



2019 PROGRAM MANUAL

SCORE Plus
Program

El Paso Electric

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PROGRAM OVERVIEW

PROGRAM OBJECTIVES

The SCORE Plus Program (Program) is a market transformation program offered to public K-12, higher education, local government, and large commercial customers with an average demand greater than 100 kW within the El Paso Electric's New Mexico service territory and to those who pay into the Efficiency Use of Energy Recovery Factor (EUERF).

The Program and all associated services are available to participants at NO COST.

Program Objectives include:

- Encourage delivery of energy efficiency products and services to the target market segment(s).
- Transform these markets over time by addressing specific barriers that hinder adoption of energy efficient technologies and practices.
- Provide a suite of educational and supporting services to facilitate the implementation of energy efficiency projects.

The Program seeks to accomplish these objectives through a variety of services. First, the Program helps senior managers and facility supervisors operate their buildings more efficiently by understanding the technical and financial benefits of investing in energy efficiency and developing a plan to make energy efficiency improvements. Customers enrolling in the program, referred to as Participants, receive technical and energy management assistance to help them make decisions about cost effective investments in facility energy efficiency. Program Participants also receive direct cash incentives for completed energy efficiency projects.

Other program services may include: benchmarking of current energy use, creation of an energy master plan, identification and evaluation of opportunities for energy efficiency measures, and communications support. The program works with Participants to determine the most appropriate set of services to address both immediate and longer-term needs.

Although the Program does provide technology recommendations, it does not require specific technologies or end uses. This provides a framework through which Participants can receive incentives for implementing and installing a wide range of measures at their sites.

The Program involves the Program Sponsor which is El Paso Electric (EPE) and the Program Implementer which is CLEARResult. The roles and responsibilities of each are defined in the "Program Roles & Responsibilities" section below.

NOTES

EPE will not directly market any energy efficiency-related products or services to its customers. Entering into an agreement with EPE does not imply EPE's endorsement or approval of any products or services. EPE makes no representation of the benefits of any particular technology or energy

efficiency measure eligible for incentives under this Program. The selection of an energy efficiency measure is at the discretion of the individual customer.

PROGRAM ELIGIBILITY

The 2019 SCORE Plus Program is currently being offered to public K-12, higher education, local government, and large commercial customers with an average demand greater than 100 kW within EPE's New Mexico service territory and to those who pay into the EUSERF.

A customer is defined by a single Tax ID number. Multiple locations of one organization are thereby considered a single customer, regardless of how many El Paso Electric account numbers they may have. For a specific facility to be eligible for financial incentives in the Program, the facility must receive electric service from EPE, be located in EPE's New Mexico, and pay into the EUSERF.

To participate in the 2019 SCORE Plus Program, please see the "Program Enrollment/Contacts" section at the end of this manual.

PROGRAM ROLES & RESPONSIBILITIES

PROGRAM SPONSOR

El Paso Electric is responsible for:

- Conducting and/or assigning formal on-site pre- and post-installation inspections of eligible projects to approve peak demand (kW) and energy savings (kWh) savings and incentive amounts
- Authorizing incentive payments for completed projects
- Overseeing the Program Implementer

PROGRAM IMPLEMENTER

CLEAResult was selected by EPE to serve as the Program Implementer for the 2019 SCORE Plus Program. CLEAResult is responsible for:

- Conducting outreach to potential Participants
- Approving Participant eligibility and enrollment
- Quantify potential peak demand reduction, energy savings kWh, and monetary incentives
- Reviewing and approving Project Application Forms
- Making recommendations for higher efficiency options
- Conducting pre- and post-inspections of projects
- Providing some or all of the following services based on the specific Participant's needs, as assessed by EPE and CLEAResult: education, training, energy performance, benchmarking, energy master planning, technical assistance, and PR/communications support.

PROGRAM PARTICIPANT

Program Participant will be asked to fulfill a combination of the following requirements, determined in conjunction with CLEAResult:

- Commit to the terms of the Program Letter of Intent (LOI) (see “Program Enrollment/Contacts” section for additional details)
- Submit Project Application Forms and all necessary supporting documentation for eligible energy efficiency projects in order to reserve incentives
- Exert its best efforts to approve, fund, and install cost-effective energy efficiency projects identified through the program by November 30th
- Notify and schedule post-inspections with CLEAResult when projects are completed
- Provide access to project facilities and ample lead time both before and after project completion for inspection of the baseline and post-retrofit condition. New construction projects do not require any inspections prior to project completion.

