



2019 Program Manual Midstream

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ENERGY SOLUTIONS
AN ENTERGY ARKANSAS PROGRAM



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PROGRAM DESCRIPTION

Entergy Arkansas, LLC, offers the Commercial Midstream Program to commercial customers in the Entergy Arkansas territory. The program is designed to encourage these customers to save money and energy by:

- Purchasing and/or installing qualified ENERGY STAR® or Design Lights Consortium listed:
 - LED bulbs.
 - LED fixtures.
- Purchasing and installing qualified variable-frequency drives.

Commercial Midstream Key Concepts

*Market Transformation, Education, Incentives,
Energy Savings and Convenience*

During the program year, additional measures will be evaluated for cost-effectiveness; measures that are considered appropriate will be added into the program.

To encourage adoption of program measures, eligible customers will receive:

- Discounts at the point of sale.
- Promotional materials that describe the benefits of purchasing qualified energy-efficient items at participating distributor locations and other locations.

Additionally, this program will incorporate other activities designed to educate eligible customers about the energy efficiency technologies and incentives that are available. The two main program activities are:

- **Retailer and manufacturer recruiting, outreach and training** — CLEAResult, the implementer of this program, will work to expand the retail network for the Entergy Arkansas Commercial Midstream Program. CLEAResult will also strive to increase the number of products that are available in area retail locations.
- **Administration of the incentive process (including program tracking)** – The program strives to make participation in programs as convenient and streamlined as possible. To that end, CLEAResult works directly with distributors to discount lighting and drive products at distributor locations.

The long-term objective of this program is to transform the energy efficiency market over time by minimizing the barriers that hinder Entergy Arkansas commercial customers from adopting energy-efficient technologies and practices. Strategies for lessening these barriers include:

- Reducing the cost of energy-saving lighting products and VFDs.
- Improving access to ENERGY STAR and DLC (Design Lights Consortium) qualified products and VFDs.
- Providing commercial customers with information about the quality of efficient products.

PROGRAM MANAGEMENT & CONTACTS

- Effie Weaver
 - Email: **EAI-CommMidstream@clearResult.com**
- Energy Efficiency Solutions Center
 - Phone: **1-877-212-2420**

PROGRAM ROLES & RESPONSIBILITIES

Program Participant (Qualified Entergy Arkansas Commercial Customer)

- Purchase qualifying energy-efficient lighting or drives from participating distributors or contractors including: LED linear bulbs, LED fixtures or VFDs.
- Sign Program Participation Agreement.
- Install all purchased lighting products within 30 days of purchase.
- Make facilities available for inspection if requested.

Participating Distributors

- Participating distributors are responsible for complying with the program processes set forth in their program agreement with CLEAResult. This can include educating customers about energy efficiency, providing CLEAResult with monthly reports and invoices for each measure, and displaying signage.

PROGRAM ELIGIBILITY

Customer Eligibility

The 2019 Commercial Midstream Program is being offered to all commercial customers of Entergy Arkansas. Customers may be required to verify eligibility with their Entergy Arkansas account number for participation in the program. Please see the Program Participation Process section of this document for information about how to participate.

Distributor Eligibility

CLEAResult is responsible for recruiting eligible distributors to participate in this program. Eligibility is determined by the distributor's ability to track and report data as well as their willingness to agree to the responsibilities laid out in their program agreement with CLEAResult. Participating distributors must have service territory or locations within the Entergy Arkansas service territory.

PROGRAM INCENTIVES

Measures & Incentive Levels

Eligible measures include general-purpose and specialty ENERGY STAR qualified LED light bulbs, DLC qualified LED linear light bulbs and LED light fixtures. These measures will replace incandescent and halogen bulbs and fixtures with energy-saving LED fixtures.

Measure Type	Incentive Level (as of 1/1/19)
R/BR/PAR 38-40	\$8.00 per bulb
R/BR/PAR 30S & L	\$5.00 per bulb
R/BR/PAR 20	\$5.00 per bulb
MR/PAR 16	\$6.00 per bulb
A-lamp, 250-1490 lumens	\$3.00 per bulb
A-lamp, 1491-6000 lumens	\$7.00 per bulb
Globe	\$3.00 per bulb
Candle / Decorative	\$4.00 per bulb
LED Downlight / Trim Kit	\$6.00 per bulb
LED T8 Replacement Lamp, two-foot	\$2.00 per bulb
LED T8 Replacement Lamp, four-foot	\$2.00 per bulb
LED T8 Replacement Lamp, eight-foot	\$6.00 per bulb
LED T5 Replacement Lamp	\$3.00 per bulb
4-pin LED (High-wattage CFL replacement)	\$3.00 per bulb
LED Troffer/Linear Ambient Retro Kit or Surface Mounted Fixture (1500 – 3499 lumens)	\$10.00 per fixture
LED Troffer/Linear Ambient Retro Kit or Surface Mounted Fixture (3500 – 5999 lumens)	\$15.00 per fixture
LED Troffer/Linear Ambient Retro Kit or Surface Mounted Fixture (6000 – 10,000 lumens)	\$20.00 per fixture

