

Entergy Arkansas, Inc. 2015 Home Energy Solutions FAQs & Program Summary

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Revision Date: 1/12/2015

Home Energy Solutions FAQ's & Program Summary

Q. Why do I need an energy evaluation?

A. Here is a list of potential benefits:

- Saving money on your energy bills.
- Increasing your comfort.
- Identifying which program measures will benefit your home the most.
- Increasing your home's resale value.
- Improving your home's marketability.
- Uncovering hidden problems.
- Improving the environment.
- Taking advantage of government incentives.
- Receiving a return on energy efficiency investments.

Q. Why is a Tier 2 Assessment better than a Tier 1 Survey?

A. A Tier 2 Assessment includes diagnostic testing specific to your home. You also will receive coupons to offset the cost of installing upgrades. With information from the diagnostic testing, you'll receive more accurate savings calculations and recommendations for improvements, and your Home Energy Consultant (HEC) can determine the correct order in which to install the measures. A Tier 1 Survey can only provide information based from visual inspection, and you won't receive coupons or other incentives. You also will not be eligible to receive savings bonuses for installed measures.

Q. Why must I call the Energy Efficiency Solutions Center (EESC) first? Can't I just call my contractor?

A. You may go directly through your contractor if they are on our list of Trade Allies. If your contractor is not on the list, encourage them to call us to discuss how they may become a Trade Ally. If you choose to go through your contractor, and they are not on our list of Trade Ally, you will miss out on receiving a Tier 1 Survey or Tier 2 Assessment, installed equipment and any associated instant discounts or rebates.

Q. What can I do to prepare for my Survey or Assessment?

A. Make a list of any existing problems such as condensation and uncomfortable or drafty rooms. Have copies or a summary of the home's yearly energy bills. (You can call Entergy Arkansas at 1-800-ENTERGY (368-3749) or sign in to MyAccount on Entergy Arkansas' website to request these documents.) HECs use this information to establish what to look for during the evaluation. The HEC first examines the outside of the home to determine the size of the house and its features (e.g., wall area, number and size of windows). The HEC will then analyze the residents' behavior:

- Is anyone home during working hours?
- What is the average thermostat setting for summer and winter?
- How many people live in your home?
- Is every room in use?

- Do any occupants have allergy problems?

Your answers to these questions will help uncover some simple ways to reduce your household's energy consumption. Be sure to walk through your home with the home energy consultants as they work, and ask questions.

Q. Who is eligible for the Program?

A. The Home Energy Solutions Program is offered to all qualifying Entergy Arkansas residential customers.

Q. What does the Program cost?

A. The participants (customers and Trade Allies) pay nothing for the Program. Entergy Arkansas provides all of this, and the financial investment(s) any participant makes are for the Survey or Assessment and energy efficiency equipment (other than those provided free of charge) installed in their own homes.

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

A. You, the customer, are the only person to decide what and how energy efficiency measures are installed in your home. Please note: incentive coupons cannot be used with contractors who have not partnered with the Program.

Q. How can a contractor become a Program participant?

A. Contractors who would like to become a Trade Ally may call the Program at 501-265-0249.

Program Contacts

Energy Efficiency Solutions Center (“EESC”)

Phone: 1-877-212-2420

Email: HomeEnergySolutionsEAI@CLEAResult.com

Customer Eligibility

To participate in the Program, you must:

- Be a residential customer of Entergy Arkansas.
- Have a valid Entergy Arkansas account number.
- Live in a single-family home or a multi-family unit of four units or fewer (both renters and owners are eligible).
- Must live in a home that is at least one year old.

PROGRAM INCENTIVES

Measures & Incentive Levels

The Home Energy Solutions Program encourages residential customers like you to use energy efficiency equipment, improvements and upgrades to help you save energy and money. There are two types of evaluations in the Home Energy Solutions Program listed below. When the HEC completes either a Tier 1 or Tier 2 Evaluation they will identify eligible direct install opportunities and secure customer's permission to direct install equipment at time of inspection.

- Energy Survey (Tier 1 Evaluation) – a Home Energy Consultant will come to your home and conduct a complete walk through to determine where you can save the most energy and money. The consultant will then put together a written report outlining what energy efficiency measures can be installed to conserve electricity. This evaluation gives you, the customer, as much information as possible without an in-depth diagnostic test provided in the Tier 2 evaluation. If you would like the Tier 2 evaluation, the Home Energy Consultant will work with you to schedule one where you can incorporate more energy-savings measures.
- Energy Assessment (Tier 2 Evaluation) – This evaluation includes all of the things outlined in the Tier 1 Survey as well as in-depth diagnostic testing. The customer also will receive calculated energy savings, such as money back on equipment and a list of prioritized recommendations, and coupons for eligible measures. Coupons for these eligible measures are for discounts to help you pay for the incremental cost of an energy efficiency upgrade.

