

# Entergy Arkansas, Inc. 2018 Manufactured Homes Program Guidebook

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## Program Overview

### Program Description

The Entergy Arkansas Manufactured Homes Program provides cost-effective energy efficiency measures to the manufactured homes market throughout the Entergy Arkansas, Inc. electric service territory. Through the program, direct installation technicians, managed by program implementer ICF, will install energy efficiency measures at eligible manufactured home communities at no cost to property owners or residents. As a part of the direct installation service, technicians will also provide an audit of the home. Additionally, manufactured home residents can receive incentives for more in-depth energy efficiency measures such as air conditioning tune-ups, duct sealing and air sealing. Program staff will also suggest other areas for improvements and opportunities for participation in additional Entergy Arkansas energy efficiency programs.

### Program Objectives

The primary objectives of the program are to install no-cost energy efficiency measures and offer incentives for more in-depth energy efficiency measures in both common areas and individual homes, and to help community owners and residents reduce energy usage. In addition, the program will provide information to owners and residents about energy consumption and how to use energy wisely.

### Program Participation

STEP 1: Enroll in the program by calling an account manager at **866-627-9177** or by emailing us at [entergysolutions@icf.com](mailto:entergysolutions@icf.com).

STEP 2: Schedule an appointment to have a direct installation technician visit your manufactured home to install the program measures and conduct your energy survey. The technician will determine if the home is a candidate for incentivized measures and give a list of trade allies who could perform them. An adult representative should plan to be present for the duration of the energy survey and product installation, which will take up to one half hour.

STEP 3: Sign the completed survey document and provide any comments or suggestions about the program.

STEP 4: Receive a report in the mail or by email that summarizes the work performed.

### Program Eligibility

- Owners or renters (certifying required consent) of manufactured homes located within the Entergy Arkansas electric service territory are eligible for the Entergy Arkansas Manufactured Homes Program.

- There are no maximum or minimum limits to the size of a park or complex.
- Funds are limited and services are available to all Entergy Arkansas service territories on a first-come, first-served basis.
- For more information about other Entergy Arkansas programs, please visit [entergyarkansas.com](http://entergyarkansas.com).

## Program Benefits

### Direct Install Measures

In this program, energy-efficient products are furnished and installed at no cost to Entergy Arkansas Manufactured Homes Program customers.

The measures available for direct installation in eligible properties and locations are as follows:

- ENERGY STAR® LEDs in fixtures and lamps that replace incandescent bulbs.
- 1.5 gallons-per-minute shower heads and faucet aerators (when existing fixtures have flow rates of 2.0 gallons-per-minute or greater and where the water heater is powered by electricity).
- Advanced Power Strips for qualifying home entertainment system.



### Incentivized Measures

#### Manufactured Home A/C Tune-up Measure

Any Entergy Manufactured Homes Program customers that have central air conditioning or heat pump systems on site may qualify for an air conditioning tune-up.

The Entergy Arkansas A/C Tune-up Program involves a special diagnostic and service procedure that not only ensures the system is operating at peak efficiency (and lowest operational cost), but identifies any shortcomings that are keeping the system from doing so. After the tune-up is complete, it may be subject to a post installation quality assurance verification. After this is finished, the trade ally may then send in the incentive forms for payment.



## Duct Sealing

Any Entergy Manufactured Homes Program customer that uses a central duct system for heating and cooling the home with electricity may qualify for duct sealing based on the total system leakage. Duct sealing will consist of air leaks in the duct work being reduced with the application of long lasting materials. After the duct sealing is complete, it may be subject to a post installation quality assurance verification. After this is finished, the trade ally may then send in the incentive forms for payment.

## Air Sealing

Any Entergy Manufactured Homes Program customer that heats and cools the home with electricity and has substantial air leakage qualifies for air sealing. The air sealing consists of using industry standard materials and methods to reduce air infiltration and exfiltration. After the air sealing is complete, it may be subject to a post installation quality assurance verification. After this is finished, the trade ally may then send in the incentive forms for payment.

## Energy Survey Services

Included with the site visit is a complimentary energy survey of the home and applicable equipment. Customers will receive a summary report of the property's potential energy savings as well as information about other Entergy Arkansas programs for which they may be eligible.

## Program Quality Management

### Post Verification

Completed projects are subject to a post-installation verification, selected on a random basis. Typically, 10 percent of homes that participated in the program will be selected for the verification. Post installation verifications can either be conducted on site or by telephone.

If it is determined that an on-site post-verification is going to be performed, a program representative will contact the customer to ask about the installation and visit the property site.

## Terms and Conditions

- **MANUFACTURED HOMES PROGRAM:** The Entergy Arkansas, Inc. Manufactured Homes Program service includes the installation of energy-efficient measures at the time of the site visit by either an ICF representative or an Entergy Arkansas participating trade ally.

- **DIRECT INSTALL SUMMARY REPORT:** The direct install summary report provides the customer with a compiled review of energy-saving measures installed throughout the property, as well as recommendations related to energy efficiency programs available. Entergy Arkansas will not be responsible for lost documentation.
- **ELIGIBILITY:** Participants must be Entergy Arkansas electric utility customers. For direct installs, funds are limited and services are available in select geographic areas on a first-come, first-served basis. In order for participants to qualify for air sealing, duct sealing and air conditioning tune-up incentives, the service must be performed by an Entergy Arkansas trade ally. For other Entergy Arkansas programs, please visit [entergyarkansas.com](http://entergyarkansas.com).
- **APPROVAL AND VERIFICATION:** Entergy Arkansas reserves the right to verify the delivery of services and to have reasonable access to the participant's residence to verify the performance of energy efficiency direct install measures and/or energy efficiency work. Prior to any payment of incentives, Entergy Arkansas reserves the right to verify sales transactions. The customer's trade ally will verify that the installed energy-saving measures meet all applicable building codes; zoning laws; local, state and federal requirements; and other relevant requirements.