NOTES

EPE will not reimburse Participants for any costs it may incur by participating in the Program. EPE strives to achieve a diversified participant and measure mix within its program portfolio. The Program reserves the right to distribute funds based on Program funding and cost effectiveness constraints. Financial incentives for demand savings are paid to Participants upon verification and approval of completed energy efficiency projects.

INCENTIVES

There are several Program incentives available to Participants in order to assist with identification, evaluation, and implementation of eligible energy efficiency projects. Program incentives include a mix of cash and non-cash incentives as described below. CLEAResult will collaborate with enrolled Participants to determine the appropriate non-cash incentives to provide in addition to assisting with identification and development of projects that may be eligible for cash incentives.

On an individual project basis, if a program participant works with CLEAResult to create an energy efficient new construction and/or renovation specifications, then the participant agrees to utilize the cash incentives provided in SCORE Plus, as opposed to those offered in the Commercial Comprehensive Program offered by El Paso Electric.

NON-CASH INCENTIVES

TECHNICAL ASSISTANCE & PROJECT IDENTIFICATION – The Program provides technical support to help Participants identify and evaluate energy efficiency opportunities in order to determine which projects are viable. Similarly, the Program can assist in defining energy efficient new construction, renovation, and retrofit bid specifications. As part of this service, the Program also educates senior decision makers on project financing options where funding sources are not immediately available.

COMMUNICATIONS & PUBLIC RELATIONS SUPPORT – The Program provides press releases and other communications support to inform the community about steps their public schools and local governments are taking to improve the energy performance of their facilities, to reduce operating costs, and use budget dollars more efficiently.

ENERGY PERFORMANCE BENCHMARKING – On a limited and restricted basis, the Program benchmarks current energy use with the U.S. EPA's ENERGY STAR® Portfolio Manager® tool. Portfolio Manager provides a rating for the performance of buildings on a scale of 1 to 100, relative to similar buildings, with higher scores indicating better energy performance. Other benchmarking metrics are also provided that compare the Participant's facilities to similar facilities within the region, such as cost per student/employee, cost per square foot, etc.

ENERGY MASTER PLANNING – When deemed appropriate, the Program provides Participants with training and guidance for developing an Energy Master Plan (EMP). EMPs can overcome entrenched institutional barriers to energy efficiency by replacing policies and procedures with ones that promote energy efficiency (e.g., specifying minimum levels of energy performance) and eliminate counterproductive practices (e.g., installing low-first-cost systems).

CASH INCENTIVES

The Program provides financial incentives based on reductions in annual energy usage (kWh/year) resulting from the implementation of eligible energy efficiency projects at a Participant's facility. For more information on what defines a project, including a list of eligible measures, please see the "Project Eligibility" section.

These cash incentives help the Participant to "buy down" the incremental cost of purchasing more energy-efficient equipment and are meant to encourage adoption of construction and maintenance practices which will reduce energy operating costs.

The incentives for eligible energy efficiency measures vary by measure type (see "Funding Limitations" section for additional details).

INCENTIVE BASIS

Funding is available to pay incentives for eligible energy efficiency projects in public K-12, higher education, local government, and commercial (average demand greater than 100 kW) facilities. These incentives are paid based on the estimated reductions in annual energy usage for that project.

Annual energy savings is defined as the energy savings occurring during the one-year period immediately following installation. Demand savings will be defined as the maximum average load reduction occurring during any one-hour period between 3 PM and 6 PM Mountain Time weekdays, from May 1 through September 30 (holidays excluded). Energy savings are defined as energy savings over the course of one 12-month period.

Cash incentives received through the Program will be based on a project's reductions in annual energy savings, as determined pursuant to this Program Manual and the New Mexico Technical Resource Manual (TRM). Demand and energy savings will be calculated using one of three approaches.

