 points. The customer-selected Small Business Program Alliance Participant will be notified upon submission and must contact the customer within three (3) business days to schedule a no-cost walk-through assessment of the customer’s lighting and HVAC systems. The Alliance Participant must then submit an assessment using the program tool to SRP within five (5) business days of the completed assessment. Small Business Program Alliance Participants who do not meet customer request response requirements, may be removed from the program.
- Complete accurate pre-installation assessments of a customer’s lighting and HVAC systems and identify applicable energy efficiency improvements that 1) fit the customer’s needs, 2) will result in energy, demand and cost savings, and 3) are eligible for rebates from SRP. Alliance Participants are required to utilize the templates and tools provided by SRP in order to complete the assessment and offer a customer pricing that is consistent with the FY23 SRP Business Solutions Small Business Program Equipment Requirements and Incentive Structure.
- If the customer elects to include lighting upgrades, provide to the customer a comprehensive lighting assessment and proposal specifying the following: the existing and proposed lighting equipment (including fixture type(s), lamp and ballast quantities) and fixture wattages. If the customer elects to include non-lighting measures, Alliance Participants must provide all applicable information such as HVAC system types, sizes (tons) and other applicable system details. All proposals must include total project cost, estimated rebate, and portion of the total project cost to be paid by the customer.
- If the customer elects to include lighting upgrades, provide to the customer, and submit to SRP via the program tool, a comprehensive lighting assessment that includes ALL lighting fixtures on sight (with the exception that exterior lighting may be excluded when the customer is a tenant in a leased space). Fixtures not retrofitted must be entered into the program tool as no change.
- Provide every customer with leave-behind program marketing materials provided by SRP at the time of the initial meeting.
- Post-installation lighting levels must comply with current IES recommended standards.

- Some HVAC measures are required to be performed by a licensed mechanical contractor that is a registered Energy Efficiency Alliance (EEA) member.

Application Process for Installation of Lighting Equipment and Performance of HVAC Measures

- Complete the assessment and submit to SRP with all supporting documentation within five (5) business days of completing all lighting and HVAC improvement projects. The Alliance Participant is encouraged to submit completed assessments to SRP for pre-approval if any of the following scenarios apply:
 - Projects where the rebate exceeds \$5,000, it is encouraged to include detailed photos of equipment according to each space with submission
 - Facilities vacant or unoccupied during some portion or all of the previous 12 month period
 - Facilities that are less than four years old
 - Facilities where lighting system upgrades have been completed within the last four years
 - Facilities that have LED lighting in a majority of the space
- To submit a completed assessment for pre-approval to the SRP Small Business Solutions rebate program each of the following items need to be included:
 - Completed Small Business Program Customer Application using the SRP Rebate Center OR by completing the FY23 SRP Business Solutions Small Business Program Customer Application in PDF format with an ink signature.
 - Completed assessment using the mobile assessment tool with all required fields filled out.
 - Proof of one of the following qualified product listings at the time of application approval: ENERGY STAR® or the DesignLights Consortium™ (DLC)
- To submit a completed assessment for final payment to the SRP Small Business Solutions rebate program each of the following items need to be included in addition to the items required for pre-approval:
 - Updated project information including quantities, materials, scope of work and project costs.
 - Detailed invoice which must include the SRP customer name, site address, invoice date, vendor name and part number for all equipment purchased and installed, quantities, estimated rebate amount, applicable taxes, customer paid amount, lighting portion cost (if applicable), non-lighting portion cost (if applicable), total project cost and Alliance Participant's contact information (phone, email, mailing address).
- Upon receiving the application materials for both pre-approval and final payment, SRP program administrators will review the application package and request any clarifying or missing information or supporting documentation. It is the responsibility of the Alliance Participant to make the requested corrections and to provide any requested documentation within ten (10) business days.
- Rebate amounts for qualifying equipment installed for approved projects will be paid according to the values shown in the FY23 SRP Business Solutions Small Business Program Equipment Requirements and Incentive Structure reference guide.

Program Knowledge and Expectations of Alliance Participants

- Represent SRP and its energy efficiency programs, including the vendor-neutral aspects, in an accurate, positive and professional manner.
- Maintain working knowledge of current SRP energy efficiency programs, including customer and equipment eligibility, customer screening, customer analysis needs, and implementation requirements, and incorporate standard program language as required in all written materials.
- Recommend and/or install energy-efficient equipment in accordance with city, state and federal electric codes and all rules set forth by SRP.
- Ensure that the customer is satisfied with the performance of the new energy-efficient systems. SRP reserves the right to evaluate projects and confirm customer satisfaction via phone and virtual inspections, site visits and surveys. Alliance Participants who do not maintain satisfactory customer satisfaction levels as defined by SRP may be removed from the program.
- Consistently complete and submit accurate assessments and required incentive application documentation. Alliance Participants will be expected to have a 90% accuracy rate of application submittals. Participants that fall below 90% will be required to attend a training class, and their accuracy rate will be re-evaluated after 30 days. Alliance Participants who continue to fall below accuracy standards, may be removed from the program.
- Treat customer information as confidential.
- Understand, support and, if requested, participate in the program evaluation process.
- Participate, as required, in all Small Business Program training sessions and regular Alliance Participant review meetings with SRP.
- The Alliance Participant shall not represent themselves as an employee of SRP, but rather as an approved and independent SRP Small Business Program Alliance Participant.
- All participating trade allies are expected to comply with the CDC's best practice health and travel guidance and the State of Arizona's Requirements for Businesses to keep our community safe and minimize the spread of COVID-19. SRP urges all trade allies working with SRP customers to verify whether these customers have any special COVID-19 procedures or protocols implemented at their company or facilities in advance of site visits to ensure compliance. Trade allies may be notified of any customer complaints or concerns regarding a trade ally's adherence to orders and guidelines related to COVID-19.

