

Program Overview

The EnergySmart Grocer Program provides audits, technical assistance and financial incentives to grocers who wish to purchase and install energy efficient lighting, HVAC, and refrigeration systems. EnergySmart Grocer operates in the electric utility territory of Pacific Gas and Electric Company (PG&E) and is funded by rate payers through the Public Good Charges. At no time is there obligation to purchase any full-fee service or other services not funded by this program. Contractors and subcontractors shall not be obligated to pay any fees, including training, material or equipment fees, to participate in the program.

EnergySmart Grocer provides valuable energy efficiency resources to its customers including:

- Energy audits
- Technical consultation
- Rebates for efficiency upgrades
- Contractor coordination
- Technical reviews on projects

EnergySmart Grocer offers financial incentives for a menu of efficiency retrofits. Throughout the retrofit process, EnergySmart Grocer's Field Energy Analysts and other Program staff provide support and ensure success. This Program is a continuation of the 2006-2008 EnergySmart Grocer Program and runs through December 31, 2009 or until the date which is no later than three months after the effective date of a final decision by the California Public Utilities Commission (CPUC) on the 2009-2011 Application, whichever occurs first (refer to Addendum on page 5 for additional information on the program term). More information is available by calling the Program directly at **(866) 961-6153**.

EnergySmart Grocer will assist customers in verifying they meet the following eligibility requirements:

- PG&E electric customers paying the Public Goods Program surcharge
- Grocery stores
- Customers with electricity demand of 70kW or greater

Audit Process and Program Coordination

A no-cost energy audit is available to all eligible customers. This audit is not required to receive rebates but is highly encouraged to help develop a coordinated business approach for retrofits that accounts for system interactions and financial constraints. The Program can schedule a date and time for a Field Energy Analyst to visit the store and perform the audit. To schedule an audit appointment, call the Program directly at **(866) 961-6153**.

The Field Energy Analyst meets with the owner or manager when arriving at the store. To enhance the audit quality, EnergySmart Grocer will request the following be ready or available during the scheduling of the audit:

- Utility bill(s) to determine monthly energy usage
- Access to the store's roof and machine room, necessary to do a thorough audit
- A five to ten minute interview to gain information about the age of equipment, last major retrofit, existence of programmable light timers, party responsible for parking lot light electrical bills, and existing plans for building changes or system upgrades

The audit is conducted using GrocerSmart. GrocerSmart is an audit software application that allows the Field Energy Analyst to inventory the store's lighting, HVAC and refrigeration equipment in approximately three hours (based on typical size store; audit may take more or less time depending on the size of the store.)

After the audit, the Field Energy Analyst will create an Energy Savings Report (ESR). This report recommends facility-specific measures and provides customized estimates of energy savings, installed cost, rebates, and payback.

Whenever possible, the ESR is delivered at the end of the initial audit to the customer. If the store decision maker is unable to meet that day, the Field Energy Analyst schedules a follow-up time to meet to review the report. The Field Energy Analyst will review the ESR and guide the customer in making decisions around retrofits specific for the facility.

If the customer would not like to pursue any rebates at this time, the Field Energy Analyst will leave a copy of the ESR with Program materials. The store may be contacted again in the future to determine if interests have changed.

While on site, the Field Energy Analyst may also install low-cost direct install measures as appropriate, such as compact fluorescent lights and Cooler Misers™, to demonstrate immediate savings measures. The Field Energy Analyst will communicate the benefits, how the measures work, and any necessary maintenance. The Field Energy Analyst will request written permission before any installation.

Customers who decline an energy audit may want to talk with a Field Energy Analyst regarding retrofits. In this situation the Field Energy Analyst will meet with the customer to understand needs and assist them appropriately. An audit may be conducted at a later time.

Contractor Involvement

After the customer has been identified and the audit has been performed, contractor selection begins. EnergySmart Grocer has been operating in the PG&E territory for over five years and has developed strong contractor relationships for all types of work. Customers may choose to use their contractor or EnergySmart Grocer can recommend a contractor familiar with the program who has consistently shown a high quality of work. Selecting a contractor to perform retrofit work is wholly the customer's decision.

