THE COUNCIL OF THE CITY OF NEW ORLEANS, LA

REQUEST FOR QUALIFICATIONS STATEMENTS

FOR

DEMAND SIDE MANAGEMENT CONSULTANT

ISSUED SEPTEMBER 15, 2017

APPENDICES I-III

THE COUNCIL OF THE CITY OF NEW ORLEANS, LA

REQUEST FOR QUALIFICATIONS STATEMENTS

FOR

DEMAND SIDE MANAGEMENT CONSULTANT

ISSUED SEPTEMBER 15, 2017

APPENDIX I

COUNCIL RESOLUTION NO. R-17-429

"RESOLUTION AMENDING THE ELECTRIC UTILITY

INTEGRATED RESOURCE PLAN RULES"

RESOLUTION
R-17-429

CITY HALL: August 10, 2017

BY: COUNCILMEMBERS WILLIAMS, HEAD, GUIDRY, BROSSETT AND GRAY

IN RE: RULEMAKING PROCEEDING REGARDING INTEGRATED RESOURCE PLANNING

DOCKET NO. UD-17-01

RESOLUTION AMENDING THE ELECTRIC UTILITY INTEGRATED RESOURCE PLAN RULES

WHEREAS, pursuant to the Constitution of the State of Louisiana and the Home Rule Charter of the City of New Orleans ("Charter"), the Council of the City of New Orleans ("Council") is the governmental body with the power of supervision, regulation, and control over public utilities providing service within the City of New Orleans; and

WHEREAS, pursuant to its powers of supervision, regulation, and control over public utilities, the Council is responsible for fixing and changing rates and charges of public utilities and making all necessary rules and regulations to govern applications for the fixing and changing of rates and charges of public utilities; and

WHEREAS, Entergy New Orleans, Inc. ("ENO") or ("Company") is a public utility providing electric and natural gas service to all of New Orleans; and

WHEREAS, the Council in Resolution No. R-17-332 adopted new Electric Utility Integrated Resource Plan Rules ("IRP Rules") to govern the triennial integrated resource plan process for ENO; and

WHEREAS, in voting to approve the IRP Rules during the Utility Cable, Telecommunications, and Technology Committee ("UCTTC"), certain Councilmembers noted that they would support and approve the IRP Rules, but wanted to further consider the comments

made at the UCTTC meeting and may make future changes to the rules based upon those comments; and

WHEREAS, the Council has given further consideration to those comments and has consulted with its Utility Advisors and now wishes to make two amendments to its IRP Rules, as issued in Resolution No. R-17-332; and

WHEREAS, the first amendment the Council will make is to add an introductory statement to the rules prior to Section 1, as set forth in redline in Attachment A; and

WHEREAS, the second amendment the Council will make is to amend Section 10(E) to add further clarity to the actions the Council may take with respect to the Integrated Resource Plan filed by the utility, as set forth in the redlines in Attachment A; now therefore:

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF NEW ORLEANS THAT:

1. The Council hereby approves the two amendments to the IRP Rules as set forth in Attachment A to this Resolution.

2. Accordingly, the Council hereby adopts the amended IRP Rules as set forth in Attachment B to this Resolution, which IRP Rules supersede the IRP Rules approved in Resolution No. R-17-332.

THE FOREGOING RESOLUTION WAS READ IN FULL, THE ROLL WAS CALLED ON THE ADOPTION THEREOF AND RESULTED AS FOLLOWS:

YEAS: **Cantrell, Gray, Guidry, Head, Ramsey, Williams - 6**

NAYS: **0**

ABSENT: **Brossett - 1**

AND THE RESOLUTION WAS ADOPTED.

THE FOREGOING IS CERTIFIED
TO BE A TRUE AND CORRECT COPY
Lora W. Johnson
CLERK OF COUNCIL

ATTACHMENT A
TO RESOLUTION R-17- 429

REDLINE OF ELECTRIC UTILITY INTEGRATED RESOURCE PLAN RULES
of the
Council of the City of New Orleans

ELECTRIC UTILITY INTEGRATED RESOURCE PLAN RULES
of the
Council of the City of New Orleans

These IRP Rules are intended to inform and empower effective Council and utility decision-making, while augmenting utility resource planning and enhancing public awareness of and input into the utility's energy choices. It is the Council's desire that a comprehensive IRP conducted in accordance with these IRP Rules provide a full picture of all reasonably available resource options in light of current and expected market conditions and technology trends, and generate an informed understanding of the economic, reliability, and risk evaluation of utility resource planning as well as the associated social and environmental impacts. Further, the Council wishes to encourage and enforce a transparent process that allows all interested constituents and stakeholders to participate and that fosters the development of a complete administrative record upon which informed Council decision-making can occur.

Section 1. Overview

A. These rules supersede the "Electric Utility Integrated Resource Plan ~~Requirements of the Council of the City of New Orleans~~ Rules of the City of New Orleans" adopted by Council Resolution R-17-332. The purpose of these rules is to establish an open and transparent process by which all electric utilities, subject to the Council of the City of New Orleans (Council) regulatory jurisdiction, develop and file Integrated Resource Plans (IRP).

B. Each IRP triennial planning cycle shall be commenced with an Initiating Resolution of the Council which outlines the IRP process and timeline, Intervenor and public participation, policy objectives for consideration in the IRP, and other matters as deemed necessary by the Council.

C. Each Utility IRP shall include a matrix of these rules, the corresponding section of the IRP responsive to that rule, and a brief description of how the Utility complied with the rules.

D. Each Utility IRP is intended to serve as a general resource planning tool to the Utility and the Council, rather than a forum for the approval of the acquisition, implementation, or deactivation of any supply-side or demand-side resource.

E. To the extent there is non-compliance with these rules, after the showing of cause, consistent with the provisions of Chapter 158 Article II, Division 8, Sec. 158-512 of the Code of the City of New Orleans and all applicable due process requirements, the Council may impose penalties for non-compliance with these rules.

Section 2. Definitions

A. In these rules, unless otherwise specified, the following terms shall have the meaning defined in this Section:

1. "Advanced Metering Infrastructure" (AMI) - refers to meters and their underlying technology, including communication and data handling systems, that record

customer usage for time intervals of one hour or less, and can transmit information to the Utility without the need for a human meter reader. The meter allows for two-way flow of information and can notify the Utility of a power outage, and facilitate Demand Response programs.

2. "Advisors" – refers to the legal and technical consultants retained by the Council to assist it in its regulatory responsibilities.

3. "CURO" – refers to the Council Utilities Regulatory Office.

4. "Demand Side Management" (DSM) – refers to energy efficiency and Demand Response programs administered by the Utility.

5. "Demand Response" (DR) - refers to a program that seeks to modify customer loads to reduce or shift loads from hours with high electricity costs or reliability constraints to other hours. Demand Response programs include, but are not limited to: (a) those Demand Response programs that are dispatchable or controlled by the Utility, such as interruptible loads and direct load control of appliances, and(b) those Demand Response programs that are not controlled by the Utility, but rather involve a customer response during peak periods, such as critical peak pricing, time-of-use (TOU) rates, and any other rate design that sends market signals to customers to encourage efficient electricity consumption. Demand Response also includes any other programs that shift loads from higher- to lower-energy cost times that may become available through the deployment of AMI or other technologies.

6. "Distributed Energy Resources" (DERs) - refers to generation or energy storage facilities owned or leased by retail customers that are located on the customer side of the meter, that are primarily for the use and consumption of energy by the retail customer, and that are interconnected to and capable of delivering energy to the grid. Distributed Energy Resources may include renewable/non-renewable generators, combined heat and power, and storage technology including electric vehicles, and any other technology that may similarly serve or dispatch energy from the customer side of the meter.

7. "Initiating Resolution" – refers to a resolution of the Council which initiates the triennial IRP planning cycle and establishes the procedural schedule and such other matters as the Council deems appropriate; and process to be utilized by the Utility, stakeholders and Interested Parties throughout the IRP development process.

8. "Integrated Resource Planning" – is an open, transparent planning process through which all relevant supply-side and demand-side resources (including all DSM resources), and the factors influencing choice among them, are investigated for the optimal set of resources to meet current and future electric service needs at the lowest total cost to customers and the Utility, in a manner consistent with the long-run public interest, given the expected combination of costs, reliability, risks and uncertainty.

9. "Interested Person" – refers to an individual or entity who desires to receive information and notices of public meetings as part of the IRP process and who is not

a party to the proceeding. CURO shall maintain a list of Interested Persons and forward to them copies of all filings, issuances, and notices occurring in the proceeding. This may be accomplished through the Council's electronic docketing system once that docketing system develops the necessary capabilities.

10. "Intervenor" – refers to persons who have intervened in the case pursuant to the New Orleans, Louisiana Code of Ordinances, Chapter 158, Article III.

11. "Load Forecast" – refers to a forecast of electricity demand (MW) and energy (MWh) for the Utility that takes into account currently implemented demand-side resources, and customer-owned DERs, but does not include any anticipated or incremental demand-side resources.

12. "New Orleans Technical Reference Manual" (NOTRM) – refers to a common reference document for estimating energy and peak demand reduction ("deemed savings") resulting from the installation of DSM measures promoted by utility-administered programs in New Orleans. This document is a compilation of deemed savings values previously approved by the Council and the Advisors for use in estimating savings for DSM measures. The NOTRM is updated periodically as required by the Council through a collaborative process involving the Council, the Advisors, the Utility, the Third Party Administrator and the third party Evaluation, Measurement and Verification ("EM&V") contractor, and other parties as needed. The data and methodologies in this document are to be used by program planners, administrators, implementers and evaluators for forecasting, reporting and evaluating energy and demand savings, costs, and other metrics from DSM measures installed in New Orleans.

13. "Planning Period" – refers to the number of projected years over which the existing resources and various potential resource options are evaluated in the IRP process.

14. "Planning Scenario"– refers to a distinct definition of a market outlook for the IRP Planning Period consisting of key parameters which are not controlled by the Utility or the Council. Several Planning Scenarios are constructed to identify the plausible futures of the IRP Planning Period. Various Planning Strategies are then evaluated relative to each of the defined Planning Scenarios.

15. "Planning Strategy" – refers to the defining of distinct resource constraints, regulatory policies, or business decisions over which the Council, the Utility, or Intervenors have control. For example, a Planning Strategy can be traditional utility planning, Intervenors defining resource inputs, or a Planning Strategy reflecting Council policies. Each distinct Planning Strategy is evaluated relative to each Planning Scenario, resulting in an optimized Resource Portfolio for each Planning Scenario/Planning Strategy combination.

16. "Resource Portfolio" - refers to prescribed combinations of supply-side resources, demand-side resources, and transmission investment for comparative evaluation in IRP modeling and reporting. Modeling of the intersection of a Planning Scenario and

a Planning Strategy results in an optimized Resource Portfolio with a defined cost and associated risk. For example, if four Planning Scenarios and two separate Planning Strategies are defined, there would be eight Resource Portfolios.

17. "Regional Transmission Organization" (RTO) – refers to the Midcontinent Independent System Operator (MISO) or any successor RTO of which the Utility is a participating member.

18. "Stakeholder" -- refers to any person potentially impacted by the outcome of the IRP, whether that person formally intervenes in the proceeding or not.

19. "Stakeholder Process" – refers to the meaningful engagement of stakeholders throughout the IRP process, specifically addressed in the Initiating Resolution commencing an IRP cycle.

20. "Utility" – refers to any electric utility subject to the Council's regulatory jurisdiction.

Section 3. Objectives

A. The Utility shall state and support specific objectives to be accomplished in the IRP planning process, which include but are not limited to the following:

1. Optimize the integration of supply-side resources and demand-side resources, while taking into account transmission and distribution, to provide New Orleans ratepayers with reliable electricity at the lowest practicable cost given an acceptable level of risk;

2. Maintain the Utility's financial integrity;

3. Anticipate and mitigate risks associated with fuel and market prices, environmental compliance costs, and other economic factors;

4. Support the resiliency and sustainability of the Utility's systems in New Orleans;

5. Comply with local, state and federal regulatory requirements and regulatory requirements and known policies (including such policies identified in the Initiating Resolution) established by the Council;

6. Evaluate the appropriateness of incorporating advances in technology, including, but not limited to, renewable energy, storage, and DERs, among others;

7. Achieve a range of acceptable risk in the trade-off between cost and risk; and

8. Maintain transparency and engagement with stakeholders throughout the IRP process by conducting technical conferences and providing for stakeholder feedback regarding the Planning Scenarios, Planning Strategies, input parameters, and assumptions.

B. In the IRP Report, the Utility shall discuss its efforts to achieve the objectives identified in Section 3A and any additional specific objectives identified in the Initiating Resolution.

Section 4. Load Forecast

A. The Utility shall develop a reference case Load Forecast and at least two alternative Load Forecasts applicable to the Planning Period which are consistent with the Planning Scenarios identified in Section 7C. The following data shall be supplied in support of each Load Forecast:

1. The Utility's forecast of demand and energy usage by customer class for the Planning Period;

2. A detailed discussion of the forecasting methodology and a list of independent variables and their reference sources that were utilized in the development of the Load Forecast, including assumptions and econometrically evaluated estimates. The details of the Load Forecast should identify the energy and demand impacts of customer-owned DERs and then existing Utility-sponsored DSM programs;

3. Forecasts of the independent variables for the Planning Period, including their probability distributions and statistical significance;

4. The expected value of the Load Forecast as well as the probability distributions (uncertainty ranges) around the expected value of the Load Forecast; and

5. A discussion of the extent to which line losses have been incorporated in the Load Forecast.

B. The Utility shall construct composite customer hourly load profiles based on the forecasted demand and energy usage by customer class and relevant load research data, including the factors which determine future load levels and shape.

C. Concurrent with the presentation of the Load Forecasts to the Advisors, CURO, and stakeholders, the Utility shall provide historical demand and energy data for the five (5) years immediately preceding the Planning Period. At a minimum, the following data shall be provided:

1. Monthly energy consumption for the Utility in total and for each customer class;

2. Monthly coincident peak[1] demand for the Utility and estimates of the monthly coincident peak demand for each customer class;[2] and

3. Estimates of the monthly peak demand for each customer class;[3]

D. The data and discussions developed pursuant to Section 4A and Section 4B, and Section 4C shall be provided as an attachment to the IRP report and summarized in the IRP report.

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[1] For the purposes of Section 4C, "monthly coincident peak" refers to the peak coincident with the RTO monthly peak.

[2] To the extent ENO has or attains the technical capability to collect load data on a customer class level, it shall collect and report the historic data in lieu of the customer class level estimates.

[3] To the extent ENO has or attains the technical capability to collect load data on a customer class level, it shall collect and report the historic data in lieu of the customer class level estimates.

E. The Utility shall also provide a list of any known co-generation resources and DERs larger than 300 kW existing on the Utility's system, including resources maintained by the City of New Orleans for city/parish purposes, (e.g. Sewerage and Water Board, Orleans Levee District, or by independent agencies or entities such as universities, etc.).

Section 5. Resource Options

A. Identification of resource options. The Utility shall identify and evaluate all existing supply-side and demand-side resources and identify a variety of potential supply-side and demand-side resources which can be reasonably expected to meet the Utility's projected resource needs during the Planning Period.

1. Existing supply-side resources. For existing supply-side resources, the Utility should incorporate all fixed and variable costs necessary to continue to utilize the resource as part of a Resource Portfolio. Costs shall include the costs of any anticipated renewal and replacement projects as well as the cost of regulatory mandated current and future emission controls.

    a. The Utility shall identify important changes to the Utility's resource mix that occurred since the last IRP including large capital projects, resource procurements, changes in fuel types, and actual or expected operational changes regardless of cause.

    b. Data supplied as part of the Utility's IRP filing should include a list of the Utility's existing supply-side resources including: the resource name, fuel type, capacity rating at time of summer and winter peak, and typical operating role (e.g. base, intermediate, peaking).

2. For existing demand-side resources, the Utility should account for load reductions attributable to the then-existing demand-side resources in each year of the Planning Period. Each existing demand-side resource will be identified as either a specific energy efficiency program or DR program with an individual program lifetime and estimated energy and demand reductions applicable to the Planning Period, or as a then-existing Utility owned or Utility-managed distributed generation resource with energy and demand impacts that are estimated for applicable years of the Planning Period. Data supplied as part of the Utility's IRP filing should include:

    a. Details of projected kWh/kW reductions from existing DSM programs based on quantifiable results and other credible support derived from Energy Smart New Orleans, or any successor program, using verified data available to the Utility from prior DSM program implementation years.

    b. A list categorizing the Utility's existing demand-side resources including anticipated capacity at time of summer and winter peak.

3. With respect to potential supply-side resources, the Utility shall consider: Utility-owned and purchased power resources; conventional and new generating technologies including

technologies expected to become commercially viable during the Planning Period; technologies utilizing renewable fuels; energy storage technologies; cogeneration resources; and Distributed Energy Resources, among others.

a. The Utility should incorporate any known Council policy goals (including such policy goals identified in the Initiating Resolution) with respect to resource acquisition, including, but not limited to, renewable resources, energy storage technologies, and DERs.

b. Data supplied as part of the Utility's IRP filing should include: a description of each potential supply-side resource including a technology description, operating characteristics, capital cost or demand charge, fixed operation and maintenance costs, variable charges, variable operation and maintenance costs, earliest date available to provide supply, expected life or contractual term of resource, and fuel type with reference to fuel forecast.

4. Potential demand-side resources. With respect to potential demand-side resources, the Utility should consider and identify all cost-effective demand-side resources through the development of a DSM potential study. All DSM measures with a Total Resource Cost Test[4] value of 1.0 or greater shall be considered cost effective for DSM measure screening purposes.

a. The DSM potential study shall include, but not be limited to: identification of eligible measures, measure life expectancies, baseline standards, load reduction profiles, incremental capacity and energy savings, measure and program cost assumptions, participant adoption rates, market development, and avoided energy and capacity costs for DSM measure and program screening purposes.

b. The principal reference document for the DSM potential study shall be the New Orleans Technical Reference Manual.

c. In the development of the DSM potential study, all four California Standard Practice Tests[5] (i.e. TRC, PACT, RIM and PCT) will be calculated for the DSM measures and programs considered.

d. The Utility should incorporate any known Council policy goals or targets (including such policy goals or targets identified in the Initiating Resolution) with respect to demand-side resources.

e. The cost-effective DR programs should include consideration of those programs enabled by the deployment of Advanced Meter Infrastructure, including both direct load control and DR pricing programs for both Residential and Commercial customer classes.

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[4] California Standard Practice Manual: Economic Analysis of Demand-Side Programs and Projects, State of California Governor's Office of Planning and Research, July 2002.

[5] *Id.*

f. Data supplied as part of the Utility's IRP filing should include: a description of each potential demand-side resource considered, including a description of the resource or program; expected penetration levels by planning year; hourly load reduction profiles for each DSM program utilized in the IRP process; and results of appropriate cost-benefit analyses and acceptance tests, as part of the planning assumptions utilized within the IRP planning process.

g. The Council will make a decision and announce it in the Initiating Resolution whether it will procure an independent consultant to perform a DSM Potential Study. In the event the Council does not procure an independent contractor, ENO shall provide a DSM potential study.[6]

B. Through the Stakeholder Process, the Utility shall strive to develop a position agreed to by the Utility, the Advisors, and a majority of the Intervenors regarding the potential supply-side and potential demand-side resources and their associated defining characteristics (e.g., capital cost, operating and maintenance costs, emissions, DSM supply curve, etc.).

1. To the extent such a consensus can be achieved among the Utility, the Advisors, and a majority of the Intervenors,[7] the resulting collection of potential supply-side and demand-side resources and their associated defining characteristics will be utilized in the reference Planning Strategy developed pursuant to Section 7D.

2. To the extent such a consensus cannot be achieved, the Utility shall model, in coordination with the requirements in Section 7D, two distinct Planning Strategies: a reference Planning Strategy and a stakeholder Planning Strategy. The reference Planning Strategy will be based on the Utility's assessment of the collection of potential supply-side and demand-side resources and their associated defining characteristics. The stakeholder Planning Strategy will be determined by a majority of the Intervenors and modeled by the Utility based on inputs provided to the Utility describing the collection of potential supply-side and demand-side resources and their associated defining characteristics.[8] To maintain consistency in the modeling process, the Advisors will work with the Intervenors and the Utility to ensure that input that is provided for the stakeholder Planning Strategy can be accommodated within the framework of the existing model and software.[9]

Section 6. Transmission and Distribution

A. The Utility shall explain how the Utility's current transmission system, and any planned transmission system expansions (including regional transmission system expansion planned by the RTO in which the Utility participates) and the Utility's distribution system are integrated

[6] This provision does not preclude any party from entering their own DSM potential study into the docket.
[7] An Intervenor not consenting to the majority position and thus not joining in the consensus retains the ability to oppose the consensus position before the Council and assert its own position.
[8] An Intervenor not consenting to the majority position retains the ability to oppose the consensus position before the Council and assert its own position.
[9] The Utility shall have no obligation to incorporate element(s) of the stakeholder Planning Strategy that cannot be accommodated by the Utility's modeling capabilities.

into the overall resource planning process to optimize the Utility's resource portfolio and provide New Orleans ratepayers with reliable electricity at the lowest practicable cost.

B. Models developed for the integrated resource planning process should incorporate the planned configuration of the Utility's transmission system and the interconnected RTO during the Planning Period.

C. To the extent major changes in the operation or planning of the transmission system and/or distribution system (including changes to accommodate the expansion of DERs) are contemplated in the Planning Period, the Utility should describe the anticipated changes and provide an assessment of the cost and benefits to the Utility and its customers.

D. To the extent that new resource additions are selected by the Utility for a Resource Portfolio based on reliability needs rather than as a result of the optimized development of a Resource Portfolio, the Utility shall identify reasonable transmission solutions that can be employed to either reduce the size, delay, or eliminate the need for the new reliability-driven resource additions and provide economic analyses demonstrating why the new reliability-driven resource addition was selected in lieu of the transmission solutions identified.

E. It is the Council's intent that, as part of the IRP, the Utility shall evaluate the extent to which reliability of the distribution system can be improved through the strategic location of DERs or other resources identified as part of the IRP planning process. The Utility should provide an analysis, discussion, and quantification of the costs and benefits as part of the evaluation. To the extent the Utility does not currently have the capability to meet this requirement, the utility shall demonstrate progress toward accomplishing this requirement until such time as it acquires the capability.

Section 7. Integrated Resource Plan Analyses

A. The integrated resource planning process should include modeling of specific parameters and their relationships consistent with market fundamentals, and as appropriate for long-term Portfolio planning. This overall modeling approach is an accepted analytic approach used in resource planning considering the range of both supply-side and demand-side options as well as uncertainty surrounding market pricing. To represent and account for the different characteristics of alternative types of resource options, mathematical methods such as a linear programming formulation should be used to optimize resource decisions.[10]

B. The optimization process shall be constrained to mitigate the over-reliance on forecasted revenues from external capacity market sales and external energy market sales driving the selection of resources.

C. The Utility shall develop three to four Planning Scenarios that incorporate different economic and environmental circumstances and national and regional regulatory and legislative policies.

[10] Linear programming is a mathematical method or model of optimizing linear functions or relationships within constraints to achieve the lowest costs.

1. The Planning Scenarios should include a reference Planning Scenario that represents the Utility's point of view on the most likely future circumstances and policies, as well as two alternative Planning Scenarios that account for alternative circumstances and policies.

2. In the development of the Planning Scenarios, the Utility should seek to develop a position agreed to by the Utility, Advisors, and a majority of Intervenors [11] regarding the assumptions surrounding each of the Planning Scenarios. To the extent such a consensus is not reasonably attainable regarding the Planning Scenarios, the Utility shall model a fourth Planning Scenario which is based upon input agreed to by a majority of the Intervenors.[12]

3. For each IRP Planning Scenario, data supplied as part of the Utility's IRP filing should include:

   a. a fuel price forecast for each fuel considered for utilization in any existing or potential supply-side resource;

   b. an hourly market price forecast for energy (e.g. locational marginal prices);

   c. an annual capacity price forecast for both a short-term capacity purchase (*e.g.* bilateral contract or Planning Resource Credit) and a long-term capacity purchase (e.g. long-run marginal cost of a new replacement gas combustion turbine); and

   d. forecasts of price for any other price related components that are defined by the Planning Scenario (e.g. CO2 price forecast, etc.).

D. Distinct from the Planning Scenarios, the Utility shall identify two to four Planning Strategies which constrain the optimization process to achieve particular goals, regulatory policies and/or business decisions over which the Council, the Utility, or stakeholders have control.

1. The Utility shall develop a Planning Strategy that allows the optimization process to identify the lowest cost option for meeting the needs identified in the IRP process.

2. The Utility shall develop a reference Planning Strategy agreed to by the Utility, Advisors, and a majority of the Intervenors.[13] To the extent such a consensus cannot be reasonably achieved, the reference Planning Strategy shall reflect the Utility's point of view on resource input parameters and constraints, and the Utility shall model a separate stakeholder Planning Strategy based upon input determined by a majority of the Intervenors.[14]

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[11] An Intervenor not consenting to the majority position and thus not joining in the consensus retains the ability to oppose the consensus position before the Council and assert its own position.
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[14] An Intervenor not consenting to the majority position and thus not joining in the consensus retains the ability to oppose the consensus position before the Council and assert its own position.

3. As necessary, the Utility shall develop alternate Planning Strategies to reflect known utility regulatory policy goals of the Council (including such policy goals or targets identified in the Initiating Resolution) as established no later than 30 days prior to the date the Planning Strategy inputs must be finalized.

E. Prior to the development of optimized Resource Portfolios, the parameters developed for the Planning Scenarios and Planning Strategies shall be set, considered finalized, and not subject for alteration during the remainder of the IRP planning cycle. The IRP Report shall describe the parameters of each Planning Scenario and each Planning Strategy, including all artificial constraints utilized in the optimization modeling.

F. Resource Portfolios shall be developed through optimization utilizing the Utility's modeling software. The Utility shall identify the least-cost Resource Portfolio for each Planning Scenario and Planning Strategy combination, based on total cost. Resource Portfolios shall consist of optimized combinations of supply-side and demand-side resources, while recognizing constraints including transmission and distribution.

G. The Utility shall provide a discussion and presentation of results for each Planning Scenario/Planning Strategy combination, the annual total demand related costs, energy related costs, and total supply costs associated with each least-cost Resource Portfolio identified under each Planning Scenario/Planning Strategy combination, a load and capability table indicating the total load requirements and identifying all supply-side and demand-side resources included in the Resource Portfolio (including identifying the impacts of existing demand-side resources on the total load requirements), and a description of the supply-side and demand-side resources that are planned and, if applicable, their principal rationale for selection (i.e., supply peak demand, supply non-peak demand or operational constraints, achieve more economical production of energy, etc.).

1. Data supplied as part of the Utility's IRP filing shall include a cumulative present worth summary of the results as well as the annual estimates of costs that result in the cumulative present worth to enable the Council to understand the timing of costs and savings of each least-cost Resource Portfolio.

H. The IRP report's discussion and presentation of results for each Resource Portfolio should identify key characteristics of that Resource Portfolio and significant factors that drive the ultimate cost of that Resource Portfolio such that the Council may understand which factors could ultimately and significantly affect the preference of a Resource Portfolio by the Council.

I. The Utility will develop and include a scorecard template or set of quantitative and qualitative metrics to assist the Council in assessing the IRP based on the Resource Portfolios. The scorecard should rank the resource portfolios by how well each portfolio achieves each metric. Such metrics should include but not necessarily be limited to: cost[15]; impact on the Utility's revenue requirements; risk; flexibility of resource options [16] ; reasonably quantifiable environmental impacts (such as national average emissions for the technologies chosen,

[15] The cost metric should include the cost of quantified externalities as well as Utility costs resulting from the IRP optimization.

[16] The flexibility metric includes response to load swings and quick start.

amount of groundwater consumed, etc.); consistency with established, published city policies, such as the City's sustainability plan; and macroeconomic impacts in New Orleans.

Section 8. Risk Analyses

A. The Utility shall develop a cost/risk analysis which balances quantifiable costs with quantifiable risks of the identified least-cost Resource Portfolios. The risk assessment must be presented in the IRP to allow the Council to comprehend the robustness of each Resource Portfolio across the cost/risk range of possible Resource Portfolios.

1. In quantifying Resource Portfolio costs/risks, the IRP shall assess any social and environmental effects of the Resource Portfolios to the extent that: 1) those effects can be quantified and have been modeled for a Resource Portfolio, including the applicable Planning Period years and ranges of uncertainty surrounding each externality cost, and 2) each quantified cost must be clearly identified by the portion which relates to the Utility's revenue requirements or cost of providing service to the Utility's customers under the Resource Portfolio.

2. It is the Council's intent that, as part of the IRP, a risk assessment be conducted to evaluate both the expected outcome of potential costs as well as the distribution and potential range and associated probabilities of outcomes. To the extent the Utility believes the risk assessment described herein is beyond the current modeling capabilities of the Utility or that the risk assessment cannot be accomplished within the procedural schedule set forth in the Initiating Resolution, the Utility shall so inform the Council and meet with the Intervenors and Advisors to agree upon an alternative form of risk analysis to recommend to the Council.

   a. The risk assessment shall include the expected cost per MWh of the Resource Portfolios in selected future years, along with the range of annual average costs foreseen for the 10th and 90th percentiles of simulated possible outcomes.

   b. The supporting methodology shall be included, such as the iterations or simulations performed for the selected years, in which the possible outcomes are drawn from distributions that describe market expectations and volatility as of the current filing date.

Section 9. IRP Process Requirements

A. At a minimum, the IRP process shall include, but not be limited to, the following elements:

1. The opportunity for Intervenors to participate in the concurrent development of inputs and assumptions for the major components of the IRP in collaboration with the Utility within the confines of the IRP timeline and procedural schedule.

2. At least four technical meetings attended by the parties in the Docket focused on major IRP components that include the Utility, Intervenors, CURO, and the Advisors with structured comment deadlines so that meeting participants have the opportunity to present inputs and

assumptions and provide comments, and attempt to reach consensus while remaining mindful of the procedural schedule established in the Initiating Resolution.

3. At least 3 public engagement technical conferences advertised through multiple media channels at a minimum of 30 days prior to the public technical conference.

   a. A public education and kickoff meeting that explains the following: the purpose of the IRP and the corresponding process; the IRP timeline as delineated in the Council's Initiating Resolution with respect to major process deadlines; the inputs and assumptions that are considered in the IRP process and summarized in the report; and ways in which public can remain informed throughout the IRP cycle (e.g., online information resources that provide status updates, portal through which customers can submit questions or concerns to the Utility);

   b. A public presentation of the IRP; and

   c. A public hearing opportunity after presentation of the IRP report to give the public the opportunity to provide comment on the record.

4. CURO shall schedule, provide notice of, and conduct the public technical conferences. In addition to a live presentation, all public technical conferences should also be broadcast via the Council's website and archived for later viewing.

Section 10. Submission and Public Presentation of IRP

A. The Utility shall make its IRP available for public review subject to the provisions of the Council Resolution initiating the current IRP planning cycle and referenced in Section 1B.

B. The Utility shall file its IRP with the Council consistent with and subject to the provisions of the Council Resolution initiating the current IRP planning cycle referenced in Section 1B.

C. The IRP report should discuss the stakeholders' engagement throughout the IRP process; the access to data inputs and specific modeling results by all parties; the consensus reached regarding all demand-side and supply-side resource inputs and assumptions; specific descriptions of unresolved issues regarding inputs, assumptions, or methodology; the formulation of the stakeholder Planning Scenario and/or stakeholder Planning Strategy as needed; and recommendations to improve the transparency and efficiency of the IRP process for prospective IRP cycles.

D. The IRP shall include an action plan and timeline discussing any steps or actions the Utility may propose to take as a result of the IRP, understanding that the Council's acceptance of the filing of the Utility's IRP would not operate as approval of any such proposed steps or actions.

E. Provided the IRP fulfills the requirements contained herein and was developed in compliance with the procedural schedule established for the triennial IRP cycle, the Council shall accept the Utility's IRP as filed in compliance with the Council's substantive and procedural requirements. Failure of the utility to substantially comply with the provisions of these Rules may result in summary rejection of the Utility's IRP. Such rejection may be without prejudice

to the refiling of the IRP once the utility has corrected the deficiencies. Further, after consideration of all of the evidence entered into the record, the Council may approve the accepted Utility IRP, approve it subject to stated conditions, approve it with modifications, approve it in part and reject it in part, reject it in its entirety, or choose to terminate the proceeding without either approving or rejecting the accepted Utility IRP. Nothing in this provision limits the Council's ability to take any action with respect to the IRP that is within its authority, including the Council's ability to open a prudence investigation for noncompliance on the part of the Utility.

F. The Council's acceptance of the Utility's IRP as described herein shall have no precedential effect with respect to the Council's evaluation of any application for approval of the acquisition, implementation, or deactivation of any supply-side or demand-side resource or program.

ATTACHMENT B
TO RESOLUTION R-17- 429

ELECTRIC UTILITY INTEGRATED RESOURCE PLAN RULES
of the
Council of the City of New Orleans

ELECTRIC UTILITY INTEGRATED RESOURCE PLAN RULES
of the
Council of the City of New Orleans

These IRP Rules are intended to inform and empower effective Council and utility decision-making, while augmenting utility resource planning and enhancing public awareness of and input into the utility's energy choices. It is the Council's desire that a comprehensive IRP conducted in accordance with these IRP Rules provide a full picture of all reasonably available resource options in light of current and expected market conditions and technology trends, and generate an informed understanding of the economic, reliability, and risk evaluation of utility resource planning as well as the associated social and environmental impacts. Further, the Council wishes to encourage and enforce a transparent process that allows all interested constituents and stakeholders to participate and that fosters the development of a complete administrative record upon which informed Council decision-making can occur.

Section 1. Overview

A. These rules supersede the "Electric Utility Integrated Resource Plan Rules of the City of New Orleans" adopted by Council Resolution R-17-332. The purpose of these rules is to establish an open and transparent process by which all electric utilities, subject to the Council of the City of New Orleans (Council) regulatory jurisdiction, develop and file Integrated Resource Plans (IRP).

B. Each IRP triennial planning cycle shall be commenced with an Initiating Resolution of the Council which outlines the IRP process and timeline, Intervenor and public participation, policy objectives for consideration in the IRP, and other matters as deemed necessary by the Council.

C. Each Utility IRP shall include a matrix of these rules, the corresponding section of the IRP responsive to that rule, and a brief description of how the Utility complied with the rules.

D. Each Utility IRP is intended to serve as a general resource planning tool to the Utility and the Council, rather than a forum for the approval of the acquisition, implementation, or deactivation of any supply-side or demand-side resource.

E. To the extent there is non-compliance with these rules, after the showing of cause, consistent with the provisions of Chapter 158 Article II, Division 8, Sec. 158-512 of the Code of the City of New Orleans and all applicable due process requirements, the Council may impose penalties for non-compliance with these rules.

Section 2. Definitions

A. In these rules, unless otherwise specified, the following terms shall have the meaning defined in this Section:

1. "Advanced Metering Infrastructure" (AMI) - refers to meters and their underlying technology, including communication and data handling systems, that record

customer usage for time intervals of one hour or less, and can transmit information to the Utility without the need for a human meter reader. The meter allows for two-way flow of information and can notify the Utility of a power outage, and facilitate Demand Response programs.

2. "Advisors" – refers to the legal and technical consultants retained by the Council to assist it in its regulatory responsibilities.

3. "CURO" – refers to the Council Utilities Regulatory Office.

4. "Demand Side Management" (DSM) – refers to energy efficiency and Demand Response programs administered by the Utility.

5. "Demand Response" (DR) - refers to a program that seeks to modify customer loads to reduce or shift loads from hours with high electricity costs or reliability constraints to other hours. Demand Response programs include, but are not limited to: (a) those Demand Response programs that are dispatchable or controlled by the Utility, such as interruptible loads and direct load control of appliances, and(b) those Demand Response programs that are not controlled by the Utility, but rather involve a customer response during peak periods, such as critical peak pricing, time-of-use (TOU) rates, and any other rate design that sends market signals to customers to encourage efficient electricity consumption. Demand Response also includes any other programs that shift loads from higher- to lower-energy cost times that may become available through the deployment of AMI or other technologies.

6. "Distributed Energy Resources" (DERs) - refers to generation or energy storage facilities owned or leased by retail customers that are located on the customer side of the meter, that are primarily for the use and consumption of energy by the retail customer, and that are interconnected to and capable of delivering energy to the grid. Distributed Energy Resources may include renewable/non-renewable generators, combined heat and power, and storage technology including electric vehicles, and any other technology that may similarly serve or dispatch energy from the customer side of the meter.

7. "Initiating Resolution" – refers to a resolution of the Council which initiates the triennial IRP planning cycle and establishes the procedural schedule and such other matters as the Council deems appropriate; and process to be utilized by the Utility, stakeholders and Interested Parties throughout the IRP development process.

8. "Integrated Resource Planning" – is an open, transparent planning process through which all relevant supply-side and demand-side resources (including all DSM resources), and the factors influencing choice among them, are investigated for the optimal set of resources to meet current and future electric service needs at the lowest total cost to customers and the Utility, in a manner consistent with the long-run public interest, given the expected combination of costs, reliability, risks and uncertainty.

9. "Interested Person" – refers to an individual or entity who desires to receive information and notices of public meetings as part of the IRP process and who is not

a party to the proceeding. CURO shall maintain a list of Interested Persons and forward to them copies of all filings, issuances, and notices occurring in the proceeding. This may be accomplished through the Council's electronic docketing system once that docketing system develops the necessary capabilities.

10. "Intervenor" – refers to persons who have intervened in the case pursuant to the New Orleans, Louisiana Code of Ordinances, Chapter 158, Article III.

11. "Load Forecast" – refers to a forecast of electricity demand (MW) and energy (MWh) for the Utility that takes into account currently implemented demand-side resources, and customer-owned DERs, but does not include any anticipated or incremental demand-side resources.

12. "New Orleans Technical Reference Manual" (NOTRM) – refers to a common reference document for estimating energy and peak demand reduction ("deemed savings") resulting from the installation of DSM measures promoted by utility-administered programs in New Orleans. This document is a compilation of deemed savings values previously approved by the Council and the Advisors for use in estimating savings for DSM measures. The NOTRM is updated periodically as required by the Council through a collaborative process involving the Council, the Advisors, the Utility, the Third Party Administrator and the third party Evaluation, Measurement and Verification ("EM&V") contractor, and other parties as needed. The data and methodologies in this document are to be used by program planners, administrators, implementers and evaluators for forecasting, reporting and evaluating energy and demand savings, costs, and other metrics from DSM measures installed in New Orleans.

13. "Planning Period" – refers to the number of projected years over which the existing resources and various potential resource options are evaluated in the IRP process.

14. "Planning Scenario"– refers to a distinct definition of a market outlook for the IRP Planning Period consisting of key parameters which are not controlled by the Utility or the Council. Several Planning Scenarios are constructed to identify the plausible futures of the IRP Planning Period. Various Planning Strategies are then evaluated relative to each of the defined Planning Scenarios.

15. "Planning Strategy" – refers to the defining of distinct resource constraints, regulatory policies, or business decisions over which the Council, the Utility, or Intervenors have control. For example, a Planning Strategy can be traditional utility planning, Intervenors defining resource inputs, or a Planning Strategy reflecting Council policies. Each distinct Planning Strategy is evaluated relative to each Planning Scenario, resulting in an optimized Resource Portfolio for each Planning Scenario/Planning Strategy combination.

16. "Resource Portfolio" - refers to prescribed combinations of supply-side resources, demand-side resources, and transmission investment for comparative evaluation in IRP modeling and reporting. Modeling of the intersection of a Planning Scenario and

a Planning Strategy results in an optimized Resource Portfolio with a defined cost and associated risk. For example, if four Planning Scenarios and two separate Planning Strategies are defined, there would be eight Resource Portfolios.

17. "Regional Transmission Organization" (RTO) – refers to the Midcontinent Independent System Operator (MISO) or any successor RTO of which the Utility is a participating member.

18. "Stakeholder" -- refers to any person potentially impacted by the outcome of the IRP, whether that person formally intervenes in the proceeding or not.

19. "Stakeholder Process" – refers to the meaningful engagement of stakeholders throughout the IRP process, specifically addressed in the Initiating Resolution commencing an IRP cycle.

20. "Utility" – refers to any electric utility subject to the Council's regulatory jurisdiction.

Section 3. Objectives

A. The Utility shall state and support specific objectives to be accomplished in the IRP planning process, which include but are not limited to the following:

1. optimize the integration of supply-side resources and demand-side resources, while taking into account transmission and distribution, to provide New Orleans ratepayers with reliable electricity at the lowest practicable cost given an acceptable level of risk;

2. maintain the Utility's financial integrity;

3. anticipate and mitigate risks associated with fuel and market prices, environmental compliance costs, and other economic factors;

4. support the resiliency and sustainability of the Utility's systems in New Orleans;

5. comply with local, state and federal regulatory requirements and regulatory requirements and known policies (including such policies identified in the Initiating Resolution) established by the Council;

6. evaluate the appropriateness of incorporating advances in technology, including, but not limited to, renewable energy, storage, and DERs, among others;

7. achieve a range of acceptable risk in the trade-off between cost and risk; and

8. maintain transparency and engagement with stakeholders throughout the IRP process by conducting technical conferences and providing for stakeholder feedback regarding the Planning Scenarios, Planning Strategies, input parameters, and assumptions.

B. In the IRP Report, the Utility shall discuss its efforts to achieve the objectives identified in Section 3A and any additional specific objectives identified in the Initiating Resolution.

Section 4. Load Forecast

A. The Utility shall develop a reference case Load Forecast and at least two alternative Load Forecasts applicable to the Planning Period which are consistent with the Planning Scenarios identified in Section 7C. The following data shall be supplied in support of each Load Forecast:

1. The Utility's forecast of demand and energy usage by customer class for the Planning Period;

2. A detailed discussion of the forecasting methodology and a list of independent variables and their reference sources that were utilized in the development of the Load Forecast, including assumptions and econometrically evaluated estimates. The details of the Load Forecast should identify the energy and demand impacts of customer-owned DERs and then existing Utility-sponsored DSM programs;

3. Forecasts of the independent variables for the Planning Period, including their probability distributions and statistical significance;

4. The expected value of the Load Forecast as well as the probability distributions (uncertainty ranges) around the expected value of the Load Forecast; and

5. A discussion of the extent to which line losses have been incorporated in the Load Forecast.

B. The Utility shall construct composite customer hourly load profiles based on the forecasted demand and energy usage by customer class and relevant load research data, including the factors which determine future load levels and shape.

C. Concurrent with the presentation of the Load Forecasts to the Advisors, CURO, and stakeholders, the Utility shall provide historical demand and energy data for the five (5) years immediately preceding the Planning Period. At a minimum, the following data shall be provided:

1. monthly energy consumption for the Utility in total and for each customer class;

2. monthly coincident peak[17] demand for the Utility and estimates of the monthly coincident peak demand for each customer class;[18] and

3. estimates of the monthly peak demand for each customer class;[19]

D. The data and discussions developed pursuant to Section 4A and Section 4B, and Section 4C shall be provided as an attachment to the IRP report and summarized in the IRP report.

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[17] For the purposes of Section 4C, "monthly coincident peak" refers to the peak coincident with the RTO monthly peak.

[18] To the extent ENO has or attains the technical capability to collect load data on a customer class level, it shall collect and report the historic data in lieu of the customer class level estimates.

[19] To the extent ENO has or attains the technical capability to collect load data on a customer class level, it shall collect and report the historic data in lieu of the customer class level estimates.

E. The Utility shall also provide a list of any known co-generation resources and DERs larger than 300 kW existing on the Utility's system, including resources maintained by the City of New Orleans for city/parish purposes, (e.g. Sewerage and Water Board, Orleans Levee District, or by independent agencies or entities such as universities, etc.).

Section 5. Resource Options

A. Identification of resource options. The Utility shall identify and evaluate all existing supply-side and demand-side resources and identify a variety of potential supply-side and demand-side resources which can be reasonably expected to meet the Utility's projected resource needs during the Planning Period.

1. Existing supply-side resources. For existing supply-side resources, the Utility should incorporate all fixed and variable costs necessary to continue to utilize the resource as part of a Resource Portfolio. Costs shall include the costs of any anticipated renewal and replacement projects as well as the cost of regulatory mandated current and future emission controls.

    a. The Utility shall identify important changes to the Utility's resource mix that occurred since the last IRP including large capital projects, resource procurements, changes in fuel types, and actual or expected operational changes regardless of cause.

    b. Data supplied as part of the Utility's IRP filing should include a list of the Utility's existing supply-side resources including: the resource name, fuel type, capacity rating at time of summer and winter peak, and typical operating role (e.g. base, intermediate, peaking).

2. For existing demand-side resources, the Utility should account for load reductions attributable to the then-existing demand-side resources in each year of the Planning Period. Each existing demand-side resource will be identified as either a specific energy efficiency program or DR program with an individual program lifetime and estimated energy and demand reductions applicable to the Planning Period, or as a then-existing Utility owned or Utility-managed distributed generation resource with energy and demand impacts that are estimated for applicable years of the Planning Period. Data supplied as part of the Utility's IRP filing should include:

    a. Details of projected kWh/kW reductions from existing DSM programs based on quantifiable results and other credible support derived from Energy Smart New Orleans, or any successor program, using verified data available to the Utility from prior DSM program implementation years.

    b. A list categorizing the Utility's existing demand-side resources including anticipated capacity at time of summer and winter peak.

3. With respect to potential supply-side resources, the Utility shall consider: Utility-owned and purchased power resources; conventional and new generating technologies including

technologies expected to become commercially viable during the Planning Period; technologies utilizing renewable fuels; energy storage technologies; cogeneration resources; and Distributed Energy Resources, among others.

a. The Utility should incorporate any known Council policy goals (including such policy goals identified in the Initiating Resolution) with respect to resource acquisition, including, but not limited to, renewable resources, energy storage technologies, and DERs.

b. Data supplied as part of the Utility's IRP filing should include: a description of each potential supply-side resource including a technology description, operating characteristics, capital cost or demand charge, fixed operation and maintenance costs, variable charges, variable operation and maintenance costs, earliest date available to provide supply, expected life or contractual term of resource, and fuel type with reference to fuel forecast.

4. Potential demand-side resources. With respect to potential demand-side resources, the Utility should consider and identify all cost-effective demand-side resources through the development of a DSM potential study. All DSM measures with a Total Resource Cost Test[20] value of 1.0 or greater shall be considered cost effective for DSM measure screening purposes.

a. The DSM potential study shall include, but not be limited to: identification of eligible measures, measure life expectancies, baseline standards, load reduction profiles, incremental capacity and energy savings, measure and program cost assumptions, participant adoption rates, market development, and avoided energy and capacity costs for DSM measure and program screening purposes.

b. The principal reference document for the DSM potential study shall be the New Orleans Technical Reference Manual.

c. In the development of the DSM potential study, all four California Standard Practice Tests[21] (i.e. TRC, PACT, RIM and PCT) will be calculated for the DSM measures and programs considered.

d. The Utility should incorporate any known Council policy goals or targets (including such policy goals or targets identified in the Initiating Resolution) with respect to demand-side resources.

e. The cost-effective DR programs should include consideration of those programs enabled by the deployment of Advanced Meter Infrastructure, including both direct load control and DR pricing programs for both Residential and Commercial customer classes.

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[20] California Standard Practice Manual: Economic Analysis of Demand-Side Programs and Projects, State of California Governor's Office of Planning and Research, July 2002.
[21] *Id.*

f. Data supplied as part of the Utility's IRP filing should include: a description of each potential demand-side resource considered, including a description of the resource or program; expected penetration levels by planning year; hourly load reduction profiles for each DSM program utilized in the IRP process; and results of appropriate cost-benefit analyses and acceptance tests, as part of the planning assumptions utilized within the IRP planning process.

g. The Council will make a decision and announce it in the Initiating Resolution whether it will procure an independent consultant to perform a DSM Potential Study. In the event the Council does not procure an independent contractor, ENO shall provide a DSM potential study.[22]

B. Through the Stakeholder Process, the Utility shall strive to develop a position agreed to by the Utility, the Advisors, and a majority of the Intervenors regarding the potential supply-side and potential demand-side resources and their associated defining characteristics (e.g., capital cost, operating and maintenance costs, emissions, DSM supply curve, etc.).

1. To the extent such a consensus can be achieved among the Utility, the Advisors, and a majority of the Intervenors,[23] the resulting collection of potential supply-side and demand-side resources and their associated defining characteristics will be utilized in the reference Planning Strategy developed pursuant to Section 7D.

2. To the extent such a consensus cannot be achieved, the Utility shall model, in coordination with the requirements in Section 7D, two distinct Planning Strategies: a reference Planning Strategy and a stakeholder Planning Strategy. The reference Planning Strategy will be based on the Utility's assessment of the collection of potential supply-side and demand-side resources and their associated defining characteristics. The stakeholder Planning Strategy will be determined by a majority of the Intervenors and modeled by the Utility based on inputs provided to the Utility describing the collection of potential supply-side and demand-side resources and their associated defining characteristics.[24] To maintain consistency in the modeling process, the Advisors will work with the Intervenors and the Utility to ensure that input that is provided for the stakeholder Planning Strategy can be accommodated within the framework of the existing model and software.[25]

Section 6. Transmission and Distribution

A. The Utility shall explain how the Utility's current transmission system, and any planned transmission system expansions (including regional transmission system expansion planned by the RTO in which the Utility participates) and the Utility's distribution system are integrated

[22] This provision does not preclude any party from entering their own DSM potential study into the docket.
[23] An Intervenor not consenting to the majority position and thus not joining in the consensus retains the ability to oppose the consensus position before the Council and assert its own position.
[24] An Intervenor not consenting to the majority position retains the ability to oppose the consensus position before the Council and assert its own position.
[25] The Utility shall have no obligation to incorporate element(s) of the stakeholder Planning Strategy that cannot be accommodated by the Utility's modeling capabilities.

into the overall resource planning process to optimize the Utility's resource portfolio and provide New Orleans ratepayers with reliable electricity at the lowest practicable cost.

B. Models developed for the integrated resource planning process should incorporate the planned configuration of the Utility's transmission system and the interconnected RTO during the Planning Period.

C. To the extent major changes in the operation or planning of the transmission system and/or distribution system (including changes to accommodate the expansion of DERs) are contemplated in the Planning Period, the Utility should describe the anticipated changes and provide an assessment of the cost and benefits to the Utility and its customers.

D. To the extent that new resource additions are selected by the Utility for a Resource Portfolio based on reliability needs rather than as a result of the optimized development of a Resource Portfolio, the Utility shall identify reasonable transmission solutions that can be employed to either reduce the size, delay, or eliminate the need for the new reliability-driven resource additions and provide economic analyses demonstrating why the new reliability-driven resource addition was selected in lieu of the transmission solutions identified.

E. It is the Council's intent that, as part of the IRP, the Utility shall evaluate the extent to which reliability of the distribution system can be improved through the strategic location of DERs or other resources identified as part of the IRP planning process. The Utility should provide an analysis, discussion, and quantification of the costs and benefits as part of the evaluation. To the extent the Utility does not currently have the capability to meet this requirement, the utility shall demonstrate progress toward accomplishing this requirement until such time as it acquires the capability.

Section 7. Integrated Resource Plan Analyses

A. The integrated resource planning process should include modeling of specific parameters and their relationships consistent with market fundamentals, and as appropriate for long-term Portfolio planning. This overall modeling approach is an accepted analytic approach used in resource planning considering the range of both supply-side and demand-side options as well as uncertainty surrounding market pricing. To represent and account for the different characteristics of alternative types of resource options, mathematical methods such as a linear programming formulation should be used to optimize resource decisions.[26]

B. The optimization process shall be constrained to mitigate the over-reliance on forecasted revenues from external capacity market sales and external energy market sales driving the selection of resources.

C. The Utility shall develop three to four Planning Scenarios that incorporate different economic and environmental circumstances and national and regional regulatory and legislative policies.

[26] Linear programming is a mathematical method or model of optimizing linear functions or relationships within constraints to achieve the lowest costs.

1. The Planning Scenarios should include a reference Planning Scenario that represents the Utility's point of view on the most likely future circumstances and policies, as well as two alternative Planning Scenarios that account for alternative circumstances and policies.

2. In the development of the Planning Scenarios, the Utility should seek to develop a position agreed to by the Utility, Advisors, and a majority of Intervenors [27] regarding the assumptions surrounding each of the Planning Scenarios. To the extent such a consensus is not reasonably attainable regarding the Planning Scenarios, the Utility shall model a fourth Planning Scenario which is based upon input agreed to by a majority of the Intervenors.[28]

3. For each IRP Planning Scenario, data supplied as part of the Utility's IRP filing should include:

   a. a fuel price forecast for each fuel considered for utilization in any existing or potential supply-side resource;

   b. an hourly market price forecast for energy (e.g. locational marginal prices);

   c. an annual capacity price forecast for both a short-term capacity purchase (*e.g.* bilateral contract or Planning Resource Credit) and a long-term capacity purchase (e.g. long-run marginal cost of a new replacement gas combustion turbine); and

   d. forecasts of price for any other price related components that are defined by the Planning Scenario (e.g. CO2 price forecast, etc.).

D. Distinct from the Planning Scenarios, the Utility shall identify two to four Planning Strategies which constrain the optimization process to achieve particular goals, regulatory policies and/or business decisions over which the Council, the Utility, or stakeholders have control.

   1. The Utility shall develop a Planning Strategy that allows the optimization process to identify the lowest cost option for meeting the needs identified in the IRP process.

   2. The Utility shall develop a reference Planning Strategy agreed to by the Utility, Advisors, and a majority of the Intervenors.[29] To the extent such a consensus cannot be reasonably achieved, the reference Planning Strategy shall reflect the Utility's point of view on resource input parameters and constraints, and the Utility shall model a separate stakeholder Planning Strategy based upon input determined by a majority of the Intervenors.[30]

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[27] An Intervenor not consenting to the majority position and thus not joining in the consensus retains the ability to oppose the consensus position before the Council and assert its own position.
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[30] An Intervenor not consenting to the majority position and thus not joining in the consensus retains the ability to oppose the consensus position before the Council and assert its own position.

3. As necessary, the Utility shall develop alternate Planning Strategies to reflect known utility regulatory policy goals of the Council (including such policy goals or targets identified in the Initiating Resolution) as established no later than 30 days prior to the date the Planning Strategy inputs must be finalized.

E. Prior to the development of optimized Resource Portfolios, the parameters developed for the Planning Scenarios and Planning Strategies shall be set, considered finalized, and not subject for alteration during the remainder of the IRP planning cycle. The IRP Report shall describe the parameters of each Planning Scenario and each Planning Strategy, including all artificial constraints utilized in the optimization modeling.

F. Resource Portfolios shall be developed through optimization utilizing the Utility's modeling software. The Utility shall identify the least-cost Resource Portfolio for each Planning Scenario and Planning Strategy combination, based on total cost. Resource Portfolios shall consist of optimized combinations of supply-side and demand-side resources, while recognizing constraints including transmission and distribution.

G. The Utility shall provide a discussion and presentation of results for each Planning Scenario/Planning Strategy combination, the annual total demand related costs, energy related costs, and total supply costs associated with each least-cost Resource Portfolio identified under each Planning Scenario/Planning Strategy combination, a load and capability table indicating the total load requirements and identifying all supply-side and demand-side resources included in the Resource Portfolio (including identifying the impacts of existing demand-side resources on the total load requirements), and a description of the supply-side and demand-side resources that are planned and, if applicable, their principal rationale for selection (i.e., supply peak demand, supply non-peak demand or operational constraints, achieve more economical production of energy, etc.).

1. Data supplied as part of the Utility's IRP filing shall include a cumulative present worth summary of the results as well as the annual estimates of costs that result in the cumulative present worth to enable the Council to understand the timing of costs and savings of each least-cost Resource Portfolio.

H. The IRP report's discussion and presentation of results for each Resource Portfolio should identify key characteristics of that Resource Portfolio and significant factors that drive the ultimate cost of that Resource Portfolio such that the Council may understand which factors could ultimately and significantly affect the preference of a Resource Portfolio by the Council.

I. The Utility will develop and include a scorecard template or set of quantitative and qualitative metrics to assist the Council in assessing the IRP based on the Resource Portfolios. The scorecard should rank the resource portfolios by how well each portfolio achieves each metric. Such metrics should include but not necessarily be limited to: cost[31]; impact on the Utility's revenue requirements; risk; flexibility of resource options [32]; reasonably quantifiable environmental impacts (such as national average emissions for the technologies chosen,

[31] The cost metric should include the cost of quantified externalities as well as Utility costs resulting from the IRP optimization.

[32] The flexibility metric includes response to load swings and quick start.

amount of groundwater consumed, etc.); consistency with established, published city policies, such as the City's sustainability plan; and macroeconomic impacts in New Orleans.

Section 8. Risk Analyses

A. The Utility shall develop a cost/risk analysis which balances quantifiable costs with quantifiable risks of the identified least-cost Resource Portfolios. The risk assessment must be presented in the IRP to allow the Council to comprehend the robustness of each Resource Portfolio across the cost/risk range of possible Resource Portfolios.

1. In quantifying Resource Portfolio costs/risks, the IRP shall assess any social and environmental effects of the Resource Portfolios to the extent that: 1) those effects can be quantified and have been modeled for a Resource Portfolio, including the applicable Planning Period years and ranges of uncertainty surrounding each externality cost, and 2) each quantified cost must be clearly identified by the portion which relates to the Utility's revenue requirements or cost of providing service to the Utility's customers under the Resource Portfolio.

2. It is the Council's intent that, as part of the IRP, a risk assessment be conducted to evaluate both the expected outcome of potential costs as well as the distribution and potential range and associated probabilities of outcomes. To the extent the Utility believes the risk assessment described herein is beyond the current modeling capabilities of the Utility or that the risk assessment cannot be accomplished within the procedural schedule set forth in the Initiating Resolution, the Utility shall so inform the Council and meet with the Intervenors and Advisors to agree upon an alternative form of risk analysis to recommend to the Council.

    a. The risk assessment shall include the expected cost per MWh of the Resource Portfolios in selected future years, along with the range of annual average costs foreseen for the 10th and 90th percentiles of simulated possible outcomes.

    b. The supporting methodology shall be included, such as the iterations or simulations performed for the selected years, in which the possible outcomes are drawn from distributions that describe market expectations and volatility as of the current filing date.

Section 9. IRP Process Requirements

A. At a minimum, the IRP process shall include, but not be limited to, the following elements:

1. The opportunity for Intervenors to participate in the concurrent development of inputs and assumptions for the major components of the IRP in collaboration with the Utility within the confines of the IRP timeline and procedural schedule.

2. At least four technical meetings attended by the parties in the Docket focused on major IRP components that include the Utility, Intervenors, CURO, and the Advisors with structured comment deadlines so that meeting participants have the opportunity to present inputs and

assumptions and provide comments, and attempt to reach consensus while remaining mindful of the procedural schedule established in the Initiating Resolution.

3. At least 3 public engagement technical conferences advertised through multiple media channels at a minimum of 30 days prior to the public technical conference.

    a. A public education and kickoff meeting that explains the following: the purpose of the IRP and the corresponding process; the IRP timeline as delineated in the Council's Initiating Resolution with respect to major process deadlines; the inputs and assumptions that are considered in the IRP process and summarized in the report; and ways in which public can remain informed throughout the IRP cycle (e.g., online information resources that provide status updates, portal through which customers can submit questions or concerns to the Utility);

    b. A public presentation of the IRP; and

    c. A public hearing opportunity after presentation of the IRP report to give the public the opportunity to provide comment on the record.

4. CURO shall schedule, provide notice of, and conduct the public technical conferences. In addition to a live presentation, all public technical conferences should also be broadcast via the Council's website and archived for later viewing.

Section 10. Submission and Public Presentation of IRP

A. The Utility shall make its IRP available for public review subject to the provisions of the Council Resolution initiating the current IRP planning cycle and referenced in Section 1B.