1. **Deemed or Stipulated Savings:** Deemed savings refer to a savings estimation approach that does not require short-term testing or long-term metering. Instead, demand and energy savings are stipulated based on evaluation data from past energy efficiency programs or other publicly available industry data. The data is used to make assumptions about typical operating characteristics, manufacturer's nameplate efficiency data, and types of equipment likely to be installed. The deemed savings M&V approach is appropriate for energy efficiency measures where savings are relatively certain, including lighting efficiency, window films, and some cooling equipment retrofits.
2. **Simplified Measurement and Verification (Simple M&V):** A simple M&V approach may involve short-term testing or simple long-term metering, but relies primarily on manufacturer's efficiency data and pre-set savings calculation formulas. Simplified methods can reduce the need for some field monitoring or performance testing. For example, chiller energy and demand savings can be determined using the simple approach by comparing rated efficiencies of high-efficiency equipment to standard equipment and using post-installation kW spot-metering and long-term kWh metering.

Project measures must meet project specific criteria to determine savings using a simplified M&V approach.

3. **Measured Savings or Full M&V:** Full M&V approaches estimate demand and energy savings using a higher level of rigor than the deemed or simplified M&V approaches through the application of end-use metering, billing regression analysis, or computer simulation. All measures that do not meet the criteria for a more simplified approach must follow full, industry-standard M&V procedures. All Full M&V methods should be developed in accordance with the current International Performance Measurement and Verification Protocol (IPMVP).

The savings methodologies described above differ in terms of detail and rigor and some are chosen based upon the predictability of equipment operation, availability of evaluation data from previous programs, and benefits of the chosen measurement and verification approach relative to its cost.

Please note that Participant may be responsible for the arrangement of and costs associated with M&V activities for a project if M&V approaches are selected. These activities/costs may NOT be required for Participants for all projects, but may be justified for specific projects.

INCENTIVE RESERVATION

Cash incentives are subject to availability and reservation. In order to receive cash incentives from the Program, Participants must first reserve incentives by completing and submitting a Project Application Form detailing the scope and timeline for each individual project and providing CLEAResult with all necessary supporting documentation (please see "Project Eligibility" section below for "Project Definition & Requirements"). CLEAResult will review submitted Project Application Forms and approve eligible projects on a project- by- project basis. The incentive reservation amount may be adjusted during the course of the program year, according to changes in the estimated energy savings and provided that the budget is able to accommodate any additional incentives that need to be reserved. CLEAResult will update Participants of significant changes to the incentives reserved for their projects. EPE is not required to pay Program Participants in excess of 100% of the incentives reserved for a particular project if the Program is fully subscribed at the time of project completion. For more information, please see the "Funding Limitations" section below.

More detailed information about the Project Application process for reserving cash incentives from the Program is provided in the "Project Requirements" section.

INCENTIVE PAYMENT

Any cash incentives received through the Program are paid directly to the Participant or Contractor after the project is completed, a post-installation inspection is conducted, and energy and demand savings are verified. Funds will be delivered upon the project's completion, verification and approval. For projects that are utilizing M&V savings methodologies, incentive payments will be made upon completion of all verification activities.

FUNDING LIMITATIONS

EPE strives to achieve a diversified Participant and measure mix within the Program portfolio. The Program reserves the right to distribute funds based on Program funding and cost effectiveness constraints. Both cash and non-cash incentives offered through the Program are limited. It is possible that the Program budgets may not accommodate the number of projects submitted by Participants throughout a Program year.

Program incentive funds will be capped equally among the market sectors (Public K-12, higher education, local government, and private large commercial). Due to Program fund limitations, Participants are encouraged to submit required project documentation to CLEAResult for determination of potential incentives, demand and energy savings prior to April 30th of the Program year. Remaining Program funds will be released based on project cost effectiveness, participation levels, and measure mix after June 30th. Cash incentives from the Program must be less than 100% of the project cost.

In the event that incentive reservations meet or exceed the Program's budget for incentives, the Program is considered fully or over-subscribed. Project Applications that are submitted to the Program after the Program is fully subscribed will be added to a project wait list. Any Participant submitting projects that are unable to receive cash incentives in the current Program year due to over-subscription may choose to continue with their installation without incentives or delay the project and reapply for incentive funds during the next Program year when funds become available.

If additional incentive funding becomes available, waitlisted projects will be approved based on project cost effectiveness, participation levels, and measure mix until the funding is fully reserved.

PROJECT ELIGIBILITY

PROJECT DEFINITIONS & REQUIREMENTS

A project, for Program purposes, is defined as one or more proposed energy savings measures at (1) facility owned and/or operated by the Participant.

