Avista Corp.
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Via: Electronic Mail

June 26, 2014

Jean D. Jewell, Secretary
Idaho Public Utilities Commission
P O Box 83720
Boise, ID 83720-0074

Dear Ms. Jewell:

Re: Avista Application No. AVU-E-13-09 and AVU-G-13-02, Status Report

Dear Ms. Jewell:

Enclosed for filing with the Commission is a copy of Avista Corporation's, doing business as Avista Utilities, Status Report in response to the Idaho Public Utilities Commission Order 3309 dated April 3, 2014, on the Company's request for a finding of prudence for its 2010-2012 electric and natural gas energy efficiency expenditures. A hard copy is being provided via overnight mail.

Avista Status Report

On September 30, 2013 Avista filed with the Idaho Commission an application, supporting testimony and exhibits requesting that the Commission find that the Company's electric and natural gas energy efficiency expenditures from January 1, 2010 through December 31, 2012 were prudently incurred.

On March 5, 2014 the Commission Staff filed comments including recommending the following:

1. Approve $25,172.700 as prudently incurred expenses for the years 2010-2012. This amount consists of $19,827,396 in Idaho electric tariff rider expenses and $5,345,304 in Idaho gas tariff rider expenses.
2. Directs Avista to identify – or if missing, establish – its central decision maker for DSM policy and procedures.
3. Defers recovery of Lewis and Clark State College and OER project incentives until Avista's next prudency filing to provide the Company an opportunity to obtain purchase and labor invoices and verify installation of all incented projects.

Avista filed reply comments on March 19, 2014 supporting Commission Staff's recommendation and committed to filing a status report describing how the Company has addressed concerns raised in their comments.

On April 3, 2014 the Commission issued its Order No. 33009 supporting Staff's recommendations stating "The Company also says it will furnish a report to the Commission Staff and others before July 1, 2014, describing how the Company has addressed Staff's concerns."

In April 2014, Kevin Christie was named Senior Director of Customer Solutions. In his new role Kevin will have responsibility for, among other things, Demand Side Management and Energy Efficiency Policy Planning and Analysis. Kevin graduated from Washington State University with a Bachelors Degree in Business Administration with an accounting emphasis. He also attended the University of Idaho Utility Executive Course.

Kevin joined the Company in 2005 as the Manager of Natural Gas Planning. In 2007, he was appointed the Director of Gas Supply. Prior to joining Avista, he was employed by Gas Transmission Northwest (GTN). From 2000 to 2001, Kevin was employed by PG&E Corporation (PG&E) as the Manager of Finance and Assistant to the SVP, Treasurer and CFO. Before joining PG&E, he was employed by Pacific Gas Transmission Company (PGT) from 1994 to 2000. While at PGT, he held several positions including Manager, Pricing and Business Analysis, Senior Business Analyst, Senior Pricing Planner, and Director of Regulatory Affairs.

On June 17, Avista announced that Dan Johnson was named Sr. Manager of Energy Efficiency. Dan has been with Avista since October 2010 when he was hired as the Smart Grid Project Manager for the Pullman demonstration project. Most recently, he has been in the role of Manager of Project Management and Construction Contracts in Generation Production and Substation Support. He received his Bachelor's Degree in Civil Engineering from the University of Washington and his Master's in Engineering Management from Portland State University. He came to Avista from the Spokane International Airport where he was the Director of Engineering and Planning. Under Dan's leadership, the DSM organization will be fully integrated. Dan reports directly to Kevin Christie and will assume his role on July 1, 2014.

The Company plans to meet with Commission Staffs in Idaho, Washington and Oregon to introduce both Kevin and Dan and looks forward to sharing information regarding these new roles and responsibilities as well as the renewed focus on employing utility best practices related to DSM program implementation and oversight. A meeting will be scheduled with Avista's Advisory Group as well.

In response to the deferred recovery of costs related to Lewis and Clark State College and the Office of Energy Resources (OER) project incentives, the Company has completed its verification of installations and will provide the details in its upcoming July 31st request for prudence of its 2013 DSM expenditures.

Attached to this update is Avista's organization chart as it relates to Energy Efficiency and a copy of the Company's 2014 Idaho Demand Side Management Standard Operating Procedures (SOP). The SOP document provides a detailed explanation of how the DSM programs in Idaho are to be implemented. The document provides information about the process in order to enable a consistent understanding of DSM operations. The SOP serves as an instructional resource for all DSM employees. Avista believes that communicating procedures with consistent results will ensure that the Company continues to deliver high quality programs and excellent customer service while achieving energy savings.

Again, the Company appreciates the thorough review by the Commission Staff and the constructive critiques and suggested improvements to Avista's Demand Side Management programs. The Company looks forward to working with the Commission Staff and other interested parties as we implement the specific recommendations resulting from our own review of internal controls and best practices.

The Company appreciates the long-standing collaborative working relationship with the Commission, its Staff and other stakeholders. We believe these relationships have benefited our customers and all of our stakeholders and have been constructive in refining Avista's DSM programs.

If you have any questions regarding this update report, please feel free to contact me at (509) 495-4975 or linda.gervais@avistacorp.com.

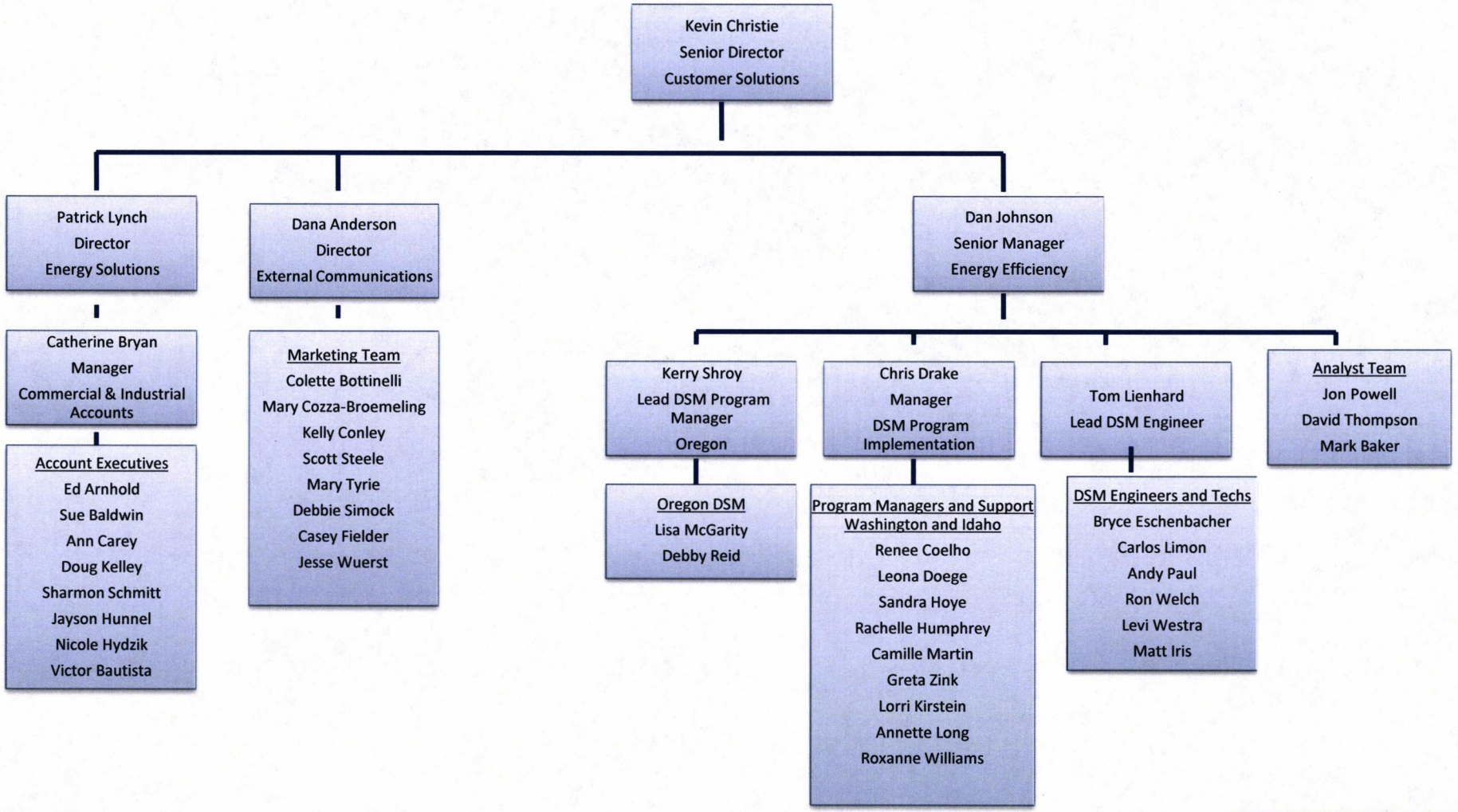
Sincerely,

/s/ Linda Gervais

Manager, Regulatory Policy
Avista Utilities
linda.gervais@avistacorp.com
509-495-4975

Enclosures

Customer Solutions Organizational Structure as it relates to Energy Efficiency – July 2014



AVISTA

Energy Efficiency

Idaho
Demand Side Management Standard Operating Procedures

2014

AVISTA

Table of Contents

Background

Beginning in 1978 Avista has historically had a significant and consistent commitment to energy efficiency and spurring many innovations. For example, Avista initiated a large electric-to-natural-gas conversion program in the early 1990s. In the mid-1990s, while the electric industry was pulling back from offering energy efficiency services in expectation of retail electric competition, Avista pioneered the Energy Efficiency Tariff Rider. The tariff rider was the country's first distribution charge to fund Demand Side Management (DSM). The tariff rider is an "expensed" ratemaking pass-through mechanism (providing no additional earnings either through capitalization, shared-benefit incentives or fixed cost recovery) dedicated to funding customer facility and process energy efficiency improvements.

The Company's approach to energy efficiency is based on two key principles. The first is to pursue all cost-effective kilowatt hours by offering financial incentives for most energy saving measures with a simple financial payback of over one year. The second key principle is to use the most effective "mechanism" to deliver energy efficiency services to customers. These mechanisms are varied and include 1) prescriptive programs (or "standard offers" such as high efficiency appliance rebates), 2) site-specific or "customized" analyses at customer premises, 3) "market transformational," or regional, efforts with other utilities, 4) low income weatherization services through local Community Action Agencies, 5) low-cost/no-cost advice through a multi-channel communication effort, and 6) support for cost-effective appliance standards and building codes.

The Company's programs are delivered across a full customer spectrum. Customers have had the opportunity to participate and a great many have directly benefited from the program offerings. All customers have indirectly benefited through enhanced cost-efficiencies as a result of this portfolio approach.

Overview of DSM Standard Operating Procedure (SOP)

This SOP document provides a detailed explanation of how the DSM programs in Idaho are to be implemented. The document provides information about the process in order to enable a consistent understanding of DSM operations. The SOP serves as an instructional resource for all DSM employees. Communicating procedures with consistent results will ensure that the Company continues to deliver high quality programs and excellent customer service while achieving energy savings.

DSM Personnel Descriptions

DSM Management: Manager or Director level position, decision maker that directs the overall operation and policies of the DSM portfolio of programs.

Account Executives (AEs): Actively manage the top 500 customers for various utility needs with ~25% of their time allocated to DSM. This includes customer relationship and project tracking as it relates to DSM for those large managed accounts along with other commercial customers as applicable. AEs will primarily work through site-specific projects but may also assist customers with prescriptive projects. Some commercial customers may go completely through a prescriptive path without AE assistance.

Program Managers: The central point of development, coordination and implementation of DSM related programs. Responsible for program delivery from business planning to customer engagement to customer care and fulfillment as well as reporting.

Program Coordinators: The central point of day to day DSM program operations. Responsibilities may include customer calls, contractor communications, database entry, contract administration, rebate processing and reporting.

DSM Engineers: The central point of technical evaluation of measures and projects that may be eligible for a DSM incentive. Responsibilities may include site visits, building audits, analysis of energy savings, rebates/incentives calculations, technology research, inspections and verifications and other program support.

DSM Analysts: The central point of financial and economic evaluation of the DSM portfolio of programs. Responsibilities may include DSM integrated resource planning, business planning, year-end reporting, cost-effectiveness evaluations and regulatory reporting requirements.

Avista External Communications: The central point of coordination for creative design and strategy, collateral development and support, program promotion and communication/outreach including earned and paid media.

3rd Party Implementers: An organization outside of Avista that is contracted to deliver a DSM program to meet a specific need or target audience that is otherwise difficult to reach. The 3rd Party Implementer may design, implement, track and report the activities related to the program they provide with an Avista Program Manager or Program Coordinator overseeing the effort depending on maturity and complexity of the contract.

3rd Party Evaluators: An organization outside of Avista that is contracted to review DSM programs and provide recommendations and results related to the program's achievement and challenges. An evaluator's work may include reports that offer the verification of a program's installations and energy savings (Impact) as well as review of program implementation plans (Process).

Program Descriptions

Commercial Programs: The Company serves the commercial customer through two main delivery methods. For customers with unique processes to their building's operation, the "Site Specific" Program is available. For customers who have typical replacements of traditional equipment (e.g., lighting, insulation, and food service equipment) the "Prescriptive Program" is utilized.

Residential Programs: The Company's Residential portfolio includes two primary methods of program delivery to encourage customers to make energy efficiency choices for their home. The traditional rebate application approach is the main method of program implementation. The Company also utilizes third-party contractors for other programs that may require additional technical assistance or have available the appropriate resources for implementation.

Residential Low Income Program: The Company leverages the infrastructure of Community Action Program (CAP) agencies to deliver energy efficiency programs to the Company's low income customer group. CAP agencies have resources to income qualify, prioritize and treat clients homes based upon a number of characteristics. In addition to the Company's annual funding, the Agencies have other monetary resources that they can usually leverage when treating a home with weatherization and other energy efficiency measures. The Agencies either have in-house or contractor crews to install many of the efficiency measures of the program.

Demand Side Management (DSM) Tariff Overview

Program Availability: The programs described herein are available to specified residential, commercial and industrial retail electric customers of Avista for the purpose of promoting the efficient use of electricity. Customers receiving electric services not specified under Tariff Schedule 91 are not eligible for services contained in this document. Program availability is limited to end uses where electricity is or would be the primary energy source. Program assistance may take the form of either monetary incentives/rebates or other non-monetary support. The acquisition of these resources should be cost-effective on an aggregate basis under the guidelines of the Total Resource Cost test.

Program Year Effective Dates: The program year is defined as a calendar year; i.e. January 1 2014 through December 31, 2014. Programs are annual and on-going until the subsequent year's business planning process. The programs are subject to change without notice. Program changes for the following year are communicated to customers and vendors by the 4th quarter of the current program year.

Customer Eligibility: The customer must utilize Avista electric as a primary heating source or as the main fuel associated with other equipment improvements. Other qualifications may be required depending on the program.

Funding Guidelines: Cash incentives/rebates are available for hard-wired improvements which result in verifiable energy savings. The incentive/rebate is based on the first-year energy savings in kilowatt-hours. Projects with a measure life of less than 13 years for non-lighting measures (8 years for lighting) based upon the simple payback of the individual project are eligible. Simple payback is defined as the incremental capital cost associated with the energy efficiency component of the project, divided by the energy savings per year. Energy savings are calculated using the current retail energy rate. Fuel-conversion incentives are available only for conversion to natural gas with an end-use efficiency of 44% or greater. Table No. 1 below outlines the category of efficiency, the simple payback tier, and the related incentive amount:

Table No. 1

Measures	Simple Pay-Back Period	Incentive Level (cents per first year kWh saved)
Electric Efficiency	1 to under 2 years	8 cents
	2 to under 4 years	12 cents
	4 to under 6 years	16 cents
	6 to under 8 years	20 cents
	6 to under 13 years*	20 cents
	8 years and over**	0 cents
	13 years and over	0 cents
Fuel-Conversion	1 to under 2 years	1 cent
	2 to under 4 years	3 cents
	4 to under 6 years	5 cents
	6 to under 13 years	7 cents
	13 years and over	0 cents

**Applicable to non-lighting measures and lighting measures with independently verified lives of 40,000 hours or greater.*

***Applicable to all lighting measures not otherwise included in the category defined above.*

Incentives in which the tier structure applies will be capped at the following levels:

- 70% of the incremental project cost for lighting projects with simple payback of less than three years;
- 70% of the incremental cost for lighting projects with a verified life of 40,000 hours or more with a simple payback of less than five years;
- 70% for non-lighting projects with simple payback of less than five years;
- 50% of the incremental project cost for all other types of projects

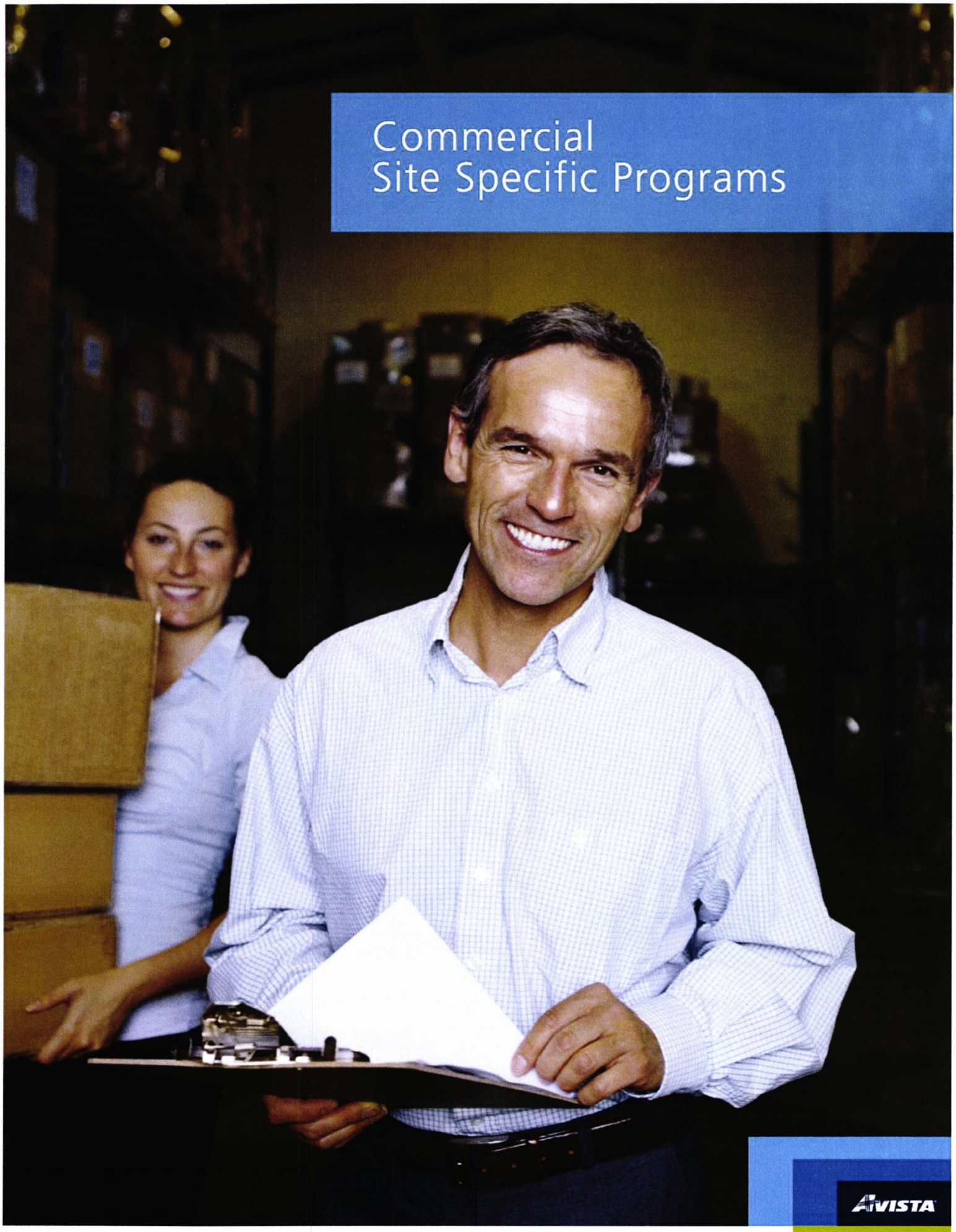
Incentives for efficiency measures within the following categories shall not exceed 100% of the incremental measure cost:

- Efficiency programs delivered by community action agencies contracted by the Company to serve Low Income or vulnerable customer segments including agency administrative fees and health and safety improvements.
- Low cost electric efficiency measures with demonstrable energy savings (e.g. compact fluorescent lamps).
- Programs or services supporting or enhancing local, regional or national electric efficiency market transformation efforts.
- Prescriptive programs are based on a typical application of that measure, market conditions at the time of program design and are based on the previously mentioned funding structure. These programs are not dependent on actual project cost relative to incentive/rebate caps. Incentives shall not exceed project costs.

In addition, the Company may pursue electric efficiency opportunities that may not fit within the prescribed services, and/or simple pay-back periods described in the tariff however, may demonstrate a cost-effective acquisition. A special agreement would be issued as necessary.

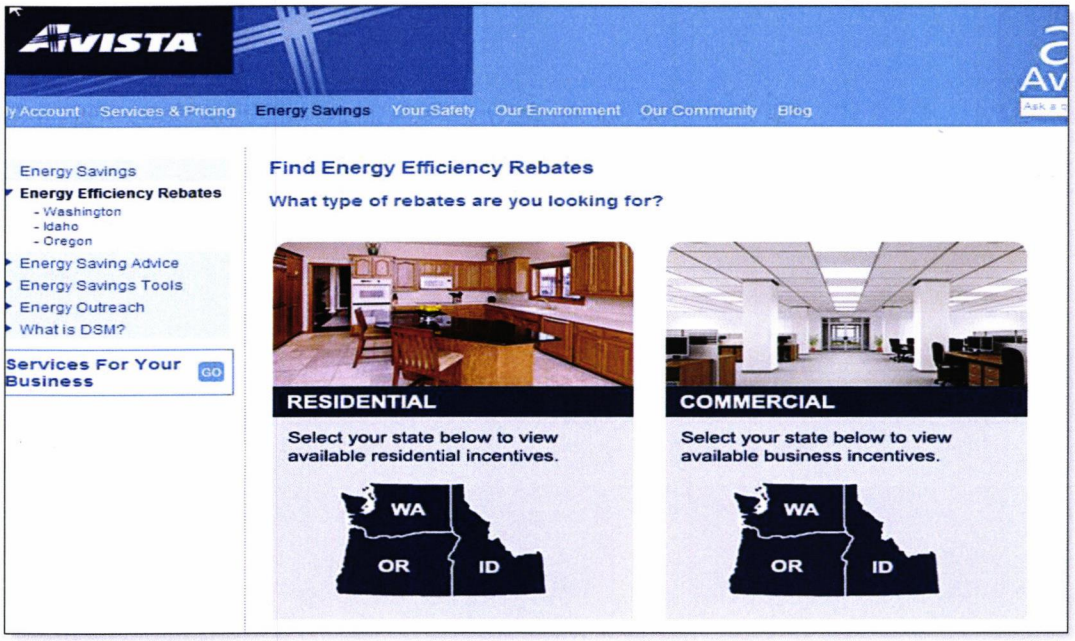
Non-financial (monetary) Guidelines: Assistance without granting financial incentives/rebates to the customer is available across all referenced customer segments and may be provided in various ways that include but are not limited to the following:

- **Educational:** training or informational activities that enhance resource efficiency. This may include introductions to technology or customer segment specific workshops, seminars, literature, trade-show or community events; advertising or other approaches to increase the awareness and adoption of resource efficient measures and behaviors.
- **Financial:** activities intended to reduce or eliminate the financial barriers to the adoption of resource efficiency measures. This may include programs intended to reduce the payment rate for resource efficiency measures, or of leased or loaned funds or other approaches to financial issues with better than existing market terms and conditions.
- **Product Samples:** may be provided directly to the customer when resource efficient products may be available to the utility at a significantly reduced cost as a result of cooperative buying or similar opportunity.
- **Technical assistance:** may consist of engineering, financial or other analysis provided to the customer by or under the direction of Company staff. This may take the form of design reviews, product demonstrations, third-party bid evaluations, facility audits, measurement and evaluation analysis or other forms of technical assistance that address the cost-effectiveness and technical applicability or end-use characteristics of customer alternatives.


Commercial
Site Specific Programs
AVISTA

Commercial Programs

Site Specific Program Overview: Commercial customers have the opportunity to propose any energy efficiency project with documentable energy savings and a minimum ten-year measure life, for a technical review and potential incentive through the site-specific program. Multi-family residential developments may also be treated through the site-specific program when the majority of the units and common areas are receiving the efficiency improvement. The determination of incentive eligibility is based upon the project's individual characteristics as they apply to the Company's electric Schedule 90 tariffs. Customers can find information on commercial (non-residential) energy efficiency programs here.



The site specific program has historically been one of the more cost-effective portions of the greater DSM portfolio which generates a substantial share of the annual energy savings. The year-to-year program performance can be somewhat variable due to the timing of the completion of large-scale efficiency projects.

The site specific program is also utilized to gather data for measures that might be better delivered as a "prescriptive" rebate. A single customer project can contain both a site specific and a prescriptive component. While site specific is a custom evaluation that may be unique to that building's energy use or process; the prescriptive project has been evaluated over time to show that in a typical retrofit situation of a particular measure, an average amount of energy savings may be consistently realized. It is not uncommon to find a single customer installing multiple measures at once, with some of them evaluated as a site specific while the others have been evaluated through

the prescriptive program if one is available. More information about Avista's Prescriptive Programs will be addressed later in this document.

Program Design: The site specific program allows the Company to have a flexible response to any energy efficiency project that has demonstrable kilowatt hour (kWh) savings. The majority of site specific kilowatt-hour savings are comprised of appliances, compressed air, industrial process, motors, shell measures and custom lighting projects. Customers or their representative are required to contact Avista for a site-specific analysis prior to any equipment being purchased or installed. Based on the post-verification process, incentives may not be offered after the installation of energy efficiency equipment or process under this program design.

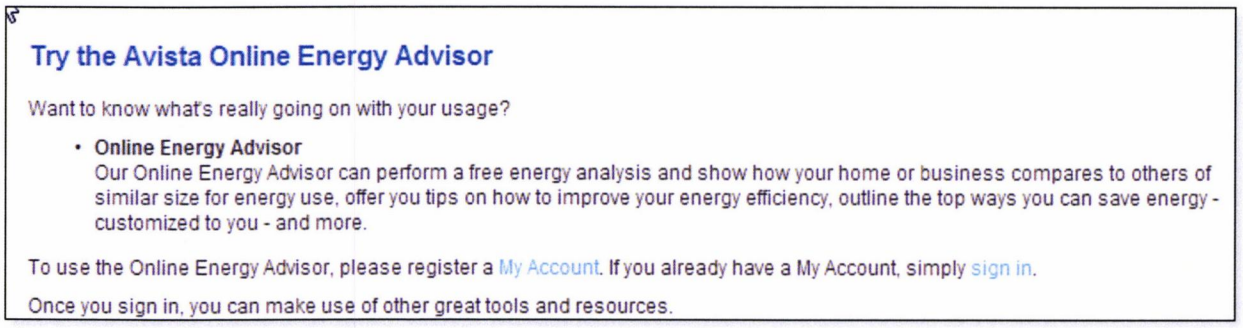
Program Implementation: Commercial retail electric customers are eligible. Special contract customers are not eligible unless they contribute to tariff Schedule 91. There are a number of phases a site specific project follows from the initial evaluation to the final payment. Below is a chart of each stage as it relates to the process of implementing the site specific program. The explanations that follow may consolidate some of these stages for ease of clarifying program implementation[1].

[1] *On occasion, the order of the steps may fluctuate due to timing or other circumstances that are a result of the reality of project management and day to day business requirements with that particular customer.*

Illustration No. 1 – Site Specific Project Flow Chart

Notify Avista Account Executive of potential energy efficiency opportunity: Avista must be aware of a project in the planning stages in order for the commercial customer to be eligible for the site specific program. Opportunities may be identified by the AE, engineers, customer or a customer representative and should be then directed to the AE who is the one point of contact. The AE will submit a Tracker to notify engineering of the potential project and evaluation needs. The Tracker system is addressed later in this section under Program Reporting. If needed, Avista may inspect the facility prior to evaluation to determine potential energy savings and incentive opportunities. The Company offers available web tools for on-line energy audits using Avista's Business Energy Advisor, as well as access to the automated benchmarking of their energy through the ENERGY STAR® Portfolio Manager.

Example of Energy Advisor screen shot and link



Try the Avista Online Energy Advisor

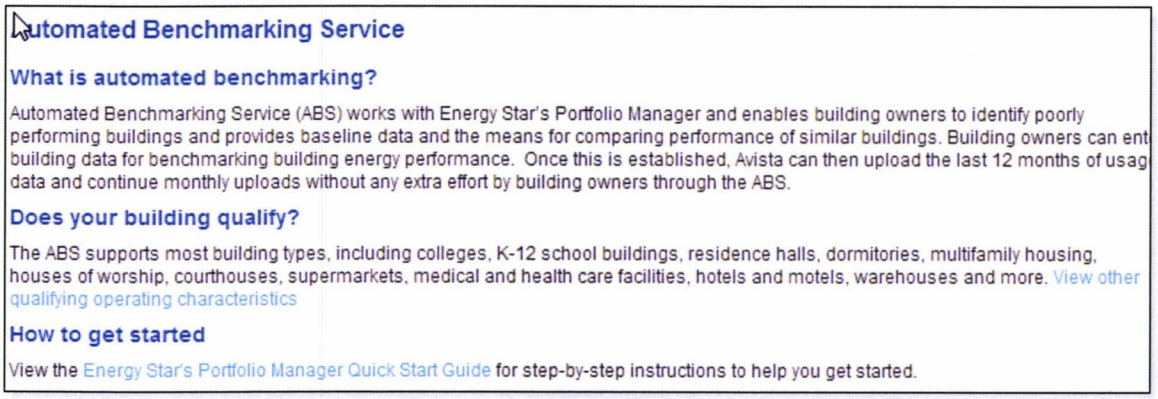
Want to know what's really going on with your usage?

- **Online Energy Advisor**
  Our Online Energy Advisor can perform a free energy analysis and show how your home or business compares to others of similar size for energy use, offer you tips on how to improve your energy efficiency, outline the top ways you can save energy - customized to you - and more.

To use the Online Energy Advisor, please register a My Account. If you already have a My Account, simply sign in.

Once you sign in, you can make use of other great tools and resources.

Example of Benchmarking service screen shot and link



utomated Benchmarking Service

What is automated benchmarking?

Automated Benchmarking Service (ABS) works with Energy Star's Portfolio Manager and enables building owners to identify poorly performing buildings and provides baseline data and the means for comparing performance of similar buildings. Building owners can ent building data for benchmarking building energy performance. Once this is established, Avista can then upload the last 12 months of usag data and continue monthly uploads without any extra effort by building owners through the ABS.

Does your building qualify?

The ABS supports most building types, including colleges, K-12 school buildings, residence halls, dormitories, multifamily housing, houses of worship, courthouses, supermarkets, medical and health care facilities, hotels and motels, warehouses and more. View other qualifying operating characteristics

How to get started

View the Energy Star's Portfolio Manager Quick Start Guide for step-by-step instructions to help you get started.

Energy Efficiency Improvement Analysis and Evaluation Report: Avista is dedicated to making accurate predictions associated with energy efficiency savings. The energy savings, as well as the incentives offered by Avista are only estimates based on the information provided for this analysis at the time of the report's creation. An internal process to assist in achieving the goal of accurate energy savings predictions requires a Technical "Top Sheet" to allow for a peer review of the engineering report.

Example of Technical Top Sheet

Top Sheet
Technical Review
Avista Demand-Side Management Site-Specific Project

Customer Name: Click here to enter text.

Tracker #: Click here to enter text.

Technical Worker: Click here to enter text.

Technical Reviewer: Click here to enter text.

The purpose of this checklist is to insure that all appropriate DSM processes and policies have been addressed, with the necessary documentation completed and reviewed, to provide Avista customers with the most accurate information relative to the energy efficiency site-specific project. Once this checklist is complete, the project's report and supporting information can be provided to the customer.

Check one box for each item and add remarks to provide any relevant context or explanation.

Yes	N/A		
☐	☐	1.	Is the engineering analysis being performed prior to the EEM project completion and equipment arrival? If not, provide justification for the post-project analysis.

The results of the "Energy Efficiency Evaluation Report" include a summary explanation of the scope of work and estimated energy savings and incentives the customer would be eligible for should they choose to make the improvements listed.

Site Specific Program Implementation continued:

Example of an Energy Efficiency Evaluation Report Summary of Proposed Energy Efficiency Measures

Scope of Work:

Proposed Project:

The following fixtures fell under Avista's site specific lighting program Replace (9) Single lamp 400W metal halide fixtures with (3) 43W LED fixtures (4,288hrs/yr).

Brief EEM Description	EEM Cost	Electric kWh Savings	Demand kW Savings	Nat. Gas Therm Savings	**Energy Cost Savings**	Simple Payback before incentive	**Potential Incentive**	Simple Payback After Incentive
Metal Halide to LED	**$1,972**	**17,032**	**0.0**	**0**	**$1,034.52**	**1.9 yrs**	**$1,363**	**0.6 yrs**

AE Delivers Report to Customer: The Account Executive will deliver and explain the report's findings and continue to interact with the customer to determine if and/or when the project may begin construction. Commercial project implementation is typically a long sales cycle and often is a year or more before construction may commence. This can be due to a number of issues that include, but are not limited to: financing, prioritization with other organization projects, or a change in the scope of work. Significant changes to the scope of work can result in a revised evaluation report.

Energy Efficiency Agreement (Contract): If the customer decides to install the project as proposed, the Account Executive will then request a contract or as it is titled an "Energy Efficiency Agreement". All customers who receive an energy efficiency incentive from Avista must sign a contract that indicates they will keep the equipment in place or replace it with like or more efficient equipment should it fail. The agreement indicates Avista's commitment to have efficiency funding for the project and outlines the terms and conditions associated with project completion and the receipt of eligible incentives.

Example of Site Specific Energy Efficiency Agreement

Commercial Energy Efficiency Agreement

Issue Date: _____ **Application No.**_____

Contract No. D-_____ **Account No.** _____

Customer's Legal Name:_____ **Taxpayer ID No.** _____

Mailing Address: _____

Facility Address: _____

Contact Name:_____

Energy Efficiency Project:_____

This Commercial Energy Efficiency Agreement ("Agreement") is entered into between Avista Corporation (Avista") and the Customer identified above (collectively, the "Parties"). Avista has identified opportunities for energy efficiency improvement measures ("Measures") at Customer's "Facility" identified in the "Energy Efficiency Improvements Report" incorporated into this Agreement as "Exhibit A." Customer intends to implement all or a portion of the Measures identified in Exhibit A to qualify for

If the Company has not been able to confirm potential energy savings for a project, the Customer and the Company may agree to a "Performance Agreement" that will measure any potential energy savings between 3 to 12 months post installation and pay an incentive after the fact if savings are realized.

Example of Site Specific Performance Agreement

Performance Measurement and Verification Agreement

Issue Date: _____ **Application No.** _____

Contract No. D- _____ **Account No.** _____

Customer's Legal Name: _____ **Taxpayer ID No.** _____

Mailing Address: _____

Facility Address: _____

Contact Name: _____

Project: _____

This Performance Measurement and Verification Agreement ("Agreement") is entered into between Avista Corporation (Avista") and the Customer identified above (collectively, the "Parties"). Avista has identified opportunities for energy efficiency improvement measures ("Measures") at Customer's "Facility" identified in the "Energy Efficiency Improvements Evaluation Report" incorporated into this Agreement as "Exhibit A." Customer intends to implement all or a portion of the Measures identified in Exhibit A in an effort to qualify for energy efficiency payments under Avista's Commission-approved Energy Efficiency Program (the "Program"). Therefore the Parties agree as follows:

Term of Agreement: This Agreement will become effective when executed by both Parties and remain in effect: (i) until Customer's Energy Efficiency Payment ("Payment") has been disbursed **if Customer's Payment is less than $50,000**; **OR** (ii) for five (5) years commencing on the date implementation of the Measures has been completed **if Customer's Payment is greater than $50,000** ***and only if***

The Energy Efficiency or Performance Agreement is designed to be in place before the project begins construction. However, there are circumstances when the project may begin before the agreement has been drafted due to a number of issues that may include, but are not limited to: the availability of financing, the availability of contractors, or the availability of crews to begin the work. Similar to the Technical Top Sheet mentioned earlier, the "Agreement Top Sheet" is completed during the contracting of the site specific project. This Top Sheet contains a list of activities or documents that are necessary to demonstrate program eligibility that may include, as an example, prior contact with the customer or the program year it was evaluated. The Program Coordinator is responsible for reviewing the Agreement Top Sheet to ensure that all documentation has been attached to the Project Opportunity in SalesLogix as the Energy Efficiency Agreement comes together.

Example of Agreement Top Sheet

Top Sheet
Energy Efficiency Agreement
Avista Demand-Side Management Site-Specific Project

Customer Name: Click here to enter text.

Tracker #: Click here to enter text.

SalesLogix App #: Click here to enter text.

The purpose of this checklist is to insure that all appropriate DSM processes and policies have been addressed, with the necessary documentation completed and reviewed, to provide Avista customers with the most accurate information relative to the energy efficiency site-specific project.

Check one box for each item and add remarks to provide any relevant context or explanation.

Requirements prior to issuing an Energy Efficiency Agreement

Yes	N/A	
x	☐	1. Has the engineering report been provided to the customer by Account Executive?

Project Contracted: The Account Executive then delivers the contract to the customer through a variety of channels (in-person, email, mail, etc…) and explains the terms and conditions. The contract is usually left with the customer for signature; the customer then returns the signed contract to Avista's Energy Solutions Department or via their Account Executive and the contract is signed by Avista.

Project Construction and/or Equipment Installation: When Avista and the Customer agree on the incentive proposed the customer is then free to begin the installation of their project. Customers select and work with the contractor of their choice. Avista does not recommend specific contractors or supervise the installation of the evaluated projects. The installation of a project is expected to complete within 12-18 months of the Energy Efficiency Agreement being issued. This is usually determined based on an estimated timeline of how the project will proceed. In the event the project will not complete by the date issued in the Agreement, an addendum is offered to complete by the end of the following calendar

year. Normally the project completes on or before the addendum date or may not be finished at all.

Project Completion and Cost Verification: After construction has been completed and the equipment has been installed, the customer provides invoices or documentation acceptable to Avista detailing the actual costs involved with the project. Avista will verify and/or recalculate the estimated energy savings. If changes are substantial from the original analysis, then the incentive amount will be re-calculated and presented to the customer. During this process, Avista will also inspect the project to ensure the appropriate measures have been installed and the scope of work remained the same. The final incentive is formalized when actual costs for labor and materials have been submitted for the project and an inspection of the improvements has occurred.

Payment Process: A final internal review process involves a "Payment Top Sheet." As mentioned above, this is a list of activities or documents that are necessary to demonstrate the work was completed; invoices were provided, etc. The Program Coordinator is responsible for reviewing the Payment Top Sheet as part of the process and to ensure all documentation has been attached to the Project Opportunity in SalesLogix as the project moves to the completed phase of the process.

Example of Payment Top Sheet

Top Sheet
Incentive Payment
Avista Demand-Side Management Site-Specific Project

Customer Name: Click here to enter text.