B. The Utility shall file its IRP with the Council consistent with and subject to the provisions of the Council Resolution initiating the current IRP planning cycle referenced in Section 1B.

C. The IRP report should discuss the stakeholders' engagement throughout the IRP process; the access to data inputs and specific modeling results by all parties; the consensus reached regarding all demand-side and supply-side resource inputs and assumptions; specific descriptions of unresolved issues regarding inputs, assumptions, or methodology; the formulation of the stakeholder Planning Scenario and/or stakeholder Planning Strategy as needed; and recommendations to improve the transparency and efficiency of the IRP process for prospective IRP cycles.

D. The IRP shall include an action plan and timeline discussing any steps or actions the Utility may propose to take as a result of the IRP, understanding that the Council's acceptance of the filing of the Utility's IRP would not operate as approval of any such proposed steps or actions.

E. Provided the IRP fulfills the requirements contained herein and was developed in compliance with the procedural schedule established for the triennial IRP cycle, the Council shall accept the Utility's IRP as filed in compliance with the Council's substantive and procedural requirements. Failure of the utility to substantially comply with the provisions of these Rules may result in summary rejection of the Utility's IRP. Such rejection may be without prejudice

to the refiling of the IRP once the utility has corrected the deficiencies. Further, after consideration of all of the evidence entered into the record, the Council may approve the accepted Utility IRP, approve it subject to stated conditions, approve it with modifications, approve it in part and reject it in part, reject it in its entirety, or choose to terminate the proceeding without either approving or rejecting the accepted Utility IRP. Nothing in this provision limits the Council's ability to take any action with respect to the IRP that is within its authority, including the Council's ability to open a prudence investigation for noncompliance on the part of the Utility.

F. The Council's acceptance of the Utility's IRP as described herein shall have no precedential effect with respect to the Council's evaluation of any application for approval of the acquisition, implementation, or deactivation of any supply-side or demand-side resource or program.

THE COUNCIL OF THE CITY OF NEW ORLEANS, LA

REQUEST FOR QUALIFICATIONS STATEMENTS

FOR

DEMAND SIDE MANAGEMENT CONSULTANT

ISSUED SEPTEMBER 15, 2017

APPENDIX II

ENERGY SMART PROGRAM YEAR 5 ANNUAL REPORT

Entergy New Orleans, Inc.
1600 Perdido Street, Bldg #505
New Orleans, LA 70112
Tel 504 670 3680
Fax 504 670 3615

Gary E. Huntley
Vice President, Regulatory Affairs
ghuntle@entergy.com

July 28, 2016

Via Hand Delivery

Ms. Lora W. Johnson
Clerk of Council
Council of the City of New Orleans
Room 1E09, City Hall
1300 Perdido Street
New Orleans, LA 70112

Re: Filing of Entergy New Orleans, Inc.'s Energy Smart Annual Report for Program Year 5 (Resolutions R-11-52, R-14-509, R-15-140, R-15-599; UD-08-02)

Dear Ms. Johnson:

On February 3, 2011, the Council of the City of New Orleans ("Council") adopted Resolution R-11-52 that approved Entergy New Orleans, Inc.'s ("ENO") selection of CLEAResult as the Third Party Administrator for the Council-approved Energy Smart Programs. Council Resolution R-11-52 required annual reports to be filed with the Council. Council Resolutions R-14-509 and R-15-140 and R-15-599 approved the continuance of the Energy Smart for Program Years 5 and 6.

On behalf of CLEAResult, ENO submits the enclosed original and three copies of the Energy Smart annual report for the period of April 1, 2015 to March 31, 2016. Should you have any questions regarding this filing, please contact my office at (504) 670-3680.

Thank you for your assistance with this matter.

Sincerely,

Gary E. Huntley

Enclosures
cc: Official Service List UD-08-02 *(via electronic mail)*

ENTERGY

Entergy New Orleans, Inc. Energy Smart Annual Report

Program Year 5
April 1st, 2015 to March 31st, 2016

7/28/2016

Table of Contents

1. Executive Summary

This report is provided to the New Orleans City Council Utility, Cable, Telecommunication and Technology Committee (the "Council") as the review of the fifth year of operations of the Energy Smart Program. In Program Year 5 (PY5) the Energy Smart program exceeded its savings target, achieving 114% of the total kWh goal.

Table 1.1 Portfolio Summary of 2015

2015 Portfolio Summary					
Net Energy Savings		**Cost**		**Cost-Benefits**	
Demand MW	**Energy** MWh	**Actual Expenses**	**LCFC**	**TRC Net Benefits**	**TRC Ratio**
4	20,349	$ $5,648,627	$ 1,892,863	$5,993,116	1.92

Table 1.1 Portfolio Energy Savings

New Orleans	Goal	Achieved	Percentage
Demand Savings (kW)	3,752	3,428	91%
Energy Savings (kWh)	16,457,612	19,035,828	116%
Algiers	**Goal**	**Achieved**	**Percentage**
Demand Savings (kW)	362	299	83%
Energy Savings (kWh)	1,380,971	1,313,604	95%

One of the highlights of PY5 was that for the second time, the Energy Smart Program was nationally recognized by receiving the ENERGY STAR® Partner of the Year Award, for exemplary delivery of the Assisted Home Performance with ENERGY STAR® Program. This program provides energy efficiency assessments and upgrades at no cost to income qualified residents of Orleans Parish.

2016 marks the first year in which the annual report will be delivered in this standardized format, which originated at the Arkansas Public Service Commission and was utilized last year by the Louisiana Public Service Commission. This new report format will give the Council, CURO Staff, the Advisors and Intervenors a means by which to make a comparison to other programs that are being operated in the immediate region. In addition, this new format provides data consistent with recent requests by Advisors. The report contains two sections:

- A Narrative Report containing program descriptions, activity, savings, participation and trainings, EM&V overview, staffing levels and information provided to consumers to promote programs
- An Excel Workbook detailing program budget, costs, savings and cost/benefit analysis

Also new for PY5 was the selection of ADM Associates, Inc. (ADM) to be the evaluator of Energy Smart Programs. The selection of ADM came after direction was given by the Council to increase the Evaluation, Measurement and Verification (EM&V) budget to 6.5% of the total Energy Smart budget. This increase in budget was intended to facilitate onsite collection of EM&V data leading to the creation of a New Orleans specific Technical Resource Manual (TRM).

In addition, ADM conducted an impact evaluation that included the application of Free Ridership savings adjustments to overall program savings. For energy efficiency programs, a "free rider" is typically defined as an individual who would install an energy efficiency measure without any program incentives, but still receives a financial incentive. PY5 was the first year in which the Energy Smart portfolio of programs had free ridership applied to it, resulting in a loss of 1,566,857 kWh in reported savings. Even with this discount, the portfolio achieved a 97.3%/99.5% realization rate for New Orleans/Algiers programs, an excellent rate of achievement.

More detail about the evaluation is contained in the evaluation report, Appendix A.

2. Home Performance with ENERGY STAR® Program

2.1. Program Description

The Home Performance with ENERGY STAR® Program (HPwES) is a national program administered by the U.S. Department of Energy in conjunction with the U.S. Environmental Protection Agency. Whole home solutions were offered to clients in order to improve comfort and indoor air quality while reducing energy bills. The HPwES Program focused on clients in the ENO/ELA market area that were interested in increasing energy efficiency and lowering energy costs while also increasing comfort.

Incentivized measures offered during PY5 comprised of insulation, air sealing and duct sealing. Ceiling insulation, when combined with air sealing, greatly improves the home's thermal boundary. Duct sealing greatly improves customer's heating and cooling efficiency.

2.2. Program Highlights

HPwES:

- 1,179 homes participated in the program

New Orleans:

- A total of 1,328 measures were installed
- Reaching 515% of goal, a total of 3,771,339 kWh was achieved due to a change in how participating contractors were delivering the program. The majority of participation came from participating contractors offering duct sealing to homeowners where 100% of cost was covered by program incentives.
- Reaching 307% of goal, a total of 799 kW was achieved
- The entire Home Performance with ENERGY STAR® budget was utilized while attaining numbers well above production goals

Algiers:

- A total of 189 measures were installed
- Reaching 776% of goal, a total of 465,490 kWh was achieved
- Reaching 503% of goal, a total of 106 kW was achieved
- Part of the participation in Algiers was driven through the installation of direct install items in large multi-family properties

Green Light New Orleans:

Green Light New Orleans is a local New Orleans non-profit that assists local residents by installing energy efficient compact fluorescent light bulbs (CFLs), free of charge to the residents utilizing a volunteer workforce.

In PY5, the CFL direct install program was rolled into the HPwES program. This was due to several factors, but primarily because federally mandated changes to lighting standards made it so that the CFL Direct Install Program could no long pass a cost benefit analysis as a standalone program.

Lighting baselines have increased since the inception of this program making it much more difficult to achieve program goals. The retail market has also launched an enormous push into the CFL and LED lighting market, making what was once a unique effort like Green Light New Orleans, more conventional.

- Green Light installed CFLs in 1,367 households across New Orleans in PY5.

New Orleans:

- A total of 29,550 measures were installed during the program year.
- Reaching 87% of goal, a total of 515,529 kWh was achieved.
- Reaching 87% of goal, a total of 84 kW was achieved.

Algiers:

- A total of 6,327 measures were installed during the program year.
- Reaching 87% of goal, a total of 111,640 kWh was achieved.
- Reaching 87% of goal, a total of 18 kW was achieved.
- Customer and contractor outreach was performed throughout PY5 with marketing materials and an internet link on utility's website, all under the Energy Smart brand.

2.3. Program Budget, Savings and Participants

Table 2.1

ENO - Home Performance with Energy Star

	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	**Budget**	**Actual**	**%**	**Plan**	**Evaluated**	**%**	**Plan**	**Evaluated**	**%**	**Plan**	**Actual**	**%**
Program Year 2013	$ 805,016	$ 787,297	98%	7,742,894	5,708,892	74%	1,445	1,027	71%	n/a	3,400	-
Program Year 2014	$ 818,293	$ 790,383	97%	6,061,685	5,763,448	95%	1,666	1,319	79%	n/a	6,580	-
Program Year 2015	**$ 511,180**	**$ 511,180**	**100%**	**4,286,868**	**4,286,868**	**100%**	**883**	**883**	**100%**	**2,550**	**2,550**	**100%**

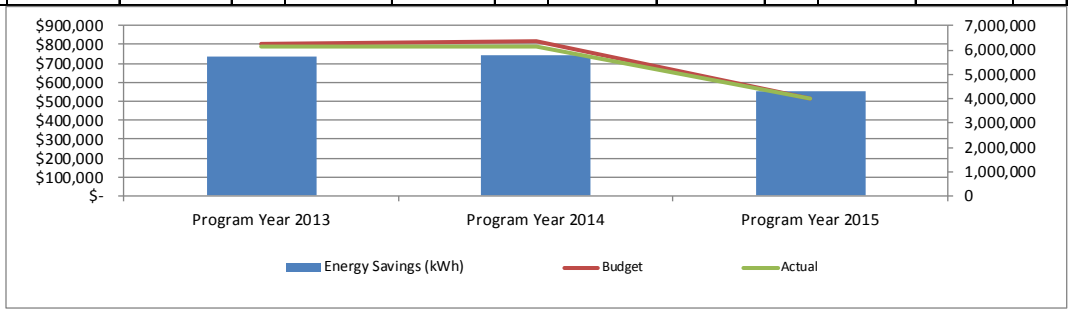
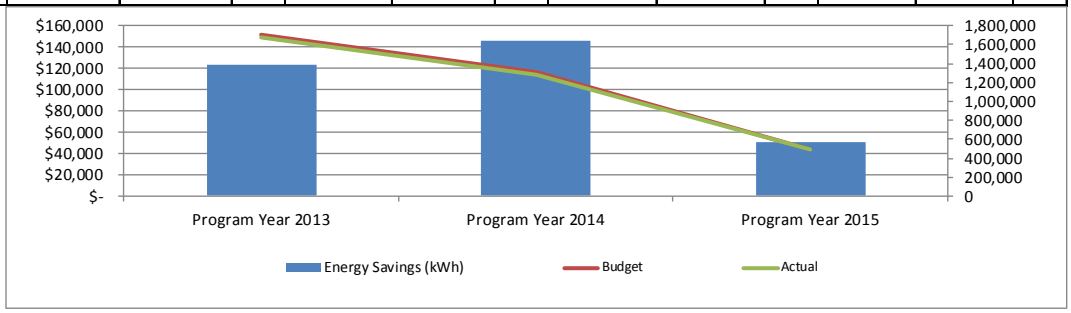


Table 2.2

Algiers - Home Performance with Energy Star												
	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Plan	Evaluated	%	Plan	Evaluated	%	Plan	Actual	%
Program Year 2013	$ 151,277	$ 148,752	98%	1,737,207	1,391,735	80%	n/a	n/a	-	n/a	484	-
Program Year 2014	$ 116,050	$ 113,480	98%	1,155,244	1,635,141	142%	n/a	266	-	n/a	1,679	-
Program Year 2015	**$ 43,870**	**$ 43,870**	**100%**	**577,130**	**577,130**	**100%**	**124**	**124**	**100%**	**1,277**	**1,277**	**100%**



2.4. Program Events and Training

These items are detailed in the SARP workbook.

2.5. Planned or Proposed Changes to Program and Budget

Contractor allocations will be utilized in PY6. The primary reasons for this are: (1) contractors will schedule jobs until funding is depleted and this, at times, has resulted in an urgency to submit rebates. This behavior could adversely affect work quality; (2) in past program years, customers that are interested in having energy efficiency work completed at their homes in the latter portions of the program year, may be informed that funding has been exhausted. Allocations allow for funding to be available for longer stretches of the program year.

The methodology utilized for contractor allocations is based on a scoring system. There are five (5) components:

- Customer Education – Contractors are required to leave program marketing materials with customers that participate in the Energy Smart Program.
- Quality Control/Quality Assurance – Selected homes will be inspected by our QA/QC auditors for work quality.
- Operational Processes – Contractors must be in good standing with all certifications, licenses and insurance coverages. Contractors must also submit their work schedules in a timely manner and rebates must be submitted in a respectable order.
- Measure Mix – Contractors are graded on their ability to provide multiple measures that are linked to rebates or incentives.
- Capacity – as contrast to the other four bullet points, participating contractors will be graded for having the certain capacity to provide coverage within the Energy Smart market area. All of the previous four bullet points are more closely related to quality rather than quantity.

Consideration is being given to shifting a certain portion of the Lighting and Appliances budget to HPwES during PY6 in order to accommodate for increased volume of rebate submissions. The Lighting and Appliances Program will still be able to reach its annual kWh goal due to the fact that the cost for CFLs and LEDs in the marketplace has dropped precipitously, meaning that less incentive dollars are needed in order to supplement the sale of bulbs in retail outlets.

In PY5, the Green Light New Orleans program expended a total $108,488 of a possible $138,713. Unspent dollars will roll forward to PY6, giving Green Light a total of $142,580 to spend in PY6.

3. Income Qualified

3.1. Program Description

The Income Qualified Program, also known as the Assisted Home Performance with ENERGY STAR® Program (aHPwES), provides Entergy New Orleans residential customers whose household incomes are at or below 60% of the estimated state area median income (AMI) [based on current Low Income Home Energy Assistance Program (LIHEAP) income eligibility guidelines] with no-cost energy efficiency home upgrades. CLEAResult worked with two top-producing and performing contractors to conduct outreach, home assessments and installation of energy efficiency measures. The same best practices standards used in the market rate residential program were used in the Income Qualified Program. This program helped qualifying customers reduce their energy costs, save money on their home energy bills and increased the comfort and safety of their homes. Customers were eligible to receive up to $3,000 worth of energy efficiency upgrades in their home for attic insulation, air sealing and duct sealing. The program was available to both homeowners and renters.

3.2. Program Highlights

- 2016 ENERGY STAR® Partner of the Year – Energy Efficiency Program Delivery.
- Two top-performing and producing participating contractors from the Residential Solutions were selected for this program.
- The success of the program was due to the collaborative effort with program staff and top contractors working together to market and identify income-qualified households.
- The average incentive amount per home was $1,395.26 and the average savings per home was 6,066 kWh.

New Orleans:

- 198 income-qualified households were served.
- Reaching 201% of goal, a total of 1,043,383 kWh savings was achieved. This goal was achieved by changing the pricing structure for this program. Participating Contractors agreed to this pricing change, which allowed the program to stretch dollars and offer services to more income qualified residents in the Parish.
- Reaching 160% of goal, a total of 201 kW savings was achieved.

Algiers:

- 22 income-qualified households were served.
- A total of 291,163 kWh savings was achieved.
- A total of 112 kW savings was achieved.

3.3. Program Budget, Savings and Participants

Table 3.1

ENO - Income Qualified (AHPwES)												
	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Plan	Evaluated	%	Plan	Evaluated	%	Plan	Actual	%
Program Year 2013	$ 281,883	$ 281,883	100%	122,250	2,743,541	2244%	30	353	1176%	n/a	2,842	-
Program Year 2014	$ 550,000	$ 541,451	98%	912,750	1,825,848	200%	225	525	233%	n/a	1,012	-
Program Year 2015	**$ 684,763**	**$ 684,763**	**100%**	**1,043,383**	**1,043,383**	**100%**	**322**	**322**	**100%**	**198**	**198**	**100%**

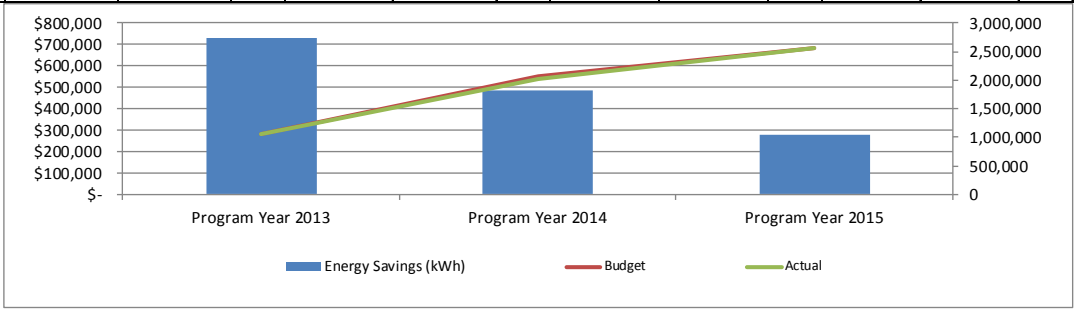
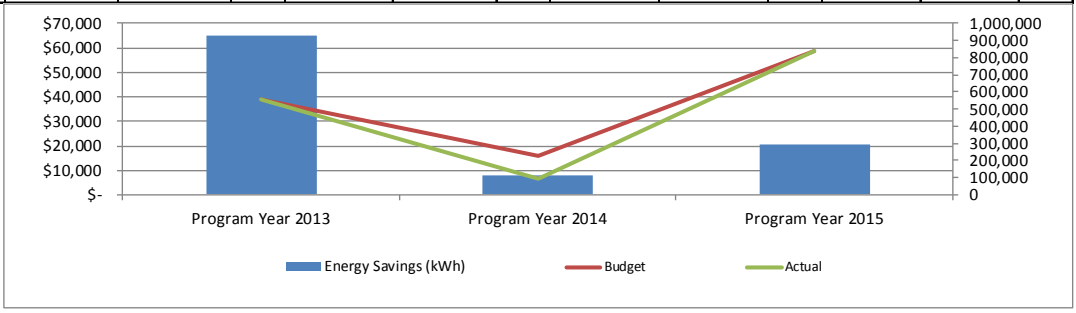


Table 3.2

Algiers - Income Qualified (AHPwES)												
	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Plan	Evaluated	%	Plan	Evaluated	%	Plan	Actual	%
Program Year 2013	$ 38,800	$ 38,800	100%	94,273	928,933	985%	n/a	n/a	-	n/a	775	-
Program Year 2014	$ 16,000	$ 6,824	43%	62,692	115,564	184%	n/a	18	-	n/a	132	-
Program Year 2015	**$ 58,564**	**$ 58,564**	**100%**	**291,163**	**291,163**	**100%**	**112**	**112**	**100%**	**22**	**22**	**100%**



3.4. Training and Events

These items are detailed in the SARP workbook.

3.5. Planned or Proposed Changes to Program and Budget

The kWh goal and budget both increase slightly for PY6. Like the HPwES program contractors will be given an allocation, however instead of a monthly allocation contractors will be provided the allocation on a quarterly basis.

In addition, a new rule was created for PY6 that requires participating contractors to perform air sealing and duct sealing and install attic insulation in all homes eligible for the program if an energy assessment shows that the home is in need of all three items. If not, the contractor is required to let Energy Smart program administrators know why all measures were not required.

4. Lighting and Appliances

4.1. Program Description

The Lighting and Appliances program is a retail channel program that promotes the purchase of energy-efficient lighting, room A/Cs, pool pumps and advanced power strips. Customers received point-of-purchase discounts for CFL and LED lighting and direct-to-customer utility rebates on advanced power strips, ENERGY STAR® qualified room air conditioners and ENERGY STAR® pool pumps. Promotional materials in retail locations, online and other mass marketing channels helped drive consumer awareness and generate consumer demand.

PY5 was the first year in which in store discounts for the purchase of energy efficient lighting was available to residents of Orleans Parish.

4.2. Program Highlights

- The total incentives paid were less that original budget, this is due to the sharp decrease in LED prices. http://www.eia.gov/todayinenergy/detail.cfm?id=15471.
- Eight retail store locations participated in the point-of-purchase lighting discounts, all located within the legacy ENO service area (seven East Bank and one in Algiers).
- The majority of savings (88%) were from the lighting point-of-sale discount.
- As in other utility service areas where in store mid-stream buy down discounts are new, managers and staff were unfamiliar with the buy-down process, and there was confusion regarding reimbursement for discounts. In store training and regular visits from field staff helped managers and staff understand the changes in pricing and displays.

New Orleans:

- 1,149,201 kWh of savings were achieved, which was 122% of goal.
- 200 kW of savings were achieved, which was 69% of goal.
- There were 6,164 total participants.

Algiers:

- 92,433 kWh of savings were achieved, which was 123% of goal.
- 15 kW of savings were achieved, which was 66% of goal.
- There were 412 participants.

4.3. Program Budget, Savings and Participants

Table 4.1

ENO - Consumer Products POS												
	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Plan	Evaluated	%	Plan	Evaluated	%	Plan	Actual	%
Program Year 2013	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-
Program Year 2014	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-
Program Year 2015	**$ 421,506**	**$ 421,506**	**100%**	**1,149,201**	**1,149,201**	**100%**	**200**	**200**	**100%**	**6,164**	**6,164**	**100%**

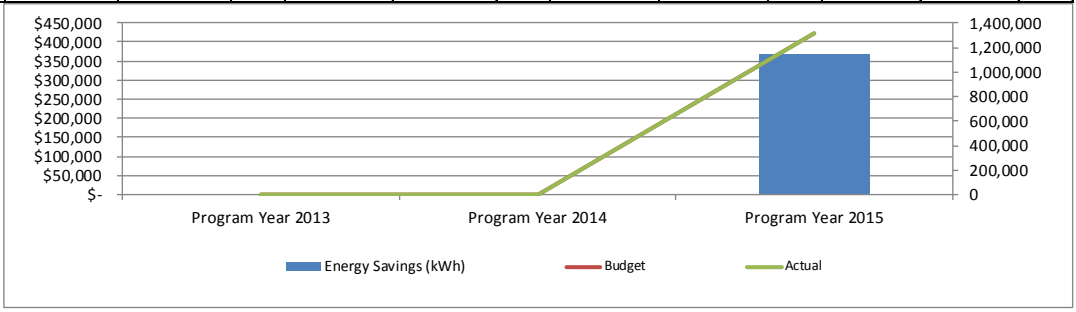
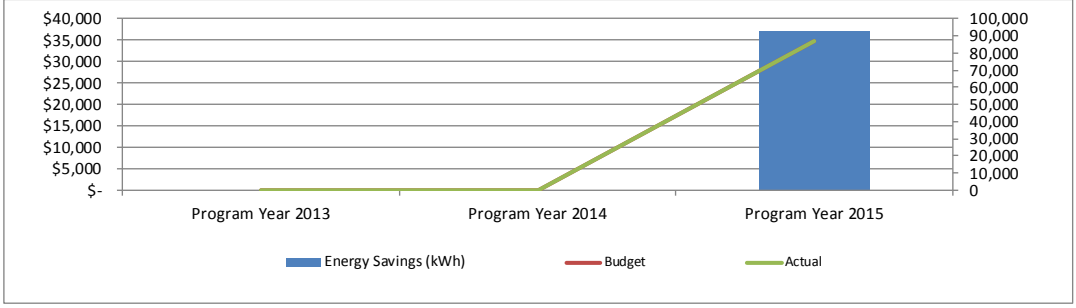


Table 4.2

Algiers - Consumer Products POS												
	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Plan	Evaluated	%	Plan	Evaluated	%	Plan	Actual	%
Program Year 2013	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-
Program Year 2014	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-
Program Year 2015	**$ 34,912**	**$ 34,912**	**100%**	**92,433**	**92,433**	**100%**	**15**	**15**	**100%**	**412**	**412**	**100%**



4.4. Events and Training

The program team visited retail stores in Orleans Parish to distribute materials, verify promotional pricing, and meet with store staff. Through one-on-one conversations with managers and retail associates, the program raised awareness of the benefits of energy-efficient products and Entergy's role in supporting the sale of these products.

- All eight stores participating in the lighting point-of-purchase promotion were visited regularly, store managers, and sales associates were trained on the benefits of ENERGY STAR® qualified lighting and room A/Cs, if applicable.
- Several additional retail appliance stores in the greater New Orleans area received training on the room A/C rebates.

- Several pool supply stores received training on promoting ENERGY STAR® pool pumps.

4.5. Planned or Proposed Changes to Program and Budget

Budget allocation for this program is higher than necessary based on the sharp drop in costs for CFLs and LEDs. Excess budget dollars will be shifter to the Home Performance Program as needed, due to its high level of activity.

5. CoolSaver A/C Tune-Up and HVAC Replacement Program

5.1. Program Description

The CoolSaver A/C Tune-Up and HVAC Replacement Program is designed to assist customers who are interested in improving the energy efficiency of their Heating, Ventilation and Air Conditioning (HVAC) units with two options:

- Improving the operating efficiency of an existing unit by cleaning and tuning the equipment using state-of-the-art tools. (Duct Sealing can also be utilized.)

  Or

- Completely replacing old, inefficient equipment with new, high-efficiency HVAC units.

Customers opting to have a CoolSaver Tune-Up performed by a trained contractor will receive a robust cleaning to the inside and outside units, as well as any needed adjustments to the unit's refrigerant level and air flow.

5.2. Program Highlights

- Replacements may be performed at any time during the Program Year. However, CoolSaver Tune-Ups can only be performed when the ambient outdoor temperature reaches approximately 75 degrees which is usually after March 1 in ENO's and ELA's service area.
- A total of 760 Tune-Ups were performed during PY5.
- 75 high efficiency HVAC replacements were installed during PY5.
- Fourteen (14) contractors are actively working in the HVAC Replacement Program.
- Continued training and bundling duct sealing with the CoolSaver Tune-Ups has increased kWh savings per job.
- Code changes (see comment in the Planned or Proposed Changes to Program and Budget section below) prompted a large number of HVAC contractors to take our BPI Infiltration and Duct Leakage certification training.

New Orleans:

- Reaching 25% of goal, a total of 358,291 kWh was achieved.
- Reaching 21% of goal, a total of 117 kW was achieved.

Algiers:

- Reaching 21% of goal, a total of 27,280 kWh was achieved.
- Reaching 16% of goal, a total of 8 kW was achieved.

5.3. Program Budget, Savings and Participants

Table 5.1

ENO - Residential Heating and Cooling												
	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	**Budget**	**Actual**	**%**	**Plan**	**Evaluated**	**%**	**Plan**	**Evaluated**	**%**	**Plan**	**Actual**	**%**
Program Year 2013	$ 125,152	$ 125,152	100%	2,355,154	845,700	36%	995	692	70%	n/a	1,387	-
Program Year 2014	$ 117,426	$ 104,545	89%	1,359,309	517,188	38%	649	222	34%	n/a	356	-
Program Year 2015	**$ 368,943**	**$ 368,943**	**100%**	**358,291**	**358,291**	**100%**	**117**	**117**	**100%**	**667**	**667**	**100%**

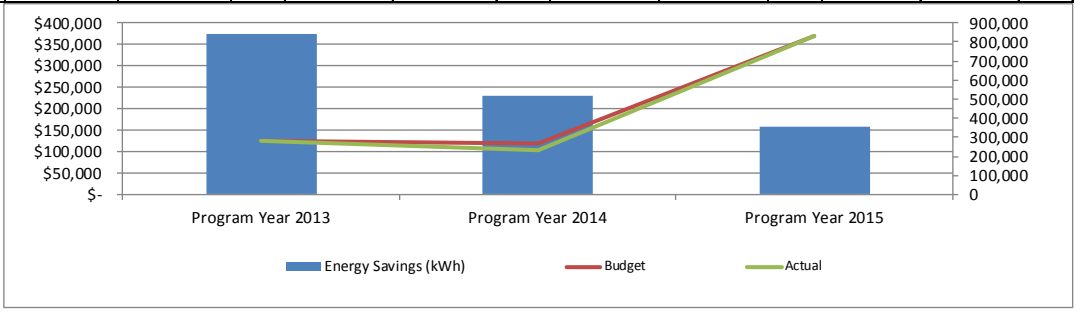
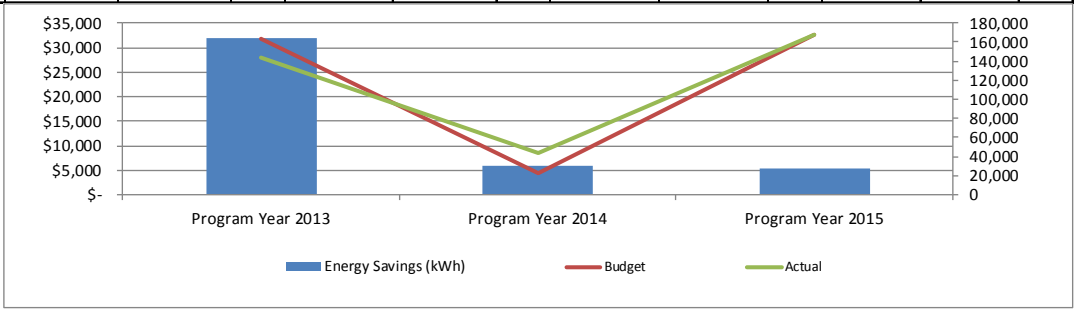


Table 5.2

Algiers - Residential Heating and Cooling												
	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	**Budget**	**Actual**	**%**	**Plan**	**Evaluated**	**%**	**Plan**	**Evaluated**	**%**	**Plan**	**Actual**	**%**
Program Year 2013	$ 31,748	$ 27,838	88%	225,743	164,872	73%	n/a	n/a	-	n/a	132	-
Program Year 2014	$ 4,385	$ 8,625	197%	150,120	29,683	20%	n/a	11	-	n/a	18	-
Program Year 2015	**$ 32,751**	**$ 32,751**	**100%**	**27,280**	**27,280**	**100%**	**8**	**8**	**100%**	**44**	**44**	**100%**



5.4. Program Events and Training

These items are detailed in the SARP workbook.

5.5. Planned or Proposed Changes to Program and Budget

Similar to the HPwES Program, contractor allocations will be utilized in PY6 for the CoolSaver A/C Tune-Up Program. Allocations allow for funding to be available for extended portions of the program year. The methodology utilized for contractor allocations will be centered on the following scoring system:

- Historical Production – in order to establish a baseline for future production, all work performed during PY5 will guide in the starting allocations.
- Quality of Work – QA/QC will be performed on a pre-established level of units. These will be graded and factor into each quarter's allocation.
- Capacity – Whether or not each contractor can continue performing at recognized levels while analyzing staffing, level of expertise, and experience of each participating contractor.

On January 1, 2015, the Louisiana State Uniform Construction code was updated, requiring HVAC contractors to seal ductwork in unconditioned spaces of single-family residences in compliance with IECC 2009 standards. This change in code led to HVAC contractors acquiring one of several certifications available to comply with this new code requirement. In addition, many of these contractors purchased duct leakage testing equipment. This provided an opportunity for the CoolSaver program to add duct sealing as an additional measure to the central A/C tune up. Many of the participating contractors received Building Performance Institute Infiltration and Duct Leakage nationally-recognized certifications through the Energy Smart training offerings.

Participating contractors may now utilize the iManifold to enter in duct sealing data when completing a CoolSaver job. This makes the process entirely paperless for both the contractor and customer, reduces error and expedites the incentive payment process.

Program evaluation revealed that CoolSaver tune ups were getting a lower savings amount than forecasted based on post tune up billing analysis, which is the biggest factor in the low net savings the program attained in PY5. This is partially due to the fact that many CoolSaver tune ups were performed on homes with central air conditioning units that were smaller than anticipated. In PY6, the Energy Smart program has given direction to participating contractors to gather more measurement data as they are performing tune ups, which will allow for a better evaluation of savings results in 2017.

6. School Kits and Outreach

6.1. Program Description

Energy Smart has a schools and outreach program that is implemented through a contract with local non- profit, the Energy Wise Alliance ("EWA").

Schools:

Energy Smart for Kids is a program for 6th grade students that combines an in-class presentation on energy efficiency with a free school "kit" for students to bring home and install. The kit includes 6 energy efficient light bulbs, a kitchen faucet aerator, a bath faucet aerator, a low flow showerhead, and an LED night light. The kit can save 456 kWh per year if all measures are installed and the home has electric water heating. Students install the kit and report back on what they did install - the reported per kit kWh rate includes actual install rates of items and the percentage of gas vs. electric water heating. For PY5, EWA staff distributed 3,683 kits to students in 134 classrooms at 34 schools across the City. Schools that participated in the program are listed below.

EWA implements the program for Energy Smart as of June 1, 2015 and was selected via a competitive proposal process. Prior to EWA, the NOLAWise program developed the Energy Smart for kids program first through a pilot project in the spring of program year 3, and rolled it out to 1,000 students in the program year 4 school year, starting April of 2014 through March of 2015. NOLAWise also implemented the program for April and May of 2015, and distributed 245 of the total 3,523 kits.

The School Kits and Education program had a gross savings goal of 1,011,096 kWh, with an expected net realization rate of 38%, or 384,216 kWh. The program performed very close to this forecast, with a total net realization rate of 41% or 413,086 kWh. The difference between gross and net savings values is that the gross value is based on full installation of each kit item.

Outreach:

Professionals from EWA starting June 1, 2015 and NOLAwise April 1 – May 31, presented and tabled on the Energy Smart program at 68 various events in New Orleans. This outreach exposed Energy Smart to over 11,000 participants at various events across the City and each in each Council District.

In addition, EWA held energy workshops at the facilities of 12 non-profit organizations. After a professional assessment of the building's energy use, the non-profit holds work parties with their volunteers to do minor energy improvements guided by energy efficiency professionals. EWA teaches these volunteers how to do air sealing, install energy efficient lighting, behavioral strategies on how to reduce energy use, and most importantly, how to participate in Energy Smart. The non-profit organization sends a report to their members with information on how to participate in Energy Smart, helping us reach households who would otherwise not know about the program. The organizations that participated last year are listed below.

6.2. Program Highlights

Schools:

- 3,683 students received Energy Smart for Kids kits
- Percentage of public schools contacted to participate in program: 100%
- Schools participating in program:

Akili Academy of New Orleans
Alice Harte Charter School

Arise Academy
Audubon Charter
Crocker College Prep
Dolores T. Aaron Charter School
Einstein Charter Schools
Eisenhower Academy of Global Studies
Encore Academy
Esperanza Charter School
Gentilly Terrace
International School of Louisiana
James M Singleton Charter School
Joseph A. Craig Charter School
KIPP Believe College Prep (Phillips)
KIPP Central City Academy
Lake Forest Elementary Charter School
Lusher Charter School
Martin Behrman Elementary School
Martin Luther King Charter School
McDonough #42 Elementary School
Medard H. Nelson Elementary School
Morris Jeff Community School
Osborne Middle School
Pierre Capdau Learning Academy
Renew Schaumberg
St Rita
Sylvanie Williams College Prep
William J. Fischer Elementary School

Outreach:

- Presentation to 35 groups across the city, across all Council districts.
- Tabling at 42 events across the city. Major events that had an Energy Smart table included:
    - New Orleans Public Library Family Fun Fest
    - Wednesday at the Square
    - Gentilly Fest
    - Urban League Schools Expo
- Monthly Energy Smart Information Center staffing at the Entergy Customer Care centers on the East and West Banks; additional ESIC days at libraries.
- 12 Non-profit workshops at:

Parkway Partners
Young Leadership Council
Luke's House Clinic
Macarthur Justice Center
Green Light New Orleans
Junior League - Bloomin' Deals
Hands On New Orleans - Bunkhouse
Hagar's House
New Orleans Workers Center
Hollygrove Market and Farm
RUBARB Community Bike Shop
McKenna Museum of African American Art

6.3. Program Budget, Savings and Participants

Table 6.1

ENO - School Kits and Education												
	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Plan	Evaluated	%	Plan	Evaluated	%	Plan	Actual	%
Program Year 2013	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-
Program Year 2014	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-
Program Year 2015	**$ 451,411**	**$ 451,411**	**100%**	**365,288**	**365,288**	**100%**	**42**	**42**	**100%**	**3,012**	**3,012**	**100%**

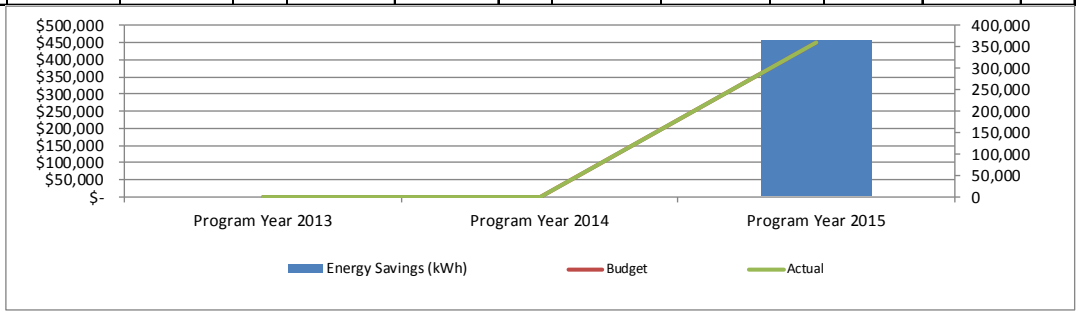
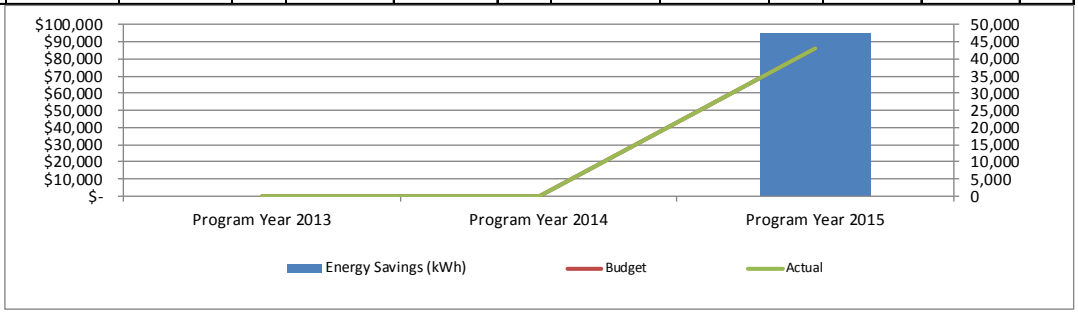


Table 6.2

Algiers - School Kits and Education												
	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Plan	Evaluated	%	Plan	Evaluated	%	Plan	Actual	%
Program Year 2013	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-
Program Year 2014	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-
Program Year 2015	**$ 85,963**	**$ 85,963**	**100%**	**47,498**	**47,498**	**100%**	**5**	**5**	**100%**	**671**	**671**	**100%**



6.4. Program Events and Training

Covered in sections 6.1 Program Description and 6.2 Program Highlights.

6.5. Planned or Proposed Changes to Program and Budget

The goal from the last program year to this year increased substantially from 1,000 students per year to 3,600. An estimate of number of schools with 6th graders showed that the 3,600 student goal requires almost 95% of all students in public school 6th grade classes to participate. EWA reached out to 100% of the schools and scheduled with all schools that responded. Although 95% participation would be desirable, it is not realistic, due to teachers' schedules and curriculum requirements. Reaching 95% of students in one grade would be very difficult, so EWA also included some 5th and 7th grade classes. In the upcoming year, they will focus on 6th and 7th grade classes, but will also include a higher grade if needed to reach the 3,600 students. They also included one private school, St. Rita's, which has 100% Orleans Parish student enrollment, and will work to find similar private schools for the program.

7. Small Business Solutions

7.1. Program Description

The Small Business Solutions Program is designed to overcome the first-cost market barriers unique to the small business market that frequently interfere with small business adoption of energy efficiency measures. The Program provides small business owners with energy efficiency information and develops awareness of energy and non-energy benefits, helping small business customers invest in energy efficient technologies and particularly help them overcome high "first costs." In addition, the program provides preliminary walk through assessments of facilities to help small businesses owners understand what their options are for making energy efficiency improvements.

The most common customers in the Small Business Solutions program are offices, service shops, restaurants, lodging, retail and convenience stores. For the purposes of this program small businesses are defined as commercial businesses with a peak demand less than 100 kW.

7.2. Program Highlights

- 191 businesses participated in PY5. Case Studies of projects were created after project completion to aid in broader market acceptance and understanding of program offerings.
- 64% of program activity completed between the months of August and December.
- 86% of savings came from lighting projects, with the remaining 14% of savings coming from refrigeration, low flow devices and HVAC projects.
- 10 distinct business types utilized the program in PY5, with the majority (40%) coming from the Retail Sector. There was also a much higher proportion of participation from grocery stores and gas stations in PY5 as compared to previous years.

New Orleans:

- 185 commercial customers participated in New Orleans
- Reaching 86% of goal, a total of 3,189,966 kWh was achieved.
- Reaching 49% of goal, a total of 461 kW was achieved.

Algiers:

- 16 commercial customers participated in Algiers.
- Reaching 43% of goal, a total of 144,696 kWh was achieved.
- Reaching 33% of goal, a total of 29 kW was achieved.
- The majority of savings in Algiers were driven through Energy Smart program staff doing on the ground door to door outreach to potential customers and providing direct install measures to customers free of charge. Working with program sub-contractor Bright Moments, Energy Smart program staff also reached out to the faith community of Algiers, doing direct outreach to faith leaders in over 60 churches. This was the most successful

outreach campaign that Energy Smart has performed in Algiers to date and has helped to drive program participation going into PY6.

7.3. Program Budget, Savings and Participants

Table 7.1

ENO - Small Commercial and Industrial												
	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Plan	Evaluated	%	Plan	Evaluated	%	Plan	Actual	%
Program Year 2013	$ 269,783	$ 264,083	98%	2,230,328	2,108,012	95%	322	356	111%	n/a	89	-
Program Year 2014	$ 338,733	$ 303,944	90%	2,666,423	2,519,153	94%	385	498	129%	n/a	72	-
Program Year 2015	**$ 942,064**	**$ 942,064**	**100%**	**3,189,966**	**3,189,966**	**100%**	**461**	**461**	**100%**	**185**	**185**	**100%**

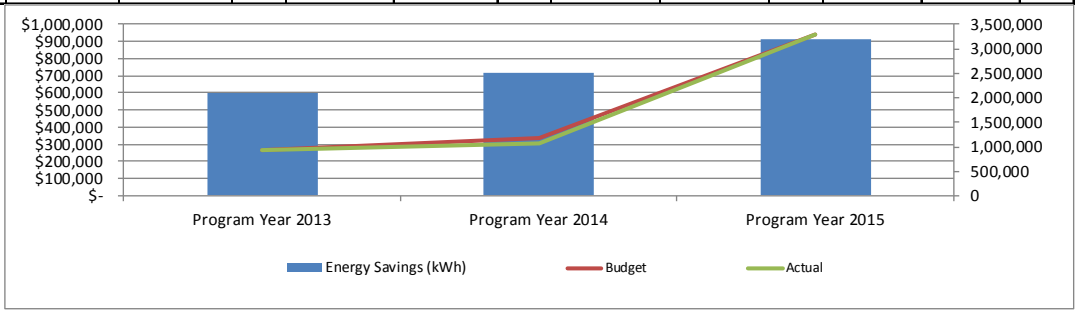
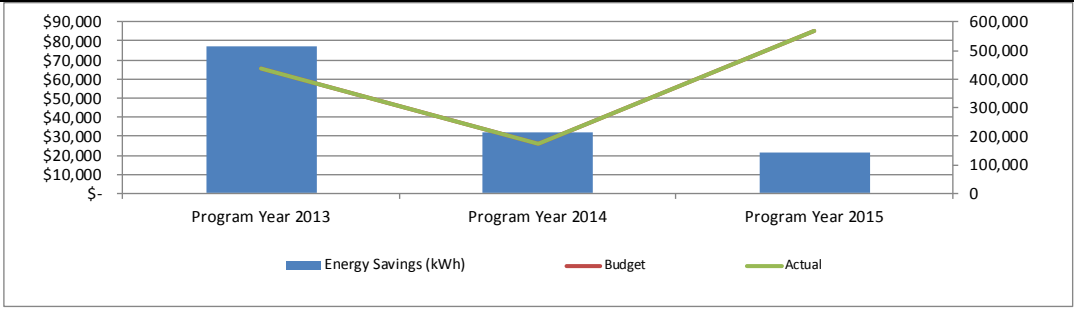


Table 7.2

Algiers - Small Commercial and Industrial												
	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Plan	Evaluated	%	Plan	Evaluated	%	Plan	Actual	%
Program Year 2013	$ 65,274	$ 65,274	100%	409,158	512,925	125%	n/a	n/a	-	n/a	15	-
Program Year 2014	$ 26,014	$ 26,014	100%	272,090	215,680	79%	n/a	38	-	n/a	9	-
Program Year 2015	**$ 85,461**	**$ 85,461**	**100%**	**144,696**	**144,696**	**100%**	**29**	**29**	**100%**	**16**	**16**	**100%**



7.4. Training and Events

These items are detailed in the SARP workbook.

7.5. Planned or Proposed Changes to Program and Budget

PY6 marks the launch of the CoolSaver for Small Commercial customers, as an air conditioning tune-up was not previously available through the CoolSaver contractor network. Initial outreach on this is being done in partnership with Life City, who is distributing program material to their business clients who continue to look for ways to save money and meet Life City's terms for being a sustainable business.

Energy Smart recently added a rule that all jobs submitted to the program must be complete within 90 days of application submittal. It also requires that the participating contractor provide documentation proving that material was ordered in order to complete a job within 30 days of application submittal. This rule was developed for several reasons, but ultimately ensures that customers receive a timely completion of their projects once initiated by a participating contractor.

As noted in the evaluation report, the lighting calculator used in PY5 to estimate savings contained a flaw in that it had not been updated to account for Energy Independence and Security Act (EISA) baseline shifts. This flaw was the biggest contributor to the small business program not achieving its PY5 net savings goals due to the impact that it had on the program realization rate. The calculator has already been adjusted for PY6 and an annual review and testing protocol put in place to ensure that this does not happen again.

8. Large Commercial and Industrial Solutions

8.1. Program Description

The Program provides incentives for deemed savings measures as defined by the Arkansas TRM 3.0 installed by qualified contractors. There is also a custom component of the program which helps customers in identifying efficiency opportunities and analyzing associated costs and savings, and offer incentives to install custom measures. Custom project support offers incentives for efficiency improvements affecting systems that are outside the scope of the prescriptive measure offerings. These projects may include retro-commissioning, process improvements, and other system level custom projects or projects involving unique equipment not part of the prescriptive offerings. Program staff pre-approves projects for customer and measure eligibility, and provide M&V services or review as needed to verify measures savings. The program provides technical engineering support to identify custom project opportunities in customer facilities.

All commercial, industrial, and institutional customers with peak demand of 100 kW and above are eligible for this program.

8.2. Program Highlights

- 46 projects were completed in PY5, 45 in New Orleans and 1 in Algiers
- This was one of the most successful years for the Large Commercial Program, as the New Orleans Portion of the program achieved 114% of its savings goal
- All incentive funds were reserved for projects within two weeks of program launch. Participating Contractors were notified via writing as soon as incentive dollars reserved were at 90% of the total budget.
- The majority of project savings came in during the final month of program operations. This is due to the fact that there were a large number of custom M&V projects in the Large Commercial Program in PY5, requiring a longer completion cycle for installing measures and analyzing results to ensure correct savings calculations.
- 64% of program savings came from lighting retrofits, 36% came through HVAC and custom measure savings
- 75% of program activity was driven through 3 distinct end use types, K-12 schools, hotels and parking garages

8.3. Program Budget, Savings and Participants

Table 8.1

ENO - Large Commercial and Industrial												
	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Plan	Evaluated	%	Plan	Evaluated	%	Plan	Actual	%
Program Year 2013	$ 465,088	$ 459,250	99%	4,130,464	4,601,848	111%	636	696	109%	n/a	18	-
Program Year 2014	$ 522,970	$ 519,304	99%	6,138,592	5,823,379	95%	945	831	88%	n/a	23	-
Program Year 2015	**$ 1,774,136**	**$ 1,774,136**	**100%**	**8,642,831**	**8,642,831**	**100%**	**1,403**	**1,403**	**100%**	**45**	**45**	**100%**

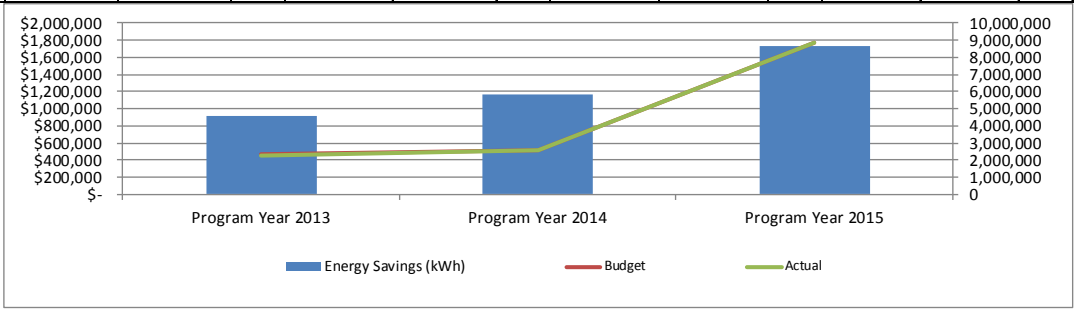
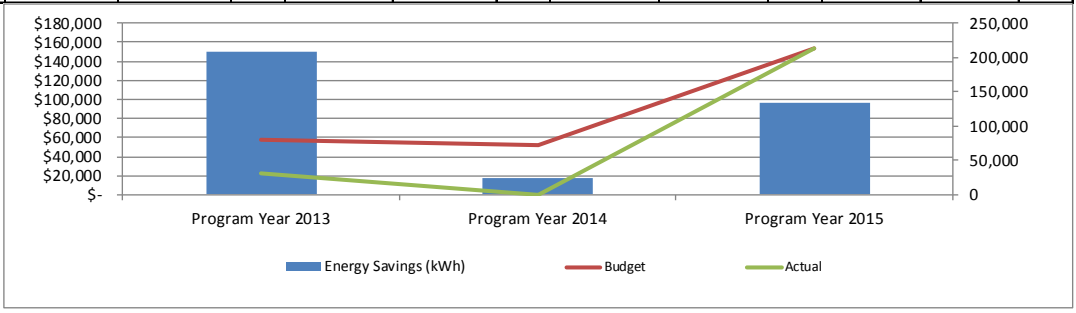


Table 8.2

Algiers - Large Commercial and Industrial												
	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Plan	Evaluated	%	Plan	Evaluated	%	Plan	Actual	%
Program Year 2013	$ 57,926	$ 21,895	38%	646,897	209,023	32%	n/a	n/a	-	n/a	1	-
Program Year 2014	$ 51,518	$ 626	1%	430,187	24,576	6%	n/a	2	-	n/a	1	-
Program Year 2015	**$ 153,103**	**$ 153,103**	**100%**	**133,404**	**133,404**	**100%**	**6**	**6**	**100%**	**1**	**1**	**100%**



8.4. Training and Events

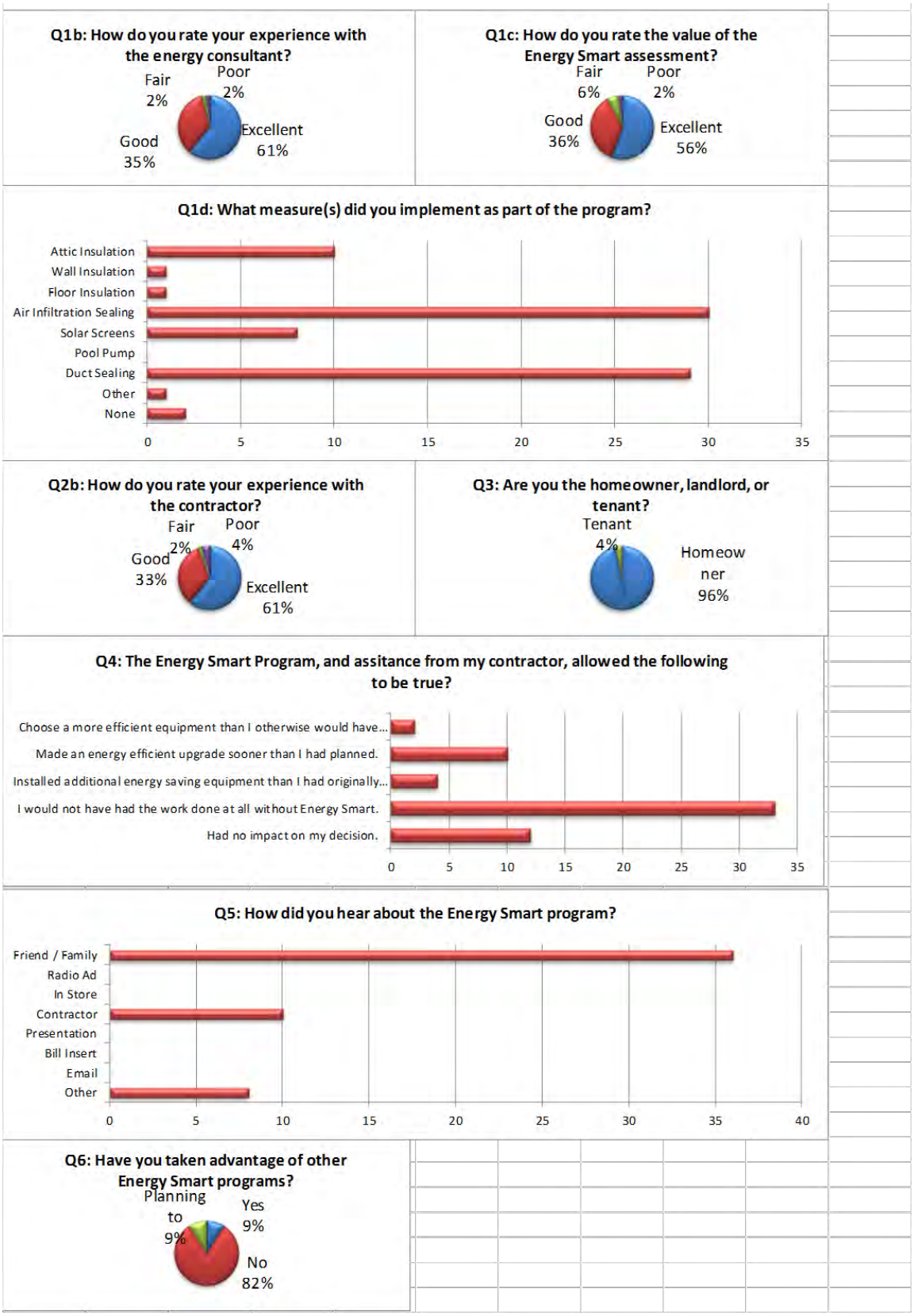
These items are detailed in the SARP workbook.

8.5. Planned or Proposed Changes to Program and Budget

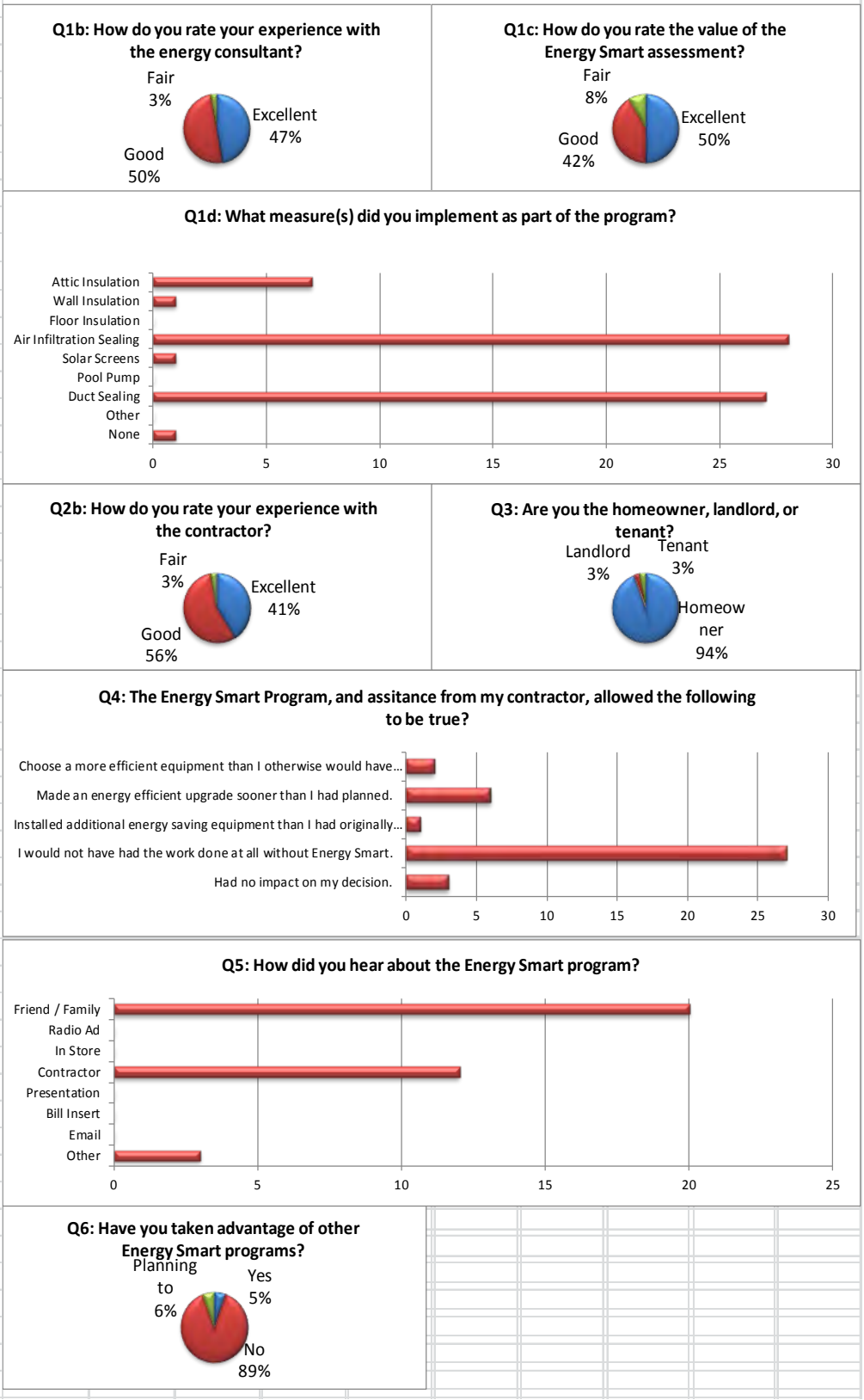
Energy Smart recently added a rule that all jobs submitted to the program must be complete within 90 days of application submittal. It also requires that the participating contractor provide documentation proving that material was ordered in order to complete a job within 30 days of application submittal. The exception to this rule is for custom/M&V projects which need a longer time to qualify, have measures installed and post installation verification analysis be performed.

