

# June 29

# Contractor Info Session

Rev. 062911

# Welcome/ Housekeeping

Richard Jett

# Topics of Discussion

- General Updates
- New 2011 Authorized Agent (AA) Recognition Campaign
- Contractor Relations Account Manager Update
- Application Processing Systems Transition
- Customized Solutions & Express Solutions Updates

# General Updates

# AA Participation Requirements Update

- AAs must acknowledge SCE's AA participation requirements by signing and submitting an agreement form with each incentive application
- When available, download the agreement form at [www.sce.com/contractor](http://www.sce.com/contractor)
- Launches July 2011
- Watch Contractor Connection E-Newsletter for details

# California Advanced Lighting Controls Training Program

- **Description:** For State Certified General Electricians, SCE offers a FREE 50-hour training program that combines lecture with hands-on laboratory experience on the proper installation, trouble shooting, commissioning, and maintenance of advanced lighting control system. Training leads to a final exam to obtain a state certification.
- **Training dates:** 5 Fridays, October 7-November 4
- **Location:** SCE's Energy Education Center, Irwindale, CA
- **Contact:** Steve Stannard, [steven.stannard@sce.com](mailto:steven.stannard@sce.com)

# New 2011 AA Recognition Campaign

# 2011 AA Recognition Campaign

- SCE wants to recognize **YOU** for helping our customers save energy, money, and the environment
- Recognition will reward top kWh and kW savings and online applications for Express Solution and Customized Solutions projects submitted, SCE-approved, and installed between July 1 and December 31, 2011
- Launches July 1, 2011




## Cont'd

- Additional details:
  - All incentive application types (i.e., mail, email, fax, and online) will count toward the kWh and kW savings criteria
  - Only applications submitted through the Online Application Tool will count toward the online application criteria
  - Cancelled or SCE-declined applications will be excluded

# Participation Levels Criteria and Awards

- Your participation level is based on your cumulative minimum of each of the criteria's below (kWh savings, kW savings, and online applications)
- Winners will be determined by the top weighted average ranking in each of the three criteria. There will be three awards.

-  **Gold Level**
-  **Silver Level**
-  **Bronze Level**

Participation Levels – Cumulative MINIMUM Criteria		
kWh Savings	kW Savings	Online Applications
Between 300,000-unlimited	250	20
Between 100,000-299,999	25	10
Between 30,000-99,999	5	5

# Recognition Awards

- Top contributing AAs in each of the three levels receive:
  - Tickets to a sporting event in 1<sup>st</sup> quarter of 2012
    - Opportunity to meet one-on-one with SCE management at this sporting event
- Feature in the March 2012 Contractor Connection E-Newsletter

# Watch for Monthly Special Edition E-Newsletters

- Receive updates on:
  - Campaign status
    - Know which are the numbers to beat for kW savings and online applications!
  - Awards (sporting event) details
  - Trainings and resources to help you submit quality applications and perform quality installation, including more Online Application Tool training

# Contractor Relations Account Manager Update

Janny Kim

# Common Inquiries From AAs

- Requesting information on SCE's offerings and eligibility requirements
- Requesting assistance resolving issues with missing information on the application and post-installation inspection
- Requesting status updates on pending projects and payment processing

# To Submit Inquires

- Call Energy Efficiency Call Center Operation at (800) 736-4777
- Email [IDSMQuestions@sce.com](mailto:IDSMQuestions@sce.com)

# Application Processing Systems Transition

Jim Dodenhoff



# Transitioning to A New Information System

- With the end goal of better serving our customers, SCE is consolidating multiple information systems—including selected incentive application processing systems—into one system —customer relationship management (CRM) system
- A significant benefit of the new system includes enterprise access to more comprehensive data, which will allow for better decision making

# Current Update

- SCE transitioned to the new system on June 20, 2011
  - Applications received June 7 through June 20 began entry into the new CRM system during week of June 20
- Express Pending and Customized Solutions projects have migrated to the new CRM system; On-Bill Financing and Express Installed projects remain in the old systems
- Be assured, SCE is committed to working diligently with our customers and AAs to ensure minimal impact on incentive application processing

# Changes To Expect

- **New Universal Project Number (UPN) Format**
  - Projects will now include a new UPN format, Ex: 161-11-0005001050. Additionally, in-flight\* projects will receive new UPNs, which will be mapped to existing UPNs in old systems.
- **Potential Delays During Systems Transition**
  - Potential delays in processing new applications, in-flight applications, and incentive check issuance. Additionally, potential delays in responding to customer and AA inquiries.
- **Weekly Updates**
  - Over the next 30 days, watch Contractor Connection E-Newsletter for weekly updates on the systems transition

\*In-flight refers to projects for which the application was submitted before June 7, 2011, and an acknowledgement has been received by the applicant.

# To Submit Inquiries

- Call Energy Efficiency Call Center Organization at (800)-736-4777
- Email [IDSMQuestions@sce.com](mailto:IDSMQuestions@sce.com)

# Customized Solutions & Express Solutions

Sonny Enriquez

# Overview

- Customized Solutions
  - New load lighting solutions
  - New Dimming Ballasts Solutions
    - Eligibility requirements
    - Integration bonus (iBonus)
- Express Solutions
  - Expiring motors solutions
  - New product location form

# Customized Solutions

# New Load Lighting Solutions

- All new load lighting projects that do not meet SCE's Savings By Design ([www.savingsbydesign.com](http://www.savingsbydesign.com)) set criteria and definitions for new load lighting are eligible for incentives consideration through Customized Solutions
- New load lighting is defined as installation of lighting measures in:
  - New square footage space – e.g., new parking lot needing lights
  - Re-designed spaces – e.g., open plan office to private office
  - Revised usage type spaces – e.g., office space to clinic
- If your customer has a new load lighting project, contact their SCE Account Representative for proper project routing before creating an application\*
- Effective date: June 24, 2011

\*To find an SCE Account Representative, call (800) 736-4777.