Tracker #: Click here to enter text.

SalesLogix App #: Click here to enter text.

The purpose of this checklist is to insure that all appropriate DSM processes and policies have been addressed, with the necessary documentation completed and reviewed, to provide Avista customers with the most accurate information relative to the energy efficiency site-specific project.

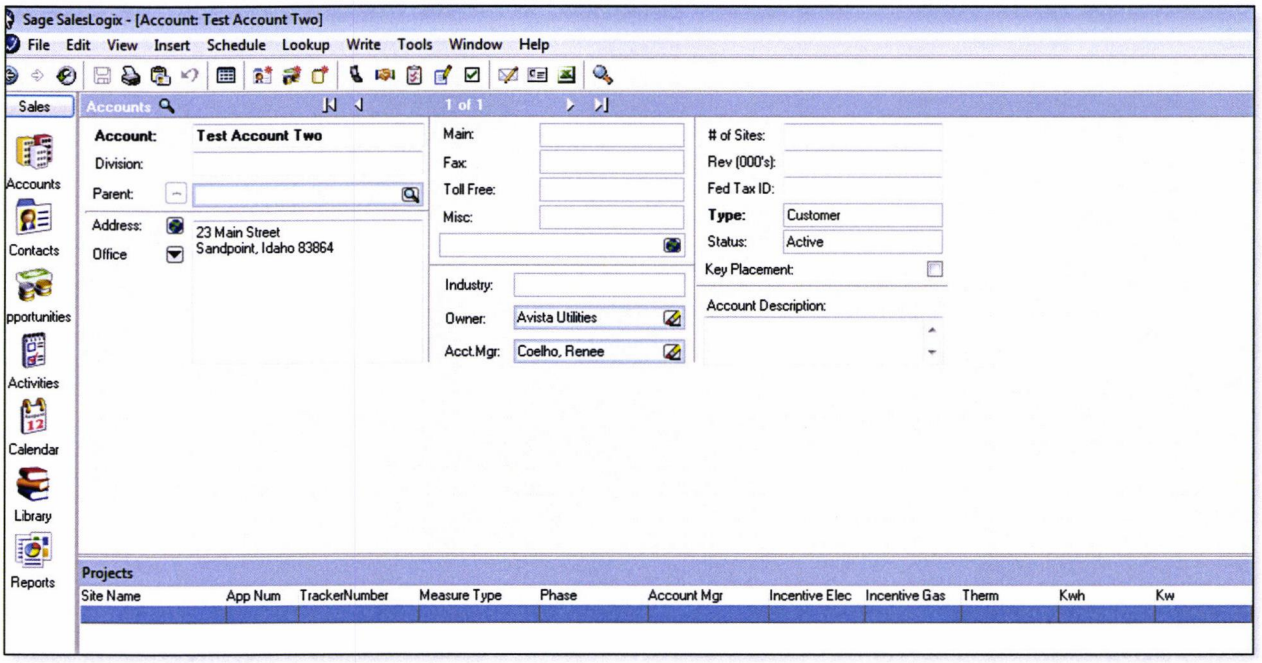
Check one box for each item and add remarks to provide any relevant context or explanation.

Requirements prior to paying an incentive for an energy efficiency project

Yes	N/A	
☐	☐	1. If the project is complete and is now being prepared for payment, is the date of installation of the specified equipment beyond the date required within the contract?

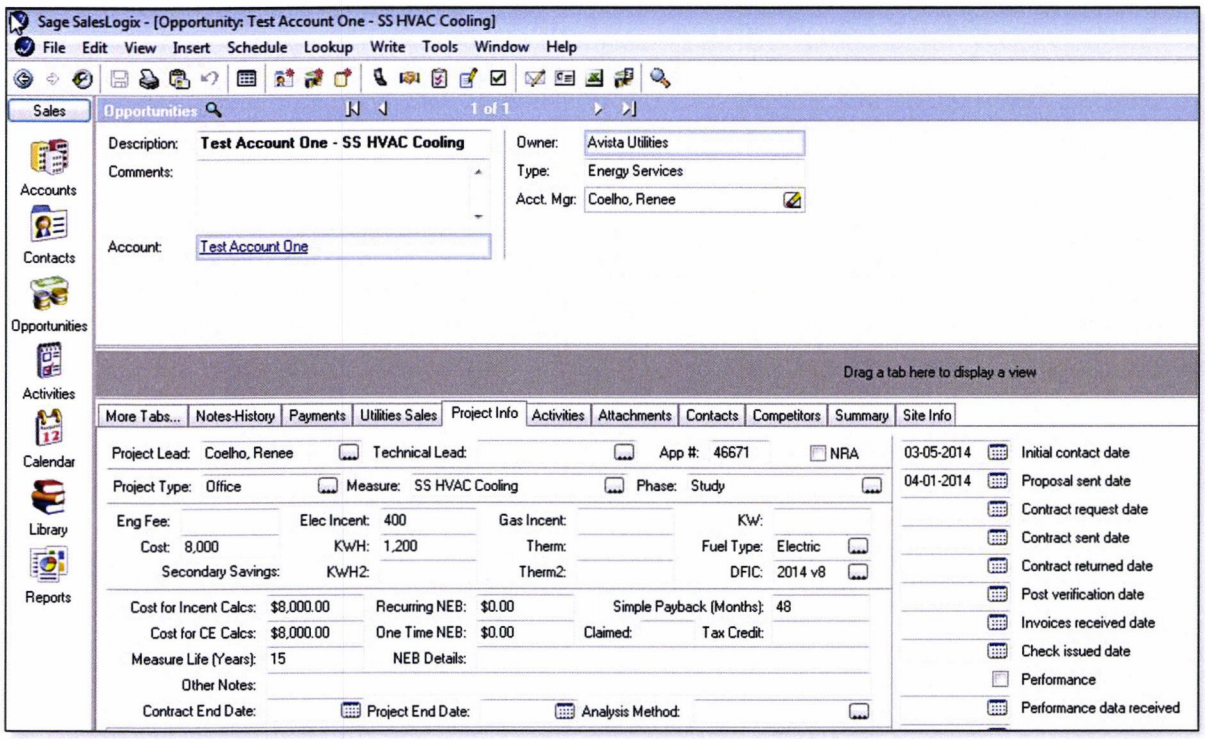
Program Tracking: Site-specific projects are tracked in the SalesLogix database. This customer relationship management system has been configured to include the commercial site specific projects that are evaluated and receive an incentive from Avista. The system also houses the commercial prescriptive programs that are reviewed later in this document. When a project commences, the Account Executives set up an Account for the customer and includes project information in the database. Below are various screen shots of SalesLogix and a description of the information presented that demonstrate the different types of data that is stored in this system.

SalesLogix screen shot – Main Account Level



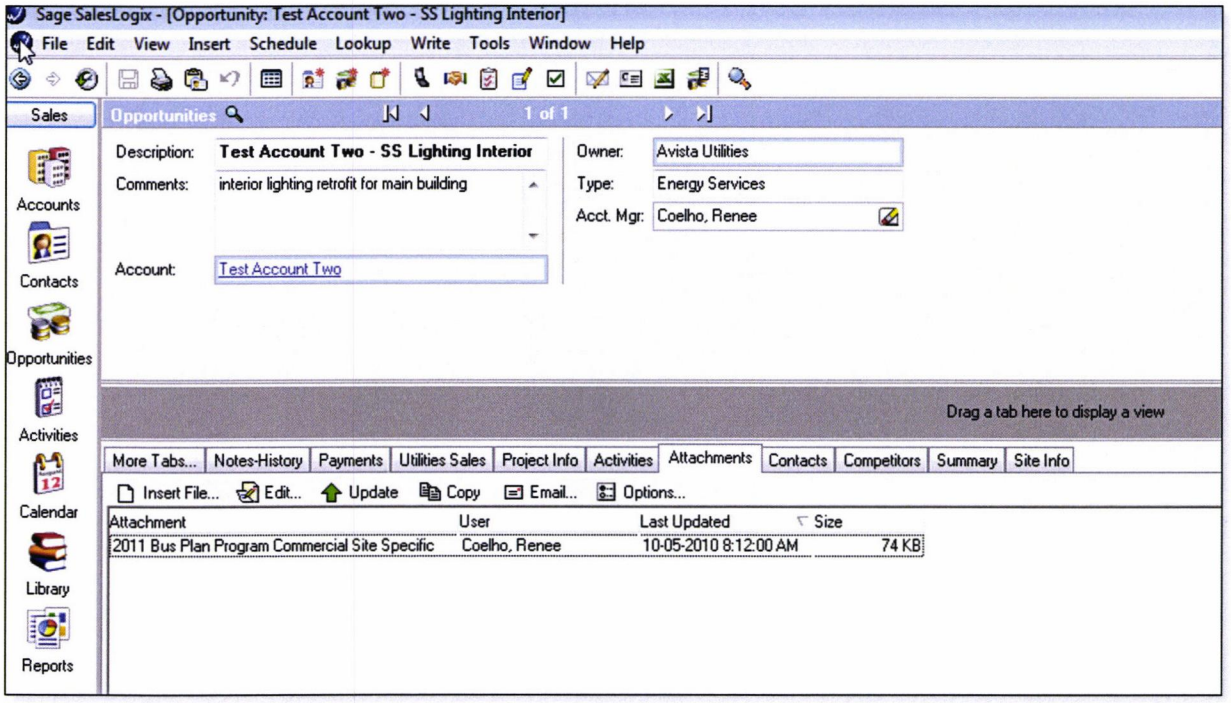
The Account level of SalesLogix captures basic customer information including but not limited to: company name, address, mailing address, phone number, email, website and contact name. In addition, at this level there are a variety of tabs where additional information can be tracked as it relates to sites, contacts, notes, project info and other details. Highlighted below are the primary tabs utilized during the implementation and tracking of the Site Specific program.

SalesLogix screen shot – Project Info tab at the project Opportunity level



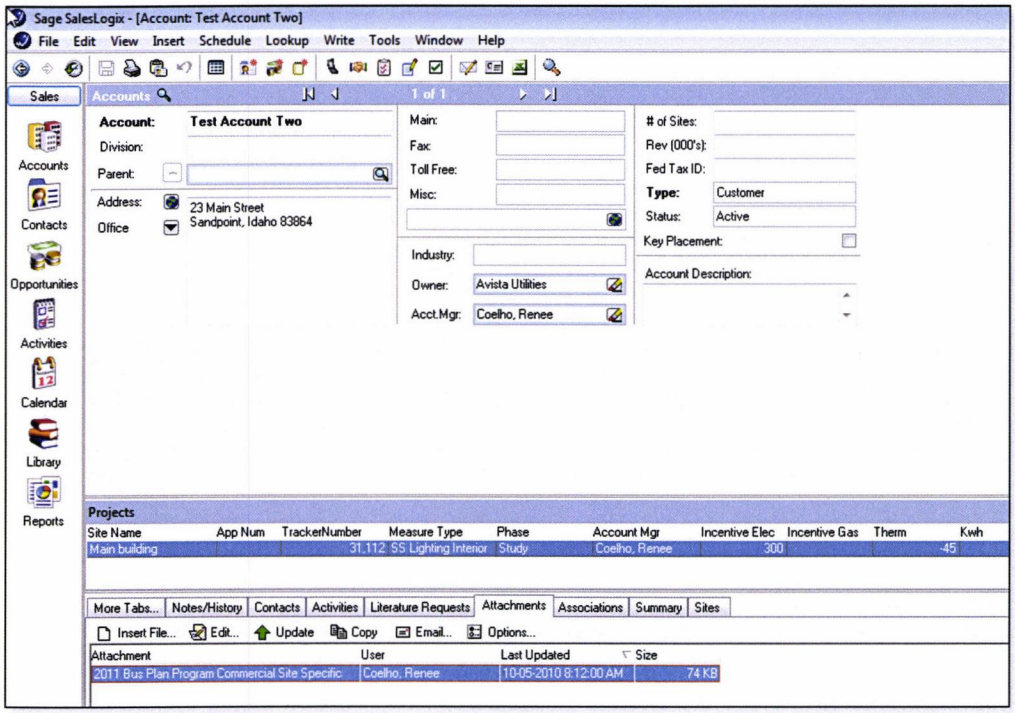
The "Project Info" tab contains all "Opportunities" that the customer has started, completed or terminated that were associated with Avista's energy efficiency programs. Each energy efficiency opportunity that is a candidate for an Avista incentive is individually tracked. The Project Info tab shows a variety of information including but not limited to: type of measure being installed, the phase it is in, savings in kWh and therms, costs, and incentive. The main phases of a project are Study, Contracted, and Completed. The Account Executive establishes the initial project inquiry at the Study phase. The Program Coordinator moves the project through the remaining phases (Contracted and Completed) after ensuring that the appropriate documentation has been provided, utilizing the Agreement and Payment Top Sheets that have been previously mentioned above.

SalesLogix screen shot – Attachment tab at the Opportunities level

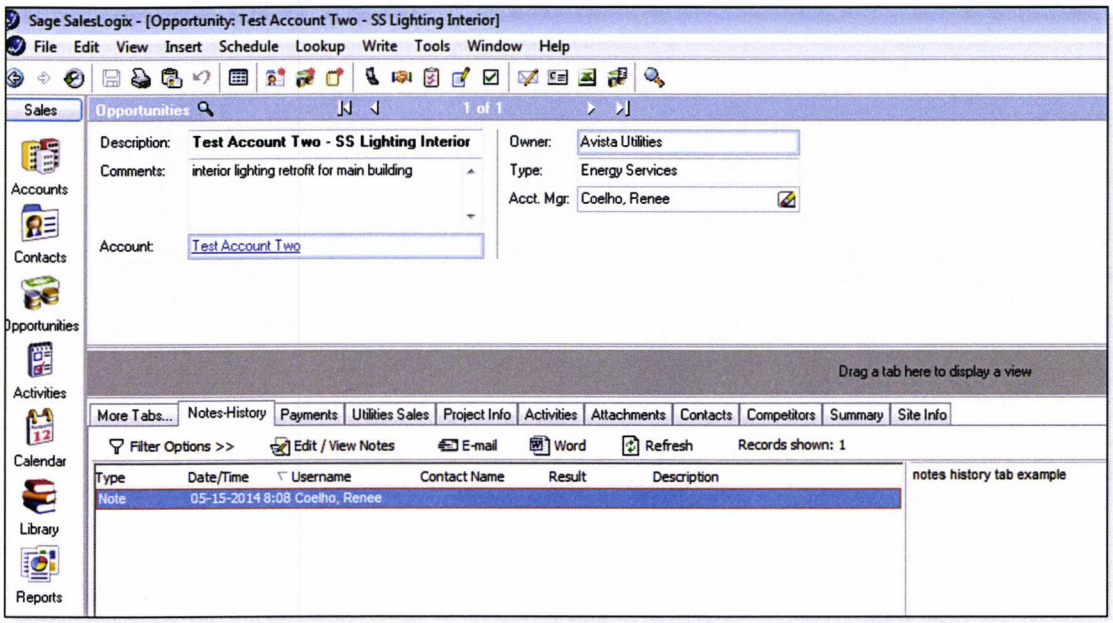


The "Attachment tab" is the electronic repository for all the documentation associated with that particular project. This includes, but is not limited to: preliminary project information (e.g. plans, proposals, and bids), the Energy Efficiency Evaluation, the Energy Efficiency Agreement, invoices, post inspection and/or verification notes, and a copy of the incentive check. The information is included at the project level; and will also appear on the main account level for that customer (see below).

SalesLogix screen shot – Attachment tab information at the Account level

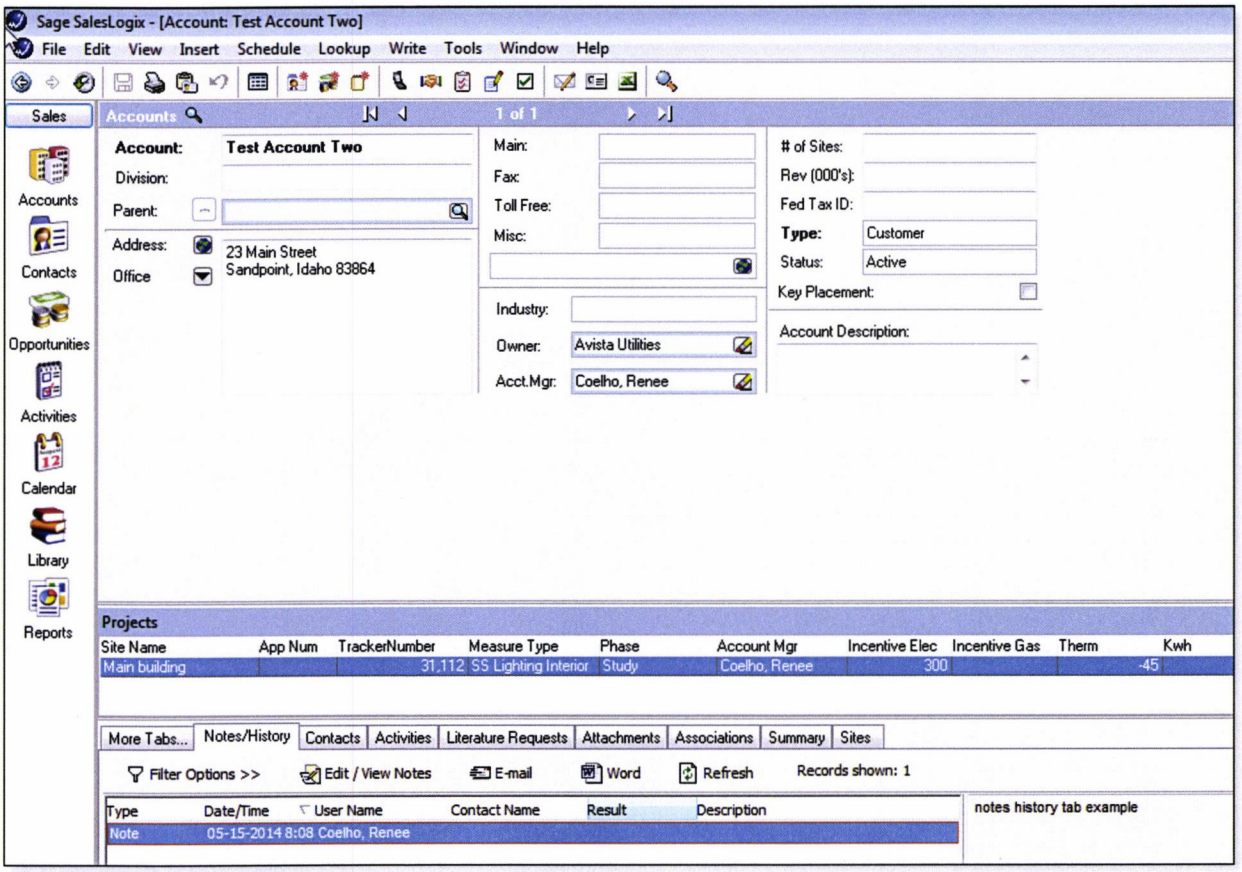


SalesLogix screen shot – Notes/History tab at the Opportunities level



The "Notes/History tab" may be utilized at the project opportunity level to track correspondence or other information as it relates to that specific project. The information is also pulled over to the main account level and can be viewed in that manner as well. Selecting the Notes/History tab at the main Account level is best for documenting other items that may not be related to a specific energy efficiency project (see below).

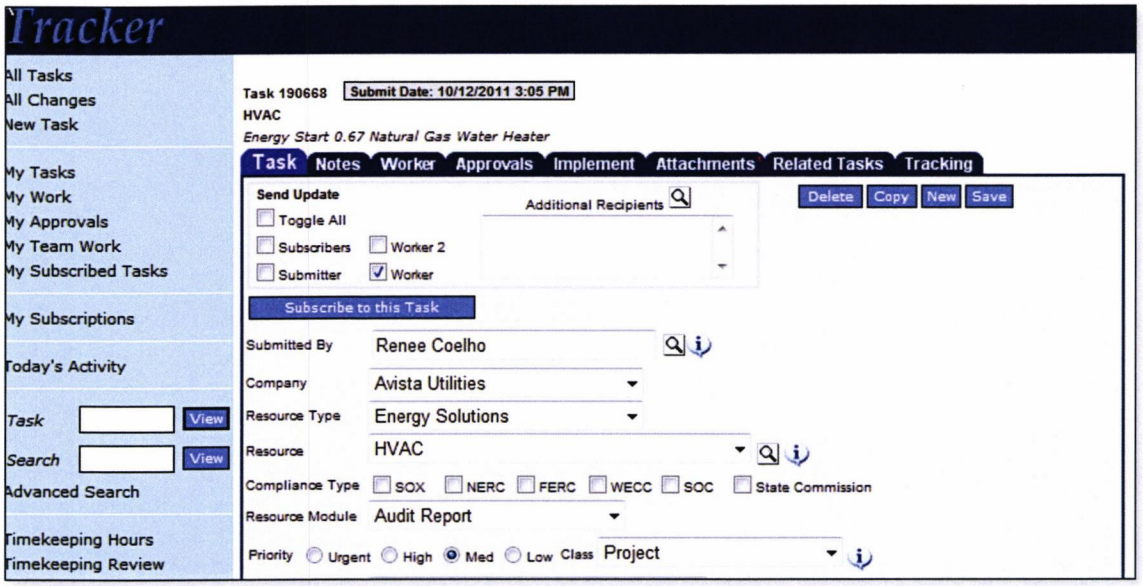
SalesLogix screen shot – Notes/History tab at the Account level



In addition to the SalesLogix database, documentation related to each project opportunity can also be found on the Energy Solutions Common Drive in a folder called DSM Project Files. The folders are set up by customer name. Details about each project are saved in the file as a master copy. Any customer that may have received some form of technical assistance and/or an incentive from the Company will have a folder in this location.

Program Reporting: Site-specific projects are managed and reported utilizing several paperless tools that are described in more detail below.

Tracker Database: Workflow is assigned through Tracker when commercial projects are in need of an audit and subsequent analysis. The Account Executive makes the initial request and the DSM Engineers are the recipient of those requests. Updates are provided via Tracker during the analysis phase. After the analysis has been completed it undergoes a "peer review" by another member of the DSM Engineer team, again, utilizing Tracker to document the project's status. When a final approval is issued, the report is provided to the Account Executive in an electronic and/or paper format for presentation to the customer.



SalesLogix Snapshot Report: A report of completed projects is generated each week to identify potential fields that may be inadvertently left blank during the data entry process. This report is reviewed weekly by the Program Coordinator and the fields are filled in as needed. The report was developed as part of an internal review process to regularly scan the database for any empty data fields instead of reviewing annually during end of year reporting.

Example of SalesLogix Snapshot report

SalesLogix Snapshot Completed in 2014

App Num	Account	Fuel Type	Project Type	Measure Type	AE	Tech Lead	KWH	THERM	centive Electcentive G	Measure Cost	Incentive Cost	Phase	Site State
46238	[redacted]	Electric	Manufacturing	PSC Lighting Exterior	Hunnel	Lienhard	811		175	479.54	479.54	Completed	ID
46246	[redacted]	Electric	Forest Products	PSC Green Motors Rewind	Hunnel	Westra	804		40	2,640.52	181	Completed	ID
46247	[redacted]	Electric	Forest Products	PSC Green Motors Rewind	Hunnel	Westra	804		40	2,308.02	181	Completed	ID
46369	[redacted]	Electric	Retail	PSC Lighting Interior	Hunnel	Lienhard	4,830		420	1,754.3	1,754.3	Completed	ID
45301	[redacted]	Electric	Manufacturing	PSC Lighting Interior	Schmitt	Welch	15,125		2,175	7,300	7,300	Completed	ID
45302	[redacted]	Electric	Manufacturing	PSC Lighting Interior	Schmitt	Welch	4,538		471	1,225	1,225	Completed	ID
45312	[redacted]	Electric	Retail	SS Lighting Interior	Schmitt	Iris	11,269		823	1,645	1,645	Completed	ID

Contracts Sent Report: A quarterly report generated from SalesLogix and distributed to the Account Executives by the Program Coordinator which provides a list of projects that have been issued an Energy Efficiency Agreement but do not show as Completed or Paid. This provides the Account Executive with an additional prompt to check on the customer's project status to determine the status towards completion.

Example of Contracts Sent report

Acct.Manager	Description	Account	App Num	Phase	Contract Sent Date	Contract Returned Date	Payment Date	Projectenddate
Arnhold, Ed	Industrial Process	[redacted]	37,750	Contracted	12-22-2011	12-21-2012		12-02-2012
Arnhold, Ed	SS Lighting Exterior		43,607	Contracted	06-13-2013	10-08-2013		12-02-2014
Arnhold, Ed	SS Lighting Interior		45,687	Contracted	11-12-2013	11-14-2013		12-02-2014
Arnhold, Ed	SS Lighting Interior		45,014	Contracted	06-04-2013	06-07-2013		12-02-2014
Arnhold, Ed	SS HVAC Combined		41,319	Contracted	10-22-2012	12-21-2012		12-02-2012
Baldwin, Sue	HVAC Combined		36,621	Contracted	08-14-2012	11-29-2012		12-02-2012
Baldwin, Sue	Prescriptive Lighting		23,956	Contracted	03-01-2012	03-02-2012	05-04-2012	12-02-2012
Carey, Ann	broiler, airway hts		40,035	Contracted	07-18-2012	08-13-2012	03-07-2014	12-02-2014
Carey, Ann	broiler, division		40,039	Contracted	07-18-2012	08-13-2012	03-07-2014	12-02-2014
Hunnel, Jayson	SS Industrial Process		45,766	Contracted	11-25-2013	12-30-2013		12-02-2014
Hunnel, Jayson	SS Lighting Interior		45,011	Contracted	11-12-2013	12-03-2013		12-02-2014
Hydzik, Nicole	SS HVAC Heating		45,772	Contracted	12-30-2013	02-11-2014		12-02-2014
Hydzik, Nicole	SS Lighting Interior		41,542	Contracted	12-14-2012	12-17-2012		12-02-2013
Kelley, Doug	SS Appliances		40,712	Contracted	10-16-2012	11-26-2012		12-02-2015
Kelley, Doug	SS HVAC Heating		40,135	Contracted	07-30-2012	08-22-2012		12-02-2012
Schmitt, Sharmon	SS Lighting Interior		45,692	Contracted	11-20-2013	01-02-2014		12-02-2014
Schmitt, Sharmon	SS Lighting Exterior		45,696	Contracted	11-21-2013	12-12-2013		12-02-2014

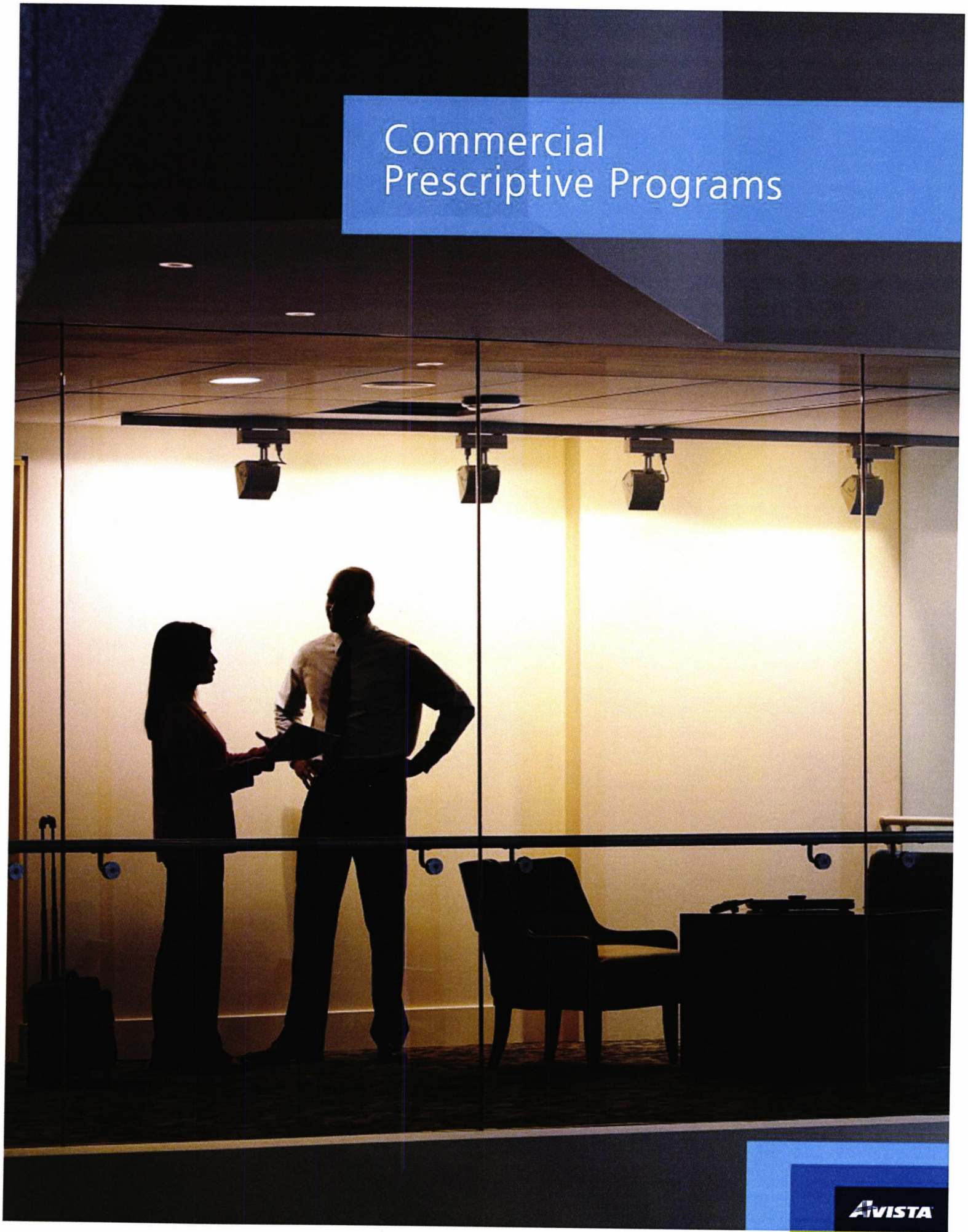
Monthly Payment Report: A report is generated monthly from SalesLogix designed to identify energy efficiency projects which have been paid in the prior month. This process allows a review of the activity of the month to ensure the projects have been moved to the "Completed" phase and have been charged to the appropriate project/task account numbers.

Example of Monthly Payment report

Monthly Payment Report

Account	Measure Type	Fuel Type	Application Number	Phase	Payment Date	Project	Task	Amount
[redacted]	PSC Food Service Equipment	Electric	46155	Completed	2-14-14	03803300	242639	$50.00
	PSC Lighting Exterior	Electric	46164	Completed	2-14-14	03803300	242639	$1,500.00
	PSC Lighting Exterior	Electric	46131	Completed	2-7-14	03803300	242639	$350.00
	PSC Lighting Interior	Electric	46199	Completed	2-28-14	03803300	242639	$145.00
	PSC Lighting Interior	Electric	46163	Completed	2-14-14	03803300	242639	$483.16
	PSC Lighting Interior	Electric	46190	Completed	2-21-14	03803300	242639	$1,760.00
	PSC Lighting Interior	Electric	46135	Completed	2-7-14	02803400	242639	$150.00
	SS Lighting Exterior	Electric	46119	Completed	2-14-14	03803300	242639	$460.00

Program Support Personnel:
DSM Management: Manager/Director Customer Relationship/Project Management: Account Executives (Avista) Program Tracking: Program Coordinator and/or Program Manager (Avista) Contract and database administration: Program Coordinator Technical support: DSM Engineers (Avista) or Contract Engineering Firm (as necessary) Outreach support: External Communications (Avista) Analytical support: DSM Analysts (Avista)


Commercial
Prescriptive Programs
AVISTA

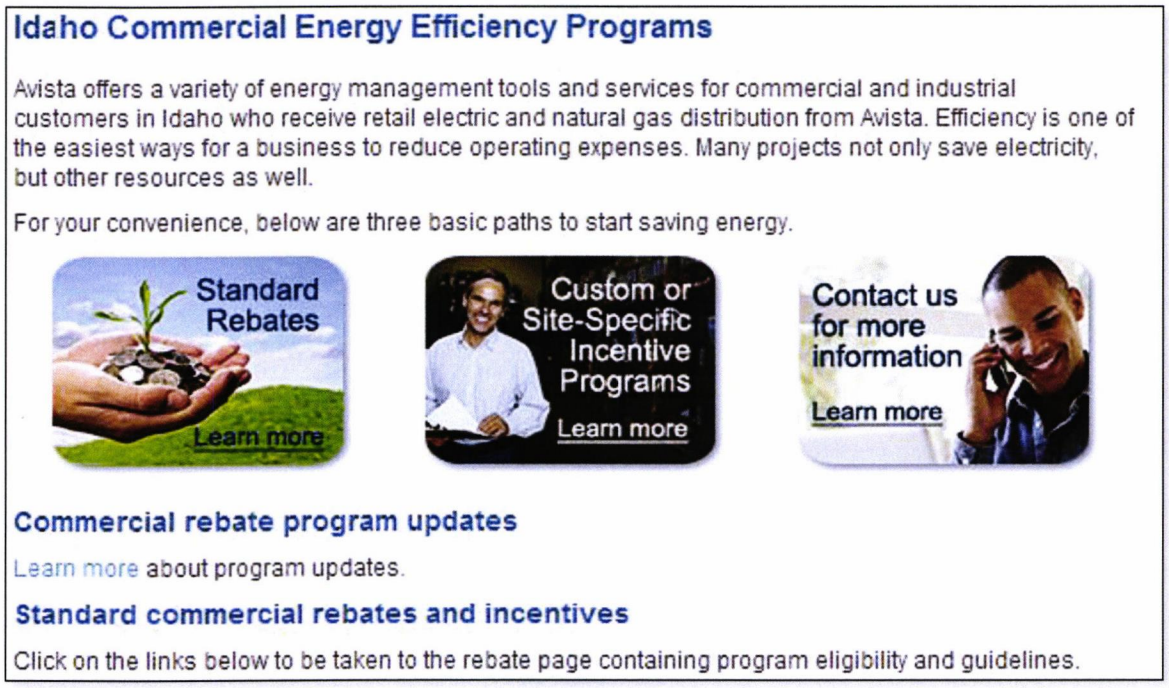
Commercial Prescriptive Program Overview

Prescriptive programs for commercial customers are designed and managed by the DSM Program Managers and DSM Engineers with analytical support from the DSM Analyst group. Local vendors and contractors along with the Company's Account Executives are key promoters of the programs to commercial customers. Unlike the site specific program, prescriptive programs do not always require prior contact with Avista. Customers install the eligible equipment and submit to Avista an application form along with invoices and other documentation within 90 days from project completion. Below is a description of the prescriptive programs available for the 2014 program year.

A single customer can be installing both a site specific and a prescriptive measure during the same project construction timeline. While site specific is a custom evaluation that may be unique to that building's energy use or process; the prescriptive project has been previously evaluated over time to show that in a typical retrofit situation of a particular measure, with all things being equal, a set amount of energy savings may be realized with this type of installation. The SalesLogix database is also the tracking and main reporting tool for prescriptive programs as it is for Site Specific.

Rebate forms are available in hard copy format or editable versions on the Company's website.

Example of Avista Commercial Program landing page



Commercial Prescriptive Program Descriptions

Program Name: Commercial Clothes Washers

Program Design: Clothes washers that have earned the ENERGY STAR label are 37% more efficient than non-qualified models and are more efficient than models that simply meet the federal minimum standard for energy efficiency. The Commercial Clothes Washer Rebate was designed to incentivize electric customers to purchase and install energy efficient commercial clothes washers. The following 2 measures are available for incentives with associated savings per unit.

Equipment	Kilowatt hour savings/unit	Rebate/ unit
ES Washer electric hot water and dryer	641	$75
ES Washer electric hot water and natural gas dryer	368	$75

Program Implementation: The Commercial Clothes Washer Program is available to provide an incentive to electric (Schedule 11, 12, 21, 25) customers for the purchase and installation of an energy efficient commercial clothes washers. Clothes washers must be commercial grade units and must meet ENERGY STAR commercial clothes washer specifications. Lists of these units can be found on energystar.gov. The hot water that serves the clothes washer must be heated with Avista electricity. Rebates must be submitted to Avista within 90 days of installation of equipment. Documentation required for this rebate is a completed rebate form along with an invoice showing manufacturer, model and cost of the equipment purchased. After equipment verification, rebates will be processed and checks issued to customer. Rebate forms are available in hard copy format or editable versions online.

Example of Commercial Clothes Washer form

Terms & Conditions

Additional Terms & Conditions listed on last page.

Rebate Offer: Rebates are available for the installation of qualifying commercial clothes washers. Rebates are available for commercial facilities with electric service provided by Avista Utilities on a nonresidential rate schedule. Hot water that serves the clothes washer must be heated with Avista electric. Details of this program, including rebate levels, are subject to change without prior notice.

Proof of Purchase: Copies of invoice(s) itemizing the new equipment purchased and labor charges, if applicable, must accompany this Agreement. Manufacturer and model number of purchased clothes washer(s) must be included on the invoice or a separate manufacturer specification sheet can be included. Rebate Agreement must be returned within 90 days of installation.

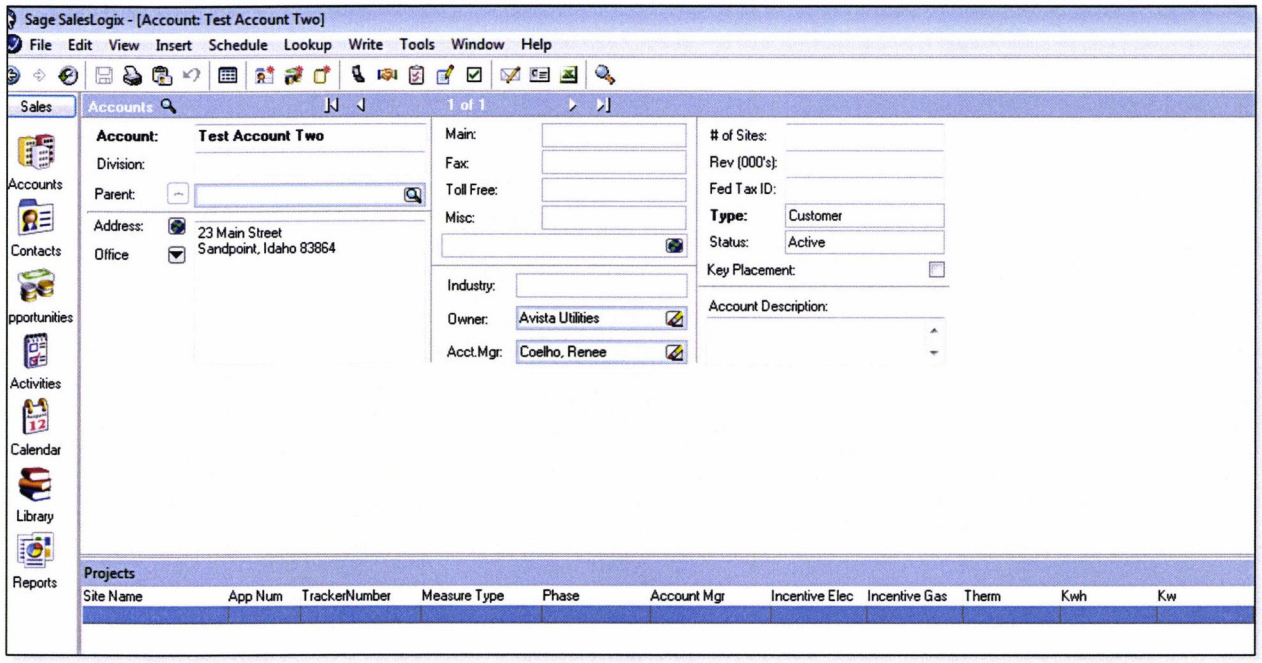
Payment: Equipment must be purchased and installed before payment can be issued. Rebate payments will not exceed invoiced cost. Rebates are not valid in combination with any other Avista incentives/rebates. Allow 4–6 weeks for processing and payment of rebate.