3.1 CUSTOMER ELIGIBILITY

Non-residential customers may be eligible for the following two tiers of the Small Business Program:

Tier 1 of the Small Business Program: Customer must be a current SRP non-residential retail electric customer on an eligible price plan with a total energy consumption, across all accounts, of $\leq 145,000$ kWh over the last 12 monthly billing cycles and meet the customer eligibility requirements outlined in this program manual.

Tier 2 of the Small Business Program: Customer must be a current SRP non-residential retail electric customer on an eligible price plan with a total energy consumption, across all accounts, between 145,000 and 300,000 kWh over the last 12 monthly billing cycles and meet the customer eligibility requirements outlined in this program manual.

For the purposes of SRP's energy efficiency programs, a customer is defined as a company or organization that receives electric service from SRP under an approved SRP price plan. A customer may be a holder of a single account, multiple accounts in aggregate or corporate accounts. A customer who is the holder of multiple accounts or corporate accounts with a single SRP customer identification number will be considered a single customer and may participate in multiple SRP programs subject to rebate caps and program requirements. As part of the application process, SRP reserves the right to deny customer eligibility for any of the following reasons:

- Facilities vacant or unoccupied during some portion or all of the previous 12 month period if in SRP's sole opinion the annual energy consumption would have otherwise exceeded 300,000 kWh/yr
- Facilities that are less than four years old
- Facilities where lighting system upgrades have been completed within the last 4 years or if the customer has received a coil cleaning rebate within the last 3 years.
- Leased or rented facilities submitted without owner approval

To verify a customer's total 12-month energy consumption, please contact the Program Administrator. SRP retains the right to make final determination of customer eligibility.

Approved Alliance Participants are to discuss the project with customers and obtain customer approval to proceed with the installation of proposed Small Business Program lighting measures. All agreements made for installation of measures are between the customer and the Alliance Participant. SRP is not responsible for landlord-tenant arrangements. Once the Alliance Participant has customer approval to proceed, Alliance Participant may install the qualifying measures.

Eligible Price Plans

Table 3.1 lists eligible customer price plans.

Table 3.1: Eligible Price Plans for SRP Business Solutions Small Business Program

Description	Price Plan
Time-of-Use General Service	E-32
Super Peak Time-of-Use General Service	E-33
M-Power for Pre-Pay General Service	E-34
Standard General Service	E-36
Standard Pumping Service	E-47
Time-of-Week Pumping Service	E-48

Customers can verify their price plan by looking on a recent bill. Figure 3.1 shows where to find the price plan and account number on a typical SRP customer bill. Customers with questions regarding their account should contact the Program Administrator or their SRP Account Manager.