LED Troffer/Linear Ambient Retro Kit or Surface Mounted Fixture (any lumens) w/ integral controls	Add \$5.00 per fixture
Lowbay LED Fixture (3000 – 7499 lumens)	\$35.00 per fixture
Lowbay LED Fixture (7500 – 11,999 lumens)	\$45.00 per fixture
Highbay LED Fixture (12,000 – 24,999 lumens)	\$55.00 per fixture
Highbay LED Fixture (25,000 – 60,000 lumens)	\$75.00 per fixture
LED Exterior Fixture* (1000 – 4999 lumens)	\$20.00 per fixture
LED Exterior Fixture* (5000 – 8999 lumens)	\$55.00 per fixture
LED Exterior Fixture* (9000 – 19999 lumens)	\$65.00 per fixture
LED Exterior Fixture* (20000 – 54999 lumens)	\$115.00 per fixture
LED Garage Fixture (2000 - 5499 lumens)	\$20.00 per fixture
LED Garage Fixture (5500 - 7499 lumens)	\$75.00 per fixture
LED Garage Fixture (7500 - 12,000 lumens)	\$85.00 per fixture

LED Lowbay/Highbay** - includes DLC-approved Lowbay/Highbay Luminaires, Retrofit Kits, and *HID Replacement Lamps**

LED Troffer - includes DLC-approved Troffer luminaires, Integrated Retrofit Kits, and linear-style retrofit kits

LED Exterior - includes the following DLC-approved outdoor luminaires, retrofit kits and ***HID replacement lamps** (approved for those applications):

- Outdoor Pole/Arm-Mounted Area and Roadway Luminaires
- Outdoor Pole/Arm-Mounted Decorative Luminaires
- Outdoor Full-Cutoff Wall-Mounted Area Luminaires
- Outdoor Non-Cutoff and Semi-Cutoff Wall-Mounted Area Luminaires
- Fuel Pump Canopy Luminaires
- Landscape/Accent Flood and Spot Luminaires
- Architectural Flood and Spot Luminaires

****HID LAMPS - Mogul Screw-Base Replacements for HID lamps Primary Uses Products**

Eligible > Specifically manufactured with an E39 base > UL Type B (removal of existing ballast from circuit & the lamp holder wired w/ line voltage) > UL Type C (require existing HID ballast replaced w/ external LED driver)

Not Eligible > have other base types & are sold w/ E39 adapter > E39 bases sold w/ an adapter to other base types > Dual-mode products (can operate using either HID ballast or line voltage/can operate using the existing HID ballast any capacity) > Screw-Base Replacements for HID Lamps that have features to enable multiple distribution patterns for a singular model

Incentives are for example purposes; actual incentive may change due to market or program conditions.

MEASUREMENT & VERIFICATION

For all bulbs, fixtures and drives, the program will calculate savings based upon pre-approved stipulated savings per unit.

Stipulated savings are standardized savings values that have been calculated based on aggregated data for a category of measures in representative building types. This approach is suitable for a variety of projects where energy savings may be estimated to a reasonable degree of accuracy without additional measurement and verification. In these cases, variables such as operating hours and energy consumption of existing equipment are assumed using previously-gathered field data.

NON-CASH BENEFITS

Communications & Public Relations Support

CLEAResult will provide training for the distributor's sales associates on the program rules and processes, as well as any energy efficient product information they can use to market the program. CLEAResult will also market the program directly to customers and provide press releases and other communications support to inform the business community about the program. CLEAResult may target conferences and shows in order to reach more business customers.

PROGRAM PARTICIPATION PROCESS

Lighting Products and Drives

There is no application in this process. The instant discount is awarded at the time of purchase from a participating distributor and is included in the quoted sale price. Discounts are subject to funding availability.

To receive incentives from the program, commercial customers must provide their name and address to confirm eligibility for program funding and may be asked for their account number. Commercial customers must also sign a program participation agreement which is provided to Entergy Arkansas and includes, at minimum, the following information:

- Full name.
- Name of business where installation will take place.
- Email address or phone number.
- Signature and date of signature.

The incentive amount may be adjusted during the course of the program year according to changes in the estimated savings and participation levels. CLEAResult will update distributors 30 days prior to the change if any changes are made to the incentive amounts available. Entergy Arkansas is not required to pay the distributor an incentive for ineligible purchases or for any incentive reimbursement requests submitted after the final acceptance date specified on the program agreement. For more information, please see the Limits on Participation section below.

INCENTIVE PAYMENT PROCESS

Any cash incentives received through the program are paid directly to the commercial customer via discounts on purchases as described above. Reimbursement funds for incentives applied to eligible purchases are delivered in the form of a check to the distributor once the purchases have been verified.