As noted in the evaluation report, the majority of businesses taking part in the Large Commercial program own several locations. This fact coupled with the number of contacts that the Energy Smart program has built since program inception allows for better planning for custom/M&V projects. PY6 was launched with more than 10 custom/M&V projects prioritized for completion by the end of Q3.

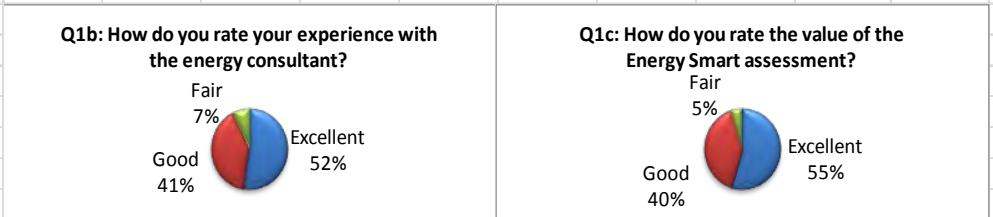
Appendix A: Customer Satisfaction Survey Results

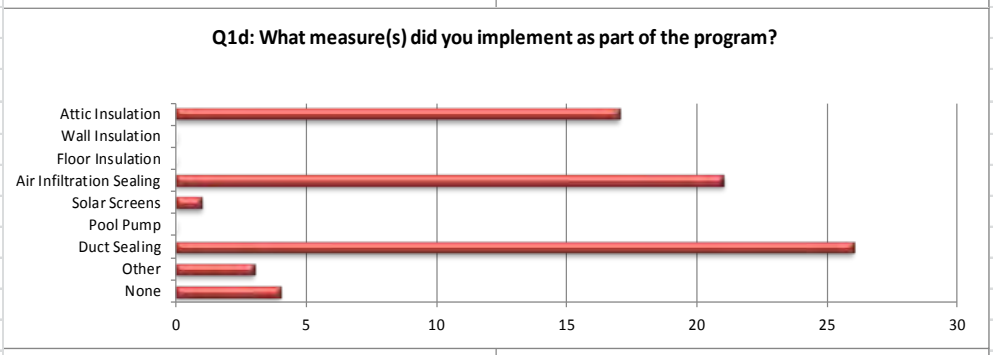

Q1b: How do you rate your experience with the energy consultant?
Fair 2%
Poor 2%
Good 35%
Excellent 61%
Q1c: How do you rate the value of the Energy Smart assessment?
Fair 6%
Poor 2%
Good 36%
Excellent 56%
Q1d: What measure(s) did you implement as part of the program?
Attic Insulation
Wall Insulation
Floor Insulation
Air Infiltration Sealing
Solar Screens
Pool Pump
Duct Sealing
Other
None
0 5 10 15 20 25 30 35
Q2b: How do you rate your experience with the contractor?
Fair 2%
Poor 4%
Good 33%
Excellent 61%
Q3: Are you the homeowner, landlord, or tenant?
Tenant 4%
Homeowner 96%
Q4: The Energy Smart Program, and assitance from my contractor, allowed the following to be true?
Choose a more efficient equipment than I otherwise would have...
Made an energy efficient upgrade sooner than I had planned.
Installed additional energy saving equipment than I had originally...
I would not have had the work done at all without Energy Smart.
Had no impact on my decision.
0 5 10 15 20 25 30 35
Q5: How did you hear about the Energy Smart program?
Friend / Family
Radio Ad
In Store
Contractor
Presentation
Bill Insert
Email
Other
0 5 10 15 20 25 30 35 40
Q6: Have you taken advantage of other Energy Smart programs?
Planning to 9%
Yes 9%
No 82%

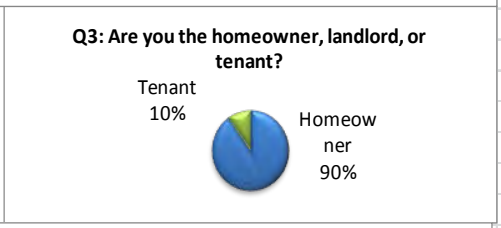
Algiers Home Performance with Energy Star

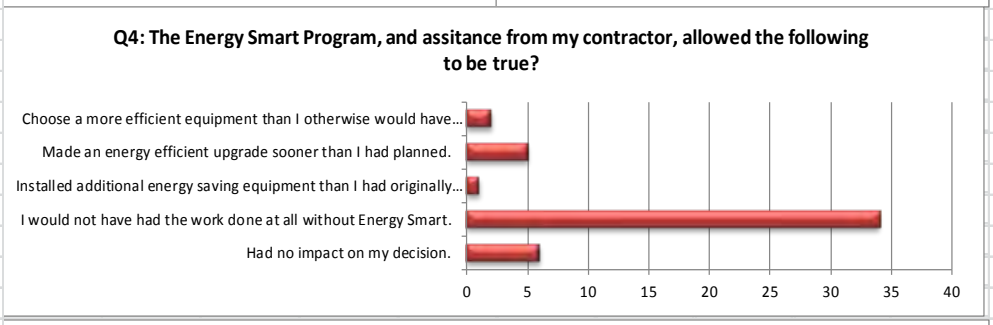


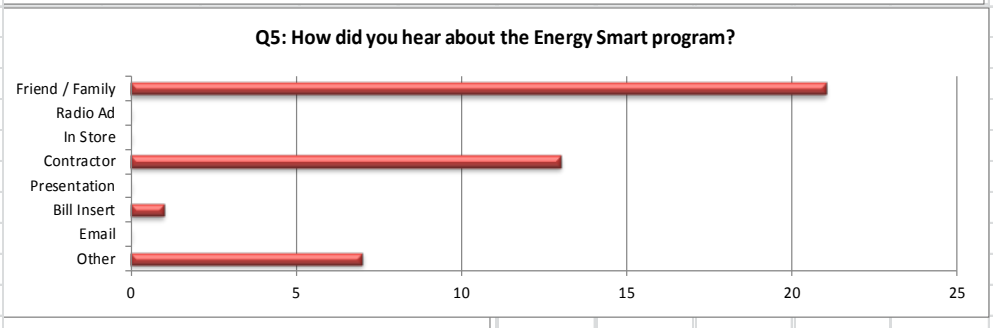
New Orleans Income Qualified (AHPwES)

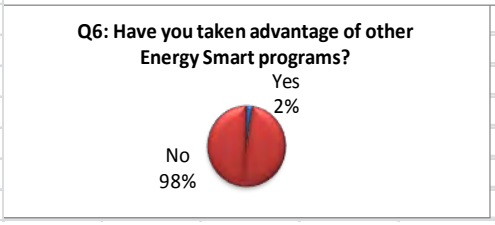




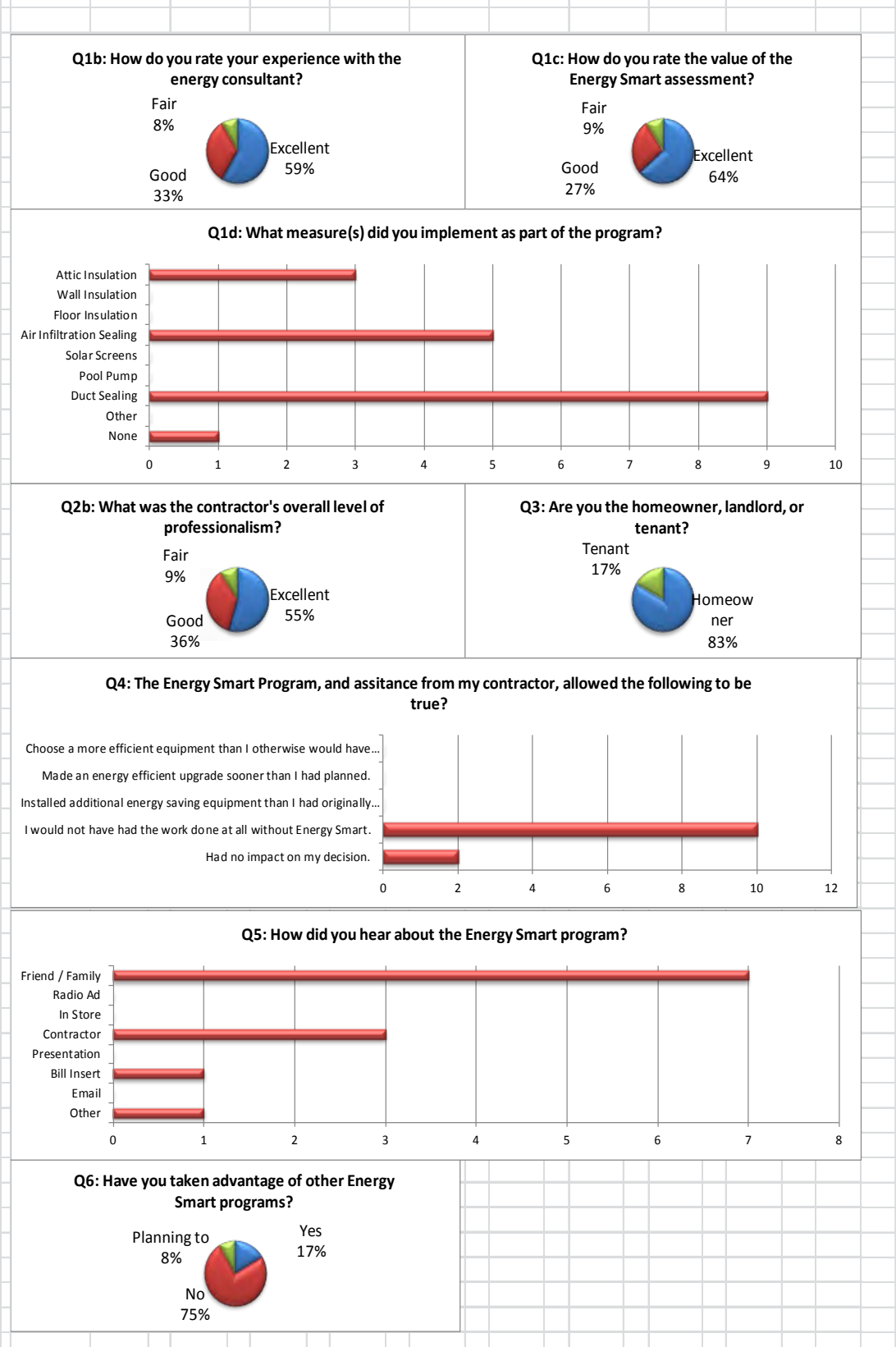






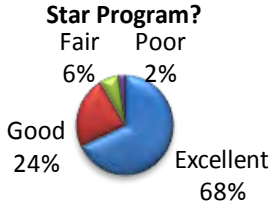


Algiers Income Qualified (AHPwES)

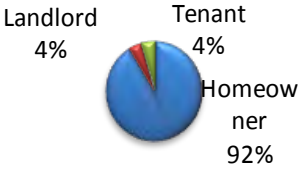


Q1b: How do you rate your experience with the contractor?

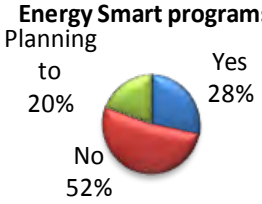
Q2: How do you rate the value of the Energy Star Program?



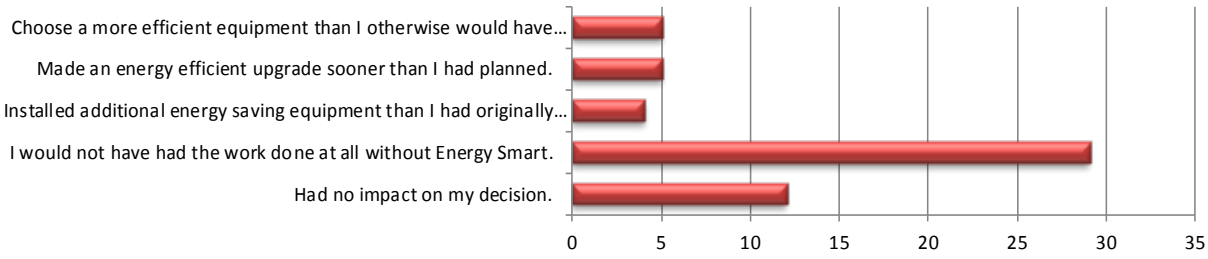
Q3: Are you the homeowner, landlord, or tenant?



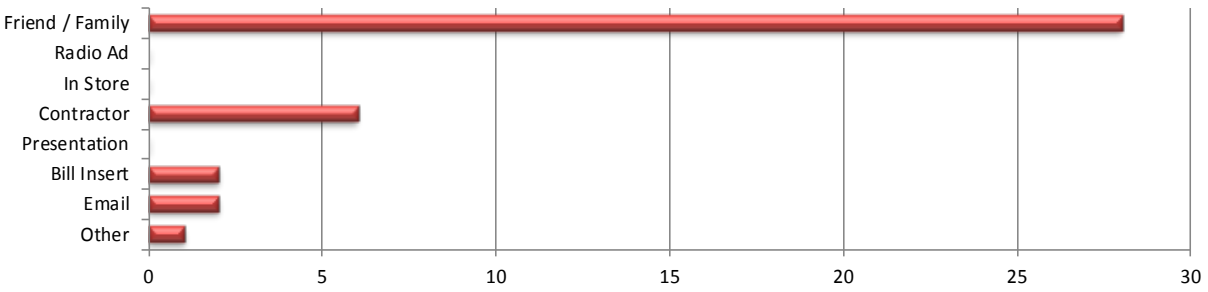
Q6: Have you taken advantage of other Energy Smart programs?



Q4: The Energy Smart Program, and assitance from my contractor, allowed the following to be true?

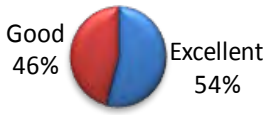


Q5: How did you hear about the Energy Smart program?



Algiers CoolSaver A/C Tune-Up

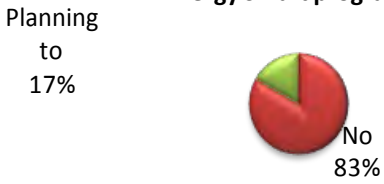
Q1b: How do you rate your experience with the contractor?



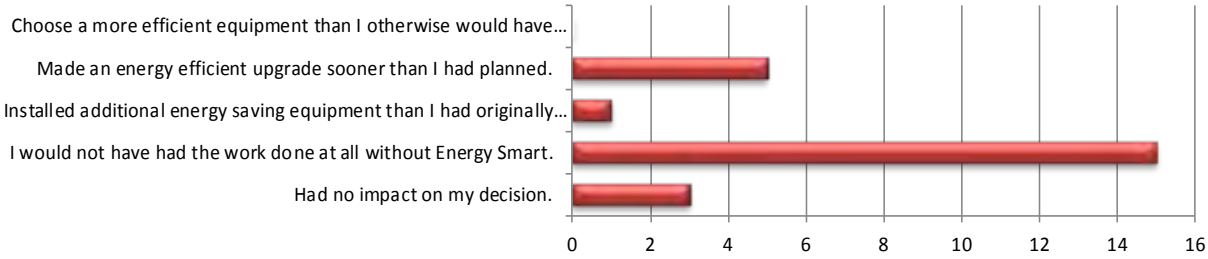
Q2: How do you rate the value of the Energy Star Central A/C Program?

Q3: Are you the homeowner, landlord, or tenant?

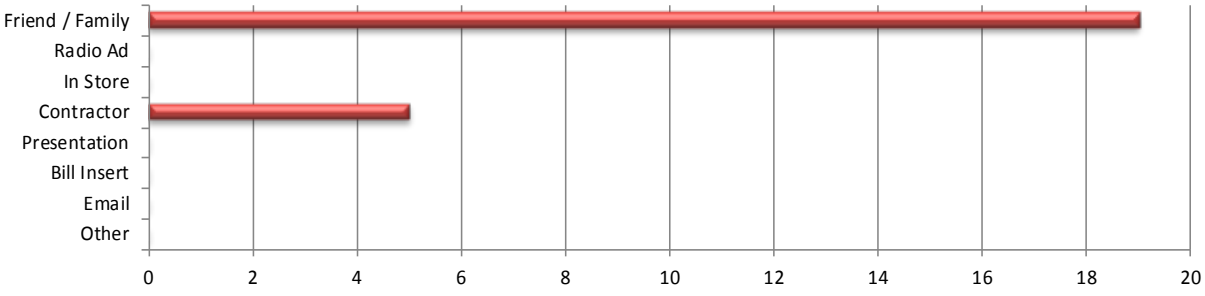
Q6: Have you taken advantage of other Energy Smart programs?



Q4: The Energy Smart Program, and assitance from my contractor, allowed the following to be true?

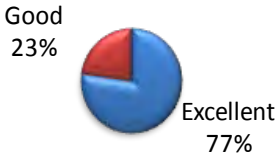


Q5: How did you hear about the Energy Smart program?



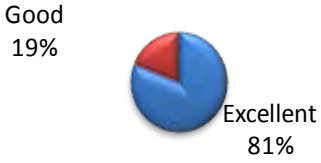
New Orleans Central A/C Replacement

Q1b: How do you rate your experience with the staff member?



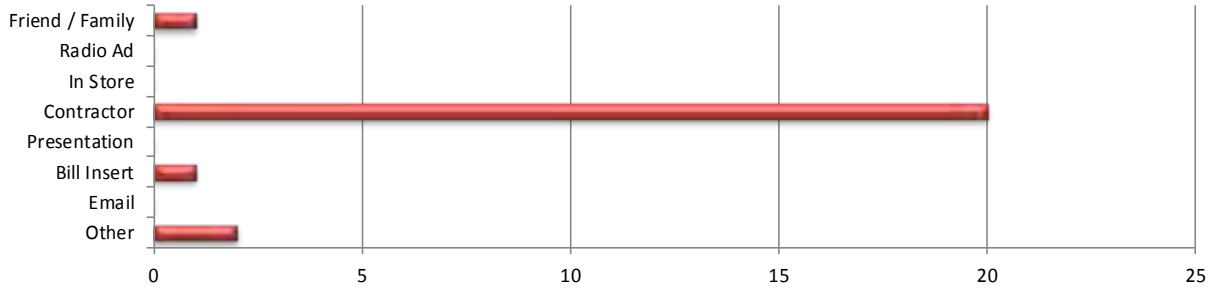
Q2b: How do you rate your experience with the installer?

Q3: How do you rate the value of the Energy Smart Room A/C Replacement?



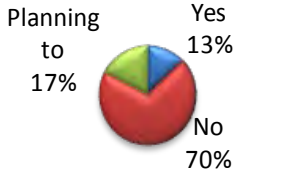
Q4: Are you the homeowner, landlord, or tenant?

Q6: How did you hear about the Energy Smart program?



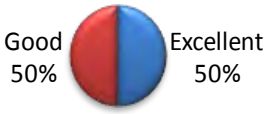
Q5: Would you recommend the Energy Smart program to others?

Q7: Have you taken advantage of other Energy Smart programs?



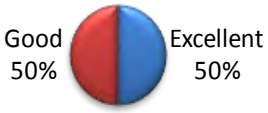
Algiers Central A/C Replacement

Q1b: How do you rate your experience with the energy consultant?



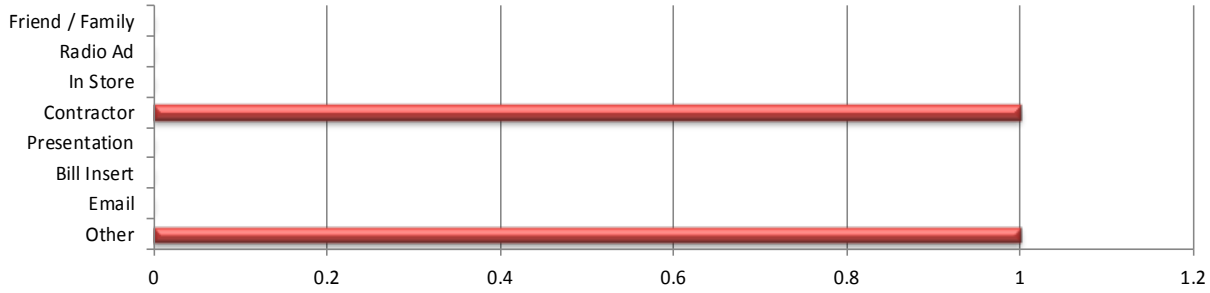
Q2b: How do you rate your experience with the installer?

Q3: How do you rate the value of the Energy Smart Room A/C Replacement?



Q4: Are you the homeowner, landlord, or tenant?

Q6: How did you hear about the Energy Smart program?

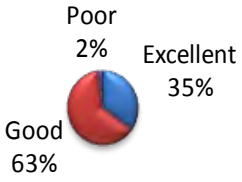


Q5: Would you recommend the Energy Smart program to others?

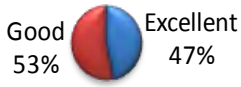
Q7: Have you taken advantage of other Energy Smart programs?

New Orleans Consumer Products

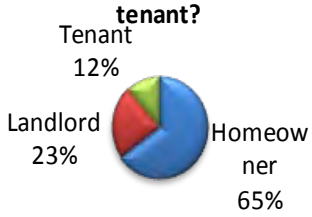
Q1: How do you rate your overall experience with the program?



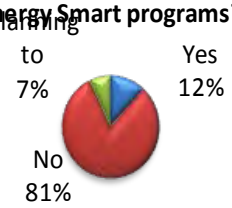
Q2: How do you rate the value of the program?



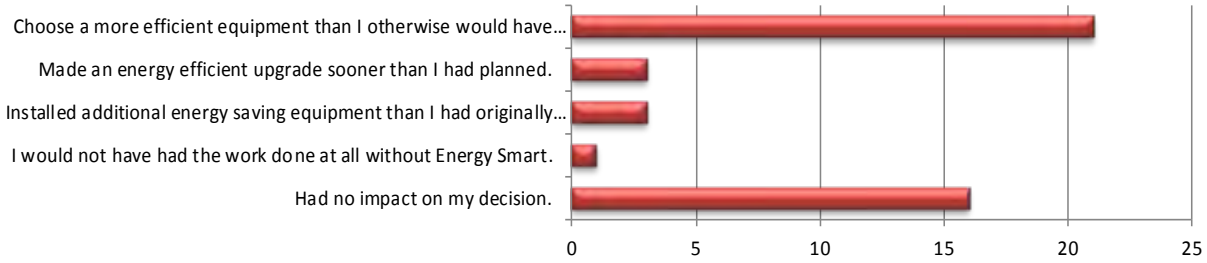
Q3: Are you the homeowner, landlord, or tenant?



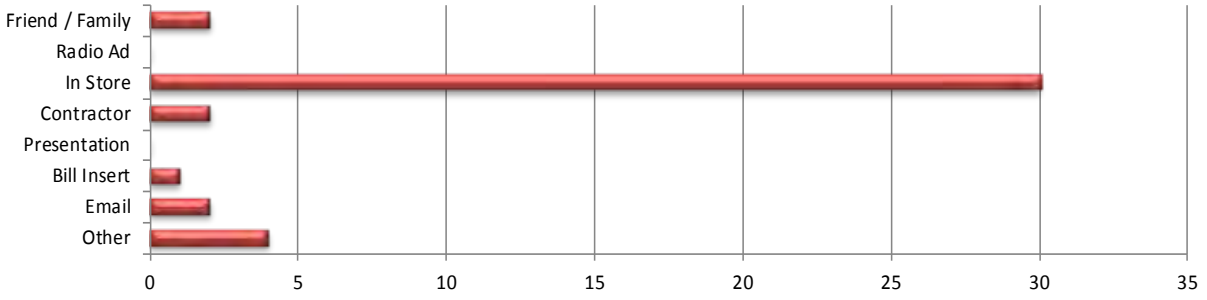
Q6: Have you taken advantage of other Energy Smart programs?



Q4: The Energy Smart Program, and assitance from my contractor, allowed the following to be true?



Q5: How did you hear about the Energy Smart program?



Algiers Consumer Products

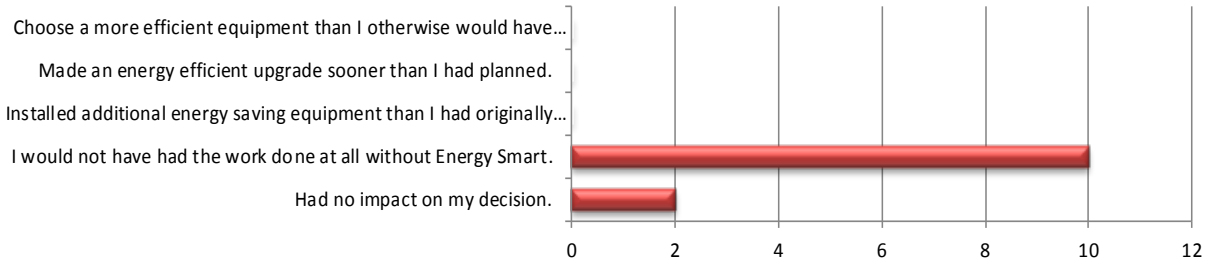
Q1: How do you rate your overall experience with the program?

Q2: How do you rate the value of the program?

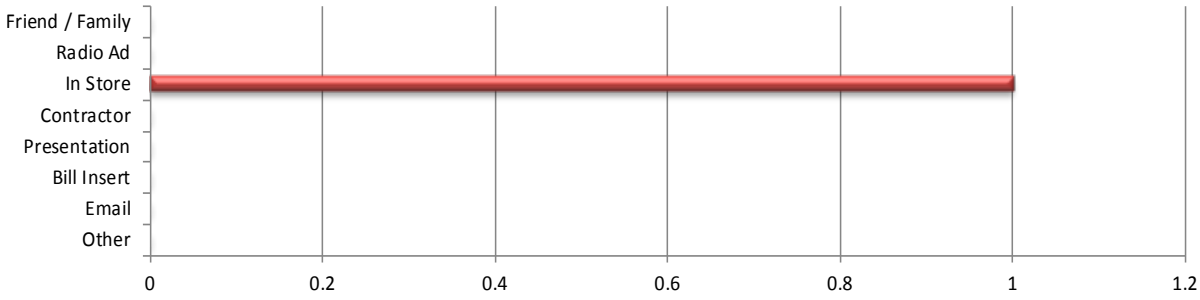
Q3: Are you the homeowner, landlord, or tenant?

Q6: Have you taken advantage of other Energy Smart programs?

Q4: The Energy Smart Program, and assitance from my contractor, allowed the following to be true?

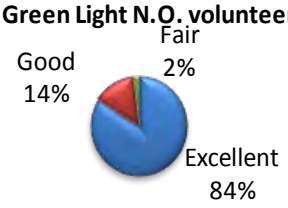


Q5: How did you hear about the Energy Smart program?

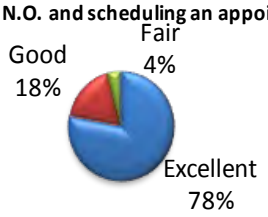


New Orleans - Green Light New Orleans

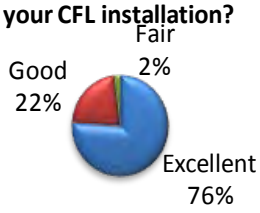
Q1a: How do you rate your experience with the Green Light N.O. volunteers?



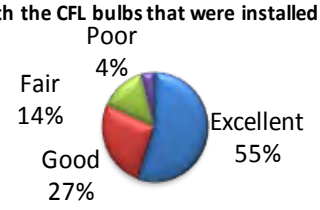
Q1b: How would you rate the ease of contacting Green Light N.O. and scheduling an appointment?



Q2a: How would rate the overall value of your CFL installation?

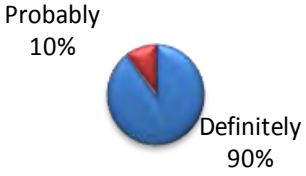


Q2b: How would you rate you level of satisfaction with the CFL bulbs that were installed?

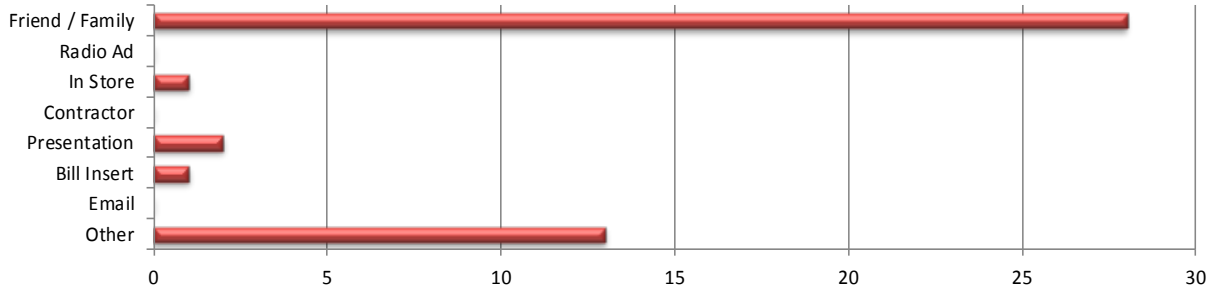


Q3: Are you the homeowner, landlord, or tenant?

Q4: Would you recommend the Energy Smart program to others?



Q5: How did you hear about the Energy Smart program?

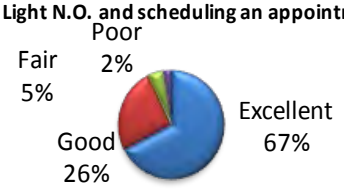


Q6: Have you taken advantage of other Energy Smart programs?

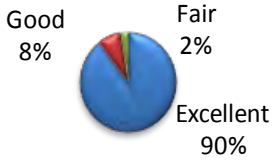
Algiers - Green Light New Orleans

Q1a: How do you rate your experience with the Green Light N.O. volunteers?

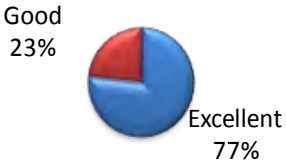
Q1b: How would you rate the ease of contacting Green Light N.O. and scheduling an appointment?



Q2a: How would rate the overall value of your CFL installation?



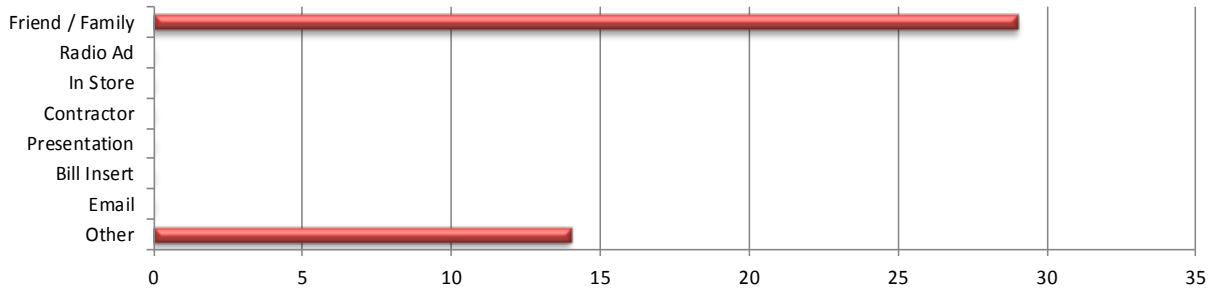
Q2b: How would you rate you level of satisfaction with the CFL bulbs that were installed?



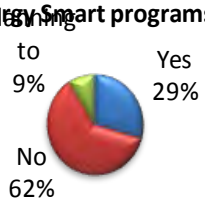
Q3: Are you the homeowner, landlord, or tenant?

Q4: Would you recommend the Energy Smart program to others?

Q5: How did you hear about the Energy Smart program?



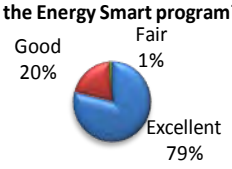
Q6: Have you taken advantage of other Energy Smart programs?



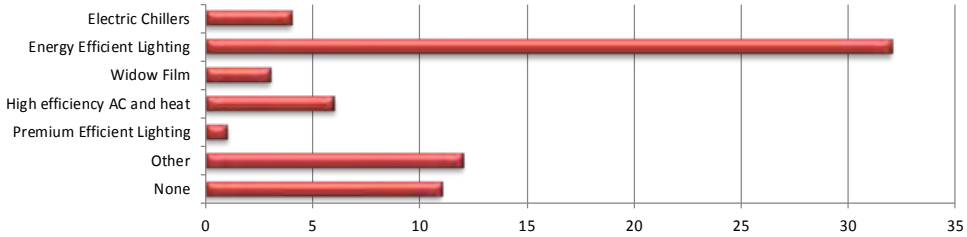
New Orleans Small Commercial

Q1a: How do you rate your experience with the Energy Smart representative?

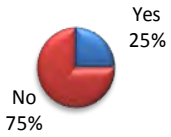
Q1c: How would you rate the overall value of the Energy Smart program?



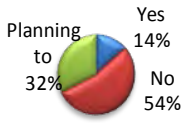
Q1d: Which upgrade(s) do you or do you plan to implement within 60 days for the assessment?



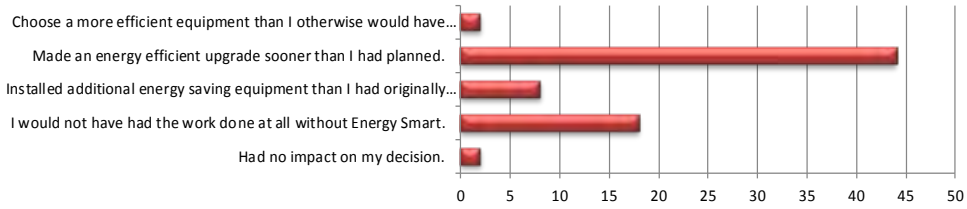
Q1e: Are you planning to implement any other energy efficiency measures?



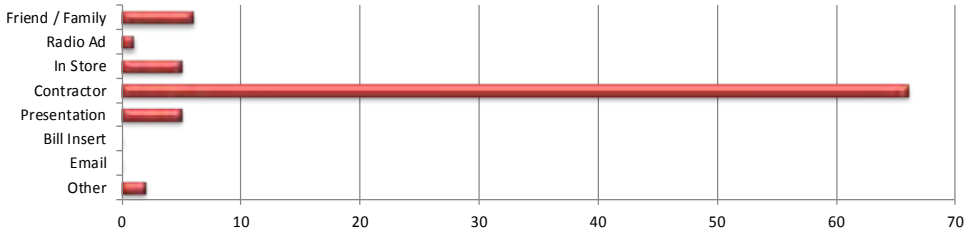
Q3: Have you taken advantage of other Energy Smart programs?



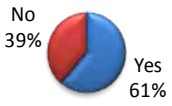
Q2: The Energy Smart Program, and assitance from my contractor, allowed the following to be true:



Q2: How did you hear about the Energy Smart program?



Q6: May we contact you in regard to your comments or concerns?

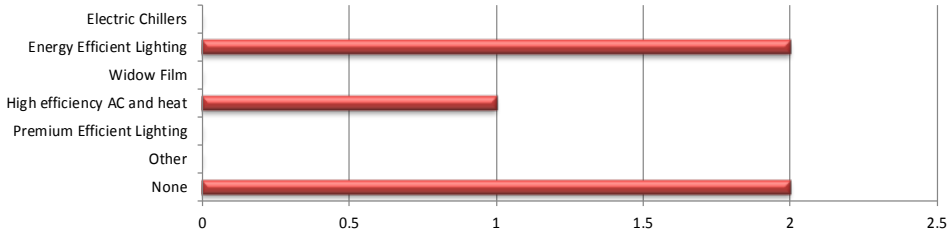


Algiers Small Commercial

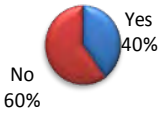
Q1a: How do you rate your experience with the Energy Smart representative?

Q1c: How would you rate the overall value of the Energy Smart program?

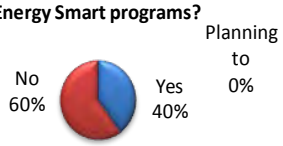
Q1d: Which upgrade(s) do you or do you plan to implement within 60 days for the assessment?



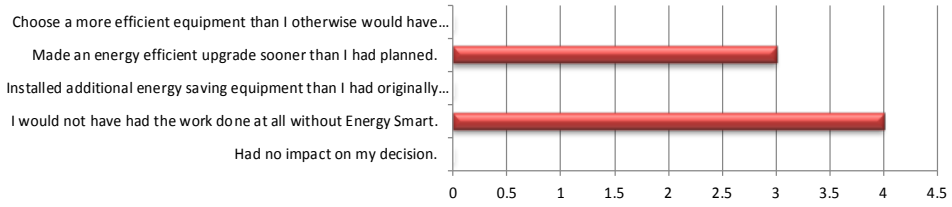
Q1e: Are you planning to implement any other energy efficiency measures?



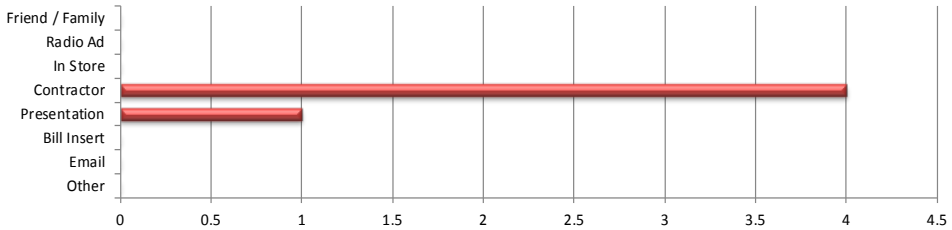
Q3: Have you taken advantage of other Energy Smart programs?



Q2: The Energy Smart Program, and assitance from my contractor, allowed the following to be true:



Q2: How did you hear about the Energy Smart program?

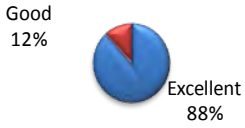


Q6: May we contact you in regard to your comments or concerns?

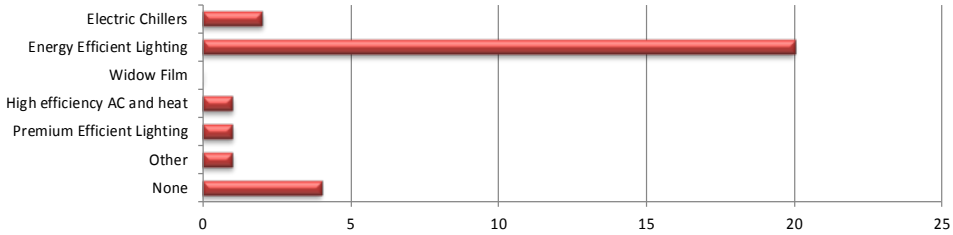
New Orleans Large Commercial

Q1a: How do you rate your experience with the Energy Smart representative?

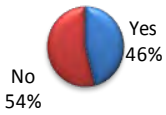
Q1c: How would you rate the overall value of the Energy Smart program?



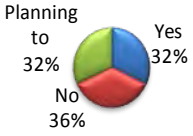
Q1d: Which upgrade(s) do you or do you plan to implement within 60 days for the assessment?



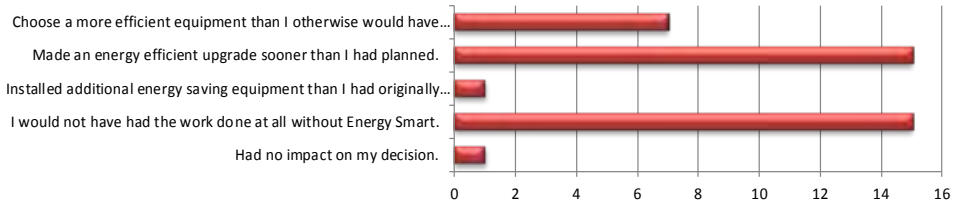
Q1e: Are you planning to implement any other energy efficiency measures?



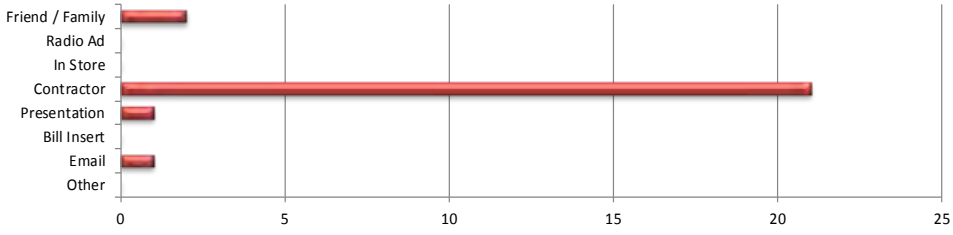
Q3: Have you taken advantage of other Energy Smart programs?



Q2: The Energy Smart Program, and assitance from my contractor, allowed the following to be true:



Q2: How did you hear about the Energy Smart program?



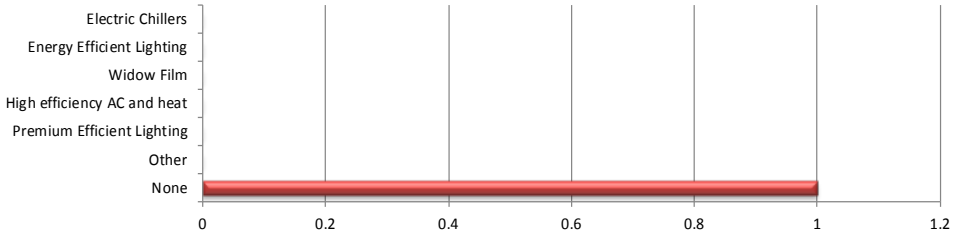
Q6: May we contact you in regard to your comments or concerns?

Algiers Large Commercial

Q1a: How do you rate your experience with the Energy Smart representative?

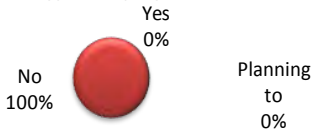
Q1c: How would you rate the overall value of the Energy Smart program?

Q1d: Which upgrade(s) do you or do you plan to implement within 60 days for the assessment?



Q1e: Are you planning to implement any other energy efficiency measures?

Q4: Have you taken advantage of other Energy Smart programs?



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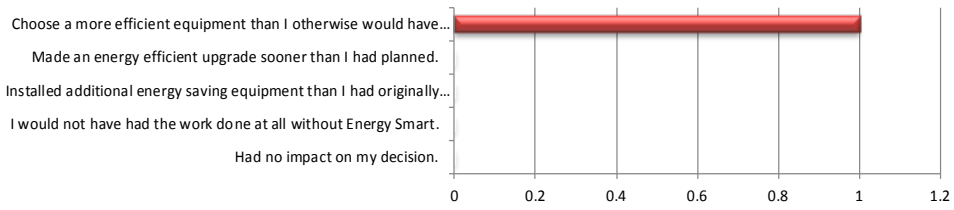
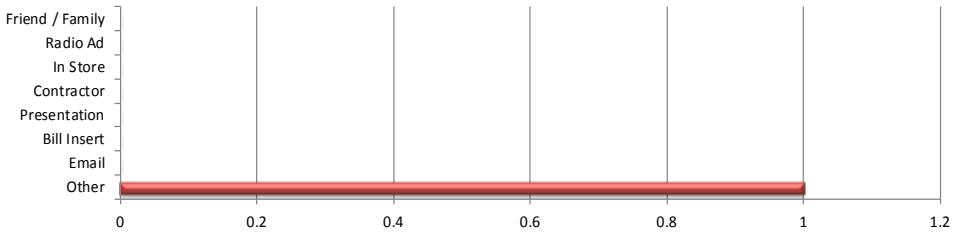


Q3: How did you hear about the Energy Smart program?



Q6: May we contact you in regard to your comments or concerns?

Appendix B: Standardized Annual Reporting Workbook (SARP)

New Orleans City Council

Utility, Cable, Telecommunications and Technology Committee

Standardized Annual Reporting Workbook *v3.0 September 2013*

General	Energy Efficiency Portfolio Data and Information
Instructions Glossary	2015 EE Portfolio Information 2015 Program Year Evaluation 2013 & 2014 Data

Annual Report Tables					Reports			Data	
EE Portfolio Summary	EE Portfolio Cost by Program	EE Portfolio Summary by Cost Type	Company Statistics	Program Budget, Energy Savings & Participants	Portfolio Results Detail by Program	Portfolio Results Detail by Sector	Not used	Program Year Data	Next Annual Report Load Data
View	View	View	View	View	View	View		View	View

Main Menu

Glossary

Term	Definition
Original Budget (Approved Budget)	This is the budget most recently approved by the Commission.
Annual Energy Savings	Energy savings realized for a full year. (8,760 hours)
Benefit Cost Ratio	The ratio of the total benefits of the program to the total costs over the life of the measure discounted as appropriate.
Customer Savings	Savings that are derived from custom measures where deemed savings are not addressed in the currently approved TRM.
Deemed Savings	A "book" estimate of the gross energy savings (kWh or therms) or gross demand savings (kW or therms) for a single unit of an installed EE measure that (a) has been developed from data sources and analytical methods that are widely considered acceptable for the measure and purpose and (b) is applicable to the set of measures undergoing evaluation. This information is found in the TRM on the APSC website and is subject to updates effective for estimation of EE savings associated with measures installed since the beginning of the year in which the updated version is approved. See Volume 2, Section 1.6.
Demand	The time rate of energy flow. Demand usually refers to electric power measured in kW but can also refer to natural gas, usually as Btu/hr or therms/day, etc.. The level at which electricity or natural gas is delivered to users at a given point in time.
Demand Savings	Demand that did not occur due to the installation of an EE measure. (non-coincident peak)
Energy Sales	Energy sold by the utility in the calendar year.
Energy Savings	Energy use that did not occur due to the installation of an EE measure.
Gross Savings	The change in energy consumption and/or demand that results directly from program-related actions taken by participants in an efficiency program, regardless of why they participated.
kW	A Kilowatt is a measure of electric demand - 1000 watts.
kWh	The basic unit of electric energy usage over time. One kWh is equal to one kW of power supplied to a circuit for a period of one hour.
LCFC Energy Savings	For the current Program Year, the sum of eligible net energy savings from (1) measures installed in prior Program Years (8,760 hours) and (2) measures installed in current Program Year as adjusted for time of installation, weather, etc. (less than 8,760 hours). Clarification of item (1) above: The savings reported in the current year should only reflect the current year impact of measures installed in prior years but, should not include the savings claimed and reported in prior years.
Lifetime	The expected useful life, in years, that an installed measure will be in service and producing savings.
Lifetime Energy Savings	The sum of the energy savings through the measure's useful life.
Measures	Specific technology or practice that produces energy and/or demand savings as a result of a ratepayer's participation in a Utility/TPA EE Program.
Net Benefits	The program benefits minus the program costs discounted at the appropriate rate.
Net Savings	The total change in load (energy or demand) that is attributable to an EE Program. This change in load may include, implicitly or explicitly, the effects of free drivers, free riders, EE standards, changes in the level of energy service, and other causes of changes in energy consumption or demand.
Net-to-Gross Ratio (NTGR)	A factor representing net program savings divided by gross program savings that is applied to gross program impacts, converting them into net program load impacts.
Other Savings	Savings for which no deemed savings exist and no custom M&V was performed.
Participant Cost Test (PCT)	A cost-effectiveness test that measures the economic impact to the participating customer of adopting an EE measure.

Main Menu

Glossary

Term	Definition
Participant	A consumer that received a service offered through the subject efficiency program, in a given Program Year. The term "service" is used in this definition to suggest that the service can be a wide variety of services, including financial rebates, technical assistance, product installations, training, EE information or other services, items, or conditions. Each evaluation plan should define "participant" as it applies to the specific evaluation and in accordance with the C&EE Rules and/or State law.
Plan Savings	Annual energy savings budgeted by the utility for the Program Year.
Portfolio	Either (a) a collection of similar programs addressing the same market (e.g., a portfolio of residential programs), technology (e.g., motor-efficiency programs), or mechanisms (e.g., loan programs) or (b) the set of all programs conducted by one organization, such as a utility (and which could include programs that cover multiple markets, technologies, etc..).
Program Administrator Cost (PAC) Test	The Program Administrator Cost Test measures the net costs of a demand-side management program as a resource option based on the costs incurred by the program administrator (including incentives costs) and excluding any net costs incurred by the participant.
Program Year	The Year in which programs are administered and delivered, for the purposes of planning and reporting, a Program Year shall be considered a calendar year, January 1 - December 31.
Program	A group of projects, with similar characteristics and installed in similar applications. Examples could include a utility program to install energy-efficiency lighting in commercial buildings, a developer's program to build a subdivision of homes that have photovoltaic systems, or a state residential EE code program.
Ratepayer Impact Measure (RIM) Test	The Ratepayer Impact Measure test measures what happens to customer bills or rates due to changes in utility revenues and operating costs caused by the program.
Expended (Revised Budget)	This is the Budget the utility used for the Program Year. This budget may be different from the Approved Budget (ABudget), if the Commission has granted the utility the flexibility to modify its program budgets.
Sales as Adjusted for SD Exemptions	The utility's 2010 Annual Energy Sales minus the 2010 Annual Energy Sales of the customers granted self-direct exemptions by Commission Order.
Total Resource Cost (TRC) Test	The Total Resource Cost Test measures the net costs of a demand-side management program as a resource option based on the total costs of the program, including both the participants' and the utility's costs.
TRC Levelized Cost	The total costs of the program to the utility and its ratepayers on a per kWh or per them basis levelized over the life of the program.

ENO - 2015 EE Portfolio Information

Utility Information

Instructions: Fill in all cells. Select Company's Utility Type from the dropdown menu.

Utility Information

1.	Utility Full Name	Entergy New Orleans, Inc.
2.	Utility Abbreviated Name	ENO
3.	Program Year	2015
4.	Docket	UD-08-02
5.	Date Filed	February 4th, 2015
6.	Name of Contact	Derek Mills
7.	Email Address	dmills3@entergy.com
8.	Telephone Number	504-670-3527

Utility Type

Electric

ENO - 2015 EE Portfolio Information

Program Descriptions

Instructions: List Program names and the other required detail. Provide additional detail for each program by clicking on the "View Program Detail" button.

Definitions

View Program Detail

	Program Name	Target Sector	Program Type	Delivery Channel
1.	ENO - Home Performance with Energy Star	Residential	Whole Home	Trade Ally
2.	ENO - Consumer Products POS	Residential	Consumer Product Rebate	Retail Outlets
3.	ENO - Income Qualified (AHPwES)	Residential	Whole Home	Trade Ally
4.	ENO - School Kits and Education	Residential	Behavior/Education	Trade Ally
5.	ENO - Residential Heating and Cooling	Residential	Prescriptive/Standard Offer	Trade Ally
6.	ENO - Small Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally
7.	ENO - Large Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally
8.	--			
9.	Algiers - Home Performance with Energy Star	Residential	Whole Home	Trade Ally
10.	Algiers - Consumer Products POS	Residential	Consumer Product Rebate	Retail Outlets
11.	Algiers - Income Qualified (AHPwES)	Residential	Whole Home	Trade Ally
12.	Algiers - School Kits and Education	Residential	Behavior/Education	Trade Ally
13.	Algiers - Residential Heating and Cooling	Residential	Prescriptive/Standard Offer	Trade Ally
14.	Algiers - Small Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally
15.	Algiers - Large Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally
16.	--			

Back

Program-Type Definitions

Term	Definition
Audit - C&I	Programs in which an energy assessment is performed on one or more participant commercial or industrial facilities to identify sources of potential energy waste and measures to reduce that waste.
Behavior/Education	Residential programs designed around directly influencing household habits and decision-making on energy consumption through numerical or graphical feedback on consumption, sometimes accompanied by tips on saving energy. These programs include behavioral feedback programs (in which energy usage reports compare a consumer's household energy usage with those of similar consumers); online audits that are completed by the consumer; and in-home displays that help consumers assess their usage in real time. These programs do not include on-site energy assessments or audits.
Consumer Product Rebate	Programs that incentivize the sale, purchase and installation of energy efficient measures/equipment and or devices (e.g., refrigerators, dishwashers, clothes washers, dryers, electronics, lighting, lighting fixtures, lighting controls, etc.) that are more efficient than those meeting minimum energy performance standards. All rebate/incentive delivery channels are included (Coupon, upstream retail, upstream manufacturing, web based, point of sale, etc.). Further, these programs typically do not include the local participating contractor (HVAC, Insulation, Auditing, etc.) for installation or incentives/rebates.
Custom	Programs designed around the delivery of site-specific projects typically characterized by an extensive onsite energy assessment and identification and installation of multiple measures unique to that facility. These measures are likely to vary significantly from site to site
Demand Response	Demand response programs
Financing	Residential - Financing programs for residential projects. As with other programs, costs here are utility costs, including the costs of any inducements for lenders, e.g., loan loss reserves, interest rate buy downs, etc. C&I - Projects designed to increase loan financing for C&I energy efficiency projects. As with other programs, program costs here are any costs paid by the PA out of utility-customer funds, including, e.g., loan loss reserves or other credit enhancements, interest rate buy downs, etc., - but not including rebates. Where participant costs are available for collection, these ideally will include the total customer share, i.e., both principal (the participant payment to purchase and install measures) and interest on that debt. Most of these programs will be directed toward enhancing credit or financing for commercial structures.
Market Specific/Hard to Reach	Multi-family and mobile homes programs are designed to encourage the installation of energy efficient measures in common areas, units or both for residential structures of more than four units. These programs may be aimed at building owners/managers, tenants or both. This program may include rebate, direct install and auditing incentives/services.
New Construction	Residential - Programs that provide incentives and possibly technical services to ensure new homes are built or manufactured to energy performance standards higher than applicable code, e.g., ENERGY STAR Homes. These programs include new multi-family and new/replacement mobile homes. C&I - Programs that incentivize owners or builders of new commercial or industrial facilities to design and build beyond current code or to a certain certification level, e.g., ENERGY STAR or LEED.

Back

Program-Type Definitions

Term	Definition
Other	Programs not captured by any of the specific Residential, Industrial or Commercial categories but are sufficiently detailed or distinct to not be treated as a "general" program. Example: An EE program aimed specifically at the commercial subsector but is not clearly prescriptive or custom in nature might be classified as C&I: Other.
Prescriptive/Standard Offer	Prescriptive programs that encourage the purchase and installation of some or all of a specified set of pre-approved measures.
Measure/Technology Focus	Residential Programs that focus on specific a technology or a limited technology that require additional verification, quality control and/or includes specific design engineering prior to installation. Such programs can include water heating programs, pool pumps, HVAC "right sizing" replace on burn out or retrofit. Like the Consumer Product rebate program the Measure/Technology focus program must exceed standards in New Orleans. Unlike the Consumer Product programs these programs will usually require the recruitment and training of installation contractors and reporting from installation contractors followed by quality control practices.
Whole Home	Whole-home energy upgrade or retrofit programs combine a comprehensive energy assessment or audit that identifies energy savings opportunities with house-wide improvements in air sealing, insulation and, often, HVAC systems and other end uses. The HVAC improvements may range from duct sealing to a tune up to full replacement of the HVAC systems. Whole-home programs are designed to address a wide variety of individual measures and building systems, including but not limited to: HVAC equipment, thermostats, furnaces, boilers, heat pumps, water heaters, fans, air sealing, insulation (attic, wall, and basement), windows, doors, skylights, lighting, and appliances. As a result, whole- home programs generally involve one or more rebates for multiple measures. Whole-home programs generally come in two types: comprehensive programs that are broad in scope and less comprehensive, prescriptive programs sometimes referred to as "bundled efficiency" programs. This category addresses all of the former and most of the latter, but it excludes direct-install programs that are accounted for separately and completed outside this program.

Back

Program Detail

Definitions - Residential

Definitions - C&I

Definitions - Cross Sector

Instructions: Select all that apply.

Program Name	Residential																			
	N/A	Behavioral/Education	CPR - Appliances	CPR - Electronics	CPR - Lighting	CPR - Appliance Recycling	DR - Load Control	DR - Price/Time Base	Financing	Manufactured Homes	M/TF - HVAC/Furnace	M/TF - Insulation	M/TF - Pool Pumps	M/TF - Water Heater	M/TF - Windows	Multi-family	Other	WH - Audits	WH - Direct Install	WH - Retrofit
1. ENO - Home Performance with Energy Star												X				X				X
2. ENO - Consumer Products POS			X		X								X							
3. ENO - Income Qualified (AHPwES)												X				X				X
4. ENO - School Kits and Education		X			X															
5. ENO - Residential Heating and Cooling											X									
6. ENO - Small Commercial and Industrial																				
7. ENO - Large Commercial and Industrial																				
8.																				
9. Algiers - Home Performance with Energy Star												X				X				X
10. Algiers - Consumer Products POS			X		X								X							
11. Algiers - Income Qualified (AHPwES)												X				X				X
12. Algiers - School Kits and Education		X			X															
13. Algiers - Residential Heating and Cooling											X									
14. Algiers - Small Commercial and Industrial																				
15. Algiers - Large Commercial and Industrial																				
16.																				

Back

Definitions - Residential

Definitions - C&I

Definitions - Cross Sector

Instructions: Select all that apply.

Program Name	Commercial & Industrial (Small Business, Commercial, Industrial, and Agriculture)																		
	Audit	Custom	Custom/Agriculture	Custom/Data Centers	Custom/Industrial Processes	Custom/Refrigerator Warehouses	DR - Load Control	DR - Price/Time Base	Financing	Govt/Nonprofit/MUSH	Other	Prescriptive/Grocery	Prescriptive/HVAC	Prescriptive/IT or Office	Prescriptive/Industrial	Prescriptive/Lighting	Prescriptive/Motors	Prescriptive/Small Commercial	Street Lighting
1. ENO - Home Performance with Energy Star																			
2. ENO - Consumer Products POS																			
3. ENO - Income Qualified (AHPwES)																			
4. ENO - School Kits and Education																			
5. ENO - Residential Heating and Cooling																			
6. ENO - Small Commercial and Industrial		X										X	X	X		X	X	X	
7. ENO - Large Commercial and Industrial		X										X	X	X	X	X	X		
8.																			
9. Algiers - Home Performance with Energy Star																			
10. Algiers - Consumer Products POS																			
11. Algiers - Income Qualified (AHPwES)																			
12. Algiers - School Kits and Education																			
13. Algiers - Residential Heating and Cooling																			
14. Algiers - Small Commercial and Industrial		X										X	X	X		X	X	X	
15. Algiers - Large Commercial and Industrial		X										X	X	X	X	X	X		
16.																			