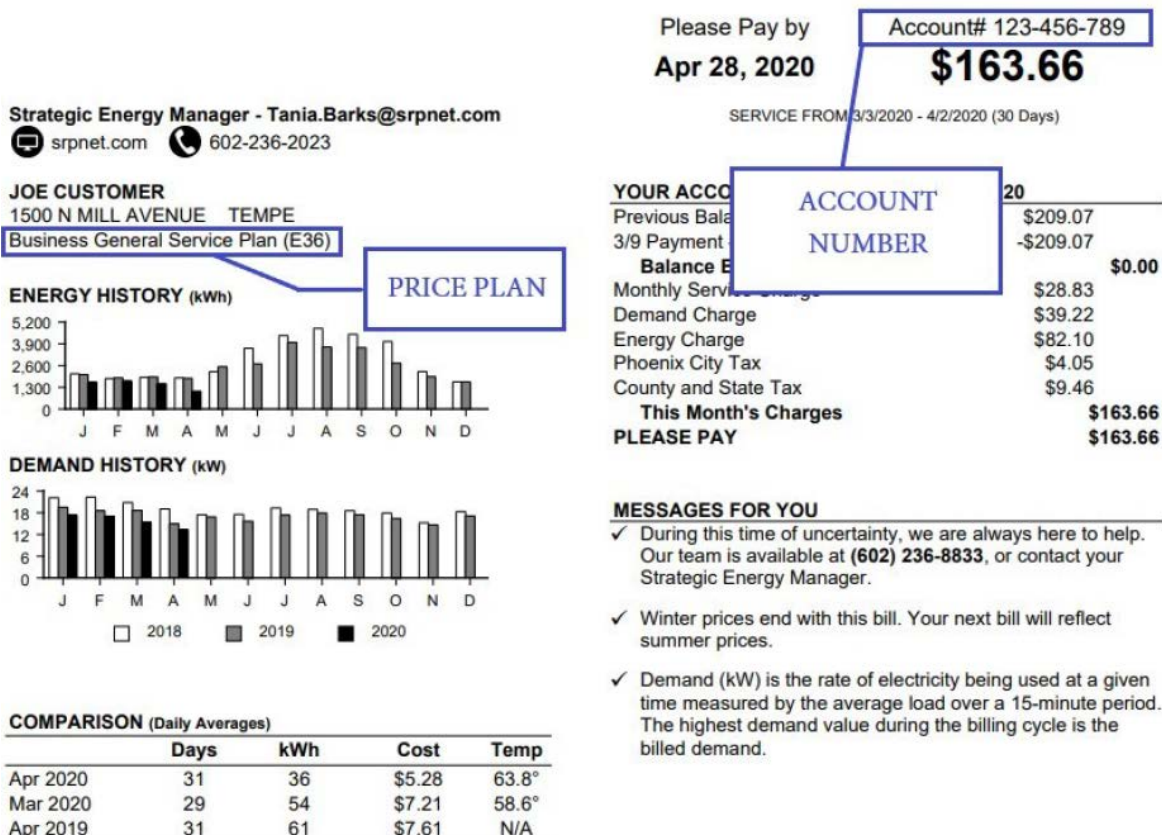


Figure 3.1: Representative SRP Electric Bill**3.2 MEASURE ELIGIBILITY**

The Small Business Program offers qualifying customers a no-cost walk-through assessment of their lighting system and equipment rebates to reduce the cost of eligible lighting equipment. Approved rebates are paid directly to the Alliance Participant to reduce the customer's upfront cost of eligible lighting equipment.

To be eligible for equipment rebates, all equipment must meet the following eligibility requirements:

Lighting Measure Requirements

- LED Products (except exit signs) must be UL-rated and approved by either ENERGY STAR or DesignLights Consortium.
- New fixtures can be installed as a one-for-one replacement or as a system redesign in which a portion of existing fixtures are removed and the new LED systems meet or exceed existing light levels.
- Retrofits involving de-lamping within the fixtures are eligible provided that the capability to install additional lamps is removed and occurs during an upgrade of new qualifying lighting equipment.
- All equipment must be new and installed in a manner that meets or exceeds code regulations. Post-installation light levels should meet or exceed current IES recommended standards.
- New lighting equipment must result in an installed demand reduction of 30% or more based on approved fixture wattages. Excludes lighting controls and Small Business Custom (SBc) measures. Small Business Custom measures must result in a minimum 15% installed demand reduction.
- Lighting measures that do not meet the Small Business Solutions Program eligibility requirements may still qualify for rebates under the SRP Business Solutions Standard Program; these measures are subject to rebate levels and eligibility requirements of that program
- Exterior lighting is subject to the rebate levels and eligibility requirements of the SRP Business Solutions Standard Program

Linear LED Tube Replacements

UL Type A –Replacement Lamps – Linear LED tubes (AKA “Plug & Play” tubes) that operate off of existing lamp holders and ballasts. Lamps of this type are eligible for rebate only when a new, compatible electronic ballast is installed as part of the fixture retrofit.

UL Type B –Internal Driver/Line Voltage Lamps – Linear LED tubes that operate off of existing lamp holders but require existing ballasts be bypassed to deliver a line voltage directly to the LED tube.

UL Type C –External Driver Lamps – Linear LED tubes that operate off of existing lamp holders but require existing ballasts be replaced with an external LED driver which will receive line voltage and then delivers low voltage to the existing lamp holders and LED tube. Lamps of this type are eligible for rebate.

Additional Lighting Measures

- LED High Efficiency 2'x4' and 2'x2' retrofit kits must be 'door type', covering the entirety of the existing fixture and should resemble a new fixture.
- LED Strip Fixture replacements must be new LED strip or wrap fixtures. Existing 4ft fixtures that are connected or linked in a tandem configuration are considered 8ft strip systems.

- LED Strip Fixture retrofit kits must replace the existing fixture cover and lamp holders. Retrofit kits with magnetic mounts are not eligible. Existing 4ft fixtures that are connected or linked in a tandem configuration are considered 8ft strip systems.
- LED Refrigerated Case fixtures must be new LED fixtures intended for use within refrigerated spaces; retrofit case lighting does not qualify.
- LED 2-Pin & 4-Pin; must be a Plug & Play (operating on a ballast) CFL or PL replacement.
- LED screw-ins: A, BR, PAR, MR16, Candelabra, Globe lamps are eligible.
- LED Downlight retrofit kits are only eligible if the existing recessed can housing is used for mounting.
- LED Downlight New Fixtures are only eligible if the existing recessed can housing is removed.
- LED High bay fixtures must be new fixtures. Retrofit kits and E-39 screw-in base replacement lamps are not eligible.
- LED Exit signs; must be a new fixture replacing an existing exit sign.

LED to LED Conversions

- Eligible for all equipment types, and require a minimum 15% wattage reduction. The existing LED lamp wattage is based on the lamp or fixture label wattage; a photo of the label must be provided with submission.

Lighting Controls Requirements

- Sensors may be wall, fixture, or ceiling-mounted.
- Equipment must be new and installed in a manner that meets or exceeds manufacturers' specifications
- Sensors must control fixtures that were not previously controlled by a sensor.

Lighting Control Functions

Occupancy Controls – Sensors must be passive infrared, ultrasonic, microphonic, or dual technology sensors.