All measures must meet the following requirements:

- Must result in a measurable and verifiable reduction in purchased electric energy, measured in kWh,
- Must produce electric energy savings through an increase in energy efficiency,
- New equipment must exceed minimum equipment efficiency standards as outlined in the New Mexico TRM applicable to the current program year/measure, and
- Must pass cost-effectiveness screening, as required by the New Mexico Public Regulation Commission (PRC).

Comprehensive projects that include a range of measure types are encouraged. Participants are encouraged to pursue multiple projects at various facilities.

ELIGIBLE MEASURES

The energy efficiency upgrade measures in the list below are measurable by deemed savings calculations and are eligible in the Program. Savings based on the deemed savings approach apply where no unusual conditions exist. Deemed savings measures require no short-term testing or long-term metering. Baseline specifications for retrofit and new construction projects can be found in the New Mexico TRM applicable to the current Program year/measure.

Eligible Deemed Savings Measures	
Lighting Efficiency	<ul style="list-style-type: none"> • Lamp and ballast replacements • High-intensity discharge (HID) fixture replacements • LED lighting
DX Air Cooled Equipment	<ul style="list-style-type: none"> • Unitary air conditioner • Unitary heat pumps
Water Chilling Equipment (Chillers)	<ul style="list-style-type: none"> • Screw – air cooled • Reciprocating – air cooled • Reciprocating – water cooled • Rotary/screw/scroll – water cooled • Centrifugal – water cooled
Building Envelope	<ul style="list-style-type: none"> • Energy Star Qualified Roofing • Window Treatment
Refrigeration	<ul style="list-style-type: none"> • Solid & Glass Door Reach-Ins • Electronic Defrost Controls • ECM Evaporator Fan Motors • Evaporator Fan Controls • Cooler Night Covers • Strip Curtains • Zero-Energy Doors • Door Heater Controls
ENERGY STAR® Measures	<ul style="list-style-type: none"> • Electric Convection Ovens • Electric Combination Ovens • ENERGY STAR® Dishwashers • ENERGY STAR® Steam Cookers • ENERGY STAR® Fryers • ENERGY STAR® Hot Food Cabinets • ENERGY STAR® Pool Pumps
Lighting & HVAC Controls	<ul style="list-style-type: none"> • VFDs on Air Handlers • Lighting Demand EAFs • Occupancy Controls (Lighting & HVAC) • HVAC Equipment Controls

*Other measures may be eligible if they provide measurable and verifiable peak demand savings, but require submission and implementation of an M&V plan. Please refer to the previous section, "Incentives Basis", for further information preparing and implementing an M&V plan.

PROJECT APPLICATION PROCESS

Once a Participant has joined the Program by signing an LOI, they may begin submitting projects via a Project Application Form to apply for incentives. The purpose of the Project Application process is to identify eligible energy efficiency projects, and allow CLEAResult the opportunity to make recommendations and quantify potential project incentives, demand and energy savings. There is no financial commitment required to apply for incentives in the Program.

The Participant is required to submit all relevant construction documents and submittals to determine potential incentives, demand and energy savings. CLEAResult will provide written approval of reserved projects on a project-by-project basis. Please note that multiple projects may be included on a single Project Application Form, however funds are limited and this does not guarantee funding for all listed projects. Multiple Project Application Forms may be submitted throughout the Program year as long as funding is available. Eligible projects must result in peak electric demand savings and have a completion date before November 30th of the Program year.

For more information on project eligibility, documentation requirements, and project protocols for retrofit and new construction projects, please refer to the "**Design Guidelines**" which are available upon request.

Below is the Participant's step-by-step process by which a Participant may identify a renovation or new construction project opportunity and have it accepted into the Program and to reserve potential financial incentives. The potential cash incentive for a project is paid at the completion of this process:

- Project Identification
- Project Application Submission
- Pre-Installation Inspection (Retrofit Projects Only)
- Project Application Review & Incentive Reservation
- Project Installation
- Post-Installation Inspection
- Incentive Payment

PROJECT IDENTIFICATION

CLEAResult works with Participants to assist them with the evaluation of equipment, facilities and operations to identify eligible energy efficiency projects. Depending on the time of year, the Program may be fully subscribed. The Participant may choose to continue with their installation without incentives or delay the project and reapply for incentive funds during the next Program year when funds become available.