Back

Program Definitions - Residential

Term	Definition
Behavior/Education	Residential programs designed around directly influencing household habits and decision-making on energy consumption through numerical or graphical feedback on consumption, sometimes accompanied by tips on saving energy. These programs include behavioral feedback programs (in which energy usage reports compare a consumer's household energy usage with those of similar consumers); online audits that are completed by the consumer; and in-home displays that help consumers assess their usage in real time. These programs do not include on-site energy assessments or audits.
Consumer Product Rebate/Appliances	Programs that incentivize the sale, purchase and installation of appliances (e.g., refrigerators, dishwashers, clothes washers and dryers) that are more efficient than those meeting minimum energy performance standards. Appliance recycling and the sale/purchase/installation of HVAC equipment, water heaters and consumer electronics are accounted for separately.
Consumer Product Rebate/Electronics	Programs that encourage the availability and purchase/lease of more efficient personal and household electronic devices, including but not limited to televisions, set-top boxes, game consoles, advanced power strips, cordless telephones, PCs and peripherals specifically for home use, chargers for phones/smart phones/tablets.
Consumer Product Rebate/Lighting	Programs aimed specifically at encouraging the sale/purchase and installation of more efficient lighting in the home. These programs range widely from point-of-sale rebates to CFL mailings or giveaways. Measures tend to be CFLs, fluorescent fixtures, LED lamps, LED fixtures, LED holiday lights and lighting controls, including occupancy monitors/switches.
Consumer Product Rebate/Appliance Recycling	Programs designed to remove less efficient appliances (typically refrigerators and freezers) from households.
Demand Response - Load Control	A demand response activity by which the program sponsor or program administer remotely shuts down or cycles a customer's electrical equipment (e.g., air conditioner, water heater) on short notice. Direct load control programs are primarily offered to residential or small commercial customers. Also known as direct control load management.
Demand Response - Price/Time Base	A) Interruptible Load: A demand response program where electric consumption is subject to curtailment or interruption under tariffs contracts that provide a rate discount or bill credit for agreeing to reduce load during system contingencies. In some instances, the demand reduction may be effected by action of the System Operator (remote tripping) after notice to the customer in accordance with contractual provisions. b) Time of Use Pricing: Demand-side management that uses a retail rate or Tariff in which customers are charged different prices for using electricity at different times during the day. Examples are time-of-use rates, real time pricing, hourly pricing, and critical peak pricing. Time-based rates do not include seasonal rates, inverted block, or declining block rates.
Financing	Financing programs for residential projects. Costs here are utility costs, including the costs of any inducements for lenders, e.g., loan loss reserves, interest rate buy downs, etc.
Manufactured Homes	Manufactured programs are designed to encourage the installation of energy efficient measures in manufactured homes.

Back

Program Definitions - Residential

Term	Definition
Measure/Technology Focus - HVAC/Furnace	Programs designed to encourage the distribution, sale/purchase, proper sizing and installation of HVAC systems that are more efficient than current standards. Programs tend to support activities that focus on central air conditioners, air source heat pumps, ground source heat pumps, and ductless systems that are more efficient than current energy performance standards, as well as climate controls and the promotion of quality installation and quality maintenance.
Measure/Technology Focus - Insulation	Programs designed to encourage the sale/purchase and installation of insulation in residential structures, often through per-square-foot incentives for insulation of specific R- values versus existing baseline. Programs may be point-of-sale rebates or rebates to insulation installation contractors.
Measure/Technology Focus - Pool Pumps	Programs that incentivize the installation of higher efficiency or variable speed pumps and controls, such as timers, for swimming pools.
Measure/Technology Focus - Water Heater	Programs designed to encourage the distribution, sale/purchase and installation of electric and gas water-heating systems that are more efficient than current standards, including high efficiency water storage tank and tankless systems.
Measure/Technology Focus - Windows	Programs designed to encourage the sale/purchase and installation of efficient windows in residential structures.
Multi-Family	Multi-family programs are designed to encourage the installation of energy efficient measures in common areas, units or both for residential structures of more than four units. These programs may be aimed at building owners/managers, tenants or both.
Other	All residential programs not specifically captured in the other residential program categorizations.
Whole Home/Audits	Residential audit programs provide a comprehensive, standalone assessment of a home's energy consumption and identification of opportunities to save energy. The scope of the audit includes the whole home although the thoroughness and completeness of the audit may vary widely from a modest examination and simple engineering-based modeling of the physical structure to a highly detailed inspection of all spaces, testing for air leakage/exchange rates, testing for HVAC duct leakage and highly resolved modeling of the physical structure with benchmarking to customer utility bills.
Whole Home/Direct Install	Direct-install programs provide a set of pre-approved measures that may be installed at the time of a visit to the customer premises or provided as a kit to the consumer, usually at modest or no cost to the consumer and sometimes accompanied by a rebate. Typical measures include CFLs, low-flow showerheads, faucet aerators, water-heater wrap and weather stripping. Such programs also may include a basic, walk-through energy assessment or audit, but the savings are principally derived from the installation of the provided measures.
Whole Home/Retrofit	Whole-home energy upgrade or retrofit programs combine a comprehensive energy assessment or audit that identifies energy savings opportunities with house-wide improvements in air sealing, insulation and, often, HVAC systems and other end uses. The HVAC improvements may range from duct sealing to a tune up to full replacement of the HVAC systems. Whole-home programs are designed to address a wide variety of individual measures and building systems, including but not limited to: HVAC equipment, thermostats, furnaces, boilers, heat pumps, water heaters, fans, air sealing, insulation (attic, wall, and basement), windows, doors, skylights, lighting, and appliances. As a result, whole- home programs generally involve one or more rebates for multiple measures. Whole-home programs generally come in two types: comprehensive programs that are broad in scope and less comprehensive, prescriptive programs sometimes referred to as "bundled efficiency" programs. This category addresses all of the former and most of the latter, but it excludes direct-install programs that are accounted for separately.

Back

Program Definitions - Commercial & Industrial

Term	Definition
Audit	Programs in which an energy assessment is performed on one or more participant commercial or industrial facilities to identify sources of potential energy waste and measures to reduce that waste.
Custom	Programs designed around delivery of site-specific projects typically characterized by an extensive onsite energy assessment and identification and installation of multiple measures unique to that facility. These measures may vary significantly from site to site. This category is intended to capture "whole-building" approaches to commercial sector efficiency opportunities for a wide range of building types and markets (e.g., office, retail) and wide range of measures.
Custom/Agriculture	Farm- and orchard-based agricultural programs that primarily involve irrigation pumping and do not include agricultural refrigeration or processing at scale.
Custom/Data Centers	Data center programs are custom-designed around large-scale server floors or farms that often serve high-tech, banking or academia. Projects tend to be site- specific and involve some combination of lighting, servers, networking devices, cooling/chillers, and energy management systems/software. Several of these may be of experimental or proprietary design.
Custom/Industrial Processes	Industrial programs deliver custom-designed projects that are characterized by an onsite energy and process efficiency assessment and a site-specific measure set that may include, for example, substantial changes in a manufacturing line. This category includes all EE program work at industrial sites that is not otherwise covered by the single-measure prescriptive programs below,e.g., lighting, HVAC, water heaters. This category therefore includes, but is not limited to, all industrial and agricultural process efficiency, all non-single measure efficiency activities inside and on industrial buildings.
Custom/Refrigerator Warehouses	Warehouse programs are aimed at large-scale refrigerated storage. Typical end uses are lighting, climate controls and refrigeration systems.
Demand Response - Load Control	a) Direct Load Control: A demand response activity by which the program sponsor or program administer remotely shuts down or cycles a customer's electrical equipment (e.g., air conditioner, water heater) on short notice. Direct load control programs are primarily offered to residential or small commercial customers. Also known as direct control load management. b) Demand Response Program: A demand response program that provides incentive payments to customers for load reductions achieved during an Emergency Demand Response Event. c) Interruptible Load: A demand response program where electric consumption is subject to curtailment or interruption under tariffs contracts that provide a rate discount or bill credit for agreeing to reduce load during system contingencies. In some instances, the demand reduction may be effected by action of the System Operator (remote tripping) after notice to the customer in accordance with contractual provisions.

Back

Program Definitions - Commercial & Industrial

Term	Definition
Demand Response - Price/Time Base Response	a) Critical Peak Pricing: Demand-side management that combines direct load control with a pre-specified high price for use during designated critical peak periods, triggered by system contingencies or high wholesale market prices. b) Critical Peak Pricing with Load Control: Demand-side management that combines direct load control with a pre-specified high price for use during designated critical peak periods, triggered by system contingencies or high wholesale market prices. c) Peak Time Rebate: Peak time rebates allow customers to earn a rebate by reducing energy use from a baseline during a specified number of hours on critical peak days. Like Critical Peak Pricing, the number of critical peak days is usually capped for a calendar year and is linked to conditions such as system reliability concerns or very high supply prices. d) Real time pricing: Demand-side management that uses rate and price structure in which the retail price for electricity typically fluctuates hourly or more often, to reflect changes in the wholesale price of electricity on either a day-ahead or hour-ahead basis. e) Time of Use Pricing: Demand-side management that uses a retail rate or Tariff in which customers are charged different prices for using electricity at different times during the day. Examples are time-of-use rates, real time pricing, hourly pricing, and critical peak pricing. Time-based rates do not include seasonal rates, inverted block, or declining block rates.
Financing	Programs designed to increase loan financing for C&I energy efficiency projects. As with other programs, program costs here are any costs paid by the PA out of utility-customer funds, including, e.g., loan loss reserves or other credit enhancements, interest rate buy downs, etc.,- but not including rebates. Where participant costs are available for collection, these ideally will include the total customer share, i.e., both principal (the participant payment to purchase and install measures) and interest on that debt. Most of these programs will be directed toward enhancing credit or financing for commercial structures.
Govt/Nonprofit/MUSH	MUSH (Municipal, University, School & Hospital) and government and non-profit programs cover a broad swath of program types generally aimed at public and institutional facilities. Examples include incentives and/or technical assistance to promote energy efficiency upgrades for elementary schools, recreation halls and homeless shelters. Street lighting is accounted for separately.
Other	Programs not captured by any of the specific C&I categories but are sufficiently detailed or distinct to not be treated as a "general" program. Ex ample: An EE program aimed specifically at the C&I subsector but is not clearly prescriptive or custom in nature might be classified as C&I: Other.
Prescriptive/Grocery	Grocery programs are prescriptive programs aimed at supermarkets and are designed around indoor and outdoor lighting and refrigerated display cases.
Prescriptive/HVAC	C&I HVAC programs encourage the sale/purchase and installation of heating, cooling and chiller systems at higher efficiency than current energy performance standards, across a broad range of unit sizes and configurations. Most of these programs will be directed toward commercial structures.

Back

Program Definitions - Commercial & Industrial

Term	Definition
Prescriptive/IT or Office	Programs aimed at improving the efficiency of office equipment, chiefly commercially available PCs, printers, monitors, networking devices and mainframes not rising to the scale of a server farm or floor.
Prescriptive/Industrial	Prescriptive programs that encourage the purchase and installation of some or all of a specified set of pre-approved industrial measures besides those covered in other measure-specific prescriptive programs.
Prescriptive/Lighting	C&I lighting programs incentivize the installation of higher efficiency lighting and controls, compared to the existing baseline. Most of these programs will be directed toward commercial structures. Typical measures might include T-8/T-5 fluorescent lamps and fixtures; CFLs and fixtures; LEDs for lighting, displays, signs and refrigerated lighting; metal halide and ceramic lamps and fixtures; occupancy controls; daylight dimming; and timers.
Prescriptive/Motors	Motors programs usually offer a prescribed set of approved higher efficiency motors, with industrial motors programs typically getting the largest savings from larger, high powered motors (>200 hp).
Prescriptive/Small Commercial	Prescriptive programs applied to small commercial facilities. (See definition of prescriptive programs for additional detail.) Such programs may range from a walk-through audit and direct installation of a few pre-approved measures to a fuller audit and a fuller package of measures.
Street Lighting	Street lighting programs include incentives and/or technical support for the installation of higher efficiency street lighting and traffic lights than current baseline.

Back

Program Definitions - Cross Sector

Term	Definition
Codes & Standards	In C&S programs, the PA may engage in a variety of activities designed to advance the adoption, application or compliance level of building codes and end-use energy performance standards. Examples might include advocacy at the state or federal level for higher standards for HVAC equipment; training of architects, engineers and builder/developers on compliance; and training of building inspectors in ensuring the codes are met.
Market Transformation	Market transformation programs include programs aimed primarily at reducing market barriers to the adoption of more efficient goods and services rather than acquiring energy savings, per se. MT programs are gauged by their market effects, e.g., increased awareness of energy efficient technologies among customers and suppliers; reduced prices for more efficient models; increased availability of more efficient models; and ultimately, increased market share for energy efficient goods, services and design practices. Example programs might include upstream incentives to manufacturers to make more efficient goods more commercially available; and point-of-sale or installation incentives for emerging technologies that are not yet cost effective. Workforce training and development programs are covered by a separate category. Upstream incentives for commercially available goods are sorted into the program categories for those goods, e.g., consumer electronics or HVAC.
Marketing, Education, Outreach	ME&O programs include most standalone marketing, education and outreach programs, e.g., development and delivery of in-school energy and water efficiency curricula; and statewide marketing, outreach and brand development.
Multi-Sector Rebates	Multi-sector rebate programs include providing incentives for commercially available end-use goods for multiple sectors, e.g., PCs, HVAC.
Other	This category is intended to capture all programs that cannot be allocated to a specific sector (or are multi-sectoral) and cannot be allocated to a specific program type.
Research	These programs are aimed generally at helping the PA identify new opportunities for energy savings, e.g., research on emerging technologies or conservation strategies. Research conducted on new program types or the inclusion of new, commercially available measures in an existing program are accounted for separately under cross-cutting program support.
Shading/Cool Roofs	Shading/reflective programs include programs designed to lessen heating and cooling loads through generally changes to the exterior of a structure, e.g., tree plantings to shade walls and windows ,window screens and cool/reflective roofs. These programs are not necessarily specific to a sector.
Voltage Reduction	Programs that support investments in pre-meter system savings, typically by the program administrator. The most common form of these programs are voltage regulation programs that reduce voltage (within reliability parameters) during select time periods. Other measures may include purchase of higher efficiency transformers.
Workforce Development	Workforce training and development programs are a distinct category of market transformation program designed to provide the underlying skills and labor base for deployment of energy-efficiency measures.

ENO - 2015 EE Portfolio Information

Budgets

Instructions: Provide RBudget amount for each cost category, including Regulatory at bottom. Provide budget reconciliation by clicking on the "Budget Reconciliation" button.

Budget Reconciliation

Program Name	Planning / Design	Marketing & Delivery	Incentives / Direct Install	EM&V	Administration	Total
1. ENO - Home Performance with Energy Star	$ -	$ -	$ 291,512	$ 1,573	$ 218,095	$ 511,180
2. ENO - Consumer Products POS	$ -	$ -	$ 241,491	$ 1,573	$ 178,442	$ 421,506
3. ENO - Income Qualified (AHPwES)	$ -	$ -	$ 320,349	$ 47,184	$ 317,230	$ 684,763
4. ENO - School Kits and Education	$ -	$ -	$ 70,894	$ 47,184	$ 333,333	$ 451,411
5. ENO - Residential Heating and Cooling	$ -	$ -	$ 248,409	$ 1,573	$ 118,961	$ 368,943
6. ENO - Small Commercial and Industrial	$ -	$ -	$ 455,876	$ 89,650	$ 396,537	$ 942,064
7. ENO - Large Commercial and Industrial	$ -	$ -	$ 894,890	$ 125,825	$ 753,421	$ 1,774,136
8. n/a						$ -
9. Algiers - Home Performance with Energy Star	$ -	$ -	$ 23,806	$ 1,208	$ 18,856	$ 43,870
10. Algiers - Consumer Products POS	$ -	$ -	$ 19,333	$ 151	$ 15,428	$ 34,912
11. Algiers - Income Qualified (AHPwES)	$ -	$ -	$ 28,321	$ 4,530	$ 25,713	$ 58,564
12. Algiers - School Kits and Education	$ -	$ -	$ 6,433	$ 4,530	$ 75,000	$ 85,963
13. Algiers - Residential Heating and Cooling	$ -	$ -	$ 22,315	$ 151	$ 10,285	$ 32,751
14. Algiers - Small Commercial and Industrial	$ -	$ -	$ 41,913	$ 7,550	$ 35,999	$ 85,461
15. Algiers - Large Commercial and Industrial	$ -	$ -	$ 75,883	$ 12,079	$ 65,140	$ 153,103
16. n/a						
Total:	**$ -**	**$ -**	**$ 2,741,425**	**$ 344,762**	**$ 2,562,441**	**$ 5,648,627**
					Regulatory	
					Total Portfolio Budget:	**$ 5,648,627**

Back

Incentive Budget Reconciliation Table

	Program Name	Expended	Original Budget	Difference	Change	Explanation for the Change
1.	ENO - Home Performance with Energy Star	$ 658,178	$ 291,512	$ 366,666	126%	Includes funds for Green Light New Orleans, PY4, and a reallocation Consumer Products
2.	ENO - Consumer Products POS	$ 165,666	$ 241,491	$ (75,825)	-31%	Not all of the funds were expended and a portion were reallocated to HPwES
3.	ENO - Income Qualified (AHPwES)	$ 271,359	$ 320,349	$ (48,990)	-15%	Exceded goal without expending all the funds, additional funds have been rolled to PY6
4.	ENO - School Kits and Education	$ 69,778	$ 70,894	$ (1,116)	-2%	
5.	ENO - Residential Heating and Cooling	$ 122,355	$ 248,409	$ (126,055)	-51%	Additional funds have been rolled to PY6
6.	ENO - Small Commercial and Industrial	$ 457,416	$ 455,876	$ 1,540	0%	Includes funds from PY4
7.	ENO - Large Commercial and Industrial	$ 800,074	$ 894,890	$ (94,816)	-11%	Exceded goal without expending all the funds, additional funds have been rolled to PY6
8.	n/a					
9.	Algiers - Home Performance with Energy Star	$ 72,316	$ 23,806	$ 48,510	204%	Includes funds for Green Light New Orleans and PY4
10.	Algiers - Consumer Products POS	$ 25,333	$ 19,333	$ 6,000	31%	Includes funds from PY4
11.	Algiers - Income Qualified (AHPwES)	$ 31,278	$ 28,321	$ 2,957	10%	Includes funds from PY4
12.	Algiers - School Kits and Education	$ 6,433	$ 6,433	$ (0)	0%	
13.	Algiers - Residential Heating and Cooling	$ 24,634	$ 22,315	$ 2,319	10%	Includes funds from PY4
14.	Algiers - Small Commercial and Industrial	$ 25,003	$ 41,913	$ (16,910)	-40%	Additional funds have been rolled to PY6
15.	Algiers - Large Commercial and Industrial	$ 21,732	$ 75,883	$ (54,151)	-71%	Additional funds have been rolled to PY6
16.	n/a					
	Regulatory	$ -		$ -	-	
	Total Portfolio:	**$ 2,751,555**	**$ 2,741,425**	**$ 10,130**	**0%**	

ENO - 2015 EE Portfolio Information

Savings & Participants

Instructions: Provide net demand savings, net energy savings, number of participants and the participant definition for each program.

Program Name	Demand Savings (kW)	Energy Savings (kWh)	Participants	Participant Definition
1. ENO - Home Performance with Energy Star	883	4,286,868	2,550	Customer
2. ENO - Consumer Products POS	200	1,149,201	6,164	Customer
3. ENO - Income Qualified (AHPwES)	322	1,043,383	198	Customer
4. ENO - School Kits and Education	42	365,288	3,012	Customer
5. ENO - Residential Heating and Cooling	117	358,291	667	Customer
6. ENO - Small Commercial and Industrial	461	3,189,966	185	Customer
7. ENO - Large Commercial and Industrial	1,403	8,642,831	45	Customer
8.				
9. Algiers - Home Performance with Energy Star	124	577,130	1,277	Customer
10. Algiers - Consumer Products POS	15	92,433	412	Customer
11. Algiers - Income Qualified (AHPwES)	112	291,163	22	Customer
12. Algiers - School Kits and Education	5	47,498	671	Customer
13. Algiers - Residential Heating and Cooling	8	27,280	44	Customer
14. Algiers - Small Commercial and Industrial	29	144,696	16	Customer
15. Algiers - Large Commercial and Industrial	6	133,404	1	Customer
16.				
Total:	**3,727**	**20,349,432**	**15,264**	

ENO - 2015 EE Portfolio Information

Training

Instructions: Provide details for both External and Internal Training by clicking the "Details" button. Provide the Cost associated with the training.

	Sessions	Attendees	Man Hours	Certificates	Cost
External Training	26	244	1,723	58	$ 123,392
Details					

	Sessions	Attendees	Man Hours	Certificates	Cost
Internal Training	0	0	0	0	$ -
Details					

Back

External Training (contractors, trade allies, consumer groups, ect.)

Event No.	Start Date	Class	Class Description	Training Location	Sponsor	No. of Attendees (A)	Length of Session (B)	Training Session Man-Hours (A x B)	Any Certificates Awarded? (Y or N)	# of Certificates Awarded
1.	4/24/15	BPI - BA	Building Performance Institute Building Analyst Training	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEAResult	6	40.00	240	Y	6
2.	4/28/15	Commercial	Commercial Webinar on 90 day time line, purchase order requirement, dlc de-listing, and contractor enrollment	New Orleans Office/WebEx	CLEAResult	18	1.00	18	N	N/A
3.	5/6/15	CoolSaver Tune-Ups	This was classroom training on the introduction of the iManifold, its implementation and on QuickBase reporting.	New Orleans, LA	CLEAResult	4	1.00	4	N	N/A
4.	5/8/15	CoolSaver Tune-Ups	This was intensive field training for testing airflow, the use of multi-meters and the field use of the iManifold.	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEAResult	3	1.00	3	N	N/A
5.	5/9/15	Commercial	Program Overview with Customer	site-vist	CLEAResult	1	2.00	2	N	N/A
6.	5/21/15	Trade Orientation	Introduce CoolSaver and A/C Replacement Program to local HVAC Supply Houses such as Johnstone Supply; Coburn's and Carrier Enterprise.	Harahan, LA	CLEAResult	6	1.00	6	N	N/A

7.	5/27/15	CoolSaver Tune-Ups	This was intensive field training for testing airflow, the use of multi-meters and the field use of the iManifold.	New Orleans, LA	CLEAResult	5	1.00	5	N	N/A
8.	6/8/15	Contractor Orientation	This orientation presentation was to introduce the CoolSaver Tune-Ups and HVAC Replacements Program to interested contractors.	Harahan, LA	CLEAResult	8	1.00	8	N	N/A
9.	6/9/15	Trade Orientation	Orientation to introduce CoolSaver Tune-Ups and HVAC Replacements Program to local HVAC Supply Houses such as Johnstone Supply; Coburn's and Carrier Enterprise.	Harahan, LA	CLEAResult	4	1.00	4	N	N/A
10.	6/17/15	CoolSaver Tune-Ups	This was intensive field training for participating contractors for testing system airflow, the use of multi-meters and the field use of the iManifold.	Gretna, LA	CLEAResult	6	1.00	6	N	N/A
11.	7/24/15	CoolSaver Tune-Ups	This was intensive field training for participating contractors for testing system airflow, the use of multi-meters and the field use of the iManifold.	Kenner, LA	CLEAResult	3	1.00	3	N	N/A
12.	8/11/15	CoolSaver Tune-Ups	This was intensive field training for participating contractors for testing system airflow, the use of multi-meters and the field use of the iManifold.	Gretna, LA	CLEAResult	2	1.00	2	N	N/A
13.	8/25/15	Commercial	Commercial Webinar program update	New Orleans Office/WebEx	CLEAResult	14	1.00	14	N	N/A

14.	9/30/15	Air Sealing, Duct Sealing and Insulation Webinar	Training that covered Air Sealing, Duct Sealing and Insulation techniques. This webinar was fully illustrated to reveal Best Practices techniques and also "what not to do".	Webinar	CLEAResult	32	1.00	32	N	N/A
15.	10/13/15	BPI - IDL	Building Performance Institute Infiltration & Duct Leakage Training	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEAResult	7	40.00	280	Y	6
16.	10/20/15	Commercial	Program Overview with Customer and Entergy Representative	site-vist	CLEAResult	3	4.00	12	N	N/A
17.	10/23/15	BPI - BA	Building Performance Institute Building Analyst Training	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEAResult	10	16.00	160	Y	8
18.	12/4/15	BPI - IDL	Building Performance Institute Infiltration & Duct Leakage Training	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEAResult	11	16.00	176	Y	10
19.	2/5/16	BPI - BA	Building Performance Institute Building Analyst Training	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEAResult	11	40.00	440	Y	11
20.	2/12/16	Commercial	Commercial Webinar on Program and Logging Projects	New Orleans Office/WebEx	CLEAResult	5	1.00	5	N	N/A
21.	2/17/16	Commercial	Program Overview with Customer	site-vist	CLEAResult	2	1.00	2	N	N/A

22.	2/19/16	BPI - IDL	Building Performance Institute Infiltration & Duct Leakage Training	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEAResult	7	16.00	112	Y	7
23.	3/10/16	BPI - IDL	Building Performance Institute Infiltration & Duct Leakage Training	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEAResult	10	16.00	160	y	10
24.	Various	Commercial	Lighting Calculator Training	Office/Phone/In-Person	CLEAResult	17	1.00	17	N	N/A
25.	Various	Lighting & Appliance	April 1,2015-March 31, 2016 - RAC/Lighting - Provide program and product training to store associates and management at participating retailers (avg training time - 15 mins per person)	New Orleans	Clearesult	39	0.25	10	N	N/A
26.	Various	Lighting & Appliance	April, 2015-March 31, 2016 - Pool Pump - Provide program and product training to store associates and management at participating retailers (avg training time per person - 15 mins)	New Orleans	Clearesult	10	0.25	3	N	N/A
Totals:	**Events:**	**26**				**244**		**1,723**		**58**

ENO - 2015 Program Year Evaluation

Company Statistics

Instructions: Provide all required data. **Note -** Report program year data, when available. This should not report forecasted data.

Revenue and Expenses

Program Year	Total Revenue (a) ($000's)	Portfolio Budget (b) ($000's)	Budget as % of Revenue (%=b/a)	Actual Expenses (c) ($000's)	Expenses as % of Revenue (%=c/a)
2011	$530,954	$3,100	0.58%	$419,705	79.05%
2012	$487,796	$3,100	0.64%	$392,953	80.56%
2013	$525,225	$3,600	0.69%	$436,178	83.05%
2014	$580,164	$4,800	0.83%	$470,411	81.08%
2015	$548,872	$6,500	1.18%	$415,542	75.71%

Energy

Program Year	Total Energy Sales (d) (MWh)	Planned Energy Savings (e) (MWh)	Planned Savings as % of Sales (%=e/d)	Evaluated Energy Savings (f) (MWh)	Evaluated Savings as % of Sales (%=f/d)
2011	6,308,792	14,239	0.23%	15,812	0.25%
2012	5,997,132	16,581	0.28%	20,572	0.34%
2013	5,615,573	16,581	0.30%	16,008	0.29%
2014	6,570,789	17,138	0.26%	16,449	0.25%
2015	7,138,626		0.00%		0.00%

ENO - 2015 Program Year Evaluation

Actual Expenses

Instructions: Provide actual PY expenses, including Regulatory at bottom. Provide an EECR Cost Reconciliation by clicking the "EECR Reconciliation" button.

EECR Reconciliation

Program Name	Planning / Design	Marketing & Delivery	Incentives / Direct Install	EM&V	Administration	Total
1. ENO - Home Performance with Energy Star	$ -	$ -	$291,512.00	$1,572.82	$218,095.43	$ 511,180
2. ENO - Consumer Products POS	$ -	$ -	$241,491	$1,573	$178,442	$ 421,506
3. ENO - Income Qualified (AHPwES)	$ -	$ -	$320,349	$47,184	$317,230	$ 684,763
4. ENO - School Kits and Education	$ -	$ -	$70,894	$47,184	$333,333	$ 451,411
5. ENO - Residential Heating and Cooling	$ -	$ -	$248,409	$1,573	$118,961	$ 368,943
6. ENO - Small Commercial and Industrial	$ -	$ -	$455,876	$89,650	$396,537	$ 942,064
7. ENO - Large Commercial and Industrial	$ -	$ -	$894,890.00	$125,825.20	$753,420.59	$ 1,774,136
8.						
9. Algiers - Home Performance with Energy Star	$ -	$ -	$23,806.00	$1,207.95	$18,856.40	$ 43,870
10. Algiers - Consumer Products POS	$ -	$ -	$19,333.00	$150.99	$15,427.96	$ 34,912
11. Algiers - Income Qualified (AHPwES)	$ -	$ -	$28,321.00	$4,529.80	$25,713.27	$ 58,564
12. Algiers - School Kits and Education	$ -	$ -	$6,433.11	$4,529.80	$75,000.00	$ 85,963
13. Algiers - Residential Heating and Cooling	$ -	$ -	$22,315.00	$150.99	$10,285.31	$ 32,751
14. Algiers - Small Commercial and Industrial	$ -	$ -	$41,913.00	$7,549.67	$35,998.58	$ 85,461
15. Algiers - Large Commercial and Industrial	$ -	$ -	$75,883.00	$12,079.47	$65,140.28	$ 153,103

Portfolio Total	Planning / Design	Marketing & Delivery	Incentives / Direct Install Costs	EM&V	Administration	Regulatory	Total
Total:	$ -	$ -	$2,741,425	$344,762	$2,562,441	$ -	$ 5,648,627

ENO - 2015 Program Year Evaluation

Evaluated Savings

Instructions: Provide evaluated net savings and participant results. Provide the methodology for energy savings by clicking the "Methodology for Energy Savings" button.

Methodology for Energy Savings

Program Name	Demand Savings (kW)	Energy Savings (kWh)	Participants
1. ENO - Home Performance with Energy Star	883	4,286,868	2,550
2. ENO - Consumer Products POS	200	1,149,201	6,164
3. ENO - Income Qualified (AHPwES)	322	1,043,383	198
4. ENO - School Kits and Education	42	365,288	3,012
5. ENO - Residential Heating and Cooling	117	358,291	667
6. ENO - Small Commercial and Industrial	461	3,189,966	185
7. ENO - Large Commercial and Industrial	1,403	8,642,831	45
8.			
9. Algiers - Home Performance with Energy Star	124	577,130	1,277
10. Algiers - Consumer Products POS	15	92,433	412
11. Algiers - Income Qualified (AHPwES)	112	291,163	22
12. Algiers - School Kits and Education	5	47,498	671
13. Algiers - Residential Heating and Cooling	8	27,280	44
14. Algiers - Small Commercial and Industrial	29	144,696	16
15. Algiers - Large Commercial and Industrial	6	133,404	1
16.			
Total:	**3,727**	**20,349,432**	**15,264**

Programs savings reported are net savings and do not include adjustments for leakage.

Back

Methodology for Calculating Net Energy Savings

Program Name	Deemed Savings (kWh)	Custom Savings (kWh)	Other Savings (kWh)	Total Savings (kWh)
1. ENO - Home Performance with Energy Star	4,286,868			4,286,868
2. ENO - Consumer Products POS	1,149,201			1,149,201
3. ENO - Income Qualified (AHPwES)	1,043,383			1,043,383
4. ENO - School Kits and Education	365,288			365,288
5. ENO - Residential Heating and Cooling	358,291			358,291
6. ENO - Small Commercial and Industrial	3,189,966			3,189,966
7. ENO - Large Commercial and Industrial	6,374,866	2,267,965		8,642,831
8. --				0
9. Algiers - Home Performance with Energy Star	577,130			577,130
10. Algiers - Consumer Products POS	92,433			92,433
11. Algiers - Income Qualified (AHPwES)	291,163			291,163
12. Algiers - School Kits and Education	47,498			47,498
13. Algiers - Residential Heating and Cooling	27,280			27,280
14. Algiers - Small Commercial and Industrial	144,696			144,696
15. Algiers - Large Commercial and Industrial	133,404			133,404
16. --				0
Total Portfolio:	**18,081,467**	**2,267,965**	**0**	**20,349,432**

ENO - 2015 Program Year Evaluation

Cost-Benefits

Instructions: Provide the required TRC components. Provide "Key Assumptions" and "Other Cost-Benefit Test" by clicking on the action buttons.

Other Cost-Benefit Test

Key Assumptions

Program Name	Net Energy Savings	Total Resource Cost Test (TRC)			
	Annualized Energy Saved	Total Cost	Total Benefits	Total Net Benefits	TRC Ratio
1. ENO - Home Performance with Energy Star	4,286,868	$ 1,085,520	$ 3,449,701	$ 2,364,181	3.18
2. ENO - Consumer Products POS	1,149,201	$ 413,132	$ 632,310	$ 219,178	1.53
3. ENO - Income Qualified (AHPwES)	1,043,383	$ 617,651	$ 1,001,122	$ 383,471	1.62
4. ENO - School Kits and Education	365,288	$ 406,884	$ 249,212	$ (157,672)	0.61
5. ENO - Residential Heating and Cooling	358,291	$ 173,880	$ 272,800	$ 98,920	1.57
6. ENO - Small Commercial and Industrial	3,189,966	$ 1,121,593	$ 1,619,372	$ 497,779	1.44
7. ENO - Large Commercial and Industrial	8,642,831	$ 2,178,987	$ 4,464,705	$ 2,285,718	2.05
8.					
9. Algiers - Home Performance with Energy Star	577,130	$ 133,081	$ 474,126	$ 341,045	3.56
10. Algiers - Consumer Products POS	92,433	$ 24,389	$ 46,513	$ 22,124	1.91
11. Algiers - Income Qualified (AHPwES)	291,163	$ 61,521	$ 101,338	$ 39,817	1.65
12. Algiers - School Kits and Education	47,498	$ 84,710	$ 32,606	$ (52,104)	0.38
13. Algiers - Residential Heating and Cooling	27,280	$ 21,541	$ 22,599	$ 1,058	1.05
14. Algiers - Small Commercial and Industrial	144,696	$ 76,044	$ 77,316	$ 1,272	1.02
15. Algiers - Large Commercial and Industrial	133,404	$ 112,524	$ 60,853	$ (51,671)	0.54
16.					
Total:	**20,349,432**	**$ 6,511,457**	**$ 12,504,573**	**$ 5,993,116**	**1.92**
Regulatory Cost:		$ -			

Programs savings reported are net savings and do not include adjustments for leakage.

TRC Levelized Cost = Total TRC Cost x Capital Recovery Factor (CRF) / Incremental Annual Net Energy Savings.

The CRF is based on weighted average measure life (Lifetime Energy Savings / Annualized Energy Saved) and the discount rate.

Back

Key Assumptions

Discount Rate 8.62%

Methodology for calculating the TRC Benefit Cost Results

The California Manual was followed in computing the benefit cost results.

Avoided Cost

1. Natural Gas price starting R $4.61 per MMBtu in 2010
2. Price on Carbon Dioxide (CO2) - $0
3. Avoided Capacity Costs of $155.32 per kW-yr, based on the following inputs
   - (a) Baseline Capital Cost (2013$> of $904 per kW)
   - (b) Levelized Fixed Charge Rate of $104.38
   - (c) Line Losses

Customer Class Inpu	Line Loss (2013)
Residential Service	9.7%
Small General Servic	9.4%
Large General Servic	7.6%
Large Industrial Pow	7.6%
Agricultural Pumping	9.4%

   - (d) 16.85 in 2013 and 12.0% in 2014 and in forward years
   - (e) Avoided Transmission & Distribution cost of $22.47 per kW-yr

The avoided costs for natural gas is based on Energy Information Administration of the Department of Energy.

Back

Cost-Effectiveness Test

Program Name	UCT Net Benefits	UCT Ratio
1. ENO - Home Performance with Energy Star	$ 3,132,256	3.86
2. ENO - Consumer Products POS	$ 497,535	1.55
3. ENO - Income Qualified (AHPwES)	$ 933,456	1.51
4. ENO - School Kits and Education	$ 153,646	0.37
5. ENO - Residential Heating and Cooling	$ 272,800	1.22
6. ENO - Small Commercial and Industrial	$ 1,619,372	1.72
7. ENO - Large Commercial and Industrial	$ 4,464,705	2.66
8.		
9. Algiers - Home Performance with Energy Star	$ 418,281	4.53
10. Algiers - Consumer Products POS	$ 34,695	1.57
11. Algiers - Income Qualified (AHPwES)	$ 91,743	1.49
12. Algiers - School Kits and Education	$ 20,103	0.23
13. Algiers - Residential Heating and Cooling	$ 22,599	1.17
14. Algiers - Small Commercial and Industrial	$ 77,316	1.13
15. Algiers - Large Commercial and Industrial	$ 60,853	0.61
16.		
Total:	$ 11,799,360	

ENO - 2015 Program Year Evaluation

Lost Contributions to Fixed Cost

Instructions: Provide the LCFC Energy Savings and Cost Recovery for the PY's . The LCFC Cost Recovery should be directly related to the LCFC Energy Savings.

	Program Name	LCFC Energy Savings (MWh) 2015	LCFC Energy Savings (MWh) 2014	LCFC Cost Recovery ($) 2015	LCFC Cost Recovery ($) 2014
1.	ENO - Home Performance with Energy Star	4,287	5,764	$209,120	$280,087
2.	ENO - Consumer Products POS	1,149	0	$56,060	$0
3.	ENO - Income Qualified (AHPwES)	1,043	1,826	$50,898	$88,731
4.	ENO - School Kits and Education	365	0	$17,819	$0
5.	ENO - Residential Heating and Cooling	358	517	$17,478	$25,134
6.	ENO - Small Commercial and Industrial	3,190	2,519	$155,612	$122,424
7.	ENO - Large Commercial and Industrial	8,643	5,823	$421,612	$283,000
8.					
9.	Algiers - Home Performance with Energy Star	465	1,635	$25,361	$80,439
10.	Algiers - Consumer Products POS	92	0	$5,036	$0
11.	Algiers - Income Qualified (AHPwES)	291	116	$15,863	$5,685
12.	Algiers - School Kits and Education	47	0	$2,588	$0
13.	Algiers - Residential Heating and Cooling	27	30	$1,486	$1,460
14.	Algiers - Small Commercial and Industrial	145	216	$7,883	$10,610
15.	Algiers - Large Commercial and Industrial	133	25	$7,268	$1,209
16.					
	Total:	**20,235**	**18,471**	**$ 994,084**	**$ 898,779**

Total LCFC Recovery for Program Year 2015: $ 1,892,863

Programs savings reported are net savings and include adjustments for leakage.

Main Menu

Historical Data (Prior 2 Years)

Annual Budget & Actual Cost

	2013		2014	
	Budget	Actual	Budget	Actual
1. ENO - Home Performance with Energy Star	$ 805,016	$ 787,297	$ 818,293	$ 790,383
2. ENO - Consumer Products POS	n/a	n/a	n/a	n/a
3. ENO - Income Qualified (AHPwES)	$ 281,883	$ 281,883	$ 550,000	$ 541,451
4. ENO - School Kits and Education	n/a	n/a	n/a	n/a
5. ENO - Residential Heating and Cooling	$ 125,152	$ 125,152	$ 117,426	$ 104,545
6. ENO - Small Commercial and Industrial	$ 269,783	$ 264,083	$ 338,733	$ 303,944
7. ENO - Large Commercial and Industrial	$ 465,088	$ 459,250	$ 522,970	$ 519,304
8.				
9. Algiers - Home Performance with Energy Star	$ 151,277	$ 148,752	$ 116,050	$ 113,480
10. Algiers - Consumer Products POS	n/a	n/a	n/a	n/a
11. Algiers - Income Qualified (AHPwES)	$ 38,800	$ 38,800	$ 16,000	$ 6,824
12. Algiers - School Kits and Education	n/a	n/a	n/a	n/a
13. Algiers - Residential Heating and Cooling	$ 31,748	$ 27,838	$ 4,385	$ 8,625
14. Algiers - Small Commercial and Industrial	$ 65,274	$ 65,274	$ 26,014	$ 26,014
15. Algiers - Large Commercial and Industrial	$ 57,926	$ 21,895	$ 51,518	$ 626
16.				
Regulatory				
Total	**$ 2,291,947**	**$ 2,220,223**	**$ 2,561,389**	**$ 2,415,195**

Annual Net Energy Savings (kWh)

	2013		2014	
	Plan	Evaluated	Plan	Evaluated
1. ENO - Home Performance with Energy Star	7,742,894	5,708,892	6,061,685	5,763,448
2. ENO - Consumer Products POS	n/a	n/a	n/a	n/a
3. ENO - Income Qualified (AHPwES)	122,250	2,743,541	912,750	1,825,848
4. ENO - School Kits and Education	n/a	n/a	n/a	n/a
5. ENO - Residential Heating and Cooling	2,355,154	845,700	1,359,309	517,188
6. ENO - Small Commercial and Industrial	2,230,328	2,108,012	2,666,423	2,519,153
7. ENO - Large Commercial and Industrial	4,130,464	4,601,848	6,138,592	5,823,379
8.				
9. Algiers - Home Performance with Energy Star	1,737,207	1,391,735	1,155,244	1,635,141
10. Algiers - Consumer Products POS	n/a	n/a	n/a	n/a
11. Algiers - Income Qualified (AHPwES)	94,273	928,933	62,692	115,564
12. Algiers - School Kits and Education	n/a	n/a	n/a	n/a
13. Algiers - Residential Heating and Cooling	225,743	164,872	150,120	29,683
14. Algiers - Small Commercial and Industrial	409,158	512,925	272,090	215,680
15. Algiers - Large Commercial and Industrial	646,897	209,023	430,187	24,576
16.				

Total	**19,694,368**	**19,215,481**	**19,209,092**	**18,469,660**

Annual Net Demand Savings (kW)

	2013		2014	
	Plan	**Evaluated**	**Plan**	**Evaluated**
1. ENO - Home Performance with Energy Star	1,445	1,027	1,666	1,319
2. ENO - Consumer Products POS	n/a	n/a	n/a	n/a
3. ENO - Income Qualified (AHPwES)	30	353	225	525
4. ENO - School Kits and Education	n/a	n/a	n/a	n/a
5. ENO - Residential Heating and Cooling	995	692	649	222
6. ENO - Small Commercial and Industrial	322	356	385	498
7. ENO - Large Commercial and Industrial	636	696	945	831
8.				
9. Algiers - Home Performance with Energy Star	n/a	n/a	n/a	266
10. Algiers - Consumer Products POS	n/a	n/a	n/a	n/a
11. Algiers - Income Qualified (AHPwES)	n/a	n/a	n/a	18
12. Algiers - School Kits and Education	n/a	n/a	n/a	n/a
13. Algiers - Residential Heating and Cooling	n/a	n/a	n/a	11
14. Algiers - Small Commercial and Industrial	n/a	n/a	n/a	38
15. Algiers - Large Commercial and Industrial	n/a	n/a	n/a	2
16. 0				
Total	**3,428**	**3,123**	**3,870**	**3,730**

Number of Participants

	2013		2014	
	Plan	**Evaluated**	**Plan**	**Evaluated**
1. ENO - Home Performance with Energy Star	n/a	3,400	n/a	6,580
2. ENO - Consumer Products POS	n/a	n/a	n/a	n/a
3. ENO - Income Qualified (AHPwES)	n/a	2,842	n/a	1,012
4. ENO - School Kits and Education	n/a	n/a	n/a	n/a
5. ENO - Residential Heating and Cooling	n/a	1,387	n/a	356
6. ENO - Small Commercial and Industrial	n/a	89	n/a	72
7. ENO - Large Commercial and Industrial	n/a	18	n/a	23
8.				
9. Algiers - Home Performance with Energy Star	n/a	484	n/a	1,679
10. Algiers - Consumer Products POS	n/a	n/a	n/a	n/a
11. Algiers - Income Qualified (AHPwES)	n/a	775	n/a	132
12. Algiers - School Kits and Education	n/a	n/a	n/a	n/a
13. Algiers - Residential Heating and Cooling	n/a	132	n/a	18
14. Algiers - Small Commercial and Industrial	n/a	15	n/a	9
15. Algiers - Large Commercial and Industrial	n/a	1	n/a	1
16.				
Total	**0**	**9,143**	**0**	**9,882**

Back

Target Sectors and Program-Type Names

Target Sector	Program Type	Delivery Channel
N/A	Audit - C&I	Coupon Redemption
******Single-Class******	Behavior/Education	Direct Install
Residential	Consumer Product Rebate	Implementing Contractor
Small Business	Custom	Retail Outlets
Commercial & Industrial	Demand Response	Self-Install
Municipalities/Schools	Financing	Statewide Administrator
Agriculture	Market Specific/Hard to Reach	Trade Ally
Other	New Construction	Utility Outreach (email/direct mail)
******Multi-Class******	Other	Website
Res/Small Business	Prescriptive/Standard Offer	
Res/C&I	Measure/Technology Focus	
Small Business/C&I	Whole Home	
All Classes		

Back

Program Cost Type

Planning / Design

Program planning cost
Program design cost
Research and development cost
Request for proposal preparation and evaluation
Consultants used for program design and planning
Company employee costs relating to program design, planning and research and development

Incentives / Direct Install Costs

Rebates
Water conservation kits
Interruptible credits or payments
Payments to CADC (AWP) for weatherization of homes
Payments to contractors for weatherization services
Direct install costs for all programs with direct install provisions
Coupons and upstream program incentives
Residential energy audits

Administration

Utility company personnel training costs
Utility company EE personnel salary and benefits not charged elsewhere
Overhead costs (office space, vehicles, etc.)

Marketing & Delivery

Advertising costs including, but not limited to, educational/promotional materials, website development and updates
TV/Radio ads
Payment to AEO for EEA program
Commercial and Industrial energy audits
Personnel costs for performing marketing and delivery functions
Costs of processing rebates
Database development/update costs
Trade ally training events
Costs to support other EE related events and organizations
Measurement and Verification costs as related to direct program/project/measure costs to validate savings within the utility program (i.e. customer projects) and outside of independent EM&V

EM&V

Payments to consultants for preparation/update of Deemed Savings and Technical Reference Manual
Consultants costs for IEM and independent third party evaluations

Regulatory

Outside counsel legal fees for EE dockets
Travel costs related to EE dockets
Costs for preparing annual reports and EECR filings, including costs related to performing the required cost effectiveness tests
Costs related to regulatory specific collaborative meetings and events

Main Menu

Table 1

Next >>

2015 Portfolio Summary

Net Energy Savings		Cost		Cost-Benefits	
Demand MW	**Energy** MWh	**Actual Expenses**	**LCFC**	**TRC Net Benefits**	**TRC Ratio**
4	20,349	$ 5,648,627	$ 1,892,863	$ 5,993,116	1.92

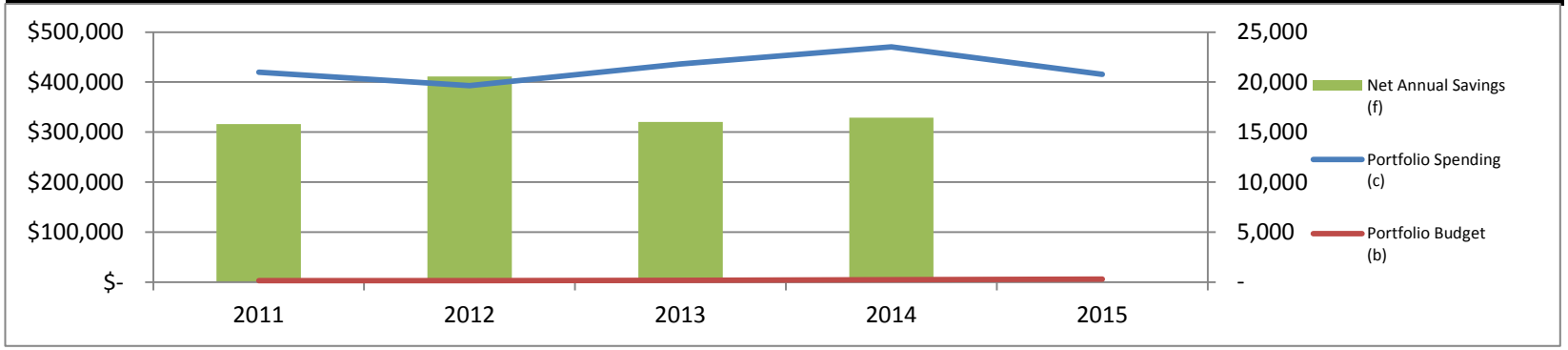
Main Menu

Table 4

Next >>

Company Statistics

Program Year	Revenue and Expenses					Energy				
		Budget		Actual			Plan		Evaluated	
	Total Revenue (a) ($000's)	Portfolio Budget (b) ($000's)	% of Revenue (%=b/a)	Portfolio Spending (c) ($000's)	% of Revenue (%=b/a)	Total Annual Energy Sales (d) (MWh)	Net Annual Savings (e) (MWh)	% of Energy Sales (%=b/a)	Net Annual Savings (f) (MWh)	% of Energy Sales (%=b/a)
2011	$ 530,954	$ 3,100	0.6%	$ 419,705	79.0%	6,308,792	14,239	0.2%	15,812	0.3%
2012	$ 487,796	$ 3,100	0.6%	$ 392,953	80.6%	5,997,132	16,581	0.3%	20,572	0.3%
2013	$ 525,225	$ 3,600	0.7%	$ 436,178	83.0%	5,615,573	16,581	0.3%	16,008	0.3%
2014	$ 580,164	$ 4,800	0.8%	$ 470,411	81.1%	6,570,789	17,138	0.3%	16,449	0.3%
2015	$ 548,872	$ 6,500	1.2%	$ 415,542	75.7%	7,138,626	-	0.0%	-	0.0%



Main Menu

Report 4 - Data

Program Name	Target Sector	Program Type	Delivery Channel
ENO - Home Performance with Energy Star	Residential	Whole Home	Trade Ally
ENO - Consumer Products POS	Residential	Consumer Product Rebate	Retail Outlets
ENO - Income Qualified (AHPwES)	Residential	Whole Home	Trade Ally
ENO - School Kits and Education	Residential	Behavior/Education	Trade Ally
ENO - Residential Heating and Cooling	Residential	Prescriptive/Standard Offer	Trade Ally
ENO - Small Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally
ENO - Large Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally
Algiers - Home Performance with Energy Star	Residential	Whole Home	Trade Ally
Algiers - Consumer Products POS	Residential	Consumer Product Rebate	Retail Outlets
Algiers - Income Qualified (AHPwES)	Residential	Whole Home	Trade Ally
Algiers - School Kits and Education	Residential	Behavior/Education	Trade Ally
Algiers - Residential Heating and Cooling	Residential	Prescriptive/Standard Offer	Trade Ally
Algiers - Small Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally
Algiers - Large Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally

Main Menu

2015 Portfolio Data

	Expenses		Energy Savings (kWh)		Demand Savings (kW)		Participants	
Program Name	Budget	Actual	Plan	Evaluated	Plan	Evaluated	Plan	Actual
ENO - Home Performance with Energy Star	$ 511,180	$ 511,180	4,286,868	4,286,868	883	883	2,550	2,550
ENO - Consumer Products POS	$ 421,506	$ 421,506	1,149,201	1,149,201	200	200	6,164	6,164
ENO - Income Qualified (AHPwES)	$ 684,763	$ 684,763	1,043,383	1,043,383	322	322	198	198
ENO - School Kits and Education	$ 451,411	$ 451,411	365,288	365,288	42	42	3,012	3,012
ENO - Residential Heating and Cooling	$ 368,943	$ 368,943	358,291	358,291	117	117	667	667
ENO - Small Commercial and Industrial	$ 942,064	$ 942,064	3,189,966	3,189,966	461	461	185	185
ENO - Large Commercial and Industrial	$ 1,774,136	$ 1,774,136	8,642,831	8,642,831	1,403	1,403	45	45
Algiers - Home Performance with Energy Star	$ 43,870	$ 43,870	577,130	577,130	124	124	1,277	1,277
Algiers - Consumer Products POS	$ 34,912	$ 34,912	92,433	92,433	15	15	412	412
Algiers - Income Qualified (AHPwES)	$ 58,564	$ 58,564	291,163	291,163	112	112	22	22
Algiers - School Kits and Education	$ 85,963	$ 85,963	47,498	47,498	5	5	671	671
Algiers - Residential Heating and Cooling	$ 32,751	$ 32,751	27,280	27,280	8	8	44	44
Algiers - Small Commercial and Industrial	$ 85,461	$ 85,461	144,696	144,696	29	29	16	16
Algiers - Large Commercial and Industrial	$ 153,103	$ 153,103	133,404	133,404	6	6	1	1

Main Menu

	TRC					
Program Name	Lifetime Savings (MWh)	Total Cost	Total Benefits	Net Benefits	Ratio	
ENO - Home Performance with Energy Star	0	$ 1,085,520	$ 3,449,701	$ 2,364,181	3.2	
ENO - Consumer Products POS	0	$ 413,132	$ 632,310	$ 219,178	1.5	
ENO - Income Qualified (AHPwES)	0	$ 617,651	$ 1,001,122	$ 383,471	1.6	
ENO - School Kits and Education	0	$ 406,884	$ 249,212	$ (157,672)	0.6	
ENO - Residential Heating and Cooling	0	$ 173,880	$ 272,800	$ 98,920	1.6	
ENO - Small Commercial and Industrial	0	$ 1,121,593	$ 1,619,372	$ 497,779	1.4	
ENO - Large Commercial and Industrial	0	$ 2,178,987	$ 4,464,705	$ 2,285,718	2.0	
Algiers - Home Performance with Energy Star	0	$ 133,081	$ 474,126	$ 341,045	3.6	
Algiers - Consumer Products POS	0	$ 24,389	$ 46,513	$ 22,124	1.9	
Algiers - Income Qualified (AHPwES)	0	$ 61,521	$ 101,338	$ 39,817	1.6	
Algiers - School Kits and Education	0	$ 84,710	$ 32,606	$ (52,104)	0.4	
Algiers - Residential Heating and Cooling	0	$ 21,541	$ 22,599	$ 1,058	1.0	
Algiers - Small Commercial and Industrial	0	$ 76,044	$ 77,316	$ 1,272	1.0	
Algiers - Large Commercial and Industrial	0	$ 112,524	$ 60,853	$ (51,671)	0.5	

Main Menu

Historical Data (Next Annual Report)

Annual Budget & Actual Cost

	2014		2015	
	Budget	Actual	Budget	Actual
1. ENO - Home Performance with Energy Star	$ 818,293	$ 790,383	$ 511,180	$ 511,180
2. ENO - Consumer Products POS	n/a	n/a	$ 421,506	$ 421,506
3. ENO - Income Qualified (AHPwES)	$ 550,000	$ 541,451	$ 684,763	$ 684,763
4. ENO - School Kits and Education	n/a	n/a	$ 451,411	$ 451,411
5. ENO - Residential Heating and Cooling	$ 117,426	$ 104,545	$ 368,943	$ 368,943
6. ENO - Small Commercial and Industrial	$ 338,733	$ 303,944	$ 942,064	$ 942,064
7. ENO - Large Commercial and Industrial	$ 522,970	$ 519,304	$ 1,774,136	$ 1,774,136
8.				
9. Algiers - Home Performance with Energy Star	$ 116,050	$ 113,480	$ 43,870	$ 43,870
10. Algiers - Consumer Products POS	n/a	n/a	$ 34,912	$ 34,912
11. Algiers - Income Qualified (AHPwES)	$ 16,000	$ 6,824	$ 58,564	$ 58,564
12. Algiers - School Kits and Education	n/a	n/a	$ 85,963	$ 85,963
13. Algiers - Residential Heating and Cooling	$ 4,385	$ 8,625	$ 32,751	$ 32,751
14. Algiers - Small Commercial and Industrial	$ 26,014	$ 26,014	$ 85,461	$ 85,461
15. Algiers - Large Commercial and Industrial	$ 51,518	$ 626	$ 153,103	$ 153,103
16.				
Regulatory	$ -	$ -	$ -	$ -
Total	**$ 2,561,389**	**$ 2,415,195**	**$ 5,648,627**	**$ 5,648,627**

Annual Net Energy Savings (kWh)

	2014		2015	
	Plan	Evaluated	Plan	Evaluated
1. ENO - Home Performance with Energy Star	6,061,685	5,763,448	4,286,868	4,286,868
2. ENO - Consumer Products POS	n/a	n/a	1,149,201	1,149,201
3. ENO - Income Qualified (AHPwES)	912,750	1,825,848	1,043,383	1,043,383
4. ENO - School Kits and Education	n/a	n/a	365,288	365,288
5. ENO - Residential Heating and Cooling	1,359,309	517,188	358,291	358,291
6. ENO - Small Commercial and Industrial	2,666,423	2,519,153	3,189,966	3,189,966
7. ENO - Large Commercial and Industrial	6,138,592	5,823,379	8,642,831	8,642,831
8.				
9. Algiers - Home Performance with Energy Star	1,155,244	1,635,141	577,130	577,130
10. Algiers - Consumer Products POS	n/a	n/a	92,433	92,433
11. Algiers - Income Qualified (AHPwES)	62,692	115,564	291,163	291,163
12. Algiers - School Kits and Education	n/a	n/a	47,498	47,498
13. Algiers - Residential Heating and Cooling	150,120	29,683	27,280	27,280
14. Algiers - Small Commercial and Industrial	272,090	215,680	144,696	144,696
15. Algiers - Large Commercial and Industrial	430,187	24,576	133,404	133,404
16.				

Total	**19,209,092**	**18,469,660**	**20,349,432**	**20,349,432**

Annual Net Demand Savings (kW)

	2014		2015	
	Plan	**Evaluated**	**Plan**	**Evaluated**
1. ENO - Home Performance with Energy Star	1,666	1,319	883	883
2. ENO - Consumer Products POS	n/a	n/a	200	200
3. ENO - Income Qualified (AHPwES)	225	525	322	322
4. ENO - School Kits and Education	n/a	n/a	42	42
5. ENO - Residential Heating and Cooling	649	222	117	117
6. ENO - Small Commercial and Industrial	385	498	461	461
7. ENO - Large Commercial and Industrial	945	831	1,403	1,403
8.				
9. Algiers - Home Performance with Energy Star	n/a	266	124	124
10. Algiers - Consumer Products POS	n/a	n/a	15	15
11. Algiers - Income Qualified (AHPwES)	n/a	18	112	112
12. Algiers - School Kits and Education	n/a	n/a	5	5
13. Algiers - Residential Heating and Cooling	n/a	11	8	8
14. Algiers - Small Commercial and Industrial	n/a	38	29	29
15. Algiers - Large Commercial and Industrial	n/a	2	6	6
16.				
Total	**3,870**	**3,730**	**3,727**	**3,727**

Number of Participants

	2014		2015	
	Plan	**Evaluated**	**Plan**	**Evaluated**
1. ENO - Home Performance with Energy Star	n/a	6,580	2,550	2,550
2. ENO - Consumer Products POS	n/a	n/a	6,164	6,164
3. ENO - Income Qualified (AHPwES)	n/a	1,012	198	198
4. ENO - School Kits and Education	n/a	n/a	3,012	3,012
5. ENO - Residential Heating and Cooling	n/a	356	667	667
6. ENO - Small Commercial and Industrial	n/a	72	185	185
7. ENO - Large Commercial and Industrial	n/a	23	45	45
8.				
9. Algiers - Home Performance with Energy Star	n/a	1,679	1,277	1,277
10. Algiers - Consumer Products POS	n/a	n/a	412	412
11. Algiers - Income Qualified (AHPwES)	n/a	132	22	22
12. Algiers - School Kits and Education	n/a	n/a	671	671
13. Algiers - Residential Heating and Cooling	n/a	18	44	44
14. Algiers - Small Commercial and Industrial	n/a	9	16	16
15. Algiers - Large Commercial and Industrial	n/a	1	1	1
16.				
Total	**0**	**9,882**	**15,264**	**15,264**

Appendix C: Marketing Collateral

Entergy New Orleans, Inc. Energy Smart Annual Report

Program Year 5
April 1st, 2015 to March 31st, 2016

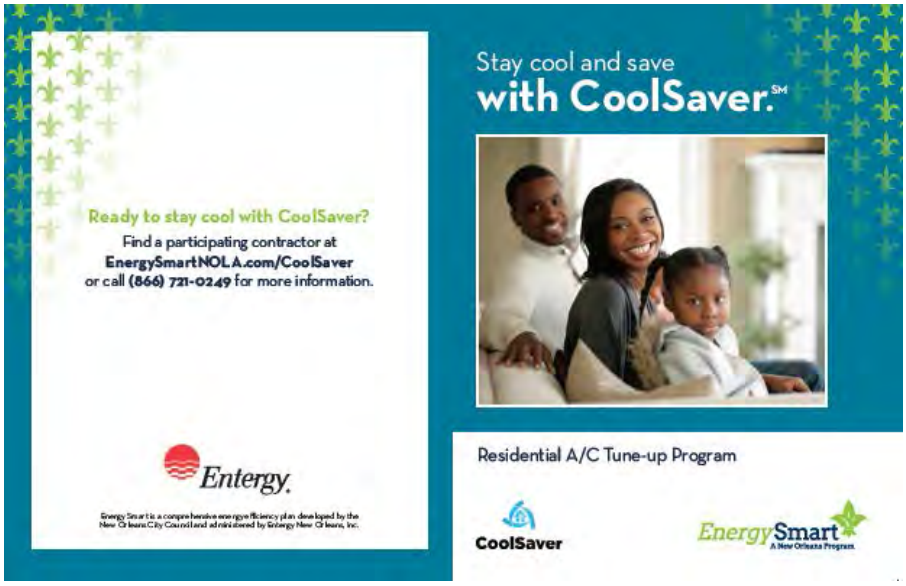
Appendix C: Marketing Collateral

Table of Contents

1. Print Collateral - Residential

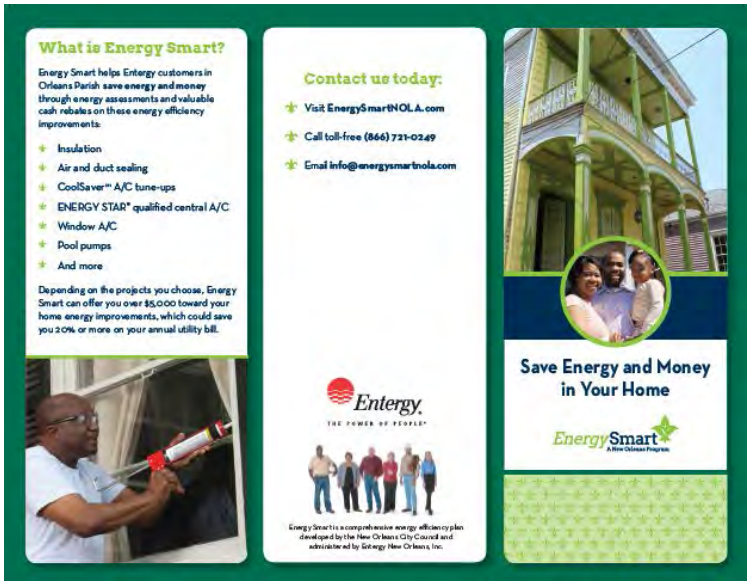
1.1. Bi-Fold General

1.2. Bi-Fold CoolSaver



1.3. Bi-Fold HPwES

1.4. Tri-Fold General



1.5. Tri-Fold CoolSaver

1.6. Fact Sheet – HPwES

Save Energy and Money with Home Performance with ENERGY STAR®

If you're considering making home improvements to rescue your energy bills, you should check out Home Performance with ENERGY STAR – a comprehensive, whole house approach to improving energy efficiency and comfort at home.