Equipment Eligibility: Eligible clothes washers must meet ENERGY STAR® specifications for a commercial clothes washer. A list of qualifying equipment can be found at www.energystar.gov. Eligibility for equipment not listed on the ENERGY STAR must be handled on a site-specific basis. Contact your Avista representative before purchasing the equipment.

Verification: Avista reserves the right to verify installations anytime before or after payment is issued.

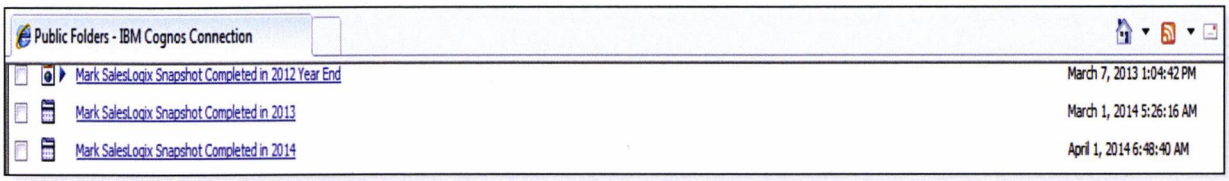
Program Tracking: The Commercial Clothes Washer rebates are captured in the SalesLogix database. The account, customer contact, measure information, voucher request and all documentation is scanned and entered into this database as referenced in the Site Specific section of the document.

Example of SalesLogix screen shot – Main Account level



Program Reporting: Monthly reports are pulled automatically using the Cognos reporting tool. Cognos pulls current data from the SalesLogix database and emails an excel spreadsheet to the DSM Analysts. This report identifies the number of rebates that were processed during the previous month with the estimated kilowatt hour and therms savings achieved. These reports are consolidated by the analyst team and sent electronically to the Managers, Account Executives, Program Managers, Program Coordinators and DSM Engineers to review (excel spreadsheet: Year Month YTD Savings Non-res.xls). The totals are used to report preliminary savings goals to internal and external stakeholders including the monthly email table (YTD Energy Savings – Month Year).

Example of IBM Cognos Report location



Example of monthly information from SalesLogix

SalesLogix Snapshot Completed in 2014

App Num	Account	Fuel Type	Project Type	Measure Type	AE	Tech Lead	KWH	THERM	centive Electcentive G	Measure Cost	Incentive Cost	Phase	Site State
36621	[redacted]	Electric	Manufacturing	HVAC Combined	Baldwin	Paul	367,780		11,033 0	83,751	83,751	Completed	ID
39305	[redacted]	Electric	Manufacturing	SS Industrial Process	Baldwin	Paul	78,822	0	12,612 0	25,987	25,987	Completed	WA
45673	[redacted]	Electric	Manufacturing	SS Lighting Exterior	Baldwin	Eschenbacher	23,927	0	4,679 0	9,358	9,358	Completed	ID
46037	[redacted]	Electric	Grocery	PSC EnergySmart- Case Lighting	Hunnel	Limon	13,536		2,976	3,154.56	3,154.56	Completed	ID
46038	[redacted]	Electric	Grocery	PSC EnergySmart- Case Lighting	Hunnel	Limon	2,016		378	451.56	451.56	Completed	ID
46061	[redacted]	Electric	Grocery	PSC EnergySmart- Industrial Proc	Hunnel	Limon	27,893		3,355	6,710	6,710	Completed	ID
46062	[redacted]	Electric	Grocery	PSC EnergySmart- Industrial Proc	Hunnel	Limon	38,835		4,200	9,986.55	9,986.55	Completed	ID
46238	[redacted]	Electric	Manufacturing	PSC Lighting Exterior	Hunnel	Lienhard	811		175	479.54	479.54	Completed	ID
46246	[redacted]	Electric	Forest Products	PSC Green Motors Rewind	Hunnel	Westra	804		40	2,640.52	181	Completed	ID
46247	[redacted]	Electric	Forest Products	PSC Green Motors Rewind	Hunnel	Westra	804		40	2,308.02	181	Completed	ID
46369	[redacted]	Electric	Retail	PSC Lighting Interior	Hunnel	Lienhard	4,830		420	1,754.3	1,754.3	Completed	ID
45301	[redacted]	Electric	Manufacturing	PSC Lighting Interior	Schmitt	Welch	15,125		2,175	7,300	7,300	Completed	ID
45302	[redacted]	Electric	Manufacturing	PSC Lighting Interior	Schmitt	Welch	4,538		471	1,225	1,225	Completed	ID
45312	[redacted]	Electric	Retail	SS Lighting Interior	Schmitt	Iris	11,269		823	1,645	1,645	Completed	ID

Example of Year Month YTD Savings Non-res

YTD Non-res Savings through 3/31/14

Measure Type	kWh	kWh 2	Total kwh + kwh 2
HVAC Combined	**367,780**	**0**	**367,780**
HVAC Heating	**0**	**0**	**0**
Industrial Process	**1,624,066**	**0**	**1,624,066**
PSC Com Water Heater	**87**	**0**	**87**
PSC Commercial HVAC	**0**	**0**	**0**
PSC Commercial Windows and Insul	**183,378**	**0**	**183,378**
PSC EnergySmart- Case Lighting	**785,033**	**0**	**785,033**
PSC EnergySmart- Industrial Proc	**524,162**	**0**	**524,162**
PSC Food Service Equipment	**74,621**	**0**	**74,621**
PSC Green Motors Rewind	**5,436**	**0**	**5,436**
PSC Lighting Exterior	**531,617**	**0**	**531,617**
PSC Lighting Interior	**1,330,168**	**-82,701**	**1,247,467**
PSC Motor Controls HVAC	**161,987**	**0**	**161,987**
PSC Standby Generator Block	**4,664**	**0**	**4,664**
SS Appliances	**444,424**	**0**	**444,424**
SS HVAC Combined	**1,568,153**	**0**	**1,568,153**
SS HVAC Heating	**0**	**0**	**0**
SS Industrial Process	**78,822**	**0**	**78,822**
SS Lighting Exterior	**294,454**	**0**	**294,454**
SS Lighting Interior	**704,626**	**0**	**704,626**
	8,683,477	**-82,701**	**8,600,776**

Example of YTD Energy Savings Report

Energy savings are YTD gross, unevaluated savings.

using IRP goal (regional excluded)

WAID Electric (kWh)	ytd act	ytd target	% of ytd target achieved	ann target	% ann target achieved
Res	2,438,418	3,682,055	66%	22,092,333	11%
LI	41,461	309,989	13%	1,859,933	2%
Nonres	6,156,680	4,782,789	129%	28,696,734	21%
	8,636,559	8,774,833	98%	52,649,000	16%

WAID Gas (therm)	ytd act	ytd target	% ytd target achieved	ann target	% ann target Achieved
Res	36,173	121,473	30%	728,840	5%
LI	91	9,527	1%	57,160	0%
Nonres	93,132	163,333	57%	980,000	10%
Total	129,396	294,333	44%	1,766,000	7%

Program Support Personnel:

Customer Relationship/Project Management: Account Executives and/or Program Manager (Avista)
Program Tracking: Program Manager
Contract and database administration: Program Manager and/or Program Coordinator
Technical support: DSM Engineers (Avista) or Contract Engineering Firm (as necessary)
Outreach support: External Communications (Avista)
Analytical support: DSM Analysts (Avista)

Program Name: Energy Smart Grocer

Program Design: Energy Smart Grocer offers a range of proven energy-saving solutions for grocery stores and other customers with commercial refrigeration. Energy Smart Grocer was designed to offer personalized facility assessments to identify efficiency opportunities and incentives to offset the upfront costs of efficiency projects, making it easy and affordable for participating businesses to achieve significant savings on their utility bills. The end result is a stronger bottom line for program participants, and an improved environmental impact that benefits the entire region. Energy Smart Grocer is administered by PECI with Avista oversight. Rebate forms are available in hard copy form or editable versions can be found online.

Example of Energy Smart Grocer on Avista website

The Energy Smart Grocer measure list is fluid and may change throughout the year. Current measures, savings and incentives include the following:

Avista EnergySmart Rebate	Savings	Incentive $/unit	Units
CASES			
Low Temp Open Case to Reach-in Case	1,674	$ 150.00	ln ft of case
Medium Temp Open Case to Reach-in Case	585	$ 20.00	ln ft of case
Low Temp Reach-in to High Efficiency Reach-in Case	963	$ 150.00	ln ft of case
Low Temp Coffin to High Efficiency Reach-in	1,074	$ 55.00	ln ft of case
Medium Temp Open Case to High Efficiency Open Case	222	$ 20.00	ln ft of case
Special Doors with Low/No ASH for Low Temperature Reach-in	1,700	$ 200.00	door
Add doors to Open Medium Case	533	$85.00	ln ft of case
CASE LIGHTING			
Reach-in Case Light: T12 to Low Power LED, Retrofit	154	$21.00	ln ft of LED
Reach-in Case Light: T8 to Low Power LED, Retrofit	104	$12.00	ln ft of LED
Reach-in Case Light: T8 to Low Power LED,New Case	104	$12.00	ln ft of LED
Reach-in Case Light: Add Motion Sensor to Low Power LED	14	$1.00	ln ft of LED
Reach-in Case Light: Add Motion Sensor to High Power LED	27	$2.00	ln ft of LED
CONTROLS			
Anti-Sweat Heat – with Energy Management System	324/434	$ 14.00	ln ft of case
Anti-Sweat Heat – without Energy Management System – Med Temp	324	$ 40.00	ln ft of case
Anti-Sweat Heat – without Energy Management System – Low Temp	434	$ 40.00	ln ft of case
Evaporated Fan – Walk-In ECM Controller – Low Temp–1/10-1/20 HP	207	$ 35.00	motor controlled
Evaporated Fan – Walk-In ECM Controller – Med Temp–1/10-1/20 HP	264	$ 35.00	motor controlled
Controls – Visi Cooler	673	$ 90.00	controller
STRIP CURTAINS, GASKETS & AUTO-CLOSERS			
Strip Curtains for Supermarket Walk-in Cooler	103	$ 5.00	sq ft
Strip Curtains for Supermarket Walk-in Freezer	443	$ 5.00	sq ft
Strip Curtains for Convenience Store Walk-in Freezer	33	$ 5.00	sq ft
Strip Curtains for Restaurant Walk-in Freezer	134	$ 5.00	sq ft
Gaskets for Walk-in Cooler – Main Door	361	$ 25.00	door
Gaskets for Walk-in Freezer – Main Door	662	$ 65.00	door
Gaskets for Reach-in Glass Doors, Medium Temp	273	$ 25.00	door
Gaskets for Reach-in Glass Doors, Low Temp	410	$ 40.00	door
Auto-Closers for Walk-in Freezers	2,806	$ 170	closer
Auto-Closers for Walk-in Coolers	241	$ 25.00	closer
Auto-Closers for Glass Reach-in Doors – Freezers	591	35.00	closer
Auto-Closers for Glass Reach-in Doors – Coolers	373	35.00	closer
MOTORS			
Evaporator Motors - Shaded Pole to ECM in Display cases	541	$ 55.00	motor
Evaporator Motors - Shaded Pole To ECM in Walk-in	1,094	$ 140.00	motor
Condenser Fan – VSD	930	$ 100.00	fan hp
COMPRESSORS & CONDENSERS			
High Efficiency Multiplex Compressor System	1,968	$ 235.00	ton
Efficient/Oversized Condenser for Multiplex	1550/2061	$ 110.00	ton
Multiplex Compressors with Efficient Condenser		**	ton
Controls – Floating Head Pressure – with VFD	915	$ 80.00	hp
Controls – Floating Head Pressure – without VFD	332/708	$ 60.00	hp
Controls – Floating Suction Pressure	231/227	$ 15.00	hp
Floating Head Pressure on Singles, LT Condensing Unit	855	$ 100.00	hp
Floating Head Pressure on Singles, MT Condensing Unit	757	$ 100.00	hp
Floating Head Pressure on Singles, LT Remote Condenser	685	$ 100.00	hp
Floating Head Pressure on Singles, MT Remote Condenser	473	$ 100.00	hp
Efficient Compressors – Low Temp	798	$ 45.00	ton

Program Implementation: The Energy Smart Grocer Program is available to electric (Schedule 11, 12, 21, 25) customers who are reducing energy use by installing energy efficient commercial refrigeration. The Energy Smart Grocer program is funded by Avista and managed by PECI. PECI manages the program in a turnkey manner. Links to this program can be found on the Avista website: energysmartonline.org

Program Tracking: PECI provides detailed documentation on a monthly basis for all projects that have been completed. All measures are entered into the SalesLogix database on a monthly basis. Information comes from the PECI detailed report. After entry is complete reconciliation is done to make sure all data is correct. The account, contact, measure information and a copy of the detail report are attached for savings. PECI is reimbursed for incentives that are paid to customers and are also paid an admin fee for the savings they have obtained.

Example of PECI Report documentation

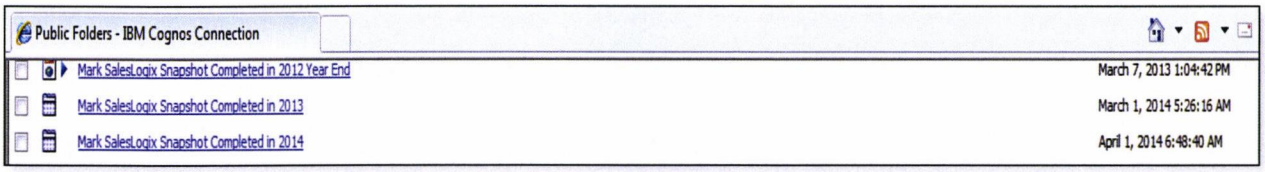
AVISTA EnergySmart

Incentive Details

Audit Completed	Store Name	Address	City	Measure	Install Count	Unit	Incentive Amount	Incentives Paid	Invoiced Amount (Project Cost)	kWh	Measure Life
05-07-2013			Coeur	Floating Head Pressure Multiplex - Air	313	Hp	$ 60.00	$ 18,750.00	$ 65,088.00	184,375	16
05-07-2013			Coeur	Multiplex - Controls - Floating suction pressure - air cooled condenser	313	Hp	$ 15.00	$ 4,687.50	$ 16,272.00	20,000	16
03-05-2013			Genese	Anti-Sweat Heat (ASH) Controls - Low Temp	35	Linear Ft	$ 50.00	$ 1,750.00	$ 2,931.84	6,545	12
03-05-2013			Genese	Reach-in: T-12 to LED High Power Retrofit	55	Ln Ft	$ 21.00	$ 1,155.00	$ 3,025.84	5,775	6
03-05-2013			Genese	Reach-in: T-12 to LED Low Power Retrofit	30	Ln Ft	$ 31.00	$ 930.00	$ 1,639.66	4,620	6
03-05-2013			Genese	Shaded Pole to ECM in Display Cases	14	Motor	$ 55.00	$ 770.00	$ 2,705.50	6,722	15
02-02-2012			Hayden	Anti-Sweat Heat (ASH) Controls - Low Temp	5	Linear Ft	$ 50.00	$ 250.00	$ 300.00	2,235	12
02-02-2012			Hayden	Anti-Sweat Heat (ASH) Controls - Medium Temp	37	Linear Ft	$ 40.00	$ 1,480.00	$ 2,220.00	6,475	12
02-02-2012			Hayden	Reach-in: T-12 to LED High Power Retrofit	60	Ln Ft	$ 21.00	$ 1,260.00	$ 2,790.00	6,300	6
02-02-2012			Hayden	Reach-in: T-12 to LED Low Power Retrofit	60	Ln Ft	$ 31.00	$ 1,860.00	$ 1,920.00	9,240	6
02-02-2012			Hayden	Walk-in Evap motors: shaded pole to ECM/SSC	13	Motor	$ 140.00	$ 1,820.00	$ 2,210.00	14,222	15
12-26-2007			Hayden	Special Doors with Low/No ASH for Low Temperature Reach-in	123	Door	$ 200.00	$ 24,600.00	$ 44,063.16	187,566	16
10-29-2013			Lewisto	Reach-in: T-12 to LED High Power Retrofit	54	Ln Ft	$ 21.00	$ 1,134.00	$ 2,275.15	5,670	6
10-29-2013			Lewisto	Reach-in: T-12 to LED Low Power Retrofit	12	Ln Ft	$ 31.00	$ 372.00	$ 505.59	1,848	6
10-30-2013			Mosco	Cases - Low Temp Reach-in to High Efficiency Reach-in	62	Linear Ft	$ 150.00	$ 9,300.00	$ 48,578.35	63,063	16
10-30-2013			Mosco	Reach-in: T-8 to LED High Power New	95	Ln Ft	$ 12.00	$ 1,140.00	$ 2,969.11	5,605	6
10-30-2013			Mosco	Reach-in: T8 to LED Low Power New	50	Ln Ft	$ 21.00	$ 1,050.00	$ 1,562.69	5,200	6

Program Reporting: Monthly reports are pulled automatically using the Cognos reporting tool. Cognos pulls current data from the SalesLogix database and emails an excel spreadsheet to the DSM Analysts. This report identifies the number of rebates that were processed during the previous month with the estimated kilowatt hour and therms savings achieved. These reports are consolidated by the analyst team and sent electronically to the Managers, Account Executives, Program Managers, Program Coordinators and DSM Engineers to review (excel spreadsheet: Year Month YTD Savings Non-res.xls). The totals are used to report preliminary savings goals to internal and external stakeholders including the monthly email table (YTD Energy Savings – Month Year).

Example of IBM Cognos Report location



Example of Energy Smart Grocer report from SalesLogix

Account	Address1	City	State	App Nun	Measure Li	Measure Type	Kwh	Measure Cost	Incentive Elec	Phase
		Orofino	ID	25,793	12	Energy Smart-Industrial Process	33506	4504	4500	Completed
		St. Maries	ID	25,795	4	Energy Smart-Case Lighting	5368	30.56	30.56	Completed
		Wallace	ID	25,869	8	Energy Smart-Industrial Process	2426	228	228	Completed
		Hayden	ID	25,870	12	Energy Smart-Industrial Process	59847	6114	6114	Completed
		Post Falls	ID	25,871	15	Energy Smart-Industrial Process	157517	99921	15750	Completed
		Rathdrum	ID	25,873	4	Energy Smart-Case Lighting	12078	96	96	Completed
		Coeur d' Alene	ID	25,874	4	Energy Smart-Industrial Process	1627	383	383	Completed
		Lewiston	ID	25,902	5	Energy Smart-Industrial Process	12326	1072	324	Completed
0		Lewiston	ID	25,934	15	Energy Smart-Industrial Process	172761	91801	26280	Completed
1		Lewiston	ID	25,937	4	Energy Smart-Industrial Process	297	70	70	Completed
2		Moscow	ID	25,938	15	Energy Smart-Industrial Process	49220	29832	10350	Completed
3		Kellogg	ID	25,962	3	Energy Smart-Industrial Process	48295	2388	2388	Completed
4		Ponderay	ID	25,963	4	Energy Smart-Industrial Process	1645	420	420	Completed
5		Grangeville	ID	25,964	4	Energy Smart-Industrial Process	3486	863.7	863.7	Completed
6		Potlatch	ID	25,965	4	Energy Smart-Industrial Process	1898	447	447	Completed
7		St. Maries	ID	25,967	8	Energy Smart-Industrial Process	7276	725.55	725.55	Completed
8		Grangeville	ID	25,968	4	Energy Smart-Industrial Process	941	222	222	Completed
9		Priest River	ID	25,969	4	Energy Smart-Industrial Process	1270	348	348	Completed

Example of Year Month YTD Savings Non-res

YTD Non-res Savings through 3/31/14			
Measure Type	kWh	kWh 2	Total kwh + kwh 2
HVAC Combined	367,780	0	367,780
HVAC Heating	0	0	0
Industrial Process	1,624,066	0	1,624,066
PSC Com Water Heater	87	0	87
PSC Commercial HVAC	0	0	0
PSC Commercial Windows and Insul	183,378	0	183,378
PSC EnergySmart- Case Lighting	785,033	0	785,033
PSC EnergySmart- Industrial Proc	524,162	0	524,162
PSC Food Service Equipment	74,621	0	74,621
PSC Green Motors Rewind	5,436	0	5,436
PSC Lighting Exterior	531,617	0	531,617
PSC Lighting Interior	1,330,168	-82,701	1,247,467
PSC Motor Controls HVAC	161,987	0	161,987
PSC Standby Generator Block	4,664	0	4,664
SS Appliances	444,424	0	444,424
SS HVAC Combined	1,568,153	0	1,568,153
SS HVAC Heating	0	0	0
SS Industrial Process	78,822	0	78,822
SS Lighting Exterior	294,454	0	294,454
SS Lighting Interior	704,626	0	704,626
	8,683,477	-82,701	8,600,776

Example of YTD Energy Savings Report

Energy savings are YTD gross, unevaluated savings.

using IRP goal (regional excluded)

WAID Electric (kWh)	ytd act	ytd target	% of ytd target achieved	ann target	% ann target achieved
Res	2,438,418	3,682,055	66%	22,092,333	11%
LI	41,461	309,989	13%	1,859,933	2%
Nonres	6,156,680	4,782,789	129%	28,696,734	21%
	8,636,559	8,774,833	98%	52,649,000	16%

WAID Gas (therm)	ytd act	ytd target	% ytd target achieved	ann target	% ann target Achieved
Res	36,173	121,473	30%	728,840	5%
LI	91	9,527	1%	57,160	0%
Nonres	93,132	163,333	57%	980,000	10%
Total	129,396	294,333	44%	1,766,000	7%

Program Support Personnel:
Overall Program Management: Program Manager/Manager Customer Relationship/Project Management: Account Executives and/or Program Manager (Avista) Program Tracking: Program Manager (Avista) Technical support: DSM Engineers (Avista) and/or 3rd Party Implementer-PECI Outreach support: External Communications (Avista) Analytical support: DSM Analysts (Avista)

Program Name: Food Service Equipment

Program Design: The Commercial Food Service Equipment Program was designed to incentivize electric customers to purchase and install energy efficient commercial food service equipment. Commercial food service equipment (CFS) is found in restaurants, hotels, hospitals or any building with a cafeteria. These facilities consume significantly more energy than other types of commercial buildings – using approximately 350,000 Btu/sq. ft; roughly 5 – 7 times more energy per square foot than compared to office buildings and retail stores. High volume quick-service restaurants may even use up to 10 times more energy per square foot. Purchasing ENERGY STAR certified CFS equipment for new construction or to replace aging equipment can cut kitchen utility costs without sacrificing features, quality, or style – all while making significant contributions to a cleaner environment. Certified equipment is 10-70% more efficient than standard equipment, depending on product type.

The following measures are available for incentives with associated savings per unit.

Equipment	Rebate	Savings kWh
Fryers		
Commercial Fryer, Electric	$300/Each	2449
Steam Cookers		
Commercial Steam Cooker, Electric	$70/ 3 Pan	21470
Commercial Steam Cooker, Electric	$100/ 4 Pan	28564
Commercial Steam Cooker, Electric	$135/ 5 Pan	35659
Commercial Steam Cooker, Electric	$160/ 6 Pan	42754
Commercial Steam Cooker, Electric	$180/ 10 Pan or >	71333
Hot Food Holding Cabinets		
Hot Food Holding Cabinets, Electric	$50 / < 15 CU Ft	253
Hot Food Holding Cabinets, Electric	$150 / 15 CU Ft or >	820

Equipment	Rebate	Savings kWh
Commercial Convection Ovens		
Commercial Convection Oven, Electric	$225/ Each	1683
Commercial Combination Oven, Electric	$1,000/ Each	12990
Dish Washers		
Commercial Low Temp Electric Hot Water	$600/ Each	3801
Commercial High Temp Electric Hot Water	$650/ Each	4110
Commercial Ice Machines		
Under 200 LBS/Day Capacity	$40/Each	173
200-399 LBS/Day Capacity	$60/Each	421
400-599 LBS/Day Capacity	$80/Each	592
600-799 LBS/Day Capacity	$100/Each	804
800-999 LBS/Day Capacity	$120/Each	1000
1000-1199 LBS/Day Capacity	$140/Each	1182
1200-1399 LBS/Day Capacity	$160/Each	1350
1400-1599 LBS/Day Capacity	$180/Each	1502
1600-> LBS/Day Capacity	$200/Each	1640
Pre Rinse Sprayers		
.61 to .80 GPM Electric	$25	891

Program Implementation: The Commercial Food Service Equipment Program is available to provide an incentive to electric (Schedule 11, 12, 21, 25) customers for the purchase and installation of energy efficient commercial food service equipment. Equipment must be commercial grade and must meet ENERGY STAR or Fishnick specifications. Lists of these units can be found at energystar.gov or avistautilities.com. The hot water that serves the dishwasher must be heated with Avista electric. Rebates must be submitted to Avista within 90 days of installation of equipment. Documentation required for this rebate is a completed rebate form along with an invoice showing manufacturer, model and cost of the equipment purchased. After equipment verification, rebates will be processed and checks issued to customer. Rebates amounts per qualified unit are listed above. Rebate forms are available in hard copy format or an editable version is available here.

Example of Prescriptive Food Service rebate form

Terms & Conditions

Additional Terms & Conditions listed on last page.

Rebate Offer: Rebates are available for the installation of new equipment listed on the Commercial Food Service Equipment Table. Rebates are available for commercial facilities with electric service provided by Avista Utilities on a non-residential rate schedule. Details of this program, including rebate levels, are subject to change without prior notice.

Proof of Purchase: Copies of invoice(s) itemizing the new equipment purchased and labor charges, if applicable, must accompany this Agreement. Invoices must correspond with the project being submitted with this Agreement and include the date of purchase. Manufacturer and model number of purchased equipment must be included on the invoice or a separate manufacturer specification sheet can be included. Rebate agreement must be returned within 90 days of installation.

Payment: Equipment must be purchased and installed before payment can be issued. Rebate payments will not exceed invoiced cost. Rebates are not valid in combination with any other Avista incentives/rebates. Allow 4-6 weeks for processing and payment of rebate.

Equipment Eligibility: See Commercial Food Service Equipment Table for equipment eligibility specifications. Eligibility for equipment improvements not listed in the Food Service Equipment Table must be handled on a site-specific basis. Contact your Avista representative before purchasing the equipment.

Verification: Avista reserves the right to verify installations anytime before or after payment is issued.

New Equipment Purchased and Installed

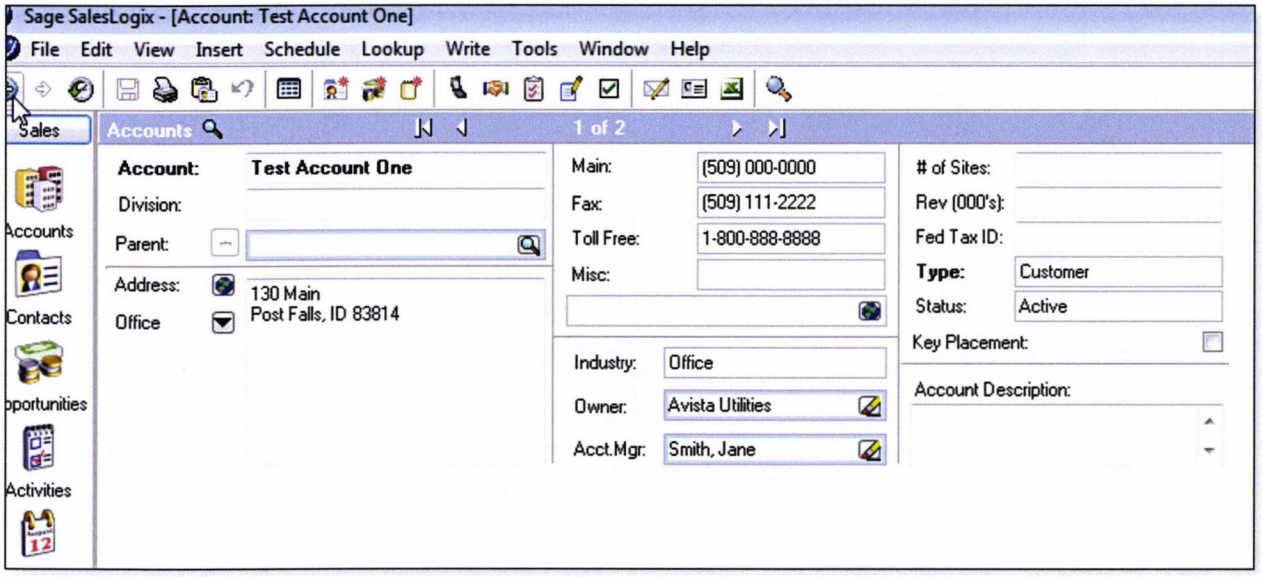
Refer to Equipment Table for eligibility.

AVISTA PRODUCT CODE	MANUFACTURER	MODEL #

UNIT MEASURE = EACH, HP, KCFM, ETC.	# OF UNITS	REBATE/UNIT	x	REBATE TOTAL	=	PROJECT COST
			x		=	

Program Tracking: The Commercial Food Service Equipment Rebates are captured in the SalesLogix database. The account, customer contact, measure information, voucher request and all documentation is scanned and entered into this database as explained in the site specific section of this document.

Example of SalesLogix screen shot – Main Account level



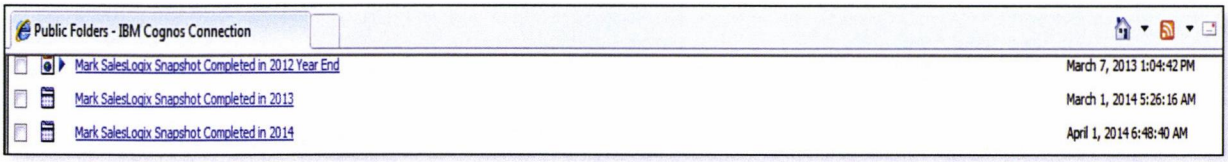
pp Num	Tracker	Measure Type	Phase	Account Mgr	Incentive Elec	Kwh
40846		PSC Food Service Equipment	Completed	Carey, Ann	50	2567
46003		PSC Food Service Equipment	Completed	Carey, Ann	50	413
23140		Prescriptive Food Service	Completed	Carey, Ann	70	1522

Program Reporting: Monthly reports are pulled automatically using the Cognos reporting tool. Cognos pulls current data from the SalesLogix database and emails an excel spreadsheet to the DSM Analysts. This report identifies the number of rebates that were processed during the previous month with the estimated kilowatt hour and therms savings achieved. These reports are consolidated by the analyst team and sent electronically to the Managers, Account Executives, Program Managers, Program Coordinators and DSM Engineers to review (excel spreadsheet: Year Month YTD Savings Non-res.xls). The totals are used to report preliminary savings goals to internal and external stakeholders including the monthly email table (YTD Energy Savings – Month Year).

Example of Food Service Program Report from SalesLogix

Account	App Num	Phase	Kwh	Incentive Elec	Therm	Incentive Gas	Measure Type	Measure Co	Payment Date
	45,776	Completed	7548	800			PSC Food Service Equipment	59169.8	12-13-2013
	45,908	Completed	11863	12.83	2245	1987.17	PSC Food Service Equipment	36138.96	12-27-2013
	45,907	Completed	808	70			PSC Food Service Equipment	3395.7	12-27-2013
	45,922	Completed	9212	1500			PSC Food Service Equipment	39227	01-03-2014
	45,947	Completed			2068	2000	PSC Food Service Equipment	25558.37	01-10-2014
	45,976	Completed	11863	1000			PSC Food Service Equipment	8119	01-17-2014
	46,029	Completed	665	100			PSC Food Service Equipment	1751.46	01-24-2014
	46,003	Completed	413	50			PSC Food Service Equipment	2235	01-24-2014
	46,116	Completed	16153	1000			PSC Food Service Equipment	3020	01-31-2014

Example of IBM Cognos Report location



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PSC Lighting Interior	1,330,168	-82,701	1,247,467
PSC Motor Controls HVAC	161,987	0	161,987
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SS Appliances	444,424	0	444,424
SS HVAC Combined	1,568,153	0	1,568,153
SS HVAC Heating	0	0	0
SS Industrial Process	78,822	0	78,822
SS Lighting Exterior	294,454	0	294,454
SS Lighting Interior	704,626	0	704,626
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Example of YTD Energy Savings Report

Energy savings are YTD gross, unevaluated savings.

using IRP goal (regional excluded)

WAID Electric (kWh)	ytd act	ytd target	% of ytd target achieved	ann target	% ann target achieved
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Nonres	6,156,680	4,782,789	129%	28,696,734	21%
	8,636,559	8,774,833	98%	52,649,000	16%

WAID Gas (therm)	ytd act	ytd target	% ytd target achieved	ann target	% ann target Achieved
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LI	91	9,527	1%	57,160	0%
Nonres	93,132	163,333	57%	980,000	10%
Total	129,396	294,333	44%	1,766,000	7%

Program Support Personnel:

Overall Program Management: Program Manager/Manager
Customer Relationship/Project Management: Account Executives and/or Program Manager (Avista)
Program Tracking: Program Manager (Avista)
Technical support: DSM Engineers (Avista)
Outreach support: External Communications (Avista)
Analytical support: DSM Analysts (Avista)

Program Name: Green Motor Rewind

Program Design: The Green Motors Program Group launched the Green Motors Initiative to work with Northwest regional utilities and other sponsoring organizations to provide incentives, through GMPG's member motor centers, for qualifying motors meeting the GMPG's standards. Avista joined this effort in 2008 offering the program to electric customers who participate in the green rewind program from 15 hp to 5,000 hp motors. The Green Motors Initiative is to organize, identify, educate, and promote member motor service centers to commit to energy saving shop rewind practices, continuous energy improvement and motor driven system efficiency. This program supports the regional effort by offering an incentive to Avista customers. Below are the horsepower, incentives and energy savings associated with each type of motor.

Sector	HP	Deemed kWh Savings	Customer Incentive
Agriculture	15	317	$15
Agriculture	20	425	$20
Agriculture	25	595	$25
Agriculture	30	640	$30
Agriculture	40	746	$40
Agriculture	50	802	$50
Agriculture	60	765	$60
Agriculture	75	788	$75
Agriculture	100	1,040	$100
Agriculture	125	1,157	$125
Agriculture	150	1,376	$150
Agriculture	200	1,821	$200
Agriculture	250	2,823	$250
Agriculture	300	3,370	$300
Agriculture	350	3,929	$350
Agriculture	400	4,456	$400
Agriculture	450	5,003	$450
Agriculture	500	5,567	$500
Agriculture	600	6,193	$600
Agriculture	700	7,195	$700
Agriculture	800	8,205	$800
Agriculture	900	9,211	$900
Agriculture	1000	10,192	$1,000
Agriculture	1250	10,590	$1,250
Agriculture	1500	12,681	$1,500
Agriculture	1750	14,732	$1,750
Agriculture	2000	16,766	$2,000
Agriculture	2250	18,744	$2,250
Agriculture	2500	20,783	$2,500

Sector	HP	Deemed kWh Savings	Customer Incentive
Agriculture	3000	24,784	$3,000
Agriculture	3500	28,854	$3,500
Agriculture	4000	32,976	$4,000
Agriculture	4500	37,021	$4,500
Agriculture	5000	41,049	$5,000
Industrial	15	601	$15
Industrial	20	804	$20
Industrial	25	1,052	$25
Industrial	30	1,133	$30
Industrial	40	1,319	$40
Industrial	50	1,418	$50
Industrial	60	1,476	$60
Industrial	75	1,519	$75
Industrial	100	2,005	$100
Industrial	125	2,598	$125
Industrial	150	3,089	$150
Industrial	200	4,088	$200
Industrial	250	4,972	$250
Industrial	300	5,935	$300
Industrial	350	6,919	$350
Industrial	400	7,848	$400
Industrial	450	8,811	$450
Industrial	500	9,804	$500
Industrial	600	14,689	$600
Industrial	700	17,065	$700
Industrial	800	19,461	$800
Industrial	900	21,847	$900
Industrial	1000	24,172	$1,000
Industrial	1250	29,973	$1,250
Industrial	1500	35,891	$1,500
Industrial	1750	41,697	$1,750
Industrial	2000	47,454	$2,000
Industrial	2250	53,051	$2,250
Industrial	2500	58,823	$2,500
Industrial	3000	70,147	$3,000
Industrial	3500	81,667	$3,500
Industrial	4000	93,334	$4,000
Industrial	4500	104,783	$4,500
Industrial	5000	116,183	$5,000

Program Implementation: The Green Motors Practice Group is a third-party that administers the program with Avista oversight. The Program is available to electric (Schedule 11, 12, 21, 25, 31) customers who receive a green motor rewind at a participating service center. To participate, customers must take an existing motor to a participating service center to have a green rewind done. The service centers meet specific criteria to be qualified for the program. For the customer payment process an automatic rebate is applied to the customers invoice at $1 per HP. There is an admin fee based on the kilowatt hour savings for Green Motors Practice Group. Here is the link for the Avista website related to this program initiative.

Example of Green Motors information on Avista website

Green Motors Initiative

Even the best new motors lose efficiency. A bad repair/rewind can adversely affect all motor characteristics, reducing efficiency and reliability. The green motors initiative ensures quality rewinding that results in the motor maintaining its original efficiency. This is commonly called a "green rewind". Incentives are now available for green rewinds.

The Green Motors Practices Group (GMPG) is a non-profit organization that identifies, promotes and verifies only excellent member motor service centers. These companies are committed to consistently producing repair/rewinds that retain or improve reliability an efficiency and provide on-site motor driven systems assistance.

