

Subject: Programmatic Process Flow for Electric Partnership Program (EPP)

Purpose: A step – by – step flow of information needed to administer / operate the program

Marketing the EPP

The Ohio Department of Development (ODOD), Office of Community Services (OCS) will furnish electronic data files of eligible customers. These are Percentage of Income Payment Plan (PIPP) customers who have previous electrical consumption in a range that qualifies them for the High Use Baseload, the Moderate Baseload, or the Baseload plus Weatherization components, according to the utility database.

1. The agencies shall contact and schedule the highest kWh use customers first.
2. Contact shall be made by telephone or by sending out introductory letters to customers. The provider will explain the program and that the auditor will be calling them to schedule the appointment, if they are interested (or the appointment may be made by the customer service representative when the customer calls in). The letters will also provide information for the customer to call the provider if they change their mind or have further questions.
3. The provider will also enlist the customer's cooperation in the process, including explaining the importance of gaining access to all areas of the house or apartment and the need to move the refrigerator in order to check/meter how much energy it uses. The initial contact must be the first step in the partnership process.
4. Other customers may contact the provider to inquire if they may participate. The Office of Community Services (OCS) has supplied all providers with the necessary software/spreadsheet to determine if the customer is eligible (based upon the previous 12 months usage) and for which component the customer qualifies (High Use, Moderate Use, Baseload Plus). All customers with Low Usage (below 4,000 kWh consumption) should be referred to the local Home Weatherization Assistance Provider for possible service. However, the local Home Weatherization Assistance Provider will not have the ability to service all Low Use customers who may be interested in the program. **DO NOT promise customers with low usage (below 4,000 kWh) that service will be provided to them within a short period of time or at all.** The local Home Weatherization Assistance Provider will be able to provide service when they are also providing weatherization / insulation services. A list of provides may be found at http://www.development.ohio.gov/cdd/ocs/HWAP_LocateProviders.htm.

5. Other customers may contact the provider to inquire about receiving a free refrigeration appliance. Please refer to the guidelines that refrigeration appliances must be operable to be determined as eligible for replacement. Installation of refrigeration appliances where there currently is not one, or where an existing unit is not operational, is not an allowable expense to the program.

Providing Field Services – Auditor Responsibility

After a customer has agreed to participate in the program, the ability of the provider to deliver quality service will be the determining factor as to the actual energy savings that the client will achieve.

1. If the unit is a rental, **prior** landlord approval is necessary. This approval should be obtained prior to scheduling the visit to the home. This permission / notification / authorization will:
 - a. notify the landlord that activities will be taking place on their property;
 - b. provide documentation as to who (the landlord or the tenant) owns the refrigeration appliances;
 - i. In many instances, the landlord owns the refrigerator. If the appliance(s) to be replaced is owned by the landlord/authorized agent, the landlord/authorized agent must contribute 50% of the total cost (material and labor) of the installation of the measure.
 - ii. The landlord/authorized agent may elect to transfer ownership of the appliance(s) in writing to the EPP customer. In that case no financial contribution is required. The new appliance then becomes the property of the EPP customer.
 - c. provide permission to install lighting and other measures within their property.
2. Once at the site, the auditor shall explain the process involved in the service and engage the customer in the partnering process wherein the customer agrees to furnish information needed for the audit and to follow-through on practical recommendations. The auditor agrees to identify and install or coordinate installation of cost-effective measures and agrees to provide the customer with education and follow-up support on how to use their appliances more efficiently.
3. The auditor obtains written authorization from the customer to complete the assessment including metering of specific appliances and moving them out from walls, etc., to gain access for metering. Prior to signing, the customer must be informed verbally that the service requires moving/testing appliances and that the signature grants permission to do this. Also, the auditor shall obtain customer permission to install lighting and other measures. The auditor shall install these materials, per the standards set forth in the Weatherization Program Standards.