Daylighting Controls – Must be installed within daylighting zones, control interior fixtures with Continuous, Stepped, or Bi-level ballast or automated control that dims fixture by 50% or more in response to exterior ambient light. Refer to rebate levels and requirements available under SRP Business Solutions Standard Program.

Networked Lighting Controls – Must be listed on the Design Lights Consortium Networked Lighting Controls Qualified Products List at the time of application pre-approval. Refer to rebate levels and requirements available under SRP Business Solutions Standard Program.

HVAC Measures

Smart Thermostats – Must be one of the following systems: Nest, Nest E, Honeywell Home Round, Honeywell Home T-Series, Honeywell Duo Wi-Fi Trade, Honeywell Wi-Fi 9000, Honeywell Wi-Fi 9000 Voice, Honeywell Wi-Fi Focus Pro, Honeywell Wi-Fi Vision Pro, Ecobee 3, Ecobee 3 lite and Ecobee 4.

Complete Coil Cleaning – Clean of condenser coil (chemical cleaning not required) and chemical clean of evaporator coil. Rebate is per unit. Eligible for rebate every 3 years. Must be combined with a non-coil cleaning non-lighting measure to qualify.

Condenser Coil Cleaning – Clean of condenser coil (chemical cleaning not required). Rebate is per coil. Eligible for rebate every 3 years. Must be combined with a non-coil cleaning non-lighting measure to qualify.

Evaporator Coil Cleaning – Chemical clean of evaporator coil. Rebate is per coil. Eligible for rebate every 3 years. Must be combined with a non-coil cleaning non-lighting measure to qualify.

HVAC Check-Up* – Trade Ally must provide a minimum 16-point HVAC system check-up, to help qualifying customers identify both maintenance items and cost-effective HVAC system energy savings opportunities. Contractor must provide completed proof of the check-up including readings for pressures, amp draws, and voltages as well as documentation of any components needing repair or replacement.

Refrigerant Charge* – Trade Ally must recharge at least 10% of the refrigeration for the unit, total refrigerant (oz) must be included on the customer invoice. Contractor must provide a description of repairs rendered to address refrigerant leak.

EC Motor* – Only EC motors ≤ 1 HP are eligible.

Economizer* – 100% OA units are not eligible. Replacements of existing economizer must be submitted under the Economizer Repair measure if inoperable for less than 2 years.

Economizer Repair* – Existing economizer must have been inoperable for less than 2 years.

**Measure must be completed by a licensed mechanical contractor that is registered as an Energy Efficiency Alliance (EEA) member. Documentation of licensing must be provided in order to receive a rebate.*

Removal and Recycling of Used Equipment

The Alliance Participant shall assume full responsibility for the proper removal, recycling and/or disposal of all products replaced in the course of an SRP rebate applicable lighting upgrade. Universal Waste products shall be recycled through a state approved Universal Waste authorized recycling firm. Documentation of Universal Waste recycling will be made available to SRP/Program Administrator upon request. The following products shall be deemed as Universal Waste: linear fluorescent lamps, compact fluorescent lamps, HID lamps, induction lamps, mercury containing thermostats, and any ballast that does not have a label stating "NO PCB's." Non-Universal Waste products will be disposed of through recycling and/or landfill. No removed equipment shall be left at the customer site. No removed equipment shall be made available for reinstallation.

4.1 REBATE AVAILABILITY AND REBATE CAPS

Rebate funding for the SRP Business Solutions Small Business Program is limited and applications will be accepted on a first-come, first-serve basis until all rebate funding has been committed. After that time, customers will be given the option to be placed on a waiting list in the order requests were received by SRP. Current availability of rebate funds can be checked at www.savewithsrpbiz.com or by contacting the Program Administrator. Customers may reserve rebate funding for the project by working with an approved Small Business Program Alliance Participant to submit a Lighting Audit Application. Funding will be reserved for sixty (60) days, but no later than April 30, 2023.

SRP's Business Solutions programs allow customers to participate in multiple programs subject to the rebate cap established by SRP. The rebate cap is the maximum rebate amount that a customer is eligible to be paid for that program year. For FY23, the rebate cap is \$300,000 per customer per program year for all SRP Business Solutions programs. SRP reserves the right to waive or adjust the rebate cap on a case by case basis and determine at its sole discretion the program year to which a rebate is attributed.

4.2 MEASURE REBATES

The Small Business Program offers qualifying customers a no-cost walk-through assessment of their facility and rebates for installation of eligible measures. Eligible measures must be installed by a program approved Alliance Participant and the measure rebates are paid directly to the Alliance Participant to reduce the customer's up-front cost of eligible equipment or maintenance.

The Small Business Program rebates are intended to cover approximately 75%; however, this can increase when eligible lighting measures are installed with eligible non-lighting and may not exceed 100% of the typical installation costs for the equipment outlined in Section 3.2.

Other equipment, not listed in Section 3.2, may be eligible for a rebate reimbursement from SRP equal to the current applicable rebate levels paid under the SRP Business Solutions Standard Program. Such equipment must meet the SRP Business Solutions Standard Program measure eligibility requirements outlined in Section 3.2 of the FY23 SRP Business Solutions Standard Program Manual available at www.savewithsrpbiz.com and be installed by an approved Small Business Program Alliance Participant to be considered for rebate payment. Total rebate payments on a project site may not exceed 100% of the total project cost. Measures installed by approved Small Business Program Alliance Participants under the SRP Business Solutions Small Business Program are not eligible for rebates from SRP under any other available energy efficiency or rebate program.