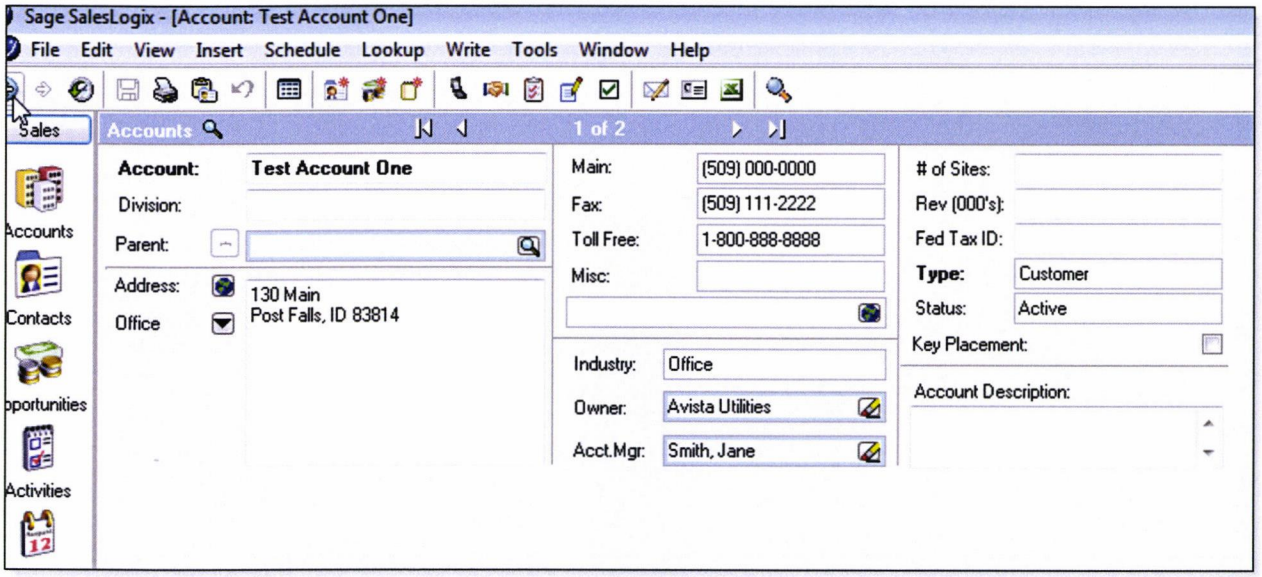
Incentives of $1 per horsepower are now available for Green Rewinds of NEMA rated motors from 15 hp - 500 hp. Incentives are paid as an instant rebate on your invoice from a participating service center.

This link explains the electric motor repairing specifications.

This link is a list of qualifying service centers in Idaho

Program Tracking: Monthly invoices and measure details are provided by the Green Motors Practice Group. This information is captured in the SalesLogix database. The account, customer contact, measure information, copy of invoice, service center documentation and any other documentation is scanned and entered into this database as outlined in the site specific program earlier in this document. After monthly information is entered into SalesLogix reconciliation is done to make sure all data is entered correctly.

Example of SalesLogix screen shot – Main Account level

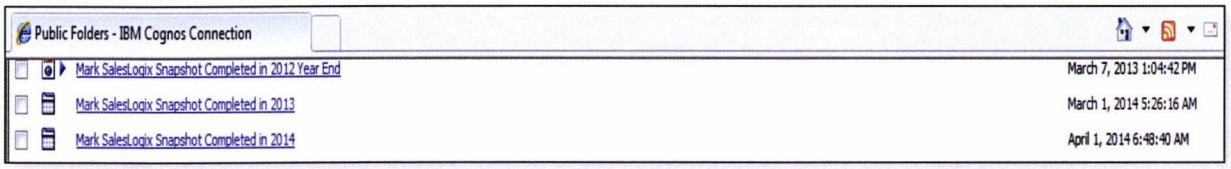


Program Reporting: Monthly reports are pulled automatically using the Cognos reporting tool. Cognos pulls current data from the SalesLogix database and emails an excel spreadsheet to the DSM Analysts. This report identifies the number of rebates that were processed during the previous month with the estimated kilowatt hour and therms savings achieved. These reports are consolidated by the Analyst team and sent electronically to the Managers, Account Executives, Program Managers, Program Coordinators and DSM Engineers to review (excel spreadsheet: Year Month YTD Savings Non-res.xls). The totals are used to report preliminary savings goals to internal and external stakeholders including the monthly email table (YTD Energy Savings – Month Year).

Example of Green Motors Report from SalesLogix

Customer Name	Installation Address	City	State	Zip	Customer Contact	Contact Phone	Ind Type	HP	Savings Per Rewind	Incentive paid to SC	Admin Fee	Cost Per Incentive	SC Name	Motor Tag No.
		Greenacres	WA	99016			IND	300	5269	$600.00	$263.45	$863.45		
		Spokane	WA	99201			IND	200	2987	$400.00	$149.35	$549.35		
		Priest River	ID	83856			IND	15	274	$30.00	$13.70	$43.70		
		Priest River	ID	83856			IND	60	971	$120.00	$48.55	$168.55		
		Priest River	ID	83856			IND	15	274	$30.00	$13.70	$43.70		
		Colville	WA	99114			IND	15	274	$30.00	$13.70	$43.70		
		Colville	WA	99114			IND	15	274	$30.00	$13.70	$43.70		
		Priest River	ID	83856			IND	15	274	$30.00	$13.70	$43.70		
		Lewiston	ID	83501			IND	200	2987	$400.00	$149.35	$549.35		
		Grangeville	ID	83530			IND	20	363	$40.00	$18.15	$58.15		
		Grangeville	ID	83530			IND	20	363	$40.00	$18.15	$58.15		
		Grangeville	ID	83530			IND	20	363	$40.00	$18.15	$58.15		
		Grangeville	ID	83530			IND	20	363	$40.00	$18.15	$58.15		
				Totals				915	15036	$1,830.00	$751.80	$2,581.80		

Example of IBM Cognos Report location



Example of Year Month YTD Savings Non-res

YTD Non-res Savings through 3/31/14			
Measure Type	**kWh**	**kWh 2**	**Total kwh + kwh 2**
HVAC Combined	367,780	0	367,780
HVAC Heating	0	0	0
Industrial Process	1,624,066	0	1,624,066
PSC Com Water Heater	87	0	87
PSC Commercial HVAC	0	0	0
PSC Commercial Windows and Insul	183,378	0	183,378
PSC EnergySmart- Case Lighting	785,033	0	785,033
PSC EnergySmart- Industrial Proc	524,162	0	524,162
PSC Food Service Equipment	74,621	0	74,621
PSC Green Motors Rewind	5,436	0	5,436
PSC Lighting Exterior	531,617	0	531,617
PSC Lighting Interior	1,330,168	-82,701	1,247,467
PSC Motor Controls HVAC	161,987	0	161,987
PSC Standby Generator Block	4,664	0	4,664
SS Appliances	444,424	0	444,424
SS HVAC Combined	1,568,153	0	1,568,153
SS HVAC Heating	0	0	0
SS Industrial Process	78,822	0	78,822
SS Lighting Exterior	294,454	0	294,454
SS Lighting Interior	704,626	0	704,626
	8,683,477	-82,701	8,600,776

Example of YTD Energy Savings Report

Energy savings are YTD gross, unevaluated savings.

using IRP goal (regional excluded)

WAID Electric (kWh)	ytd act	ytd target	% of ytd target achieved	ann target	% ann target achieved
Res	2,438,418	3,682,055	66%	22,092,333	11%
LI	41,461	309,989	13%	1,859,933	2%
Nonres	6,156,680	4,782,789	129%	28,696,734	21%
	8,636,559	8,774,833	98%	52,649,000	16%

WAID Gas (therm)	ytd act	ytd target	% ytd target achieved	ann target	% ann target Achieved
Res	36,173	121,473	30%	728,840	5%
LI	91	9,527	1%	57,160	0%
Nonres	93,132	163,333	57%	980,000	10%
Total	129,396	294,333	44%	1,766,000	7%

Program Support Personnel:

Overall Program Management: 3rd Party Implementer-Green Motors Practice Group and Program Manager (Avista)
Customer Relationship/Project Management: Account Executives and/or Program Manager (Avista)
Program Tracking: 3rd Party Implementer and Program Manager (Avista)
Technical support: 3rd Party Implementer and/or DSM Engineers (Avista)
Outreach support: 3rd Party Implementer and/or External Communications (Avista)
Analytical support: DSM Analysts (Avista)

Program Name: Commercial Prescriptive Lighting

Program Design: The prescriptive lighting program makes it easier for customers, especially smaller customers and vendors to make lighting improvements to their businesses. In an effort to streamline the process and encourage more participation, a prescriptive approach was developed in 2004. The program provides for many common retrofits to receive a pre-determined incentive amount. These amounts are calculated using a baseline average for existing wattages and replacement wattages. Energy savings claimed are calculated based on actual customer run times using the averages as calculated for incentive amounts.

Program Implementation: This program is applicable to existing commercial or industrial facilities with electric service provided by Avista with rate schedules 11 or above. Avista's regional based Account Executives (AEs) are a key part of delivering the Prescriptive Lighting Program along with area vendors and contractors. Approximately 27 individual measures are currently included in the Prescriptive Lighting Program that is separated into Interior and Exterior applications. There is also an on-going evaluation to include rebates for LED opportunities with gas station canopy lighting and exterior signage with LEDs. These include HIDs and incandescent retrofits to more energy efficient light sources including, High Performance T8, T5 and approved LEDs. The program requires the use of nationally recognized specifications for LED lighting set forth by ENERGY STAR and Design Lights Consortium (DLC) and the Seattle Lighting Design Lab.

Measure	Units	kWhs	$ Incentives	$ Incentive/ Unit
250 watt HID Fixture to 4-Lamp HP T8 Fixture HO or 2-Lamp T5HO 5-foot Fixture	150	48,975	$ 7500	$ 50
250 watt HID Fixture to 4-Lamp HP T8 Fixture HO or 2-Lamp T5HO 5-foot Fixture with occupancy sensor	100	52,056	$8000	$80
400 watt HID Fixture to 4-Lamp T5 High-Output Fixture	1500	1,011,852	$ 157,500	$ 105
400 watt HID Fixture to 4-Lamp T5 High-Output Fixture with oc sensor	150	139,349	$21,750	$145
400 watt HID Fixture to 8-Lamp HP T8 Fixture (4-Foot Lamps)	100	71,153	$ 11,500	$ 115
400 watt HID Fixture to 8-Lamp HP T8 Fixture (4-Foot Lamps) with oc sensor	25	23,826	$3625	$145
40 watt Incandescent to 6-10 watt LED*	1000	92,407	$ 6,000	$ 6

Measure	Units	kWhs	$ Incentives	$ Incentive/ Unit
60 watt Incandescent to 9-13 watt LED*	1000	92,407	$ 8000	$ 8
75-100 watt Incandescent to 12-20 watt LED*	1000	129,369	$ 10,000	$ 10
Over 150 watt Incandescent to 2L HP F32T8 Fixture	100	26,798	$ 4000	$ 40
20 watt MR16 (GU10 Base) to MR16 LED* 2-4 watt	1000	61,604	$ 5000	$5
35 watt MR16 (GU10 Base) to MR16 LED* 4-6 watt	1000	46,203	$ 6000	$6
50 watt MR16 (GU10 Base) to MR16 LED* 6-9 watt	1000	154,011	$ 10,000	$ 10
Incandescent Exit Sign to New LED Exit Signs	200	52,833	$ 4000	$20
Fixture with no occupancy sensor to built in to with relays for room control (no switch sensors)	500	112,659	$10,000	$ 20
75-100 watt Incandescent can fixture to 12-20 watt LED*	1000	129,369	$30,000	$30
Exterior-400 watt HID to 250 watt DHD MH	500	641,168	$130,000	$260
Exterior-400 watt HID to 125-175 watt LED*	200	256,467	$51,000	$255
Exterior-320 watt to 125-160 watt LED*	200	179,270	$36,000	$180
Exterior- 250 watt HID to 85-140 watt LED*	200	142,387	$29,000	$145
Exterior-175 watt HID to 35-85 watt LED*	200	132,951	$27,000	$135
Exterior-150 watt HID to 35-50 watt LED*	200	128,663	$26,000	$130
Exterior-90-100 watt HID to 25-50 watt LED*	200	112,659	$15,000	$75
Exterior-70-90 watt HID to 15-35 watt LED	200	54,038	$11,000	$55

*= Approved LED listed lamps and fixtures from lightingdesignlab.com

Rebate forms are available in hard copy format or in an editable version for both interior and exterior lighting applications.

Example of Commercial Lighting rebate form

Commercial Lighting Incentive Agreement

Interior Lighting Program

For more information contact your Avista account executive or Camille Martin at 509-495-4276 or camille.martin@avistacorp.com

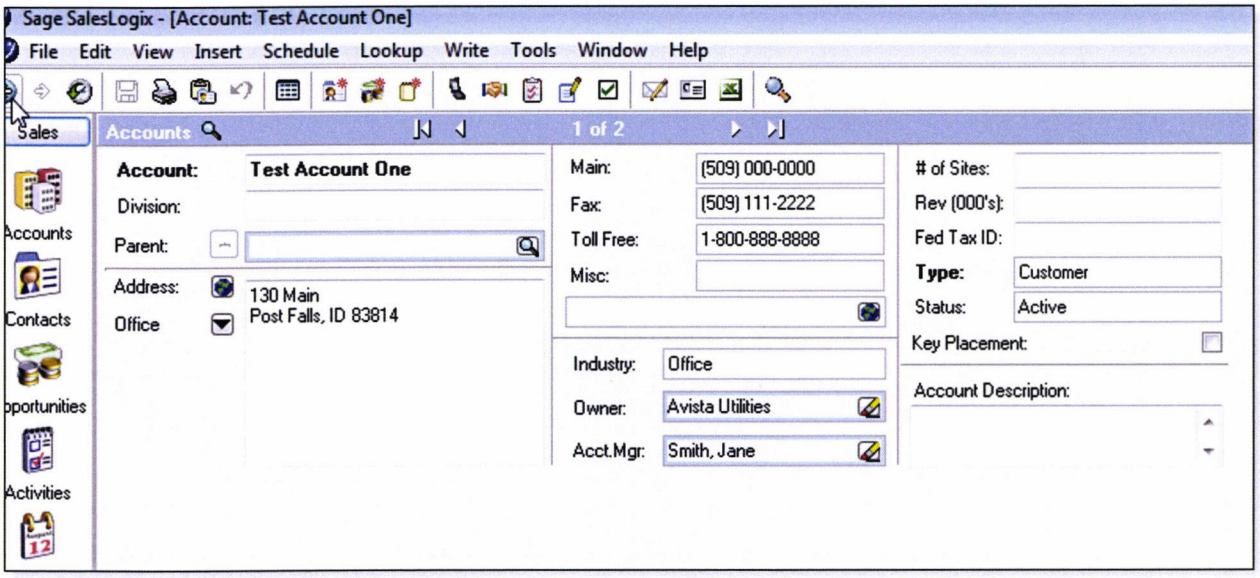
Interior Commercial Lighting Incentive Form

Please see Equipment Eligibility section on the previous page to ensure your project qualifies for this program. The incentive and energy savings calculation will be applied to the new equipment count unless the existing equipment count is less. In which case, the existing equipment count will be the basis for calculating the eligible incentive.

EXISTING EQUIPMENT	EXISTING QUANTITY	NEW EQUIPMENT INSTALLED	INSTALLED QUANTITY	INCENTIVE PER UNIT	TOTAL INCENTIVE
HID Lighting (MH, HPS, MV)					
250 watt HID Fixture	fixtures	4-Lamp High Performance T8* or 2-Lamp T5 HO	fixtures	$50	$
250 watt HID Fixture	fixtures	4-Lamp High Performance T8* or 2-Lamp	fixtures	$80	$

Program Tracking: Commercial lighting rebates are captured in the SalesLogix database. The account, customer contact, measure information, voucher request and all documentation is scanned and entered into this database as explained in the site specific section of this document.

Example of SalesLogix screen shot Main Account level



Program Reporting: Monthly reports are pulled automatically using the Cognos reporting tool. Cognos pulls current data from the SalesLogix database and emails an excel spreadsheet to the DSM Analysts. This report identifies the number of rebates that were processed during the previous month with the estimated kilowatt hour and therms savings achieved. These reports are consolidated by the Analyst team and sent electronically to the Managers, Account Executives, Program Managers, Program Coordinators and DSM Engineers to review (excel spreadsheet: Year Month YTD Savings Non-res.xls). The totals are used to report preliminary savings goals to internal and external stakeholders including the monthly email table (YTD Energy Savings – Month Year).

Example of Cognos/SalesLogix report

SalesLogix Snapshot Completed in 2014

App Num	Account	Fuel Type	Project Type	Measure Type	AE	Tech Lead	KWH	THERM	centive Electcentive G	Measure Cost	Incentive Cost	Phase	Site State
46238	[redacted]	Electric	Manufacturing	PSC Lighting Exterior	Hunnel	Lienhard	811		175	479.54	479.54	Completed	ID
46246	[redacted]	Electric	Forest Products	PSC Green Motors Rewind	Hunnel	Westra	804		40	2,640.52	181	Completed	ID
46247	[redacted]	Electric	Forest Products	PSC Green Motors Rewind	Hunnel	Westra	804		40	2,308.02	181	Completed	ID
46369	[redacted]	Electric	Retail	PSC Lighting Interior	Hunnel	Lienhard	4,830		420	1,754.3	1,754.3	Completed	ID
45301	[redacted]	Electric	Manufacturing	PSC Lighting Interior	Schmitt	Welch	15,125		2,175	7,300	7,300	Completed	ID
45302	[redacted]	Electric	Manufacturing	PSC Lighting Interior	Schmitt	Welch	4,538		471	1,225	1,225	Completed	ID
45312	[redacted]	Electric	Retail	SS Lighting Interior	Schmitt	Iris	11,269		823	1,645	1,645	Completed	ID

Example of YTD Non Res Savings Report – Monthly

YTD Non-res Savings through 3/31/14

Measure Type	kWh	kWh 2	Total kwh + kwh 2
HVAC Combined	367,780	0	367,780
HVAC Heating	0	0	0
Industrial Process	1,624,066	0	1,624,066
PSC Com Water Heater	87	0	87
PSC Commercial HVAC	0	0	0
PSC Commercial Windows and Insul	183,378	0	183,378
PSC EnergySmart- Case Lighting	785,033	0	785,033
PSC EnergySmart- Industrial Proc	524,162	0	524,162
PSC Food Service Equipment	74,621	0	74,621
PSC Green Motors Rewind	5,436	0	5,436
PSC Lighting Exterior	531,617	0	531,617
PSC Lighting Interior	1,330,168	-82,701	1,247,467
PSC Motor Controls HVAC	161,987	0	161,987
PSC Standby Generator Block	4,664	0	4,664
SS Appliances	444,424	0	444,424
SS HVAC Combined	1,568,153	0	1,568,153
SS HVAC Heating	0	0	0
SS Industrial Process	78,822	0	78,822
SS Lighting Exterior	294,454	0	294,454
SS Lighting Interior	704,626	0	704,626
	8,683,477	-82,701	8,600,776

Example of YTD Savings Report

Energy savings are YTD gross, unevaluated savings.

using IRP goal (regional excluded)

WAID Electric (kWh)	ytd act	ytd target	% of ytd target achieved	ann target	% ann target achieved
Res	2,438,418	3,682,055	66%	22,092,333	11%
LI	41,461	309,989	13%	1,859,933	2%
Nonres	6,156,680	4,782,789	129%	28,696,734	21%
	8,636,559	8,774,833	98%	52,649,000	16%

WAID Gas (therm)	ytd act	ytd target	% ytd target achieved	ann target	% ann target Achieved
Res	36,173	121,473	30%	728,840	5%
LI	91	9,527	1%	57,160	0%
Nonres	93,132	163,333	57%	980,000	10%
Total	129,396	294,333	44%	1,766,000	7%

Program Support Personnel:

Overall Program Management: Program Manager/Manager
Customer Relationship/Project Management: Account Executives and/or Program Manager (Avista)
Program Tracking: Program Manager and/or Program Coordinator (Avista)
Technical support: DSM Engineers (Avista)
Outreach support: External Communications (Avista)
Analytical support: DSM Analysts (Avista)

Program Name: Power Management for PC Networks

Program Design: This program is designed to encourage implementation of power management software to obtain energy efficiency. Despite the fact that most personal computers (PCs) have the capability to shift to a low-power operating state after a specified period of inactivity, only a small fraction of those PCs actually do. For companies that have numerous PCs, the wasted energy from computers that remain in the full-power on state even when they are idle can be significant. Software products that can simplify the process of implementing power management in large numbers of networked PCs are now available. This prescriptive rebate approach issues payments to the customer after the measure has been installed. Eligibility guidelines for participation include, but may not be limited to: completed rebate form, confirmation of electric usage, invoices and pre and post install data. Post reporting may be required for a period of three years. The incentive available for this program is $5 per license.

Program Implementation: The Power Management for PC Networks Program is available to provide an incentive to electric (Schedule 11, 12, 21, 25) customers for the purchase and installation of power management software for PCs on networks. The equipment must meet the specifications listed below. Rebates must be submitted to Avista within 90 days of installation of software. Documentation required for this rebate is a completed rebate form along with an invoice showing manufacturer, number of licenses and cost. After verification and analysis of pre and post data reports, rebates will be processed and checks issued to customer. Rebate forms are available in hard copy format or in editable versions.

Example of Power Management PC Network rebate form

Network Power Management Software to be Installed

In order for a network-based power management software solution to qualify for Avista incentives, it must:

- Be installed on existing system.
- Provide regular (at least quarterly) energy-use reports with overall average PC energy savings as well as average PC energy savings by similar groups of PCs.
- Control every available level of power management offered by your PC hardware and monitor at the time of installation (e.g., CPU on, CPU off or hibernating, CPU suspended, monitor on, monitor off or hibernating, monitor suspended). Available levels of control may differ based on operating system.
- Reset user override capabilities to network specifications every 24 hours at a minimum.
- Achieve a minimum average savings of 100 annual kWh per controlled PC.
- Provide usage data prior to installation of controls. The data should be for two consecutive weeks during a normal operating period and indicate usage by similar groups of PCs. This data will be used for comparison of usage once controls are installed.
- Remain in operation for a minimum of three years with the ability for continued reporting every six months with savings/use data upon Avista's request.

NUMBER OF CONTROLLED PC'S	NAME OF SOFTWARE SOLUTION	INCENTIVE PER CONTROLLED PC	TOTAL INCENTIVE	PROJECT COST
		$5 each	$	$

Primary heating system? ☐ All Electric ☐ Heat Pump ☐ Natural Gas ☐ Other _____

Terms & Conditions

Additional Terms & Conditions listed on back.

1. Incentives are only available for equipment installed at commercial locations with Avista electric service.
2. To receive your incentive, you must submit the incentive form along with copies of invoices and software reports within 90 days of installation.
3. Please allow four to six weeks for processing.
4. Avista reserves the right to verify installations.
5. This offer is not valid in combination with any other Avista incentives.
6. Incentive payments will not exceed invoiced cost.
7. Details of this program, including incentive levels, are subject to change without notice.
8. Rebate agreement must be returned within 90 days of installation.

Example of Pre-Reporting Survey

VERDIEM
Power Management for PC Networks

Baseline Energy Comparison - SURVEYOR Clients

Summary of Annualized Energy Consumption Data

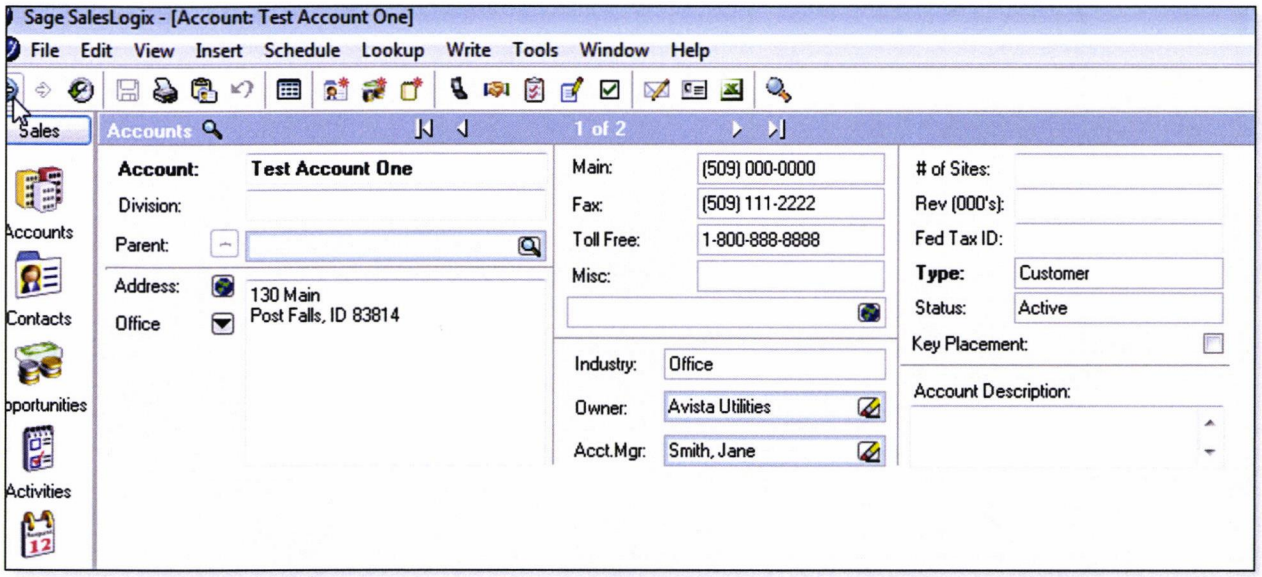
	Annual Per PC Average	All 1,300 PCs
Baseline Energy Consumption	460 kWh	598,000 kWh
Energy Consumption with SURVEYOR	302 kWh	392,503 kWh
Energy SAVINGS	158 kWh	205,497 kWh
Greenhouse Gas Emission REDUCTION	215 lbs	280,092 lbs
Energy REDUCTION %	34.4 %	

Summary of Annualized Energy Costs

	Annual Per PC Average	All 1,300 PCs
Baseline Energy Cost	$33.48	$43,528.42
Energy Cost with SURVEYOR	$21.98	$28,570.31
Cost SAVINGS	$11.51	$14,958.11
Cost SAVINGS %	34.4 %	

Program Tracking: The Power Management for PC Networks Rebates is captured in the SalesLogix database. The account, customer contact, measure information, voucher request and all documentation is scanned and entered into this database.

Example of SalesLogix screen shot – Main Account level



Program Reporting: Monthly reports are pulled automatically using the Cognos reporting tool. Cognos pulls current data from the SalesLogix database and emails an excel spreadsheet to the DSM Analysts. This report identifies the number of rebates that were processed during the previous month with the estimated kilowatt hour and therms savings achieved. These reports are consolidated by the Analyst team and sent electronically to the Managers, Account Executives, Program Managers, Program Coordinators and DSM Engineers to review (excel spreadsheet: Year Month YTD Savings Non-res.xls). The totals are used to report preliminary savings goals to internal and external stakeholders including the monthly email table (YTD Energy Savings – Month Year).

Example of the PC Network Controls Report from SalesLogix

Payment D:	Account	Measure Type	Meası	Phase	Kwh	Incentive Elec	Measure Cost
12-11-2009		Prescriptive PC Network Controls	8	Completed	664	80	240
12-11-2009		Prescriptive PC Network Controls	8	Completed	1521	130	390
12-11-2009		Prescriptive PC Network Controls	8	Completed	378	70	210
12-11-2009		Prescriptive PC Network Controls	8	Completed	504	90	270
12-11-2009		Prescriptive PC Network Controls	8	Completed	450	60	180
12-11-2009		Prescriptive PC Network Controls	8	Completed	855	90	270
12-11-2009		Prescriptive PC Network Controls	8	Completed	720	90	240
12-11-2009		Prescriptive PC Network Controls	8	Completed	760	80	240
12-11-2009		Prescriptive PC Network Controls	8	Completed	4465	190	570
12-11-2009		Prescriptive PC Network Controls	8	Completed	644	70	210
02-19-2010		Prescriptive PC Network Controls	8	Completed	172927	13000	22730.53
03-19-2010		Prescriptive PC Network Controls	8	Completed	187375	14990	23910.05
10-15-2010		Prescriptive PC Network Controls	8	Completed	12713.6	620	1260.02
01-14-2011		Prescriptive PC Network Controls	8	Terminated	30900	3090	3833.76
01-21-2011		Prescriptive PC Network Controls	8	Completed	34500	3450	3656.25
03-09-2012		PSC PC Network Controls	8	Completed	21000	2100	7947
03-09-2012		PSC PC Network Controls	8	Completed	75000	7500	7560
12-14-2012		PSC PC Network Controls	8	Completed	56800	5680	33550.39

Example of YTD Non Res Savings Report – Month

YTD Non-res Savings through 3/31/14			
Measure Type	kWh	kWh 2	Total kwh + kwh 2
HVAC Combined	367,780	0	367,780
HVAC Heating	0	0	0
Industrial Process	1,624,066	0	1,624,066
PSC Com Water Heater	87	0	87
PSC Commercial HVAC	0	0	0
PSC Commercial Windows and Insul	183,378	0	183,378
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PSC Standby Generator Block	4,664	0	4,664
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SS HVAC Combined	1,568,153	0	1,568,153
SS HVAC Heating	0	0	0
SS Industrial Process	78,822	0	78,822
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SS Lighting Interior	704,626	0	704,626
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Example of YTD Energy Savings Report

Energy savings are YTD gross, unevaluated savings.

using IRP goal (regional excluded)

WAID Electric (kWh)	ytd act	ytd target	% of ytd target achieved	ann target	% ann target achieved
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Total	129,396	294,333	44%	1,766,000	7%

Program Support Personnel:

Overall Program Management: Program Manager/Manager
Customer Relationship/Project Management: Account Executives and/or Program Manager (Avista)
Program Tracking: Program Manager and/or Program Coordinator (Avista)
Technical support: DSM Engineers (Avista)
Outreach support: External Communications (Avista)
Analytical support: DSM Analysts (Avista)

Program Name: Retro-Commissioning

Program Design: This program was developed for commercial buildings that have never gone through any type of commissioning or quality assurance process and are performing below their potential. Retro-commissioning is a systematic process for investigating, analyzing and optimizing the performance of building systems that have never been commissioned. Building commissioning is increasingly recognized as a cost-effective process to improve building performance, reduce energy use, increase equipment life, improve indoor air quality and improve occupant comfort and productivity. Although the savings that are achievable through retro-commissioning can be significant, market penetration still seems to be relatively low. In an attempt to overcome these barriers the program provides education, a streamlined implementation approach, and an opportunity for eligible customers to receive an incentive towards a qualified retro-commissioning study. Currently, the program parameters include a .10 per square foot incentive for retro-commissioning studies done by a qualified commissioning agent, an incentive for contractors to make eligible quick fixes, and the opportunity for customer to receive schedule 90/190 incentives for qualifying projects.

Program Implementation: Incentives for the Retro-Commissioning Program are available to electric (Schedule 11, 12, 21, 25) customers for studies done by a qualified commissioning agent. Building requirements include the following: must have at least 50,000 square feet of conditioned space; must be controlled by an energy management system; building must be older than 5 years; the Energy Use Index must be greater than 100% of normal; the minimum average occupancy must be at least 50% over the last 2 year period; and has not received retro-commissioning services previously from Avista.

Incentives are available to eligible customers toward the cost of a qualifying retro-commissioning study. Customer must complete and submit an application form to Avista for consideration. Upon approval, the qualified study must provide a systematic review of the current conditions and operations of the major power consuming components in the building and include, at a minimum:

- Baseline equipment information;
- A list of results from the qualified retro-commissioning agent's ("Qualified Agent") initial investigation of the building including trend logs, air balance and static pressure readings, set-points and pictures, as appropriate
- A list of applicable Measures together with energy savings calculations; and
- A list of additional potential Measures and recommendations, detailed descriptions, estimated savings calculations and implementation costs.

Example of Retro-Commissioning application form

What incentives are available for the Program?

- Qualifying customers will be eligible for an incentive of $0.10 per conditioned square foot of floor space in the building towards a Qualified Study, which will be paid directly to the customer upon submission and acceptance by Avista. Qualified Agents will be responsible for contracting directly with customers for the actual cost of the Qualified Study.
- Qualified Agents will be eligible for an incentive of up to $0.50 per therm and $0.02 per kWh for implementation of eligible Measures. The total incentive for eligible Measures will be capped at $0.10 per conditioned square foot of floor space in the building. Eligible Measures will be those Measures identified in the Qualified Study with a payback period of less than one (1) year. Approval from Avista on what Measures are eligible must be received prior to implementation. Once Avista has approved the Measures, a contract will be executed between Avista and the Qualified Agent.
- Eligible hard-wired improvements with a payback period greater than one (1) year and under 13 years for nonlighting and under 8 years for lighting may qualify for incentives under Avista's other existing energy efficiency programs, and customers should contract directly with Avista for these types of incentives.

Building Type

☐ Office ☐ Grocery ☐ Retail ☐ Industrial ☐ Education ☐ Lodging ☐ Other: _____

(If the Building has mixed-use space, please indicate the percentage in each category)

Building Information

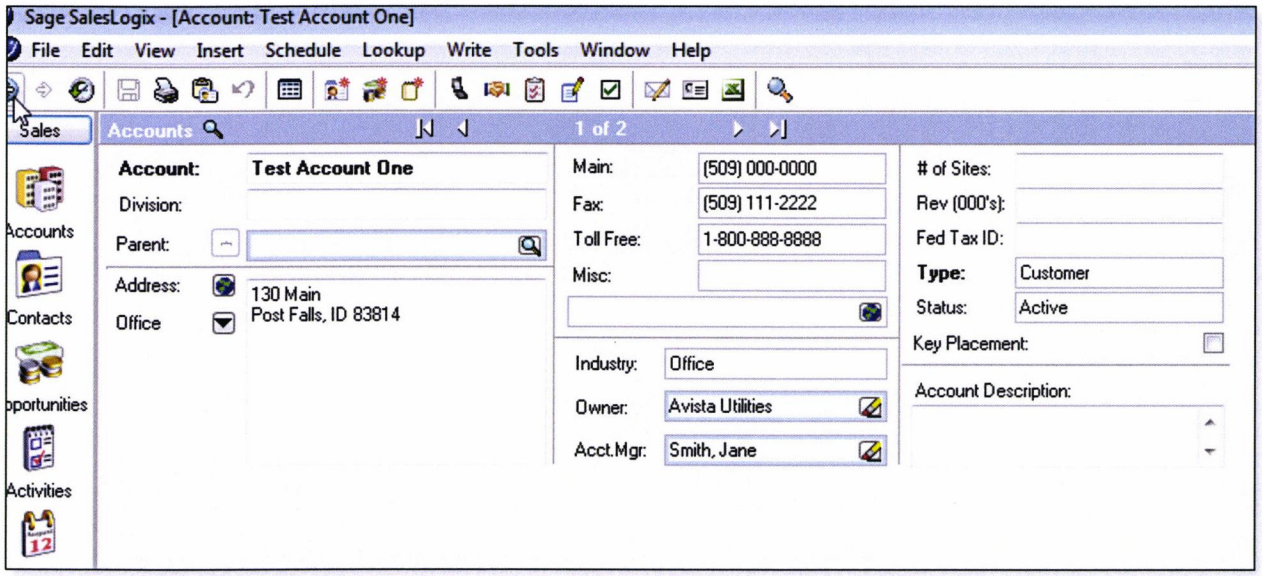
YEAR OF CONSTRUCTION	NUMBER OF FLOORS	TOTAL FLOOR AREA/SQUARE FEET	TOTAL CONDITIONED AREA/SQUARE FEET

% CURRENTLY OCCUPIED	OCCUPANCY % IN LAST TWO (2) YEARS	PRIMARY HEATING FUEL	TYPE OF EMS SYSTEM

Application forms can be found online.

Program Tracking: Retro Commissioning is captured in the SalesLogix database. The account, customer contact, measure information, voucher request and all documentation is scanned and entered into this database.

Example of SalesLogix screen shot – Main Account level



Program Reporting: Monthly reports are pulled automatically using the Cognos reporting tool. Cognos pulls current data from the SalesLogix database and emails an excel spreadsheet to the DSM Analysts. This report identifies the number of rebates that were processed during the previous month with the estimated kilowatt hour and therms savings achieved. These reports are consolidated by the Analyst team and sent electronically to the Managers, Account Executives, Program Managers, Program Coordinators and DSM Engineers to review (excel spreadsheet: Year Month YTD Savings Non-res.xls). The totals are used to report preliminary savings goals to internal and external stakeholders including the monthly email table (YTD Energy Savings – Month Year).

Example of YTD Non Res Savings Report - Month

YTD Non-res Savings through 3/31/14			
Measure Type	kWh	kWh 2	Total kwh + kwh 2
HVAC Combined	367,780	0	367,780
HVAC Heating	0	0	0
Industrial Process	1,624,066	0	1,624,066
PSC Com Water Heater	87	0	87
PSC Commercial HVAC	0	0	0
PSC Commercial Windows and Insul	183,378	0	183,378
PSC EnergySmart- Case Lighting	785,033	0	785,033
PSC EnergySmart- Industrial Proc	524,162	0	524,162
PSC Food Service Equipment	74,621	0	74,621
PSC Green Motors Rewind	5,436	0	5,436
PSC Lighting Exterior	531,617	0	531,617
PSC Lighting Interior	1,330,168	-82,701	1,247,467
PSC Motor Controls HVAC	161,987	0	161,987
PSC Standby Generator Block	4,664	0	4,664
SS Appliances	444,424	0	444,424
SS HVAC Combined	1,568,153	0	1,568,153
SS HVAC Heating	0	0	0
SS Industrial Process	78,822	0	78,822
SS Lighting Exterior	294,454	0	294,454
SS Lighting Interior	704,626	0	704,626
	8,683,477	-82,701	8,600,776

Example of YTD Energy Savings Report

Energy savings are YTD gross, unevaluated savings.

using IRP goal (regional excluded)

WAID Electric (kWh)	ytd act	ytd target	% of ytd target achieved	ann target	% ann target achieved
Res	2,438,418	3,682,055	66%	22,092,333	11%
LI	41,461	309,989	13%	1,859,933	2%
Nonres	6,156,680	4,782,789	129%	28,696,734	21%
	8,636,559	8,774,833	98%	52,649,000	16%

WAID Gas (therm)	ytd act	ytd target	% ytd target achieved	ann target	% ann target Achieved
Res	36,173	121,473	30%	728,840	5%
LI	91	9,527	1%	57,160	0%
Nonres	93,132	163,333	57%	980,000	10%
Total	129,396	294,333	44%	1,766,000	7%

Program Support Personnel:
Overall Program Management: Program Manager/Manager Customer Relationship/Project Management: Account Executives and/or Program Manager (Avista) Program Tracking: Program Manager and/or Program Coordinator (Avista) Technical support: DSM Engineers (Avista) Outreach support: External Communications (Avista) Analytical support: DSM Analysts (Avista)

Program Name: Standby Generator Block Heater

Program Design: Most block heating technology employs natural convection within the engine block's system to drive circulation, more commonly known as thermosiphon. This program promotes the replacement of thermosiphon style engine block heaters with pump driven circulation units which reduce overall block temperature. Because it also decreases the heat transfer rate from the block to the environment, it can reduce overall block heater energy consumption. This prescriptive rebate approach issues payments to the customer after the measure has been installed. Eligibility guidelines for participation include, but may not be limited to: confirmation of electric usage, invoices and possible pre and post logging.

Program Implementation: The Standby Generator Block Heater Program is available to provide an incentive to electric (Schedule 11, 12, 21, 25) customers for the purchase and installation of a pump driven circulation unit. This rebate is available for a retrofit only. This program requires pre-approval from Avista to do pre and post logging. Rebates must be submitted to Avista within 90 days of installation of equipment. Documentation required for this rebate is a completed rebate form along with an invoice showing manufacturer, model and cost of the equipment purchased. After equipment verification, rebates will be processed and checks issued to customer. Rebates are $400 per qualified unit. Rebate forms are available in hard copy format or editable versions online.

Example of Standby Generator Block Heater rebate form

Terms & Conditions

Additional Terms & Conditions listed on back.

Rebate Offer: Rebates are available for retrofit from a thermosiphon circulating block heater to a pump driven circulating block heater that operates continuously. Block heater must be installed by a Hotstart certified technician. Rebates are available for commercial facilities with electric service provided by Avista Utilities on a non-residential rate schedule. Details of this program, including rebate levels, are subject to change without prior notice.