A participating contractor will assess your home to determine what improvements need to be made in order to achieve:

Fewer drafts

Consistent temperatures across rooms

Better ventilation and humidity control

Lower utility bills

Depending on the improvements you make, you could save 20% or more on your annual utility bill. And, because you're using less energy, you'll also be helping to protect the environment.

To start saving energy and money or to learn more about the Home Performance with ENERGY STAR Program, contact us today! Call toll-free (866) 721-0249 or visit EnergySmartNOLA.com.

EnergySmart

ENERGY STAR AWARD 2014 PARTNER OF THE YEAR

Entergy

Measure	Rebate Amount
Attic Insulation	Up to $0.25 per sq. ft.
Wall Insulation	$0.25 per sq. ft.
Pool Pump	Up to $400
Air Infiltration Sealing	$0.20 per CFM Reduced
Duct Sealing	$0.20 per sq. ft.

Energy Smart's Home Performance with ENERGY STAR Program reduces the up-front cost of your home energy improvements!

Start saving and visit **EnergySmartNOLA.com** or call the Energy Smart Information Center toll-free at **866-721-0249.**

EnergySmart

ENERGY STAR AWARD 2014 PARTNER OF THE YEAR

Entergy

1.7. Single Measure Sheets – Duct Sealing

DUCT SEALING

Seal your ducts. **Save your cash.**

THE BENEFITS

- Save an average of $285*
- Airtight seal stops leaks.
- Improve air quality.
- Lasts the lifetime of your ducts.

ENERGY STAR AWARD 2014 PARTNER OF THE YEAR

*Savings calculated based on up to 1,150 per CFM (cubic feet/minute) reduced.

EnergySmart A New Orleans Program

WHY IT MATTERS

Leaky ductwork can increase your cooling and heating costs by up to 30%. With a few simple repairs, an Energy Smart contractor can make your ducts airtight, for savings that feel just right.

HOW IT WORKS

A participating contractor will carefully inspect your heating, ventilation, and air conditioning (HVAC) system and use a special foil tape and airtight mastic to seal the following problem areas:

- Disconnections or breaks.
- Discolored or pulled away insulation (indicating air leakage).
- Gaps and odd angles.
- Gaps around vents and intakes.

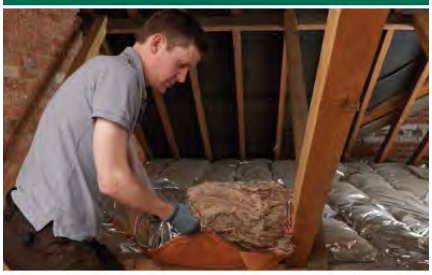
LEARN MORE
Visit EnergySmartNOLA.com
Call toll-free (866) 721-0249
Email info@energysmartnola.com

Entergy.

Energy Smart is a comprehensive energy efficiency plan developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.

1.8. Single Measure Sheets - Insulation

Insulate your home. **Save up to 20%.**



THE BENEFITS

- Save an average of $330*
- Reduce energy bills by **up to 20%.**
- Better ventilation and humidity control.
- Cooler summers and warmer winters.

ENERGY STAR AWARD 2014 PARTNER OF THE YEAR

EnergySmart A New Orleans Program

*Savings calculated based on up to $.35 per square foot reduced.

WHY IT MATTERS

With nearly half of energy costs going toward heating and cooling your home, proper insulation is essential to becoming energy efficient. Used in combination with air sealing, insulating your home is one of the most effective—and easiest—ways to save big on energy costs.

HOW IT WORKS

Each type of insulation is given an R-value, which measures how well it blocks heat from entering or escaping your home. The higher the R-value*, the better the insulation. A participating contractor will help you choose the one that's right for you.

INSULATION TYPE	DESCRIPTION	R-VALUE
Blanket batt and roll (Fiberglass, wool or cotton)	Fitted between studs, joists and beams.	2.9-7.0
Loose-fill and blown-in (Cellulose, fiberglass or mineral wool)	Blown using special equipment.	3.0-3.7
Spray foam (Petrochemicals)	Sprayed with spray cans or pressure spray devices.	3.4-6.0
Rigid foam boards (Polystyrene)	Stiff board that is installed over frames and joists.	4.0-7.0

LEARN MORE
Visit EnergySmartNOLA.com
Call toll-free **(866) 721-0249**
Email **info@energysmartnola.com**

Entergy.

Energy Smart is a comprehensive energy efficiency plan developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.
*minimum R-value of 30 required for eligibility.

1.9. Single Measure Sheets – Air Sealing

AIR SEALING

Stop leaking cash. **Weatherproof your home.**

THE BENEFITS

- Save an average of $109*
- Better ventilation and humidity control.
- Cooler summers and warmer winters.
- Use up to 40% less energy.

EnergySmart A New Orleans Program

WHY IT MATTERS

Up to 30% of the energy used to heat and cool your home is lost to air leakage. With a few simple steps, your Energy Smart contractor can help stop the leaks—so you can stay cooler in summer and warmer in winter, and save money all year long.

HOW IT WORKS

There are many ways to air seal your home. A participating contractor will walk you through each method and help choose the ones that are right for you.

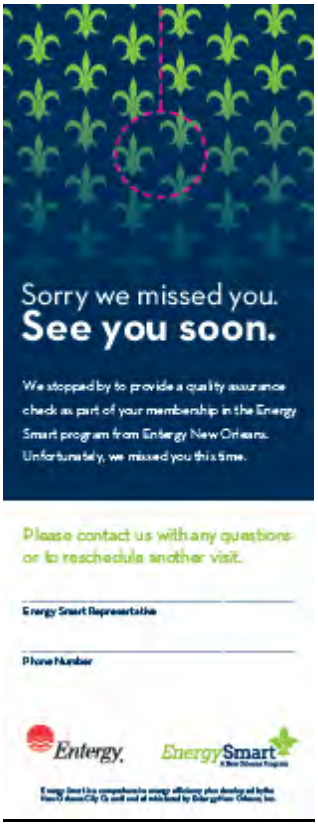
AIR SEALING PRODUCTS	DESCRIPTION
Weatherstripping (Vinyl, foam, felt, v-shaped metal, rubber and silicone)	Strips installed along sides and tops of windows, doors and A/C units.
Caulk (Acrylic, silicon and latex)	Sealants seal gaps less than 1/4" wide around windows, doors, siding corners, chimney flashing and masonry joints.
Foam Sealant (Expanding polyurethane or water-based foam)	Seals gaps more than 1/4" wide around penetrations in the roof and around the foundation, chimney and siding.
Door Sweep (Flexible vinyl strips or polyester brushes)	Attaches to the exterior bottom of doors.
Thresholds (Wood or aluminum and vinyl)	Fastened to the floor beneath a door to prevent air entry.
Attic Hatch (Insulated covering)	Fits around attic opening.
Air-Conditioned Cover (Rigid or soft insulating cover)	Fits on the window interior or through-the-wall A/C unit.
Electrical Switch and Outlet Gasket (Foam sheet)	Installed behind electric switch and outlet plate covers to create a tighter seal.

LEARN MORE
Visit EnergySmartNOLA.com
Call toll-free (866) 721-0249
Email info@energysmartnola.com

Entergy.

Energy Smart is a comprehensive energy efficiency plan developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.

1.10. Missed You Door Hangar



2. Print Collateral – Commercial

2.1. Bi-Fold

3. Print Collateral – Non Profit

3.1. Flyer

4. Print Collateral – Energy Smart for Kids

4.1. Insert

4.2. Label


Energy Smart
Starter Kit
Energy Smart for KIDS
Students,
To start your family's journey towards energy efficiency at home, we're giving you the first steps in this Energy Smart Starter kit including:
4 - 13 watt CFL light bulbs
2 - 18 watt CFL light bulbs
1 - LED night light
1 - Water efficient showerhead
1 - Water efficient kitchen sink aerator
1 - Water efficient bathroom sink aerator
Have your parents visit EnergySmartNOLA.com for more details on how to become energy smart in your home.
EnergySmart
Entergy.

5. Print Collateral – Contractors

5.1. Business Cards

Entergy

I'll help you save energy and money, at home or work, with Energy Smart.

Benefits

- Increase energy efficiency.
- Lower utility bills.
- Improve comfort.
- Earn rebates and discounts.

Contact me, your Energy Smart contractor, at:

EnergySmart
A New Orleans Program

.....

.....

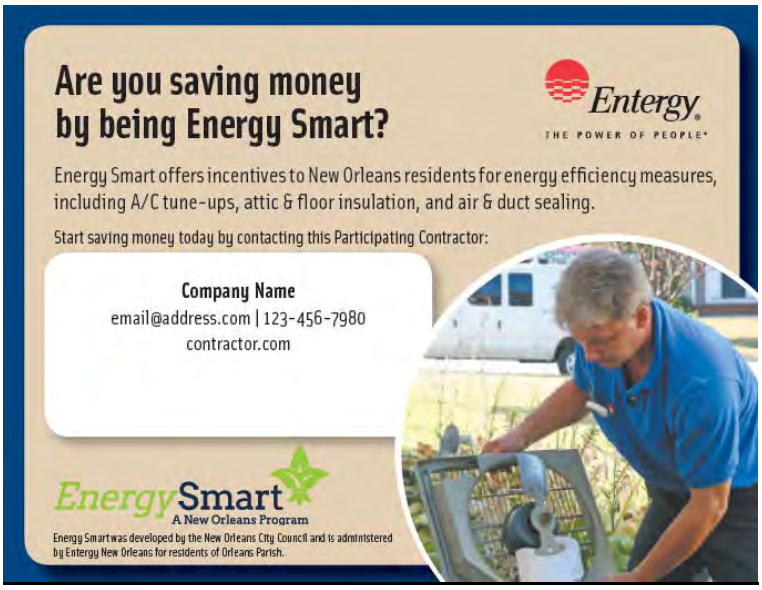
.....

5.2. Badges


Technician Name
Company Name
EnergySmart


Qualified Technician
Residential Solutions
Sponsored by
Entergy New Orleans, LLC
Entergy.
For information,
call 866-721-0240

5.3. Templates



6. **Ads**

6.1. **Print - CoolSaver**

6.2. <u>Digital – General</u>

6.3. <u>Billboards – CoolSaver</u>

7. Case Study

7.1. Commercial

CASE STUDY

Bourbon St. Krystal

THE OPPORTUNITY

Famous for its fast burgers and friendly service, the longstanding Bourbon St. Krystal in New Orleans, LA was looking for fresh ways to save energy. After the owner reached out to Energy Smart, an initial assessment determined the location was eligible for a 50% rebate on lighting upgrades.

THE PROJECT

With a significant amount of energy going toward maintaining the 24/7 restaurant's bright, inviting atmosphere, upgrading its lighting was an easy decision. The participating contractor replaced over a hundred of the location's aging T12 lights with newer, high-efficiency LEDs.

For its energy efficiency efforts, Krystal received over $4,761 in incentives from Energy Smart's Small Business Program.

THE RESULTS

Since completing the upgrades, the restaurant has reduced its annual energy use by nearly 40,000 kWh. The project is expected to pay for itself in just over three years, with a projected annual savings of nearly $4,000.

PROJECT BY THE NUMBERS

Annual kWh reduction:
39,683

Estimated annual savings:
$3,968

Total incentives paid:
$4,761

Payback period:
3.45 years

READY TO GET STARTED?

Call us today at **866-721-0349** or visit **energysmartnola.com** to find out how we can help you can build a more energy-efficient business.

EnergySmart
A New Orleans Program

Entergy.

Energy Smart is a program developed by the New Orleans City Council and administered by Entergy New Orleans for Orleans Parish residents.

8. Rebate Forms

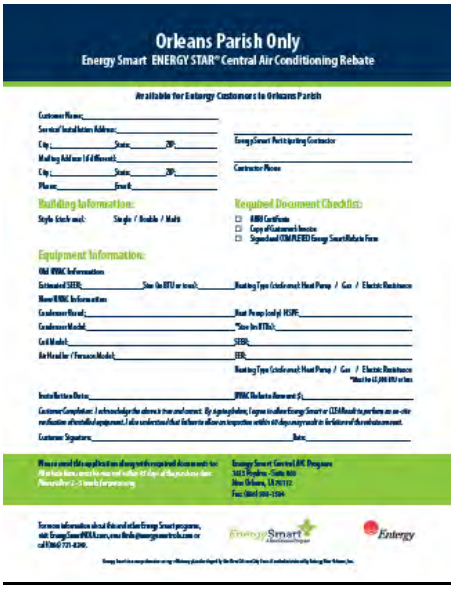
8.1. HPwES

Orleans Parish Only

Energy Smart Home Performance with ENERGY STAR® Program

Rebate Form

8.2. Central A/C



Orleans Parish Only

Energy Smart ENERGY STAR® Central Air Conditioning Rebate

Available for Entergy Customers in Orleans Parish

8.3. Pool Pump

Save up to $250 on a New ENERGY STAR® Pool Pump.

Submit Your Rebate Application Today.

Entergy New Orleans is offering Orleans Parish customers up to a **$250** rebate on certified pool pumps. These devices consume just one-eighth of the energy of conventional models. They also run quieter and prolong the life of your pool's filtering system.

ENERGY STAR

1. Purchase and install a new ENERGY STAR pool pump and save your receipt.
2. Within 45 days, complete the back of this form and send it to us along with a dated receipt.
3. After receiving and processing your application, we'll issue your rebate.
4. Enjoy a lower energy bill for years to come.

This offer is available through March 31, 2018 or while funds last and it only applies to ENERGY STAR certified pool pumps. Only in-ground pools qualify. We can issue up to four rebates per household. All rebate forms must be received within 45 days of purchase and purchases must have been made on or after April 1, 2015. Please allow 4 - 6 weeks for processing. For more information about this and other energy efficiency programs, visit EnergySmartNOLA.com or call 866-721-0349.

EnergySmart
A New Orleans Program

This Offer is Exclusive to Entergy New Orleans Customers.

Energy Smart is a program developed by the New Orleans City Council and administered by Entergy New Orleans for residents of Orleans Parish.

Pool Pump Rebate Application

Please fill out completely. All information is required unless noted otherwise.

Installation Address: _____ City: _____ State: _____ ZIP: _____

Account # (installation address) _____

Purchaser's Name: _____ Email: _____ Daytime Phone: _____

Purchaser's Address: (if different from installation address) _____ City: _____ State: _____ ZIP: _____

Pool Pump Brand: _____ Model Number: _____ Horse Power: (min. requirement 1) _____ ☐ Variable $250 ☐ Multi-Speed $200

By signing below, the purchaser certifies that the pool pump for which he or she is claiming a rebate is installed at the address listed above and agrees to a telephone survey or physical inspection to confirm installation. Rebate checks will be paid to purchaser listed on this form.

Purchaser's Signature: _____ Date: _____

Please send this application along with a copy of your dated sales receipt to:

Energy Smart
Pool Pump Rebate
1615 Poydras - Suite 860
New Orleans, LA 70112
Email: info@energysmartnola.com
Fax: (866) 908-1504

Entergy.

8.4. Window A/C

Get a $40 Rebate

Energy Smart Window Air Conditioner Rebate

Fill out the reverse side of this form and mail to the address listed on the back with a copy of your dated sales receipt or fax to (866) 908-1504. Limit 4 rebates per customer. See reverse side for complete terms and conditions. Note: Your window air conditioner must be ENERGY STAR® Qualified to receive your rebate.

ENERGY STAR

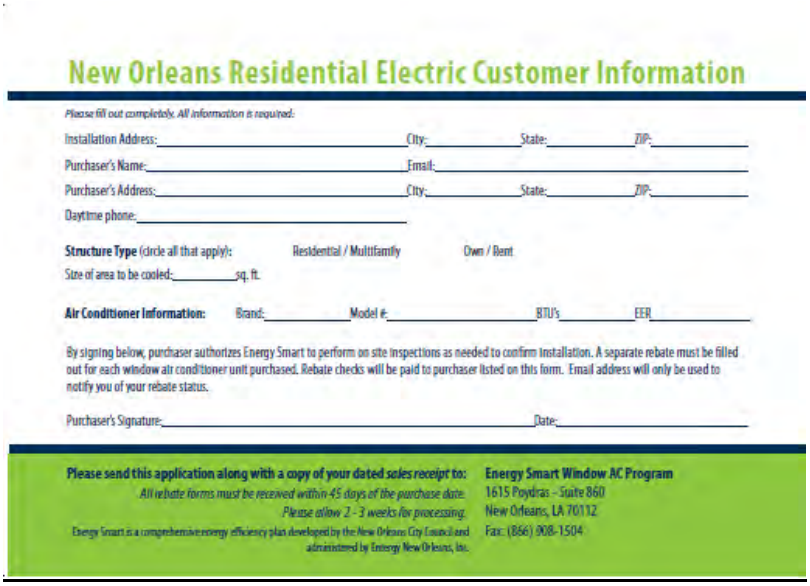
$40 Rebate on ENERGY STAR Qualified Air Conditioner Units

For more information about this and other Energy Smart programs, visit EnergySmartNOLA.com or call (866) 721-0249.

EnergySmart
A New Orleans Program

Entergy.
THE POWER OF PEOPLE

Available for Entergy Customers in Orleans Parish



New Orleans Residential Electric Customer Information

Please fill out completely. All information is required:

Installation Address:_____ City:_____ State:_____ ZIP:_____

Purchaser's Name:_____ Email:_____

Purchaser's Address:_____ City:_____ State:_____ ZIP:_____

Daytime phone:_____

Structure Type (circle all that apply): Residential / Multifamily Own / Rent

Size of area to be cooled:_____sq. ft.

Air Conditioner Information: Brand:_____ Model #:_____ BTU's_____ EER_____

By signing below, purchaser authorizes Energy Smart to perform on site inspections as needed to confirm installation. A separate rebate must be filled out for each window air conditioner unit purchased. Rebate checks will be paid to purchaser listed on this form. Email address will only be used to notify you of your rebate status.

Purchaser's Signature:_____ Date:_____

Please send this application along with a copy of your dated *sales receipt* to:
All rebate forms must be received within 45 days of the purchase date.
Please allow 2 - 3 weeks for processing.
Energy Smart is a comprehensive energy efficiency plan developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.

Energy Smart Window AC Program
1615 Poydras - Suite 860
New Orleans, LA 70112
Fax: (866) 908-1504

8.5. CoolSaver

CoolSaver℠
ENERGY STAR® Central Air Conditioning Rebate

Available for Entergy Customers in Orleans Parish

Customer Name: ____________________

Service/ Installation Address: ____________________

City: __________ State: ______ ZIP: ______

Mailing Address (if different): ____________________

City: __________ State: ______ ZIP: ______

Phone: __________ Email: __________

Energy Smart Participating Contractor

Contractor Phone

Building Information:

Style (circle one): Single / Double / Multi

Required Document Checklist:

- ☐ AHRI Certificate
- ☐ Copy of Customer's Invoice
- ☐ Signed and COMPLETED Energy Smart Rebate Form

Equipment Information:

Old HVAC Information

Estimated SEER: __________ Size (in BTU or tons): __________ Heating Type (circle one): Heat Pump / Gas / Electric Resistance

New HVAC Information

Condenser Brand: ____________________ Heat Pump (only) HSPF: __________

Condenser Model: ____________________ *Size (in BTUs): __________

Coil Model: ____________________ SEER: __________

Air Handler / Furnace Model: ____________________ EER: __________

Was a new coil also installed? Yes / No Heating Type (circle one): Heat Pump / Gas / Electric Resistance

Installation Date: ____________________ HVAC Rebate Amount: $__________

Customer Signature: ____________________ Date: __________

Please send this application along with required documents to:

Energy Smart Central A/C Program

For more information about this and other Energy Smart programs, call (504) 721-0040.

CoolSaver℠
ENERGY STAR® Central Air Conditioner Rebate

A/C Replacement Incentive Chart Per Unit

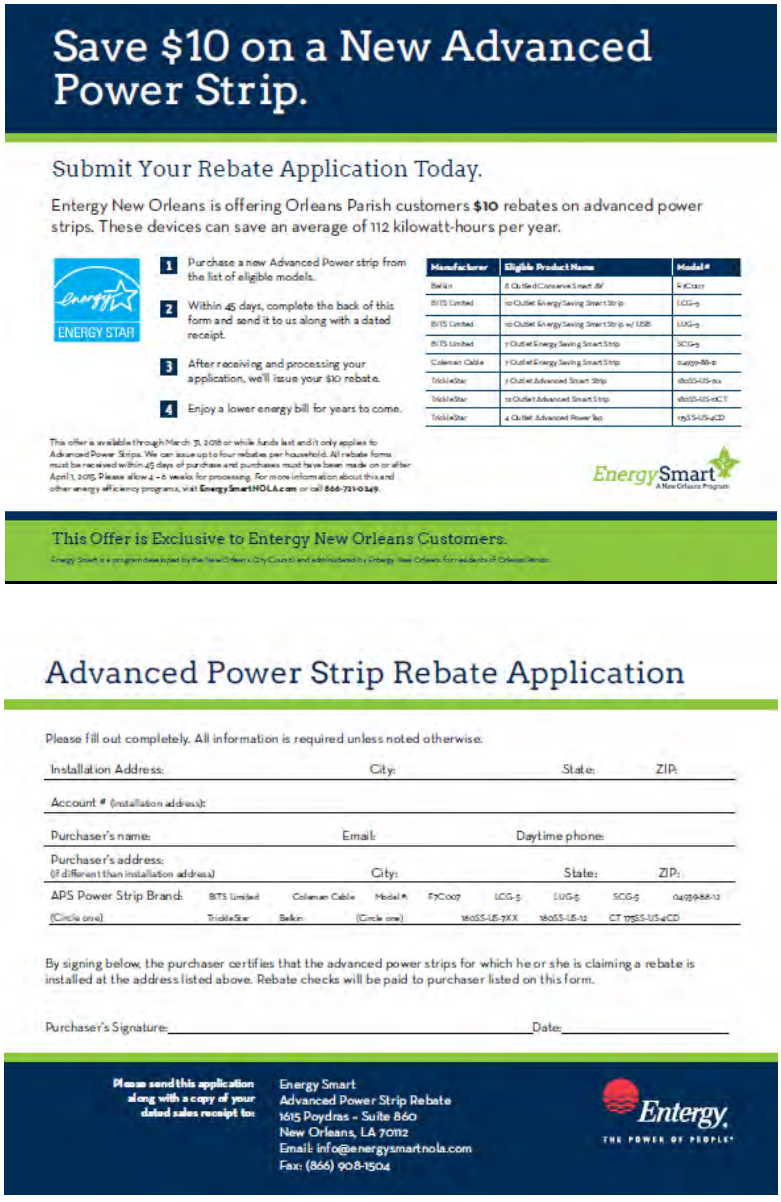
	Tons						
SEER	1.5	2	2.5	3	3.5	4	5
15	$75	$100	$125	$150	$175	$200	$250
16	$100	$150	$175	$200	$250	$300	$350
17	$150	$200	$250	$300	$350	$400	$475
18+	$175	$225	$300	$350	$425	$475	$550

Heat Pump Replacement Incentive Chart

	Tons						
SEER	1.5	2	2.5	3	3.5	4	5
15	$100	$125	$150	$200	$225	$250	$325
16	$125	$175	$200	$250	$250.00	$325	$325
17	$175	$250	$300	$350	$400	$475	$575
18+	$200	$275	$325	$400	$450	$525	$650
20 (Ductless)	$225	$300	$375	$450	$500	$525	$700

For more information about this and other Energy Smart programs, call (504) 721-0040.

8.6. APS



Save $10 on a New Advanced Power Strip.

Submit Your Rebate Application Today.

Entergy New Orleans is offering Orleans Parish customers **$10** rebates on advanced power strips. These devices can save an average of 112 kilowatt-hours per year.

ENERGY STAR

1. Purchase a new Advanced Power strip from the list of eligible models.
2. Within 45 days, complete the back of this form and send it to us along with a dated receipt.
3. After receiving and processing your application, we'll issue your $10 rebate.
4. Enjoy a lower energy bill for years to come.

Manufacturer	Eligible Product Name	Model #
Belkin	8 Outlet Conserve Smart AV	F7C007
BITS Limited	10 Outlet Energy Saving Smart Strip	LCG-5
BITS Limited	10 Outlet Energy Saving Smart Strip w/ USB	LUG-5
BITS Limited	7 Outlet Energy Saving Smart Strip	SCG-5
Coleman Cable	7 Outlet Energy Saving Smart Strip	04959-88-12
TrickleStar	7 Outlet Advanced Smart Strip	18055-US-7XX
TrickleStar	12 Outlet Advanced Smart Strip	18055-US-12CT
TrickleStar	4 Outlet Advanced Power Tap	17555-US-4CD

This offer is available through March 31, 2018 or while funds last and it only applies to Advanced Power Strips. We can issue up to four rebates per household. All rebate forms must be received within 45 days of purchase and purchases must have been made on or after April 1, 2015. Please allow 4 – 6 weeks for processing. For more information about this and other energy efficiency programs, visit **EnergySmartNOLA.com** or call **866-721-0249**.

EnergySmart
A New Orleans Program

This Offer is Exclusive to Entergy New Orleans Customers.

Energy Smart is a program developed by the New Orleans City Council and administered by Entergy New Orleans for residents of Orleans Parish.

Advanced Power Strip Rebate Application

Please fill out completely. All information is required unless noted otherwise.

Installation Address: _____ City: _____ State: _____ ZIP: _____

Account # (installation address): _____

Purchaser's name: _____ Email: _____ Daytime phone: _____

Purchaser's address: (if different than installation address) _____ City: _____ State: _____ ZIP: _____

APS Power Strip Brand: BITS Limited Coleman Cable Model #: F7C007 LCG-5 LUG-5 SCG-5 04959-88-12

(Circle one) TrickleStar Belkin (Circle one) 18055-US-7XX 18055-US-12 CT 17555-US-4CD

By signing below, the purchaser certifies that the advanced power strips for which he or she is claiming a rebate is installed at the address listed above. Rebate checks will be paid to purchaser listed on this form.

Purchaser's Signature: _____ Date: _____

Please send this application along with a copy of your dated sales receipt to:

Energy Smart
Advanced Power Strip Rebate
1615 Poydras – Suite 860
New Orleans, LA 70112
Email: info@energysmartnola.com
Fax: (866) 908-1504

Entergy
THE POWER OF PEOPLE

THE COUNCIL OF THE CITY OF NEW ORLEANS, LA

REQUEST FOR QUALIFICATIONS STATEMENTS

FOR

DEMAND SIDE MANAGEMENT CONSULTANT

ISSUED SEPTEMBER 15, 2017

APPENDIX III

ENERGY SMART PROGRAM YEAR 6 ANNUAL REPORT

Entergy New Orleans, Inc.

Energy Smart Annual report

Program Year Six

April 1, 2016 to March 31, 2017

Contents

1. Executive Summary

Entergy New Orleans, Inc. (ENO) hereby submits its energy efficiency program report for Energy Smart for Program Year Six which encompasses the dates of April 1, 2016 through March 31, 2017. This report is provided to the New Orleans City Council Utility, Cable, Telecommunication and Technology Committee (the "Council") as the review of the sixth year of operations of the Energy Smart Program. In Program Year Six (PY6), the Energy Smart Program exceeded its saving target, achieving 109% of the total kWh goal (when combining ENO and Algiers). PY6 was a challenging year, due to not only achieving its lofty goals, but also to the changes in and maturation of the energy efficiency market in Orleans Parish.

This Annual Report again demonstrates that ENO has developed and implemented cost-effective energy efficiency (EE) programs to all classes of its customers since the Council adopted rules for EE in 2011. This report provides information for the sixth full year of programs under ENO's extension of EE.

Overall, the Annual Report demonstrates:

- ENO's successful implementation of its EE programs continued for PY6.
- EE adjusted energy savings of 21,626,132 kWh for PY6.
- PY6 achieved combined savings of 109% of ENO's Council based savings target. (individually - ENO was 111% and Algiers was 81%)

The largest program in ENO's portfolio is the Large C&I Solutions Program. The largest driver of the savings for this program was a lighting project at the Mercedes Benz Super Dome. This single project accounted for almost 4.5 million kWh and 1,309 kW. Energy Smart was thrilled to have participated in the energy efficiency project at such an iconic location in the heart of Orleans Parish.

Portfolio Summary for PY6

Table 1.1

2016 Portfolio Summary				
Net Energy Savings		Cost	Cost-Benefits	
Demand MW	Energy MWh	Actual Expenses	TRC Net Benefits	TRC Ratio
5	21,626	$ 6,237,966	$ 6,476,683,000	1.97

Portfolio Energy Savings

Table 1.2

New Orleans	Goal	Achieved	Percentage
Demand Savings (kW)	4,186	4,486	107
Energy Savings (kWh)	18,455,541	20,498,338	111%
Algiers			
Demand Savings (kW)	320	237	74%
Energy Savings (kWh)	1,398,536	1,127,794	81%
Total Portfolio			
Demand Savings (kW)	4,506	4,724	105%
Energy Savings (kWh)	19,854,077	21,626,132	109%

PY6 is the second year that the annual report will be delivered in the standardized format originated by the Arkansas Public Service Commission. The continued use of this format makes it simpler to compare the progress of Energy Smart to other energy efficiency programs in Louisiana and the region. In conforming to this format, there are two sections in this report:

- A narrative report containing program descriptions, program activity, savings, participation, trainings, EM&V overview, and marketing information provided to Entergy New Orleans' customers.
- An Excel workbook known as the Standardized Annual Reporting Workbook (SARP).

The evaluator of Energy Smart programs for PY6 is ADM Associates, Inc. (ADM). For the second year, ADM is evaluating all of the existing energy efficiency programs and will also, in the near future, be providing their evaluation of the Direct Load Control pilot program and the NEST Thermostat pilot program. More detail about the evaluation of the Energy Smart programs for PY6 can be viewed in Appendix B.

History of Energy Smart:

ENO began implementation of the Energy Smart programs in 2011 with its program portfolio including a three year, $11 million plan, pursuant to Docket No. UD-08-02, Program Year One began on April 1, 2011. The initial Energy Smart plan included 7 residential programs and 2 commercial programs that were implemented by CLEAResult. After a year and a half of successful programs on the Eastbank, the Council offered the same programs in Algiers for the first time in October 2012. Later, both the ENO-Legacy and Algiers programs were extended through March 31, 2015. In April 2015, Energy Smart started a new two-year plan (Program Years 5 and 6) that included the slate of programs represented in this report.

2. Home Performance with ENERGY STAR Program

2.1 Program Description:

The Home Performance with ENERGY STAR Program (HPwES) is a national program administered by the U.S. Department of Energy in conjunction with the U.S. Environmental Protection Agency. Whole house solutions were offered to clients in order to improve comfort and indoor air quality while reducing energy bills. The HPwES Program focused on clients in the ENO market area that were interested in increasing energy efficiency and lowering energy costs while also increasing comfort. Incentivized measures offered during Program Year Six, comprised of insulation, air sealing and duct sealing.

2.2 Program Highlights:

HPwES:

New Orleans:

- A total of 1,495 measures were installed to 817 homes during the program year.
- Reaching 425% of goal, a total of 4,078,177 kWh was achieved.
- A total of 1,079 kW was achieved.
- Success drivers in PY6: more effective marketing pieces, combining the three measures for a higher kWh per home, and a higher level of field training for better quality control.
- Trade allies were trained to Building Performance Institute standards. Forty-nine (49) individual technicians were certified by the Building Performance Institute, a national certification body. Ongoing field trainings were also held which improved installation techniques and product knowledge.

- The entire HPwES budget for PY6 was utilized while attaining numbers well above production goals.
- Customer and contractor outreach was performed throughout PY6 with marketing materials and a web link on ENO's website, all under the Energy Smart brand. Marketing materials utilized during PY6 can be viewed in Appendix C.

Algiers:

- A total of 205 measures were installed to 51 homes during the program year.
- Reaching 418% of goal, a total of 281,428 kWh was achieved.
- A total of 69 kW was achieved.
- The entire HPwES budget was utilized while attaining numbers well above production goals.
- Customer and contractor outreach was performed throughout PY6 with marketing materials and a web link on ENO's website, all under the Energy Smart brand. Again, these materials can be viewed in Appendix C.

Green Light New Orleans:

Green Light New Orleans (GLNO) is a local New Orleans non-profit that assists residents by installing energy efficient light bulbs. This effort's uniqueness centers around the fact that CFL light bulbs are installed free of charge to the residents and the use of a volunteer workforce.

Lighting baselines have increased since the inception of this program making it much more difficult to achieve program goals. The retail market has also launched an enormous push into the LED lighting market, making what was once a unique effort like Green Light New Orleans, more conventional. The CFL market has basically been rendered obsolete by LED technology, mirroring what transpired with the incandescent market when CFL bulbs became popular.

GLNO has been working hard to transform and upgrade its business model for Program Year 7.

New Orleans:

- Reaching 27% of goal, a total of 139,102 kWh was achieved.
- A total of 24 kW was achieved.
- Residential Programs as a whole far exceeded goal.

Algiers:

- A total of 19,905 kWh was achieved.
- A total of 4 kW was achieved.

2.3 Program Budget, Savings and Participants

Table 2.1

ENO - Home Performance with Energy Star

	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Reported	Evaluated	%	Reported	Evaluated	%	Reported	Actual	%
Program Year 2014	$ 818,293	$ 790,383	97%	6,061,685	5,763,448	95%	1,666	1,319	79%	6,580	6,580	100%
Program Year 2015	$ 291,512	$ 658,178	226%	1,356,876	4,286,868	316%	354	883	249%	2,550	2,550	100%
Program Year 2016	**$ 827,457**	**$ 787,694**	**95%**	**4,082,245**	**4,217,279**	**103%**	**879**	**1,103**	**126%**	**1,153**	**1,153**	**100%**

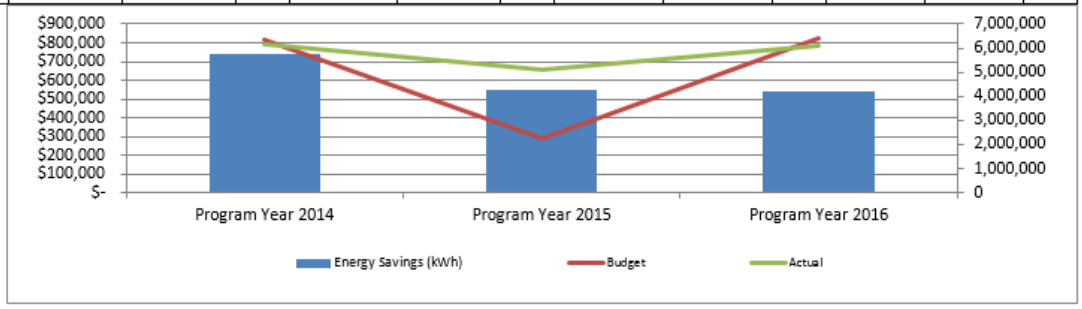
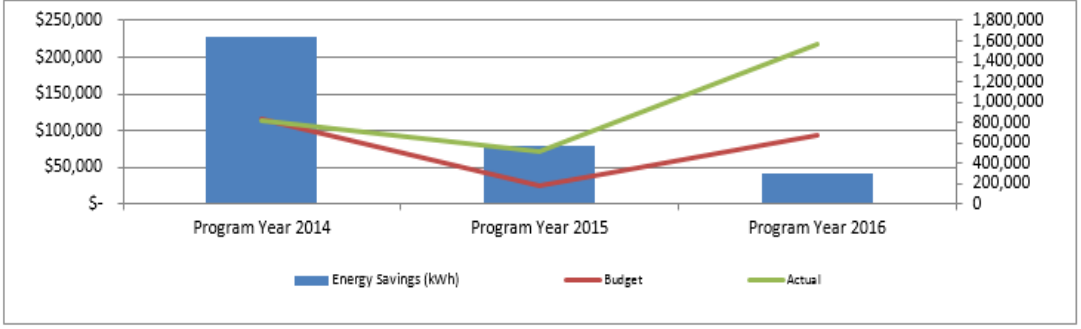


Table 2.2

Algiers - Home Performance with Energy Star

	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Reported	Evaluated	%	Reported	Evaluated	%	Reported	Actual	%
Program Year 2014	$ 116,050	$ 113,480	98%	1,155,244	1,635,141	142%	n/a	266	-	1,679	1,679	100%
Program Year 2015	$ 23,806	$ 72,316	304%	59,989	577,130	962%	21	124	590%	1,277	1,277	100%
Program Year 2016	**$ 93,947**	**$ 218,084**	**232%**	**282,097**	**301,333**	**107%**	**57**	**72**	**128%**	**100**	**100**	**100%**



2.4 Program Events & Training:

These items are detailed in the SARP workbook.

2.5 Planned or Proposed Changes to Program and Budget

N/A[1]

3. Income Qualified

3.1. Program Description

The Income Qualified Program, also known as the Assisted Home Performance with ENERGY STAR Program (AHPwES), provides Entergy New Orleans residential customers whose household incomes are at or below 60% of the estimated state area median income (AMI) [based on current Low Income Home Energy Assistance Program (LIHEAP) income eligibility guidelines] with no-cost energy efficiency home upgrades. CLEAResult worked with two top-producing and performing contractors to conduct outreach, home assessments and installation of energy efficiency measures. The same best practice standards used in the market rate residential program were used in the Income Qualified Program. This program helped qualifying customers reduce their energy costs, save money on their home energy bills and increase the comfort and safety of their homes. Customers were eligible to receive up to $3,000 worth of energy efficiency upgrades in their home for attic insulation, air sealing and duct sealing. The program was available to both homeowners and renters.

3.2. Program Highlights

Homes continued to receive multiple measures. In previous program years, this was not required.
Three top-performing and participating Trade Allies from the HPwES program were selected for this program to install measures. The average incentive amount was $1,658.68 with the average savings per home at 6,312 kWh.

New Orleans:

- 594 measures were installed in income qualified households.
- Reaching 311% of goal, a total of 1,822,693 kWh savings was achieved.
- A total of 631 kW savings was achieved.

Algiers:

- 205 measures were installed in income qualified households.
- Reaching 217% of goal, a total of 98,896 kWh savings was achieved.

[1] The Council, its Advisors and ENO are working through a series of technical conferences with the newly selected Third Party Administrator to set budgets for PY 7. CLEAResult is not a party to those meetings.

- A total of 36 kW savings was achieved.

3.3 Program Budget, Savings and Participants

Table 3.1

ENO - Income Qualified (AHPwES)

	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Reported	Evaluated	%	Reported	Evaluated	%	Reported	Actual	%
Program Year 2014	$ 550,000	$ 541,451	98%	912,750	1,825,848	200%	225	525	233%	1,012	1,012	100%
Program Year 2015	$ 320,349	$ 271,359	85%	518,876	1,043,383	201%	201	322	160%	198	198	100%
Program Year 2016	**$ 710,149**	**$ 765,953**	**108%**	**1,578,020**	**1,822,693**	**116%**	**391**	**631**	**162%**	**251**	**251**	**100%**

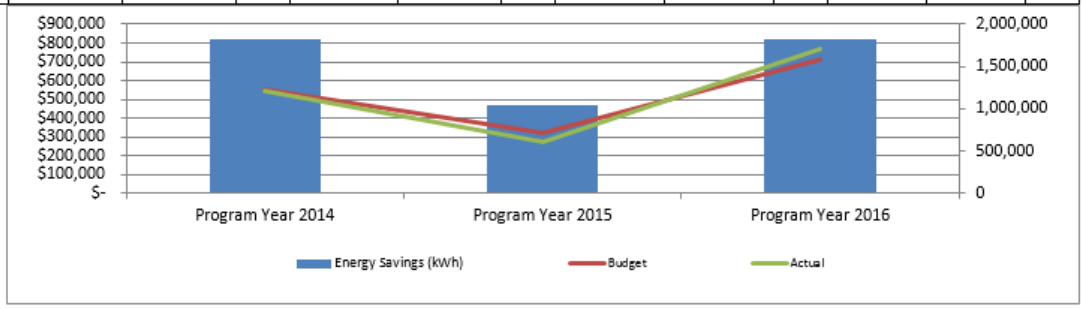
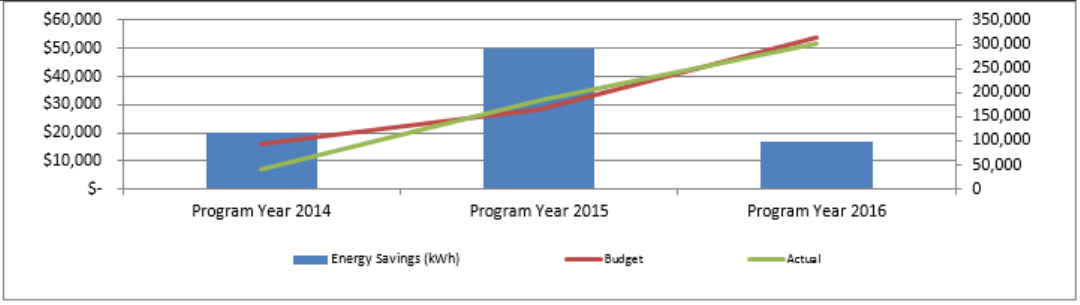


Table 3.2

Algiers - Income Qualified (AHPwES)

	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Reported	Evaluated	%	Reported	Evaluated	%	Reported	Actual	%
Program Year 2014	$ 16,000	$ 6,824	43%	62,692	115,564	184%	n/a	18	-	132	132	100%
Program Year 2015	$ 28,321	$ 31,278	110%	45,946	291,163	634%	18	112	624%	22	22	100%
Program Year 2016	**$ 53,853**	**$ 51,763**	**96%**	**87,749**	**98,896**	**113%**	**25**	**36**	**148%**	**14**	**14**	**100%**



3.4 Program Events & Training:

These items are detailed in the SARP workbook.

3.5 Planned or Proposed Changes to Program and Budget

N/A

4. Lighting and Appliances

4.1 Program Description

The Lighting and Appliances program is a retail channel program that promotes the purchase of energy efficient lighting, room A/Cs, pool pumps and advanced power strips. Customers received point-of-purchase discounts for CFL and LED lighting and direct-to-customer utility rebates on advanced power strips, ENERGY STAR® qualified room air conditioners and ENERGY STAR pool pumps. Promotional materials in retail locations, online and other mass marketing channels helped drive consumer awareness and generate customer demand.

Lighting:

There was a significant increase in LEDs vs. CFLs sold as compared to previous program years. This is due in part to the release of ENERGY STAR V2.0 specifications on December 31, 2015. The new specifications lower the lifetime and Omni-directional requirements for the A-Line LED category, thereby allowing for a lower starting price. There were 10 retail store locations that participated in the lighting discount promotions, all located within Orleans Parish. Dollar Tree, our new partner, had 4 locations.

Appliances:

The ENERGY STAR pool pump rebate was changed from a $200 incentive to a tiered incentive structure: $200 for multi speed and $250 for variable speed to further incentivize the most efficient models. There was an increase in rebates submitted for pool pumps:

- ENO received 6 rebates in PY6 vs. only 2 in PY5.
- ENO (Algiers) received two rebates in PY6 the first for this territory.

All stores participating in the lighting point-of-purchase promotion were visited regularly by program staff. Store managers and sales associates were trained on the benefits of ENERGY STAR qualified lighting and room A/Cs, if applicable. Several additional retail appliance stores in the greater New Orleans area received training on the room A/C rebates. Several pool supply stores received training on promoting ENERGY STAR pool pumps.

4.2 Program Highlights

New Orleans:

- 543,467 kWh savings, achieving 53% of goal
- 121 kW saved
- 13,402 program participants

Algiers:

- 19,759 kWh savings, achieving 23% of goal
- 4 kW saved
- 337 program participants

4.3 Program Budget, Savings and Participants

Table 4.1

ENO - Consumer Products POS

	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Reported	Evaluated	%	Reported	Evaluated	%	Reported	Actual	%
Program Year 2014	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-
Program Year 2015	$ 241,491	$ 165,666	69%	942,765	1,149,201	122%	290	200	69%	6,164	6,164	100%
Program Year 2016	**$ 445,608**	**$ 383,454**	**86%**	**732,413**	**543,467**	**74%**	**206**	**121**	**59%**	**13,402**	**13,402**	**100%**

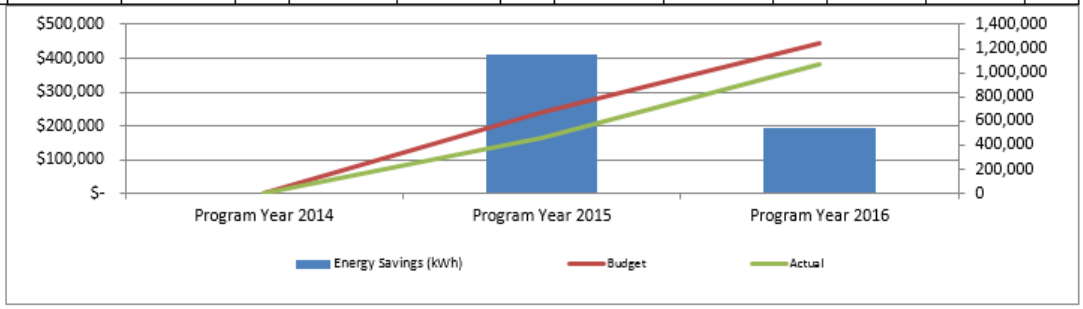
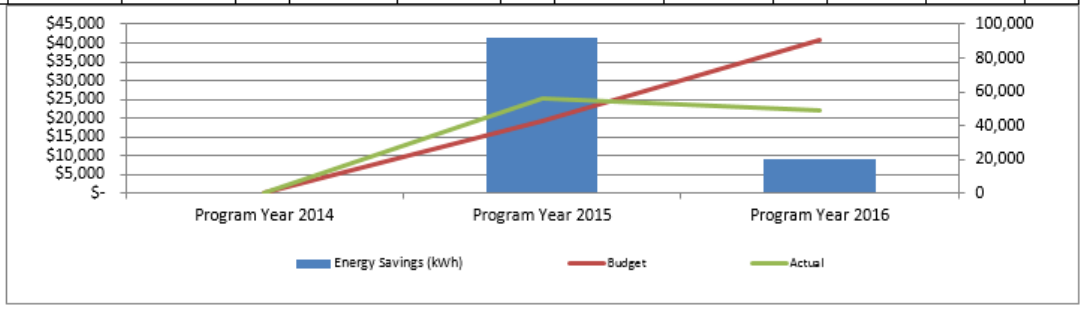


Table 4.2

Algiers - Consumer Products POS												
	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Reported	Evaluated	%	Reported	Evaluated	%	Reported	Actual	%
Program Year 2014	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-
Program Year 2015	$ 19,333	$ 25,333	131%	75,368	92,433	123%	23	15	66%	412	412	100%
Program Year 2016	**$ 40,667**	**$ 22,091**	**54%**	**25,989**	**19,759**	**76%**	**7**	**4**	**63%**	**337**	**337**	**100%**



4.4 Program Events & Training:

These items are detailed in the SARP workbook.

4.5 Planned or Proposed Changes to Program and Budget

N/A

5. CoolSaver A/C Tune-Up and HVAC Replacement Program

5.1 Program Description

The CoolSaver Program is ideal for homeowners, tenants, and property managers who desire to improve the comfort levels inside their residence and the energy efficiency of their A/C system. The CoolSaver Program offers two opportunities for residential customers to receive an incentive:

- CoolSaver A/C Tune-Up: Improving the current equipment efficiency through cleaning of the indoor and outdoor unit, and if necessary adjusting the air flow and refrigerant charge. These improvements are made possible through extensive trade ally training and captured using state-of-the-art tools and technology. For added efficiency a Duct Sealing Program is also available, but not required.
  OR

- A/C Replacement: Updating old, inefficient equipment with new high-efficiency HVAC units that meet or exceed Energy Star ratings.

5.2 Program Highlights

- Pre-Cleans with Duct Sealing provided the seasonal A/C Tune-Up Program a jumpstart during early spring once the outdoor temperature reached desired levels. Central Replacements were offered throughout the year regardless of low outdoor temperatures.
- 1,047 measures were performed in ENO for PY6, this included 334 Duct Sealing Measures.
- ENO customers installed 36 high efficiency HVAC systems during PY6.
- 148 measures were performed in ELA for PY6, this included 58 Duct Sealing Measures.
- ELA customers installed 2 high efficiency HVAC systems during PY6.
- The Tune-Up Program received participation from (14) fourteen Trade Allies with the Central Replacement Program adding (3) three Trade Allies to that count.

New Orleans:

- Reaching 111% of goal, a total of 1,638,233 kWh was achieved.
- A total of 556 kW was achieved.

Algiers:

- Reaching 203% of goal, a total of 231,850 kWh was achieved.
- A total of 65 kW was achieved.

5.3 Program Budget, Savings and Participants

Table 5.1

ENO - Residential Heating and Cooling

	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Reported	Evaluated	%	Reported	Evaluated	%	Reported	Actual	%
Program Year 2014	$ 117,426	$ 104,545	89%	1,359,309	517,188	38%	649	222	34%	356	356	100%
Program Year 2015	$ 248,409	$ 122,355	49%	1,458,077	358,291	25%	573	117	20%	667	667	100%
Program Year 2016	**$ 440,700**	**$ 358,014**	**81%**	**2,367,236**	**1,638,233**	**69%**	**678**	**556**	**82%**	**831**	**831**	**100%**

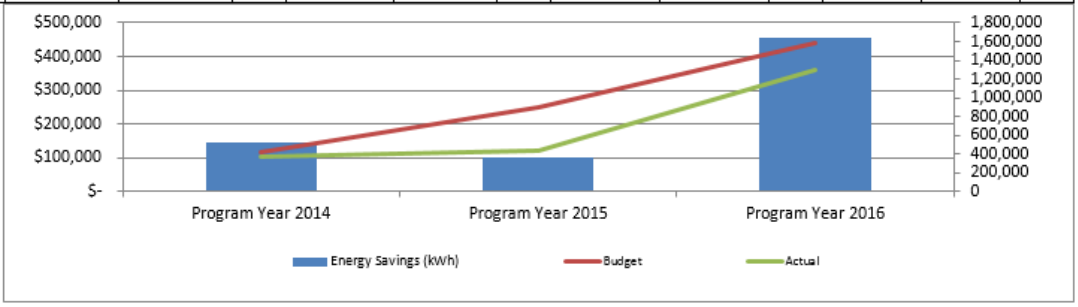
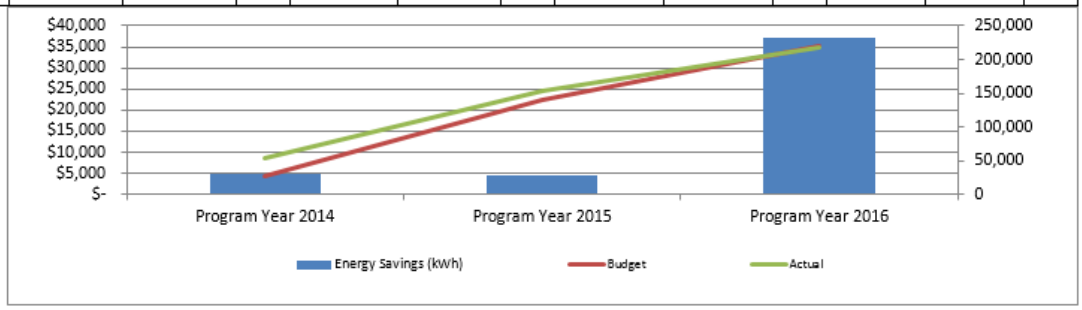


Table 5.2

Algiers - Residential Heating and Cooling

	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Reported	Evaluated	%	Reported	Evaluated	%	Reported	Actual	%
Program Year 2014	$ 4,385	$ 8,625	197%	150,120	29,683	20%	n/a	11	-	18	18	100%
Program Year 2015	$ 22,315	$ 24,634	110%	131,133	27,280	21%	52	8	16%	44	44	100%
Program Year 2016	**$ 35,361**	**$ 34,670**	**98%**	**279,171**	**231,850**	**83%**	**68**	**65**	**96%**	**45**	**45**	**100%**



5.4 Program Events & Training:

These items are detailed in the SARP workbook.

5.5 Planned or Proposed Changes to Program and Budget

N/A

6. School Kits and Outreach

6.1 Program Description

Energy Smart's selection of programs includes a schools and outreach program that was implemented by Energy Wise Alliance (EWA), a local non-profit.

Schools:

The program continued to reach 6th graders in Orleans Parish in PY6, but also for the first time presented information to two high schools in the area as well. These students received an in-class presentation and each student received a "school kit" to take home and install. Each kit included six energy efficient light bulbs, a kitchen faucet aerator, a bath faucet aerator, a low-flow showerhead, and an LED night light. With the transition to LED technology and with the availability of additional funding, each student also received two LED light bulbs.

Outreach:

EWA presented and tabled at 23 events during PY6. An estimated 12,500 consumers were exposed to Energy Smart as a result of this effort. 12 workshops were held at various non-profit organizations in Orleans Parish.

6.2 Program Highlights

New Orleans:

- Reaching 52% of goal, a total of 555,312 kWh was achieved.
- A total of 80 kW was achieved.
- 3,529 students received Energy Smart kits

Algiers:

- Reaching 101% of goal, a total of 83,252 kWh was achieved.
- A total of 12 kW was achieved.

Schools that participated in PY6:

- KIPP McDonogh 15 School for Creative Arts
- Edgar P. Harney Spirit of Excellence Academy
- Rayne Memorial United Methodist Church
- Edward Hynes Charter School
- Benjamin Franklin Elementary School

- ReNEW Cultural Arts Academy
- Renew HC Schaumberg
- McDonogh #32 Elementary School
- Community Works - St. Paul Lutheran
- William J. Fischer Elementary School
- St. Peter Claver
- St. Mary's Academy
- Crocker College Prep
- Fannie C. Williams Charter School
- Lusher Charter School
- Arise Academy
- Lake Forest Elementary Charter School
- International School of Louisiana
- McDonogh #28 City Park Academy (ReNew School)
- Morris Jeff Community School
- St. Mary's Academy (Boys)
- Harriet Tubman Elementary School
- St. Rita
- Lafayette Academy
- KIPP Believe College Prep
- Esperanza Charter School
- Mc Main Secondary School
- Osborne Middle School
- Audubon Charter School
- Joseph A. Craig Charter School
- KIPP New Orleans Leadership Academy
- James M Singleton Charter School
- St. Joan of Arc
- Akili Academy of New Orleans
- Edward Hynes Charter School
- Paul Habens Elementary School
- Dolores T. Aaron Charter School (ReNew School)
- St. Alphonsus School
- KIPP McDonough #15
- Arthur Ashe Charter School (FirstLine School)
- New Orleans Adventist Academy
- Sci Academy
- Martin Behrman Elementary School

6.3 Program Budget, Savings and Participant

Table 6.1

ENO - School Kits and Education

	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Reported	Evaluated	%	Reported	Evaluated	%	Reported	Actual	%
Program Year 2014	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-
Program Year 2015	$ 70,894	$ 69,778	98%	926,946	365,288	39%	119	42	35%	3,012	3,012	100%
Program Year 2016	**$ 415,217**	**$ 407,371**	**98%**	**487,273**	**555,312**	**114%**	**58**	**80**	**138%**	**3,040**	**3,040**	**100%**

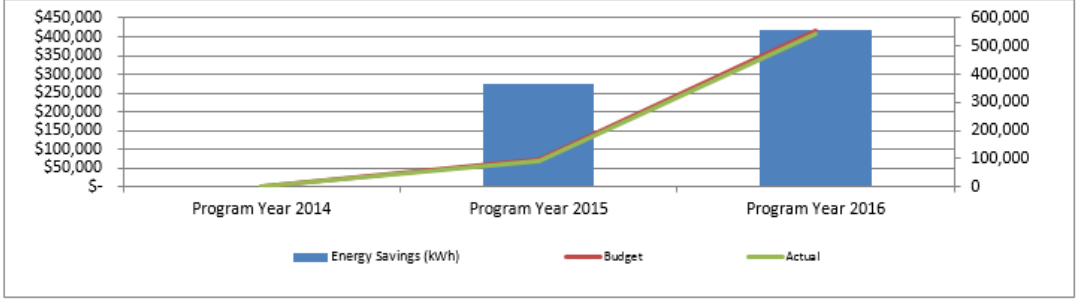
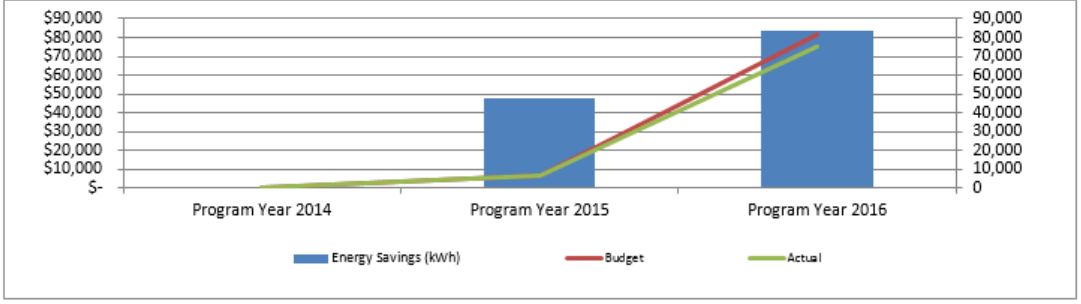


Table 6.2

Algiers - School Kits and Education

	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Reported	Evaluated	%	Reported	Evaluated	%	Reported	Actual	%
Program Year 2014	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-	n/a	n/a	-
Program Year 2015	$ 6,433	$ 6,433	100%	84,150	47,498	56%	53	5	10%	671	671	100%
Program Year 2016	**$ 81,293**	**$ 75,000**	**92%**	**79,844**	**83,252**	**104%**	**10**	**12**	**116%**	**487**	**487**	**100%**



6.4 Program Events and Training

Covered in sections 6.1 Program Description and 6.2 Program Highlights.