- a. Auditors will meter refrigerator and freezer use (or if a Moderate Use audit, may use the Appliance Database) and if the usage meets the criteria, write a work order for refrigerator or freezer replacement. **The refrigerator or freezer to be replaced must be in use all year.** Ask about this regarding all 2nd and 3rd refrigeration appliances before metering or discussing replacement. It is not necessary for 2nd or 3rd refrigeration appliances to be used all year, if they are being removed as a "2 for 1" swap.
 - b. Auditors will measure cabinets, doorways and hallways to determine that there is adequate clearance to bring the appliance in through doors that the customer has access to. Measurements must be made carefully to account for tapered doorways, crooked cabinets, and tight stairway landings. Difficult entry issues should be noted on the work order. **At least ½" clearance between the refrigerator DEPTH and the openings must be available. If not, select the next smaller refrigerator.**
 - c. Auditors will document the color, model and serial number of the refrigerator that will be replaced. All refrigerators replaced must be replaced with a like model. For example, if the client's existing unit has an icemaker, the replacement model must have an icemaker at no additional cost to the client unless the client agrees in writing to accept a lesser model.
 - d. Refrigerator temperatures should be measured, and customers should be educated on this as well as the proper use and terminology of the anti-condensate heater on the unit.
 - e. **The auditor will mark the back of the appliance(s), with an indelible marker that are designated for replacement with the job number.**
4. During the customer site visit, the auditor will perform the assessment, offer energy efficiency information to the customer, and install lighting and hot water measures free of charge. Landlord contributions may be required in rental situations, where (as previously mentioned) the refrigeration appliance is owned by the landlord or if cost effective measures recommended by the auditor involving hard-wired lighting fixtures.
 5. The auditor will explain findings and recommendations during a debriefing with the customer, and the customer will be asked to authorize the installation of other measures (such as replacements of refrigeration appliances, sump pumps, etc.) recommended by the assessment. With the customer's permission, the auditor arranges for all of these other measures to be installed.
 - a. The auditor will fill out the work order. The work order includes customer information, space measurements, specifications for installing the appliance and removal of existing appliance(s). The agreement specifies the amount and form of customer or landlord required payments, and whether it is received by the provider or should be collected by the contract vendors.

- b. Providers may fax, mail or electronically mail, to the Vendor, the work order. No work orders will be phoned. The Provider must be able to document and track the sending and receipt of the work order to the Vendor. The work orders will show the manufacturer and model number of the new replacement appliance and the job number. Vendor will deliver all models and supply the models designated.
6. Auditors shall enlist customer cooperation in preparing refrigeration appliances for replacement (for example: refrigerators must be emptied). The auditor will inform the customer that they will be responsible for a **second time delivery fee** if they are not home or not ready at the time the appliance vendor arrives. Customer education on effective appliance management must take place at this time. The role of occupant education in a base load reduction program is key to achieving positive results. By linking costs to appliance use habits and presenting the likely consequences of alternative behaviors, customers are more able (and willing) to support and maintain change.
7. The auditor/provider/processing office will verify 100% of the installations via phone calls to customer or site visits. The auditor should also verify that the customers are pleased with the installation and know how to use the equipment most efficiently. The provider is responsible for assuring that all appliance vendor installations meet work order specifications. In addition, the ODOD reserves the right, on its own or through an independent contractor, to confirm that the final installations are acceptable.

Providing Field Service -- Vendor Responsibility

Having obtained the customer's commitment and after determining the cost-effective measures needed for the home, the provider shall forward the request for installation to the vendor's processing office. The vendor's responsibilities begin prior to the actual audit of the home, by supplying "cut-sheets" or product specification sheets to the provider. A minimum of one hundred (100) sets with photos or illustrations and dimensions of designated models should be provided to the local provider. This will enable the provider (auditor) to determine the appropriate replacement unit for the residence. Other responsibilities include:

1. Vendors will deliver designated (per the work order) new high-efficiency *Energy Star™* rated refrigerators/freezers. Replacement units must be configured with right or left hand hinges as designated on the work order. Vendors will properly remove, disable and dispose of designated old inefficient appliances from customer's homes at the time of installing a replacement appliance. If the old, inefficient appliance(s) are not at the residence to be removed at the time of delivery, the vendor's delivery service shall not deliver the new, replacement appliance(s). Contractor must pick up any specified secondary or under used appliance(s) from the customer's residence. The delivery should occur within 2 weeks of the

receipt of the work order. The old units should be marked with the job number on the back of the appliance.

2. Contractors will complete the manufacturer's warranty card with the customer, and instruct the customer on the appropriate contact information (phone number or address) for them to contact for service. If the appliance fails to operate properly during the 60 day period after delivery, Contractor shall monitor Manufacturer's service and insure that customer has refrigeration restored. Delivery and removal must be conducted without causing any damage to the new appliance or the customer's furnishings, floor covering, woodwork, etc.