Proof of Purchase: Copies of invoice(s) itemizing the new equipment purchased and labor charges, if applicable, must accompany this Agreement. Manufacturer and model number of purchased equipment must be included on the invoice or a separate manufacturer specification sheet can be included. Rebate Agreement must be returned within 90 days of installation.

Payment: Equipment must be purchased and installed before payment can be issued. Rebate payments will not exceed invoiced cost. Rebates are not valid in combination with any other Avista incentives/rebates. Allow 4–6 weeks for processing and payment of rebate.

Verification: Avista reserves the right to verify installations anytime before or after payment is issued.

Generator Information

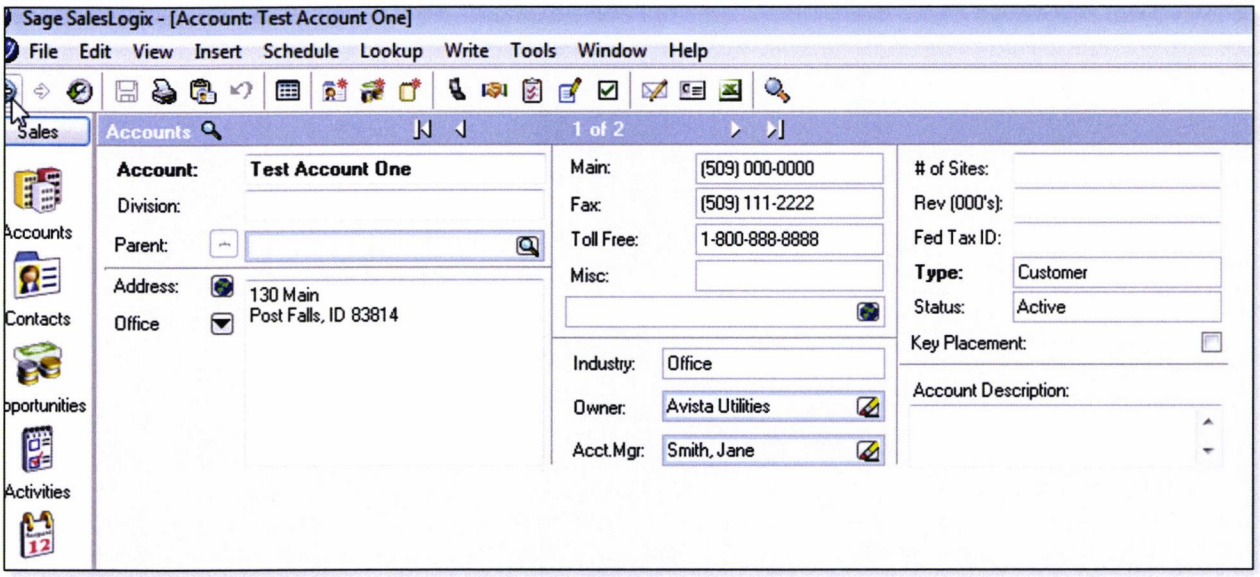
CONDITIONED OR UNCONDITIONED SPACE	IF CONDITIONED, APPROX. TEMPERATURE	GENERATOR TYPE/SIZE (KW)	ENGINE TYPE/SIZE LITERS	HOTSTART CERTIFICATION # OF INSTALLER

Engine Heater Information

HEATER TYPE REPLACED/VOLTAGE/KW	HEATER TYPE INSTALLED/VOLTAGE/KW	PROJECT COST TO REPLACE OLD HEATER WITH NEW HEATER (INCLUDE ITEMIZED INVOICE)
		$

Program Tracking: Standby Generator Block Heater Program data is captured in the SalesLogix database. The account, customer contact, measure information, voucher request and all documentation is scanned and entered into this database as explained in the Site Specific section earlier in this document.

Example of SalesLogix screen shot – Main account level



Program Reporting: Monthly reports are pulled automatically using the Cognos reporting tool. Cognos pulls current data from the SalesLogix database and emails an excel spreadsheet to the DSM Analysts. This report identifies the number of rebates that were processed during the previous month with the estimated kilowatt hour and therms savings achieved. These reports are consolidated by the Analyst team and sent electronically to the Managers, Account Executives, Program Managers, Program Coordinators and DSM Engineers to review (excel spreadsheet: Year Month YTD Savings Non-res.xls). The totals are used to report preliminary savings goals to internal and external stakeholders including the monthly email table (YTD Energy Savings – Month Year).

Example of Block Heater report from SalesLogix

App Num	Measure Type	State	Account	Measure Type	Incentive	Kwh	Payment Date	Measure Co	Phase
38,945	PSC Standby Generator Block	WA		PSC Standby Generator Block	400	1884	04-27-2012	1006.22	Completed
38,946	PSC Standby Generator Block	ID		PSC Standby Generator Block	400	1696	04-27-2012	856.5	Completed
39,170	PSC Standby Generator Block	WA		PSC Standby Generator Block	400	1931	05-11-2012	1125.77	Completed
39,198	PSC Standby Generator Block	WA		PSC Standby Generator Block	400	1783	05-11-2012	1131.37	Completed
39,200	PSC Standby Generator Block	WA		PSC Standby Generator Block	400	1884	05-11-2012	1131.37	Completed
40,647	PSC Standby Generator Block	WA		PSC Standby Generator Block	400	2673	08-31-2012	2724.94	Completed
40,843	PSC Standby Generator Block	WA		PSC Standby Generator Block	400	2712	09-14-2012	3428.57	Completed
40,844	PSC Standby Generator Block	WA		PSC Standby Generator Block	400	1962	09-14-2012	2008.98	Completed
41,088	PSC Standby Generator Block	WA		PSC Standby Generator Block	400	745.8	09-28-2012	517.52	Completed
43,374	PSC Standby Generator Block	WA		PSC Standby Generator Block	400	1810	01-25-2013	1019.9	Completed
43,375	PSC Standby Generator Block	WA		PSC Standby Generator Block	400	1810	01-25-2013	1008.7	Completed
43,376	PSC Standby Generator Block	WA		PSC Standby Generator Block	400	1783	01-25-2013	1019.9	Completed
43,595	PSC Standby Generator Block	WA		PSC Standby Generator Block	400	1935	02-15-2013	1096.66	Completed

Example of YTD Non Res Savings Report - Month

YTD Non-res Savings through 3/31/14			
Measure Type	kWh	kWh 2	Total kwh + kwh 2
HVAC Combined	367,780	0	367,780
HVAC Heating	0	0	0
Industrial Process	1,624,066	0	1,624,066
PSC Com Water Heater	87	0	87
PSC Commercial HVAC	0	0	0
PSC Commercial Windows and Insul	183,378	0	183,378
PSC EnergySmart- Case Lighting	785,033	0	785,033
PSC EnergySmart- Industrial Proc	524,162	0	524,162
PSC Food Service Equipment	74,621	0	74,621
PSC Green Motors Rewind	5,436	0	5,436
PSC Lighting Exterior	531,617	0	531,617
PSC Lighting Interior	1,330,168	-82,701	1,247,467
PSC Motor Controls HVAC	161,987	0	161,987
PSC Standby Generator Block	4,664	0	4,664
SS Appliances	444,424	0	444,424
SS HVAC Combined	1,568,153	0	1,568,153
SS HVAC Heating	0	0	0
SS Industrial Process	78,822	0	78,822
SS Lighting Exterior	294,454	0	294,454
SS Lighting Interior	704,626	0	704,626
	8,683,477	-82,701	8,600,776

Example of YTD Energy Savings Report

Energy savings are YTD gross, unevaluated savings.

using IRP goal (regional excluded)

WAID Electric (kWh)	ytd act	ytd target	% of ytd target achieved	ann target	% ann target achieved
Res	2,438,418	3,682,055	66%	22,092,333	11%
LI	41,461	309,989	13%	1,859,933	2%
Nonres	6,156,680	4,782,789	129%	28,696,734	21%
	8,636,559	8,774,833	98%	52,649,000	16%

WAID Gas (therm)	ytd act	ytd target	% ytd target achieved	ann target	% ann target Achieved
Res	36,173	121,473	30%	728,840	5%
LI	91	9,527	1%	57,160	0%
Nonres	93,132	163,333	57%	980,000	10%
Total	129,396	294,333	44%	1,766,000	7%

Program Support Personnel:

Overall Program Management: Program Manager/Manager
Customer Relationship/Project Management: Account Executives and/or Program Manager (Avista)
Program Tracking: Program Manager and/or Program Coordinator (Avista)
Technical support: DSM Engineers (Avista)
Outreach support: External Communications (Avista)
Analytical support: DSM Analysts (Avista)

Program Name: Commercial HVAC Variable Frequency Drive (VFD) Program

Program Design: This program is intended to prompt the customer to increase the energy efficiency of their fan or pump applications with variable frequency drives through direct financial incentives. This prescriptive rebate approach issues payments to the customer for a retrofit after the measure has been installed. Eligibility guidelines for participation include, but may not be limited to: confirmation of natural gas usage; and invoices and verification of horse power of motor. The measures, incentives and savings are listed below.

Measure	Incentive per HP	Savings
VFD Fans	$80	1,022
VFD Cooling Pump Only	$85	1,091
VFD Heat Pump only or Combined Heating & Cooling Pump	$140	1,756

Program Implementation: The Commercial HVAC Variable Frequency Drive (VFD) Program is available to provide an incentive to electric (Schedule 11, 12, 21, 25) customers for the purchase and installation of VFDs on HVAC equipment. The equipment must meet the specifications listed above. Rebates must be submitted to Avista within 90 days of installation of equipment. Documentation required for this rebate is a completed rebate form along with an invoice showing manufacturer, model and cost of the equipment purchased as well as documentation to verify the horse power of the motor the VFD was installed on. After equipment verification, rebates will be processed and checks issued to customer. Rebate forms are available in hard copy format or editable versions online.

Example of HVAC rebate form

Funding Calculation

INSTRUCTIONS: Incentives apply to retrofits of variable frequency drives (VFD) installed on commercial heating, ventilation and air conditioning equipment served on an Avista electric non-residential rate schedule. New construction projects are not eligible for incentives. Use a separate line for each VFD. Include primary pumps and fans only; secondary or spare pumps or fans do not qualify. Attach a separate sheet for additional VFDs if necessary. Please allow 6–8 weeks for processing. Incentive payments will not exceed invoiced cost.

Table A – Fan or Pump Application Codes

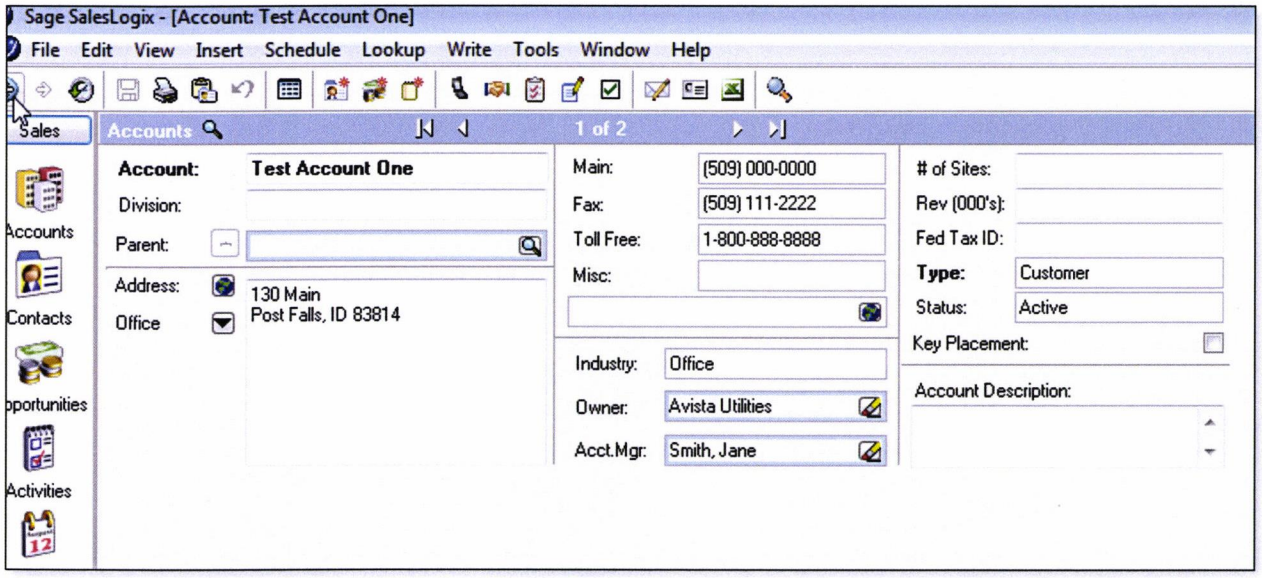
CODE	APPLICATION	CODE	APPLICATION
SFA	SUPPLY FAN OR SUPPLY AIR HANDLER	FWP	BOILER FEED WATER PUMP
SFP	SUPPLY FAN ON VAV PACKAGED OR ROOFTOP HVAC UNIT	CTP	COOLING TOWER PUMP
RFA	RETURN FAN OF RETURN AIR HANDLER	CHWP	CHILLED WATER PUMP
RFP	RETURN FAN ON VAV PACKAGED OR ROOFTOP HVAC UNIT	COWP	CONDENSING WATER PUMP
BEF	BUILDING EXHAUST FAN	OTHER	PLEASE SPECIFY IN TABLE C

Table B – VFD Incentive per HP of Designed Primary Motor Load

TYPE OF VFD	MAXIMUM $ PER HP
VFD FANS	$80
VFD COOLING PUMP ONLY	$85
VFD HEATING PUMP ONLY OR COMBINED HEATING AND COOLING PUMP	$140

Program Tracking: The Commercial HVAC Variable Frequency Drive Program data is captured in the SalesLogix database. The account, customer contact, measure information, voucher request and all documentation is scanned and entered into this database.

Example of SalesLogix screen shot – Main Account level



Program Reporting: Monthly reports are pulled automatically using the Cognos reporting tool. Cognos pulls current data from the SalesLogix database and emails an excel spreadsheet to the DSM Analysts. This report identifies the number of rebates that were processed during the previous month with the estimated kilowatt hour and therms savings achieved. These reports are consolidated by the Analyst team and sent electronically to the Managers, Account Executives, Program Managers, Program Coordinators and DSM Engineers to review (excel spreadsheet: Year Month YTD Savings Non-res.xls). The totals are used to report preliminary savings goals to internal and external stakeholders including the monthly email table (YTD Energy Savings – Month Year).

Example of Commercial HVAC Variable Frequency Drive report from SalesLogix

A	B	C	D	E	F	G	H	I
App Num	Account	State	Measure Type	Phase	Incentive El	Kwh	Measure Cost	Payment Da
39,049		WA	PSC Motor Controls HVAC	Completed	3100	41038	14550	05-04-20
39,287		WA	PSC Motor Controls HVAC	Completed	1200	19158	10303.24	05-18-20
39,535		WA	PSC Motor Controls HVAC	Completed	1000	17560	2021.39	06-08-20
40,640		WA	PSC Motor Controls HVAC	Completed	3400	43640	9030.8	08-31-20
42,290		WA	PSC Motor Controls HVAC	Completed	4400	56721	12554.85	12-07-20
42,504		WA	PSC Motor Controls HVAC	Completed	2120	29954	4370.82	12-21-20
44,133		WA	PSC Motor Controls HVAC	Completed	8000	102200	19769.27	02-22-20
44,449		ID	PSC Motor Controls HVAC	Completed	640	8176	4313.2	03-15-20
44,532		WA	PSC Motor Controls HVAC	Completed	46720	624037	53205	03-22-20
44,810		WA	PSC Motor Controls HVAC	Completed	27900	392310	33023	04-26-20
44,936		ID	PSC Motor Controls HVAC	Completed	11400	169560	63361	05-10-20
45,100		WA	PSC Motor Controls HVAC	Completed	1800	2295	8814	06-21-20
45,156		WA	PSC Motor Controls HVAC	Completed	3200	40880	4000	06-28-20

Example of YTD Non Res Savings Report – Month

YTD Non-res Savings through 3/31/14			
Measure Type	kWh	kWh 2	Total kwh + kwh 2
HVAC Combined	367,780	0	367,780
HVAC Heating	0	0	0
Industrial Process	1,624,066	0	1,624,066
PSC Com Water Heater	87	0	87
PSC Commercial HVAC	0	0	0
PSC Commercial Windows and Insul	183,378	0	183,378
PSC EnergySmart- Case Lighting	785,033	0	785,033
PSC EnergySmart- Industrial Proc	524,162	0	524,162
PSC Food Service Equipment	74,621	0	74,621
PSC Green Motors Rewind	5,436	0	5,436
PSC Lighting Exterior	531,617	0	531,617
PSC Lighting Interior	1,330,168	-82,701	1,247,467
PSC Motor Controls HVAC	161,987	0	161,987
PSC Standby Generator Block	4,664	0	4,664
SS Appliances	444,424	0	444,424
SS HVAC Combined	1,568,153	0	1,568,153
SS HVAC Heating	0	0	0
SS Industrial Process	78,822	0	78,822
SS Lighting Exterior	294,454	0	294,454
SS Lighting Interior	704,626	0	704,626
	8,683,477	-82,701	8,600,776

Example of YTD Energy Savings Report

Energy savings are YTD gross, unevaluated savings.

using IRP goal (regional excluded)

WAID Electric (kWh)	ytd act	ytd target	% of ytd target achieved	ann target	% ann target achieved
Res	2,438,418	3,682,055	66%	22,092,333	11%
LI	41,461	309,989	13%	1,859,933	2%
Nonres	6,156,680	4,782,789	129%	28,696,734	21%
	8,636,559	8,774,833	98%	52,649,000	16%

WAID Gas (therm)	ytd act	ytd target	% ytd target achieved	ann target	% ann target Achieved
Res	36,173	121,473	30%	728,840	5%
LI	91	9,527	1%	57,160	0%
Nonres	93,132	163,333	57%	980,000	10%
Total	129,396	294,333	44%	1,766,000	7%

Program Personnel:

Overall Program Management: Program Manager/Manager
Customer Relationship/Project Management: Account Executives and/or Program Manager (Avista)
Program Tracking: Program Manager and/or Program Coordinator (Avista)
Technical support: DSM Engineers (Avista)
Outreach support: External Communications (Avista)
Analytical support: DSM Analysts (Avista)

Program Name: Commercial Water Heaters

Program Design: Commercial Water Heaters that are high efficient use 25 percent less energy than a conventional commercial unit by employing more efficient heat exchangers. The Commercial Water Heater Rebate was designed to incentivize electric customers to purchase and install energy efficient commercial water heaters. The following measures are available for incentives with associated savings per unit.

Water Heater Specifications: Avista offers a $20 per unit incentive for water heaters that meet the following energy factors:

Tank Size	Electric EF
= >25 <35	.90
= >35 <45	.90
= >45 <55	.90
= >55 <75	.87
= >75 <100	.87
= >100 <120	.86

Program Implementation: The Commercial Clothes Washer Program is available to provide an incentive to electric (Schedule 11, 12, 21, 25) customers for the purchase and installation of an energy efficient commercial water heater. Water heaters must be commercial grade units and must meet water heater specifications listed above. The hot water that serves the water heater must be heated with Avista electricity. Rebates must be submitted to Avista within 90 days of installation of equipment. Documentation required for this rebate is a completed rebate form along with an invoice showing manufacturer, model and cost of the equipment purchased. After equipment verification, rebates will be processed and checks issued to customer. Rebates are $20 per qualified unit. Rebate forms are available in hard copy format or in editable versions.

Example of Commercial Water Heater rebate form

Terms & Conditions

Additional Terms & Conditions listed on last page.

Rebate Offer: Rebates are available for the installation of qualifying tank style water heaters. Rebates are available for commercial facilities with electric service provided by Avista Utilities on a non-residential rate schedule. Hot water must be heated with Avista electricity. Details of this program, including rebate levels, are subject to change without prior notice.

Proof of Purchase: Copies of invoice(s) itemizing the new equipment purchased and labor charges, if applicable, must accompany this agreement. Manufacturer and model number of purchased water heater must be included on the invoice or a separate manufacturer specification sheet can be included. Rebate agreement must be returned within 90 days of installation.

Payment: Equipment must be purchased and installed before payment can be issued. Rebate payments will not exceed invoiced cost. Rebates are not valid in combination with any other Avista incentives/rebates. Allow 4–6 weeks for processing and payment of rebate.

Equipment Eligibility: Eligible water heaters must meet or exceed the energy efficiency levels listed above. Eligibility for equipment not listed must be handled on a site-specific basis. Contact your Avista representative before purchasing the equipment.

Verification: Avista reserves the right to verify installations anytime before or after payment is issued.

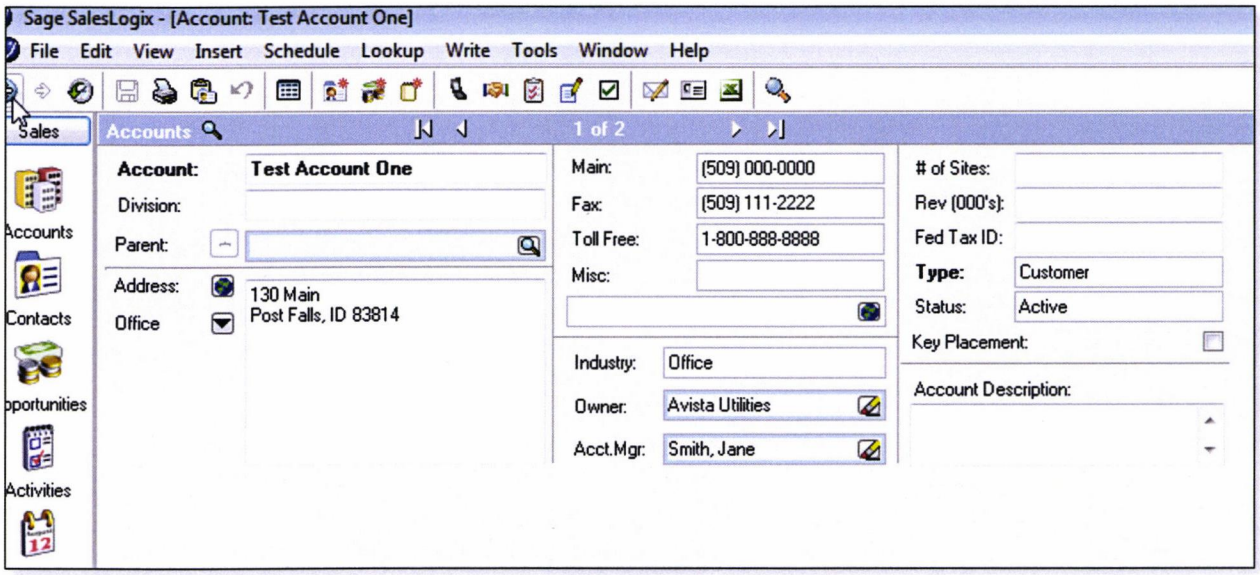
Rebate Amount: $20

New water heater(s) purchased & installed

MANUFACTURER	MODEL #	# OF UNITS		REBATE AMT.		TOTAL REBATE
			x		=	$

Program Tracking: The Commercial Water Heater Program data is captured in the SalesLogix database. The account, customer contact, measure information, voucher request and all documentation is scanned and entered into this database.

Example of SalesLogix screen shot – Main Account level



Program Reporting: Monthly reports are pulled automatically using the Cognos reporting tool. Cognos pulls current data from the SalesLogix database and emails an excel spreadsheet to the DSM Analysts. This report identifies the number of rebates that were processed during the previous month with the estimated kilowatt hour and therms savings achieved. These reports are consolidated by the Analyst team and sent electronically to the Managers, Account Executives, Program Managers, Program Coordinators and DSM Engineers to review (excel spreadsheet: Year Month YTD Savings Non-res.xls). The totals are used to report preliminary savings goals to internal and external stakeholders including the monthly email table (YTD Energy Savings – Month Year).

Example of YTD Non Res Savings Report - Month

YTD Non-res Savings through 3/31/14			
Measure Type	kWh	kWh 2	Total kwh + kwh 2
HVAC Combined	367,780	0	367,780
HVAC Heating	0	0	0
Industrial Process	1,624,066	0	1,624,066
PSC Com Water Heater	87	0	87
PSC Commercial HVAC	0	0	0
PSC Commercial Windows and Insul	183,378	0	183,378
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PSC Food Service Equipment	74,621	0	74,621
PSC Green Motors Rewind	5,436	0	5,436
PSC Lighting Exterior	531,617	0	531,617
PSC Lighting Interior	1,330,168	-82,701	1,247,467
PSC Motor Controls HVAC	161,987	0	161,987
PSC Standby Generator Block	4,664	0	4,664
SS Appliances	444,424	0	444,424
SS HVAC Combined	1,568,153	0	1,568,153
SS HVAC Heating	0	0	0
SS Industrial Process	78,822	0	78,822
SS Lighting Exterior	294,454	0	294,454
SS Lighting Interior	704,626	0	704,626
	8,683,477	-82,701	8,600,776

Example of YTD Energy Savings Report

Energy savings are YTD gross, unevaluated savings.

using IRP goal (regional excluded)

WAID Electric (kWh)	ytd act	ytd target	% of ytd target achieved	ann target	% ann target achieved
Res	2,438,418	3,682,055	66%	22,092,333	11%
LI	41,461	309,989	13%	1,859,933	2%
Nonres	6,156,680	4,782,789	129%	28,696,734	21%
	8,636,559	8,774,833	98%	52,649,000	16%

WAID Gas (therm)	ytd act	ytd target	% ytd target achieved	ann target	% ann target Achieved
Res	36,173	121,473	30%	728,840	5%
LI	91	9,527	1%	57,160	0%
Nonres	93,132	163,333	57%	980,000	10%
Total	129,396	294,333	44%	1,766,000	7%

Program Support Personnel:

Overall Program Management: Program Manager/Manager
Customer Relationship/Project Management: Account Executives and/or Program Manager (Avista)
Program Tracking: Program Manager and/or Program Coordinator (Avista)
Technical support: DSM Engineers (Avista)
Outreach support: External Communications (Avista)
Analytical support: DSM Analysts (Avista)

Program Name: Commercial Windows and Insulation Program

Program Design: The Commercial Windows and Insulation program encourages non-residential customers to improve the envelope of their building by upgrading windows and adding insulation. This may make a business more energy efficient and comfortable. This prescriptive rebate approach issues payments to the customer after the measure has been installed. Eligibility guidelines for participation include, but may not be limited to: confirmation of electric heating usage, invoices and insulation and/or window data. Pre and/or post inspection for insulation and/or windows may occur as necessary throughout the year.

Measure	Incentive	Kilowatt-hours/sq foot
Less than R4 Wall Insulation to R-11-R18 Retrofit	.30 per square foot	3
Less than R4 Wall Insulation to R19 or above Retrofit	.35 per square foot	4
Less than R11 Attic Insulation to R30-R44 Retrofit	.20 per square foot	1
Less than R11 Attic Insulation to R45 or above Retrofit	.25 per square foot	1
Less than R11 Roof Insulation to R30 or above Retrofit	.25 per square foot	1
Windows U-Factor of .35 or less and SHGC .35 or Less NC	.50 per square foot	3
Windows U-Factor of .35 or less and SHGC .35 or Less Retro	.50 per square foot	3

Program Implementation: The Commercial Windows and Insulation Program are available to provide an incentive to electric (Schedule 11, 12, 21, 25) customers for the purchase and installation of energy efficient windows and insulation. Rebates must be submitted to Avista within 90 days of installation of equipment. Documentation required for this rebate is a completed rebate form along with an invoice showing material purchased and project cost, as well as, an insulation certificate for insulation install and specs for windows. After verification, rebates will be processed and checks issued to customer. Rebates amounts per qualified unit are listed above. Rebate forms are available in hard copy format or in editable versions.

Copy of Commercial Insulation and Windows rebate form

ID

AVISTA

Idaho Commercial Windows and Insulation Program

If the scope of your project does not fit into the parameters of this program, please contact your Avista Account Executive PRIOR to beginning your project. You may be eligible for a site specific or custom incentive. Visit avistautilities.com for more information.

Terms & Conditions

Additional Terms & Conditions listed on last page.

Rebate Offer: Rebates are available for the installation of qualifying insulation and windows. Rebates are available for commercial facilities whose primary heat source is Avista electric on a nonresidential retail rate schedule. Details of this program, including rebate levels, are subject to change without prior notice.

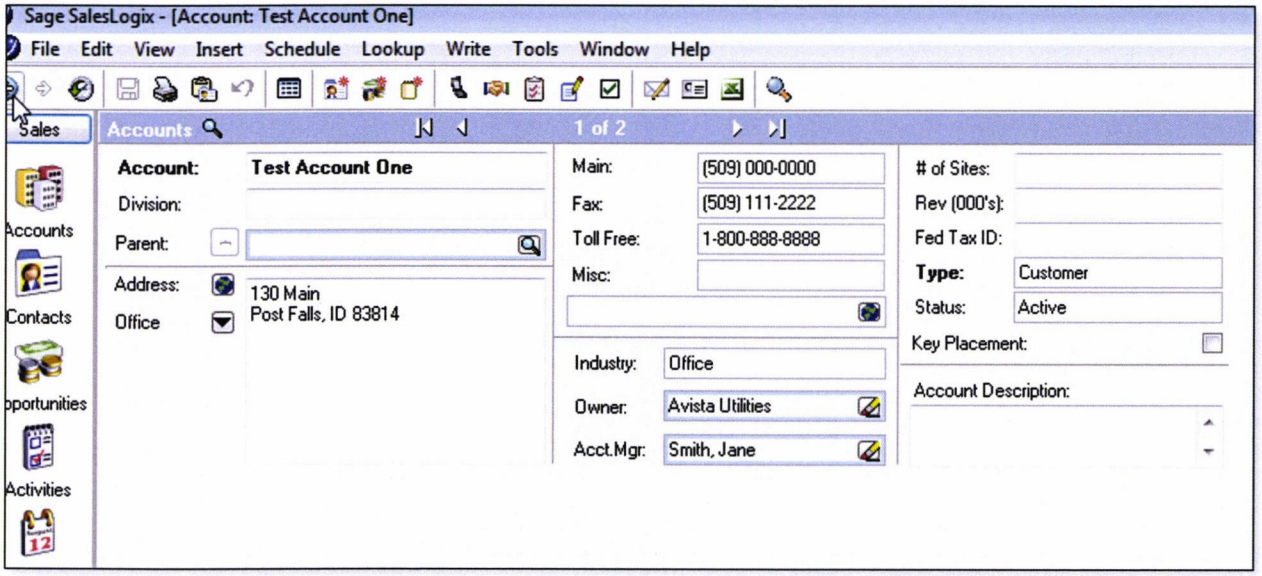
Proof of Purchase: Copies of invoice(s) itemizing the materials purchased and labor charges, if applicable, with verification of U-Factor, solar heat gain coefficient and square feet for windows and R-Value and square feet for insulation must accompany this Agreement. Forms without verification cannot be processed. Rebate Agreement must be returned within 90 days of installation. Windows and insulation must be contractor installed. Contractor must certify cost, square footage, existing and new levels of insulation and/or cost, square footage, U-Factor and SHGC of windows. Invoices must be itemized.

Payment: Equipment must be purchased and installed before payment can be issued. Rebate payments will not exceed invoiced cost. Rebates are not valid in combination with any other Avista incentives/rebates. Allow 4–6 weeks for processing and payment of rebate.

Verification: Avista reserves the right to verify installations anytime before or after payment is issued.

Program Tracking: The Commercial Windows and Insulation Program data is captured in the SalesLogix database. The account, customer contact, measure information, voucher request and all documentation is scanned and entered into this database as explained in the site specific section earlier in this document.

Example of SalesLogix screen shot – Main Account level



Program Reporting: Monthly reports are pulled automatically using the Cognos reporting tool. Cognos pulls current data from the SalesLogix database and emails an excel spreadsheet to the DSM Analysts. This report identifies the number of rebates that were processed during the previous month with the estimated kilowatt hour and therms savings achieved. These reports are consolidated by the Analyst team and sent electronically to the Managers, Account Executives, Program Managers, Program Coordinators and DSM Engineers to review (excel spreadsheet: Year Month YTD Savings Non-res.xls). The totals are used to report preliminary savings goals to internal and external stakeholders including the monthly email table (YTD Energy Savings – Month Year).

Example of Commercial Windows and Insulation report from SalesLogix

Account	Measure Type	Phase	Payment Date	Incentive Elec	Incentive Gas	Kwh	Therm	Measure Cost
	PSC Commercial Windows and Insul	Completed	02-21-2014		4873.05		2315	51276.62
	PSC Commercial Windows and Insul	Completed	02-28-2014		2395.09		315	27640
	PSC Commercial Windows and Insul	Completed	02-28-2014	36		194		406.5
	PSC Commercial Windows and Insul	Completed	03-14-2014	217.09	356.91	1337	75	5168.69
	PSC Commercial Windows and Insul	Completed	03-14-2014	469.65	777.33	2904	164	15002.53
	PSC Commercial Windows and Insul	Completed	03-14-2014	75.19	126.59	470	27	2610.4
	PSC Commercial Windows and Insul	Completed	03-21-2014	648.72	1075.21	4014	227	3685.73
	PSC Commercial Windows and Insul	Completed	03-21-2014	23852.71		70127		241904
	PSC Commercial Windows and Insul	Completed	03-28-2014	14534.66		80397		56343
	PSC Commercial Windows and Insul	Completed	03-28-2014	311.58	516.28	1928	109	19000
	PSC Commercial Windows and Insul	Completed	04-04-2014	1169.68	1934.82	7229	408	42277.78
	PSC Commercial Windows and Insul	Completed	04-04-2014	134.64	222.85	832	46.984	2706.63

Example of YTD Non Res Savings Report – Month

YTD Non-res Savings through 3/31/14			
Measure Type	kWh	kWh 2	Total kwh + kwh 2
HVAC Combined	367,780	0	367,780
HVAC Heating	0	0	0
Industrial Process	1,624,066	0	1,624,066
PSC Com Water Heater	87	0	87
PSC Commercial HVAC	0	0	0
PSC Commercial Windows and Insul	183,378	0	183,378
PSC EnergySmart- Case Lighting	785,033	0	785,033
PSC EnergySmart- Industrial Proc	524,162	0	524,162
PSC Food Service Equipment	74,621	0	74,621
PSC Green Motors Rewind	5,436	0	5,436
PSC Lighting Exterior	531,617	0	531,617
PSC Lighting Interior	1,330,168	-82,701	1,247,467
PSC Motor Controls HVAC	161,987	0	161,987
PSC Standby Generator Block	4,664	0	4,664
SS Appliances	444,424	0	444,424
SS HVAC Combined	1,568,153	0	1,568,153
SS HVAC Heating	0	0	0
SS Industrial Process	78,822	0	78,822
SS Lighting Exterior	294,454	0	294,454
SS Lighting Interior	704,626	0	704,626
	8,683,477	-82,701	8,600,776

Example of YTD Energy Savings Report

Energy savings are YTD gross, unevaluated savings.

using IRP goal (regional excluded)

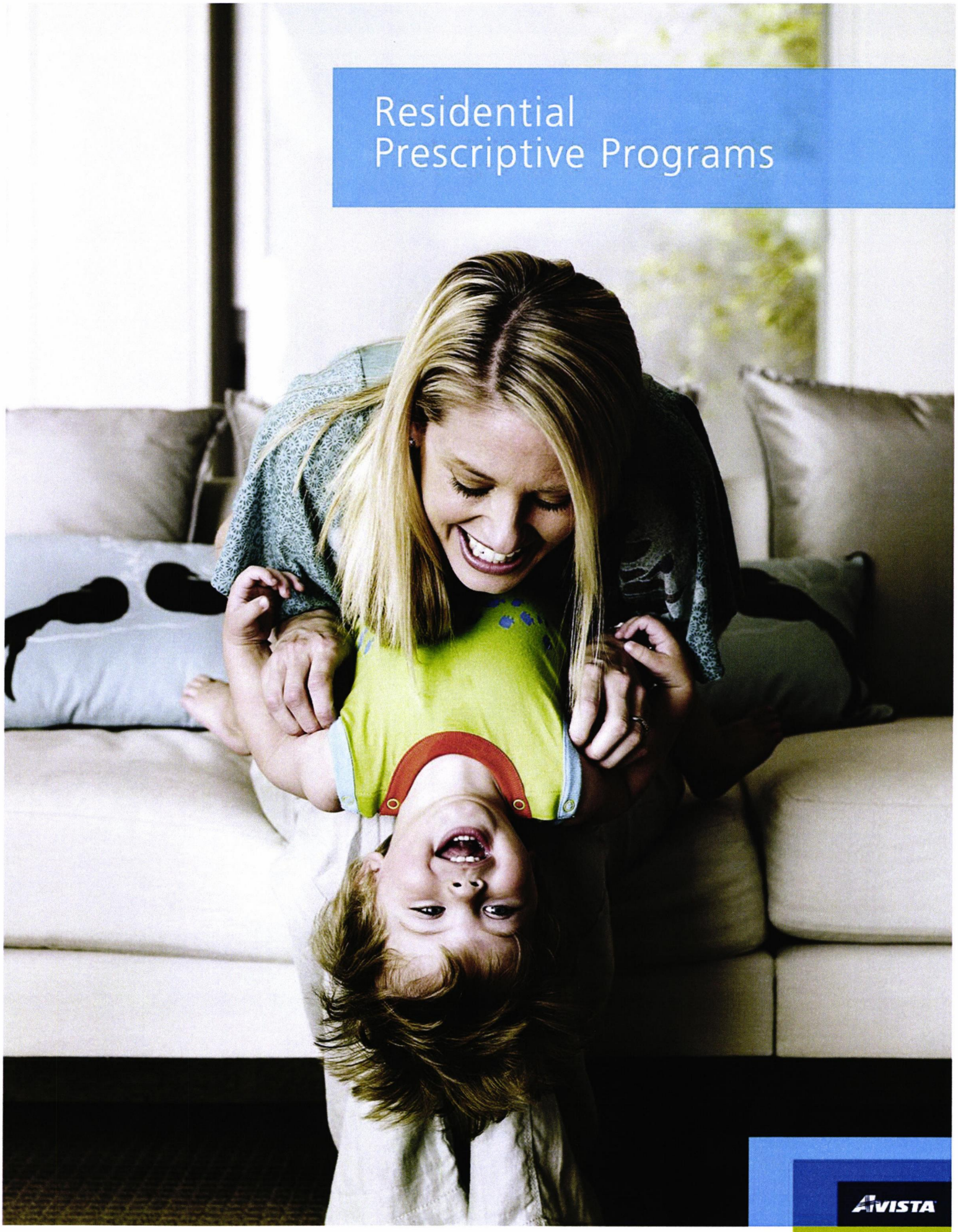
WAID Electric (kWh)	ytd act	ytd target	% of ytd target achieved	ann target	% ann target achieved
Res	2,438,418	3,682,055	66%	22,092,333	11%
LI	41,461	309,989	13%	1,859,933	2%
Nonres	6,156,680	4,782,789	129%	28,696,734	21%
	8,636,559	8,774,833	98%	52,649,000	16%

WAID Gas (therm)	ytd act	ytd target	% ytd target achieved	ann target	% ann target Achieved
Res	36,173	121,473	30%	728,840	5%
LI	91	9,527	1%	57,160	0%
Nonres	93,132	163,333	57%	980,000	10%
Total	129,396	294,333	44%	1,766,000	7%

Program Support Personnel:

Overall Program Management: Program Manager/Manager
Customer Relationship/Project Management: Account Executives and/or Program Manager (Avista)
Program Tracking: Program Manager and/or Program Coordinator (Avista)
Technical support: DSM Engineers (Avista)
Outreach support: External Communications (Avista)
Analytical support: DSM Analysts (Avista)

Residential Prescriptive Programs



Residential Programs

Residential General Overview

The Company's Residential portfolio includes two primary methods of program delivery to encourage customers to make energy efficiency choices for their home. The traditional rebate application approach is the main method of program implementation. The Company also utilizes third-party contractors for other programs that may require additional technical assistance or have available the appropriate resources for implementation. Both methods are described below starting with the rebate application approach.