The customer's trade ally is responsible for any applicable permits as required by law. Outdoor temperatures and other weather conditions may affect this verification process.

The manufactured home may also be selected for a quality control post-installation verification by Entergy Arkansas. No warranty is expressed or implied by this verification.
- **TAX LIABILITY:** The customer is responsible for declaring and paying any and all applicable federal, state and local taxes that may be owed on any incentive. Entergy Arkansas will not be responsible for any tax liability that may be imposed on the customer as a result of the delivery of EEMs.

Please contact your tax professional for more information.
- **REMOVAL OF EQUIPMENT:** The customer agrees, as a condition of participation in the program, to allow removal and disposal of the equipment being replaced by EEMs in accordance with all laws, rules and regulations. The customer agrees not to reinstall any newly installed equipment anywhere in Arkansas or transfer it to any other party for installation in Arkansas.
- **ENDORSEMENT:** Entergy Arkansas does not endorse any particular manufacturer, product, system design, claim, trade ally or service in promoting this program.

- **INFORMATION RELEASE:** Participant agrees that Entergy Arkansas may include participant's name, address, Entergy Arkansas account number, Entergy Arkansas services and resulting energy savings in reports or other documentation submitted to the program implementer on Entergy Arkansas' behalf and/or the Arkansas Public Service Commission. Entergy Arkansas will treat all other information gathered in evaluations as confidential, and the information in the reports shall only be in the aggregate.
- **LIMITATION OF LIABILITY:** ENTERGY ARKANSAS' LIABILITY IS LIMITED TO PAYING THE INCENTIVE SPECIFIED. IN NO EVENT WILL ENTERGY ARKANSAS BE LIABLE WHETHER IN CONTRACT, TORT (INCLUDING NEGLIGENCE), STRICT LIABILITY, WARRANTY OR OTHERWISE FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CONNECTED WITH OR RESULTING FROM PARTICIPATION IN THE PROGRAM. ENTERGY ARKANSAS RESERVES THE RIGHT TO NOT PAY THIS INCENTIVE IF THE APPLICATION FORM AND ALL REQUIRED ADDITIONAL INFORMATION ARE NOT COMPLETE OR ACCURATE.
- **NO WARRANTIES:** Entergy Arkansas does not warrant the proper completion of work or performance of installed or serviced equipment, expressly or implicitly. Entergy Arkansas does not endorse, guarantee or warrant any particular manufacturer or product, and Entergy Arkansas provides no warranties, expressed or implied, for any products or services.

Entergy Arkansas makes no warranties of any kind, whether statutory, expressed or implied, including without limitations, warranties of merchantability or fitness for a particular purpose regarding EEMs. Entergy Arkansas makes no guarantee of energy-saving results by receiving measure installation. The customer acknowledges that neither Entergy Arkansas nor any of its consultants are responsible for ensuring the design, engineering or installation of the measures is proper or complies with any particular laws (including patent laws), codes or industry standards.

Customers should contact their independent contractors for details regarding equipment performance and warranties.

- **PROPERTY RIGHTS:** Property manager/owner represents that s/he has the right to authorize the EEMs on the property on which those measures are completed and/or installed and that any necessary landlord's consent has been obtained.
- **CUSTOMER'S CERTIFICATION:** Property manager/owner certifies that s/he has contracted for the received service(s) listed on the application at the defined location. Property manager/owner agrees that all information is true and that s/he has conformed to all program and equipment requirements listed.
- **RIGHT TO REFUSE:** The Entergy Arkansas trade ally has the right to refuse service or end the delivery when confronted by a customer acting inappropriately or when facing an unsafe situation. "Inappropriate" includes but is not limited to the following: unreasonable demands for service, personally threatening or offensive language, threatening or erratic behavior and personal contact. Authorized trade ally reserves the right to exclude any premises, or vicinity therein, deemed potentially unsafe or harmful.

- **TERMINATION OF SERVICE:** Either party may terminate this agreement upon 30 days advance written notice. The trade ally shall be reimbursed for all services properly performed and approved up to the date of termination.
- **USE OF EMAIL ADDRESS:** Entergy Arkansas or Entergy Arkansas' program implementer may contact participants via email in connection with the Manufactured Homes Program.
- **AUTHORIZATION, PROGRAM CHANGES, SUSPENSION OR CANCELLATION:** Entergy Arkansas may change the program requirements, incentives or terms and conditions, including suspending acceptance of applications or terminating the program, at any time without notice.
- **MISCELLANEOUS:** These terms and conditions constitute the agreement between the parties and supersede all other communications and representations. By executing an enrollment form, the customer agrees to be bound by these terms and conditions.

## Disclaimer

Neither Entergy Arkansas nor ICF makes any guarantee or any other representation or warranty, expressed or implied, as to the quality or effectiveness of any product(s) provided or work(s) performed through this program.

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 ICF guarantees or warrants that any specific energy efficiency gains will be achieved for a particular customer participating in the program.