It is imperative that program customers be treated with the same courtesy, professionalism and respect as if they were the Contractor's only customers. All communications with customers will be made in a courteous and polite manner, and every effort will be made to accommodate the customer's schedule.

3. Vendors will furnish bills of lading documenting the model(s) delivered and removed, listing the owner's name and address. Vendors will provide and update discrepancy reports for any units, which cannot be delivered within a 30-day period. Reasons for the discrepancy (i.e., customer on vacation) are to be expected and should be noted on the report.
4. Contractors will inform the provider office once delivery is complete. Contractors will send proof of delivery of the replacement appliance and disposal of the old appliance(s) to the provider office with invoice for payment. At no time will there be any charge for refrigerators or freezers to the customer.
5. Transportation of the appliances removed from the eligible customers' homes will be via secured truck. Unless otherwise authorized by the local provider's office in writing, appliances must be taken directly from the conclusion of each daily pick up route to the Vendor's place of business or to the sub-contractor who will disable and dispose of the unit. Vendors, or their sub-contractors, will not in any way salvage, re-claim, re-use, sell or distribute the existing appliance(s). The Vendor, or their sub-contractors, may and are encouraged to recycle raw materials. The fees for picking up and disposing of additional appliances are specified in the fee schedule.
6. The Disposal (or Demanufacturing) Contractors will remove the in-line refrigerant dryer canister from the appliance. When a hazardous substance or hazardous waste is removed from an existing appliance, the waste will be securely stored in Ohio Department of Transportation approved canisters until it is transported to a licensed disposal or recycling facility. The Disposal Contractor will provide a Certificate of Disposal or Certificate of Destruction as written evidence of waste or hazardous substance disposal. Contractors will properly dispose of existing appliance(s) and provide documentation of disposal

at the time of submitting the invoice. Appliances shall be recycled in accordance to the environmental standards in the Clean Air Act (1990), Section 608, as amended by Final Rule, 40 CFR 82, May 14, 1993. Non-hazardous waste from existing appliances shall be disposed of in a lawful manner.

7. The Disposal (or Demanufacturing) Contractor will provide the Provider with all information regarding the disposal or recycling of any hazardous substance and waste and must provide adequate accounting for such disposal or recycling.

Providing Field Service -- Customer Responsibility

1. Customer will be required to give up their existing inefficient refrigeration appliance(s) as a condition to receiving the replacement appliance(s). No units may be allowed to stay at the residence or to be "handed down" to relatives, friends, or neighbors. If the old, inefficient appliance(s) that are to be removed are not at the residence at the time of delivery, the vendor's delivery service shall not deliver the new, replacement appliance(s).
2. Customer will prepare old inefficient refrigeration appliance(s) for replacement. This will involve:
 - a. Cleaning out old food and removing non-perishable items before delivery;
 - b. Moving remaining food to a counter as soon as the vendor's delivery truck arrives in order to facilitate removal of the old unit,
 - c. If an excessive build-up of frost or ice is found in the freezer compartment or in a freezer, it may be necessary to defrost the appliance prior to delivery of the new appliance and removal of the existing appliance. This may or may not be an issue with the vendor's delivery contractor.
3. Customer will be at the home (or have a person over 18 at the home) at the time of delivery.
4. Customer will be required to pay the Contractor a pre-specified delivery fee if they miss the first delivery appointment. Customer will be informed of this in advance by the auditor.

Reporting and Data Collection

1. The local providers must submit customer data collection information, computer entry files and a single invoice in electronic and hard copy format (for each customer served during the period) to ODOD on a monthly basis.
 - a. Invoice will show total due for each customer. Second delivery charges must not be shown on the invoice. The second delivery charge must be collected from the customer, by the provider for the vendor.

2. Vendor delivery contractors will obtain customer signatures on the Installation Verification Form or a Contractor supplied form to verify delivery and removal of appliance(s).
3. Vendors will obtain Certificates of Disposal (or Demanufacturing) documenting:
 - a. the model(s) removed,
 - b. the customer's name and the address where the equipment was removed from,
 - c. the old appliance's manufacturer, serial number (unless missing), model number, color, and size.
4. Vendors invoices for payment must be sent to the local provider and shall include:
 - a. Documentation of all delivery addresses, customer names, and dates of delivery,
 - b. Copies of the Installation Verification Form or Contractor supplied form for each delivery, identifying the appliance model installed, number of existing appliances removed,
 - c. Copies of Certificates of Disposal (or Demanufacturing) for all appliances removed for each delivery.