5.1 OVERVIEW

This section provides information on participating in the SRP Business Solutions Small Business Program including the program process, required submittals, and milestones.

Customers most likely to be approved to participate in the program and realize the biggest savings include those with:

- Long operating times for lighting equipment (e.g. 10 hours or more Monday through Friday and/or operation on weekends)
- Facilities at least four years old
- Facilities that were originally built for a different end-use
- Facilities that have not had their lighting system upgraded within the last four years
- Excessive noise or heat emitting from the lighting systems
- Mixed colors and lamp types, and general lack of uniformity in the lighting system
- Facilities with non-programmable thermostats

Customers and Small Business Program Alliance Participants are advised to review the comprehensive suite of SRP's program offerings to identify the most appropriate offering to meet their needs. A brief overview of available program offerings is presented in Appendix A of this manual. All program questions can be directed to the Program Administrator. A listing of pre-approved Small Business Program Alliance Participants with experience in identifying project opportunities is available online at www.SaveWithSRPBiz.com or by contacting the Program Administrator.

5.2 PARTICIPATION PROCESS

Customers and Alliance Participants can participate in the Small Business Program by adhering to the following basic steps:

- Step 1: Complete a Small Business Program Customer Application. The Customer Application can be provided by a Small Business Program Alliance Participant, or downloaded from www.SaveWithSRPBiz.com.
- Step 2: For approved and eligible customers, an approved Small Business Program Alliance Participant completes the no-cost walk-through assessment to identify potential savings, costs, and discounts offered by the program associated with lighting and HVAC system improvements. Alliance Participant submits an assessment with supporting documents to reserve funding for the project.
- Step 3: Upon customer acceptance, the Small Business Program Alliance Participant installs qualifying energy efficiency measures.
- Step 4: The customer pays the Small Business Program Alliance Participant the portion of the project cost not discounted by SRP rebates and identified in the Alliance Participant's invoice. The Alliance Participant submits the required project information to the Program Administrator for payment of eligible rebates.

Figure 5.2 shows a graphical representation of the participation process for the Small Business Program. Additional information about each step is summarized below.



Figure 5.21: Participation Process for All Measures

Step 1 – Complete a Small Business Program Customer Application

To verify customer eligibility, customers must submit a completed Customer Application to SRP prior to conducting the assessment. The Application is an electronic file and is available for download online at www.savewithsrpbiz.com, by contacting the Program Administrator, or from approved Small Business Program Alliance Participants. The application requests the following information:

- Identification of the customer site(s) and the SRP account number(s)
- Information about the installation site such as primary use, size, and ownership status
- Customer acceptance of program terms and conditions

Customer applications will be reviewed on a first-come, first-serve basis. SRP will review the Customer Application and customers will typically be notified of their eligibility status within seven (7) days of receipt of the completed application. Rebate funding for the project will be reserved for a period of 60 days following acceptance of the application, but no later than April 30, 2023.

Step 2 – No-Cost Walk-through Lighting & HVAC System Assessment

For approved Customer Applications, the Program Administrator will assign the project to the pre-approved Small Business Program Alliance Participant indicated by the customer on the Customer Application. The Alliance Participant will contact the customer within three (3) business days to schedule a mutually convenient time to conduct the no-cost walk-through lighting system assessment. Customer projects identified by a Small Business Program Alliance Participant will be assigned to that firm. The no-cost assessment is a mandatory requirement to be eligible for the equipment rebates offered by the SRP Business Solutions Small Business Program.

The Small Business Program Alliance Participant will conduct the assessment and complete the Project Application at no additional cost. This application summarizes information regarding the existing and proposed lighting measures, HVAC measures and the rebate amounts available for the installation of eligible measures. Small Business Program Alliance Participants are responsible for submitting completed Project Applications to the Program Administrator within five (5) business days of completing the no-cost walk-through assessment.

SRP may also conduct an inspection of the existing lighting and HVAC system to verify compliance with the Small Business Program. The pre-installation inspection requires the presence of at least one representative of the customer who is familiar with the proposed measures and the facility so that all parties can identify any discrepancies. If the inspection cannot be completed in a timely manner because the representative(s) is unfamiliar with the facility or measures, the project site will fail the inspection and SRP may reject the customer's application.

Lighting projects likely to be selected for pre-inspection include, but are not limited to, those with:

- Proposed bi-level switching
- Facilities that have had their lighting system upgraded within the last four years
- Unusual fixture types/wattages
- Facilities occupied <12 months

Lighting projects similar to those listed above are encouraged to submit for pre-approval under the SRP Business Solutions Small Business Program to ensure eligibility.

Step 3 – Project Installation

Customers are responsible for approving the purchase and installation of qualifying measures. Assessment results will outline the existing and proposed equipment, estimated energy savings, total project cost, and discounted project price reflecting the rebates to be paid to the Small Business Program Alliance Participant by SRP. Qualifying measures must be purchased from and installed by the approved Small Business Program Alliance Participant to be eligible for rebate payment.