Tier 2 Assessment Qualification

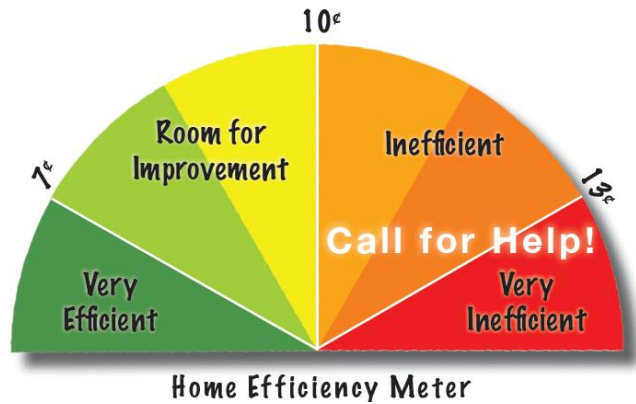
To find out if you qualify for a Tier 2 evaluation, take your highest summer electric bill in dollars and divide it by the actual conditioned square footage of your home. The number you get will determine your cost per square foot. Then, find this number on the Home Efficiency Meter below. If your energy costs are \$0.10 or more per square foot, your home qualifies for a Tier 2 evaluation.

You Do the Math!

Calculate your home's cost per square foot, then see where you land on the home efficiency meter below.

$$\begin{array}{r}
 \boxed{\$} \\
 \text{Highest Summer Electric Bill} \\
 \hline
 \text{Actual Conditioned Square Footage of Your Home} \\
 \boxed{\text{Sq.ft}}
 \end{array}
 =
 \boxed{\$/\text{Sq.ft.}}$$

For Example: \$250 bill ÷ 1500 Sq.ft. = \$0.16/Sq.ft. (or 16 cents)



Home Energy Evaluations Comparison Matrix

Measure	Tier 1 Survey	Tier 2 Assessment
Direct Install Devices	√	√
Walk-Through Inspection	√	√
Blower-Door Test		√
Duct Blaster Test		√
Combustion Safety Education		√
Walk-Through Report	√	√
Tier 2 Report		√
Program Coupons Issued		√

Home Energy Survey and Assessment Incentives

Measure	Incentive Details	Incentive Amount	Measure Description
Tier 1-Survey	Call EESC or contact HEC directly (see website contractor list).	\$75 deducted from Survey invoice.	Walk-through Survey, direct install devices, visual inspection report (measure coupons may not be generated at this level). This option gives the customer as much information as possible without the in-depth diagnostic testing provided by the Tier 2 Assessment.
Tier 1-Survey Bonus	<p>To qualify for the bonus the customer must:</p> <p>Complete a Tier 1 Survey.</p> <p>Install 2 or more measures (duct sealing, air sealing, ceiling insulation wall insulation, AC or heat pump replacement).</p>	Up to \$75 sent to customer after verification of installation of 2 or more measures.	If as the result of the Tier 1 Survey, the customer installs 2 or more approved measures within 6 months of the Survey date, they will receive an additional rebate of up to \$75.
Tier 2-Assessment	Call EESC or contact HEC directly (see website contractor list).	<p>≤ 750 Sq. ft. \$150</p> <p>> 750 sq. ft. \$300</p> <p>Deducted from Assessment invoice.</p>	Walk-through inspections, direct install devices, diagnostic testing, and detailed report featuring: visual inspection results, diagnostic testing analysis, calculation of energy savings including investment payback, and prioritization recommendations, Generation of eligible measure coupons.

Non Cash Benefits

During both the Tier 1 Survey and Tier 2 Assessment, the Home Energy Consultant will install energy-saving equipment with the customer's permission and where appropriate in the home. These devices, valued at up to \$125, will instantly save energy and money when properly installed and used. All of this equipment will be installed in your home for free.

All customers participating in Tier 1 and Tier 2 are eligible to receive these devices:

- CFL light bulbs, 60 watt equivalent (up to six).
- A smart power strip (one).

Evaluation customers with electric hot water heaters are eligible to receive these devices:

- Faucet aerators.
- Low-flow showerhead (one).
- Water heater wrap.
- Water heater pipe insulation (up to six feet).

Limits on Participation

When the Program incentive budget has been exhausted, CLEAResult will set up a waiting list for customers who want to participate in the next Program year.

Participation Process

Overall Program Process

To participate in the Home Energy Solutions Program, you, the residential customer, can:

- Call the Energy Efficiency Solutions Center (EESC).
- Visit Entergy Arkansas' website.
- Contact a Trade Ally.

Once these energy efficiency measures have been identified by your Trade Ally or a Tier 1 or Tier 2 evaluation, you can work with the Trade Ally to install the approved upgrades. Once the eligible measures have been installed, you will receive a coupon or rebate to help offset the cost of the measures.

DISCLAIMERS

The selection of a Trade Ally to perform work is the sole decision of the property owner, customer and/or authorized lessee/occupant. Inclusion of a contractor in the Trade Ally list for the program does not constitute an endorsement by Entergy Arkansas, Inc. or CLEAResult of any product, individual or company. Work performed by Trade Allies is not guaranteed or subject to any representation or warranty, either expressed or implied or otherwise, by either Entergy Arkansas, Inc. or CLEAResult. Neither Entergy Arkansas, Inc. nor CLEAResult makes any guarantee or any other representation or warranty, expressed or implied or otherwise, as to the quality, cost or effectiveness of any product(s) provided or work(s) performed by any Trade Ally or by any such Trade Ally's employees, subcontractors or suppliers.

Energy efficiency gains are subject to a number of variable conditions and circumstances. While it is the intent of the program to achieve energy efficiencies, neither Entergy Arkansas, Inc. nor CLEAResult guarantees or warrants that any specific energy efficiency gains will be achieved for a particular customer under the program.

For a copy of the complete Program Manual, please go to:

[HES Program Manual](#)