6.5 Planned or Proposed Changes to Program and Budget

N/A

7. Small Business Solutions

7.1 Program Description

The Small Business Solutions Program is designed to overcome the first-cost market barriers unique to the small business market that frequently interfere with small business adoption of energy efficiency measures. The program provides small business owners with energy efficiency information and develops awareness of energy and non-energy benefits, helping small business customers invest in energy efficient technologies and particularly help them overcome high "first costs." In addition, the program provides preliminary walk through assessments of facilities to help small business owners understand what their options are for making energy efficiency improvements. The most common customers in the Small Business Solutions Program are offices, service shops, restaurants, lodging, retail and convenience stores. For the purposes of this program small businesses are defined as commercial businesses with a peak demand less than 100 kW.

PY6 presented several challenges for Small Business Solutions. The small commercial market has become saturated in Orleans Parish making it harder for Trade Allies to find projects and owners willing to invest in energy efficient upgrades. Leading up to the start of the program year program staff knew this and knew the market needed to develop and evolve past lighting projects. The CoolSaver A/C tune-up was introduced as a new measure for small businesses with units up to 25 tons. $84,708 for ENO and $6,462 for Algiers in incentive funds were set aside for this new measure. Trade Allies with experience in the commercial HVAC market were developed; however, because of the very hot cooling season Trade Allies prioritized service calls and repairs over tune-ups and the program did not take off as projected. In November of 2016, duct sealing was also offered as a complementary measure to the CoolSaver Tune-Up measure to help drive savings and participation. While there was some participation by Trade Allies and customers these measures did not drive savings as projected.

With the last three months of the program year left and only 21% of the goal achieved, a bonus program was created to entice Trade Allies to sell and complete projects by the end of the program year. A $5,000 bonus was offered for any Trade Ally that brought in new projects totaling 800,000+ kWh, and a $3,000 bonus was offered for 500,000+ kWh in new projects. In order to qualify, the projects had to be new starting January 1st, 2017 and must be completed by March 31st, 2017. Even with the bonus the program would still meet all costs tests. One bonus of $3,000 was paid out to NOLA LED who brought in over 552,255 kWh in savings during the last three months of the program year.

In addition to the bonus there was a strong outreach effort by program staff to find and develop projects. Over the course of four weeks in January and February six program staff members divided up Orleans Parish and went door to door to try and enroll customers in the program. Program staff found 78 businesses that initially showed interested in the program. Ultimately, 17 projects were completed by the end of the program year.

The combined effort of program staff, kWh bonus for Trade Allies and new measure offerings did help to drive savings especially in the last quarter of the program year. The program was able to close out two million kWh in the last three months of the program year, 896,338 kWh of which was due to new projects.

7.2 Program Highlights

- 80 businesses participated in PY6.
- 68% of program activity completed between the months of January and March.
- 98% of savings came from lighting measures, with the remaining 2% of savings coming from the new CoolSaver A/C Tune-up and Duct Sealing measures.

New Orleans:

- 79 commercial projects with 6,389 measures were completed.
- Reaching 75% of goal, a total of 3,374,304 kWh was achieved.
- A total of 291 kW was achieved.

Algiers:

- 7 commercial projects with 76 measures were completed.
- Reaching 71% of goal, a total of 244,485 kWh was achieved.
- A total of 10 kW was achieved.

7.3 Program Budget, Savings and Participants

Table 7.1

ENO - Small Commercial and Industrial

	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Reported	Evaluated	%	Reported	Evaluated	%	Reported	Actual	%
Program Year 2014	$ 338,733	$ 303,944	90%	2,666,423	2,519,153	94%	385	498	129%	72	72	100%
Program Year 2015	$ 455,876	$ 457,416	100%	3,692,306	3,189,966	86%	950	461	49%	185	185	100%
Program Year 2016	**$ 1,000,842**	**$ 786,306**	**79%**	**2,932,998**	**3,374,304**	**115%**	**270**	**291**	**108%**	**79**	**79**	**100%**

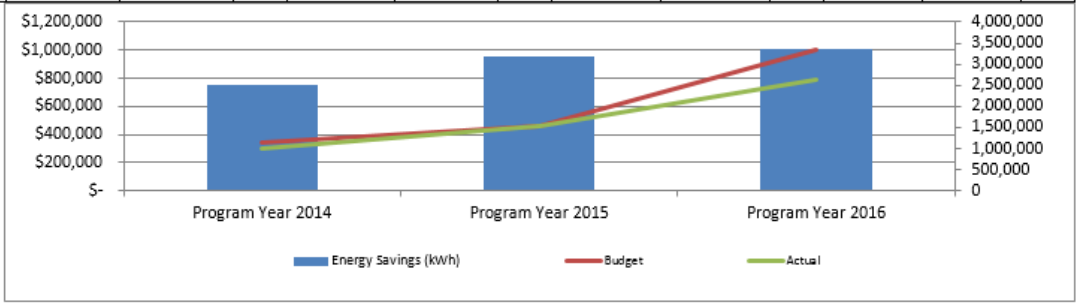
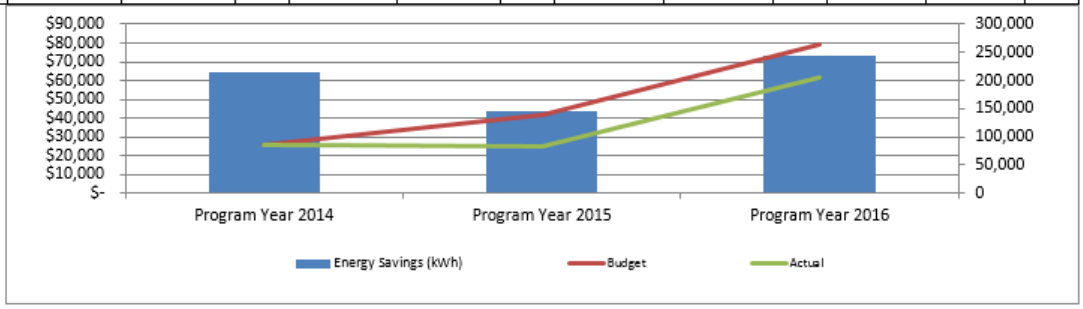


Table 7.2

Algiers - Small Commercial and Industrial												
	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Reported	Evaluated	%	Reported	Evaluated	%	Reported	Actual	%
Program Year 2014	$ 26,014	$ 26,014	100%	272,090	215,680	79%	n/a	38	-	9	9	100%
Program Year 2015	$ 41,913	$ 25,003	60%	339,555	144,696	43%	87	29	33%	16	16	100%
Program Year 2016	**$ 79,077**	**$ 61,961**	**78%**	**219,285**	**244,485**	**111%**	**15**	**10**	**68%**	**7**	**7**	**100%**



7.4 Training and Events

These items are detailed in the SARP workbook.

7.5 Planned or Proposed Changes to Program and Budget

N/A

8. Large Commercial and Industrial Solutions

8.1 Program Description

The program provides incentives for deemed savings measures as defined by the Arkansas TRM 3.0 installed by qualified contractors. There is also a custom component of the program which helps customers in identifying efficiency opportunities, analyzes associated costs and savings, and offers incentives to install custom measures. Custom project support offers incentives for efficiency improvements affecting systems that are outside the scope of the prescriptive measure offerings. These projects may include retro-commissioning, process improvements, and other system level custom projects or projects involving unique equipment not part of the prescriptive offerings. Program staff pre-approves projects for customer and measure eligibility, and provides M&V services or review as needed to verify measures savings. The program provides technical engineering support to identify custom project opportunities in customer facilities. All commercial, industrial, and institutional customers with peak demand of 100 kW and above are eligible for this program.

PY6 proved to be one of the most successful years for the Large Commercial Program. The New Orleans Portion of the program achieved 144% of its savings goal. The biggest driver of the savings was a large lighting project that was completed at the Mercedes Benz Super Dome. This single project accounted for almost 4.5 million kWh, 1,309 kW and 54% of the goal for the program year.

8.2 Program Highlights

- 41 projects were completed in PY6, 40 in New Orleans and 1 in Algiers.
- 89% of program savings came from lighting measures, 10% came from HVAC measures and approximately 1% came from other and custom measures.

New Orleans:

- 40 commercial projects were completed
- Reaching 100% of goal, a total of 8,322,948 kWh was achieved
- A total of 1,447 kW was achieved

Algiers:

- 1 commercial project with 884 measures was completed
- Reaching 22% of goal, a total of 148,219 kWh was achieved.
- A total of 37 kW was achieved.

8.3 Program Budget, Savings and Participants

Table 8.1

ENO - Large Commercial and Industrial

	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Reported	Evaluated	%	Reported	Evaluated	%	Reported	Actual	%
Program Year 2014	$ 522,970	$ 519,304	99%	6,138,592	5,823,379	95%	945	831	88%	23	23	100%
Program Year 2015	$ 894,890	$ 800,074	89%	7,561,766	8,642,831	114%	1,265	1,403	111%	45	45	100%
Program Year 2016	**$ 1,769,971**	**$ 1,628,516**	**92%**	**11,989,882**	**8,347,050**	**70%**	**2,424**	**1,447**	**60%**	**40**	**40**	**100%**

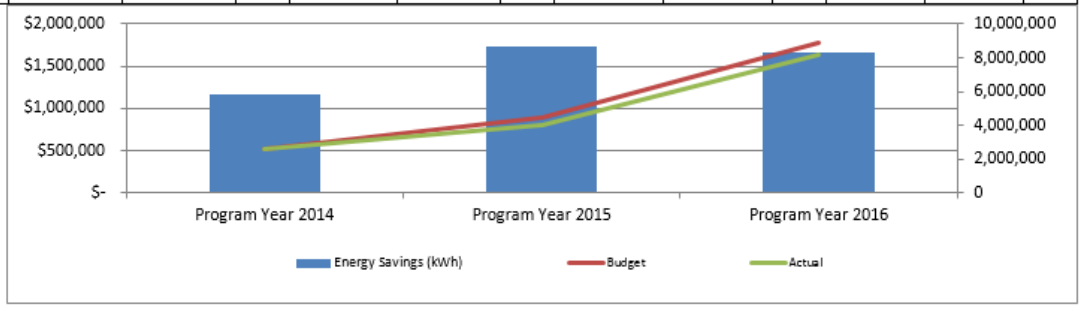
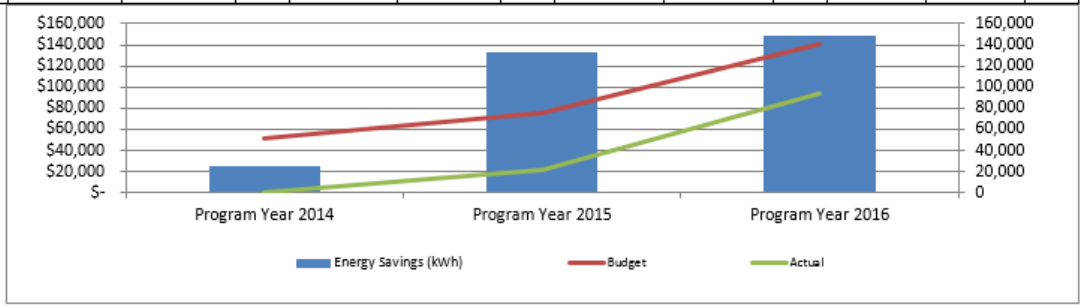


Table 8.2

Algiers - Large Commercial and Industrial

	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	Budget	Actual	%	Reported	Evaluated	%	Reported	Evaluated	%	Reported	Actual	%
Program Year 2014	$ 51,518	$ 626	1%	430,187	24,576	6%	n/a	2	-	1	1	100%
Program Year 2015	$ 75,883	$ 21,732	29%	644,830	133,404	21%	108	6	5%	1	1	100%
Program Year 2016	**$ 140,256**	**$ 94,383**	**67%**	**292,428**	**148,218**	**51%**	**40**	**37**	**93%**	**1**	**1**	**100%**



8.4 Training and Events

These items are detailed in the SARP workbook.

8.5 Planned or Proposed Changes to Program and Budget

N/A

9. Pilot Programs

9.1 NEST Pilot

During the latter part of PY6, a pilot program to install NEST thermostats was initiated. The scope of the project would be to install approximately 1,000 thermostats into low income customers in Algiers. Energy Smart was able to utilize three trade allies that also participated in the CoolSaver A/C Tune-Up Program. Many of these same trade allies are certified as NEST Pro Installers.

A total of 985 NEST thermostats were installed into ten Income Qualified apartment complexes in Algiers. Several of the thermostats were inoperable out of the box. ADM will be providing detailed user data at a later date. Using Regression Modeling, ADM will calculate energy savings based on an analysis of customer bills. A minimum of six months' user data will be required.

9.2 Direct Load Control (DLC) Pilot

The DLC Pilot program kicked off during the summer of 2016. Approximately 400 units were installed on ENO customers' outside compressor units at their home addresses. Once installed, the units allowed for remote "events" to be run in an effort to reduce peak load demand. There were nine events scheduled and completed during August and September of 2016. An approximate total of 400 kW was reduced during each event. By the end of installations, 318 customers participated. Several customers had multiple A/C units at their address.

The marketing campaign was directed towards Entergy New Orleans customers in specific zip codes. Our goal was to obtain 350 qualified applicants. Targeting 400 DLC unit installations, it was anticipated that approximately 350 applicants would join, given that some customers would have multiple units at their residences. The team was very cautious in its approach as it did not want to over subscribe the program resulting in disgruntled customers. Direct response email was implemented given its ability to reach only those in certain zip codes and the fact that we could initiate in phases and monitor enrollment. The recruitment email was linked to the landing page for EasyCool which was essentially an enrollment form. We received daily enrollment reports. Our enrollment goal was achieved in around ten days.

The following A/C trade allies participated in this pilot: Dell Tech Mechanical, LLC; AFJ Mechanical, LLC; and Caribbean Breeze Heating & Cooling, LLC. The pilot utilized Eaton Cooper's Yukon energy assistance software, paging service and master server and the DLC devices used were Model LCR 5200 and were manufactured and delivered by Cannon Technologies, Inc.

The event dates were: Wednesday, August 24, 2016 – 50% cycle rate; Friday, August 26, 2016 – 50% cycle rate; Thursday, September 1, 2016 – 50% cycle rate; Thursday, September 8, 2016 – 33% cycle rate; Monday, September 12, 2016 – 50% cycle rate; Tuesday, September 20, 2016 – 50% cycle rate; Wednesday, September 21, 2016 – 33% cycle rate; Wednesday, September 28, 2016 – 50% cycle rate; Thursday, September 29, 2016 – 50% cycle rate. All nine events began at 4pm and were terminated at 6pm.

9.3 Behavioral Pilot: Energy Smart Scorecard

The Energy Smart Scorecard program currently has 923 enrolled customer accounts. Enrollment numbers are expected to dramatically increase in late August 2017, when the single sign-on feature to the Energy Smart Card portal goes live from the Entergy New Orleans MyAccount Online page. Accelerated Innovations will distribute a bulk email announcement to ENO's residential customer email list to make customers aware of the ease of access.

The following metrics reflect the number of customized scorecards distributed to enrolled customers to date:

- April 2017: 908 scorecards distributed
- May 2017: 892 scorecards distributed
- June 2017: 888 scorecards distributed
- July 2017 scorecards shall be distributed by Monday, July 31.

Program evaluation activities have not fully initiated as of yet but are forthcoming.

10. EM&V Spending PY6

To date, spending on EM&V and the pilot programs is as follows:

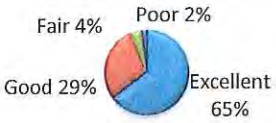
Program	Amount
Direct Load Control	$410,841
Nest	$219,231
Behavioral	$76,586
EM&V (PY6)	$331,866

Appendix A: Customer Satisfaction Survey Results

ENO Home Performance with Energy Smart - Customer Satisfaction Surveys

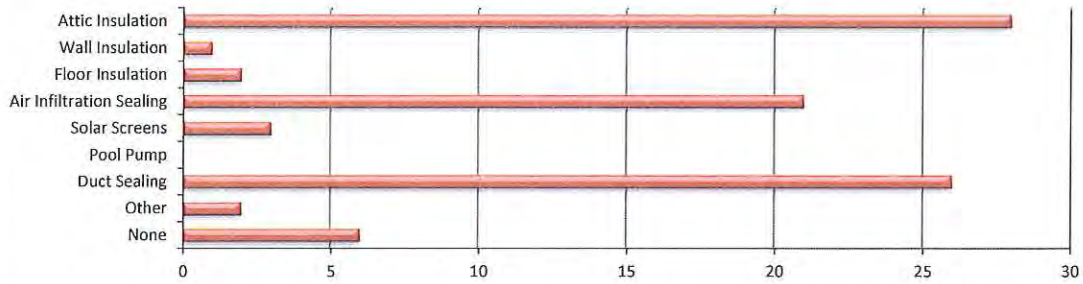
Total of 50 surveys received through Apr 10, 2017

Q1b: How do you rate your experience with the energy consultant?

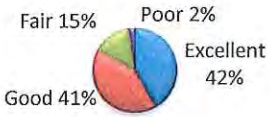


Q1c: How do you rate the value of the Energy Smart assessment?

Q1d: What measure(s) did you implement as part of the program?

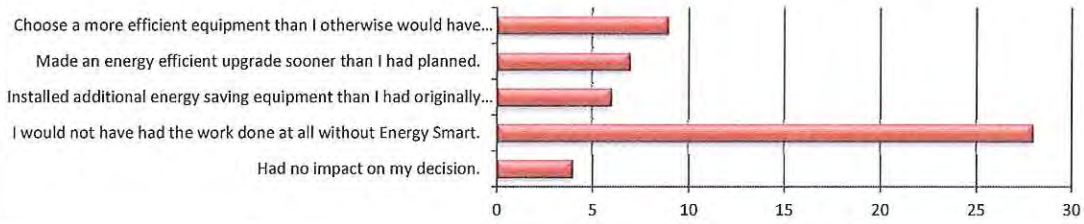


Q2b: How do you rate your experience with the contractor?

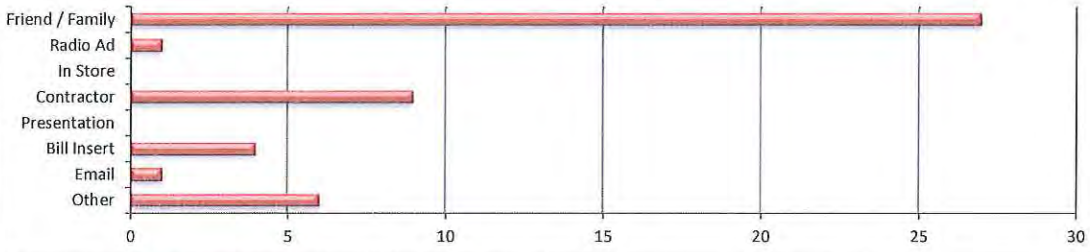


Q3: Are you the homeowner, landlord, or tenant?

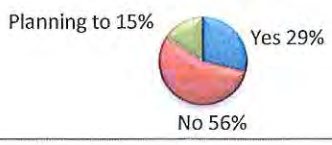
Q4: The Energy Smart Program, and assitance from my contractor, allowed the following to be true?



Q5: How did you hear about the Energy Smart program?



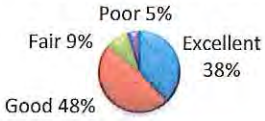
Q6: Have you taken advantage of other Energy Smart programs?



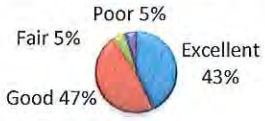
ELA Home Performance with Energy Smart - Customer Satisfaction Surveys

Total of 22 surveys received through Apr 28, 2017

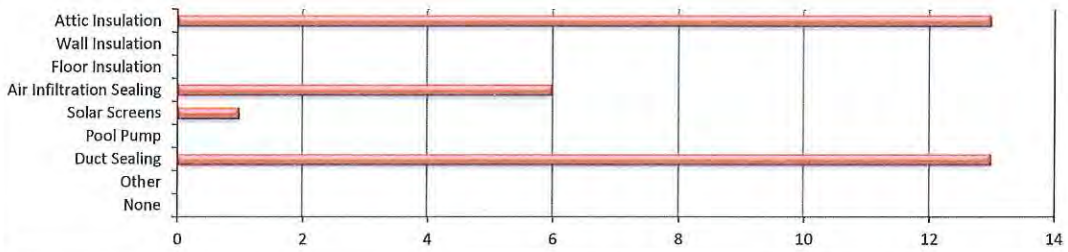
Q1b: How do you rate your experience with the energy consultant?



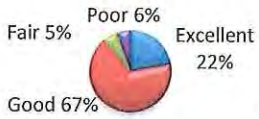
Q1c: How do you rate the value of the Energy Smart assessment?



Q1d: What measure(s) did you implement as part of the program?



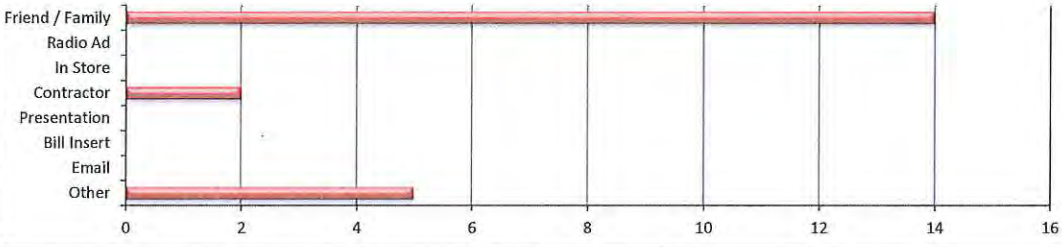
Q2b: How do you rate your experience with the contractor?



Q3: Are you the homeowner, landlord, or tenant?

Q4: The Energy Smart Program, and assitance from my contractor, allowed the following to be true?

Q5: How did you hear about the Energy Smart program?

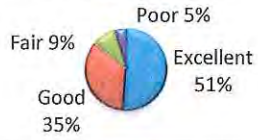


Q6: Have you taken advantage of other Energy Smart programs?

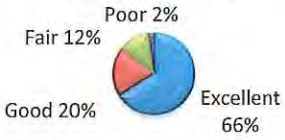
ENO Home Performance with Energy Smart Assisted - Customer Satisfaction Surveys

Total of 44 surveys received through Apr 27, 2017

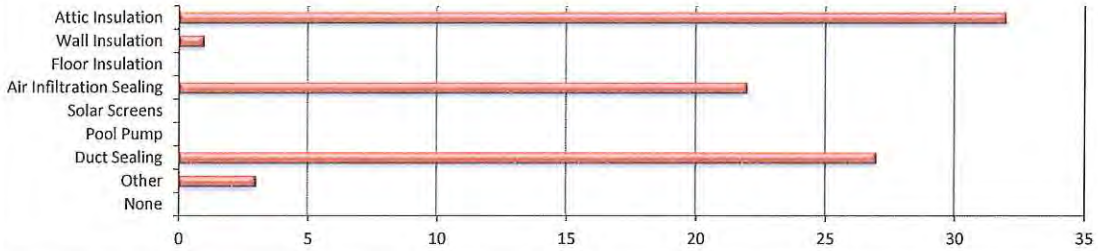
Q1b: How do you rate your experience with the energy consultant?



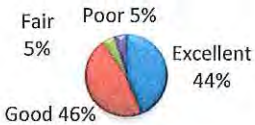
Q1c: How do you rate the value of the Energy Smart assessment?



Q1d: What measure(s) did you implement as part of the program?

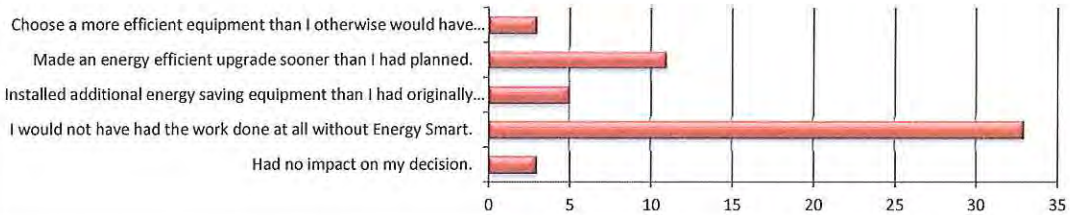


Q2b: What was the contractor's overall level of professionalism?

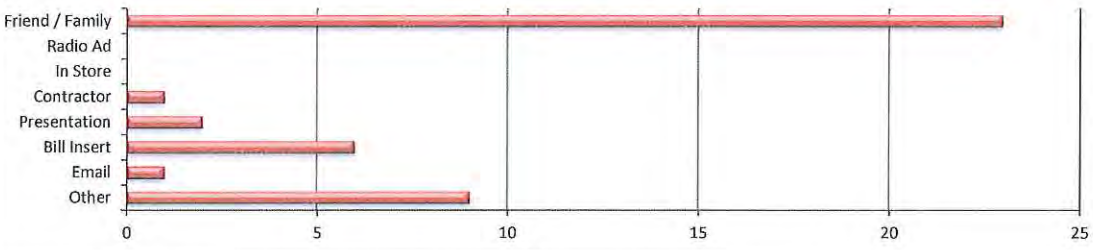


Q3: Are you the homeowner, landlord, or tenant?

Q4: The Energy Smart Program, and assitance from my contractor, allowed the following to be true?



Q5: How did you hear about the Energy Smart program?



Q6: Have you taken advantage of other Energy Smart programs?

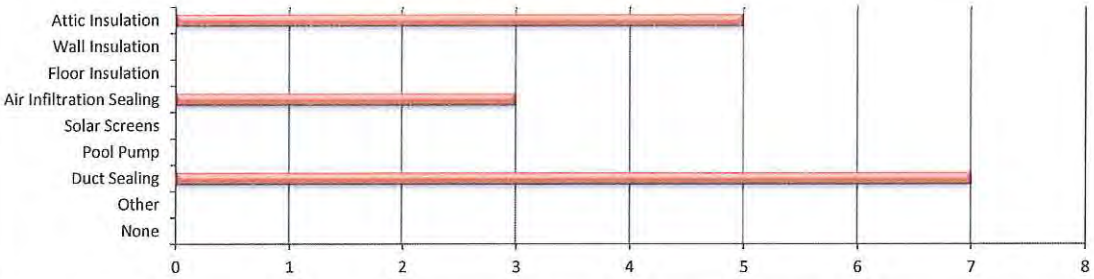
ELA Home Performance with Energy Smart Assisted - Customer Satisfaction Surveys

Total of 9 surveys received through Apr 28, 2017

Q1b: How do you rate your experience with the energy consultant?

Q1c: How do you rate the value of the Energy Smart assessment?

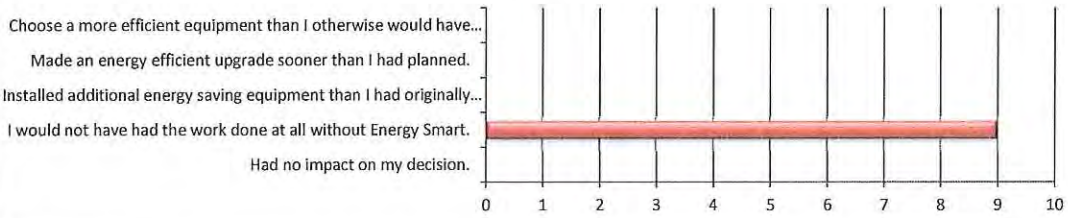
Q1d: What measure(s) did you implement as part of the program?



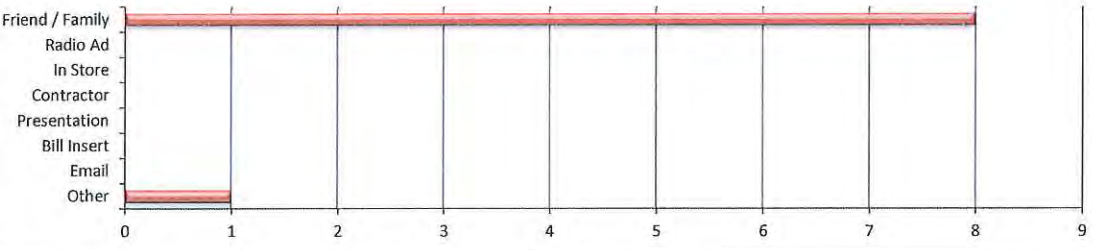
Q2b: What was the contractor's overall level of professionalism?

Q3: Are you the homeowner, landlord, or tenant?

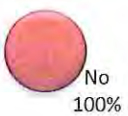
Q4: The Energy Smart Program, and assitance from my contractor, allowed the following to be true?



Q5: How did you hear about the Energy Smart program?



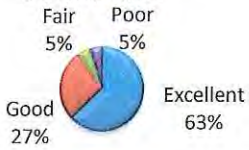
Q6: Have you taken advantage of other Energy Smart programs?



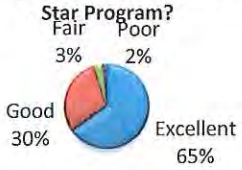
ENO CoolSaver AC Tune-up Program - Customer Satisfaction Surveys

Total of 64 surveys received through Feb 17, 2017

Q1b: How do you rate your experience with the contractor?



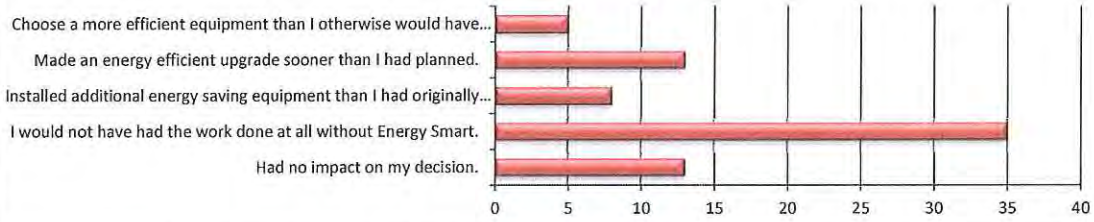
Q2: How do you rate the value of the Energy Star Program?



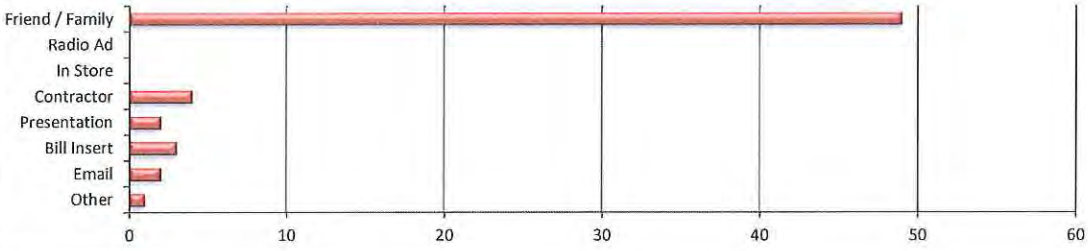
Q3: Are you the homeowner, landlord, or tenant?

Q6: Have you taken advantage of other Energy Smart programs?

Q4: The Energy Smart Program, and assitance from my contractor, allowed the following to be true?



Q5: How did you hear about the Energy Smart program?



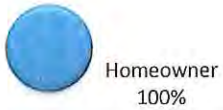
ELA Energy Smart CoolSaver AC Tune-up Program - Customer Satisfaction Surveys

Total of 10 surveys received through Apr 20, 2017

Q1b: How do you rate your experience with the contractor?

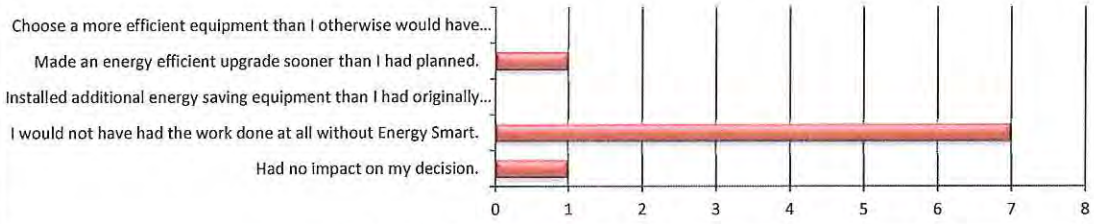
Q2: How do you rate the value of the Energy Star Central A/C Program?

Q3: Are you the homeowner, landlord, or tenant?

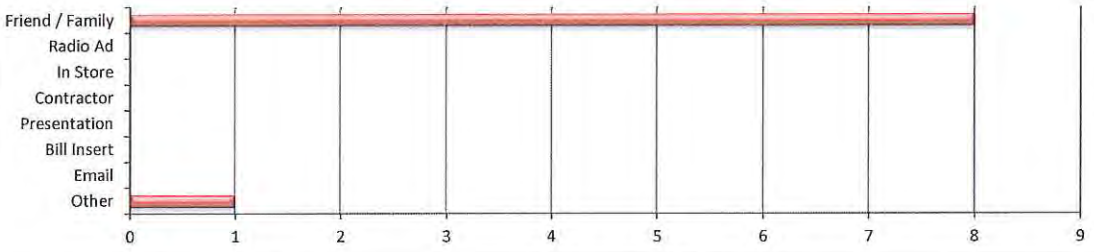


Q6: Have you taken advantage of other Energy Smart programs?

Q4: The Energy Smart Program, and assitance from my contractor, allowed the following to be true?



Q5: How did you hear about the Energy Smart program?



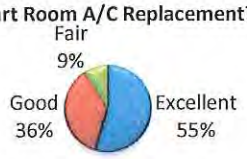
ENO Central A/C Unit Replacement Program - Customer Satisfaction Surveys

Total of 14 surveys received through Apr 5, 2017

Q1b: How do you rate your experience with the staff member?

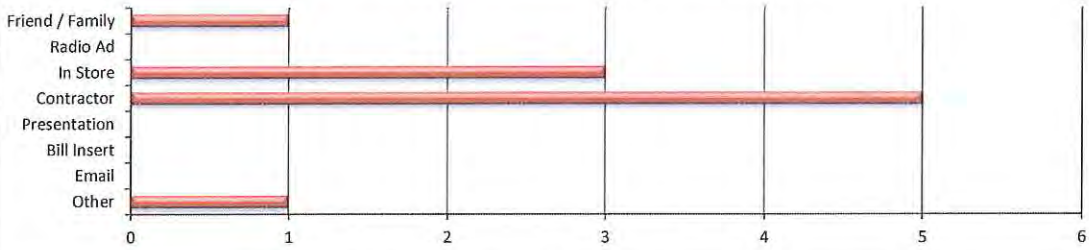
Q2b: How do you rate your experience with the installer?

Q3: How do you rate the value of the Energy Smart Room A/C Replacement?

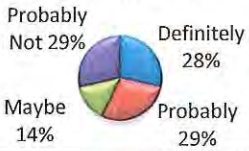


Q4: Are you the homeowner, landlord, or tenant?

Q6: How did you hear about the Energy Smart program?



Q5: Would you recommend the Energy Smart program to others?



Q7: Have you taken advantage of other Energy Smart programs?

ELA Central A/C Unit Replacement Program - Customer Satisfaction Surveys

Total of 1 surveys received through Feb 4, 2017

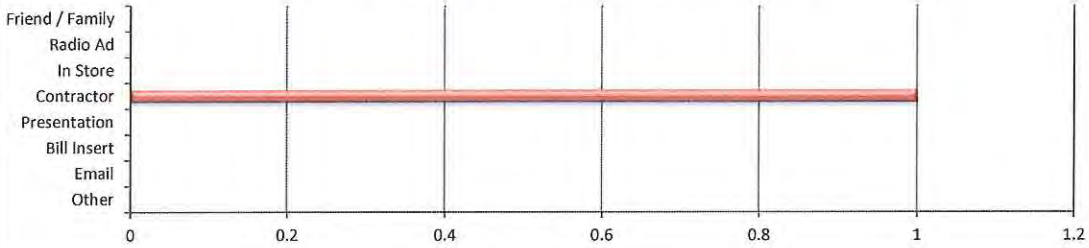
Q1b: How do you rate your experience with the energy consultant?

Q2b: How do you rate your experience with the installer?

Q3: How do you rate the value of the Energy Smart Room A/C Replacement?

Q4: Are you the homeowner, landlord, or tenant?

Q6: How did you hear about the Energy Smart program?



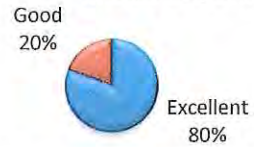
Q5: Would you recommend the Energy Smart program to others?

Q7: Have you taken advantage of other Energy Smart programs?

ENO Consumer Products Program - Customer Satisfaction Surveys

Total of 41 surveys received through Apr 5, 2017

Q1: How do you rate your overall experience with the program?

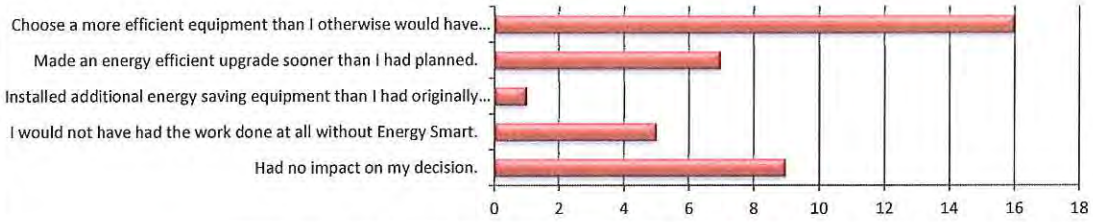


Q2: How do you rate the value of the program?

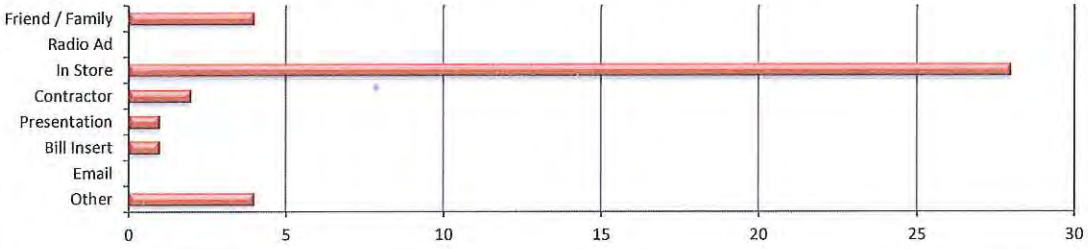
Q3: Are you the homeowner, landlord, or tenant?

Q6: Have you taken advantage of other Energy Smart programs?

Q4: The Energy Smart Program, and assitance from my contractor, allowed the following to be true?



Q5: How did you hear about the Energy Smart program?



ELA Consumer Products Program - Customer Satisfaction Surveys

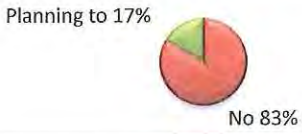
Total of 7 surveys received through Apr 27, 2017

Q1: How do you rate your overall experience with the program?

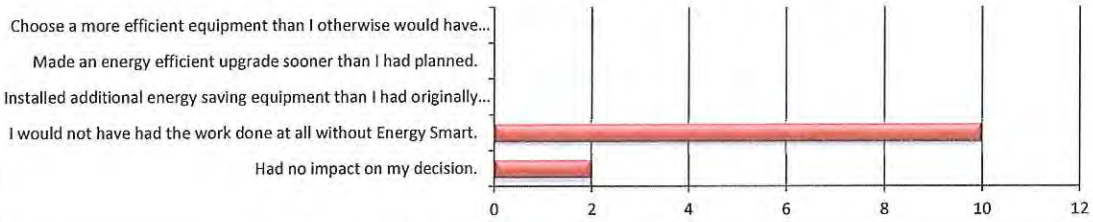
Q2: How do you rate the value of the program?

Q3: Are you the homeowner, landlord, or tenant?

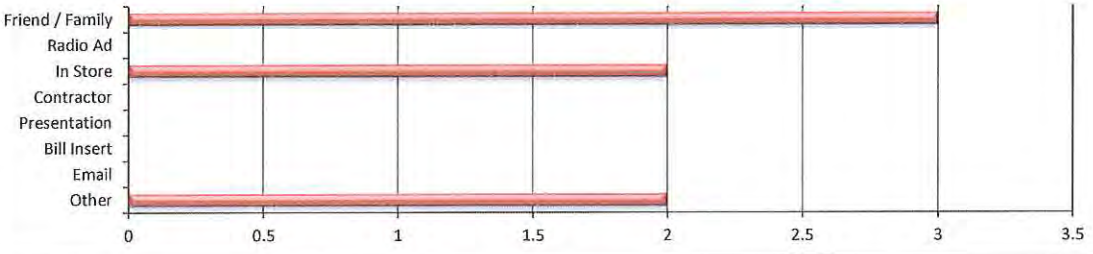
Q6: Have you taken advantage of other Energy Smart programs?



Q4: The Energy Smart Program, and assitance from my contractor, allowed the following to be true?



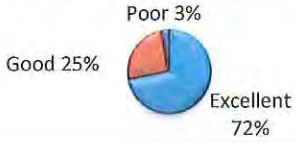
Q5: How did you hear about the Energy Smart program?



ENO Green Light CFL Program - Customer Satisfaction Surveys

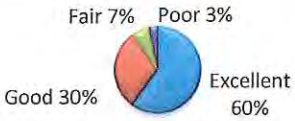
Total of 32 surveys received through Apr 3, 2017

Q1a: How do you rate your experience with the Green Light N.O. volunteers?



Q1b: How would you rate the ease of contacting Green Light N.O. and scheduling an appointment?

Q2a: How would rate the overall value of your CFL installation?

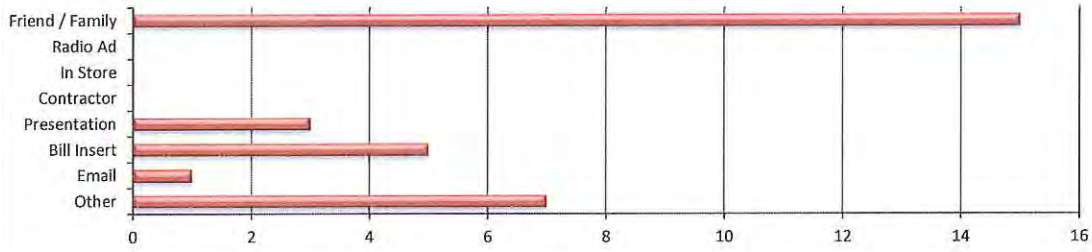


Q2b: How would you rate you level of satisfaction with the CFL bulbs that were installed?

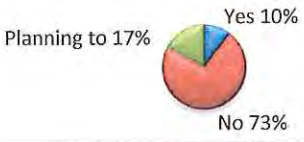
Q3: Are you the homeowner, landlord, or tenant?

Q4: Would you recommend the Energy Smart program to others?

Q5: How did you hear about the Energy Smart program?



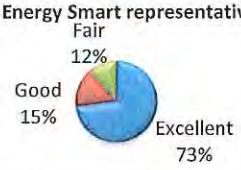
Q6: Have you taken advantage of other Energy Smart programs?



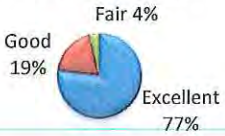
ENO Small Commercial Solutions & Industrial Solutions - Customer Satisfaction Surveys

Total of 26 surveys received through Mar 13, 2017

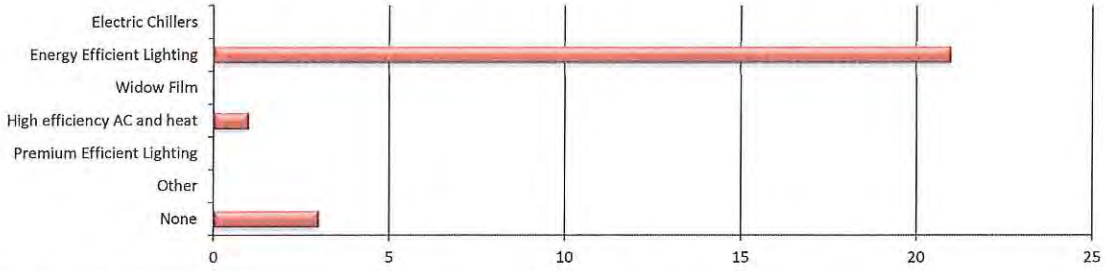
Q1a: How do you rate your experience with the Energy Smart representative?



Q1c: How would you rate the overall value of the Energy Smart program?

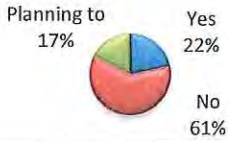


Q1d: Which upgrade(s) do you or do you plan to implement within 60 days for the assessment?

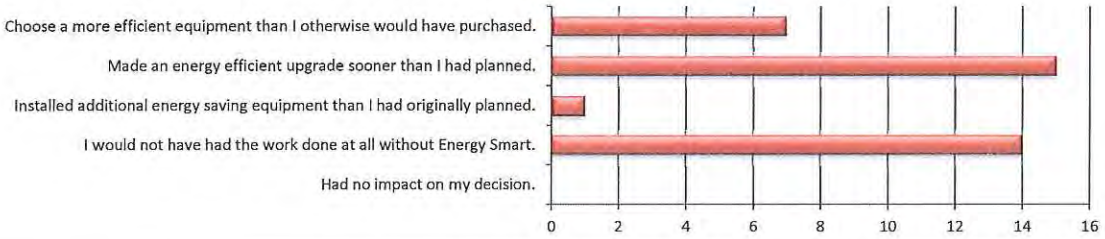


Q1e: Are you planning to implement any other energy efficiency measures?

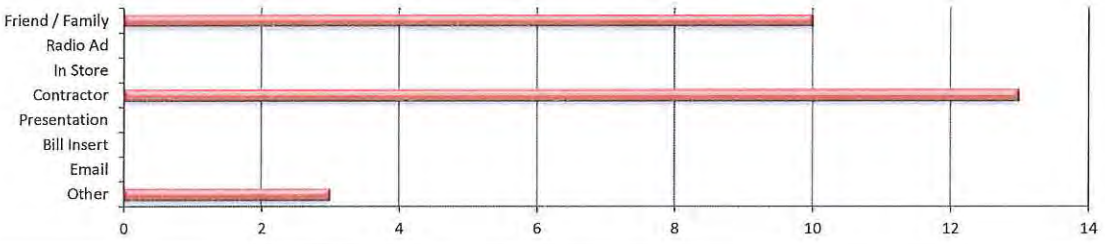
Q3: Have you taken advantage of other Energy Smart programs?



Q2: The Energy Smart Program, and assitance from my contractor, allowed the following to be true:



Q2: How did you hear about the Energy Smart program?



Q6: May we contact you in regard to your comments or concerns?

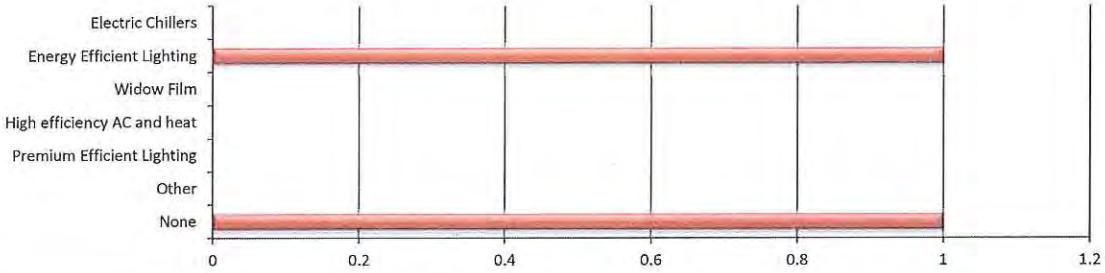
ELA Small Commercial Solutions & Industrial Solutions - Customer Satisfaction Surveys

Total of 2 surveys received through May 2, 2017

Q1a: How do you rate your experience with the Energy Smart representative?

Q1c: How would you rate the overall value of the Energy Smart program?

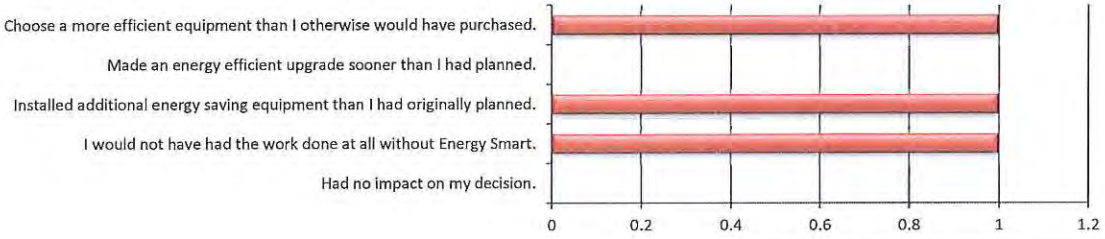
Q1d: Which upgrade(s) do you or do you plan to implement within 60 days for the assessment?



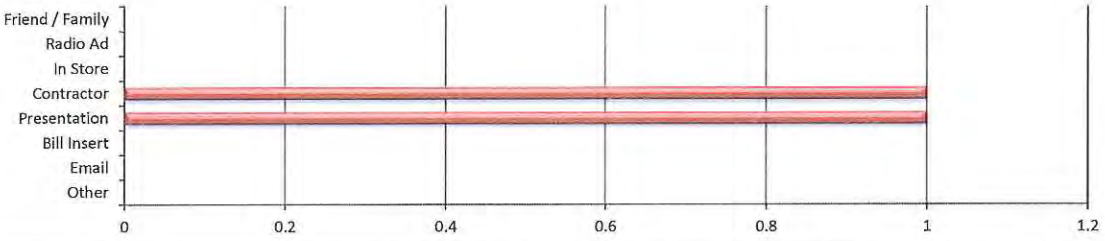
Q1e: Are you planning to implement any other energy efficiency measures?

Q4: Have you taken advantage of other Energy Smart programs?

Q2: The Energy Smart Program, and assitance from my contractor, allowed the following to be true:



Q3: How did you hear about the Energy Smart program?



Q6: May we contact you in regard to your comments or concerns?

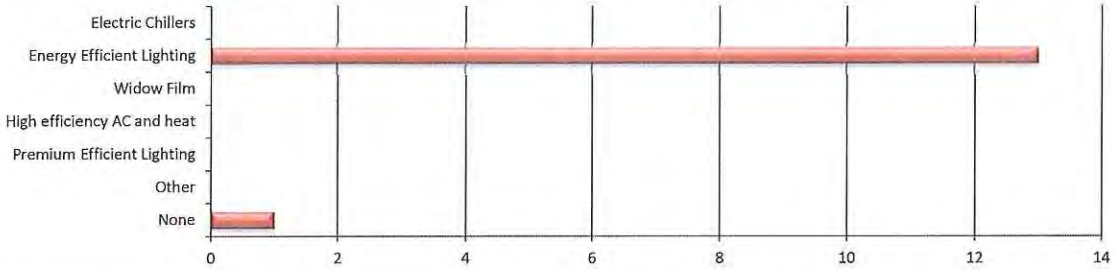
ENO Large Commercial Solutions & Industrial Solutions - Customer Satisfaction Surveys

Total of 14 surveys received through Mar 13, 2017

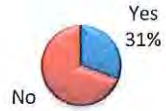
Q1a: How do you rate your experience with the Energy Smart representative?

Q1c: How would you rate the overall value of the Energy Smart program?

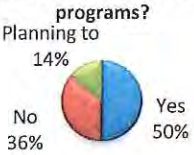
Q1d: Which upgrade(s) do you or do you plan to implement within 60 days for the assessment?



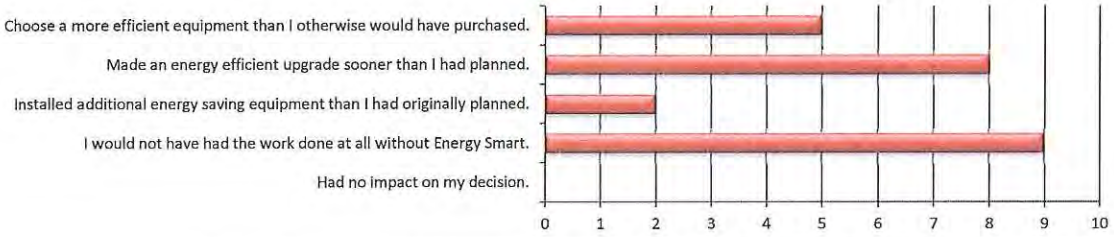
Q1e: Are you planning to implement any other energy efficiency measures?



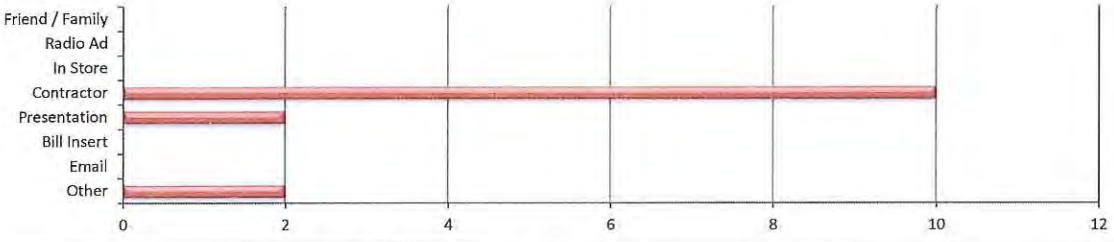
Q3: Have you taken advantage of other Energy Smart programs?



Q2: The Energy Smart Program, and assitance from my contractor, allowed the following to be true:



Q2: How did you hear about the Energy Smart program?



Q6: May we contact you in regard to your comments or concerns?

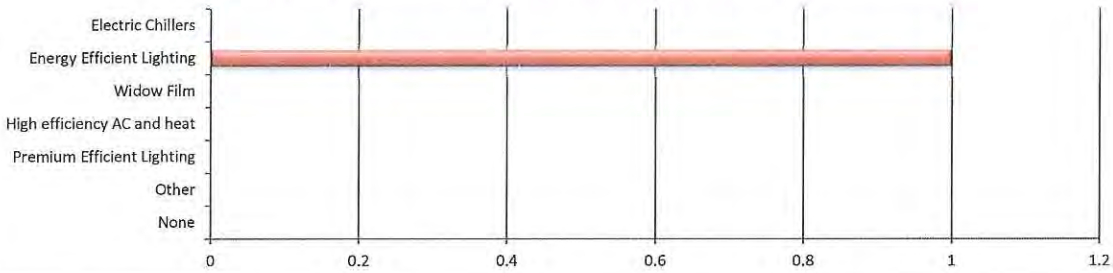
ELA Large Commercial Solutions & Industrial Solutions - Customer Satisfaction Surveys

Total of 1 surveys received through Apr 5, 2017

Q1a: How do you rate your experience with the Energy Smart representative?

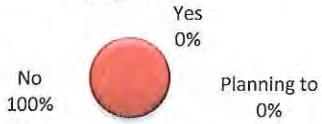
Q1c: How would you rate the overall value of the Energy Smart program?

Q1d: Which upgrade(s) do you or do you plan to implement within 60 days for the assessment?

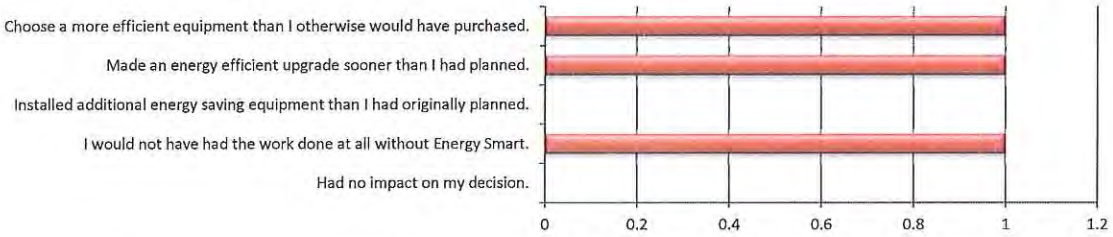


Q1e: Are you planning to implement any other energy efficiency measures?

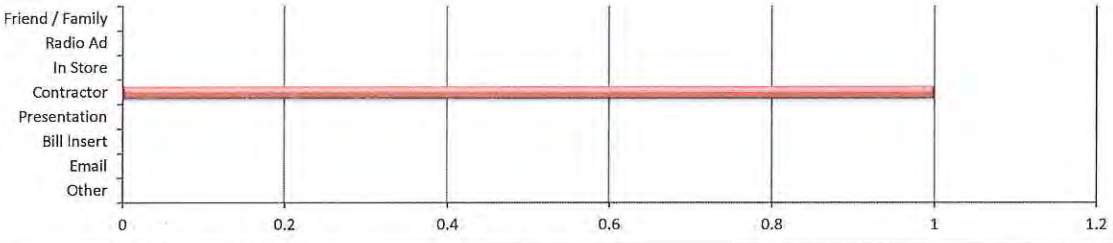
Q4: Have you taken advantage of other Energy Smart programs?



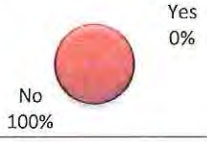
Q2: The Energy Smart Program, and assitance from my contractor, allowed the following to be true:



Q3: How did you hear about the Energy Smart program?



Q6: May we contact you in regard to your comments or concerns?



Appendix B: Standardized Annual Reporting Workbook (SARP)

New Orleans City Council

Utility, Cable, Telecommunications and Technology Committee

Standardized Annual Reporting Workbook *v3.0 September 2013*

General	Energy Efficiency Portfolio Data and Information
Instructions Glossary	2016 EE Portfolio Information 2016 Program Year Evaluation 2014 & 2015 Data

Annual Report Tables					Reports			Data	
EE Portfolio Summary	EE Portfolio Cost by Program	EE Portfolio Summary by Cost Type	Company Statistics	Program Budget, Energy Savings & Participants	Portfolio Results Detail by Program	Portfolio Results Detail by Sector	Not used	Program Year Data	Next Annual Report Load Data
View	View	View	View	View	View	View		View	View

Main Menu

Instructions

This workbook is designed to be used by Entergy New Orleans, Inc. to track and report savings and cost related to its Energy Efficiency Portfolios.

The workbook is organized so that all the worksheets work from left to right in order of completion. For ease of use each section is accessible by the use of an action button.

There are three main sections to the workbook:
-General: Contains Instructions and Glossary.
-Energy Efficiency Portfolio Data and Information: Contains all input requirements.
-Tables/Reports/Data: Contains the tables that are required for the narrative report. Also contains additional reports and data summaries.

The 'Energy Efficiency Portfolio Data and Information contains three actions buttons:
-EE Portfolio Information: Here the user can provide information such as Program Descriptions and the Plan Budgets and Savings.
-Current Program Year Evaluation: Here the user can provide information such as the actual Program Year Expenses and Savings.
-Prior Program Year Data: Here the user can provide actual information from the prior two Program Years. This data is available in the prior years annual report workbook.

Each tab in the workbook uses a menu bar at the top that has action buttons that the user can use to navigate through the various options. The 'yellow' shaded cells are cells that require data from the user. All other cells contain formulas and are locked to prevent the user from overwriting the formulas. You can only enter data in the yellow cells. Input the requested units as indicated by the workbook, for example if the request is kWh provide the data in kWh or if it is MWh provide the data in MWh's.

Unprotecting
If for some reason you need to unlock the spreadsheet the password is "APSC". Once you make the correction, lock the workbook back to protect any errors from occurring.