Technical Review and Rebate Processing

Verification of installed equipment may be required for rebate approval. This verification may be performed by EnergySmart Grocer, PG&E, or the CPUC and their subcontractors during regular store business hours.

If a discrepancy is found between the installation measures and EnergySmart Grocer program requirements, the customer will be brought into a discussion with an EnergySmart Grocer representative and/or the contractor. If equipment can be modified so that it meets program terms and conditions, EnergySmart Grocer will work toward this solution. If the equipment cannot be changed or if the customer decides not to make the qualifying changes, no rebate check will be issued.

Bid Review

A bid review is the assessment of quoted equipment to determine if the product meets the terms and conditions of the EnergySmart Grocer Program. Rebates for any measure involving multiplex, efficient condensers and efficient compressor retrofits are subject to an engineering review to verify conformity with EnergySmart Grocer's Terms and Conditions. The equipment noted in the bid review is either approved or rejected. If approved, the grocery store can be confident that the quoted equipment will be eligible for a rebate when purchased and installed as proposed. If the proposed equipment is not approved, the customer and the contractor have the opportunity to resubmit information and/or make changes to the quoted

equipment before it is ordered and installed. Bid reviews may be requested by the customer or initiated by the Field Energy Analyst.

EnergySmart Grocer may also perform a bid review for lighting and other refrigeration measures. This review is not mandatory and is available to qualify equipment to determine if it meets the measure terms and conditions. The results of this analysis will be shared with the store customer via phone and a follow-up email.

To request a bid review, customers or contractors should call EnergySmart Grocer directly at **(866) 961-6153**.

How to Apply for Rebate

1. **Reservation Application:** To reserve rebate funds for specific measures (Lighting, Refrigeration or Other), the customer or store contractor will need to complete a Reservation Application showing the units to be installed. Please ensure that the PG&E Service Agreement ID (SAID) number, tax ID, and tax status are all indicated. All anticipated reserved rebate funds will be confirmed in writing by the EnergySmart Grocer Program. If reserved funds are not available, rebates will be paid if and when funds become available.
2. **Installation Application:** For reserved rebates, upon project completion the customer or contractor will need to complete and sign the Installation Application confirming actual units installed. This form may also be completed to request waitlist rebate funds.
3. **Invoices:** Attach the itemized invoice(s) to the Installation Application (photocopies accepted). Invoice(s) must include:
 - a. Contractor name, address and phone number
 - b. Customer name and address where retrofit was installed
 - c. Invoices with itemized list of equipment that includes:
 - i. Equipment vendor name/address/phone
 - ii. Itemized listing of product including quantity, product description, manufacturer, model #, and other identifying information as appropriate
 - iii. Project cost
 - iv. Date invoice paid or product terms
 - v. Installation date

Please note that the rebate cannot exceed the cost(s) of the product and installation.

4. **Submit:** Mail or fax the Installation Packet, including the signed *Installation Application*, *Invoice* and any supplemental documentation (e.g. quotes with equipment specifications) :

EnergySmart Grocer Program
1400 SW 5th Ave, Suite 700
Portland, OR 97201
Fax: (800) 811-9709

5. **Rebate Check:** If rebate funds were reserved, the EnergySmart Grocer program will issue a rebate check for approved measures within 45 business days of receipt of a completed Installation Packet and project invoice(s). Waitlisted rebate funds for approved measures will be issued if and when funds become available.

Rebate Requirements and Policy

EnergySmart Grocer staff will make a reasonable effort to assist the customer or contractor in gathering any information missing from the Reservation Application, Installation Application and/or invoice.

The rebate is the property of the customer, but the rebate payment may be released to the contractor. To receive the rebate check directly, contractors must have the customer fill out the Payment Release Form

including the customer's signature and submit it with the Installation Packet. The invoice must clearly note that the rebate has been deducted from the sales price.