Residential Rebate Programs

Residential rebate program eligibility typically covers single family homes up to a 4-plex. The rebate programs are the largest component of the residential portfolio. This approach uses financial incentives to encourage customers to adopt a qualifying energy efficiency measure. Customers must complete installation and apply for a rebate, submitting proper proof of purchase, and/or other documentation to the Company typically within 90 days from project completion. Customers can submit this form in hard copy or on-line through www.avistautilities.com.

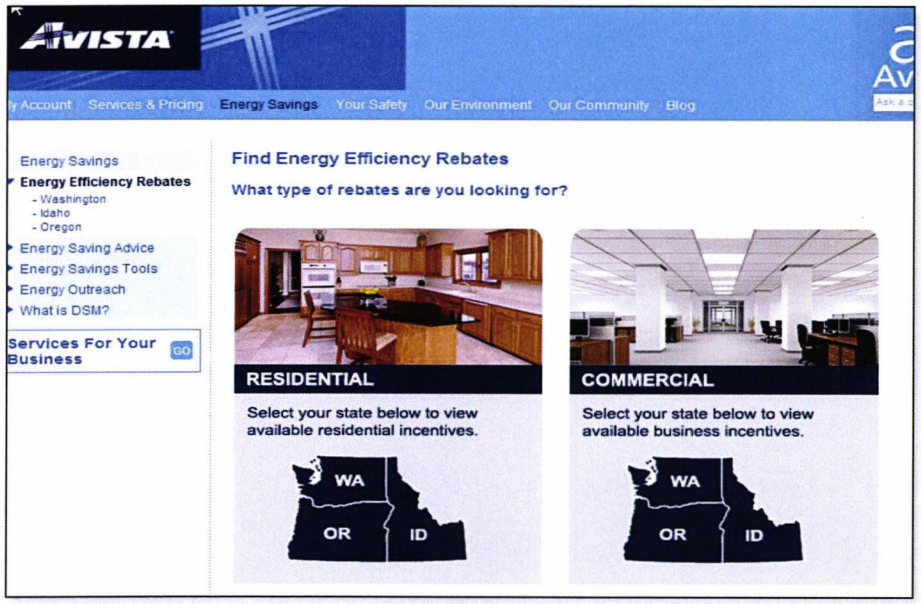
For multi-family residences (5-plex or larger), owners/developers may choose to treat the entire complex with an efficiency improvement. In these unique cases, the projects are treated as a commercial project and are evaluated within the site-specific program or other commercial rebate programs as applicable that have been previously described in this document.

Third-party implementers are also engaged to deliver programs to residential customers. Refrigerator and freezer recycling and a regional manufacturer buy-down for small devices such as compact fluorescent lamps and showerheads are currently available in the Company's service territory and are described in further detail later in this document.

The residential program may also include coordination with regional efforts, such as those offered by the Northwest Energy Efficiency Alliance (NEEA). Currently the active regional efforts include ENERGY STAR homes, consumer electronics, ductless heat pumps, and standard improvements for new heat pump water heating technologies. The Company may offer local rebates or additional promotion in support of NEEA market transformation projects as reflected in the ENERGY STAR Homes program that is also explained later in this document.

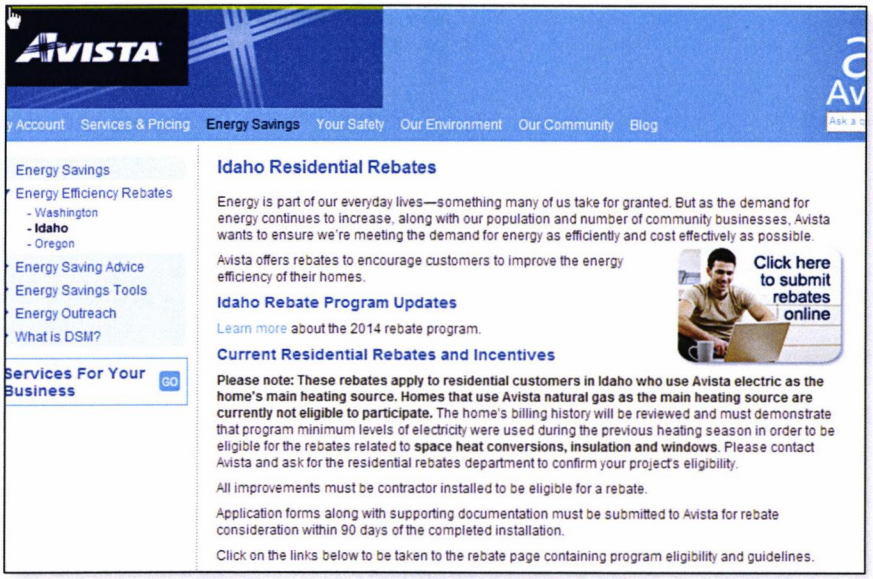
Customers can find rebate forms along with program information and guidelines under the under the Energy Savings tab on avistautilities.com.

Example of Rebate landing page at avistautilities.com



In lieu of a hard-copy form, an on-line rebate application is also available.

Example Online Rebate screen

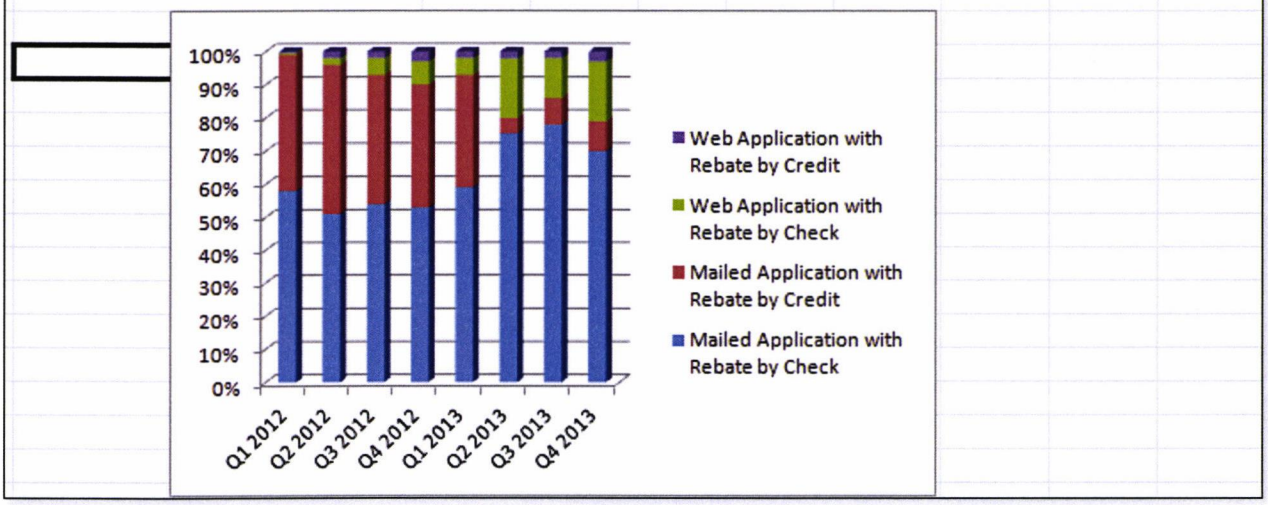


Residential Programs Tracking and Reporting: Each residential program that is mentioned below has its own tracking and reporting component. There is additional monitoring that is done quarterly to review the volume of traditional and on-line rebates that are submitted. This reporting mechanism is a result of the implementation of the on-line rebate portal that went live in 2012. The on-line rebate capability attempts to streamline a variety of rebate processing activities that include but are not limited to: reduce the amount of errors or pending information from customers before rebate processing can begin, reduce potential data entry errors, encourage customers to receive a bill credit vs. a check to reduce the amount of accounts payable time and expense, not to mention providing a customer a technology choice by submitting the rebate on-line.

The YTD 2014 Stats Report is a quarterly report that is an accumulation of the daily statistics related to the rebates received. The Rebates team tracks daily the number of rebates received, how many can be processed as is (without customer follow-up), how many will receive a check, how many will receive a bill credit, how many came in as hard copy form and how many came through the on-line rebate portal. This snapshot allows the team to track the volume of rebates throughout a year and to track the effect the on-line rebate portal has in relation to the traditional hard copy form submittal.

Example YTD 2014 Stats Report

V	W	X	Y	Z	AA	AB	AC	AD
Process Imrovement Actuals	**Q1 2012**	**Q2 2012**	**Q3 2012**	**Q4 2012**	**Q1 2013**	**Q2 2013**	**Q3 2013**	**Q4 2013**
Mailed Application with Rebate by Check	58%	51%	54%	53%	59%	75%	78%	70%
Mailed Application with Rebate by Credit	41%	45%	39%	37%	34%	5%	8%	9%
Web Application with Rebate by Check	1%	2%	5%	7%	5%	18%	12%	18%
Web Application with Rebate by Credit	0%	2%	2%	3%	2%	2%	2%	3%



Total Rebates	2012	2013	2013(w/o E*)	2014
January	1,842	868	464	473
February	1,595	765	409	307
March	1,660	477	382	616
April	935	207	206	
May	903	264	263	
June	915	239	239	
July	952	207	207	
August	898	330	329	
September	1,109	357	357	
October	1,625	454	454	
November	1,035	327	327	
December	778	639	639	
	14,247	**5,134**	**4,276**	**1,396**

The following is program information as it applies to the typical residential rebate application process. Later in the document will be an explanation of the residential 3rd Party implemented programs.

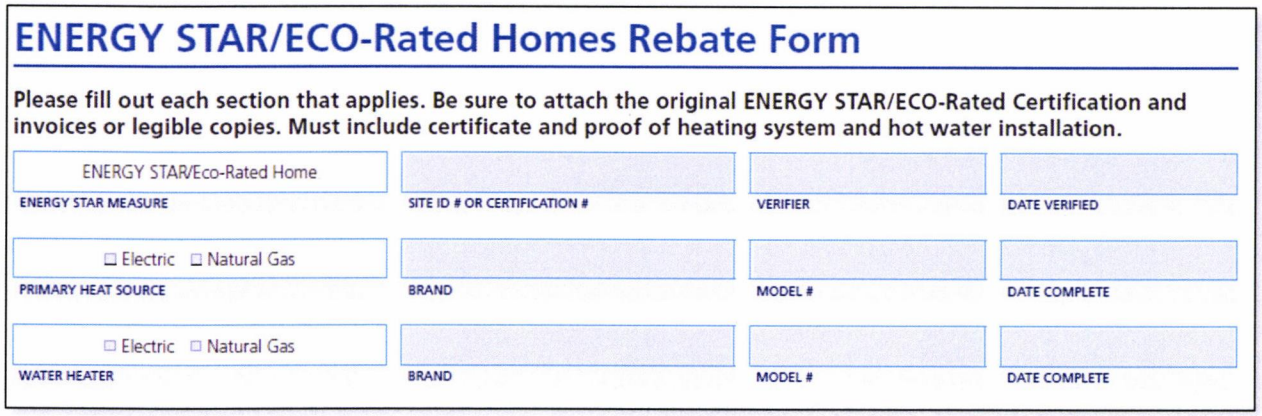
Program Name: ENERGY STAR® Homes

Program Design: Northwest Energy Efficiency Alliance (NEEA) administers a regional program for the construction of ENERGY STAR certified homes. Avista supports this effort by providing a rebate for homes that are constructed (or sited) in the Company's service territory and successfully make it through the ENERGY STAR certification process. After the launch of NEEA's regional effort, the manufactured homes industry established manufacturing standards and a labeling program to obtain ENERGY STAR certified manufactured homes. While the two approaches are unique, they both offer 15-25% savings versus the baseline and offer comparable savings. The following measures are available for rebates with associated savings per unit.

Category	Savings	Rebate
Stick built - Electric	4734 kWh	$1,000
Manufactured w/ furnace	6847 kWh	$800
Manufactured w/ heat pump	4390 kWh	$800

Program Implementation: Available to residential electric customers (Schedule 1) with a certified ENERGY STAR Home or ENERGY STAR/ECO Rated Manufactured Home that is all electric or is Avista electric for lights and appliances and natural gas for space and water heating. A certified ENERGY STAR Home provides energy savings beyond code requirements for lights, appliance, space and water heat. Space heating equipment can be either electric forced air or electric heat pump. This rebate may not be combined with other Avista individual measure rebate offers (e.g.: high efficiency water heaters). Rebate forms are available in hard copy format or editable versions online.

Example of ENERGY STAR Home rebate form



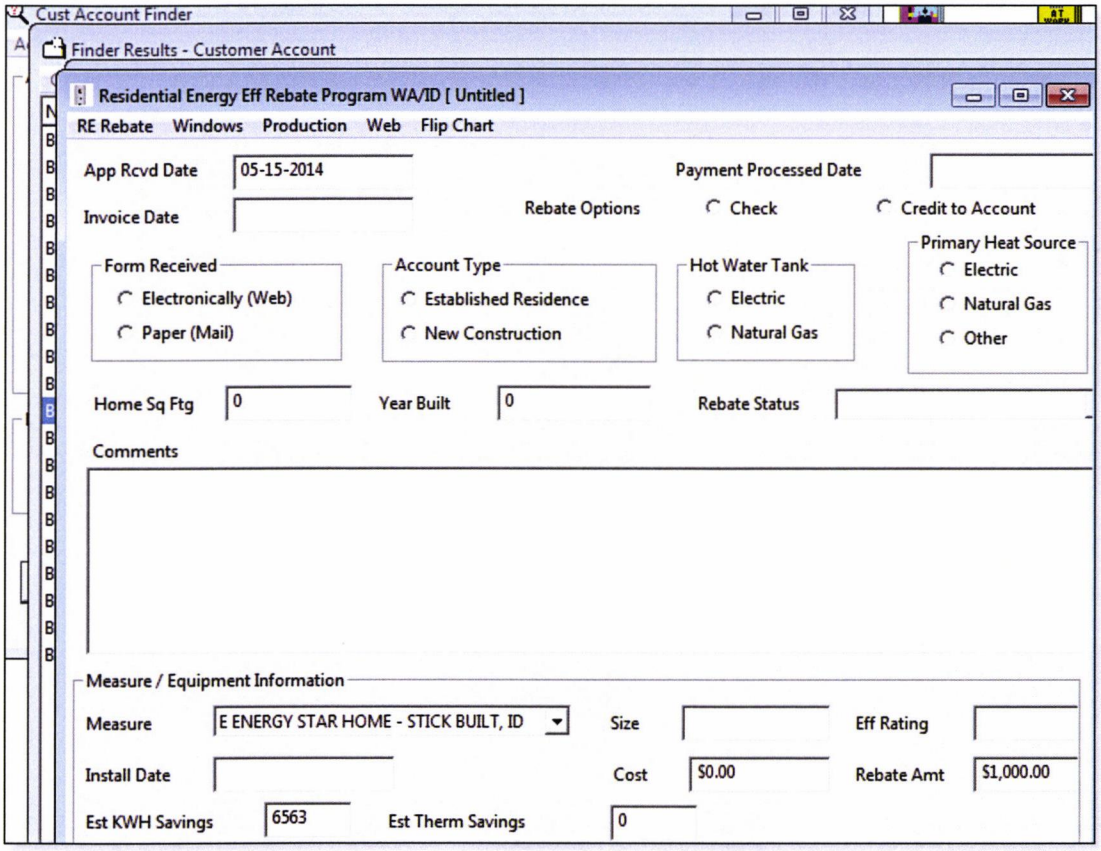
ENERGY STAR/ECO-Rated Homes Rebate Form

Please fill out each section that applies. Be sure to attach the original ENERGY STAR/ECO-Rated Certification and invoices or legible copies. Must include certificate and proof of heating system and hot water installation.

ENERGY STAR/Eco-Rated Home			
ENERGY STAR MEASURE	SITE ID # OR CERTIFICATION #	VERIFIER	DATE VERIFIED
☐ Electric ☐ Natural Gas			
PRIMARY HEAT SOURCE	BRAND	MODEL #	DATE COMPLETE
☐ Electric ☐ Natural Gas			
WATER HEATER	BRAND	MODEL #	DATE COMPLETE

Program Tracking: The ENERGY STAR Homes program is captured in the Company's CSS/Workplace under the Customer Program Container. The icon "Residential Energy Eff Rebate Program WA/ID" tracks the ENERGY STAR rebates along with the other residential prescriptive rebate programs in this category.

Example of CSS/Workplace Residential Energy Eff Rebate Program WA



Program Reporting: Monthly reports are pulled automatically using the Cognos reporting tool. Cognos pulls current data from the Company's CSS/Workplace and emails an excel spreadsheet to the DSM Analysts along with the Program Manager and Program Coordinator who review the data for accuracy. These reports identify the number of rebates that were processed during the previous month and the estimated kilowatt-hour or therms savings achieved. Two separate reports are available and are explained below. The totals from these reports are used to inform preliminary savings goals to internal and external stakeholders including the monthly email table (YTD Energy Savings – Month Year).

Residential Rebate Program by State: is a summary report of the year to date totals of the number of rebates processed, the type of rebate, amount of energy savings claimed, amount of rebates paid and other related fields.

Example of Residential Rebate Program by State report

Residential Rebate Program by State

Year-to-Date Results through February 28, 2014

State	Marketing Measure Type	Marketing Measure Desc	Number of Rebates	Count for Date & Me	Rebate Amount	Est. KWH Saved	Est. Therms Saved	Cost
ID	RE3	E ELECTRIC WATER HEATER	1	1	30.00	110	0	435.4
	RE8	E ATTIC INSULATION WITH ELECTRIC HEAT	4	4	1,222.50	4,217	0	2,615
	REC	E FLOOR INSULATION WITH ELECTRIC HEAT	2	2	248.50	1,386	0	497
	REE	E WALL INSULATION WITH ELECTRIC HEAT	5	4	1,395.50	6,879	0	3,881
	REL	E ELECTRIC TO NATURAL GAS WATER HEATER	4	4	1,100.00	16,124	-864	5,626.59
	REM	E ELECTRIC TO NATURAL GAS FURNACE	4	4	3,300.00	48,048	-1,676	15,979
	RR1	E AIR SOURCE HEAT PUMP	11	11	1,100.00	3,707	0	32,924.72
	RR2	E ELECTRIC TO AIR SOURCE HEAT PUMP	4	4	3,000.00	26,356	0	17,909.59
	RR3	E VARIABLE SPEED MOTOR	32	32	3,200.00	14,048	0	45,659.49
	RR7	E WINDOW REPLC FROM DOUBLE PANE W ELEC	2	2	1,564.00	6,436	0	11,629.9
	RRA	E WINDOW REPLC FROM SINGLE PANE W ELEC H	3	3	1,236.00	9,067	0	10,267.29
	RRB	E ESTAR HOME - MANUF. FURNACE	1	1	800.00	6,847	0	3,000

Residential Rebate Program by Customer: shows the Year to Date acquisition by individual customer name and site address, along with square footage and year of the home, application received date and application paid date along with many of the fields listed above.

Example of Residential Rebate Program by Customer report

Residential Rebate Program by Customer

Year-to-Date Results through February 28, 2014

tateng	Measu	Marketing Measure Desc	ber of Re	ebate Amount	KWH Sav	Therms S	Cost	CUSTOMER_NME	DIR_PRFX	USE_NA	REET_NM	F_NM	CITY_NME	ZIP_CDE	unt for Date &	App Rcvd Date	Payment Processed Date
ID	RE3	E ELECTRIC WATER HEATER	1	30.00	110	0	435.40	[redacted]					LEWISTON	83501	1	Jan 16, 2014 12:00:00 AM	Jan 16, 2014 12:00:00 AM
	RE8	E ATTIC INSULATION WITH ELECTRIC HEAT	1	300.00	948	0	700.00						COEUR D ALENE	83814	1	Feb 25, 2014 12:00:00 AM	Feb 28, 2014 12:00:00 AM
	RE8	E ATTIC INSULATION WITH ELECTRIC HEAT	1	521.50	1,659	0	1,043.00						COEUR D ALENE	83814	1	Feb 10, 2014 12:00:00 AM	Feb 10, 2014 12:00:00 AM
	RE8	E ATTIC INSULATION WITH ELECTRIC HEAT	1	216.00	441	0	502.00						COEUR D ALENE	83814	1	Jan 8, 2014 12:00:00 AM	Jan 9, 2014 12:00:00 AM
	RE8	E ATTIC INSULATION WITH ELECTRIC HEAT	1	185.00	1,169	0	370.00						DALTON GARDENS	83815	1	Feb 22, 2014 12:00:00 AM	Feb 22, 2014 12:00:00 AM
	REC	E FLOOR INSULATION WITH ELECTRIC HEAT	1	36.50	216	0	73.00						COEUR D ALENE	83814	1	Jan 8, 2014 12:00:00 AM	Jan 9, 2014 12:00:00 AM
	REC	E FLOOR INSULATION WITH ELECTRIC HEAT	1	212.00	1,170	0	424.00						DALTON GARDENS	83815	1	Feb 22, 2014 12:00:00 AM	Feb 22, 2014 12:00:00 AM
	REE	E WALL INSULATION WITH ELECTRIC HEAT	1	315.00	1,336	0	1,000.00						COEUR D ALENE	83814	1	Feb 25, 2014 12:00:00 AM	Feb 28, 2014 12:00:00 AM
	REE	E WALL INSULATION WITH ELECTRIC HEAT	1	361.00	1,531	0	1,400.00						TROY	83871	1	Jan 30, 2014 12:00:00 AM	Jan 30, 2014 12:00:00 AM
	REE	E WALL INSULATION WITH ELECTRIC HEAT	1	422.50	1,546	0	887.00						COEUR D ALENE	83814	1	Jan 8, 2014 12:00:00 AM	Jan 9, 2014 12:00:00 AM
	REE	E WALL INSULATION WITH ELECTRIC HEAT	1	27.50	181	0	55.00						COEUR D ALENE	83814	1	Jan 8, 2014 12:00:00 AM	Jan 9, 2014 12:00:00 AM

Example of YTD Energy Savings

Energy savings are YTD gross, unevaluated savings.

using IRP goal (regional excluded)

WAID Electric (kWh)	ytd act	ytd target	% of ytd target achieved	ann target	% ann target achieved
Res	2,438,418	3,682,055	66%	22,092,333	11%
LI	41,461	309,989	13%	1,859,933	2%
Nonres	6,156,680	4,782,789	129%	28,696,734	21%
	8,636,559	8,774,833	98%	52,649,000	16%

WAID Gas (therm)	ytd act	ytd target	% ytd target achieved	ann target	% ann target Achieved
Res	36,173	121,473	30%	728,840	5%
LI	91	9,527	1%	57,160	0%
Nonres	93,132	163,333	57%	980,000	10%
Total	129,396	294,333	44%	1,766,000	7%

Program Support Personnel:

Overall Program Management: Program Manager/Manager
Program Delivery: Program Coordinator and Program Manager (Avista)
Program Tracking: Program Coordinator and Program Manager (Avista)
Technical support: DSM Engineers (Avista)
Outreach support: External Communications (Avista)
Analytical support: DSM Analysts (Avista)

Program Name: Fuel Efficiency

Program Design: To encourage the use of natural gas as the home's primary fuel; the Company's fuel efficiency program offers a rebate for the conversion of electric straight resistance heat to natural gas as well as the conversion of electric hot water heaters to natural gas models. Avista has offered a fuel conversion program since the 1990s. While the majority of the service territory may have benefitted from this type of program and variations of it in recent years, there may be customers who have just received natural gas to their neighborhood or who may be a new resident in a home that was never converted to gas. The direct use of natural gas continues to be the most efficient fuel choice when available, and over time offers the most economic value in the operating costs of the equipment. While natural gas prices may have fallen, the cost of infrastructure continues to rise, both for the utility as well as for the customer's installation cost. The following measures are available for rebates with associated savings per unit.

Fuel Efficiency Measures	Kilowatt hour savings	Rebate
Electric to natural gas conversion – space heat	12,012	$900
Electric to natural gas conversion – water heat	4,031	$300

Program Implementation: Available to Avista residential electric (Schedule 1) customers to convert their existing straight resistance electric space heat to a natural gas furnace; and/or their existing electric water heater to a natural gas water heater. The home must have utilized 4,000 or more kilowatt hours of electric space heat during the previous winter season to be eligible. Customers with existing natural gas service may be eligible for the space heat conversion if billing records indicate that they did not have natural gas heat serving the majority of the residence prior to the date of installation. High-efficiency natural gas equipment is not required for installation. Customers may convert to any utility that provides natural gas service.

Rebate forms are available in hard copy format or editable versions online.

Example of Fuel Efficiency rebate form (Home Improvement)

Conversions From Electric

Replacement of Electric Straight Resistance as Primary Heat

☐ **Electric to Natural Gas Furnace — $900**

☐ Electric baseboard ☐ Forced air furnace | PREVIOUS HEAT SOURCE

BRAND

☐ **Electric to Air Source Heat Pump — $900**

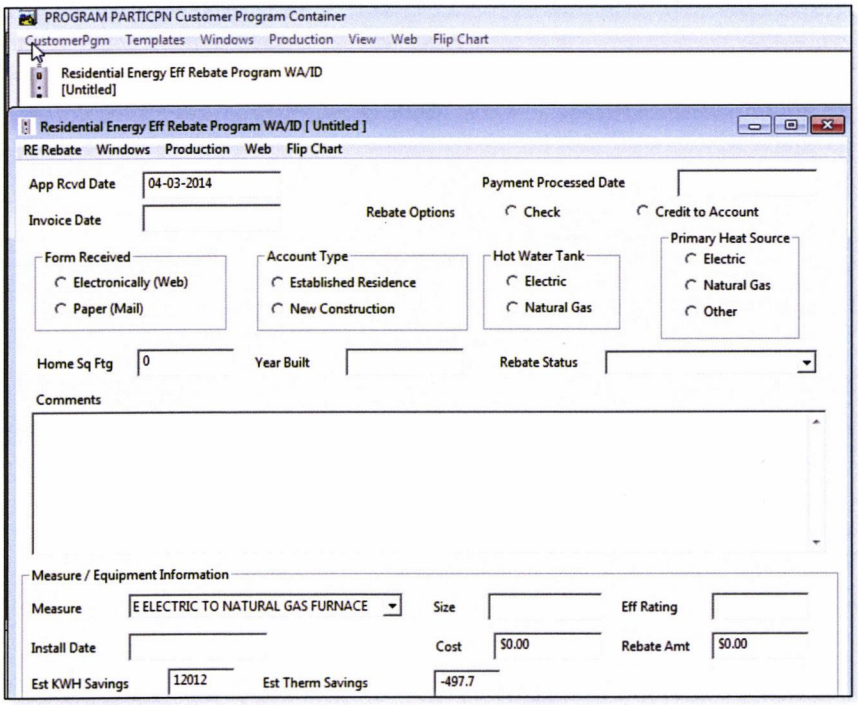
☐ Electric baseboard ☐ Forced air furnace | PREVIOUS HEAT SOURCE

BRAND

☐ **Electric to Natural Gas Water Heater — $300**

Program Tracking: The Fuel Efficiency program participants are captured in the Company's CSS/Workplace under the Customer Program Container. The icon "Residential Energy Eff Rebate Program WA.ID" tracks the fuel conversion rebates along with the other residential prescriptive programs in this category.

Example of CSS/Workplace Residential Energy Eff Rebate Program WA



Program Reporting: Monthly reports are pulled automatically using the Cognos reporting tool. Cognos pulls current data from the Company's CSS/Workplace and emails an excel spreadsheet to the DSM Analysts along with the Program Manager and Program Coordinator who review the data for accuracy. These reports identify the number of rebates that were processed during the previous month and the estimated kilowatt-hour or therms savings achieved. Two separate reports are available and are explained below. The totals from these reports are used to inform preliminary savings goals to internal and external stakeholders including the monthly email table (YTD Energy Savings – Month Year).

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	REL	E ELECTRIC TO NATURAL GAS WATER HEATER	4	4	1,100.00	16,124	-864	5,626.59
	REM	E ELECTRIC TO NATURAL GAS FURNACE	4	4	3,300.00	48,048	-1,676	15,979
	RR1	E AIR SOURCE HEAT PUMP	11	11	1,100.00	3,707	0	32,924.72
	RR2	E ELECTRIC TO AIR SOURCE HEAT PUMP	4	4	3,000.00	26,356	0	17,909.59
	RR3	E VARIABLE SPEED MOTOR	32	32	3,200.00	14,048	0	45,659.49
	RR7	E WINDOW REPLC FROM DOUBLE PANE W ELEC	2	2	1,564.00	6,436	0	11,629.9
	RRA	E WINDOW REPLC FROM SINGLE PANE W ELEC H	3	3	1,236.00	9,067	0	10,267.29
	RRB	E ESTAR HOME - MANUF. FURNACE	1	1	800.00	6,847	0	3,000

Residential Rebate Program by Customer: shows the Year to Date acquisition by individual customer name and site address, along with square footage and year of the home, application received date and application paid date along with many of the fields listed above.

Example of Residential Rebate Program by Customer report

Residential Rebate Program by Customer

Year-to-Date Results through February 28, 2014

tateng Measu	Marketing Measure Desc	ber of Re	ebate Amount	KWH Sav	Therms S	Cost	CUSTOMER_NME	DIR_PRFX	USE_NA	REET_NM	_NM	CITY_NME	ZIP_CDE	unt for Date &	App Rcvd Date	Payment Processed Date
ID RE3	E ELECTRIC WATER HEATER	1	30.00	110	0	435.40	[redacted]					LEWISTON	83501	1	Jan 16, 2014 12:00:00 AM	Jan 16, 2014 12:00:00 AM
RE8	E ATTIC INSULATION WITH ELECTRIC HEAT	1	300.00	948	0	700.00	[redacted]					COEUR D ALENE	83814	1	Feb 25, 2014 12:00:00 AM	Feb 28, 2014 12:00:00 AM
RE8	E ATTIC INSULATION WITH ELECTRIC HEAT	1	521.50	1,659	0	1,043.00	[redacted]					COEUR D ALENE	83814	1	Feb 10, 2014 12:00:00 AM	Feb 10, 2014 12:00:00 AM
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REE	E WALL INSULATION WITH ELECTRIC HEAT	1	361.00	1,531	0	1,400.00	[redacted]					TROY	83871	1	Jan 30, 2014 12:00:00 AM	Jan 30, 2014 12:00:00 AM
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Example of YTD Energy Savings

Energy savings are YTD gross, unevaluated savings.

using IRP goal (regional excluded)

WAID Electric (kWh)	ytd act	ytd target	% of ytd target achieved	ann target	% ann target achieved
Res	2,438,418	3,682,055	66%	22,092,333	11%
LI	41,461	309,989	13%	1,859,933	2%
Nonres	6,156,680	4,782,789	129%	28,696,734	21%
	8,636,559	8,774,833	98%	52,649,000	16%

WAID Gas (therm)	ytd act	ytd target	% ytd target achieved	ann target	% ann target Achieved
Res	36,173	121,473	30%	728,840	5%
LI	91	9,527	1%	57,160	0%
Nonres	93,132	163,333	57%	980,000	10%
Total	129,396	294,333	44%	1,766,000	7%

Program Support Personnel:

Overall Program Management: Program Manager/Manager
Program Delivery: Program Coordinator and Program Manager (Avista)
Program Tracking: Program Coordinator and Program Manager (Avista)
Technical support: DSM Engineers (Avista)
Outreach support: External Communications (Avista)
Analytical support: DSM Analysts (Avista)

Program Name: HVAC

Program Design: The HVAC program encourages residential customers to select a high efficiency solution when making energy upgrades to their home. This prescriptive rebate approach issues payment to the customer after measure has been installed. Eligibility guidelines for participation include but may not be limited to: confirmation of electric or natural gas space heating usage, copies of project invoices and AHRI documentation (Air Conditioning, Heating and Refrigeration Institute). The following measures are available for rebates with associated savings per unit.

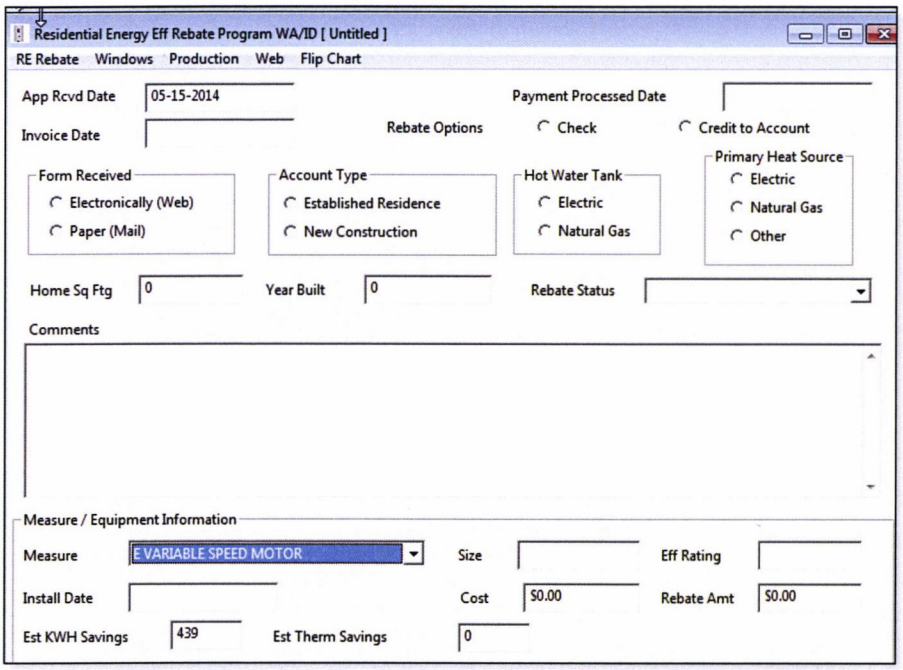
Measure	Kilowatt hour/Therm savings	Rebate
Variable speed motor	439 kilowatt hours	$100
Electric to air source heat pump	4925 kilowatt hours	$900

Program Implementation: Available to residential electric (Schedule 1) who heat their homes with Avista electric are eligible to apply. Customers may be eligible for a rebate for the installation of a variable speed motor on forced air heating equipment or converting electric straight resistance space heat to an air source heat pump. The home must have utilized 4,000 or more kilowatt hours of electric space heat during the previous winter season to be eligible for the air source heat pump conversion. The variable speed motor may be installed in existing or new construction homes; electric straight resistance to air source heat pump conversion is for existing homes only. Rebate forms are available in hard copy format or in editable versions.

Example of High Efficiency Equipment rebate form (Home Improvement and New Construction)

Program Tracking: The Fuel Efficiency program participants are captured in the Company's CSS/Workplace under the Customer Program Container. The icon "Residential Energy Eff Rebate Program WA.ID" tracks the HVAC rebates along with the other residential prescriptive programs in this category

Example of CSS/Workplace Residential Energy Eff Rebate Program WA/ID



Program Reporting: Monthly reports are pulled automatically using the Cognos reporting tool. Cognos pulls current data from the Company's CSS/Workplace and emails an excel spreadsheet to the DSM Analysts along with the Program Manager and Program Coordinator who review the data for accuracy. These reports identify the number of rebates that were processed during the previous month and the estimated kilowatt-hour or therms savings achieved. Two separate reports are available and are explained below. The totals from these reports are used to inform preliminary savings goals to internal and external stakeholders including the monthly email table (YTD Energy Savings – Month Year).

Residential Rebate Program by State: is a summary report of the year to date totals of the number of rebates processed, the type of rebate, amount of energy savings claimed, amount of rebates paid and other related fields.

Example of Residential Rebate Program by State report

Residential Rebate Program by State

Year-to-Date Results through February 28, 2014

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	REC	E FLOOR INSULATION WITH ELECTRIC HEAT	2	2	248.50	1,386	0	497
	REE	E WALL INSULATION WITH ELECTRIC HEAT	5	4	1,395.50	6,879	0	3,881
	REL	E ELECTRIC TO NATURAL GAS WATER HEATER	4	4	1,100.00	16,124	-864	5,626.59
	REM	E ELECTRIC TO NATURAL GAS FURNACE	4	4	3,300.00	48,048	-1,676	15,979
	RR1	E AIR SOURCE HEAT PUMP	11	11	1,100.00	3,707	0	32,924.72
	RR2	E ELECTRIC TO AIR SOURCE HEAT PUMP	4	4	3,000.00	26,356	0	17,909.59
	RR3	E VARIABLE SPEED MOTOR	32	32	3,200.00	14,048	0	45,659.49
	RR7	E WINDOW REPLC FROM DOUBLE PANE W ELEC	2	2	1,564.00	6,436	0	11,629.9
	RRA	E WINDOW REPLC FROM SINGLE PANE W ELEC H	3	3	1,236.00	9,067	0	10,267.29
	RRB	E ESTAR HOME - MANUF. FURNACE	1	1	800.00	6,847	0	3,000

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Example of Residential Rebate Program by Customer report

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Example of YTD Savings Report

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using IRP goal (regional excluded)

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Nonres	93,132	163,333	57%	980,000	10%
Total	129,396	294,333	44%	1,766,000	7%

Program Support Personnel:

Overall Program Management: Program Manager/Manager
Program Delivery: Program Coordinator and Program Manager (Avista)
Program Tracking: Program Coordinator and Program Manager (Avista)
Technical support: DSM Engineers (Avista)
Outreach support: External Communications (Avista)
Analytical support: DSM Analysts (Avista)

Program Name: Shell/Windows

Program Design: The shell rebate encourages residential customers to improve their home's envelope with upgrades to insulation and windows. This prescriptive rebate approach issues payment to the customer after the measure has been installed. The following measures are available for rebates with associated savings per unit.

Measure	Existing level of equipment	Kilowatt Savings per sq ft	Rebate amount
Attic insulation	R-19 or less	0.79	$0.15/square foot
Wall insulation	R-5 or less	2.12	$0.25/square foot
Floor insulation	R-5 or less	1.38	$0.20/square foot
Window	0.30 u-factor or lower	2.12	$4.00/square foot

Program Implementation: Available to residential (Schedule 1) customers who heat their homes with Avista electricity are eligible to apply. Eligibility guidelines for participation include but may not be limited to: confirmation of electric heating usage, itemized invoices including insulation levels or window values and square footage. Pre and/or post-inspection of insulation and windows may occur as necessary throughout the year. Customer must demonstrate a winter heating season electricity usage of 4,000 kilowatt hours to be eligible for insulation and window program participation. Addition of insulation that increases the R-value by R-10 or greater for both fitted/batt type and blow-in products are eligible. Windows with a U-factor of 0.30 or less that replace single or double pane winds are eligible. Rebate forms are available in hard copy format or in editable versions.