PROJECT APPLICATION SUBMISSION

- CLEAResult will coordinate with Participants to create and submit a Project Application Form.
- Submitted Project Application Forms must include the following:
 - Project scope to include potential measures (i.e. lighting, HVAC, roofing, etc.)
 - Estimated project timelines (must be completed by November 30th of the Program year)
 - Signature of Participant
- The purpose of the Project Application Form is to submit the proposed project into the Program and to formally apply for Program incentive dollars
- Multiple projects may be submitted through a single Project Application Form
- The Participant is responsible for following up with CLEAResult to confirm receipt of any submitted Project Application Forms
- The Project Application Form can be submitted:
 - Electronically (scan & email or fax):
epeincentives@CLEAResult.com
(866) 379-5583
 - Hard copies can be sent to the following addresses:
EPE SCORE Plus Project Applications
Attn: **Juan Pablo Moreno**
5822 Cromo Dr. Ste. 201
El Paso, TX 79912

PRE-INSTALLATION INSPECTION

- For a retrofit project:
 - A pre-installation inspection must be performed by CLEAResult before any installation work can begin.
 - Participant will coordinate with CLEAResult to set up pre-installation inspection (allow up to four weeks).
 - CLEAResult will visit the project location(s) to visually confirm and document the existence and condition of the equipment to be replaced, including make, model and serial number where applicable.
 - The Participant will provide a knowledgeable representative to accompany CLEAResult on the pre-installation inspection.
- For a new construction project:
 - Participant must submit a full set of stamped construction drawings (A/M/E/P) and equipment specifications/submittals in electronic PDF file format to CLEAResult for review. These drawings and specifications are the supporting documentation for new construction projects.

- Construction drawings shall be a minimum of 70% complete for review by CLEAResult
- CLEAResult cannot reserve incentive funds without this complete set of drawings and equipment specifications/submittals for review.

PROJECT APPLICATION REVIEW & INCENTIVE RESERVATION

- CLEAResult will review each Project Application Form for completeness, accuracy and qualification of measures before approving projects listed on the Project Application Form.
- Estimated incentive funds in the Project Application Form are not officially reserved until CLEAResult approves the individual projects listed, on a project-by-project basis. Please note that a Participant's signature on the Project Application Form does not constitute a guarantee of funds or approved incentive reservation.
- If any corrections and/or modifications to the application are necessary, CLEAResult will inform the Participant.

Once approved, reserved incentive funds for a specific project are valid for 60 calendar days from the application approval date. Within the 60 days, the Participant must provide written documentation of project progress (e.g. Purchase Order, Invoice, Contractor Bid, RFP, Contract Award Letter, etc.) to maintain the project's reserved incentive funds. If project progress can not be substantiated within the 60 days, the reserved funds will be released for other projects applying to the Program.

Approval of a particular Project Application Form may be denied for a variety of reasons, including but not limited to:

- The form is incomplete
- The Participant fails to meet program eligibility requirements
- The Participant fails to submit the required supporting documentation
- The Participant is found to have made material misrepresentations in the form
- The Participant fails to comply with applicable federal, state and local laws and regulations

If approval of a Project Application Form is denied, CLEAResult will follow up with the Participant to request specific information or recommend specific steps to revise the Form. The Participant can submit the revised Project Application Form and CLEAResult will consider it for approval, based on the date of re-submission.

WAITLIST

In the event that all incentive funding has been reserved, additional Project Application Forms submitted will be placed on a waitlist by CLEAResult. If additional incentive funding becomes available, waitlisted projects will be approved based on project cost effectiveness, participation levels, and measure mix until the funding is fully reserved.

PROJECT INSTALLATION

- For **retrofit projects**, a Participant may proceed with project installation once the pre-installation inspection has been conducted.
- For **new construction projects**, a Participant may proceed with project installation once plans have been reviewed, equipment has been selected, and a Project Application Form has been submitted.
- During installation, or construction, the Participant must notify CLEAResult of any changes to the project scope, equipment selection, or timeline.
- Project Application Forms are approved under the condition that project installations will be completed by **November 30th** in the Program year of the submitted Project Application Form. Project installations not completed by **November 30th** of the Program year will forfeit the incentive funds that have been reserved for that project.
- Note: Project installations that are not completed by November 30th will be allowed to re-apply for incentive funds for the following Program year, provided the project is completed in the new Program year.