Step 4 – Project Closeout

Once installed, the Small Business Program Alliance Participant is required to provide the Program Administrator a copy of the final Project Application reflecting as-built conditions and a copy of the project invoice. The invoice must include the following:

- SRP customer name and site address
- Invoice date
- Equipment information including vendor name and part number for all equipment purchased and installed and quantities
- Total costs, including labor and materials, before SRP discounts
- Estimated SRP rebate to be paid to the Small Business Program Alliance Participant
- Applicable taxes
- Final customer cost to be paid by the customer to the Small Business Program Alliance Participant
- Alliance Participant's contact information (company name, phone, email, mailing address).

Upon submitting the Project Application, SRP will review the final installed measures. SRP may request clarification or additional information (including, but not limited to, manufacturer's specification sheets or material invoices demonstrating that equipment to be installed complies with the program requirements) if necessary to complete the review process. Small Business Program Alliance Participants will have ten (10) business days to respond to such requests. If the clarification or additional information is not forthcoming, SRP may choose to discontinue its evaluation and reject the customer's application.

SRP may also conduct an inspection of the installed measure(s) to verify the information submitted by the Small Business Program Alliance Participant. The post-installation inspection requires the presence of at least one representative of the customer who is familiar with the installed measure(s) and the facility so that all parties can identify any discrepancies. An inspection would be considered failed if: the inspection cannot be completed in a timely manner (ten (10) business days), because the representative(s) is unfamiliar with the facility or measure(s); the customer was dissatisfied; exterior lighting on during daytime hours; quantity discrepancy; light levels below IES recommended standards; equipment not fully functional (i.e. dimming, flickering, off) or other reasons that may arise during inspection. If an application is considered failed during the post inspection the Alliance Participant will be notified in writing. The Alliance Participant will have three (3) days to contact the customer, five (5) business days to resolve with the customer and a total of ten (10) business days to respond to SRP. If clarification or additional information is not provided by the Alliance Participant, SRP may choose to discontinue its evaluation and reject the customer's application. SRP retains the right to inspect the installed measure(s) up to two years following installation.

Projects not installed and reported back to SRP within 60 days of an approved Customer Application are subject to rebate availability and the rebate caps outlined in Section 4. SRP will target completing review activities and issuing rebate payments to the approved Small Business Program Alliance Participant for any approved measure(s) within four (4) weeks of receiving a completed Project Application, an acceptable invoice, and any subsequently requested supporting information.

SRP offers a range of energy efficiency opportunities to help non-residential customers save energy and money. Reduced energy costs, technical assistance, and/or incentives are available for qualifying customers. A summary of other available non-residential energy efficiency programs is provided below. Additional information regarding eligibility requirements, rebates, and participation processes is available at www.savewithsrpbiz.com or by contacting the Program Administrator.

SRP Business Solutions Standard Program

The SRP Business Solutions Standard Program promotes the purchase of industry-proven, high-efficiency equipment. Rebates serve to buy down the difference between the cost of high-efficiency and standard equipment, thereby making the high-efficiency equipment a more attractive option for customers. Rebates are available for qualifying lighting, HVAC, data center, building envelope, compressed air, and refrigeration measures.

SRP Business Solutions Custom Program

The SRP Business Solutions Custom Program provides a comprehensive platform for cost-effective non-residential energy efficiency projects not addressed by the SRP Business Solutions Standard Program. One of the primary goals of the program is to obtain verifiable, cost-effective and persistent electrical energy savings that result from the installation of energy efficiency measures.

In addition to equipment rebates, SRP offers eligible customers the opportunity to receive energy efficiency assessments performed by a Qualified Service Provider (QSP). These assessments focus on a predefined system or scope of energy efficiency business practices, strategies and capital improvement opportunities, and can provide both initial and investment grade reports to assist customers in screening, evaluating and prioritizing complex energy efficiency projects.

SRP Business Solutions Small Business Program

The SRP Business Solutions Small Business Program promotes the purchase of high-efficiency lighting and HVAC upgrades in small commercial and industrial facilities. No-cost assessments are available to qualifying customers to help identify lighting efficiency and HVAC upgrade opportunities. Rebates are also available to pre-approved installation contractors to buy down the difference between the cost of energy-efficient systems and standard lighting and HVAC equipment, thereby making the high-efficiency equipment a more attractive option for customers. Rebates are available for qualifying lighting and HVAC measures.

SRP Business Solutions Retrocommissioning Program

The SRP Business Solutions Retrocommissioning Program helps customers achieve demand and energy savings in commercial and industrial facilities. Savings are realized through the systematic evaluation of facility systems and customer's implementation of cost-effective, energy efficiency measures targeted to improve facility operation that, in many cases, also improve occupant comfort and production efficiency.

Program participants are customers with 50,000+ sq. ft. of conditioned space or 1,000,000 kWh in usage, which have demonstrated a commitment to spend \$3,000 or more to implement identified retrocommissioning measures with an estimated total project simple payback of 2.0 years or less based upon electric savings. Additionally, a Monitoring-Based Commissioning (MBCx) option is available for customers with 150,000+ sq. ft. or 3,000,000 kWh to utilize data analytics to find additional potential savings. A streamlined Building Tune-up program is available for customers with facilities 15,000+ sq. ft. in size.

SRP Business Solutions New Construction Program

The SRP Business Solutions New Construction Program provides technical assistance and financial rebates to help architects, engineering professionals, and building owners optimize energy and demand savings, and reduce operating costs in commercial new construction projects. Projects must be new construction or major renovation and must be 20,000 square feet or greater for commercial, industrial, retail, multifamily, or core and shell use. Projects that are most likely to succeed in meeting the program's goals will be accepted. The program offerings are scalable for projects of varying sizes under two different tracks, and flexible to grow with customer demand.