Example of Shell and Windows rebate form

ID

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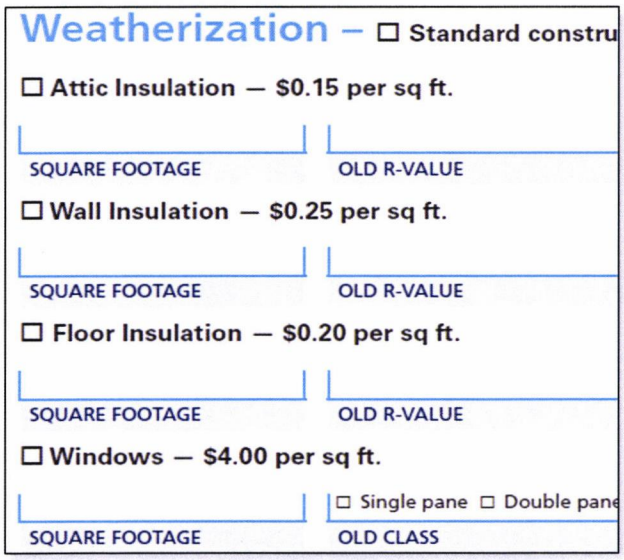
Idaho Residential Rebates

Energy Efficiency Rebates for Existing and New Construction Residential Homes in Idaho

Attach legible copies of original itemized invoices (bids will not be accepted) along with other supporting documents as required and mail to: Avista – MSC-15 Residential Rebates, P.O. Box 3727, Spokane, WA 99220-3727. For more information please call 800-227-9187 or email rebates@avistautilities.com.

Rebates will be automatically be sent as a check to your mailing address. If you would prefer a credit to your Avista account, please mark this box: ☐



Weatherization – ☐ Standard constru

☐ **Attic Insulation — $0.15 per sq ft.**

SQUARE FOOTAGE | OLD R-VALUE

☐ **Wall Insulation — $0.25 per sq ft.**

SQUARE FOOTAGE | OLD R-VALUE

☐ **Floor Insulation — $0.20 per sq ft.**

SQUARE FOOTAGE | OLD R-VALUE

☐ **Windows — $4.00 per sq ft.**

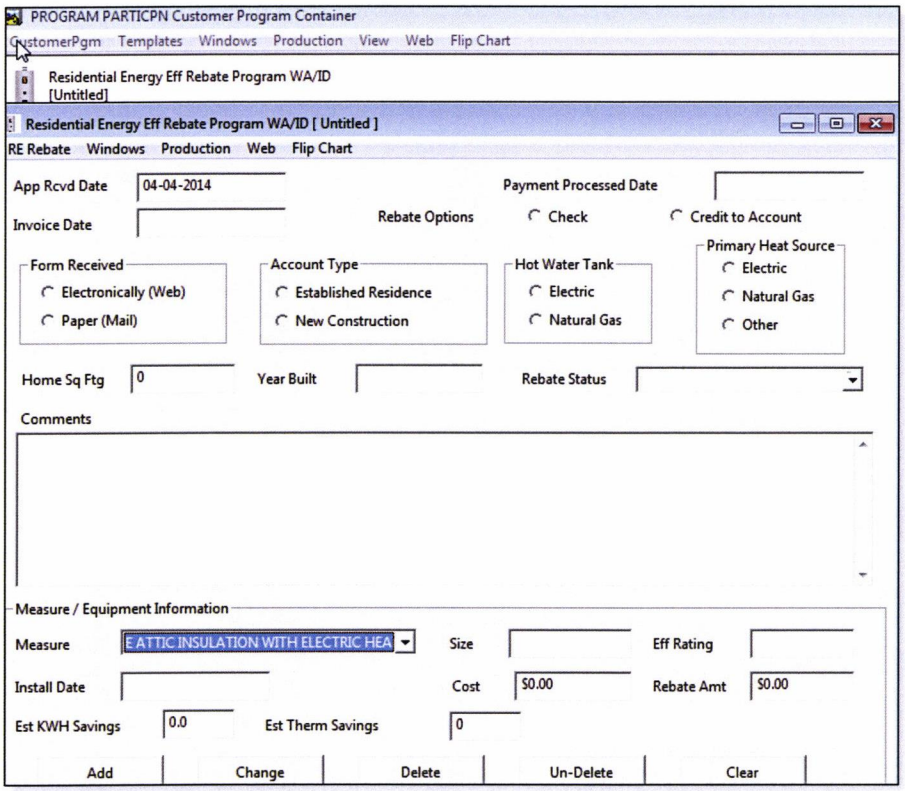
SQUARE FOOTAGE | ☐ Single pane ☐ Double pane

OLD CLASS

AVISTA

Program Tracking: For the insulation and window program participants – monthly reports are captured in the Company's CSS/Workplace under the Customer Program Container. The icon "Residential Energy Eff Rebate Program WA.ID" tracks the insulation and window rebates along with the other residential prescriptive programs in this category

Example of CSS/Workplace Residential Energy Eff Rebate Program WA/ID



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Program Support Personnel:

Overall Program Management: Program Manager (Avista)
Program Delivery: Program Coordinator, Program Manager (Avista)
Program Tracking: Program Coordinator, Program Manager (Avista)
Technical support: DSM Engineers (Avista)
Outreach support: External Communications (Avista)
Analytical support: DSM Analysts (Avista)

Program Name: Water heat

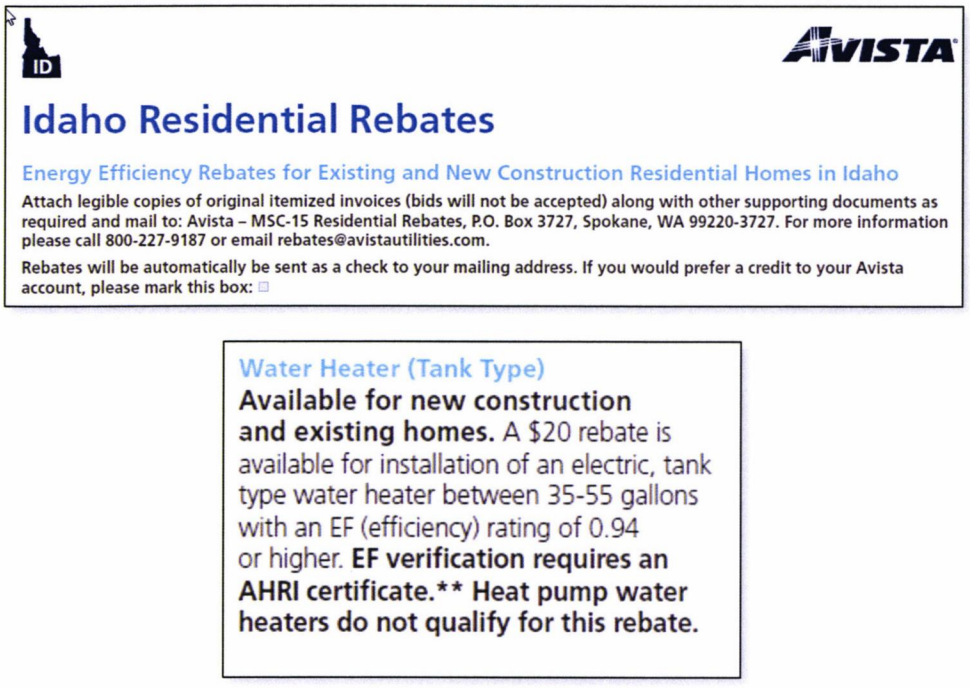
Program Design: The water heat program encourages residential customers to select a high efficiency solution when replacing an electric water heater. The following measures are available for rebates with associated savings per unit.

Eligible Water Heaters	Kilowatt hours or Therms	Rebate amount
Electric; 35-55 gallon with .94 EF or higher	110 kilowatt hours	$20

Under the water heat category, the Company also participates in a regional program called Simple Steps, Smart Savings that provides an opportunity for the residential customer to purchase low-flow showerheads, at a lower cost.

Program Implementation: The water heater rebates are available to residential electric (Schedule 1) customers who heat their hot water with Avista electric. This prescriptive rebate is issued to the customer after the measure has been installed. Eligibility guidelines for participation include but may not be limited to: confirmation of electric use, invoice documentation and an Air Conditioning, Heating and Refrigeration Institute (AHRI) certification. Rebate forms are available in hard copy format or editable versions online.

Example of Water Heat rebate form (Home Improvement and New Construction)



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Rebates will be automatically be sent as a check to your mailing address. If you would prefer a credit to your Avista account, please mark this box: ☐

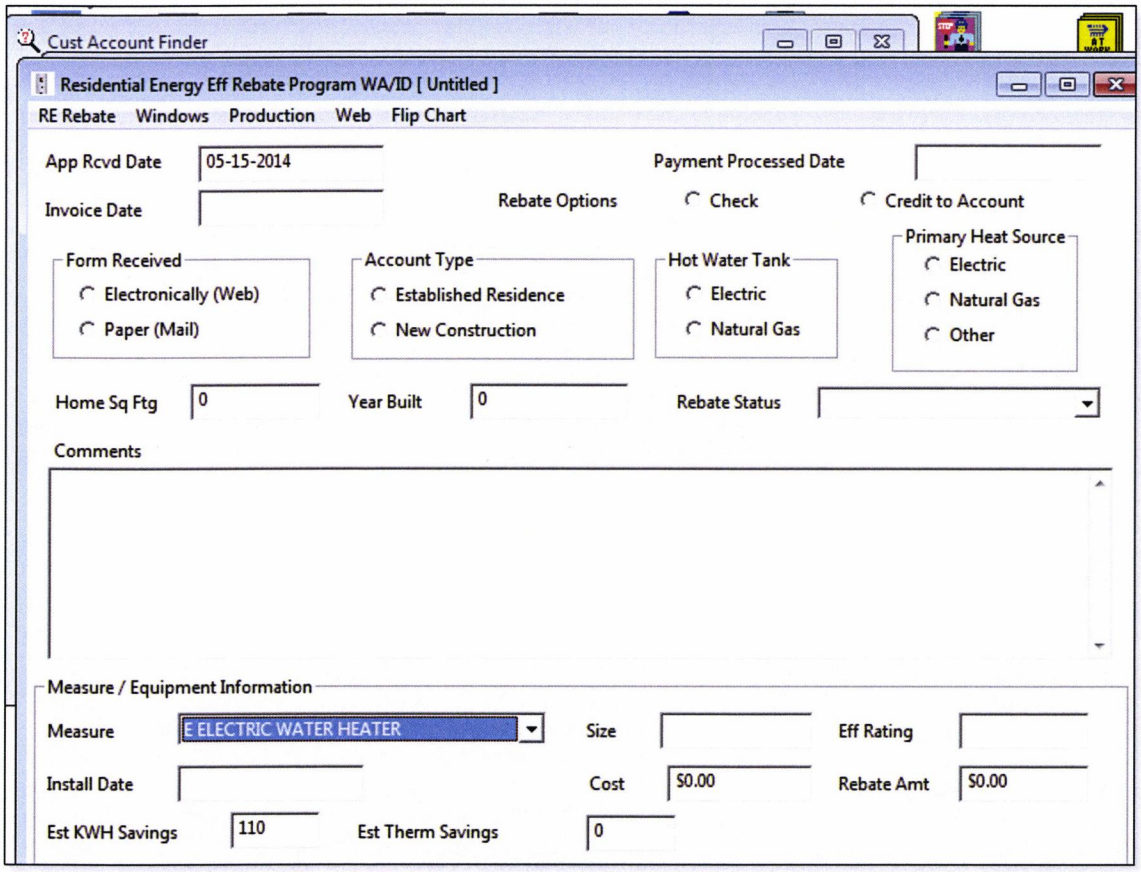
Water Heater (Tank Type)

Available for new construction and existing homes. A $20 rebate is available for installation of an electric, tank type water heater between 35-55 gallons with an EF (efficiency) rating of 0.94 or higher. **EF verification requires an AHRI certificate.** Heat pump water heaters do not qualify for this rebate.**

The "Simple Steps, Smart Savings" program is implemented through a third-party vendor (Clear Result). Eligible products are highlighted with a sticker at the point of purchase. The program indirectly supports the infrastructure and inventory to ensure the availability of a variety of low-flow showerheads. The Company's funding assists with the buy-down of the product. Eligible products include either a 2.0, 1.60 or 1.5 gallon per minute showerhead on the shelves of selected retail locations.

Program Tracking: For the water heater program monthly reports are captured in the Company's CSS/Workplace under the Customer Program Container. The icon "Residential Energy Eff Rebate Program WA.ID" tracks the water heater replacements along with the other residential prescriptive programs in this category.

Example of CSS/Workplace Residential Energy Eff Rebate Program WA/ID



For Simple Steps, Smart Savings program a monthly log is provided by Clear Result that includes all sales data including the number of units sold, type of unit and kilowatt hour savings.

Simple Steps – Monthly log sales data

Simple Steps, Smart Savings™
Sales Data - Avista Utilities

Type	Reference Number	Promotional Product Sales	Incentive Amt	Admin Fee	Total	kWh Savings
Twist	RLILF11522	45,841 units	22,920.50	11,460.25	34,380.75	779,297
Specialty	RLILF10877	12,359 units	24,718.00	3,089.75	27,807.75	253,360
Promo Specialty	RLILF10877	768 units	1,109.25	192.00	1,301.25	15,744
LED Fixture	RLILF10876	16 units	128.00	4.00	132.00	384
LED Bulb	RLILF11958	10,932 units	32,796.00	2,733.00	35,529.00	218,640
LED Bulb	RLILF11959	1,554 units	4,662.00	388.50	5,050.50	31,080
LED Bulb	RLILF11964	102 units	306.00	25.50	331.50	2,040
LED Bulb	RLILF11965	1,947 units	5,841.00	486.75	6,327.75	48,675
LED Bulb	RLILF11966	674 units	2,022.00	168.50	2,190.50	14,154
2.0 Showerhead - WA	RWHWU10990	47 units	329.00	11.75	340.75	4,136
2.0 Showerhead - ID	RWHWU10990	8 units	56.00	2.00	58.00	704
1.6 Showerhead - WA	RWHWU10991	3 units	21.00	0.75	21.75	339
1.6 Showerhead - ID	RWHWU10991	2 units	14.00	0.50	14.50	226
Grand Total		74,253 units	$ 94,922.75	$ 18,563.25	$ 113,486.00	1,368,779

The spreadsheet also provides information on the sales data per retail location.

Simple Steps – Sales data by Retail location

Store	Address	Manufacturer	SKU	Type	Reference Number	Allocation	Sales	Incentive Am
Costco 103	301 5th St, Clarkston, WA, 99403	Feit	645592	LED Bulb	RLILF11959	82	271	813.0
Costco 103	301 5th St, Clarkston, WA, 99403	Feit	800460	LED Bulb	RLILF11965	82	230	690.0
Costco 103	301 5th St, Clarkston, WA, 99403	Feit	795262	LED Bulb	RLILF11966	82	62	186.0
Costco 773	355 East Neider Ave., Coeur d'Alene, ID, 83815	Feit	686850	LED Bulb	RLILF11965	63	152	456.0
Costco 773	355 East Neider Ave., Coeur d'Alene, ID, 83815	Feit	686331	LED Bulb	RLILF11966	63	72	216.0
Costco 773	355 East Neider Ave., Coeur d'Alene, ID, 83815	Feit	728185	LED Bulb	RLILF11958	63	756	2,268.0

Program Reporting: Monthly reports are pulled automatically using the Cognos reporting tool. Cognos pulls current data from the Company's CSS/Workplace and emails an excel spreadsheet to the DSM Analysts along with the Program Manager and Program Coordinator who review the data for accuracy. These reports identify the number of rebates that were processed during the previous month and the estimated kilowatt-hour or therms savings achieved. Two separate reports are available and are explained below. The totals from these reports are used to inform preliminary savings goals to internal and external stakeholders including the monthly email table (YTD Energy Savings – Month Year).

Residential Rebate Program by State: is a summary report of the year to date totals of the number of rebates processed, the type of rebate, amount of energy savings claimed, amount of rebates paid and other related fields.

Example of Residential Rebate Program by State report

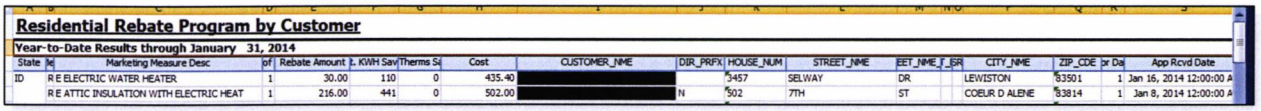
Residential Rebate Program by State

Year-to-Date Results through January 31, 2014

State	Marketing Measure Type	Marketing Measure Desc	Number of Rebates	Participant Count for Date & Measure Type	Rebate Amount	Est. KWH Saved	Est. Therms Saved	Cost
ID	RE3	E ELECTRIC WATER HEATER	1	1	30.00	110	0	435.4
	RE8	E ATTIC INSULATION WITH ELECTRIC HEAT	1	1	216.00	441	0	502
	RE9	G ATTIC INSULATION WITH NATURAL GAS HEAT	1	1	521.50	0	147	1,043
	REC	E FLOOR INSULATION WITH ELECTRIC HEAT	1	1	36.50	216	0	73
	REE	E WALL INSULATION WITH ELECTRIC HEAT	3	2	811.00	3,258	0	2,342
	REL	E ELECTRIC TO NATURAL GAS WATER HEATER	2	2	600.00	8,062	-432	1,203.44
	REM	E ELECTRIC TO NATURAL GAS FURNACE	4	4	3,300.00	48,048	-1,676	15,979
	RR1	E AIR SOURCE HEAT PUMP	8	8	800.00	2,696	0	25,051.32
	RR2	E ELECTRIC TO AIR SOURCE HEAT PUMP	3	3	2,250.00	19,767	0	11,264.29
	RR3	E VARIABLE SPEED MOTOR	24	24	2,400.00	10,536	0	37,358.39
	RRA	E WINDOW REPLC FROM SINGLE PANE W ELEC HEAT	2	2	1,168.00	8,568	0	9,508.29
	RRB	E ESTAR HOME - MANUF, FURNACE	1	1	800.00	6,847	0	3,000
ID			**51**	**50**	**12,933.00**	**108,549**	**-1,961**	**107,760.13**
WA	RE3	E ELECTRIC WATER HEATER	4	4	120.00	449	0	2,743.93

Residential Rebate Program by Customer: shows the Year to Date acquisition by individual customer name and site address, along with square footage and year of the home, application received date and application paid date along with many of the fields listed above.

Example of Residential Rebate Program by Customer report



Residential Rebate Program by Customer

Year-to-Date Results through January 31, 2014

State	e	Marketing Measure Desc	pf	Rebate Amount	KWH Sav	Therms Sa	Cost	CUSTOMER_NME	DIR_PRFX	HOUSE_NUM	STREET_NME	EET_NME	ER	CITY_NME	ZIP_CDE	pr Da	App Rcvd Date
ID		R E ELECTRIC WATER HEATER	1	30.00	110	0	435.40	[redacted]		3457	SELWAY	DR		LEWISTON	83501	1	Jan 16, 2014 12:00:00 A
		R E ATTIC INSULATION WITH ELECTRIC HEAT	1	216.00	441	0	502.00	[redacted]	N	502	7TH	ST		COEUR D ALENE	83814	1	Jan 8, 2014 12:00:00 A

For Simple Steps, Smart Savings the monthly reports mentioned in the Tracking category are reviewed and submitted to the DSM Analysts for year to date tracking of energy savings achieved.

Example of YTD Savings Report

Energy savings are YTD gross, unevaluated savings.

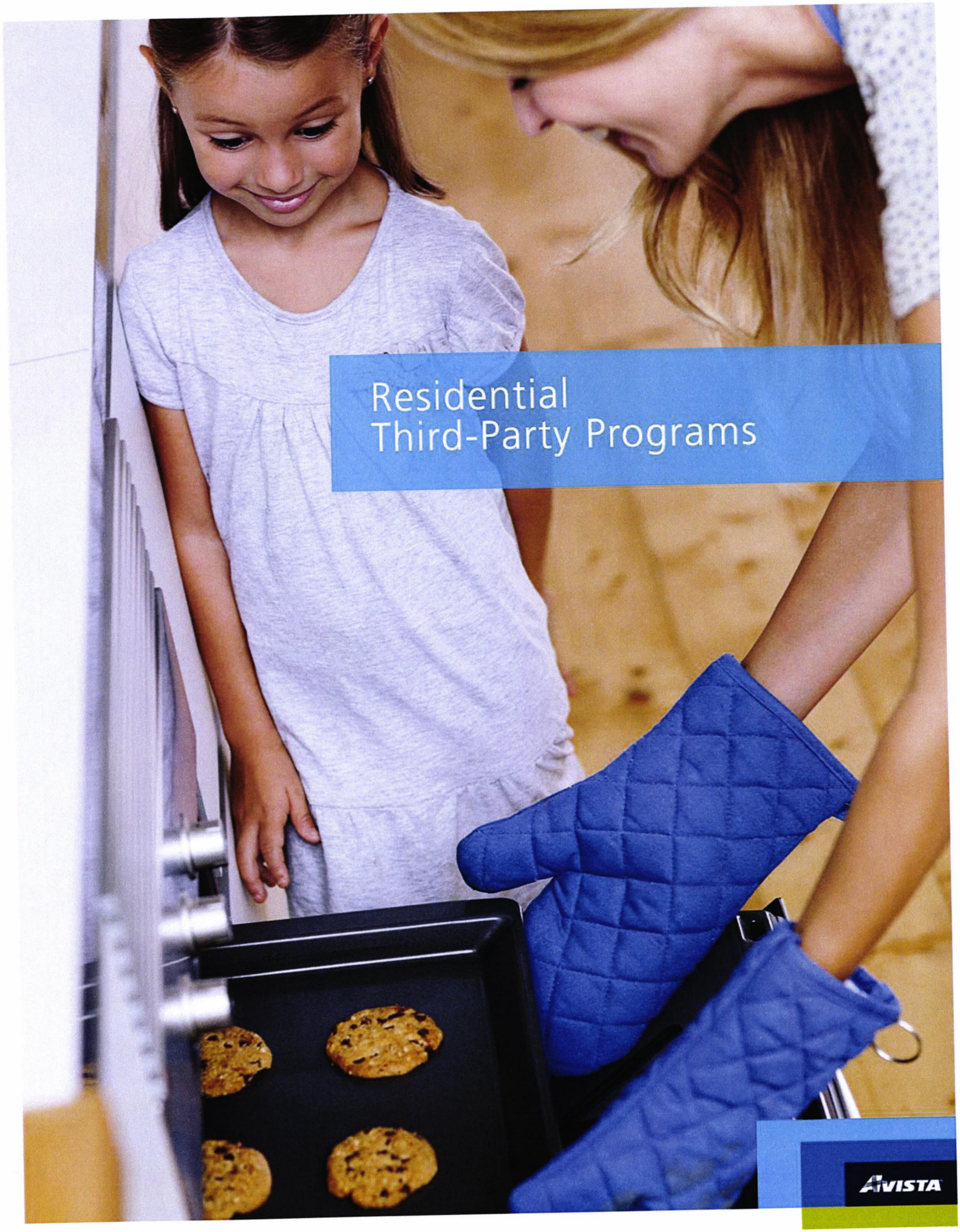
using IRP goal (regional excluded)

WAID Electric (kWh)	ytd act	ytd target	% of ytd target achieved	ann target	% ann target achieved
Res	2,438,418	3,682,055	66%	22,092,333	11%
LI	41,461	309,989	13%	1,859,933	2%
Nonres	6,156,680	4,782,789	129%	28,696,734	21%
	8,636,559	8,774,833	98%	52,649,000	16%

WAID Gas (therm)	ytd act	ytd target	% ytd target achieved	ann target	% ann target Achieved
Res	36,173	121,473	30%	728,840	5%
LI	91	9,527	1%	57,160	0%
Nonres	93,132	163,333	57%	980,000	10%
Total	129,396	294,333	44%	1,766,000	7%

Program Support Personnel:

Overall Program Management: Program Manager/Manager
Program Delivery: Program Coordinator and Program Manager (Avista)
Program Tracking: Program Coordinator, Program Manager (Avista)
Technical support: DSM Engineers (Avista)
Outreach support: External Communications (Avista)
Analytical support: DSM Analysts (Avista)


Residential
Third-Party Programs
AVISTA

Residential 3rd Party Implementer Programs

The other primary residential program delivery mechanism is the utilization of third-party contractors. These organizations typically act as the program manager, implementer, and marketer of the programs with Company oversight. Currently the company has three programs that are implemented by outside organizations. Descriptions of each are provided below:

Program Name: Appliance Recycling – JACO

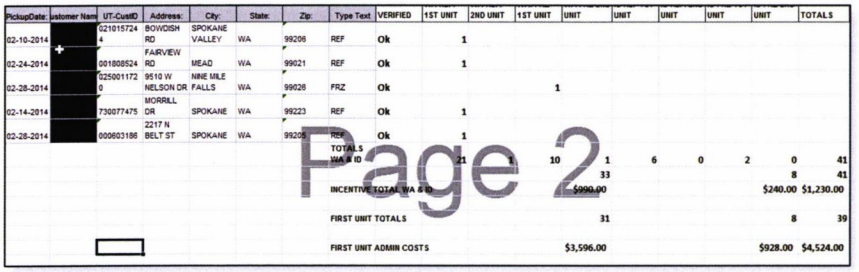
Program Design: This program is intended to prompt the customer to decrease their energy used on inefficient, pre-1995, second refrigerators or freezers. This third-party implemented program has the eligible customers contact the contractor requesting the pick-up of the old unit. As an added incentive the customer also receives a rebate for the removal of the old unit. Approximately 95 percent of each refrigerator or freezer is recycled. Appropriate disposal of the toxins and ozone-destroying chlorofluorocarbon gases from foam insulation is program protocol. Contractor also partners with local businesses to recycle glass, plastic and metal.

Eligible Measures	Rebate Amount
Pre-1995 Freezer	$30
Pre-1995 Refrigerator	$30

Program Implementation: This program is available to residential (Schedule 1) electric customers seeking to recycle energy inefficient refrigerators or freezers, in Idaho and Washington. Contractor may retrieve up to two Refrigerators and/or Freezers (units) from a customer's home when requested. The pick-up service is free to the customer and a $30 rebate is provided for each operational refrigerator and/or freezer, up to two per household. The program is administered by JACO Environmental Inc. with Company oversight. Information about the program is provided bi-annually in bill inserts, is available on the Company's website and through the customer Connections newsletter. Postcards are also provided to appliance retailers through-out the service territory to distribute to customers.

Program Tracking: The appliance recycling program is tracked by the 3rd party implementer in a monthly spreadsheet that reflects information from the prior month. Data includes date of the pick-up, customer name, address, city state, zip, type of unit collected and number of units collected. The spreadsheet also includes the amount of administration costs associated with these units. This report is provided to the Program Manager and Program Coordinator, who review it for accuracy.

Appliance Recycling – Monthly Contractor Report



PickupDate:	ustomer Nam	UT-CustID	Address:	City:	State:	Zip:	Type Text	VERIFIED	1ST UNIT	2ND UNIT	1ST UNIT	UNIT	UNIT	UNIT	UNIT	UNIT	TOTALS
02-10-2014	[redacted]	021015724 4	BOWDISH RD	SPOKANE VALLEY	WA	99206	REF	Ok	1								
02-24-2014	[redacted]	001808524	FAIRVIEW RD	MEAD	WA	99021	REF	Ok	1								
02-28-2014	[redacted]	025001172 0	9510 W NELSON DR	NINE MILE FALLS	WA	99026	FRZ	Ok			1						
02-14-2014	[redacted]	730077475	MORRILL DR	SPOKANE	WA	99223	REF	Ok	1								
02-28-2014	[redacted]	000603186	2217 N BELT ST	SPOKANE	WA	99205	REF	Ok	1								
								TOTALS									
								WA & ID	21	1	10	1	6	0	2	0	41
												33				8	41
								INCENTIVE TOTAL WA & ID				$990.00				$240.00	$1,230.00
								FIRST UNIT TOTALS				31				8	39
								FIRST UNIT ADMIN COSTS				$3,596.00				$928.00	$4,524.00

Program Reporting: The 3rd Party Implementer's report is provided to the DSM Manager as well as the DSM Analysts. The analysts include the information in the monthly report of energy savings achieved in the residential portfolio.

DSM Manager – Monthly Program Report

Equipment Tracking	YTD Actual	YTD Achieved	Annual Target	% of Target
Res- ES Appliance Rebates- Idaho kWh	100,000.00	79,374.00	100,000.00	79.37%
Res- ES Appliance Incentives-Idaho	$10,000.00	$6,890.00	$10,000.00	68.90%
Res- 2nd Fridge Recycling kWh Idaho	781,898.00	213,240.00	781,898.00	27.27%
Res- 2nd Fridge Recycling Incentives ID	$22,500.00	$13,020.00	$22,500.00	57.87%
Res- 2nd Fridge Admin Fees Idaho	$87,000.00	$38,688.00	$87,000.00	44.47%

Example of YTD Energy Savings Report

Energy savings are YTD gross, unevaluated savings.

using IRP goal (regional excluded)

WAID Electric (kWh)	ytd act	ytd target	% of ytd target achieved	ann target	% ann target achieved
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Total	129,396	294,333	44%	1,766,000	7%

Program Support Personnel:

Overall Program Management: 3rd Party Implementer-JACO and Program Manager (Avista)
Program Delivery: 3rd Party Implementer and Program Manager (Avista)
Program Tracking: 3rd Party Implementer; Program Coordinator and/or Program Manager (Avista)
Technical support: DSM Engineers (Avista)
Outreach support: 3rd Party Implementer and/or External Communications (Avista)
Analytical support: DSM Analysts (Avista)

Program Name: Residential Behavior Program

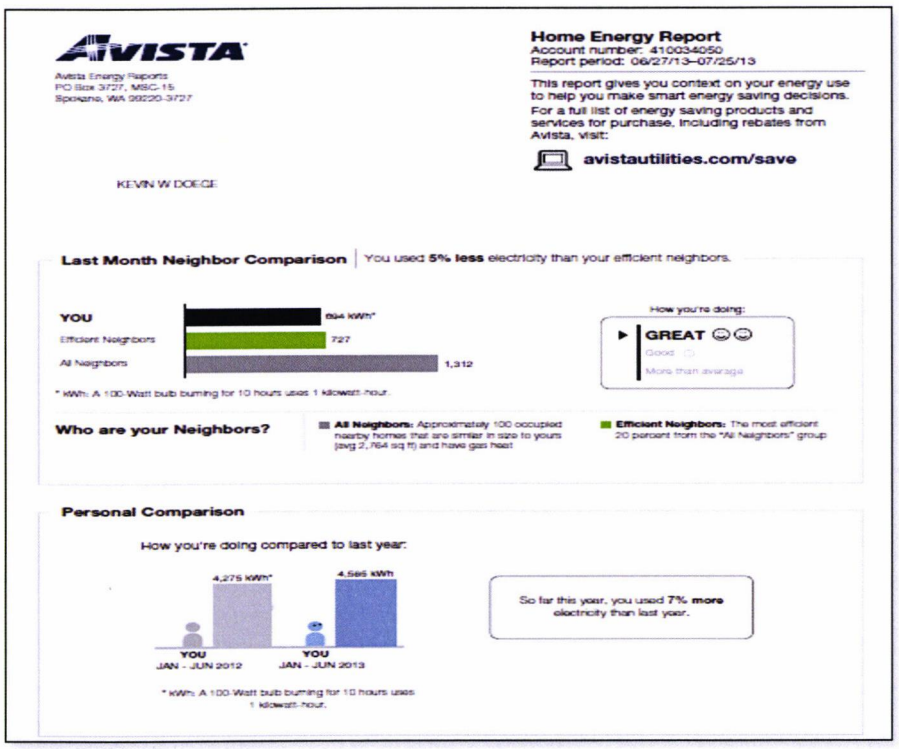
Program Design: Avista is utilizing the Opower platform to implement a behavioral program built on mailing peer comparison reports, also known as Home Energy Reports (HER). These programs have proved successful in saving customers energy and money through customer behavior changes, and thus providing energy acquisition for Avista. There may be customer engagement value to this program as well.

The HER Program is opt-out, which distinctly varies from Avista's normal opt-in programs historically offered. Participants can "opt-out" of reports at any time by contacting Avista by phone, email or mail. Customers that are receiving reports will stop receiving the reports if they move. This is considered normal attrition.

To allow for normal attrition, a 5% increase was made to the original program size of 70,000 (overall size for both Washington and Idaho), thus yielding 73,500 mailings in June 2013. Initially, 48,300 HER were mailed to Washington customers and 25,200 HER were sent to Idaho customers. These customers had to have a load profile consistent with year round electric usage, not season. Other factors are listed below:

- High electricity consumption customers with 99 other homes with like usage in a 100 mile radius were targeted for HER.
- All participants are an Avista electric customer.
- Some customers, approximately 42% also have a gas meter. Reports have no gas or dual fuel focus. This is an electric only program.
- A control group of similar characteristics was randomly selected by a third part evaluator. 13,000 customers in each state (Washington and Idaho) were selected.

Program Implementation: The implementation of this program began in June of 2013. The program was designed to continue providing the same set of customers the Home Energy Reports for a three-year term. The cadence of reports began with a "burst" method of sending out a report every month for the first three months followed by a bi-monthly mailing of reports thereafter and continuing until June 2016. A sample of the front of a report is shown below:



Avista Energy Reports
PO Box 3727, MSC-15
Spokane, WA 99220-3727

KEVIN W DOEGE

Home Energy Report
Account number: 410034050
Report period: 06/27/13–07/25/13

This report gives you context on your energy use to help you make smart energy saving decisions. For a full list of energy saving products and services for purchase, including rebates from Avista, visit:

avistautilities.com/save

Last Month Neighbor Comparison | You used **5% less** electricity than your efficient neighbors.

YOU 694 kWh*
Efficient Neighbors 727
All Neighbors 1,312

* kWh: A 100-Watt bulb burning for 10 hours uses 1 kilowatt-hour.

How you're doing: GREAT
Good
More than average

Who are your Neighbors?

All Neighbors: Approximately 100 occupied nearby homes that are similar in size to yours (avg 2,764 sq ft) and have gas heat

Efficient Neighbors: The most efficient 20 percent from the "All Neighbors" group

Personal Comparison

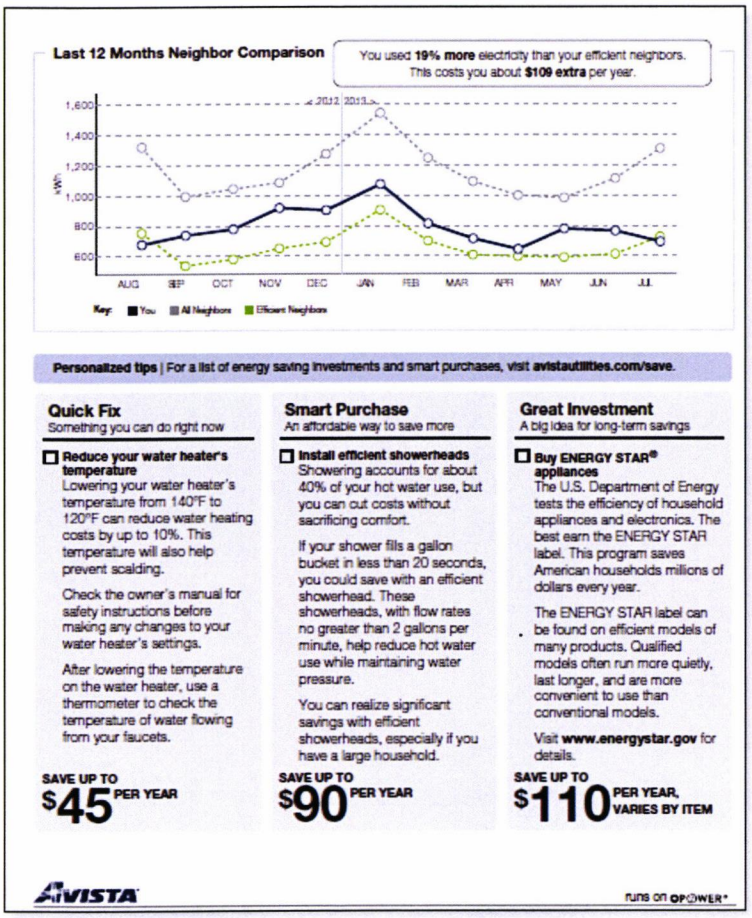
How you're doing compared to last year:

YOU JAN - JUN 2012: 4,275 kWh*
YOU JAN - JUN 2013: 4,585 kWh

So far this year, you used **7% more** electricity than last year.

* kWh: A 100-Watt bulb burning for 10 hours uses 1 kilowatt-hour.

Example of the Home Energy Report (BACK)



Last 12 Months Neighbor Comparison

You used **19% more** electricity than your efficient neighbors. This costs you about **$109 extra** per year.

kWh: 1,600 / 1,400 / 1,200 / 1,000 / 800 / 600
2012 2013
AUG SEP OCT NOV DEC JAN FEB MAR APR MAY JUN JUL

Key: You | All Neighbors | Efficient Neighbors

Personalized tips | For a list of energy saving investments and smart purchases, visit **avistautilities.com/save**.

Quick Fix
Something you can do right now

☐ **Reduce your water heater's temperature**
Lowering your water heater's temperature from 140°F to 120°F can reduce water heating costs by up to 10%. This temperature will also help prevent scalding.

Check the owner's manual for safety instructions before making any changes to your water heater's settings.

After lowering the temperature on the water heater, use a thermometer to check the temperature of water flowing from your faucets.

SAVE UP TO $45 PER YEAR

Smart Purchase
An affordable way to save more

☐ **Install efficient showerheads**
Showering accounts for about 40% of your hot water use, but you can cut costs without sacrificing comfort.

If your shower fills a gallon bucket in less than 20 seconds, you could save with an efficient showerhead. These showerheads, with flow rates no greater than 2 gallons per minute, help reduce hot water use while maintaining water pressure.

You can realize significant savings with efficient showerheads, especially if you have a large household.

SAVE UP TO $90 PER YEAR

Great Investment
A big idea for long-term savings

☐ **Buy ENERGY STAR® appliances**
The U.S. Department of Energy tests the efficiency of household appliances and electronics. The best earn the ENERGY STAR label. This program saves American households millions of dollars every year.

The ENERGY STAR label can be found on efficient models of many products. Qualified models often run more quietly, last longer, and are more convenient to use than conventional models.

Visit **www.energystar.gov** for details.

SAVE UP TO $110 PER YEAR, VARIES BY ITEM

runs on OPOWER

Program Tracking and Reporting: Quarterly energy savings results will be provided by Opower to Avista. On an annual basis, Avista employs an independent third-party evaluator to calculate energy savings.

