



# 2018 Program Manual

## CoolSaver

### PREPARED BY:

CLEAResult

1 Allied Dr. Suite 1600

Little Rock, AR 72202

Contact: Joe Kuonen

Phone: **501-221-4002**

Email: [jkuonen@clearesult.com](mailto:jkuonen@clearesult.com)



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## PROGRAM OVERVIEW

### Program Description

The Entergy Arkansas, Inc., portfolio of Entergy Solutions Programs includes considerable energy saving opportunities for Entergy Arkansas's customers. The CoolSaver Residential and Commercial Program primarily focuses on improving the energy efficiency of the HVAC systems of residential, business and commercial customers. It does this by training trade allies on industry best practices using the program toolkit, applying these practices quickly in the marketplace,

#### CoolSaver Key Concepts

Provide high-performance air conditioner and heat pump tune-ups, Chiller tune-ups, Variable Frequency Drive controls, and other performance enhancement options for HVAC systems.

providing incentives to customers to help pay for the system corrections and upgrades and ensuring that these improvements are correctly installed. CoolSaver is designed to address market barriers that prevent customers from receiving high performance air conditioner and heat pump system tune-ups, chiller tune-ups and other specific system upgrades, such as fan speed controls, etc. Energy savings are captured through identifying air conditioner and heat pump system inefficiencies during the tune-up and correcting these system inefficiencies. The program overcomes market barriers by providing incentives to customers to help pay for the system corrections and upgrades, and ensures that they are correctly installed. CoolSaver provides incentives, training on best practices and discounts on high-quality measurement tools for contractors to conduct high-performance system tune-ups.

### Program Objectives

The program focuses on training trade allies on industry best practices through use of the program toolkit and applying these practices in the marketplace. To motivate the quick adoption of these practices, the program's focus, requirements and incentives are as follows:

- Achieve cost-effective and significant electricity savings through coordination with local HVAC contractors.
- Transform these markets over time by addressing the following market barriers that hinder the adoption of energy efficient technologies and practices:
  - Lack of awareness of opportunities for energy and cost savings through maintenance practices and replacement.
  - Lack of easy access to qualified vendors to deliver these services.
  - Lack of awareness of benefits of properly-tuned air conditioning systems.
  - Lack of awareness of energy and cost savings due to properly operating air conditioner and heat pump systems.
  - Lack of awareness and access to other potential energy and cost savings measures applicable to existing air conditioner and heat pump installations.
- Develop a trained group of contractors capable of providing air conditioner and heat pump system tune-up services in the market.
- Provide a suite of educational and marketing support services for customers and trade allies to promote the

implementation of energy efficiency measures.

## Program Contacts

- Energy Efficiency Solutions Center
- Phone: **1-877-212-2420**
- Email: [ENTERGY-Coolsaver@clearesult.com](mailto:ENTERGY-Coolsaver@clearesult.com)

## Program Changes

The CoolSaver Program has evolved from previous years to include the following changes:

- Continued updates, enhancements and streamlining of the air conditioner tune-up measures and procedures to allow for easier trade ally implementation and participation.
- CoolSaver is now cross-promoted with other Entergy Arkansas energy savings programs, such as the Home Energy Solutions Program and all of the commercial programs, to increase participation in all Entergy Arkansas energy efficiency programs.
- The tune-ups are most commonly performed in one visit for the full incentive amount. However, qualified trade allies are allowed to perform the cleaning portion of the tune-up (known as a Pre-Clean) in cool weather that is below the 75-degree minimum outdoor temperature requirement needed to properly adjust refrigerant charge and receive approximately one-third of the full incentive amount. Trade allies will then return to the site when temperatures exceed the 75-degree minimum to complete the refrigerant charge adjustment and collect the test-out data (known as a "Post-Measurement") for which the remainder of the incentive is paid. This process allows participating trade allies more flexibility in scheduling around complications regarding labor availability and weather constraints.
- The incentive amounts for CoolSaver tune-ups performed on central air conditioners or heat pump systems are as follows:

### Air Conditioner and Heat Pump Tune-ups

<b>DX Air Conditioners</b>			
<b><u>COMMERCIAL</u></b>	<b><u>Complete Tune-up</u></b>	<b><u>Pre-Cleans</u></b>	<b><u>Post-Measurement</u></b>
80+ Ton	\$1,800	Ineligible	Ineligible
51-80 Ton	\$1,500	Ineligible	Ineligible
31-50 Ton	\$900	Ineligible	Ineligible
26-30 Ton	\$600	Ineligible	Ineligible
16-25 Ton	\$500	\$175	\$325
11-15 Ton	\$350	\$115	\$235
6-10 Ton	\$250	\$85	\$165
4-5 Ton	\$175	\$75	\$100
1.5-3.5 Ton	\$150	\$50	\$100

<b>DX Air Conditioners</b>			
<b><u>RESIDENTIAL</u></b>	<b><u>Complete Tune-up</u></b>	<b><u>Pre-Cleans</u></b>	<b><u>Post-Measurement</u></b>
Single Family Heat Pump	\$175	\$75	\$100
Single Family Air Conditioner	\$175	\$75	\$100
Multi-Family Heat Pump	\$175	\$75	\$100
Multi-Family Air Conditioner	\$85	\$30	\$55

<b><u>Max Tonnage in Range</u></b>	<b><u>Incentive</u></b>
30	\$750
60	\$1,000
100	\$1,500
150	\$2,000
250	\$2,500
1000	\$3,000

**Incentives for Installations of VFD retrofit kits on three-phase, non-VFD fan motors are based on \$79.75 per ton for units of 10 tons and larger in size.**

- The entire incentive amount is applied by the trade ally as an instant discount to the customer's invoice for the CoolSaver tune-up service. The program will then reimburse the trade ally for the discount upon approval of the submitted documentation and any potential quality assurance corrections needed.
- Commercial DX air conditioning systems above 25 tons can be tuned up through the program, pending case-by-case pre-approval by the program implementer to ensure that the controls on the system will allow for a valid Test-in and Test-out under similar load conditions. All systems above 25 tons must be performed as full M&V (Test-in & Test-out) when the tune-up is performed as a full one-visit tune-up (not Pre-Cleans or Post-Measurements). Approval is typically accomplished verbally based on interview questions with the technician who will be performing the tune-ups.
- Partial incentives can be paid to trade allies for submitting required documentation for Pre-Clean projects. Pre-cleaning of condensers, coils and blowers can be performed when weather conditions do not meet program standards for refrigerant charge adjustment and test-out. Incentivized Pre-Cleans can only be performed and submitted by qualified technicians working for CoolSaver trade allies that have been active and experienced in the previous program tune-up season. For all paid Pre-Clean projects, the trade ally is required to return and complete the refrigerant charge adjustment and test-out documentation as soon as the weather reaches outdoor temperatures that comply with program standards. Failure to complete the Post-Measurement portion within the tune-up season following completion of the "Pre" will result in the trade ally being required to reimburse the program for the "Pre" incentives paid on that unit. Certain exemptions may apply to this requirement at the discretion of the program implementer, based on the circumstances, on a case-by-case basis. The incentive

amounts for approved Pre-Clean and Post-Measurement projects are shown in the chart above.

## PROGRAM ELIGIBILITY

### Customer Eligibility

- CoolSaver Tune-up: All residential and commercial customers of Entergy Arkansas, Inc. with air conditioner and heat pump systems are eligible to receive incentives from the CoolSaver Program. Systems above 25 tons may (or may not) be eligible, pending case-by-case pre-approval by the program implementer to ensure that accurate Pre- and Post- testing for capacity and efficiency can be performed on the system. Certain chiller systems are eligible for tune-ups based on specific screening criteria.
- Systems that have been installed within the past year are not eligible.
- Systems that have received an incentivized CoolSaver Tune-up in the past five years are not eligible to receive tune-up incentives.

### Trade Ally Eligibility

Contractors interested in participating in the program can contact the Energy Efficiency Solutions Center at **1-877-212-2420** for more information and eligibility requirements or may e-mail Justin Pate at [justin.pate@clearResult.com](mailto:justin.pate@clearResult.com).

## PROGRAM INCENTIVES

### Measures & Incentive Levels

The CoolSaver Program promotes the performance optimization of existing central air conditioner systems, resulting in more efficient cooling of homes and businesses, thus reducing energy consumption.

### Incentive Payment Process

Incentive discounts are provided to customers by participating trade allies, and after program approval, are then reimbursed to the trade ally for CoolSaver tune-ups and other measures. Incentives are represented as a discount on the trade ally's invoice presented to customers.