The Expedited Track is suitable for projects with accelerated design schedules that are unable to invest the time necessary for participating under the enhanced performance track. The buildings under this track will have less aggressive savings targets; typically, these buildings will have less than 50,000 square feet of conditioned floor space but must be $\geq 20,000$ square feet (new construction/renovation/additions).

The Enhanced Performance Track will offer two types of Energy Design Assistance (EDA) service incentives, Energy Modeling and Lighting Design Services Incentives. This track employs a whole building performance-based strategy that fosters an integrated design approach with the project's design team starting during the project's schematic design phase. Early involvement, combined with the comprehensive interaction of key project stakeholders, affords the opportunity to cost-effectively evaluate and incorporate efficiency strategies while design components are still fluid. Under the Enhanced Performance Track, the buildings will have $\geq 50,000$ square feet of conditioned floor space (new construction/renovation/additions).

SRP Business Solutions Electrification Program

Thinking of switching to electrically fueled equipment at work? The SRP Business Solutions Electrification Program promotes the purchase of qualifying equipment to convert fossil fuel powered equipment to electric to reduce carbon emissions and make for healthier and safer work environments. Rebates for electric forklifts, electric truck refrigeration, and electrified truck parking spots are available, with additional custom rebates available for site specific equipment like industrial process heating or mid or large heavy-duty fleet conversions. More information can be found at <https://savewithsrpbiz.com/etech>, by calling 602-236-9650, or by emailing etechrebates@srpnet.com

SRP Business Solutions Business EV Program

The SRP Business Solutions Business EV Program promotes the purchase of qualifying charging equipment to power electric vehicles. Your customers and employees will welcome the convenience to charge at work, to encourage customers to stay longer, and to count this initiative towards your sustainability goals. The program provides a per port rebates for level 2 chargers. For technical assessments or program support visit <https://savewithsrpbiz.com/rebates/evcharger.aspx>

SRP Business Solutions Multifamily Program

The SRP Business Solutions Multifamily Program promotes the purchase of high-efficiency lighting, HVAC, building envelope, and tenant upgrades in apartments and other multifamily properties. Contractors promote rebates for both tenant spaces and common areas, with a variety of rebate opportunities available. Be on the lookout for more information at <https://savewithsrpbiz.com>

SRP Business Demand Response Program

SRP is collaborating with a company called Enel X to offer commercial, institutional, and industrial organizations incentive payments for participating in a new program to maintain a reliable and cost-effective electric grid. Between May and October each year, large energy consumers can earn payments for making targeted energy reductions during times of peak demand.

Do I qualify for this program?

SRP Business Solutions Small Business Program promotes the identification and installation of eligible high-efficiency lighting equipment at qualifying small commercial and industrial customer facilities whose 12 month cumulative energy consumption, across all accounts, is $\leq 300,000$ kWh/yr for retrofit applications. No-cost assessments are available through this program to help qualifying customers identify cost-effective lighting and HVAC system energy savings opportunities. In addition, rebates are offered to pre-approved contractors (Small Business Program Alliance Participants) to reduce by up to 75% the capital cost of upgrading to eligible high-efficiency lighting and HVAC equipment for qualifying customers. To determine a customer's 12-month energy consumption total, please contact the Program Administrator.

When will I receive my rebate from SRP?

Walk-through assessments of a customer's lighting system are provided at no cost to eligible customers and completed by pre-approved Small Business Program Alliance Participants. Customers that elect to proceed with the installation of recommended lighting and HVAC measures will receive a discounted price directly from the Small Business Program Alliance Participant in lieu of a rebate check from SRP.

What if I am installing a measure in a leased property and the tenant is responsible for the electric bill?

Customer eligibility is based on the SRP's non-residential retail electric price plan and have a cumulative 12-month energy consumption less than or equal to 300,000 kWh per year across all accounts.

What if I want the rebate paid to me and not the Small Business Program Alliance Participant?

Eligible customers may choose to participate in the SRP Business Solutions Standard Program, which provides customers rebates for the installation of eligible lighting equipment. Under this program, however, there is no program-supported assessment, and rebate levels are typically less than the discounts provided through SRP Business Solutions Small Business Program. The participation process for retrofit lighting projects is also different and requires SRP's written approval of the proposed project prior to purchasing or installing any equipment.

What if I want to look at other equipment that is not included in this program?

The SRP Business Solutions Small Business Program currently only includes lighting systems and limited HVAC equipment upgrades. However, a wide range of rebates for other technologies including HVAC, refrigeration, motors, VFDs, and compressed air is available through SRP Business Solutions Standard Program. A list of participating Alliance Participants supporting these technologies is available at www.savewithsrpbiz.com.

How long will this program be available?

Customers will be able to receive free assessments and discounted lighting costs from Small Business Program Alliance Participants under this program through April 30, 2023, subject to rebate availability. SRP anticipates the SRP Business Solutions Small Business Program to be an integral part of its future resource plan moving forward but reserves the right to cancel the program at any time.

What if my assessment is completed but the installation has not occurred by April 30, 2023?