# New Integration Bonus (iBonus)

- Projects using Customized + Demand Response (DR) dimming ballasts iBonus solutions are eligible for bonus incentives of:
  - \$1000 for projects with  $\leq 50$  kW demand reduction
  - \$2000 for projects with  $> 50$  kW demand reduction
- Effective date: February 24, 2011 through December 31, 2011, or until funds are exhausted
- Payment may be released to an AA upon customer authorization
- Incentive will be paid along with the Customized Solutions incentive(s) upon Customized project Installation Report (IR) approval and DR Program verification

# iBonus Eligibility Requirements

- Customer eligibility
  - Enrolled in an Automated Demand Response (Auto-DR) qualifying program
  - One iBonus incentive awarded per site/customer/service account
- Application eligibility
  - Project Approval (PA) must be approved by December 31, 2011
  - Installation completed and approved by December 31, 2012, by both Customized and Demand Response
- Project eligibility
  - Customized portion must yield a minimum of 10 kW reduction
  - All Customized Solutions and Auto-DR requirements must be met

# iBonus Solution Codes

## Customized Solutions and Demand Response

- Customized Solutions incentives: \$0.05/kWh savings and \$100/peak kW reduction
- Auto-DR incentives: up to \$300/kW reduction

LT-48272	Dimming Ballasts - 20% Tuning + Auto Demand Response
LT-60897	Dimming Ballasts - 20% Tuning + Occupancy Sensor + Auto Demand Response
LT-49584	Dimming Ballasts - Daylight Harvesting + Auto Demand Response <b>NEW!- Effective May 1, 2011</b>
LT-89432	Dimming Ballasts - 20% Tuning + Occupancy Sensor + Daylight Harvesting with Side Lighting Photo Controls + Auto Demand Response

# Dimming Ballasts

## Solution Eligibility Requirements

- Online applications only
- Using the Dimmable Ballast Calculation Tool\*
- Ballast(s) must be a NEMA-approved and have continuous dimming; stepped dimming ballasts not eligible
- Tuning level (20%) must be factory set or set on-site and locked in

\*Available through the Online Application Tool.

# Express Solutions

# Expiring Premium Efficiency Motor Solutions

- All Express Premium Efficiency Motors solutions will expire – All solution codes beginning with "MT"
- Current motor incentive levels will be honored for complete Express Installed applications and Express Pending Installation Reports (IRs) if received by June 30, 2011
- Effective December 19, 2010, Energy Independence & Security Act (EISA) of 2007 implemented motor efficiency standards, which has impacted motor efficiency baselines; as a result, energy savings analyses for premium efficiency motors have yielded significantly less savings
- Effective date: July 1, 2011

# New Product Location Form

- Product Location Form (PLF) must be submitted with all Express Solutions applications and for each site
- Requested information includes new installed equipment detailed location, solution code, quantity, and product description
- The PLF was created to facilitate an efficient post-installation inspection process for SCE's on-site inspectors
- On June 30, 2011, download an updated form at [www.sceonlineapp.com](http://www.sceonlineapp.com), under the "What's New" section
- Effective date: July 1, 2011



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# Q&A



# Resources

- Contractor Connection – [ContractorConnection@sce.com](mailto:ContractorConnection@sce.com)
  - Subscribe for the Contractor Connection E-news and emails
- Contractor/Vendor Directory – [www.sce.com/contractor](http://www.sce.com/contractor)
  - Download a Vendor Directory Participation Form
  - Customers can find vendors that assist with energy management related services
- Customized Solutions – [www.sce.com/customized\\_solutions](http://www.sce.com/customized_solutions)
  - Learn more about Customized Solutions
- Energy Education Centers – [www.sce.com/workshops](http://www.sce.com/workshops)
  - Learn more about educational resources for energy management, including free workshops
- Energy Efficiency Call Center Operations (EECCO) – 1-800-736-4777 or email [IDSMQuestions@sce.com](mailto:IDSMQuestions@sce.com)
  - Learn more about SCE's energy management solutions

## Cont'd

- Energy Management Solutions – [www.sce.com/solutions](http://www.sce.com/solutions)
  - Learn more about SCE's energy management solutions
- Express Solutions – [www.sce.com/express\\_solutions](http://www.sce.com/express_solutions)
  - Learn more about Express Solutions
- Incentives Application & Tools – [www.sce.com/business/ems/appdownload](http://www.sce.com/business/ems/appdownload)
  - Download incentives applications and tools
- Online Application Tool – [www.sceonlineapp.com](http://www.sceonlineapp.com)
  - Access the Online Application Tool and learn about “What’s New” with it
- Online Application Support – 1-877-431-7231 or submit questions to [www.sceonlineapp.com/support.aspx](http://www.sceonlineapp.com/support.aspx)
  - Learn more about the Online Application Tool
- SCE Business Center – 1-800-990-7788
  - Find a Business Customer Division (BCD) Representative