LIMITS ON PARTICIPATION

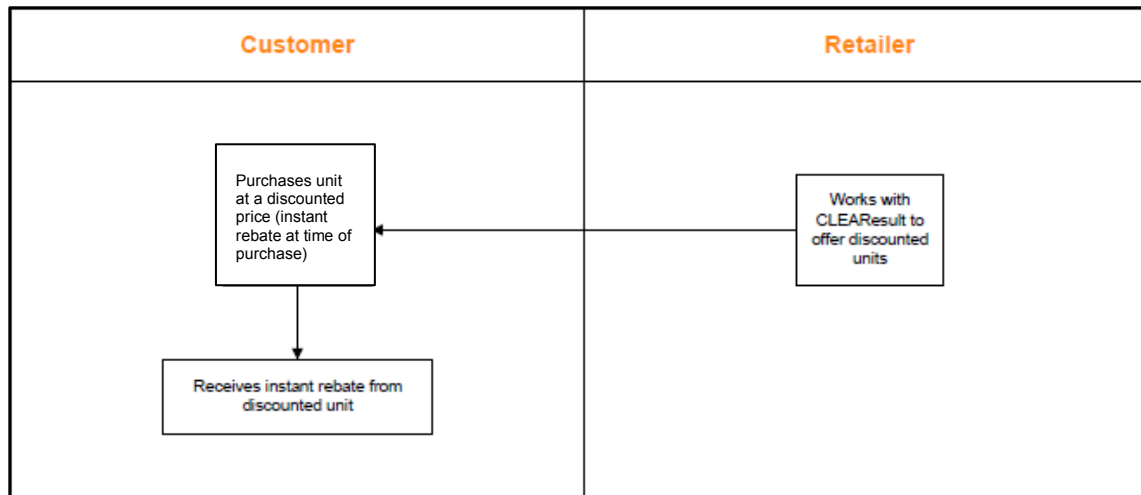
The incentive budget available through the program is limited and made available to commercial customers on a first-come, first-served basis. Funding allocation caps may be put in place with distributors in an attempt to manage the disbursement of funds.

PARTICIPATING DISTRIBUTORS

Lighting Products and Drives

CLEAResult has recruited lighting distributors to participate in the discount of these measures. Entergy Arkansas commercial customers will be able to access a list of participating distributors via the Entergy Arkansas website.

Figure 1
Project Process for Purchases of Lighting Products



DISCLAIMERS

Entergy Arkansas and/or CLEAResult

The selection of a participating distributor or manufacturer's product is the sole decision of the customer. Inclusion of a distributor or product in the program does not constitute an endorsement by Entergy Arkansas or CLEAResult of any product, individual or company. Neither Entergy Arkansas 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 products provided by any such participating distributor'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 nor CLEARResult guarantees or warrants that any specific energy efficiency gains will be achieved for a particular customer under the program.

QUALITY MANAGEMENT SYSTEM

QA/QC Protocol

CLEARResult's Quality Management Process includes both quality assurance and quality control components with a feedback loop to ensure continuous program improvement. It is a holistic and preventative approach to quality assurance. QC inspections are used to verify quality of the results, and QA activities such as distributor and product qualification and training help to ensure quality issues do not appear downstream in the process. QMP prevents quality issues from coming up in the first place and improves the entire system, including for participating distributors.

For more information about the QMP, see Quality Control and Assurance Process Manual – Entergy Arkansas Commercial Midstream Program.

CUSTOMER COMPLAINTS

In the course of administering any program, there may be instances where a participant is not satisfied with the program and has a complaint or dispute. The below steps outline the process for CLEARResult staff and/or teaming partners to resolve customer complaints in a timely manner.

Calls that come in via CustomerLink will be documented in CLEARResult's tracking database by creating a case and associating it with the specific account, contact or project record (whichever is most specific to the complaint). An email is sent to the program manager for follow-up with the customer.

All complaints should be followed up on within two business days of the receipt of the complaint.

If the initial discussions with the participant do not result in a resolution, the program implementer will inform the participant that additional efforts are required to resolve the concern, and that we will follow up within one business day to discuss additional information gathered, next steps in the resolution process and the expected timeline for dispute resolution.

During all interactions, the person handling the complaint will record the discussions, the actions taken to resolve the complaint and the date the actions were taken. We will update the participant regarding the status of their issue resolution no less than weekly.

CLEARResult will provide monthly updates to Entergy on the status of any outstanding participant complaints. CLEARResult will contact the utility immediately upon receipt of any complaint or issue that may pose a liability or public relations risk.

DISTRIBUTOR PERFORMANCE STANDARDS

Requirements for Participation

Distributors are required to sign program agreements to enroll in the program. The agreement defines participant roles and requirements for program participation.

Causes for Non-Payment or Termination of Agreement

If a participating distributor does not maintain their duties as agreed upon, they will receive a written warning. If they take no corrective action and continue to fail to uphold their duties after receiving several warnings, CLEAResult may elect to withhold payment for reimbursement or to terminate the agreement with the distributor.