Qualifying equipment must be installed by April 30, 2023 or by the rebate deadline listed on the Pre-Approval Notification to be eligible for rebates under the FY23 program.

Is there a maximum or minimum rebate amount that I can receive from this program?

Customers are limited to \$300,000 per customer per program year for all programs offered by SRP. There is no minimum rebate amount required for participation in the SRP Business Solutions Small Business Program. Rebate payments under the program are made to the participating Small Business Program Alliance Participant and are subject to program rules and eligibility requirements.

What kind of documentation is required to participate in this program?

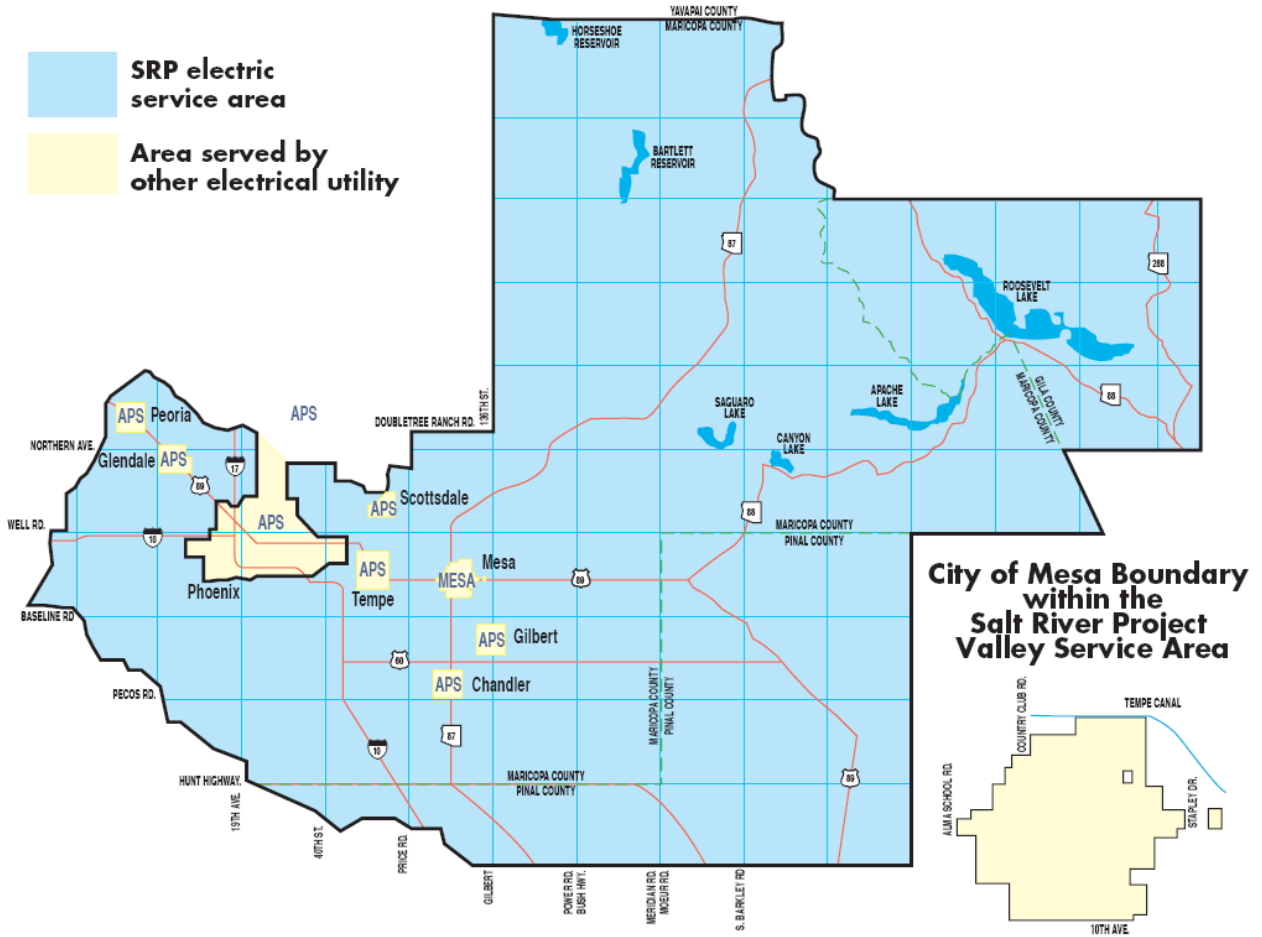
The customer must sign and submit a Customer Application for SRP's review. For each eligible site, the assigned Small Business Program Alliance Participant must submit a copy of a dated paid sales receipt or invoice (see Section 5.2, Step 4 for detailed requirements), along with a completed Project Application. Additional documentation, such as manufacturer specification sheets, may be requested for specific equipment types.

Where can I find out more about this program?

Customers can learn more about the SRP Business Solutions Small Business Program and other SRP programs in the following ways:

- Web
 - www.savewithsrpbiz.com
- Telephone
 - (602) 236-3054
- Email
 - savewithsrpbiz@srpnet.com

An illustration of SRP's service area is provided below. A more detailed map of SRP service area is available by contacting the Program Administrator.





Customer informational hotline: (602) 236-3054

Small Business Program Alliance Participant direct line: (602) 236-1616

savewithsrpbiz@srpnet.com

www.savewithsrpbiz.com