All eligible project applications will be paid within 30 days of receipt and verification of eligibility by CLEARResult. Whenever a trade ally has failed to complete corrections to quality assurance issues, all payments will be held at the discretion of the program implementer until issues are resolved.

If applications are received after one month from the date of service, service providers are required to contact CLEARResult to request a waiver due to their late submission. Program management will make the final decision whether to accept or deny late submissions.

### Limits on Participation

Both the cash incentive budgets and non-cash benefits available through the program are limited, based upon APSC-approved annual budgets, and are made available to customers and contractors on a first-come, first-served basis.

Trade allies are encouraged to submit their participation agreements and project submissions as soon as possible to



shorten processing time and to be sensitive of funding forecasts, which may determine the availability of program incentive funds.

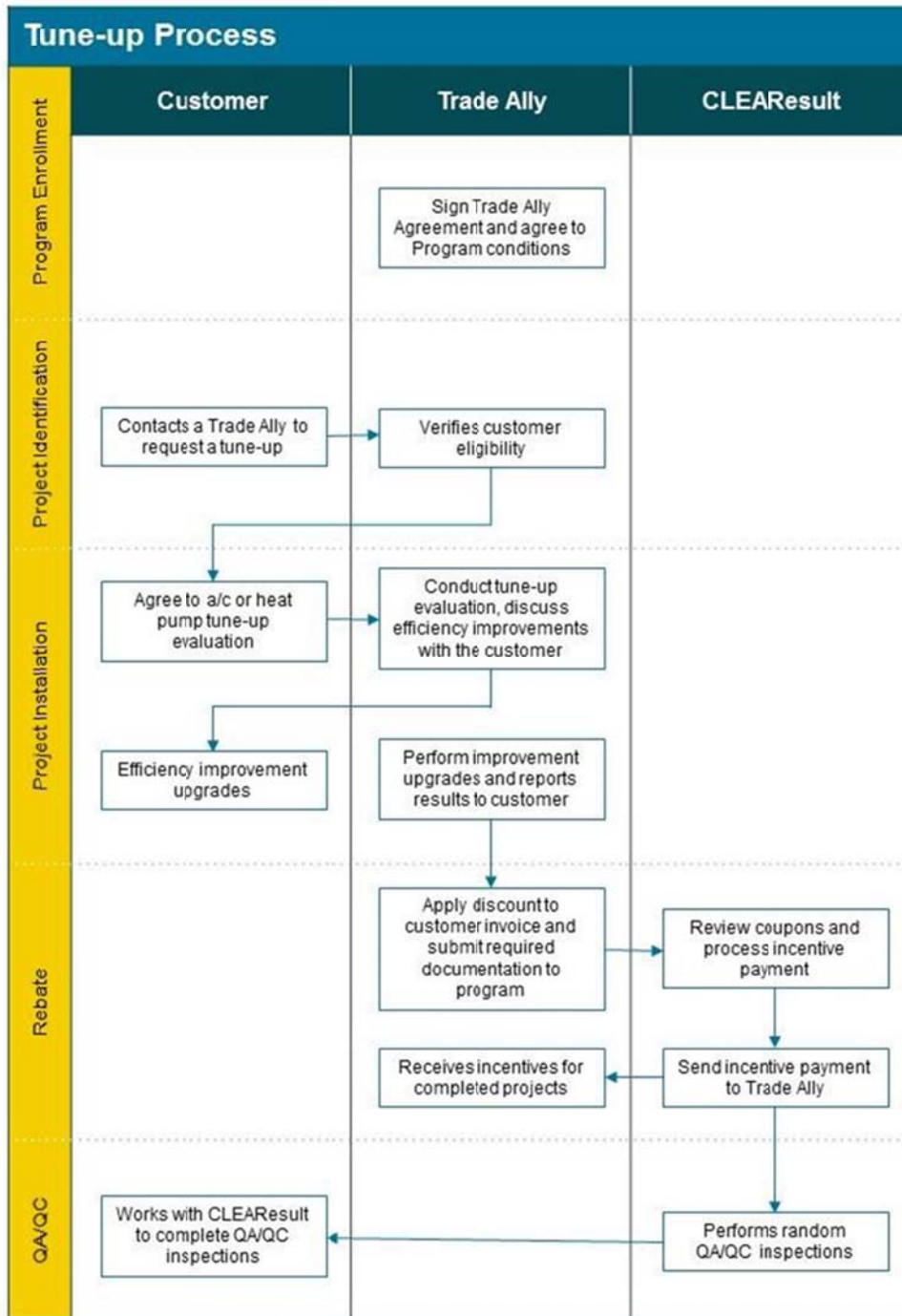
CLEARresult will make all possible communication to service providers if incentive amounts change or if the program is ending before the official ending date. Notice will be given at least 10 business days before that change is made.