Dropdown List
Some of the required inputs are selected from dropdown list. You can view those list from here: List

Cost Categories
There are six 'Cost Categories' used for tracking EE cost. They are divided into the following:
- Planning / Design
- Marketing & Delivery
- Incentives / Direct Install Costs
- EM&V
- Administration
- Regulatory
A complete list for each Cost Category can be viewed here: Cost

Main Menu

Glossary

Term	Definition
Abudget (Approved Budget)	This is the budget most recently approved by the Commission.
Annual Energy Savings	Energy savings realized for a full year. (8,760 hours)
Benefit Cost Ratio	The ratio of the total benefits of the program to the total costs over the life of the measure discounted as appropriate.
Customer Savings	Savings that are derived from custom measures where deemed savings are not addressed in the currently approved TRM.
Deemed Savings	A "book" estimate of the gross energy savings (kWh or therms) or gross demand savings (kW or therms) for a single unit of an installed EE measure that (a) has been developed from data sources and analytical methods that are widely considered acceptable for the measure and purpose and (b) is applicable to the set of measures undergoing evaluation. This information is found in the TRM on the APSC website and is subject to updates effective for estimation of EE savings associated with measures installed since the beginning of the year in which the updated version is approved. See Volume 2, Section 1.6.
Demand	The time rate of energy flow. Demand usually refers to electric power measured in kW but can also refer to natural gas, usually as Btu/hr or therms/day, etc.. The level at which electricity or natural gas is delivered to users at a given point in time.
Demand Savings	Demand that did not occur due to the installation of an EE measure. (non-coincident peak)
Energy Sales	Energy sold by the utility in the calendar year.
Energy Savings	Energy use that did not occur due to the installation of an EE measure.
Gross Savings	The change in energy consumption and/or demand that results directly from program-related actions taken by participants in an efficiency program, regardless of why they participated.
kW	A Kilowatt is a measure of electric demand - 1000 watts.
kWh	The basic unit of electric energy usage over time. One kWh is equal to one kW of power supplied to a circuit for a period of one hour.
LCFC Energy Savings	For the current Program Year, the sum of eligible net energy savings from (1) measures installed in prior Program Years (8,760 hours) and (2) measures installed in current Program Year as adjusted for time of installation, weather, etc. (less than 8,760 hours). Clarification of item (1) above: The savings reported in the current year should only reflect the current year impact of measures installed in prior years but, should not include the savings claimed and reported in prior years.
Lifetime	The expected useful life, in years, that an installed measure will be in service and producing savings.
Lifetime Energy Savings	The sum of the energy savings through the measure's useful life.
Measures	Specific technology or practice that produces energy and/or demand savings as a result of a ratepayer's participation in a Utility/TPA EE Program.
Net Benefits	The program benefits minus the program costs discounted at the appropriate rate.
Net Savings	The total change in load (energy or demand) that is attributable to an EE Program. This change in load may include, implicitly or explicitly, the effects of free drivers, free riders, EE standards, changes in the level of energy service, and other causes of changes in energy consumption or demand.
Net-to-Gross Ratio (NTGR)	A factor representing net program savings divided by gross program savings that is applied to gross program impacts, converting them into net program load impacts.
Other Savings	Savings for which no deemed savings exist and no custom M&V was performed.
Participant Cost Test (PCT)	A cost-effectiveness test that measures the economic impact to the participating customer of adopting an EE measure.

Main Menu

Glossary

Term	Definition
Participant	A consumer that received a service offered through the subject efficiency program, in a given Program Year. The term "service" is used in this definition to suggest that the service can be a wide variety of services, including financial rebates, technical assistance, product installations, training, EE information or other services, items, or conditions. Each evaluation plan should define "participant" as it applies to the specific evaluation and in accordance with the C&EE Rules and/or State law.
Plan Savings	Annual energy savings budgeted by the utility for the Program Year.
Portfolio	Either (a) a collection of similar programs addressing the same market (e.g., a portfolio of residential programs), technology (e.g., motor-efficiency programs), or mechanisms (e.g., loan programs) or (b) the set of all programs conducted by one organization, such as a utility (and which could include programs that cover multiple markets, technologies, etc..).
Program Administrator Cost (PAC) Test	The Program Administrator Cost Test measures the net costs of a demand-side management program as a resource option based on the costs incurred by the program administrator (including incentives costs) and excluding any net costs incurred by the participant.
Program Year	The Year in which programs are administered and delivered, for the purposes of planning and reporting, a Program Year shall be considered a calendar year, January 1 - December 31.
Program	A group of projects, with similar characteristics and installed in similar applications. Examples could include a utility program to install energy-efficiency lighting in commercial buildings, a developer's program to build a subdivision of homes that have photovoltaic systems, or a state residential EE code program.
Ratepayer Impact Measure (RIM) Test	The Ratepayer Impact Measure test measures what happens to customer bills or rates due to changes in utility revenues and operating costs caused by the program.
RBudget (Revised Budget)	This is the Budget the utility used for the Program Year. This budget may be different from the Approved Budget (ABudget), if the Commission has granted the utility the flexibility to modify its program budgets.
Sales as Adjusted for SD Exemptions	The utility's 2010 Annual Energy Sales minus the 2010 Annual Energy Sales of the customers granted self-direct exemptions by Commission Order.
Total Resource Cost (TRC) Test	The Total Resource Cost Test measures the net costs of a demand-side management program as a resource option based on the total costs of the program, including both the participants' and the utility's costs.
TRC Levelized Cost	The total costs of the program to the utility and its ratepayers on a per kWh or per them basis levelized over the life of the program.

ENO - 2016 EE Portfolio Information

Utility Information

Instructions: Fill in all cells. Select Company's Utility Type from the dropdown menu.

Utility Information

		Utility Type
1. Utility Full Name	Entergy New Orleans, Inc.	Electric
2. Utility Abbreviated Name	ENO	
3. Program Year	2016	
4. Docket	UD-08-02	
5. Date Filed	February 4th, 2015	
6. Name of Contact	Derek Mills	
7. Email Address	dmills3@entergy.com	
8. Telephone Number	504-670-3527	

ENO - 2016 EE Portfolio Information

Program Descriptions

Instructions: List Program names and the other required detail. Provide additional detail for each program by clicking on the "View Program Detail" button.

Definitions

View Program Detail

	Program Name	Target Sector	Program Type	Delivery Channel
1.	ENO - Home Performance with Energy Star	Residential	Whole Home	Trade Ally
2.	ENO - Consumer Products POS	Residential	Consumer Product Rebate	Retail Outlets
3.	ENO - Income Qualified (AHPwES)	Residential	Whole Home	Trade Ally
4.	ENO - School Kits and Education	Residential	Behavior/Education	Trade Ally
5.	ENO - Residential Heating and Cooling	Residential	Prescriptive/Standard Offer	Trade Ally
6.	ENO - Small Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally
7.	ENO - Large Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally
8.	ENO - DLC Pilot	Residential	Demand Response	Implementing Contractor
9.	Algiers - Home Performance with Energy Star	Residential	Whole Home	Trade Ally
10.	Algiers - Consumer Products POS	Residential	Consumer Product Rebate	Retail Outlets
11.	Algiers - Income Qualified (AHPwES)	Residential	Whole Home	Trade Ally
12.	Algiers - School Kits and Education	Residential	Behavior/Education	Trade Ally
13.	Algiers - Residential Heating and Cooling	Residential	Prescriptive/Standard Offer	Trade Ally
14.	Algiers - Small Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally
15.	Algiers - Large Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally
16.	Algiers - Nest Pilot	Residential	Measure/Technology Focus	Implementing Contractor
17.	Empty			
18.	Empty			
19.	Empty			
20.	Empty			

Back

Program-Type Definitions

Term	Definition
Audit - C&I	Programs in which an energy assessment is performed on one or more participant commercial or industrial facilities to identify sources of potential energy waste and measures to reduce that waste.
Behavior/Education	Residential programs designed around directly influencing household habits and decision-making on energy consumption through numerical or graphical feedback on consumption, sometimes accompanied by tips on saving energy. These programs include behavioral feedback programs (in which energy usage reports compare a consumer's household energy usage with those of similar consumers); online audits that are completed by the consumer; and in-home displays that help consumers assess their usage in real time. These programs do not include on-site energy assessments or audits.
Consumer Product Rebate	Programs that incentivize the sale, purchase and installation of energy efficient measures/equipment and or devices (e.g., refrigerators, dishwashers, clothes washers, dryers, electronics, lighting, lighting fixtures, lighting controls, etc.) that are more efficient than those meeting minimum energy performance standards. All rebate/incentive delivery channels are included (Coupon, upstream retail, upstream manufacturing, web based, point of sale, etc.). Further, these programs typically do not include the local participating contractor (HVAC, Insulation, Auditing, etc.) for installation or incentives/rebates.
Custom	Programs designed around the delivery of site-specific projects typically characterized by an extensive onsite energy assessment and identification and installation of multiple measures unique to that facility. These measures are likely to vary significantly from site to site
Demand Response	Demand response programs
Financing	Residential - Financing programs for residential projects. As with other programs, costs here are utility costs, including the costs of any inducements for lenders, e.g., loan loss reserves, interest rate buy downs, etc. C&I - Projects designed to increase loan financing for C&I energy efficiency projects. As with other programs, program costs here are any costs paid by the PA out of utility-customer funds, including, e.g., loan loss reserves or other credit enhancements, interest rate buy downs, etc., - but not including rebates. Where participant costs are available for collection, these ideally will include the total customer share, i.e., both principal (the participant payment to purchase and install measures) and interest on that debt. Most of these programs will be directed toward enhancing credit or financing for commercial structures.
Market Specific/Hard to Reach	Multi-family and mobile homes programs are designed to encourage the installation of energy efficient measures in common areas, units or both for residential structures of more than four units. These programs may be aimed at building owners/managers, tenants or both. This program may include rebate, direct install and auditing incentives/services.
New Construction	Residential - Programs that provide incentives and possibly technical services to ensure new homes are built or manufactured to energy performance standards higher than applicable code, e.g., ENERGY STAR Homes. These programs include new multi-family and new/replacement mobile homes. C&I - Programs that incentivize owners or builders of new commercial or industrial facilities to design and build beyond current code or to a certain certification level, e.g., ENERGY STAR or LEED.

Back

Program-Type Definitions

Term	Definition
Other	Programs not captured by any of the specific Residential, Industrial or Commercial categories but are sufficiently detailed or distinct to not be treated as a "general" program. Example: An EE program aimed specifically at the commercial subsector but is not clearly prescriptive or custom in nature might be classified as C&I: Other.
Prescriptive/Standard Offer	Prescriptive programs that encourage the purchase and installation of some or all of a specified set of pre-approved measures.
Measure/Technology Focus	Residential Programs that focus on specific a technology or a limited technology that require additional verification, quality control and/or includes specific design engineering prior to installation. Such programs can include water heating programs, pool pumps, HVAC "right sizing" replace on burn out or retrofit. Like the Consumer Product rebate program the Measure/Technology focus program must exceed standards in Arkansas. Unlike the Consumer Product programs these programs will usually require the recruitment and training of installation contractors and reporting from installation contractors followed by quality control practices.
Whole Home	Whole-home energy upgrade or retrofit programs combine a comprehensive energy assessment or audit that identifies energy savings opportunities with house-wide improvements in air sealing, insulation and, often, HVAC systems and other end uses. The HVAC improvements may range from duct sealing to a tune up to full replacement of the HVAC systems. Whole-home programs are designed to address a wide variety of individual measures and building systems, including but not limited to: HVAC equipment, thermostats, furnaces, boilers, heat pumps, water heaters, fans, air sealing, insulation (attic, wall, and basement), windows, doors, skylights, lighting, and appliances. As a result, whole- home programs generally involve one or more rebates for multiple measures. Whole-home programs generally come in two types: comprehensive programs that are broad in scope and less comprehensive, prescriptive programs sometimes referred to as "bundled efficiency" programs. This category addresses all of the former and most of the latter, but it excludes direct-install programs that are accounted for separately and completed outside this program.

Back

Program Detail

Definitions - Residential

Definitions - C&I

Definitions - Cross Sector

Instructions: Select all that apply.

Program Name	Residential																			
	N/A	Behavioral/Education	CPR - Appliances	CPR - Electronics	CPR - Lighting	CPR - Appliance Recycling	DR - Load Control	DR - Price/Time Base	Financing	Manufactured Homes	M/TF - HVAC/Furnace	M/TF - Insulation	M/TF - Pool Pumps	M/TF - Water Heater	M/TF - Windows	Multi-family	Other	WH - Audits	WH - Direct Install	WH - Retrofit
1. ENO - Home Performance with Energy Star												X				X				X
2. ENO - Consumer Products POS			X		X								X							
3. ENO - Income Qualified (AHPwES)												X				X				X
4. ENO - School Kits and Education		X			X															
5. ENO - Residential Heating and Cooling											X									
6. ENO - Small Commercial and Industrial																				
7. ENO - Large Commercial and Industrial																				
8. ENO - DLC Pilot							X	X			X									
9. Algiers - Home Performance with Energy Star												X				X				X
10. Algiers - Consumer Products POS			X		X								X							
11. Algiers - Income Qualified (AHPwES)												X				X				X
12. Algiers - School Kits and Education		X			X															
13. Algiers - Residential Heating and Cooling											X									
14. Algiers - Small Commercial and Industrial																				
15. Algiers - Large Commercial and Industrial																				
16. Algiers - Nest Pilot							X				X					X				
17. Empty	X																			
18. Empty	X																			
19. Empty	X																			
20. Empty	X																			

Back

Definitions - Residential

Definitions - C&I

Definitions - Cross Sector

Instructions: Select all that apply.

Program Name	Commercial & Industrial (Small Business, Commercial, Industrial, and Agriculture)																		
	Audit	Custom	Custom/Agriculture	Custom/Data Centers	Custom/Industrial Processes	Custom/Refrigerator Warehouses	DR - Load Control	DR - Price/Time Base	Financing	Govt/Nonprofit/MUSH	Other	Prescriptive/Grocery	Prescriptive/HVAC	Prescriptive/IT or Office	Prescriptive/Industrial	Prescriptive/Lighting	Prescriptive/Motors	Prescriptive/Small Commercial	Street Lighting
1. ENO - Home Performance with Energy Star																			
2. ENO - Consumer Products POS																			
3. ENO - Income Qualified (AHPwES)																			
4. ENO - School Kits and Education																			
5. ENO - Residential Heating and Cooling																			
6. ENO - Small Commercial and Industrial		X										X	X	X		X	X	X	
7. ENO - Large Commercial and Industrial		X										X	X	X	X	X	X		
8. ENO - DLC Pilot																			
9. Algiers - Home Performance with Energy Star																			
10. Algiers - Consumer Products POS																			
11. Algiers - Income Qualified (AHPwES)																			
12. Algiers - School Kits and Education																			
13. Algiers - Residential Heating and Cooling																			
14. Algiers - Small Commercial and Industrial		X										X	X	X		X	X	X	
15. Algiers - Large Commercial and Industrial		X										X	X	X	X	X	X		
16. Algiers - Nest Pilot																			
17. Empty																			
18. Empty																			
19. Empty																			
20. Empty																			

Back

Definitions - Residential

Definitions - C&I

Definitions - Cross Sector

Instructions: Select all that apply.

Program Name	Cross-Sector								
	Codes & Standards	Market Transformation	Marketing, Education, Outreach	Multi-Sector Rebates	Other	Research	Shading/Cool Roofs	Voltage Reduction	Workforce Development
1. ENO - Home Performance with Energy Star									
2. ENO - Consumer Products POS									
3. ENO - Income Qualified (AHPwES)									
4. ENO - School Kits and Education									
5. ENO - Residential Heating and Cooling									
6. ENO - Small Commercial and Industrial									
7. ENO - Large Commercial and Industrial									
8. ENO - DLC Pilot						X			
9. Algiers - Home Performance with Energy Star									
10. Algiers - Consumer Products POS									
11. Algiers - Income Qualified (AHPwES)									
12. Algiers - School Kits and Education									
13. Algiers - Residential Heating and Cooling									
14. Algiers - Small Commercial and Industrial									
15. Algiers - Large Commercial and Industrial									
16. Algiers - Nest Pilot			X			X			
17. Empty									
18. Empty									
19. Empty									
20. Empty									

Back

Program Definitions - Residential

Term	Definition
Behavior/Education	Residential programs designed around directly influencing household habits and decision-making on energy consumption through numerical or graphical feedback on consumption, sometimes accompanied by tips on saving energy. These programs include behavioral feedback programs (in which energy usage reports compare a consumer's household energy usage with those of similar consumers); online audits that are completed by the consumer; and in-home displays that help consumers assess their usage in real time. These programs do not include on-site energy assessments or audits.
Consumer Product Rebate/Appliances	Programs that incentivize the sale, purchase and installation of appliances (e.g., refrigerators, dishwashers, clothes washers and dryers) that are more efficient than those meeting minimum energy performance standards. Appliance recycling and the sale/purchase/installation of HVAC equipment, water heaters and consumer electronics are accounted for separately.
Consumer Product Rebate/Electronics	Programs that encourage the availability and purchase/lease of more efficient personal and household electronic devices, including but not limited to televisions, set-top boxes, game consoles, advanced power strips, cordless telephones, PCs and peripherals specifically for home use, chargers for phones/smart phones/tablets.
Consumer Product Rebate/Lighting	Programs aimed specifically at encouraging the sale/purchase and installation of more efficient lighting in the home. These programs range widely from point-of-sale rebates to CFL mailings or giveaways. Measures tend to be CFLs, fluorescent fixtures, LED lamps, LED fixtures, LED holiday lights and lighting controls, including occupancy monitors/switches.
Consumer Product Rebate/Appliance Recycling	Programs designed to remove less efficient appliances (typically refrigerators and freezers) from households.
Demand Response - Load Control	A demand response activity by which the program sponsor or program administer remotely shuts down or cycles a customer's electrical equipment (e.g., air conditioner, water heater) on short notice. Direct load control programs are primarily offered to residential or small commercial customers. Also known as direct control load management.
Demand Response - Price/Time Base	A) Interruptible Load: A demand response program where electric consumption is subject to curtailment or interruption under tariffs contracts that provide a rate discount or bill credit for agreeing to reduce load during system contingencies. In some instances, the demand reduction may be effected by action of the System Operator (remote tripping) after notice to the customer in accordance with contractual provisions. b) Time of Use Pricing: Demand-side management that uses a retail rate or Tariff in which customers are charged different prices for using electricity at different times during the day. Examples are time-of-use rates, real time pricing, hourly pricing, and critical peak pricing. Time-based rates do not include seasonal rates, inverted block, or declining block rates.
Financing	Financing programs for residential projects. Costs here are utility costs, including the costs of any inducements for lenders, e.g., loan loss reserves, interest rate buy downs, etc.
Manufactured Homes	Manufactured programs are designed to encourage the installation of energy efficient measures in manufactured homes.
Measure/Technology Focus - HVAC/Furnace	Programs designed to encourage the distribution, sale/purchase, proper sizing and installation of HVAC systems that are more efficient than current standards. Programs tend to support activities that focus on central air conditioners, air source heat pumps, ground source heat pumps, and ductless systems that are more efficient than current energy performance standards, as well as climate controls and the promotion of quality installation and quality maintenance.

Back

Program Definitions - Residential

Term	Definition
Measure/Technology Focus - Insulation	Programs designed to encourage the sale/purchase and installation of insulation in residential structures, often through per-square-foot incentives for insulation of specific R- values versus existing baseline. Programs may be point-of-sale rebates or rebates to insulation installation contractors.
Measure/Technology Focus - Pool Pumps	Programs that incentivize the installation of higher efficiency or variable speed pumps and controls, such as timers, for swimming pools.
Measure/Technology Focus - Water Heater	Programs designed to encourage the distribution, sale/purchase and installation of electric and gas water-heating systems that are more efficient than current standards, including high efficiency water storage tank and tankless systems.
Measure/Technology Focus - Windows	Programs designed to encourage the sale/purchase and installation of efficient windows in residential structures.
Multi-Family	Multi-family programs are designed to encourage the installation of energy efficient measures in common areas, units or both for residential structures of more than four units. These programs may be aimed at building owners/managers, tenants or both.
Other	All residential programs not specifically captured in the other residential program categorizations.
Whole Home/Audits	Residential audit programs provide a comprehensive, standalone assessment of a home's energy consumption and identification of opportunities to save energy. The scope of the audit includes the whole home although the thoroughness and completeness of the audit may vary widely from a modest examination and simple engineering-based modeling of the physical structure to a highly detailed inspection of all spaces, testing for air leakage/exchange rates, testing for HVAC duct leakage and highly resolved modeling of the physical structure with benchmarking to customer utility bills.
Whole Home/Direct Install	Direct-install programs provide a set of pre-approved measures that may be installed at the time of a visit to the customer premises or provided as a kit to the consumer, usually at modest or no cost to the consumer and sometimes accompanied by a rebate. Typical measures include CFLs, low-flow showerheads, faucet aerators, water-heater wrap and weather stripping. Such programs also may include a basic, walk-through energy assessment or audit, but the savings are principally derived from the installation of the provided measures.
Whole Home/Retrofit	Whole-home energy upgrade or retrofit programs combine a comprehensive energy assessment or audit that identifies energy savings opportunities with house-wide improvements in air sealing, insulation and, often, HVAC systems and other end uses. The HVAC improvements may range from duct sealing to a tune up to full replacement of the HVAC systems. Whole-home programs are designed to address a wide variety of individual measures and building systems, including but not limited to: HVAC equipment, thermostats, furnaces, boilers, heat pumps, water heaters, fans, air sealing, insulation (attic, wall, and basement), windows, doors, skylights, lighting, and appliances. As a result, whole- home programs generally involve one or more rebates for multiple measures. Whole-home programs generally come in two types: comprehensive programs that are broad in scope and less comprehensive, prescriptive programs sometimes referred to as "bundled efficiency" programs. This category addresses all of the former and most of the latter, but it excludes direct-install programs that are accounted for separately.

Back

Program Definitions - Commercial & Industrial

Term	Definition
Audit	Programs in which an energy assessment is performed on one or more participant commercial or industrial facilities to identify sources of potential energy waste and measures to reduce that waste.
Custom	Programs designed around delivery of site-specific projects typically characterized by an extensive onsite energy assessment and identification and installation of multiple measures unique to that facility. These measures may vary significantly from site to site. This category is intended to capture "whole-building" approaches to commercial sector efficiency opportunities for a wide range of building types and markets (e.g., office, retail) and wide range of measures.
Custom/Agriculture	Farm- and orchard-based agricultural programs that primarily involve irrigation pumping and do not include agricultural refrigeration or processing at scale.
Custom/Data Centers	Data center programs are custom-designed around large-scale server floors or farms that often serve high-tech, banking or academia. Projects tend to be site- specific and involve some combination of lighting, servers, networking devices, cooling/chillers, and energy management systems/software. Several of these may be of experimental or proprietary design.
Custom/Industrial Processes	Industrial programs deliver custom-designed projects that are characterized by an onsite energy and process efficiency assessment and a site-specific measure set that may include, for example, substantial changes in a manufacturing line. This category includes all EE program work at industrial sites that is not otherwise covered by the single-measure prescriptive programs below,e.g., lighting, HVAC, water heaters. This category therefore includes, but is not limited to, all industrial and agricultural process efficiency, all non-single measure efficiency activities inside and on industrial buildings.
Custom/Refrigerator Warehouses	Warehouse programs are aimed at large-scale refrigerated storage. Typical end uses are lighting, climate controls and refrigeration systems.
Demand Response - Load Control	a) Direct Load Control: A demand response activity by which the program sponsor or program administer remotely shuts down or cycles a customer's electrical equipment (e.g., air conditioner, water heater) on short notice. Direct load control programs are primarily offered to residential or small commercial customers. Also known as direct control load management. b) Demand Response Program: A demand response program that provides incentive payments to customers for load reductions achieved during an Emergency Demand Response Event. c) Interruptible Load: A demand response program where electric consumption is subject to curtailment or interruption under tariffs contracts that provide a rate discount or bill credit for agreeing to reduce load during system contingencies. In some instances, the demand reduction may be effected by action of the System Operator (remote tripping) after notice to the customer in accordance with contractual provisions.

Back

Program Definitions - Commercial & Industrial

Term	Definition
Demand Response - Price/Time Base Response	a) Critical Peak Pricing: Demand-side management that combines direct load control with a pre-specified high price for use during designated critical peak periods, triggered by system contingencies or high wholesale market prices. b) Critical Peak Pricing with Load Control: Demand-side management that combines direct load control with a pre-specified high price for use during designated critical peak periods, triggered by system contingencies or high wholesale market prices. c) Peak Time Rebate: Peak time rebates allow customers to earn a rebate by reducing energy use from a baseline during a specified number of hours on critical peak days. Like Critical Peak Pricing, the number of critical peak days is usually capped for a calendar year and is linked to conditions such as system reliability concerns or very high supply prices. d) Real time pricing: Demand-side management that uses rate and price structure in which the retail price for electricity typically fluctuates hourly or more often, to reflect changes in the wholesale price of electricity on either a day-ahead or hour-ahead basis. e) Time of Use Pricing: Demand-side management that uses a retail rate or Tariff in which customers are charged different prices for using electricity at different times during the day. Examples are time-of-use rates, real time pricing, hourly pricing, and critical peak pricing. Time-based rates do not include seasonal rates, inverted block, or declining block rates.
Financing	Programs designed to increase loan financing for C&I energy efficiency projects. As with other programs, program costs here are any costs paid by the PA out of utility-customer funds, including, e.g., loan loss reserves or other credit enhancements, interest rate buy downs, etc.,- but not including rebates. Where participant costs are available for collection, these ideally will include the total customer share, i.e., both principal (the participant payment to purchase and install measures) and interest on that debt. Most of these programs will be directed toward enhancing credit or financing for commercial structures.
Govt/Nonprofit/MUSH	MUSH (Municipal, University, School & Hospital) and government and non-profit programs cover a broad swath of program types generally aimed at public and institutional facilities. Examples include incentives and/or technical assistance to promote energy efficiency upgrades for elementary schools, recreation halls and homeless shelters. Street lighting is accounted for separately.
Other	Programs not captured by any of the specific C&I categories but are sufficiently detailed or distinct to not be treated as a "general" program. Ex ample: An EE program aimed specifically at the C&I subsector but is not clearly prescriptive or custom in nature might be classified as C&I: Other.
Prescriptive/Grocery	Grocery programs are prescriptive programs aimed at supermarkets and are designed around indoor and outdoor lighting and refrigerated display cases.
Prescriptive/HVAC	C&I HVAC programs encourage the sale/purchase and installation of heating, cooling and chiller systems at higher efficiency than current energy performance standards, across a broad range of unit sizes and configurations. Most of these programs will be directed toward commercial structures.
Prescriptive/IT or Office	Programs aimed at improving the efficiency of office equipment, chiefly commercially available PCs, printers, monitors, networking devices and mainframes not rising to the scale of a server farm or floor.

Back

Program Definitions - Commercial & Industrial

Term	Definition
Prescriptive/Industrial	Prescriptive programs that encourage the purchase and installation of some or all of a specified set of pre-approved industrial measures besides those covered in other measure-specific prescriptive programs.
Prescriptive/Lighting	C&I lighting programs incentivize the installation of higher efficiency lighting and controls, compared to the existing baseline. Most of these programs will be directed toward commercial structures. Typical measures might include T-8/T-5 fluorescent lamps and fixtures; CFLs and fixtures; LEDs for lighting, displays, signs and refrigerated lighting; metal halide and ceramic lamps and fixtures; occupancy controls; daylight dimming; and timers.
Prescriptive/Motors	Motors programs usually offer a prescribed set of approved higher efficiency motors, with industrial motors programs typically getting the largest savings from larger, high powered motors (>200 hp).
Prescriptive/Small Commercial	Prescriptive programs applied to small commercial facilities. (See definition of prescriptive programs for additional detail.) Such programs may range from a walk-through audit and direct installation of a few pre-approved measures to a fuller audit and a fuller package of measures.
Street Lighting	Street lighting programs include incentives and/or technical support for the installation of higher efficiency street lighting and traffic lights than current baseline.

Back

Program Definitions - Cross Sector

Term	Definition
Codes & Standards	In C&S programs, the PA may engage in a variety of activities designed to advance the adoption, application or compliance level of building codes and end-use energy performance standards. Examples might include advocacy at the state or federal level for higher standards for HVAC equipment; training of architects, engineers and builder/developers on compliance; and training of building inspectors in ensuring the codes are met.
Market Transformation	Market transformation programs include programs aimed primarily at reducing market barriers to the adoption of more efficient goods and services rather than acquiring energy savings, per se. MT programs are gauged by their market effects, e.g., increased awareness of energy efficient technologies among customers and suppliers; reduced prices for more efficient models; increased availability of more efficient models; and ultimately, increased market share for energy efficient goods, services and design practices. Example programs might include upstream incentives to manufacturers to make more efficient goods more commercially available; and point-of-sale or installation incentives for emerging technologies that are not yet cost effective. Workforce training and development programs are covered by a separate category. Upstream incentives for commercially available goods are sorted into the program categories for those goods, e.g., consumer electronics or HVAC.
Marketing, Education, Outreach	ME&O programs include most standalone marketing, education and outreach programs, e.g., development and delivery of in-school energy and water efficiency curricula; and statewide marketing, outreach and brand development.
Multi-Sector Rebates	Multi-sector rebate programs include providing incentives for commercially available end-use goods for multiple sectors, e.g., PCs, HVAC.
Other	This category is intended to capture all programs that cannot be allocated to a specific sector (or are multi-sectoral) and cannot be allocated to a specific program type.
Research	These programs are aimed generally at helping the PA identify new opportunities for energy savings, e.g., research on emerging technologies or conservation strategies. Research conducted on new program types or the inclusion of new, commercially available measures in an existing program are accounted for separately under cross-cutting program support.
Shading/Cool Roofs	Shading/reflective programs include programs designed to lessen heating and cooling loads through generally changes to the exterior of a structure, e.g., tree plantings to shade walls and windows ,window screens and cool/reflective roofs. These programs are not necessarily specific to a sector.
Voltage Reduction	Programs that support investments in pre-meter system savings, typically by the program administrator. The most common form of these programs are voltage regulation programs that reduce voltage (within reliability parameters) during select time periods. Other measures may include purchase of higher efficiency transformers.
Workforce Development	Workforce training and development programs are a distinct category of market transformation program designed to provide the underlying skills and labor base for deployment of energy-efficiency measures.

ENO - 2016 EE Portfolio Information

Budgets

Instructions: Provide RBudget amount for each cost category, including Regulatory at bottom. Provide budget reconciliation by clicking on the "Budget Reconciliation" button.

Budget Reconciliation

Program Name	Planning / Design	Marketing & Delivery	Incentives / Direct Install	EM&V	Administration	Total
1. ENO - Home Performance with Energy Star		$ 239,867	$ 587,590			$ 827,457
2. ENO - Consumer Products POS		$ 196,255	$ 249,353			$ 445,608
3. ENO - Income Qualified (AHPwES)		$ 348,897	$ 361,252			$ 710,149
4. ENO - School Kits and Education		$ 333,333	$ 81,884			$ 415,217
5. ENO - Residential Heating and Cooling		$ 130,836	$ 309,864			$ 440,700
6. ENO - Small Commercial and Industrial		$ 436,121	$ 564,721			$ 1,000,842
7. ENO - Large Commercial and Industrial		$ 828,630	$ 941,341			$ 1,769,971
8. ENO - DLC Pilot		$ 312,328	$ 98,507			$ 410,835
9. Algiers - Home Performance with Energy Star		$ 18,856	$ 75,091			$ 93,947
10. Algiers - Consumer Products POS		$ 15,428	$ 25,239			$ 40,667
11. Algiers - Income Qualified (AHPwES)		$ 25,713	$ 28,139			$ 53,853
12. Algiers - School Kits and Education		$ 75,000	$ 6,293			$ 81,293
13. Algiers - Residential Heating and Cooling		$ 10,285	$ 25,075			$ 35,361
14. Algiers - Small Commercial and Industrial		$ 35,999	$ 43,078			$ 79,077
15. Algiers - Large Commercial and Industrial		$ 65,140	$ 75,116			$ 140,256
16. Algiers - Nest Pilot		$ 33,261	$ 172,590			$ 205,851
17. Empty						$ -
18. Empty						$ -
19. Empty						$ -
20. Empty						$ -
Total:	$ -	$ 3,105,950	$ 3,645,133	$ -	$ -	$ 6,751,083
					Regulatory	
					Total Portfolio Budget:	$ 6,751,083

Back

Budget Reconciliation Table

	Program Name	RBudget	Abudget*	Difference	Change	Explanation for the Change
1.	ENO - Home Performance with Energy Star	$ 827,457	$ 587,618	$ 239,839	41%	Rollover from PY5
2.	ENO - Consumer Products POS	$ 445,608	$ 447,327	$ (1,719)	0%	
3.	ENO - Income Qualified (AHPwES)	$ 710,149	$ 761,720	$ (51,570)	-7%	
4.	ENO - School Kits and Education	$ 415,217	$ 466,787	$ (51,570)	-11%	
5.	ENO - Residential Heating and Cooling	$ 440,700	$ 363,291	$ 77,410	21%	Rollover from PY5
6.	ENO - Small Commercial and Industrial	$ 1,000,842	$ 1,098,825	$ (97,984)	-9%	
7.	ENO - Large Commercial and Industrial	$ 1,769,971	$ 1,907,492	$ (137,521)	-7%	
8.	ENO - DLC Pilot	$ 410,835	$ 439,435	$ (28,600)	-7%	
9.	Algiers - Home Performance with Energy Star	$ 93,947	$ 46,859	$ 47,088	100%	Rollover from PY5
10.	Algiers - Consumer Products POS	$ 40,667	$ 36,195	$ 4,472	12%	Rollover from PY5
11.	Algiers - Income Qualified (AHPwES)	$ 53,853	$ 58,382	$ (4,530)	-8%	
12.	Algiers - School Kits and Education	$ 81,293	$ 85,823	$ (4,530)	-5%	
13.	Algiers - Residential Heating and Cooling	$ 35,361	$ 28,260	$ 7,101	25%	Rollover from PY5
14.	Algiers - Small Commercial and Industrial	$ 79,077	$ 86,626	$ (7,550)	-9%	
15.	Algiers - Large Commercial and Industrial	$ 140,256	$ 152,336	$ (12,079)	-8%	
16.	Algiers - Nest Pilot	$ 205,851	$ 218,736	$ (12,885)	-6%	
17.	Empty	$ -		$ -	-	
18.	Empty	$ -		$ -	-	
19.	Empty	$ -		$ -	-	
20.	Empty	$ -		$ -	-	
	Regulatory	$ -		$ -	-	
	Total Portfolio:	**$ 6,751,083**	**$ 6,785,711**	**$ (34,629)**	**-1%**	

*The ABudget was approved by Commission Order #.

ENO - 2016 EE Portfolio Information

Savings & Participants

Instructions: Provide net demand savings, net energy savings, number of participants and the participant definition for each program.

Program Name	Demand Savings (kW)	Energy Savings (kWh)	Participants	Participant Definition
1. ENO - Home Performance with Energy Star	879	4,082,245	1,153	Customer
2. ENO - Consumer Products POS	206	732,413	13,402	Customer
3. ENO - Income Qualified (AHPwES)	391	1,578,020	251	Customer
4. ENO - School Kits and Education	58	487,273	3,040	Customer
5. ENO - Residential Heating and Cooling	678	2,367,236	831	Customer
6. ENO - Small Commercial and Industrial	270	2,932,998	79	Customer
7. ENO - Large Commercial and Industrial	2,424	11,989,882	40	Customer
8. ENO - DLC Pilot	0	0	318	Customer
9. Algiers - Home Performance with Energy Star	57	282,097	100	Customer
10. Algiers - Consumer Products POS	7	25,989	337	Customer
11. Algiers - Income Qualified (AHPwES)	25	87,749	14	Customer
12. Algiers - School Kits and Education	10	79,844	487	Customer
13. Algiers - Residential Heating and Cooling	68	279,171	45	Customer
14. Algiers - Small Commercial and Industrial	15	219,285	7	Customer
15. Algiers - Large Commercial and Industrial	40	292,428	1	Customer
16. Algiers - Nest Pilot	0	0	985	Customer
17. Empty				
18. Empty				
19. Empty				
20. Empty				
Total:	**5,127**	**25,436,630**	**21,090**	

*The Savings & Partipants numbers are the numbers reported for evaluation.

ENO - 2016 EE Portfolio Information

Training

Instructions: Provide details for both External and Internal Training by clicking the "Details" button. Provide the Cost associated with the training.

	Sessions	Attendees	Man Hours	Certificates	Cost
External Training	32	600	1,727	49	$ 79,573
Details					

	Sessions	Attendees	Man Hours	Certificates	Cost
Internal Training	0	0	0	0	$ -
Details					

Back

External Training (contractors, trade allies, consumer groups, ect.)

Event No.	Start Date	Class	Class Description	Training Location	Sponsor	No. of Attendees (A)	Length of Session (B)	Training Session Man-Hours (A x B)	Any Certificates Awarded? (Y or N)	# of Certificates Awarded
1.	4/11/16	Commercial	Commercial Webinar program update	New Orleans Office/WebEx	CLEAResult	14	1	14	N	N/A
2.	5/9/16	BPI - BA	Building Performance Institute Building Analyst Training	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEAResult	7	40	280	Y	7
3.	6/13/16	Commercial	Inspections & Detailed Project Submittals	Web based	CLEAResult	28	1	28	N	N/A
4.	6/30/16	Commercial	Program Overview and Lighting Calculator Training with Contractor	Sight-Visit	CLEAResult	10	2	20	N	N/A
5.	7/6/16	Field Training	Hands-on training in the field regarding blower door testing and air sealing techniques	Sight-Visit	CLEAResult	4	4	16	N	N/A
6.	7/14/16	Field Training	Hands-on training in the field regarding duct leakage testing and duct sealing techniques	Sight-Visit	CLEAResult	4	4	16	N	N/A
7.	7/19/16	Commercial	Program Overview and Lighting Calculator Training with Contractor	In-Person	CLEAResult	12	1	12	N	N/A
8.	7/19/16	Webinar	Roadblocks and Regulations & SPF Fire Protection Regulations	Web based	CLEAResult	12	1	12	N	N/A
9.	7/21/16	Webinar	Roadblocks and Regulations & SPF Fire Protection Regulations	Web based	CLEAResult	15	1	15	N	N/A
10.	7/26/16	Commercial	Program Overview with Contractor	Sight-Visit	CLEAResult	5	1	5	N	N/A
11.	7/26/16	Field Training	Hands-on training in the field regarding insulation techniques	Sight-Visit	CLEAResult	4	5	20	N	N/A

12.	8/3/16	Commercial	Small Business Open Tool Training and Program Overview	In-Person	CLEAResult	15	1	15	N	N/A
13.	8/23/16	Webinar	Identifying Heating Systems and Efficiencies	Web based	CLEAResult	10	1	10	N	N/A
14.	8/25/16	Webinar	Identifying Heating Systems and Efficiencies	Web based	CLEAResult	16	1	16	N	N/A
15.	8/25/16	Commercial	Program Applications & PY3 Details	Web based	CLEAResult	33	1	33	N	N/A
16.	9/20/16	Field Training	Hands-on training in the field regarding air sealing, duct sealing and insulation techniques	Sight-Visit	CLEAResult	2	8	16	N	N/A
17.	9/20/16	Webinar	Calculating and Specifying Code Compliant Ventilation	Web based	CLEAResult	8	1	8	N	N/A
18.	9/22/16	Webinar	Calculating and Specifying Code Compliant Ventilation	Web based	CLEAResult	6	1	6	N	N/A
19.	10/25/16	Webinar	BPI 1200 Combustion Testing Compliance	Web based	CLEAResult	6	1	6	N	N/A
20.	10/27/16	Webinar	BPI 1200 Combustion Testing Compliance	Web based	CLEAResult	8	1	8	N	N/A
21.	12/5/16	BPI - BA	Building Performance Institute Building Analyst Training	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEAResult	7	40	280	Y	6
22.	12/13/16	BPI - IDL	Building Performance Institute Infiltration & Duct Leakage Training	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEAResult	13	16	208	Y	12
23.	1/26/17	BPI - IDL	Building Performance Institute Infiltration & Duct Leakage Training	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEAResult	12	16	192	Y	10

24.	1/26/17	BPI - IDL	Building Performance Institute Infiltration & Duct Leakage Training	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEAResult	8	16	128	Y	8
25.	5/8/17	BPI - BA	Building Performance Institute Building Analyst Training	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEAResult	9	40	280	Y	6
26.	016 - 10/2(	Field Training, lighting and appliance	Visits to appliance or big box stores to educate staff on beneift of and rebates for ENERGY STAR Room AC. Toatl of 114 visits, meeting with at least one assoicate each visit.	Sight-Visit	CLEAResult	114	0	29	N	N/A
27.	2016-4/20	Field Training, lighting and appliance	Visits or Phone Calls to 34 pool pump contractors or supply stores to educate staff on benefit of and rebates for ENERGY STAR pool pumps.	Sight-Visit	CLEAResult	41	0	10	N	N/A
28.	016 - 10/2(	Field Training, lighting and appliance	Regular visits to retail stores participating in the POP lighting discount program. Educated personnel on efficient lighting and available disounts. Total of 177 visits, meeting with at least one associate each visit.	Sight-Visit	CLEAResult	177	0	44	N	N/A
29.								0		
30.								0		
31.								0		
32.								0		
Totals:	**Events:**	**32**				**600**		**1,727**		**49**

ENO - 2016 Program Year Evaluation

Company Statistics

Instructions: Provide all required data. **Note -** Report program year data, when available. This should not report forecasted data.

Revenue and Expenses

Program Year	Total Revenue (a) ($000's)	Portfolio Budget (b) ($000's)	Budget as % of Revenue (%=b/a)	Actual Expenses (c) ($000's)	Expenses as % of Revenue (%=c/a)
2012	$ 487,796	$ 3,100	0.64%	$ 392,953	80.56%
2013	$ 525,225	$ 3,600	0.69%	$ 436,178	83.05%
2014	$ 580,164	$ 4,800	0.83%	$ 470,411	81.08%
2015	$ 548,872	$ 6,500	1.18%	$ 415,542	75.71%
2016			-		-

Energy

Program Year	Total Energy Sales (d) (MWh)	Planned Energy Savings (e) (MWh)	Planned Savings as % of Sales (%=e/d)	Evaluated Energy Savings (f) (MWh)	Evaluated Savings as % of Sales (%=f/d)
2012	5,997,132	16,581	0.28%	20,572	0.34%
2013	5,615,573	16,581	0.30%	16,008	0.29%
2014	6,570,789	17,138	0.26%	16,449	0.25%
2015	7,138,626		0.00%		0.00%
2016			-		-

ENO - 2016 Program Year Evaluation

Actual Expenses

Instructions: Provide actual PY expenses, including Regulatory at bottom. Provide an EECR Cost Reconciliation by clicking the "EECR Reconciliation" button.

EECR Reconciliation

Program Name	Planning / Design	Marketing & Delivery	Incentives / Direct Install	EM&V	Administration	Total
1. ENO - Home Performance with Energy Star	$ -	$ 239,867	$ 547,828	$ -	$ -	$ 787,694
2. ENO - Consumer Products POS	$ -	$ 196,255	$ 187,199	$ -	$ -	$ 383,454
3. ENO - Income Qualified (AHPwES)	$ -	$ 348,897	$ 417,056	$ -	$ -	$ 765,953
4. ENO - School Kits and Education	$ -	$ 333,333	$ 74,038	$ -	$ -	$ 407,371
5. ENO - Residential Heating and Cooling	$ -	$ 130,836	$ 227,178	$ -	$ -	$ 358,014
6. ENO - Small Commercial and Industrial	$ -	$ 436,121	$ 350,185	$ -	$ -	$ 786,306
7. ENO - Large Commercial and Industrial	$ -	$ 828,630	$ 799,886	$ -	$ -	$ 1,628,516
8. ENO - DLC Pilot	$ -	$ 312,328	$ 44,525	$ -	$ -	$ 356,853
9. Algiers - Home Performance with Energy Star	$ -	$ 18,856	$ 199,228	$ -	$ -	$ 218,084
10. Algiers - Consumer Products POS	$ -	$ 15,428	$ 6,663	$ -	$ -	$ 22,091
11. Algiers - Income Qualified (AHPwES)	$ -	$ 25,713	$ 26,050	$ -	$ -	$ 51,763
12. Algiers - School Kits and Education	$ -	$ 75,000	$ -	$ -	$ -	$ 75,000
13. Algiers - Residential Heating and Cooling	$ -	$ 10,285	$ 24,385	$ -	$ -	$ 34,670
14. Algiers - Small Commercial and Industrial	$ -	$ 35,999	$ 25,963	$ -	$ -	$ 61,961
15. Algiers - Large Commercial and Industrial	$ -	$ 65,140	$ 29,243	$ -	$ -	$ 94,383
16. Algiers - Nest Pilot	$ -	$ 33,261	$ 172,590	$ -	$ -	$ 205,851
17. Empty	$ -	$ -	$ -	$ -	$ -	$ -
18. Empty	$ -	$ -	$ -	$ -	$ -	$ -
19. Empty	$ -	$ -	$ -	$ -	$ -	$ -
20. Empty	$ -	$ -	$ -	$ -	$ -	$ -

Portfolio Total

	Planning / Design	Marketing & Delivery	Incentives / Direct Install Costs	EM&V	Administration	Regulatory	Total
Total:	$ -	$ 3,105,950	$ 3,132,016	$ -	$ -	$ -	$ 6,237,966

*See annual report for EM&V expenses.

ENO - 2016 Program Year Evaluation

Evaluated Savings

Instructions: Provide evaluated net savings and participant results. Provide the methodology for energy savings by clicking the "Methodology for Energy Savings" button.

Methodology for Energy Savings

Program Name	Demand Savings (kW)	Energy Savings (kWh)	Participants
1. ENO - Home Performance with Energy Star	1,103	4,217,279	1,153
2. ENO - Consumer Products POS	121	543,467	13,402
3. ENO - Income Qualified (AHPwES)	631	1,822,693	251
4. ENO - School Kits and Education	80	555,312	3,040
5. ENO - Residential Heating and Cooling	556	1,638,233	831
6. ENO - Small Commercial and Industrial	291	3,374,304	79
7. ENO - Large Commercial and Industrial	1,447	8,347,050	40
8. ENO - DLC Pilot	257	0	318
9. Algiers - Home Performance with Energy Star	72	301,333	100
10. Algiers - Consumer Products POS	4	19,759	337
11. Algiers - Income Qualified (AHPwES)	36	98,896	14
12. Algiers - School Kits and Education	12	83,252	487
13. Algiers - Residential Heating and Cooling	65	231,850	45
14. Algiers - Small Commercial and Industrial	10	244,485	7
15. Algiers - Large Commercial and Industrial	37	148,218	1
16. Algiers - Nest Pilot	0	0	985
17. Empty			
18. Empty			
19. Empty			
20. Empty			
Total:	**4,724**	**21,626,131**	**21,090**

Programs savings reported are net savings and do not include adjustments for leakage.

Back

Methodology for Calculating Net Energy Savings

Program Name	Deemed Savings (kWh)	Custom Savings (kWh)	Other Savings (kWh)	Total Savings (kWh)
1. ENO - Home Performance with Energy Star	4,217,279	0	0	4,217,279
2. ENO - Consumer Products POS	543,467	0	0	543,467
3. ENO - Income Qualified (AHPwES)	1,822,693	0	0	1,822,693
4. ENO - School Kits and Education	555,312	0	0	555,312
5. ENO - Residential Heating and Cooling	1,638,233	0	0	1,638,233
6. ENO - Small Commercial and Industrial	3,374,304	0	0	3,374,304
7. ENO - Large Commercial and Industrial	8,347,050	0	0	8,347,050
8. ENO - DLC Pilot	0	0	0	0
9. Algiers - Home Performance with Energy Star	301,333	0	0	301,333
10. Algiers - Consumer Products POS	19,759	0	0	19,759
11. Algiers - Income Qualified (AHPwES)	98,896	0	0	98,896
12. Algiers - School Kits and Education	83,252	0	0	83,252
13. Algiers - Residential Heating and Cooling	231,850	0	0	231,850
14. Algiers - Small Commercial and Industrial	244,485	0	0	244,485
15. Algiers - Large Commercial and Industrial	148,218	0	0	148,218
16. Algiers - Nest Pilot	0	0	0	0
17. Empty				0
18. Empty				0
19. Empty				0
20. Empty				0
Total Portfolio:	**21,626,131**	**0**	**0**	**21,626,131**

ENO - 2016 Program Year Evaluation

Cost-Benefits

Instructions: Provide the required TRC components. Provide "Key Assumptions" and "Other Cost-Benefit Test" by clicking on the action buttons.

Other Cost-Benefit Test

Key Assumptions

Program Name	Net Energy Savings		Total Resource Cost Test (TRC)			
	Annualized Energy Saved (kWh)	Effective NTGR Ratio	Total Cost ($000's)	Total Benefits ($000's)	Total Net Benefits ($000's)	TRC Ratio
1. ENO - Home Performance with Energy Star	4,217,279	95.58	$ 1,729,798	$ 4,239,848	$ 2,510,050	2.45
2. ENO - Consumer Products POS	543,467	66.39	$ 286,071	$ 292,658	$ 6,587	1.02
3. ENO - Income Qualified (AHPwES)	1,822,693	100.00			$ -	n/a
4. ENO - School Kits and Education	555,312	80.68	$ 117,452	$ 236,022	$ 118,570	2.01
5. ENO - Residential Heating and Cooling	1,638,233	73.72	$ 608,593	$ 1,307,227	$ 698,634	2.15
6. ENO - Small Commercial and Industrial	3,374,304	100.00	$ 885,998	$ 1,614,066	$ 728,068	1.82
7. ENO - Large Commercial and Industrial	8,347,050	70.13	$ 2,128,067	$ 4,565,237	$ 2,437,170	2.15
8. ENO - DLC Pilot	0	100.00	$ 410,835	$ 6,797	$ (404,038)	0.02
9. Algiers - Home Performance with Energy Star	301,333	95.70	$ 140,422	$ 399,864	$ 259,442	2.85
10. Algiers - Consumer Products POS	19,759	65.03	$ 7,338	$ 8,031	$ 693	1.09
11. Algiers - Income Qualified (AHPwES)	98,896	100.00			$ -	n/a
12. Algiers - School Kits and Education	83,252	81.86	$ 23,491	$ 36,233	$ 12,742	1.54
13. Algiers - Residential Heating and Cooling	231,850	94.28	$ 157,978	$ 248,882	$ 90,904	1.58
14. Algiers - Small Commercial and Industrial	244,485	100.00	$ 72,728	$ 111,507	$ 38,779	1.53
15. Algiers - Large Commercial and Industrial	148,218	92.47	$ 109,492	$ 88,574	$ (20,918)	0.81
16. Algiers - Nest Pilot	0	100.00	$ -	$ -	$ -	n/a
17. Empty	0				$ -	n/a
18. Empty	0				$ -	n/a
19. Empty	0				$ -	n/a
20. Empty	0				$ -	n/a
Total:	**21,626,131**	**0**	**$ 6,678,263**	**$ 13,154,946**	**$ 6,476,683**	**1.97**
Regulatory Cost:			$ -			

Programs savings reported are net savings and do not include adjustments for leakage.

TRC Levelized Cost = Total TRC Cost x Capital Recovery Factor (CRF) / Incremental Annual Net Energy Savings.

The CRF is based on weighted average measure life (Lifetime Energy Savings / Annualized Energy Saved) and the discount rate.

Back

Key Assumptions

Discount Rate 8.62%

Methodology for calculating the TRC Benefit Cost Results

The California Manual was followed in computing the benefit cost results.

Avoided Cost

1. Natural Gas price starting R $4.61 per MMBtu in 2010
2. Price on Carbon Dioxide (CO2) - $0
3. Avoided Capacity Costs of $155.32 per kW-yr, based on the following inputs

(a) Baseline Capital Cost (2013$> of $904 per kW)

(b) Levelized Fixed Charge Rate of $104.38

(c) Line Losses

Customer Class Inpu	Line Loss (2013)
Residential Service	9.7%
Small General Servic	9.4%
Large General Servic	7.6%
Large Industrial Pow	7.6%
Agricultural Pumping	9.4%

(d) 16.85 in 2013 and 12.0% in 2014 and in forward years

(e) Avoided Transmission & Distribution cost of $22.47 per kW-yr

The avoided costs for natural gas is based on Energy Information Administration of the Department of Energy.

Back

Cost-Effectiveness Test

Program Name	Utility Cost Test (UCT) Net Benefits ($000's)	Ratio
1. ENO - Home Performance with Energy Star	$ 2,510,098	2.44
2. ENO - Consumer Products POS	$ (57,885)	0.80
3. ENO - Income Qualified (AHPwES)		
4. ENO - School Kits and Education	$ 66,803	1.51
5. ENO - Residential Heating and Cooling	$ 760,167	2.39
6. ENO - Small Commercial and Industrial	$ 865,518	2.16
7. ENO - Large Commercial and Industrial	$ 2,936,720	2.80
8. ENO - DLC Pilot	$ 448,563	0.01
9. Algiers - Home Performance with Energy Star	$ 256,344	2.82
10. Algiers - Consumer Products POS	$ (6,169)	0.47
11. Algiers - Income Qualified (AHPwES)		
12. Algiers - School Kits and Education	$ 4,323	1.17
13. Algiers - Residential Heating and Cooling	$ 170,766	3.19
14. Algiers - Small Commercial and Industrial	$ 49,906	1.81
15. Algiers - Large Commercial and Industrial	$ 5,809	0.94
16. Algiers - Nest Pilot	$ -	0.00
17. Empty		
18. Empty		
19. Empty		
20. Empty		
Total:	$ 8,010,963	

Main Menu

Historical Data (Prior 2 Years)

Annual Budget & Actual Cost

	2014		2015	
	Budget	Actual	Budget	Actual
1. ENO - Home Performance with Energy Star	$ 818,293	$ 790,383	$ 291,512	$ 658,178
2. ENO - Consumer Products POS	n/a	n/a	$ 241,491	$ 165,666
3. ENO - Income Qualified (AHPwES)	$ 550,000	$ 541,451	$ 320,349	$ 271,359
4. ENO - School Kits and Education	n/a	n/a	$ 70,894	$ 69,778
5. ENO - Residential Heating and Cooling	$ 117,426	$ 104,545	$ 248,409	$ 122,355
6. ENO - Small Commercial and Industrial	$ 338,733	$ 303,944	$ 455,876	$ 457,416
7. ENO - Large Commercial and Industrial	$ 522,970	$ 519,304	$ 894,890	$ 800,074
8. ENO - DLC Pilot	n/a	n/a	n/a	n/a
9. Algiers - Home Performance with Energy Star	$ 116,050	$ 113,480	$ 23,806	$ 72,316
10. Algiers - Consumer Products POS	n/a	n/a	$ 19,333	$ 25,333
11. Algiers - Income Qualified (AHPwES)	$ 16,000	$ 6,824	$ 28,321	$ 31,278
12. Algiers - School Kits and Education	n/a	n/a	$ 6,433	$ 6,433
13. Algiers - Residential Heating and Cooling	$ 4,385	$ 8,625	$ 22,315	$ 24,634
14. Algiers - Small Commercial and Industrial	$ 26,014	$ 26,014	$ 41,913	$ 25,003
15. Algiers - Large Commercial and Industrial	$ 51,518	$ 626	$ 75,883	$ 21,732
16. Algiers - Nest Pilot	n/a	n/a	n/a	n/a
17. Empty				
18. Empty				
19. Empty				
20. Empty				
Regulatory				
Total	**$ 2,561,389**	**$ 2,415,195**	**$ 2,741,425**	**$ 2,751,555**

Annual Net Energy Savings (kWh)

	2014		2015	
	Reported	Evaluated	Reported	Evaluated
1. ENO - Home Performance with Energy Star	6,061,685	5,763,448	1,356,876	4,286,868
2. ENO - Consumer Products POS	n/a	n/a	942,765	1,149,201
3. ENO - Income Qualified (AHPwES)	912,750	1,825,848	518,876	1,043,383
4. ENO - School Kits and Education	n/a	n/a	926,946	365,288
5. ENO - Residential Heating and Cooling	1,359,309	517,188	1,458,077	358,291
6. ENO - Small Commercial and Industrial	2,666,423	2,519,153	3,692,306	3,189,966
7. ENO - Large Commercial and Industrial	6,138,592	5,823,379	7,561,766	8,642,831
8. ENO - DLC Pilot	n/a	n/a	n/a	n/a
9. Algiers - Home Performance with Energy Star	1,155,244	1,635,141	59,989	577,130
10. Algiers - Consumer Products POS	n/a	n/a	75,368	92,433
11. Algiers - Income Qualified (AHPwES)	62,692	115,564	45,946	291,163
12. Algiers - School Kits and Education	n/a	n/a	84,150	47,498

13. Algiers - Residential Heating and Cooling	150,120	29,683	131,133	27,280
14. Algiers - Small Commercial and Industrial	272,090	215,680	339,555	144,696
15. Algiers - Large Commercial and Industrial	430,187	24,576	644,830	133,404
16. Algiers - Nest Pilot	n/a	n/a	n/a	n/a
17. Empty				
18. Empty				
19. Empty				
20. Empty				
Total	**19,209,092**	**18,469,660**	**17,838,583**	**20,349,432**

Annual Net Demand Savings (kW)

	2014		2015	
	Reported	Evaluated	Reported	Evaluated
1. ENO - Home Performance with Energy Star	1,666	1,319	354	883
2. ENO - Consumer Products POS	n/a	n/a	290	200
3. ENO - Income Qualified (AHPwES)	225	525	201	322
4. ENO - School Kits and Education	n/a	n/a	119	42
5. ENO - Residential Heating and Cooling	649	222	573	117
6. ENO - Small Commercial and Industrial	385	498	950	461
7. ENO - Large Commercial and Industrial	945	831	1,265	1,403
8. ENO - DLC Pilot	n/a	n/a	n/a	n/a
9. Algiers - Home Performance with Energy Star	n/a	266	21	124
10. Algiers - Consumer Products POS	n/a	n/a	23	15
11. Algiers - Income Qualified (AHPwES)	n/a	18	18	112
12. Algiers - School Kits and Education	n/a	n/a	53	5
13. Algiers - Residential Heating and Cooling	n/a	11	52	8
14. Algiers - Small Commercial and Industrial	n/a	38	87	29
15. Algiers - Large Commercial and Industrial	n/a	2	108	6
16. Algiers - Nest Pilot	n/a	n/a	n/a	n/a
17. Empty				
18. Empty				
19. Empty				
20. Empty				
Total	**3,870**	**3,730**	**4,114**	**3,727**

Number of Participants

	2014		2015	
	Reported	Evaluated	Reported	Evaluated
1. ENO - Home Performance with Energy Star	6,580	6,580	2,550	2,550
2. ENO - Consumer Products POS	n/a	n/a	6,164	6,164
3. ENO - Income Qualified (AHPwES)	1,012	1,012	198	198
4. ENO - School Kits and Education	n/a	n/a	3,012	3,012
5. ENO - Residential Heating and Cooling	356	356	667	667
6. ENO - Small Commercial and Industrial	72	72	185	185
7. ENO - Large Commercial and Industrial	23	23	45	45

8.	ENO - DLC Pilot	n/a	n/a	n/a	n/a
9.	Algiers - Home Performance with Energy Star	1,679	1,679	1,277	1,277
10.	Algiers - Consumer Products POS	n/a	n/a	412	412
11.	Algiers - Income Qualified (AHPwES)	132	132	22	22
12.	Algiers - School Kits and Education	n/a	n/a	671	671
13.	Algiers - Residential Heating and Cooling	18	18	44	44
14.	Algiers - Small Commercial and Industrial	9	9	16	16
15.	Algiers - Large Commercial and Industrial	1	1	1	1
16.	Algiers - Nest Pilot	n/a	n/a	n/a	n/a
17.	Empty				
18.	Empty				
19.	Empty				
20.	Empty				
	Total	**9,882**	**9,882**	**15,264**	**15,264**

Back

Target Sectors and Program-Type Names

Target Sector	Program Type	Delivery Channel
N/A	Audit - C&I	Coupon Redemption
******Single-Class******	Behavior/Education	Direct Install
Residential	Consumer Product Rebate	Implementing Contractor
Small Business	Custom	Retail Outlets
Commercial & Industrial	Demand Response	Self-Install
Municipalities/Schools	Financing	Statewide Administrator
Agriculture	Market Specific/Hard to Reach	Trade Ally
Other	New Construction	Utility Outreach (email/direct mail)
******Multi-Class******	Other	Website
Res/Small Business	Prescriptive/Standard Offer	
Res/C&I	Measure/Technology Focus	
Small Business/C&I	Whole Home	
All Classes		

Back

Program Cost Type

Planning / Design

Program planning cost
Program design cost
Research and development cost
Request for proposal preparation and evaluation
Consultants used for program design and planning
Company employee costs relating to program design, planning and research and development

Incentives / Direct Install Costs

Rebates
Water conservation kits
Interruptible credits or payments
Payments to CADC (AWP) for weatherization of homes
Payments to contractors for weatherization services
Direct install costs for all programs with direct install provisions
Coupons and upstream program incentives
Residential energy audits

Administration

Utility company personnel training costs
Utility company EE personnel salary and benefits not charged elsewhere
Overhead costs (office space, vehicles, etc.)