Program rebates are taxable to the entity that receives the benefits of the program, which is the customer. If the customer releases the rebate to the contractor, the contractor must show a reduction in the invoice. Rebates greater than \$600 (including cumulative) will be reported to the IRS unless proof of tax exempt status is provided.

Reserved rebates will be paid within 45 days of receipt of the Installation Packet. Rebates not reserved in advance will be paid if and when funds become available.

The Program reserves the right to refuse payment for any installations that do not meet Program Equipment Specification Terms and Conditions or that have incomplete applications. If a rebate is refused, the customer will be notified by the Program via phone and email. Funds reserved for refused rebates may be released.

All purchase invoices or receipts for rebate items must be dated after January 1, 2009 and no later than December 31, 2009 or the date which is no later than three months after the effective date of a final decision by the CPUC on the 2009-2011 Application, whichever occurs first (refer to Addendum on page 5 for additional information on the program term).

The customer acknowledges and agrees that customer cannot receive rebate(s) for the same product, equipment or service from more than one California investor-owned utility or third party energy efficiency program offering rebate(s) for the same product, equipment, or service funded with CPUC Public Goods Charge funds.

The rebate amount cannot exceed the project cost. The customer must submit project invoice(s) which include: vendor name/address/phone, itemized listing of product(s) including quantity, product description(s), manufacturer, model #, and other identifying information as appropriate, project cost, date invoice paid or payment terms, and installation date.

Equipment must meet the Terms and Conditions specified. **Terms and Conditions are subject to change without notice. Please check with EnergySmart Grocer Program before preparing application.** Program Terms and Conditions are located at www.energysmartgrocer.org

Strip curtains and door gaskets will only be rebated when installed in conjunction with other energy saving measures. Please contact the EnergySmart Grocer Program for more details on these requirements.

Rebates may require a post-installation inspection before rebate check is issued. Installations may also undergo inspections by EnergySmart Grocer and/or PG&E after the rebate has been issued.

Dispute Resolution Procedures

The EnergySmart Grocer Program has an established toll-free number, (866) 961-6153, for immediate Program assistance to any contractor or customer. Any equipment, incentive or processing concerns or queries will be addressed via this phone line, and issues will be addressed by EnergySmart Grocer within two business days.

Limitation of Liability

PG&E's and/or its consultant's review of the design, construction, operation or maintenance of the Project, Energy Efficiency Measures, or demand response measures does not constitute any representation as to the economic or technical feasibility, operational capability, or reliability of the project measures.

Disclosure

California consumers are not obligated to purchase any full-fee service or other service not funded by this program. This program is funded by California utility ratepayers under the auspices of the California Public Utilities Commission.

Los consumidores en California no están obligados a comprar servicios completos o adicionales que no estén cubiertos bajo este programa. Este programa está financiado por los usuarios de servicios públicos en California bajo la jurisdicción de la Comisión de Servicios Públicos de California.

ADDENDUM

THIS ADDENDUM TO THE EnergySmart Grocer External Policies and Procedures Manual is effective as of January 1, 2009 (Addendum). The purpose of this Addendum is to allow work to continue under certain 2006-2008 energy efficient programs until the California Public Utilities Commission (CPUC) makes a final decision on the 2009-2011 energy efficient Application.

1. On October 16, 2008 the CPUC issued a Bridge Funding Decision authorizing funding for work performed after December 31, 2008 and until the date which is no later than three months after the effective date of a final decision by the CPUC on the 2009-2011 Application, or December 31, 2009, whichever occurs first (Bridge Funding Period).
2. For those projects under this Program which work may be done or completed after the Bridge Funding Period, any payments made to customers will be subject to CPUC approval and in accordance with the CPUC's final decision on the 2009-2011 Application.
3. The remaining terms of the 2006-2008 EnergySmart Grocer Program shall remain in full force and effect for such Bridge Funding Period. In the event of any inconsistency between the terms of the 2006-2008 EnergySmart Grocer Program and the terms of this Addendum, the terms of this Addendum shall control.