## TUNE-UP PARTICIPATION PROCESS

The participation process begins with a residential or commercial customer choosing a trade ally to perform a CoolSaver air conditioner tune-up on their HVAC system, or with a trade ally approaching a customer to offer the tune-up service.

Contractors not yet participating in the program are welcome to enroll if they meet the requirements and complete the necessary training and toolkit acquisitions of the program. All contractors must be enrolled before performing any tune-ups on any systems they wish to be included in the program. For information about enrolling as a trade ally, contact the Energy Efficiency Solutions Center at **1-877-212-2420** or e-mail Justin Pate at **justin.pate@clearResult.com**. The trade ally discusses with the customer performance tune-ups and other efficiency methods offered in the program. Once the tune-up is completed, the incentive discount is applied to the customer's invoice and the customer provides the trade ally their Entergy Arkansas account number and signs the CoolSaver invoice and disclaimer, completing the customer's participation, unless optional QA/QC verification is implemented. Upon acceptance of the program-provided incentive discount, the customer agrees to allow access to their equipment by CLEARresult for the purpose of performing QA/QC inspections.

The trade ally then submits project data and a copy of the invoice (including all applicable discounts) to CLEARresult. Upon review and verification of the application by CLEARresult, the payment is processed and submitted to the trade ally thus reimbursing them for the aforementioned discounts. If the tune-up project is selected for a QA/QC review, CLEARresult will make direct contact with the customer to verify the system was serviced according to the program requirements.



## DISCLAIMERS

### Customer

The selection of a trade ally to perform the work is the sole decision of the property owner or authorized tenant. Inclusion of a trade ally to perform work does not represent 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 warranty, either expressed or implied, by either Entergy Arkansas, Inc. or CLEAResult. Neither Entergy Arkansas, Inc. nor CLEAResult make any guarantee or any other representation as to the quality, cost or effectiveness of the products provided or work performed by trade ally or by its employees, subcontractors or suppliers.

## FREQUENTLY ASKED QUESTIONS

### CoolSaver A/C Tune-up Program

**Q1.** When did this program start?

**A1.** Entergy Arkansas allowed contractors to start enrolling in this program and started marketing the program to HVAC contractors through industry channels in 2009.

**Q2.** Where can contractors find out more information about this program?

**A2.** Contractors can visit the CoolSaver website at [entergyarkansas.com/cool saver](http://entergyarkansas.com/cool saver) for more information and for details on how to join this program or may contact the Energy Efficiency Solutions Center at **1-877-212- 2420**, or email Justin Pate, Quality Assurance Coordinator, at [justin.pate@clearesult.com](mailto:justin.pate@clearesult.com).

**Q3.** When do the customers receive their discount?

**A3.** Trade allies provide customers with the discount at the time of the service. Trade allies will be reimbursed for these discounts within 30 days after they have submitted the complete documentation and it has been approved for compliance with program standards by CLEAResult.

**Q4.** What are the incentive amounts?

**A4.**

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**Q5.** What are the tune-up activities that receive discounts?

**A5.** The recommended and qualified efficiency repairs include: cleaning dirty condenser and evaporator coils, cleaning dirty blowers and adjusting refrigerant charge to manufacturer's specifications. In addition to tune-ups, certain commercial air conditioner systems sized 10 tons or larger may be eligible for incentives toward installation of VFD kits.

**Q6.** What is involved for a high-performance tune-up?

**A6.** A technician will evaluate the condition of your equipment using program-required tools and diagnostic procedures and recommend improvements based on the results of the evaluation. Improvements eligible for the program incentives include the professional cleaning of evaporator coils and blowers, and precision adjustment of refrigerant charge. Condenser coil cleaning is required.