Marketing & Delivery

Advertising costs including, but not limited to, educational/promotional materials, website development and updates
TV/Radio ads
Payment to AEO for EEA program
Commercial and Industrial energy audits
Personnel costs for performing marketing and delivery functions
Costs of processing rebates
Database development/update costs
Trade ally training events
Costs to support other EE related events and organizations
Measurement and Verification costs as related to direct program/project/measure costs to validate savings within the utility program (i.e. customer projects) and outside of independent EM&V

EM&V

Payments to consultants for preparation/update of Deemed Savings and Technical Reference Manual
Consultants costs for IEM and independent third party evaluations

Regulatory

Outside counsel legal fees for EE dockets
Travel costs related to EE dockets
Costs for preparing annual reports and EECR filings, including costs related to performing the required cost effectiveness tests
Costs related to regulatory specific collaborative meetings and events

Main Menu

Table 1

Next >>

2016 Portfolio Summary

Net Energy Savings		Cost	Cost-Benefits	
Demand MW	**Energy** MWh	**Actual Expenses**	**TRC Net Benefits**	**TRC Ratio**
5	21,626	$ 6,237,966	$ 6,476,683,000	1.97

Main Menu

Table 2

Next >>

EE Portfolio Cost by Program

Program Name	Target Sector	Program Type	2016 Budget ($)	2016 Actual ($)	% of Budget
Algiers - Consumer Products POS	Residential	Consumer Product Rebate	40,667	22,091	54%
Algiers - Home Performance with Energy Star	Residential	Whole Home	93,947	218,084	232%
Algiers - Income Qualified (AHPwES)	Residential	Whole Home	53,853	51,763	96%
Algiers - Nest Pilot	Residential	Measure/Technology Focus	205,851	205,851	100%
Algiers - Residential Heating and Cooling	Residential	Prescriptive/Standard Offer	35,361	34,670	98%
Algiers - School Kits and Education	Residential	Behavior/Education	81,293	75,000	92%
ENO - Consumer Products POS	Residential	Consumer Product Rebate	445,608	383,454	86%
ENO - DLC Pilot	Residential	Demand Response	410,835	356,853	87%
ENO - Home Performance with Energy Star	Residential	Whole Home	827,457	787,694	95%
ENO - Income Qualified (AHPwES)	Residential	Whole Home	710,149	765,953	108%
ENO - Residential Heating and Cooling	Residential	Prescriptive/Standard Offer	440,700	358,014	81%
ENO - School Kits and Education	Residential	Behavior/Education	415,217	407,371	98%
Algiers - Large Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	140,256	94,383	67%
Algiers - Small Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	79,077	61,961	78%
ENO - Large Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	1,769,971	1,628,516	92%
ENO - Small Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	1,000,842	786,306	79%
Hide	-	-	-	-	-
Regulatory	-	-	-	-	-
		Total	**6,751,083**	**6,237,966**	**92%**

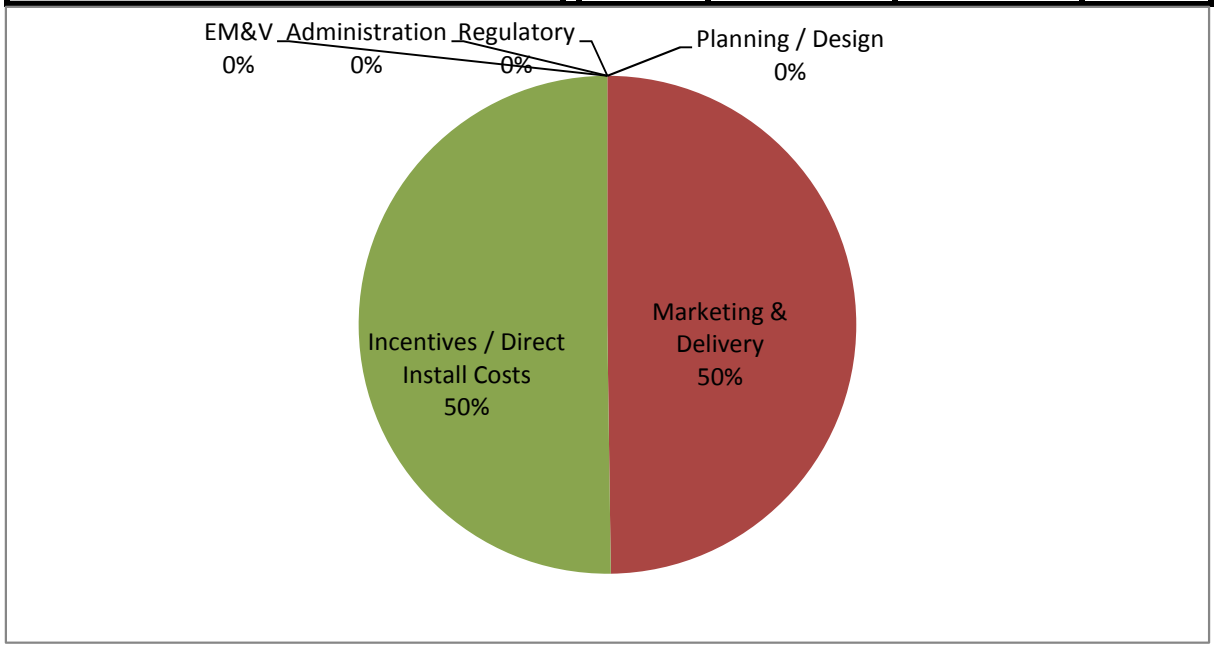
Main Menu

Table 3

Next >>

EE Portfolio Summary by Cost Type

EE Program Cost Summary Cost Type	2016 Total Cost % of Total	Budget ($)	Actual ($)	% of Total
Planning / Design	0%	-	-	0%
Marketing & Delivery	46%	3,105,950	3,105,950	50%
Incentives / Direct Install Costs	54%	3,645,133	3,132,016	50%
EM&V	0%	-	-	0%
Administration	0%	-	-	0%
Regulatory	0%	-	-	0%
	100%	**6,751,083**	**6,237,966**	100%



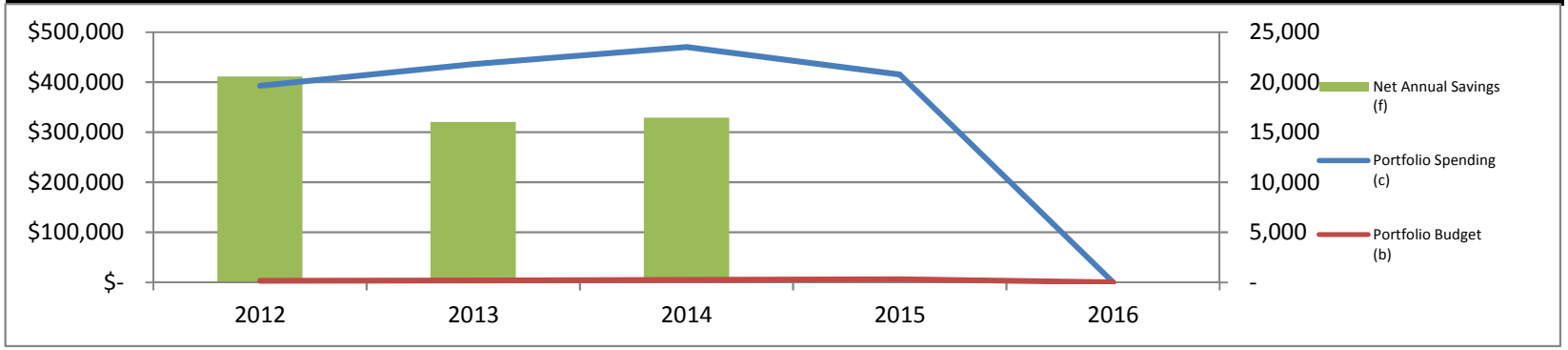
Main Menu

Table 4

Next >>

Company Statistics

Program Year	Revenue and Expenses					Energy				
		Budget		Actual			Plan		Evaluated	
	Total Revenue (a) ($000's)	Portfolio Budget (b) ($000's)	% of Revenue (%=b/a)	Portfolio Spending (c) ($000's)	% of Revenue (%=b/a)	Total Annual Energy Sales (d) (MWh)	Net Annual Savings (e) (MWh)	% of Energy Sales (%=b/a)	Net Annual Savings (f) (MWh)	% of Energy Sales (%=b/a)
2012	$ 487,796	$ 3,100	0.6%	$ 392,953	80.6%	5,997,132	16,581	0.3%	20,572	0.3%
2013	$ 525,225	$ 3,600	0.7%	$ 436,178	83.0%	5,615,573	16,581	0.3%	16,008	0.3%
2014	$ 580,164	$ 4,800	0.8%	$ 470,411	81.1%	6,570,789	17,138	0.3%	16,449	0.3%
2015	$ 548,872	$ 6,500	1.2%	$ 415,542	75.7%	7,138,626	-	0.0%	-	0.0%
2016	$ -	$ -	-	$ -	-	-	-	-	-	-



Main Menu

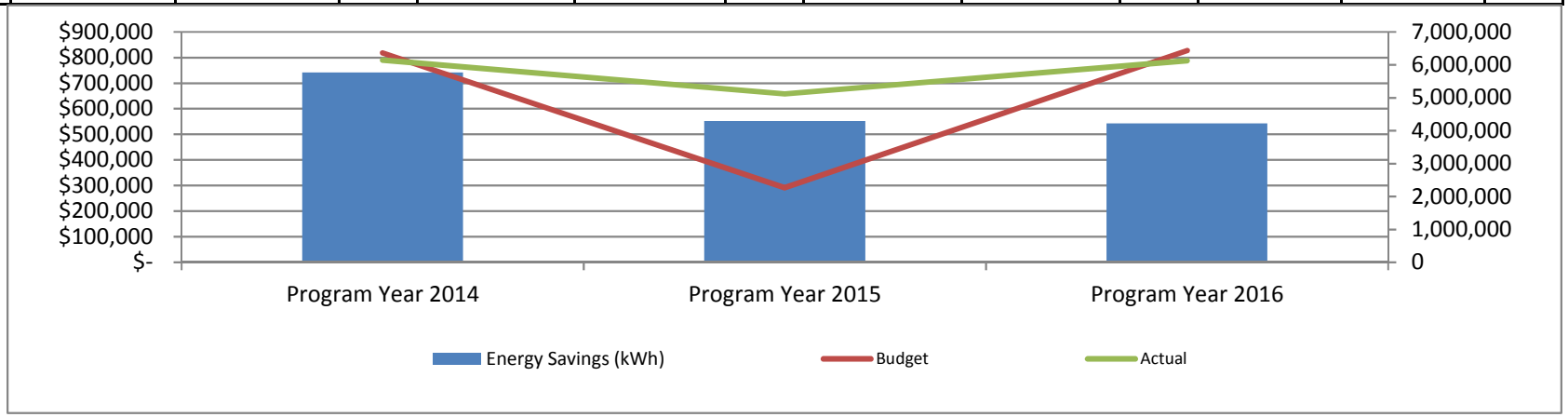
Table 5

ENO - Home Performance with Energy Star

Select program from dropdown menu to view details.

ENO - Home Performance with Energy Star

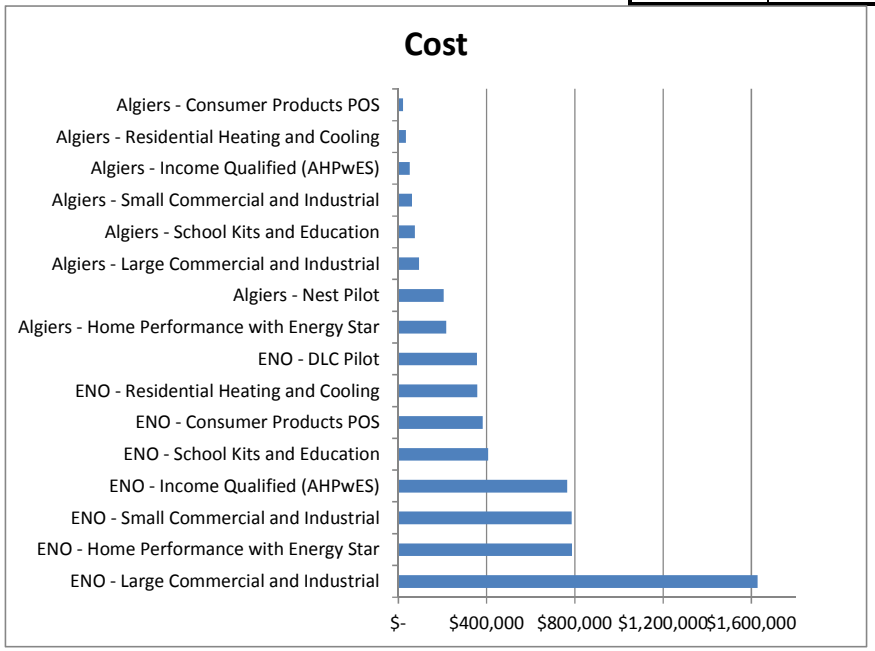
	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
Program	**Budget**	**Actual**	**%**	**Reported**	**Evaluated**	**%**	**Reported**	**Evaluated**	**%**	**Reported**	**Actual**	**%**
Program Year 2014	$ 818,293	$ 790,383	97%	6,061,685	5,763,448	95%	1,666	1,319	79%	6,580	6,580	100%
Program Year 2015	$ 291,512	$ 658,178	226%	1,356,876	4,286,868	316%	354	883	249%	2,550	2,550	100%
Program Year 2016	**$ 827,457**	**$ 787,694**	**95%**	**4,082,245**	**4,217,279**	**103%**	**879**	**1,103**	**126%**	**1,153**	**1,153**	**100%**

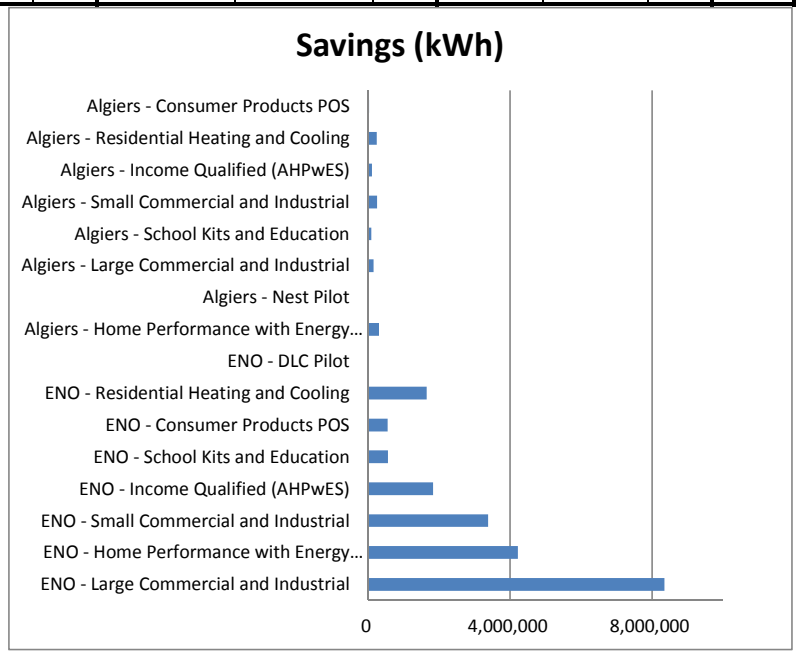


Main Menu | Report 1 | Next >>

2016 Portfolio Results Detail

Program Name	Target Sector	Cost			Savings (kWh)			Participants			TRC Ratio
		Budget	Actual	%	Plan	Evaluated	%	Plan	Actual	%	
Algiers - Consumer Products POS	Residential	$ 40,667	$ 22,091	54%	25,989	19,759	76%	337	337	100%	1.09
Algiers - Home Performance with Energy Star	Residential	$ 93,947	$ 218,084	232%	282,097	301,333	107%	100	100	100%	2.85
Algiers - Income Qualified (AHPwES)	Residential	$ 53,853	$ 51,763	96%	87,749	98,896	113%	14	14	100%	n/a
Algiers - Nest Pilot	Residential	$ 205,851	$ 205,851	100%	0	0	-	985	985	100%	n/a
Algiers - Residential Heating and Cooling	Residential	$ 35,361	$ 34,670	98%	279,171	231,850	83%	45	45	100%	1.58
Algiers - School Kits and Education	Residential	$ 81,293	$ 75,000	92%	79,844	83,252	104%	487	487	100%	1.54
ENO - Consumer Products POS	Residential	$ 445,608	$ 383,454	86%	732,413	543,467	74%	13,402	13,402	100%	1.02
ENO - DLC Pilot	Residential	$ 410,835	$ 356,853	87%	0	0	-	318	318	100%	0.02
ENO - Home Performance with Energy Star	Residential	$ 827,457	$ 787,694	95%	4,082,245	4,217,279	103%	1,153	1,153	100%	2.45
ENO - Income Qualified (AHPwES)	Residential	$ 710,149	$ 765,953	108%	1,578,020	1,822,693	116%	251	251	100%	n/a
ENO - Residential Heating and Cooling	Residential	$ 440,700	$ 358,014	81%	2,367,236	1,638,233	69%	831	831	100%	2.15
ENO - School Kits and Education	Residential	$ 415,217	$ 407,371	98%	487,273	555,312	114%	3,040	3,040	100%	2.01
Algiers - Large Commercial and Industrial	Commercial & Industrial	$ 140,256	$ 94,383	67%	292,428	148,218	51%	1	1	100%	0.81
Algiers - Small Commercial and Industrial	Commercial & Industrial	$ 79,077	$ 61,961	78%	219,285	244,485	111%	7	7	100%	1.53
ENO - Large Commercial and Industrial	Commercial & Industrial	$ 1,769,971	$ 1,628,516	92%	11,989,882	8,347,050	70%	40	40	100%	2.15
ENO - Small Commercial and Industrial	Commercial & Industrial	$ 1,000,842	$ 786,306	79%	2,932,998	3,374,304	115%	79	79	100%	1.82
Hide	-	-	-	-	-	-	-	-	-	-	-
Regulatory		$ -	$ -								
	TOTAL:	**$ 6,751,083**	**$ 6,237,966**	92%	**25,436,630**	**21,626,131**	85%	**21,090**	**21,090**	100%	**1.97**





Main Menu

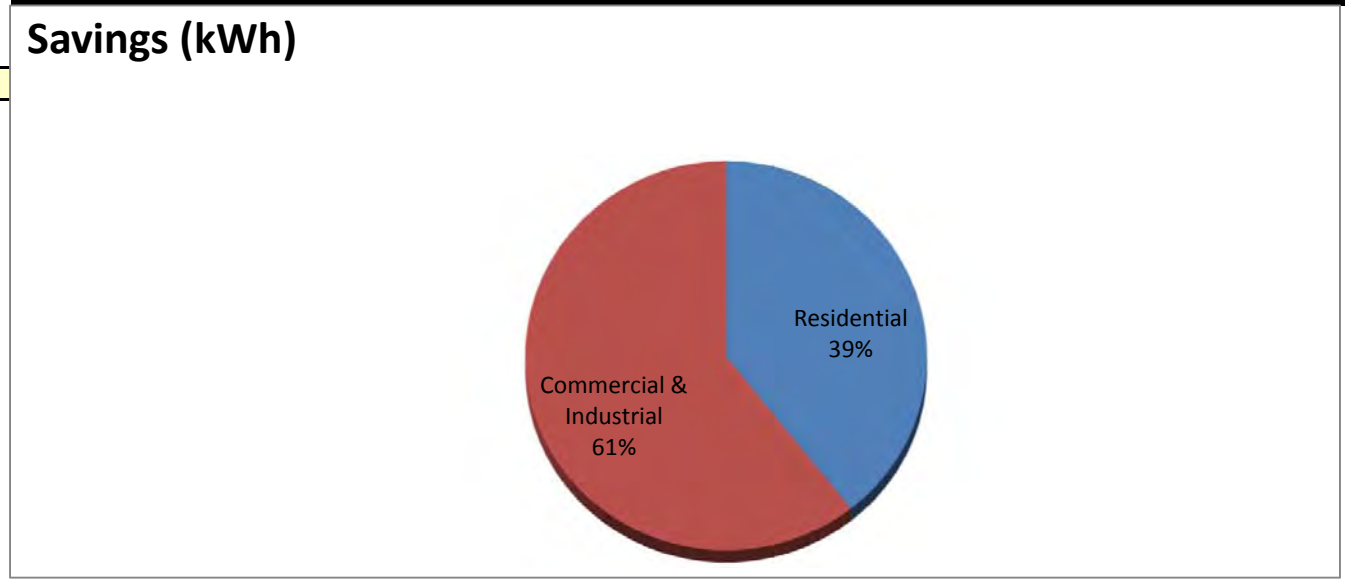
Report 2

2016 Portfolio Results Detail by Target Sector

Target Sector	Cost			Savings (kWh)			Participants			TRC Ratio
	Budget	Actual	%	Plan	Evaluated	%	Plan	Actual	%	
Residential	$ 3,760,937	$ 3,666,799	97%	10,002,037	9,512,074	95%	20,963	20,963	100%	1.95
Small Business	$ -	$ -	-	0	0	-	0	0	-	n/a
Commercial & Industrial	$ 2,990,145	$ 2,571,166	86%	15,434,594	12,114,057	78%	127	127	100%	2.00
Municipalities/Schools	$ -	$ -	-	0	0	-	0	0	-	n/a
Agriculture	$ -	$ -	-	0	0	-	0	0	-	n/a
Other	$ -	$ -	-	0	0	-	0	0	-	n/a
Res/Small Business	$ -	$ -	-	0	0	-	0	0	-	n/a
Res/C&I	$ -	$ -	-	0	0	-	0	0	-	n/a
Small Business/C&I	$ -	$ -	-	0	0	-	0	0	-	n/a
All Classes	$ -	$ -	-	0	0	-	0	0	-	n/a
	-	-	-	-	-	-	-	-	-	-
TOTAL	**$ 6,751,083**	**$ 6,237,966**	92%	**25,436,630**	**21,626,131**	85%	**21,090**	**21,090**	100%	**1.97**

Select the Data to be Displayed in Chart

Savings (kWh)



Main Menu

Report 4 - Data

Program Name	Target Sector	Program Type	Delivery Channel
ENO - Home Performance with Energy Star	Residential	Whole Home	Trade Ally
ENO - Consumer Products POS	Residential	Consumer Product Rebate	Retail Outlets
ENO - Income Qualified (AHPwES)	Residential	Whole Home	Trade Ally
ENO - School Kits and Education	Residential	Behavior/Education	Trade Ally
ENO - Residential Heating and Cooling	Residential	Prescriptive/Standard Offer	Trade Ally
ENO - Small Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally
ENO - Large Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally
ENO - DLC Pilot	Residential	Demand Response	Implementing Contractor
Algiers - Home Performance with Energy Star	Residential	Whole Home	Trade Ally
Algiers - Consumer Products POS	Residential	Consumer Product Rebate	Retail Outlets
Algiers - Income Qualified (AHPwES)	Residential	Whole Home	Trade Ally
Algiers - School Kits and Education	Residential	Behavior/Education	Trade Ally
Algiers - Residential Heating and Cooling	Residential	Prescriptive/Standard Offer	Trade Ally
Algiers - Small Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally
Algiers - Large Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally
Algiers - Nest Pilot	Residential	Measure/Technology Focus	Implementing Contractor
Empty	0	0	0
Empty	0	0	0
Empty	0	0	0
Empty	0	0	0

Main Menu

2016 Portfolio Data

	Expenses		Energy Savings (kWh)		Demand Savings (kW)		Participants	
Program Name	Budget	Actual	Plan	Evaluated	Plan	Evaluated	Plan	Actual
ENO - Home Performance with Energy Star	$ 827,457	$ 787,694	4,082,245	4,217,279	879	1,103	1,153	1,153
ENO - Consumer Products POS	$ 445,608	$ 383,454	732,413	543,467	206	121	13,402	13,402
ENO - Income Qualified (AHPwES)	$ 710,149	$ 765,953	1,578,020	1,822,693	391	631	251	251
ENO - School Kits and Education	$ 415,217	$ 407,371	487,273	555,312	58	80	3,040	3,040
ENO - Residential Heating and Cooling	$ 440,700	$ 358,014	2,367,236	1,638,233	678	556	831	831
ENO - Small Commercial and Industrial	$ 1,000,842	$ 786,306	2,932,998	3,374,304	270	291	79	79
ENO - Large Commercial and Industrial	$ 1,769,971	$ 1,628,516	11,989,882	8,347,050	2,424	1,447	40	40
ENO - DLC Pilot	$ 410,835	$ 356,853	0	0	0	257	318	318
Algiers - Home Performance with Energy Star	$ 93,947	$ 218,084	282,097	301,333	57	72	100	100
Algiers - Consumer Products POS	$ 40,667	$ 22,091	25,989	19,759	7	4	337	337
Algiers - Income Qualified (AHPwES)	$ 53,853	$ 51,763	87,749	98,896	25	36	14	14
Algiers - School Kits and Education	$ 81,293	$ 75,000	79,844	83,252	10	12	487	487
Algiers - Residential Heating and Cooling	$ 35,361	$ 34,670	279,171	231,850	68	65	45	45
Algiers - Small Commercial and Industrial	$ 79,077	$ 61,961	219,285	244,485	15	10	7	7
Algiers - Large Commercial and Industrial	$ 140,256	$ 94,383	292,428	148,218	40	37	1	1
Algiers - Nest Pilot	$ 205,851	$ 205,851	0	0	0	0	985	985
Empty	$ -	$ -	0	0	0	0	0	0
Empty	$ -	$ -	0	0	0	0	0	0
Empty	$ -	$ -	0	0	0	0	0	0
Empty	$ -	$ -	0	0	0	0	0	0

Main Menu

	TRC					
Program Name	Lifetime Savings (MWh)	Total Cost	Total Benefits	Net Benefits	Ratio	Levelized cost
ENO - Home Performance with Energy Star	0	$ 1,729,798	$ 4,239,848	$ 2,510,050	2.5	$ -
ENO - Consumer Products POS	0	$ 286,071	$ 292,658	$ 6,587	1.0	$ -
ENO - Income Qualified (AHPwES)	0	$ -	$ -	$ -	n/a	$ -
ENO - School Kits and Education	0	$ 117,452	$ 236,022	$ 118,570	2.0	$ -
ENO - Residential Heating and Cooling	0	$ 608,593	$ 1,307,227	$ 698,634	2.1	$ -
ENO - Small Commercial and Industrial	0	$ 885,998	$ 1,614,066	$ 728,068	1.8	$ -
ENO - Large Commercial and Industrial	0	$ 2,128,067	$ 4,565,237	$ 2,437,170	2.1	$ -
ENO - DLC Pilot	0	$ 410,835	$ 6,797	$ (404,038)	0.0	$ -
Algiers - Home Performance with Energy Star	0	$ 140,422	$ 399,864	$ 259,442	2.8	$ -
Algiers - Consumer Products POS	0	$ 7,338	$ 8,031	$ 693	1.1	$ -
Algiers - Income Qualified (AHPwES)	0	$ -	$ -	$ -	n/a	$ -
Algiers - School Kits and Education	0	$ 23,491	$ 36,233	$ 12,742	1.5	$ -
Algiers - Residential Heating and Cooling	0	$ 157,978	$ 248,882	$ 90,904	1.6	$ -
Algiers - Small Commercial and Industrial	0	$ 72,728	$ 111,507	$ 38,779	1.5	$ -
Algiers - Large Commercial and Industrial	0	$ 109,492	$ 88,574	$ (20,918)	0.8	$ -
Algiers - Nest Pilot	0	$ -	$ -	$ -	n/a	$ -
Empty	0	$ -	$ -	$ -	n/a	$ -
Empty	0	$ -	$ -	$ -	n/a	$ -
Empty	0	$ -	$ -	$ -	n/a	$ -
Empty	0	$ -	$ -	$ -	n/a	$ -

Main Menu

Historical Data (Next Annual Report)

Annual Budget & Actual Cost

	2015		2016	
	Budget	Actual	Budget	Actual
1. ENO - Home Performance with Energy Star	$ 291,512	$ 658,178	$ 827,457	$ 787,694
2. ENO - Consumer Products POS	$ 241,491	$ 165,666	$ 445,608	$ 383,454
3. ENO - Income Qualified (AHPwES)	$ 320,349	$ 271,359	$ 710,149	$ 765,953
4. ENO - School Kits and Education	$ 70,894	$ 69,778	$ 415,217	$ 407,371
5. ENO - Residential Heating and Cooling	$ 248,409	$ 122,355	$ 440,700	$ 358,014
6. ENO - Small Commercial and Industrial	$ 455,876	$ 457,416	$ 1,000,842	$ 786,306
7. ENO - Large Commercial and Industrial	$ 894,890	$ 800,074	$ 1,769,971	$ 1,628,516
8. ENO - DLC Pilot	n/a	n/a	$ 410,835	$ 356,853
9. Algiers - Home Performance with Energy Star	$ 23,806	$ 72,316	$ 93,947	$ 218,084
10. Algiers - Consumer Products POS	$ 19,333	$ 25,333	$ 40,667	$ 22,091
11. Algiers - Income Qualified (AHPwES)	$ 28,321	$ 31,278	$ 53,853	$ 51,763
12. Algiers - School Kits and Education	$ 6,433	$ 6,433	$ 81,293	$ 75,000
13. Algiers - Residential Heating and Cooling	$ 22,315	$ 24,634	$ 35,361	$ 34,670
14. Algiers - Small Commercial and Industrial	$ 41,913	$ 25,003	$ 79,077	$ 61,961
15. Algiers - Large Commercial and Industrial	$ 75,883	$ 21,732	$ 140,256	$ 94,383
16. Algiers - Nest Pilot	n/a	n/a	$ 205,851	$ 205,851
17. Empty	$ -	$ -	$ -	$ -
18. Empty	$ -	$ -	$ -	$ -
19. Empty	$ -	$ -	$ -	$ -
20. Empty	$ -	$ -	$ -	$ -
Regulatory	$ -	$ -	$ -	$ -
Total	**$ 2,741,425**	**$ 2,751,555**	**$ 6,751,083**	**$ 6,237,966**

Annual Net Energy Savings (kWh)

	2015		2016	
	Plan	Evaluated	Plan	Evaluated
1. ENO - Home Performance with Energy Star	1,356,876	4,286,868	4,082,245	4,217,279
2. ENO - Consumer Products POS	942,765	1,149,201	732,413	543,467
3. ENO - Income Qualified (AHPwES)	518,876	1,043,383	1,578,020	1,822,693
4. ENO - School Kits and Education	926,946	365,288	487,273	555,312
5. ENO - Residential Heating and Cooling	1,458,077	358,291	2,367,236	1,638,233
6. ENO - Small Commercial and Industrial	3,692,306	3,189,966	2,932,998	3,374,304
7. ENO - Large Commercial and Industrial	7,561,766	8,642,831	11,989,882	8,347,050
8. ENO - DLC Pilot	n/a	n/a	0	0
9. Algiers - Home Performance with Energy Star	59,989	577,130	282,097	301,333
10. Algiers - Consumer Products POS	75,368	92,433	25,989	19,759
11. Algiers - Income Qualified (AHPwES)	45,946	291,163	87,749	98,896
12. Algiers - School Kits and Education	84,150	47,498	79,844	83,252

13. Algiers - Residential Heating and Cooling	131,133	27,280	279,171	231,850
14. Algiers - Small Commercial and Industrial	339,555	144,696	219,285	244,485
15. Algiers - Large Commercial and Industrial	644,830	133,404	292,428	148,218
16. Algiers - Nest Pilot	n/a	n/a	0	0
17. Empty	0	0	0	0
18. Empty	0	0	0	0
19. Empty	0	0	0	0
20. Empty	0	0	0	0
Total	**17,838,583**	**20,349,432**	**25,436,630**	**21,626,131**

Annual Net Demand Savings (kW)

	2015		2016	
	Plan	**Evaluated**	**Plan**	**Evaluated**
1. ENO - Home Performance with Energy Star	354	883	879	1,103
2. ENO - Consumer Products POS	290	200	206	121
3. ENO - Income Qualified (AHPwES)	201	322	391	631
4. ENO - School Kits and Education	119	42	58	80
5. ENO - Residential Heating and Cooling	573	117	678	556
6. ENO - Small Commercial and Industrial	950	461	270	291
7. ENO - Large Commercial and Industrial	1,265	1,403	2,424	1,447
8. ENO - DLC Pilot	n/a	n/a	0	257
9. Algiers - Home Performance with Energy Star	21	124	57	72
10. Algiers - Consumer Products POS	23	15	7	4
11. Algiers - Income Qualified (AHPwES)	18	112	25	36
12. Algiers - School Kits and Education	53	5	10	12
13. Algiers - Residential Heating and Cooling	52	8	68	65
14. Algiers - Small Commercial and Industrial	87	29	15	10
15. Algiers - Large Commercial and Industrial	108	6	40	37
16. Algiers - Nest Pilot	n/a	n/a	0	0
17. Empty	0	0	0	0
18. Empty	0	0	0	0
19. Empty	0	0	0	0
20. Empty	0	0	0	0
Total	**4,114**	**3,727**	**5,127**	**4,724**

Number of Participants

	2015		2016	
	Plan	**Evaluated**	**Plan**	**Evaluated**
1. ENO - Home Performance with Energy Star	2,550	2,550	1,153	1,153
2. ENO - Consumer Products POS	6,164	6,164	13,402	13,402
3. ENO - Income Qualified (AHPwES)	198	198	251	251
4. ENO - School Kits and Education	3,012	3,012	3,040	3,040
5. ENO - Residential Heating and Cooling	667	667	831	831
6. ENO - Small Commercial and Industrial	185	185	79	79
7. ENO - Large Commercial and Industrial	45	45	40	40

8.	ENO - DLC Pilot	n/a	n/a	318	318
9.	Algiers - Home Performance with Energy Star	1,277	1,277	100	100
10.	Algiers - Consumer Products POS	412	412	337	337
11.	Algiers - Income Qualified (AHPwES)	22	22	14	14
12.	Algiers - School Kits and Education	671	671	487	487
13.	Algiers - Residential Heating and Cooling	44	44	45	45
14.	Algiers - Small Commercial and Industrial	16	16	7	7
15.	Algiers - Large Commercial and Industrial	1	1	1	1
16.	Algiers - Nest Pilot	n/a	n/a	985	985
17.	Empty	0	0	0	0
18.	Empty	0	0	0	0
19.	Empty	0	0	0	0
20.	Empty	0	0	0	0
	Total	**15,264**	**15,264**	**21,090**	**21,090**

Appendix C: Marketing Collateral

Marketing and advertising initiatives included the following:

1. Easy Cool Campaign
    a. E-blast
        i. Tactical email targeting select ENO opt-ins
    b. Contractor leave behind
        i. Informational piece including program highlights and contact information
        ii. Additional branding and recognition for ENO
    c. Contractor shirts
        i. Additional branding and recognition for ENO
    d. Scheduling email

2. Residential CoolSaver
    a. Door hangar
        i. Tactical piece to raise awareness and create program demand
    b. Bi fold
        i. Informative piece utilized for direct or cross promotional opportunities

3. Commercial CoolSaver
    a. Fact sheet
        i. Informational piece including program highlights and contact information

4. Residential Solutions
    a. Vehicle magnet
        i. Additional branding and recognition for ENO
    b. Single measure sheet
        i. Informational piece utilized for direct or cross promotional opportunities
    c. Thank you letter
        i. Additional branding and recognition for ENO
        ii. In production

5. Energy Smart Overview
    a. Bi fold
        i. Informational piece including program highlights and contact information

6. Energy Star Partner Award
    a. Flyer
        i. Utilized to further build on the momentum of the award

7. Nest Program

a. Tenant Notification
    i. Utilized by the apartment managers to notify tenants of the upcoming Nest installation
b. Leave Behind
    i. Informational piece including program highlights, contact information, and user direction
    ii. Additional branding and recognition for Energy Smart

8. CoolSaver
    a. Residential Fact Sheet
        i. Customer facing educational piece used to increase program awareness and ultimately drive participation
        ii. Can be utilized as a cross promotional tool
    b. Trade Ally Recruitment Flyer
        i. Primary purpose is to assist in contractor recruitment
        ii. Educational piece illustrating the benefits and providing technical information as it pertains to the program
        iii. Primary distribution channels will be email and in person meetings and events

9. Energy Smart for Kids
    a. Schools Presentation
        i. Updated for the 2016-2017 school year
        ii. Purpose is to begin to educate primarily 6th grade students on the power of energy efficiency
    b. Starter Kit Installation Guide/Form
        i. Included in the Energy Smart for Kids starter kit
        ii. Walks the children/parents through step by step on how to install the direct measures supplied in the kit
        iii. Serves as verification that the measures were installed
        iv. Allows us to collect email addresses for future re-marketing opportunities
    c. Leave Behind
        i. Given to students as a take home to their parents after they turn in their starter kit form
        ii. Provides additional education on other Energy Smart program opportunities

10. Nonprofit Outreach
    a. This piece is emailed to the members of the nonprofit organization that participated in the Nonprofit Retrofit program once the work is complete
    b. Informs them of their organization's participation and making them aware of measures they can implement to create a more energy efficient environment for themselves and their family
    c.

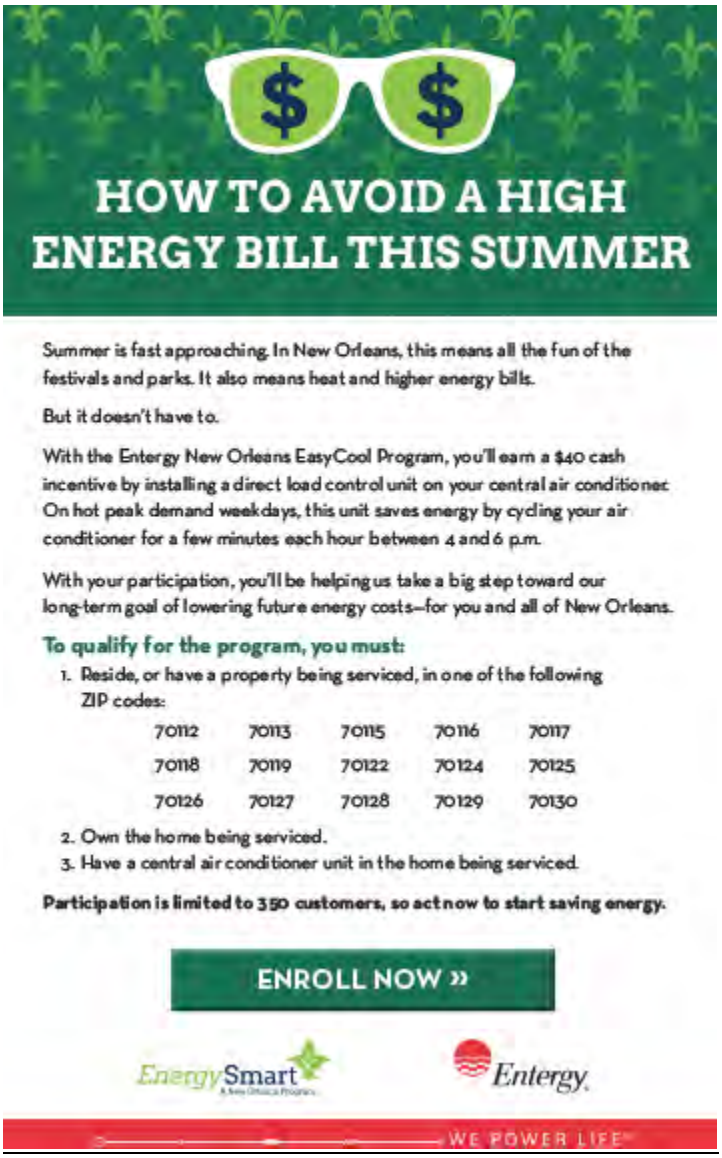
11. Awareness Campaign Concepts

a. Due to the overall lack of education/knowledge within the New Orleans DMA as it relates to Energy Smart we were tasked with bringing potential concepts to the table to raise awareness and create positive buzz in the market, below are two that rose to the top
    i. Good Energy
        1. New Orleans is a city filled with energy. Creative energy. Entrepreneurial energy. Kinetic, frenetic, up-all-night, never-say-die, irresistible energy. And we'll never stop fighting to keep it that way.
    ii. (Re)Introducing Energy smart
        1. Sure, we've been here awhile. In fact, we've helped New Orleans residents save nearly 100,000,000 kWh and counting. But what works isn't always what's noticed. Now is a good time as any to say hello, again.

12. Small Commercial Duct Efficiency
    a. Factsheet
        i. Utilized as a selling tool to both educate and inform previous program participants of the new measure, cross sell current participants and enroll new customers into the program
        ii. Primary method of delivery is in-person meetings and email
    b. E-blast
        i. Targeted to previous program participants as these are our low hanging fruit and strategically the best place to start
        ii. Will work in tandem with the factsheet to drive program enrollment

13. Energy Smart for Kids
    a. Press release
        i. Distributed to Bright Moments media database in mid-November
    b. Primary goal was program awareness

14. Energy Smart Label Redesign
    a. Redesigned to include the We Power Life footer on all point of purchase pieces for the Lighting & Appliance program
    b. Utilized in participating retail stores throughout the New Orleans DMA to both bring attention to special pricing and assist in brand building



HOW TO AVOID A HIGH ENERGY BILL THIS SUMMER

Summer is fast approaching. In New Orleans, this means all the fun of the festivals and parks. It also means heat and higher energy bills.

But it doesn't have to.

With the Entergy New Orleans EasyCool Program, you'll earn a $40 cash incentive by installing a direct load control unit on your central air conditioner. On hot peak demand weekdays, this unit saves energy by cycling your air conditioner for a few minutes each hour between 4 and 6 p.m.

With your participation, you'll be helping us take a big step toward our long-term goal of lowering future energy costs—for you and all of New Orleans.

To qualify for the program, you must:

1. Reside, or have a property being serviced, in one of the following ZIP codes:

70112	70113	70115	70116	70117
70118	70119	70122	70124	70125
70126	70127	70128	70129	70130

2. Own the home being serviced.
3. Have a central air conditioner unit in the home being serviced.

Participation is limited to 350 customers, so act now to start saving energy.

ENROLL NOW »

EnergySmart

Entergy

WE POWER LIFE

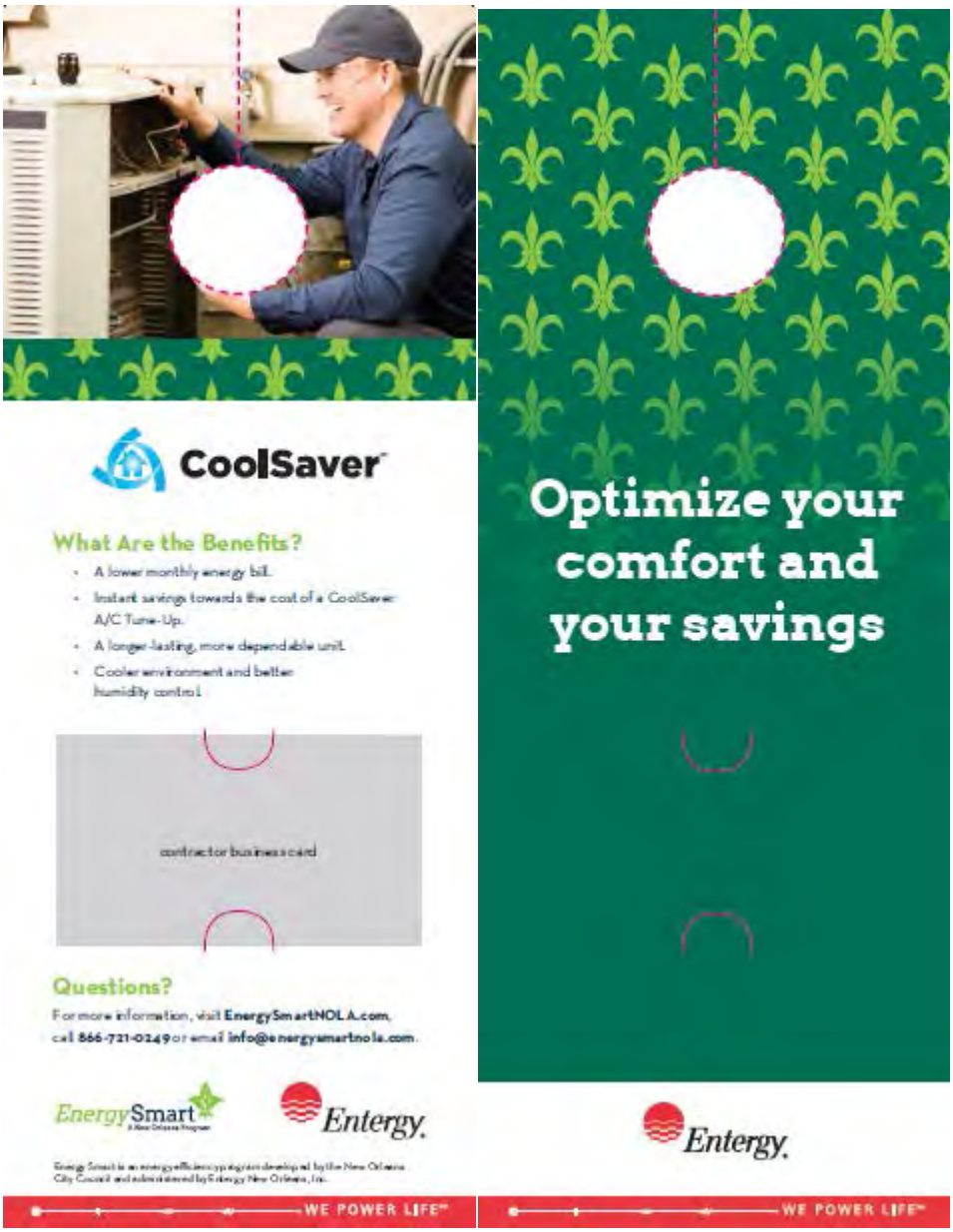
Easy Cool E-Blast

← Easy Cool Door Hangar

Front

Back

Easy Cool Leave Behind

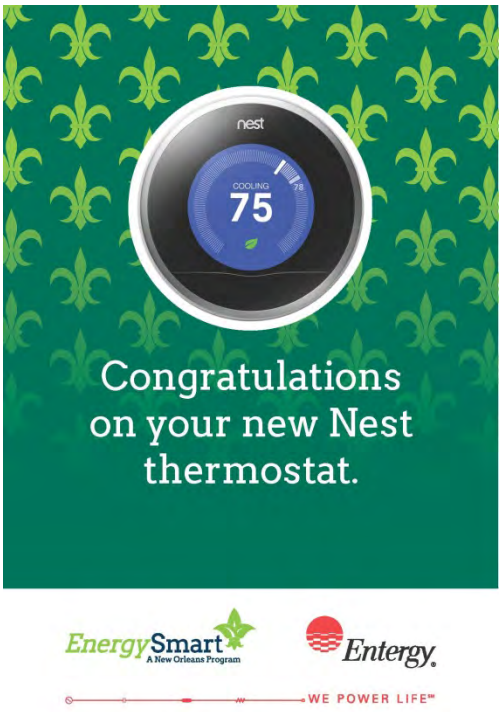


Front

Back

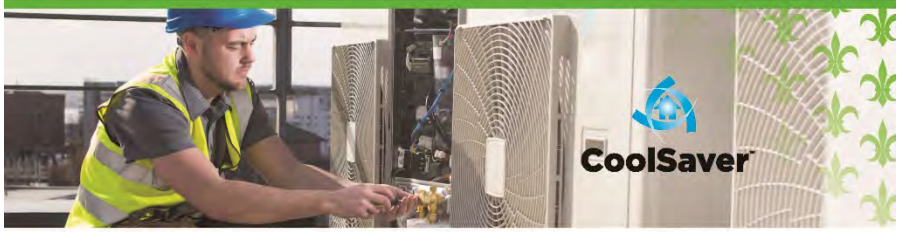
Residential CoolSaver Door Hangar

NEST Leave Behind Piece; front and back



ENTERGY NEW ORLEANS

Commercial CoolSaver℠ A/C Tune-up Program



The Commercial CoolSaver program is designed to overcome market barriers that prevent commercial customers from receiving high-performance A/C and heat pump tune-ups. By identifying and correcting system inefficiencies, you save energy and money. CoolSaver provides incentives, training on best practices and discounts on high-quality tools for contractors to conduct high-performance system tune-ups.

WHAT ARE THE BENEFITS?

- Instant discount
- Use of precision digital instruments to increase system efficiency
- Reduced cooling costs
- Extends life of equipment
- Better humidity control

WHO IS ELIGIBLE?

All Entergy New Orleans small commercial customers (<100 kW average peak demand) with a central A/C or heat pump that is at least one year old and under 25 tons. (Systems that have been incentivized through the CoolSaver program in the last five years are not eligible to receive these incentives.)

HOW TO PARTICIPATE:

1. Contact the Energy Smart Center at **866-721-0249** or **info@energysmartnola.com**. Or visit **EnergySmartNOLA.com** for more details and to find a list of participating CoolSaver trade allies in your area.
2. Your trade ally will conduct an evaluation of your system to determine whether you would benefit from a high-performance tune-up, which could include services listed in the table below.
3. Your trade ally carries out your recommended tune-up measures.
4. Your trade ally will apply your instant rebate to your final invoice.

COMMERCIAL COOLSAVER INCENTIVE RATES	Measure Type	Potential Services	Incentive Discount
	High-performance A/C tune-up	• Cleaning condenser coil • Cleaning evaporator coil • Cleaning blower • Adjusting airflow & refrigerant to a manufacturer specification	1.5-2.5 tons: $125 3-5 tons: $150 6-10 tons: $200 11-15 tons: $250 16-25 tons: $400

READY TO GET STARTED?

For more information, visit **EnergySmartNOLA.com**, call toll-free **866-721-0249** or email **info@energysmartnola.com**.

EnergySmart A New Orleans Program

Entergy

Energy Smart is an energy efficiency program developed by the New Orleans City Council and administered by Entergy New Orleans.

ENTERGY NEW ORLEANS

A new way to build business

Want to boost profits? Join the CoolSaver℠ A/C Tune-up Program as a trade ally.

In this program, you'll be able to save customers energy and money by offering high-performance air conditioning and heat pump system tune-ups. That alone could attract more business. Plus, you'll receive training on best practices and discounts on tools. So everyone wins.

BENEFITS FOR BUSINESS OWNERS:

- Increase customer base.
- Receive more dollars per CoolSaver Tune-up.
- Reduce call backs, thereby increasing profits.
- Keep technicians busy during the off season.

BENEFITS FOR TECHNICIANS:

- Raise level of expertise.
- Use state-of-the-art digital tools.
- Receive ongoing technical training.
- Learn to calculate the BTU output of each CoolSaver Tune-up.
- Master precision refrigerant adjustment techniques.

BENEFITS FOR YOUR CUSTOMERS:

- Lower Entergy bills.
- Enjoy a more comfortable indoor environment.
- Experience better humidity control.
- Understand the value of continuing maintenance.
- Increase system efficiency.

CoolSaver™

Energy Smart is a comprehensive energy efficiency plan developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.

EnergySmart A New Orleans Program

Entergy

WE POWER LIFE℠

ENTERGY NEW ORLEANS

Energy savings for the whole family

Congratulations! You took the first step on your energy efficiency journey with the Energy Smart for Kids program. You've cut down your energy use and started lowering your energy costs. So why stop now?

HERE ARE 8 MORE WAYS YOU CAN SAVE:

1. Get free energy-efficient light bulbs installed by Green Light New Orleans.
2. Earn a mail-in rebate from Energy Smart toward a smart power strip.
3. Replace your shower heads with low-flow versions.
4. Adjust your thermostat to use less energy when you're not at home.
5. Choose ENERGY STAR® appliances, like a window A/C that also includes a mail-in rebate.
6. Get a CoolSaver℠ A/C Tune-up, which has the added bonus of extending the life of your unit.
7. Have duct sealing, weatherization and insulation work done by an Energy Smart contractor.
8. If you have a small or large business, take advantage of our incentives toward energy efficiency upgrades for businesses, too.

QUESTIONS?

For more information, visit **EnergySmartNOLA.com**, call toll-free **866-721-0249** or email **info@energysmartnola.com**.

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WE POWER LIFE℠

ENTERGY NEW ORLEANS

Bring home the energy savings.

Congratulations! Your organization is already making moves to save energy with the Energy Smart Nonprofit Retrofit Program. Now it's your turn to bring the savings home with smart upgrades that help lower your own energy costs.

HERE ARE EIGHT MORE WAYS YOU CAN SAVE:

1. Get free energy-efficient light bulbs installed by Green Light New Orleans.
2. Earn a mail-in rebate from Energy Smart toward a smart power strip.
3. Replace your showerheads with low-flow versions.
4. Adjust your thermostat to use less energy when you're not at home.
5. Choose ENERGY STAR® appliances, like a window A/C that also includes a mail-in rebate.
6. Get a CoolSaver℠ A/C Tune-up, which has the added bonus of extending the life of your unit.
7. Have duct sealing, weatherization and insulation work done by an Energy Smart trade ally.
8. If you have a small or large business, take advantage of our incentives toward energy efficiency upgrades for businesses, too.

QUESTIONS?

For more information, visit **EnergySmartNOLA.com**, call toll-free **866-721-0249** or email **info@energysmartnola.com**. And make sure to tell others in your organization about these energy-saving options.

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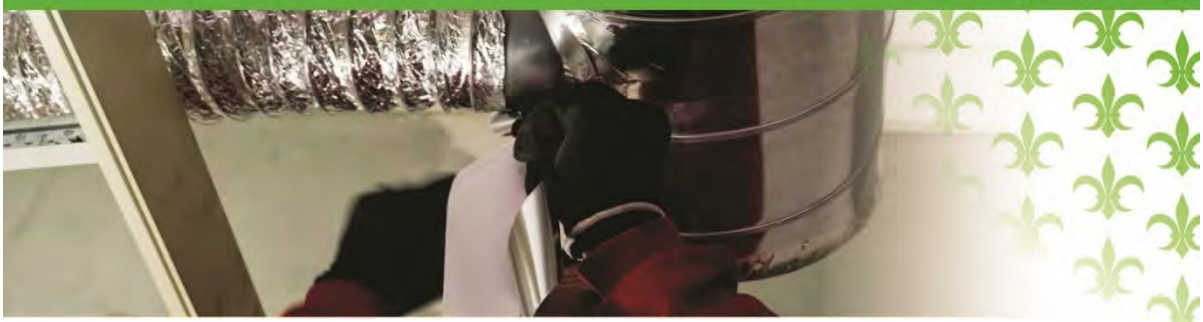
ENTERGY NEW ORLEANS

Small Commercial Duct Efficiency Program



The Small Commercial Duct Efficiency program is designed to overcome market barriers that prevent commercial customers from having HVAC duct systems properly sealed. In ducted HVAC systems, 20 to 30 percent of the air you pay to heat or cool your space is wasted due to leaks. By identifying and sealing leaks with special foil tape and airtight mastic, your trained contractor will save you energy and money and make your system more efficient.

WHAT ARE THE BENEFITS?

- Instant discounts.
- Airtight seals stop leaks.
- Improved air quality.
- Precision instruments increase system efficiency.
- Reduced cooling and heating costs.
- Better humidity control.

WHO IS ELIGIBLE?

All Entergy New Orleans small commercial customers (<100 kW average peak demand) with a ducted central A/C or heat pump that is at least one year old and under 11 tons, where 80% of the duct system is located in unconditioned space.

HOW TO PARTICIPATE:

1. Contact the Energy Smart Center at **866-721-0249** or **info@energysmartnola.com**. Or visit **EnergySmartNOLA.com** for more details and to find a list of participating trade allies in your area.
2. Your trade ally will conduct an evaluation of your system to determine whether you would benefit from duct sealing, which could include the service listed in the table below.
3. Your trade ally carries out your recommended duct efficiency measures.
4. Your trade ally will apply your instant rebate to your final invoice.

	Measure Type	Potential Services	Incentive Discount
DUCT SEALING	Commercial duct sealing	Return and supply duct system sealed	$0.12 per kWh saved

READY TO GET STARTED?

For more information, visit **EnergySmartNOLA.com**, call toll-free **866-721-0249** or email **info@energysmartnola.com**.

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WE POWER LIFE℠

Small Commercial Duct Efficiency E-blast

OUR NEW PROGRAM WILL BOOST YOUR PROFIT EVEN FURTHER.

Thank you so much for participating in the Small Commercial Solutions program. You saved your business money and energy, and boosted comfort and productivity in your workplace. So why stop the savings there?

Join our Small Commercial Duct Efficiency program to seal up your HVAC duct system and you'll:

- Receive instant discounts of $0.12 per kWh saved.
- Reduce cooling and heating costs.
- Boost your bottom line.
- Stop leaks that waste 20–30 percent of your air.
- Improve air quality and humidity control and comfort.
- Increase system efficiency.

Ready to get started? Learn more at **EnergySmartNOLA.com** or call Mike Robinson at **504-872-3891**.

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FOR IMMEDIATE RELEASE

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Energy Smart for Kids is reaching out to another 3,500 students this year

Students get smart to energy efficiency and bring home kits that save their families energy and money

NEW ORLEANS, LOUISIANA (November 14, 2016) – Over 3,500 students in New Orleans are invited to be "Energy Smart Kids."

Energy Smart for Kids, an Entergy New Orleans initiative, is a program for sixth grade public school students that combines an in-class presentation on energy efficiency with a free school kit that students can bring home and install. The kit includes six energy-efficient light bulbs, a kitchen and a bath faucet aerator, a low-flow shower head, and an LED night light. For the 2015–2016 school year, Energy Smart provided over 3,500 kits to students at 29 schools, for potential savings of over 500,000 kWh, giving approximately $50,000 in savings in the first year. And Energy Smart is reaching out and enrolling another 3,500+ sixth graders this year, too.

In addition to the kit, students participate in great hands-on activities. They ride a bicycle generator that uses student power to light up different types of light bulbs, and team up to make a shoebox house energy efficient. Students learn about where energy comes from, how it's used and how to save it.

"It was a great experience for our kids and teachers!" says Sam Pizzoferrato, sixth grade science teacher at KIPP Believe College Prep. "Kids were telling other adults about the things they did in class and were so excited to show and explain their boxes!"

This Entergy New Orleans program started as a pilot project to 1,000 students in the spring of 2014. Since then, the program has tripled in size. Free classroom sessions are filling up quickly, so if you have a sixth grader or teacher in your life, get their school signed up today.
For more information and to schedule Energy Smart for Kids at your school, contact Emily Snyder at 504-222-2920 or emily@energyla.org.

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Energy Smart is an energy efficiency program developed by the New Orleans City Council and administered by Entergy New Orleans. The Energy Smart for Kids program is run for Energy Smart by professionals from Energy Wise Alliance.

Energy Smart Label