By no later than **June 30th** of the Program year, Participants with approved Project Application Forms must confirm with CLEAResult that they will complete their project installations by **November 30th** of the current funding year. **Participants that fail to meet this notice requirement risk forfeiting the incentive funds that have been reserved for that project.**

POST-INSTALLATION INSPECTION

- After project energy efficiency measures are installed, the Participant must:
 - Notify CLEAResult of the project's completion
 - Work with CLEAResult to confirm, and update if necessary, the supporting documentation:
 - Lighting: If quantity, fixture type, etc. differ from original Lighting Survey Form, update form accordingly
 - HVAC: If equipment type (SEER rating) differs from originally submitted information, update accordingly
 - Coordinate with CLEAResult to schedule a post-installation inspection to verify that the equipment has been installed as indicated. The Participant must provide a knowledgeable representative to accompany CLEAResult on the post-installation inspection, as well as provide any access equipment needed to verify installed measures (e.g. ladder for use in lighting inspections).

INCENTIVE PAYMENT

Using the results of the post-installation inspection, CLEAResult will:

- Verify the project's energy savings
- Verify the incentive amount for payment based on the annual energy savings

- The Program is not under any obligation to pay additional incentives in excess of the the amount originally reserved on the Project Application Form.
- The Program will not pay incentives greater than the total project invoice cost.
- If greater savings are achieved than the amount reserved and budget is available, CLEAResult has the option to pay Participant additional incentives.
- For additional details on how incentive payments are determined, scheduled and paid, please see the "Incentives" section of this Program Manual.

PROGRAM ENROLLMENT/CONTACTS

To enroll in the Program, potential Participants execute an LOI and submit it to CLEAResult. If an organization has participated in the Program previously, and information has not changed, participation is continued from year-to-year via an Evergreen LOI.

Electronic copies of the signed LOI may be emailed to:

epeincentives@CLEAResult.com

Hard copies of the signed LOI may be mailed to:

**EPE SCORE Plus
Attn: Juan Pablo Moreno
5822 Cromo Dr Suite 201
El Paso, TX 79912
Toll-Free Fax: (866) 379-5583**

For additional information about the program, please contact one of the following SCORE Plus representatives:

Crystal A. Enoch, PE
Sr. Energy Efficiency Program Coordinator
El Paso Electric Company
P.O. Box 982
El Paso, Texas 79960
(915) 351-4212
crystal.enoch@epelectric.com

Juan Pablo Moreno
Energy Efficiency Program Consultant
CLEAResult
5822 Cromo Dr Suite 201
El Paso, Texas 79912
(915) 255-4283
juan.moreno@clearesult.com

DISCLAIMERS

CONFIDENTIALITY

The Program is subject to oversight by the New Mexico PRC, which may request a copy of any Program materials received by CLEAResult or EPE. A Participant's sensitive company and project information submitted to the Program, such as financial statements and project costs, will be treated confidentially to the fullest extent possible and will not be provided directly to outside parties other than the PRC. Neither CLEAResult nor EPE will be liable to any Participant or other party as a result of public disclosure of any submittals.

FALSE, MISLEADING OR INCORRECT INFORMATION

CLEAResult will discontinue its evaluation of all submittals from any Participant who submits false, misleading or incorrect information. If an evaluation is discontinued under these circumstances, CLEAResult will return all of the Participant's submittals.

DISCLAIMER OF WARRANTIES

Participant acknowledges and agrees that any review or inspection by EPE or CLEAResult of Participant's facilities/premises or of the design, construction, installation, operation or maintenance of the energy efficiency equipment installed or to be installed in connection with the Program is solely for the information of EPE. In performing any such inspection or review or in accepting the installed equipment for the award of incentives, Participant acknowledges and agrees that EPE or CLEAResult makes no guarantee, representation or warranty whatsoever as to the economic or technical feasibility, capability, safety or reliability of the equipment, its installation by a project Contractor or its compatibility with Participant's facilities.

PROGRAM IMPLEMENTER IS AN INDEPENDENT CONTRACTOR

CLEAResult is an independent Contractor and is not authorized to incur obligations on behalf of EPE. EPE is not responsible for the truth or validity of any representation not contained in the Program Manual or LOI.