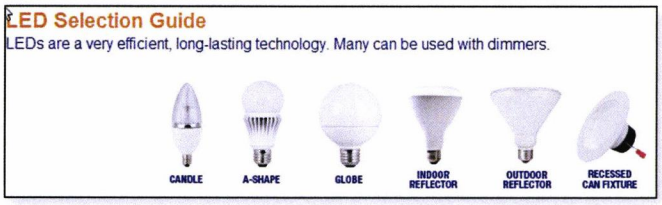
Example of OPower Quarterly Report – currently not available

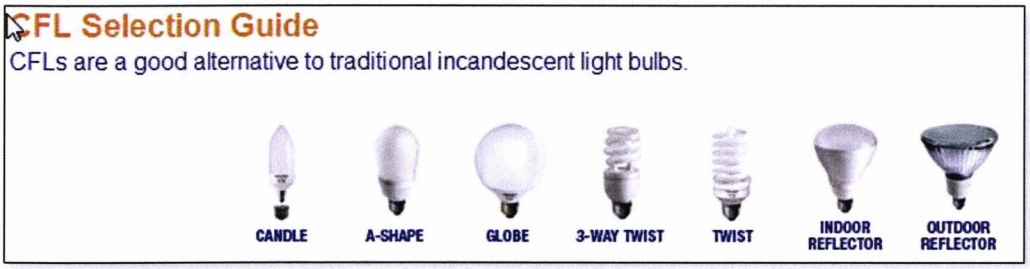
Program Support Personnel:
Overall Program Management: 3rd Party Implementer-OPower and Program Manager (Avista) Program Delivery: 3rd Party Implementer; Program Coordinator and/orProgram Manager (Avista) Program Tracking: 3rd Party Implementer; Program Coordinator and/or Program Manager (Avista) Technical support: 3rd Party Implementer and DSM Engineers (Avista) Outreach support: 3rd Party Implementer and/or External Communications (Avista) Analytical support: DSM Analysts (Avista)

Program Name: Residential Lighting – Simple Steps, Smart Savings

Program Design: BPA launched the regional "Simple Steps, Smart Savings" program in 2010 as a continuation of the previous Change A Light promotion. The goal of Simple Steps is to prompt the residential customer to increase the energy-efficiency of their home lighting. It indirectly supports the infrastructure and inventory by providing a retail markdown on select compact fluorescent (CFL) and light emitting diode (LED) lamps; thus making it a financially viable energy efficiency option for customers to consider

Program Implementation: Avista sponsors the program for the Idaho and Washington service territory. Big box retailers in addition to select regional and national chains are the primary recipient of the product and typically offer a variety of the Simple Steps products at their locations. These products should be clearly identified with a sticker indicating they are part of the program. Below is a sample of the Simple Steps logo along with a list of the types of products one may find under this program:



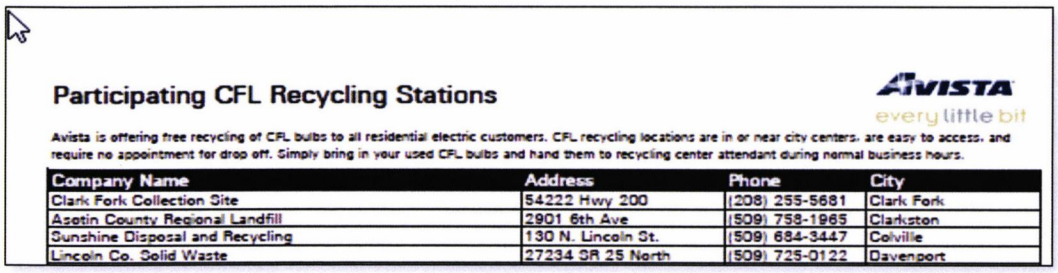


Types of eligible Simple Steps lamps

Measures	Measures (continued)
Twists:	15W R30 Reflector
9W Spiral CFL	23W R38 Reflector
13W Spiral CFL	26W R38 Reflector
14W Spiral CFL	26W R40 Reflector
15W Spiral CFL	23W Outdoor Reflector
18W Spiral CFL	26W Outdoor Reflector
20W Spiral CFL	23W R38 High Heat Reflector
23W Spiral CFL	7W Candelabra
30W Spiral CFL	9W Candelabra
40W Spiral CFL	13W Candelabra
13W Daylight	12W Globe
23W Daylight	15W Globe
9W A-lamp	**LEDs:**
15 W A-lamp	8 W R20 Reflector
14W A19	12-15 W PAR30 Reflector
Specialty CFLs:	18-20 W PAR38 Reflector
14W Candle Base BW	13-15 W BR30 Reflector
16W R30 Flood	18-23 W BR38 Reflector
23W R40 Flood	14-17 W BR40 Reflector
12,20,26 watt 3-Way	19 W Omnidirectional
33W 3-Way	8-18 W A-19 or Globe
12,23,29 watt 3-Way	
12, 23, 34 watt 3-Way	
11W R20 Reflector	
14W Reflector	

To support the promotion of utilizing CFL's, the Company also provides CFL recycling locations as a convenience, throughout Avista's service territory. A list of drop-off locations can be found here.

Example of CFL Recycling Station list



Participating CFL Recycling Stations

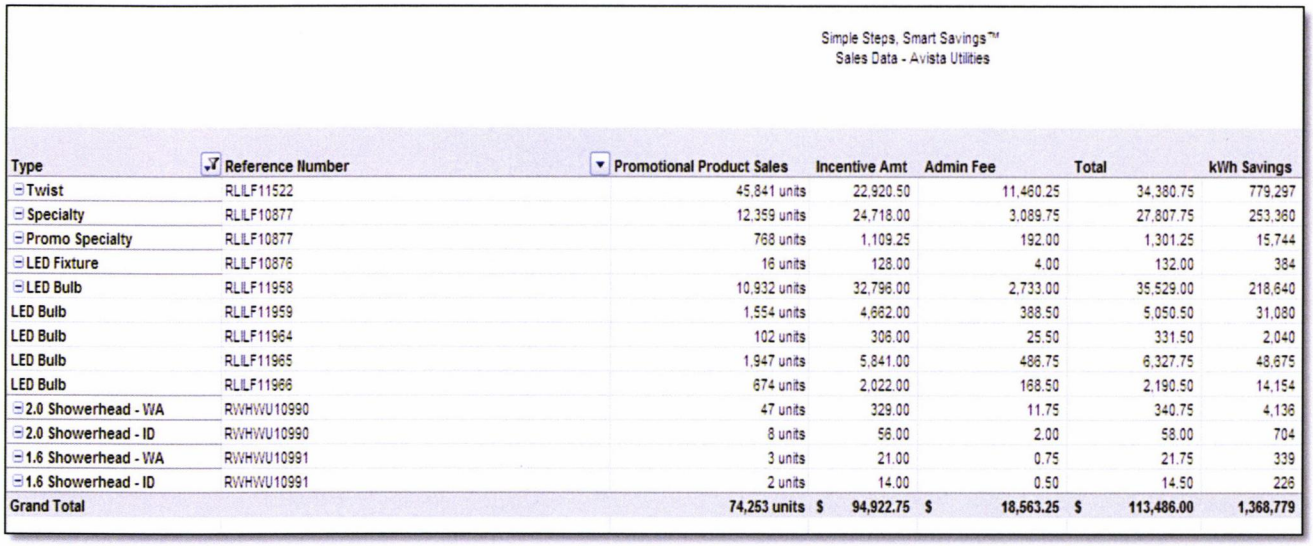
AVISTA every little bit

Avista is offering free recycling of CFL bulbs to all residential electric customers. CFL recycling locations are in or near city centers, are easy to access, and require no appointment for drop off. Simply bring in your used CFL bulbs and hand them to recycling center attendant during normal business hours.

Company Name	Address	Phone	City
Clark Fork Collection Site	54222 Hwy 200	(208) 255-5681	Clark Fork
Asotin County Regional Landfill	2901 6th Ave	(509) 758-1965	Clarkston
Sunshine Disposal and Recycling	130 N. Lincoln St.	(509) 684-3447	Colville
Lincoln Co. Solid Waste	27234 SR 25 North	(509) 725-0122	Davenport

Program Tracking: A monthly spreadsheet and invoice is provided by the third-party implementer, Clear Result, with the data from the previous month's purchases. Information provided includes the name of the store, the type and number of units sold along with the other detail information. An invoice is also included that indicates the Company's monthly contribution for the administration and implementation expenses. Annually the Company agrees to an allocation costs based on store location that is part of that year's contract terms.

Example of Clear Result monthly spreadsheet



Simple Steps, Smart Savings™
Sales Data - Avista Utilities

Type	Reference Number	Promotional Product Sales	Incentive Amt	Admin Fee	Total	kWh Savings
Twist	RLILF11522	45,841 units	22,920.50	11,460.25	34,380.75	779,297
Specialty	RLILF10877	12,359 units	24,718.00	3,089.75	27,807.75	253,360
Promo Specialty	RLILF10877	768 units	1,109.25	192.00	1,301.25	15,744
LED Fixture	RLILF10876	16 units	128.00	4.00	132.00	384
LED Bulb	RLILF11958	10,932 units	32,796.00	2,733.00	35,529.00	218,640
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Costco 103	301 5th St, Clarkston, WA, 99403	Feit	800480	LED Bulb	RLILF11965	82	230	690.0
Costco 103	301 5th St, Clarkston, WA, 99403	Feit	795282	LED Bulb	RLILF11966	82	62	186.0
Costco 773	355 East Neider Ave., Coeur d'Alene, ID, 83815	Feit	686850	LED Bulb	RLILF11965	63	152	456.0
Costco 773	355 East Neider Ave., Coeur d'Alene, ID, 83815	Feit	686331	LED Bulb	RLILF11966	63	72	216.0
Costco 773	355 East Neider Ave., Coeur d'Alene, ID, 83815	Feit	728185	LED Bulb	RLILF11958	63	756	2,268.0

Program Reporting: Information from the Clear Result report is rolled into a monthly savings report that is generated by the DSM Analysts that provides a snapshot of the amount of energy savings achieved to date under the Residential portfolio.

Example of YTD Energy Savings Report

Energy savings are YTD gross, unevaluated savings.

using IRP goal (regional excluded)

WAID Electric (kWh)	ytd act	ytd target	% of ytd target achieved	ann target	% ann target achieved
Res	2,438,418	3,682,055	66%	22,092,333	11%
LI	41,461	309,989	13%	1,859,933	2%
Nonres	6,156,680	4,782,789	129%	28,696,734	21%
	8,636,559	8,774,833	98%	52,649,000	16%

WAID Gas (therm)	ytd act	ytd target	% ytd target achieved	ann target	% ann target Achieved
Res	36,173	121,473	30%	728,840	5%
LI	91	9,527	1%	57,160	0%
Nonres	93,132	163,333	57%	980,000	10%
Total	129,396	294,333	44%	1,766,000	7%

Program Support Personnel

Overall Program Management: Program Manager/Manager
Program Delivery: 3rd Party Implementer – Clear Result; Program Coordinator and/or Program Manager (Avista)
Program Tracking: 3rd Party Implementer; Program Coordinator and/or Program Manager (Avista);
Outreach support: 3rd Party Implementer and/or External Communications (Avista)
Analytical support: DSM Analysts (Avista)

Low Income Programs

Residential Low Income Program

Program Overview and Design: The Company leverages the infrastructure of Community Action Program (CAP) agencies to deliver energy efficiency programs to the Company's low income customer group. CAP agencies have resources to income qualify, prioritize and treat clients homes based upon a number of characteristics. In addition to the Company's annual funding, the Agencies have other monetary resources that they can usually leverage when treating a home with weatherization and other energy efficiency measures. The Agencies either have in-house or contractor crews to install many of the efficiency measures of the program.

Program Implementation: Currently, one CAP agency serves the Company's Idaho service territory and receives an annual funding amount of $700,000 for efficiency improvements with an additional $50,000 for conservation education outreach. Included within the efficiency improvements funding is a permissible 15% reimbursement for administrative costs. The agency may choose to allocate another 15% of the funds to be expended on non-energy health and safety measures that may support the efficiency measures installed within the same home or help improve the home's habitability.

The Agencies have an "Approved Measure List" of energy efficiency measures provided by the Company. Any measure installed on this list by the Agency in an income qualified home will receive 100% reimbursement for the cost for the work. The installation of these measures normally results in a cost-effective amount of energy savings achieved.

Example of 2014 Avista - Low Income Program Approved Measure List - Idaho

Electric measures
Air infiltration
Duct sealing
Insulation walls and floors
ENERGY STAR doors
Variable speed motor
Conversion:
Electric to natural gas furnace
Electric to natural gas combination (furnace and water heater)

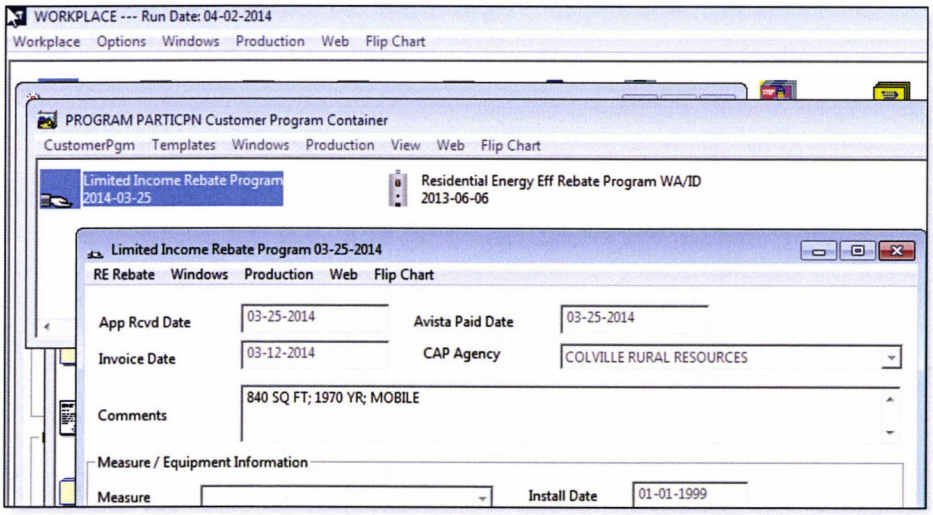
New for 2014 the Company established a "Rebate List" of measures which replaces the "Pre-Approval" list concept. The Approved Measure List assists the agency with targeting the most cost effective measures. The Rebate List allows the agency to receive funding for other measures that may not be as cost effective as the Approved list but are still necessary for the home's overall functionality. The agency will receive a "prescriptive" amount for the Rebate List of measures that is equal to the energy value of the improvement itself. This approach is to assist the agency in targeting the measures that provide the greatest cost-effectiveness from a utility perspective. It still allows the agency to have some funding for all measures, albeit minimal, while limiting the Company's exposure to reimbursing for measures whose energy value may not be as great as those that appear on the Approved measure list. To allow for additional flexibility, the agency may also choose to utilize the Health and Safety allocation to fully fund the cost of the measures on the Rebate list.

Example 2014 Avista - Low Income Program Rebate List - Idaho

Electric Measures	Per Installation
Attic insulation	$0.55/sq ft
Duct insulation	$ 0.31/sq ft
ENERGY STAR Windows	$ 0.36/sq ft
High efficiency water heaters (0.93 Energy Factor or greater)	$ 46
High efficiency air source heat pump (8.5 HSPF; 14 SEER)	$ 224
ENERGY STAR Refrigerators (*for replacement of refrigerator that is currently operating*)	$ 540
Conversion Measures	**Per Installation**
Electric to air source heat pump (*when natural gas is not a viable option*)	$3,124
Electric to natural gas water heater*	$887

Program Tracking: The Low Income program participants are captured in the Company's CSS/Workplace under the Customer Program Container. The icon "Limited Income Rebate Program" tracks the customers and the measures in their home.

Example of CSS/Workplace Program Container and Limited Income Rebate icon



Program Reporting: Monthly reports are pulled automatically using the Cognos reporting tool. Cognos pulls current data from the Company's CSS/Workplace and emails an excel spreadsheet to the DSM Analysts along with the Program Manager and Program Coordinator who review the data for accuracy. These reports identify the number of rebates that were processed during the previous month and the estimated kilowatt-hour or therms savings achieved. Three separate reports are available and are explained below. The totals from these reports are used to inform preliminary savings goals to internal and external stakeholders including the monthly email table (YTD Energy Savings – Month Year). An explanation and a screen shot of each report is provided below:

Low Income By Agency: is a monthly summary report of the monthly list of measures installed by home and by agency for the previous month's activities. The report also includes a measure description, measure cost, kWh or therms saved, amount paid, account number of the home and other information.

Example of Low Income by Agency – Monthly report

Low Income Rebates Program by Agency

For Month Ending February 28, 2014

State	ting Measure	Marketing Measure Des	er of Re	Rebate Amount	Est. KWH Saved	herms	Cost	for Dat	CAP Agency	Rating, Ne	easure, number of doors,	App Rcvd Date	Payment Processed Date
ID	L02	E INS - CEIL/ATTIC	1	45.54	37	0	39.60	1	80413	49	72	Feb 12, 2014 12:00:00 AM	Feb 12, 2014 12:00:00 AM
	L02	E INS - CEIL/ATTIC	1	268.81	221	0	233.75	1	80413		425	Feb 12, 2014 12:00:00 AM	Feb 12, 2014 12:00:00 AM
	L02	E INS - CEIL/ATTIC	1	1,000.07	536	0	869.63	1	80413	49	1680	Feb 24, 2014 12:00:00 AM	Feb 12, 2014 12:00:00 AM
	L02	E INS - CEIL/ATTIC	1	772.92	465	0	672.10	1	80413	49	1222	Feb 24, 2014 12:00:00 AM	Feb 12, 2014 12:00:00 AM
	L02	E INS - CEIL/ATTIC	1	364.32	317	0	316.80	1	80413	49	576	Feb 24, 2014 12:00:00 AM	Feb 24, 2014 12:00:00 AM
	L02	E INS - CEIL/ATTIC	1	602.14	371	0	523.60	1	80413	26	952	Feb 24, 2014 12:00:00 AM	Feb 24, 2014 12:00:00 AM
	L04	E INS - FLOOR	1	2,004.32	1,928	0	1,742.88	1	80413	29	180	Feb 24, 2014 12:00:00 AM	Feb 12, 2014 12:00:00 AM
	L04	E INS - FLOOR	1	3,341.01	1,673	0	2,905.23	1	80413	30	1222	Feb 24, 2014 12:00:00 AM	Feb 12, 2014 12:00:00 AM
	L04	E INS - FLOOR	1	1,695.93	1,207	0	1,474.72	1	80413	24	784	Feb 24, 2014 12:00:00 AM	Feb 12, 2014 12:00:00 AM

Low Income By Agency: is a monthly summary report of the year to date list of measures installed by home and by agency. The report also includes a measure description, measure cost, kWh or therms saved, amount paid, account number of the home and other information.

Example of Low Income by Agency report

Low Income Rebates Program by Agency

Year-to-Date Results through February 28, 2014

State	ing Measur	Marketing Measure Desc	Number of Rebates	Rebate Amount	Est. KWH Saved	Est. Therms Saved	Cost	unt for Date &	CAP Agency	Rating, Ne	, number of
ID	L02	E INS - CEIL/ATTIC	1	45.54	37	0	39.60	1	80413	49	72
	L02	E INS - CEIL/ATTIC	1	268.81	221	0	233.75	1	80413		425
	L02	E INS - CEIL/ATTIC	1	1,000.07	536	0	869.63	1	80413	49	1680
	L02	E INS - CEIL/ATTIC	1	772.92	465	0	672.10	1	80413	49	1222
	L02	E INS - CEIL/ATTIC	1	364.32	317	0	316.80	1	80413	49	576
	L02	E INS - CEIL/ATTIC	1	602.14	371	0	523.60	1	80413	26	952

Low Income By Customer: is a monthly report that shows the YTD customer participants by name and address. Other fields also include but are not limited to: measure description, cost, amount paid, kwh or therms saved, customer name, address, city, state, zip.

Example of Low Income by Customer report

Low Income Rebates by Customer

Year-to-Date Results through February 28, 2014

State	g Measu	rketing Measure Des	r of Re	Rebate Amount	Est. KWH Saved	herms S	Cost	CUSTOMER_NME	DIR_PRFX	HOUSE_NUM	STREET_NME	STREET_NME_SFX	UNIT_NUM	Rural Srv Address	CITY_NME	ZIP_CDE
ID	L02	E INS - CEIL/ATTIC	1	45.54	37	0	39.60	[redacted]							JULIAETTA	83535
	L02	E INS - CEIL/ATTIC	1	602.14	371	0	523.60								POST FALLS	83854
	L02	E INS - CEIL/ATTIC	1	364.32	317	0	316.80								SAGLE	83860
	L02	E INS - CEIL/ATTIC	1	1,000.07	536	0	869.63								OROFINO	83544
	L02	E INS - CEIL/ATTIC	1	772.92	465	0	672.10								OROFINO	83544
	L02	E INS - CEIL/ATTIC	1	268.81	221	0	233.75								OROFINO	83544
	L04	E INS - FLOOR	1	2,223.59	1,811	0	1,933.56								COTTONWOOD	83522
	L04	E INS - FLOOR	1	1,198.82	1,334	0	1,042.45								POST FALLS	83854
	L04	E INS - FLOOR	1	2,004.32	1,928	0	1,742.88								OROFINO	83544

Example of YTD Energy Savings Report

Energy savings are YTD gross, unevaluated savings.

using IRP goal (regional excluded)

WAID Electric (kWh)	ytd act	ytd target	% of ytd target achieved	ann target	% ann target achieved
Res	2,438,418	3,682,055	66%	22,092,333	11%
LI	41,461	309,989	13%	1,859,933	2%
Nonres	6,156,680	4,782,789	129%	28,696,734	21%
	8,636,559	8,774,833	98%	52,649,000	16%

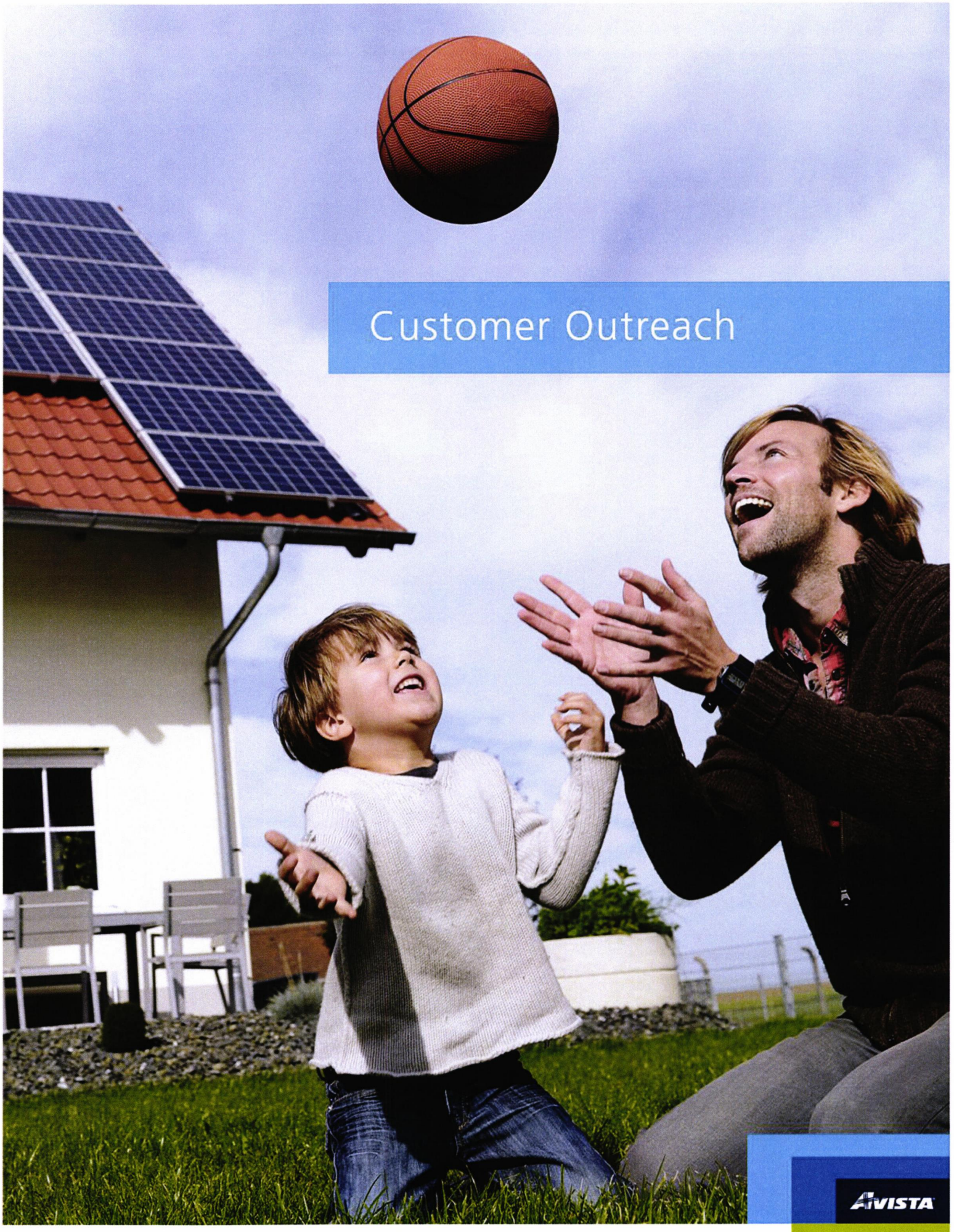
WAID Gas (therm)	ytd act	ytd target	% ytd target achieved	ann target	% ann target Achieved
Res	36,173	121,473	30%	728,840	5%
LI	91	9,527	1%	57,160	0%
Nonres	93,132	163,333	57%	980,000	10%
Total	129,396	294,333	44%	1,766,000	7%

A quarterly report is also assembled for the Low Income program that tracks how the agencies are utilizing their funds during the year. Referencing the Low Income by Agency report mentioned above, the rebate amounts are pulled over by the categories related to measures and health and safety. The report is then categorized into efficiency improvements along with Health and Safety. The amount spent through the end of that particular quarter is then deducted from the annual funding amount to show what is left for the agency to utilize during the year. This allows the Program Coordinator and Program Manager to monitor the agency spend as it relates to not only the total funding allowed, but also to the 15% that may be used towards Health and Safety improvements.

Example of Low Income By Agency Spend Review report

Community Action Partner Agency	YTD Actual (03-03-14)	Exp Type	Budget	% Spent	Exp Type	Remaining Budget
LEWISTON ID $700,000	$ 67,537.27	ID electric expenditures	$ 595,000.00	11.35%	ID TOTAL	$ 527,462.73
	$ 28,769.15	ID HHS	$ 105,000.00	27.40%	ID HHS	$ 76,230.85
	$ 96,306.42	Total expenditures	$ 700,000.00	13.76%	TOTAL	$ 603,693.58

Program Support Personnel:
Overall Program Management: Program Manager/Manager Program Delivery: 3rd Party Implementer - CAPs; Program Coordinator and/or Program Manager (Avista) Program Tracking: 3rd Party Implementer; Program Coordinator and/or Program Manager (Avista); Outreach support: 3rd Party Implementer Analytical support: DSM Analysts (Avista)


Customer Outreach
AVISTA

Customer Outreach Overview

Developed in late 2007, Avista's *every little bit* campaign was built on a foundation of broad reach, multi-media outreach designed to inform customers about general energy efficiency program availability while providing educational energy efficiency messages with the intent of driving increased participation as well as build awareness of low-cost and no-cost energy saving tips. The intent is to educate and encourage customers to install energy efficient measures and practice energy-conserving behaviors with the "call to action" being a visit to the Company's website (avistautilities.com) to get more information or download a rebate form.

Efficiency messages that are not associated with individual programs come out of an internal collaborative process incorporating input from DSM Engineers, program managers, analysts and program outreach specialists. The intent is to maintain a fresh and informative appeal to the overall outreach effort.

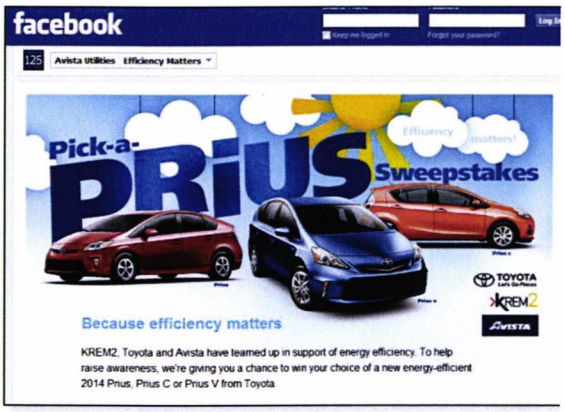
The additional throughput that can be obtained from Avista's outreach investments also takes into consideration the opportunity to leverage the growing efficiency messaging in the general media and partnerships with utility and non-utility organizations. The every little bit tagline continues to be integrated into earned media opportunities through Avista's External Communications Department.

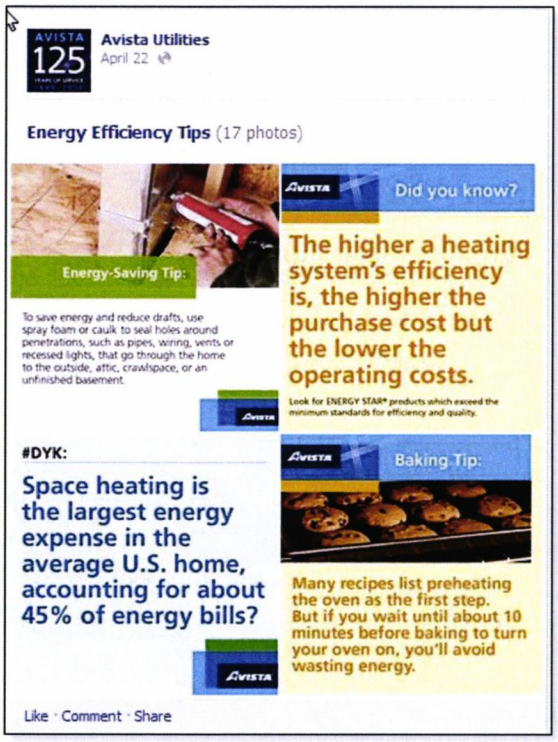
Since the inception of this campaign, there has been regional research that suggests the same issues and perceptions are present and that customers need to have a reason to participate based on their personal values. While the general awareness of Avista programs is increasing, a continued effort is needed in helping the customer understand where waste may be occurring and motivating them towards action. The number of programs offered decreased significantly and differed by state in 2013 driving Avista to evolve the media approach from a broad reach to a more targeted approach using community partners for leveraging and endorsement.

Residential Outreach

Social Media Channels: Avista continues to use Facebook as both a viable and cost effective outreach channel. The latest awareness research conducted at the end of 2010 shows awareness of energy efficiency and Avista's programs high among audiences aged 45+, while the 18-44 aged audience remains difficult to reach, giving social media opportunities. With this in mind Avista continues to use Facebook to house energy efficiency promotions and activities, like the programmable thermostat, the energy use house and weekly messages on low-cost no-cost ways to be more efficient. In 2014, Avista's *every little bit* Facebook content was migrated to Avista's Facebook site. This helps leverage and aligns the Avista brand and maximizes the long-standing positive message of energy efficiency.

Example of Avista Facebook page





Community/ Media Partnerships: Avista has two primary community/media partnerships that help educate customers on the benefits of energy efficiency. The first is Avista's Home Energy Advisor product that is promoted through a partnership with weekly paper The Inlander and includes a direct mail postcard to residential customers to drive traffic to the tool and provide information about the rebate programs contained within the 2014 portfolio.

Example of Home Energy Advisor promotion

The second media event is in its fourth year of partnership with KREM TV and Toyota to increase awareness of Avista's energy conservation measures and rebate programs. The "Efficiency Matters" promotion drove a 36% increase in visits year over year to the company's website.

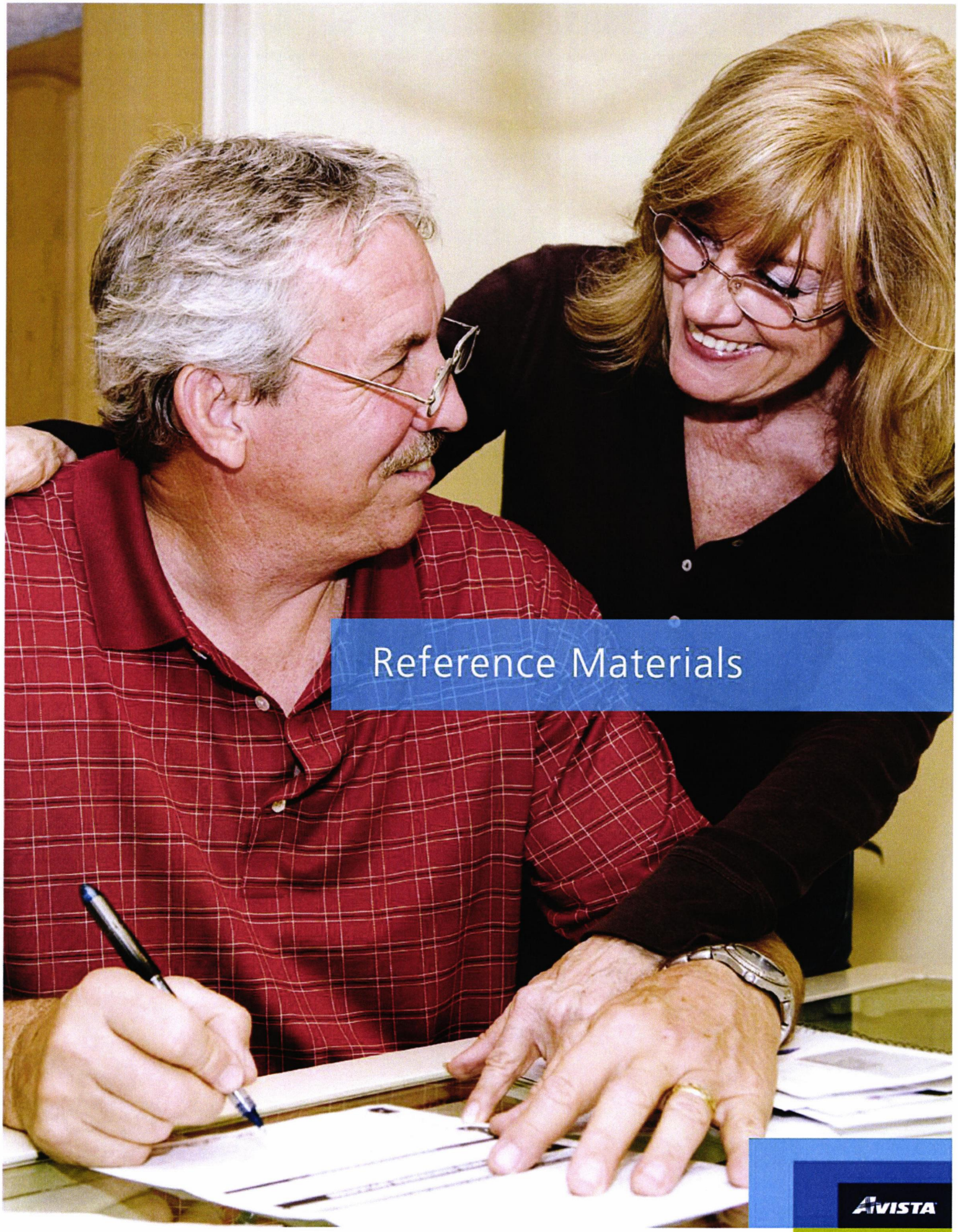
Example of Efficiency Matters promotion

Web: In 2013 Avista began a targeted web-based search optimization campaign for residential program awareness. Whether consumers are searching via PC or laptop, smart phone or tablet, search shows our text ads to consumers located in the Spokane designated market area who are searching for keywords related to Energy Rebates and Tips.

Commercial and Industrial Outreach: In 2011, the Company developed a comprehensive print campaign designed to educate non-residential customers about the many prescriptive and site-specific programs available. The focus of the campaign profiles business customers within Avista's service territory and features the measures they have implemented and savings achieved. The campaign targets the business community and shares the value of energy efficiency and Avista's incentives from a customer perspective.

In 2013 the campaign evolved to include customer case studies that not only demonstrated the partnership with Avista but the other business benefits of participating in energy efficiency initiatives. This campaign was intended to drive customer awareness of programs and ways to help position facility improvements as an operational business strategy. In 2014 the case studies will be turned into advertorials and will be featured in local, regional and trade publications throughout the year.

Example of Commercial/Industrial Advertorial


Reference Materials
AVISTA

List of Referenced Materials presented in the Idaho – DSM Programs Standard Operating Procedures Manual

Website Pages

Energy Savings www.avistautilities.com/savings

Residential Programs www.avistautilities.com/resrebates

Residential Programs – Idaho
http://www.avistautilities.com/savings/rebates/Pages/idahorebates.aspx

Non-residential Programs www.avistautilities.com/bizrebates

Non-residential Programs – Idaho
http://www.avistautilities.com/business/rebates/Pages/IDCommercialRebates.aspx

Energy Smart Grocer Measure List
http://www.energysmartonline.org/documents/EnergySmart-Avista-Worksheet.docx

Green Motors Rewind
http://www.avistautilities.com/business/rebates/washington/greenmotors/Pages/default.aspx

Residential Online Rebate Portal
https://www.avistautilities.com/savings/rebates/_layouts/Avista/Transactions/ProcessRebates.aspx

Home Energy Advisor http://www.avistautilities.com/savings/suite/Pages/default.aspx

Business Energy Advisor
https://www.avistautilities.com/business/_layouts/Avista/Transactions/ReduceYourUse.aspx

Forms

Top Sheet Technical Review
Top Sheet Energy Efficiency Agreement
Top Sheet Incentive Payment
Energy Efficiency Agreement
Energy Efficiency Performance Agreement
Commercial Clothes Washer Rebate
Food Service Equipment Rebate
Commercial Prescriptive Lighting Rebate – Interior
Commercial Prescriptive Lighting Rebate – Exterior
Power Management for PC Networks Rebate
Pre-Reporting Survey (PC Networks)
Retro-commissioning Application
Standby Generator Block Heater Rebate
Commercial HVAC VFD Rebate
Commercial Water Heater Rebate
Commercial Windows and Insulation Rebates

ENERGY STAR Homes Rebates

- All Avista Electric
- Avista Electric and Natural Gas
- Non-Avista Electric and Natural Gas

Home Improvement Rebates

- HVAC
- Shell/Windows/Insulation
- Water Heat
- Fuel Efficiency (Electric to Natural Gas Conversions)

New Construction Rebates

- HVAC
- Water Heat

Low Income Program

- Approved Measure List
- Rebate Measure List

Databases

Saleslogix

- Main Account Level
- Project Information Tab
- Opportunities Level
- Attachments
- Notes/History
- Reports
  - Monthly Contracts Sent
  - Monthly Payments

CSS

- Residential Rebate Template
- Low Income Rebate Template

Reports

Energy Efficiency Evaluation Report
IBM Cognos Reporting Tool
Monthly DSM Non-residential Savings Report (e.g. 2014 June YTD Savings Non-res.xlsx)
Monthly DSM Non-residential Completed Projects Report (e.g. Saleslogix Snapshot Completed in 2014)
Year to Date DSM Total Savings Report (Delivered as email table, YTD Energy Savings Report)
PECI Monthly Report for Energy Smart Grocer
Monthly Residential Rebate Activity (Residential YTD 2014 Stats Report)
Residential Rebate Report by State
Residential Rebate Report by Customer
Simple Steps Smart Savings Monthly Invoice
Simple Steps Smart Savings Monthly Log Sales Data
Simple Steps Smart Savings Monthly Data by Retail Location
Appliance Recycling Invoice (JACO)
Appliance Recycling Contractor Report (JACO)
Low Income Monthly Report by Agency
Low Income Monthly Report by Customer
Low Income Agency Spend Review Report