FORMAL COMPLAINTS

Please contact EPE or CLEAResult with any Program participation issues or concerns:

Crystal A. Enoch, PE
Sr. Energy Efficiency Program Coordinator
El Paso Electric Company
PO Box 982
El Paso, TX 79960
(915) 351-4212
crystal.enoch@epelectric.com

Juan Pablo Moreno
Energy Efficiency Program Consultant
CLEAResult
5822 Cromo Dr Suite 201
El Paso, TX 79912
(915) 255-4283
juan.moreno@CLEAResult.com

Formal complaint may also be submitted to the New Mexico PRC at any time by using the following address and contact information:

NMPRC- Consumer Relations Division
Telephone: 505-827-4592
Fax: 505-827-4463
Postal address: P.O. Box 1269
Santa Fe, NM 87504-1269
crd.complaints@state.nm.us

DEFINITIONS

Deemed Savings – a set of pre-determined, validated estimates of energy and peak demand savings attributable to energy efficiency measures in particular types of application that an electric utility may use instead of energy and peak demand savings determined through measurement and verification activities.

Energy Savings (kWh) – savings that have been approved using one of the eligible deemed savings or measurement and verification protocols as set forth in this Program Manual and the New Mexico TRM.

Estimated Incentive Payment – contained in the Project Application Form (once approved by the Program Implementer), this is the amount of incentives reserved in the Program budget for the list of committed projects, and therefore is the maximum amount of incentives the Participant can receive upon project completion and verification of savings.

Incentive Reservation – see “Incentive Reservation/Payment” section.

Large Commercial Customer - commercial customer with an average demand greater than 100 kW.

Letter of Intent (LOI) – non-binding agreement signed and submitted by a potential Program Participant, stating their intent to participate in the Program.

Peak demand – electrical demand at the times of highest annual demand on the utility's system.

Peak demand reduction – reduction in demand on the utility system throughout the utility system's peak period.

Peak period – For the purpose of this section, the peak period consists of the hours from one p.m. to seven p.m., during the months of June, July, August, and September, excluding weekends and Federal holidays.

Post-Installation Inspection – inspection performed after installation of new equipment. Post installation inspection verifies actual installed measure(s) to verify resulting deemed or measured and verified demand and energy savings.

Pre-Installation Inspection – inspection performed prior to any replacement of existing equipment, device, or structural energy efficiency measures (windows, window film, roof coatings, etc). to validate and collect data on existing equipment and measures.

Project Application Form – A document completed by the Participant, which details the location, scope, and start/completion dates for each project that is being submitted. CLEARResult will review Project Application Forms, and will approve incentive reservations for projects, on a project by project basis.

FREQUENTLY ASKED QUESTIONS (FAQS)

1. What is the SCORE Plus Program?

SCORE Plus is an energy efficiency program designed to assist El Paso Electric's education, local government, and large commercial customers to reduce peak electric demand and annual energy usage by providing access to technical knowledge, energy assessments, and financial incentives to improve the efficiency of their buildings.

2. Who is eligible to participate in SCORE Plus?

Please see the "Program Eligibility" section of this Program Manual for exact details. In general, SCORE Plus is offered to select El Paso Electric education, local government, and large commercial customers who have facilities in New Mexico.

3. What does the Program cost?

The services provided by CLEAResult are of no charge to the Participant. The financial investment Participants make is for their own energy efficiency measures.

4. What incentives are available through the Program?

The SCORE Plus Program offers both cash and non-cash incentives to Participants in order to assist with a specific organization's needs. Financial incentives may be available for energy efficiency projects, depending on the budget available at the time of your Project Application Form submission. Other program services, such as technical assistance and communications support, are made available according to the needs of each Participant.

5. How does a customer enroll in the Program?

An eligible Customer may participate in the Program by submitting a Letter of Intent (LOI) to CLEAResult. Please see the "Program Enrollment/Contacts" section for additional details.

6. Who decides what energy efficiency technologies to install and who installs them?

Participants decide what energy efficiency measures to implement and how they are implemented. The Program does NOT provide any installation of energy efficiency measures.

7. How are energy efficiency opportunities determined?

CLEAResult works with each Participant to assess energy efficiency opportunities in both existing facilities and with new construction projects, using a combination of facility walk-throughs, review of construction plans and submittals, energy performance benchmarking analysis, and staff interviews.