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Residential  
Standard Offer Program  
2009 Program Workshop



# Welcome and Introduction

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- AEP Texas Central Company (TCC)
- AEP Texas North Company (TNC)
- Southwestern Electric Power Co. (SWEPCO)



# Welcome and Introduction

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## Program Administrators:

TCC: Jim Fowler, RSOP and HTR

Pam Osterloh, Russell Bego

TNC: Rhonda Fahrlender, RSOP

Gary Throckmorton, HTR

SWEPCO: Lana Deville, RSOP

Paul Pratt, HTR



# What's New for 2009?

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- Residential Only
- Changes to Duct Efficiency and Infiltration Measures
- Air conditioning and heat pump savings currently under review



# What's New for 2009 (cont.)?

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- Revised Application Forms
- Changes to Security Deposits
- Changes to Host Customer Agreement & Acknowledgement Form
- Changes to SOP Agreements



# Program Roles

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- Program Administrator
- Project Sponsor
- Customer



## Roles: Program Administrator – AEP

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- Administer the program according to rule and template guidelines
- Review and approve or reject applications
- Conduct inspections
- Administer incentive dollars
- Adjust programs as needed



# Roles: Project Sponsor

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- Identify customers and measures to install
- Verify customer eligibility
  - Obtain ESI ID
- Explain HCA to customer
  - AEP does not provide endorsements
  - AEP does not pay for measures
  - Project sponsor & customer negotiate terms
- Install and report measures



# Roles: Customer

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- Must be distribution customer of AEP
  - ESI ID begins with:
    - TCC – 100 327 894....
    - TNC – 102 040 497....
    - SWEPCO – 101 769 896
  - Customers of Municipals and Co-ops are not eligible
- Signs HCA, verifying measures installed and agreeing to possible inspection



# Changes to Eligible Customers

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- Residential only:
  - Single-family
  - Multi-family
    - Individually-metered are residential (each unit)
    - Common areas and master-metered are considered commercial; no longer eligible
- Existing residences only; no new construction



# Changes to Eligible Measures

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- Infiltration now prescriptive
  - Refer to SOP Manual
- Duct Efficiency now prescriptive
  - Refer to SOP Manual
- Lighting ineligible for residential



## Changes to Eligible Measures: Infiltration

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- Interior leakage points to be treated: (If applicable)
  - Attic access
  - All plumbing penetrations
  - All readily accessible light switches/outlet covers
  - All exterior doors
    - Weather-stripping
    - Door sweep or threshold with door-bottom weather-stripping
  - Missing/broken window panes and obvious building envelope penetrations
  - Furnace closet door



## Changes to Eligible Measures: Duct Efficiency

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- In addition to meeting the installation standard, the following shall be done (If applicable):
  - Seal return air plenum
  - Seal all supply and return registers
  - Check condition of ductwork in unconditioned space and seal/repair as necessary



## Changes to Eligible Measures: A/C

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- Air conditioning and heat pump deemed savings currently under review
- If savings change:
  - notice will be sent to participating project sponsors
  - notice will be posted on website
  - updated deemed savings appendix will be provided for program manual



# Two Ways To Participate

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- Large Projects
- Small Projects



## How do I participate?

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- Review Program Manual
- Review SOP Agreement
- Determine if you will participate in the Large or Small Project component
- Complete and review on-line application
- Submit application via internet



## How do I participate?

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- Applications will be reviewed on a first-come, first-served basis
- Once eligibility has been verified and application approved, enter into a contract with AEP to install eligible measures
- Refer to Program Manual for additional information



# Project Sponsor Requirements

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Project Sponsors must have:

- Adequate insurance (mailed directly to program administrator by insurance agency)
- All appropriate licenses
- References
- Evidence of technical and managerial capabilities and experience



# Application: Registration

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- Register on program website
- Complete Project Sponsor Details
  - Sponsor Profile
  - Subcontractor Information
  - Affiliated Firms Information
  - Insurance Information
  - Qualification Documents



# Application: Create Application

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- Select Program for which you wish to create an application
  - Project Sponsor Details apply to the created application
  - Project Description
  - Select Subcontractors
  - Select Affiliate Firms
  - Program Application Summary



# Application: Reminders

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- All applications should be complete and accurate and ready to be submitted one day prior to the program submit date.
- As in the past, your application will only be available for editing until midnight before program submit day.
- **Applications should be completed at least one day prior to the submit day.**



# Application: Help

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- Submit Day Instructions available on website
- Questions? Contact program administrator first
- EnerTrek contacts:
  - Cindy Berry
    - [cberry@frontierassoc.com](mailto:cberry@frontierassoc.com)
  - Patty Keegan
    - [pkeegan@frontierassoc.com](mailto:pkeegan@frontierassoc.com)



I've been awarded a contract,  
now what do I do?

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# Marketing

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- AEP will not provide marketing assistance or endorsements
  - Use of AEP name not allowed
  - Information Brochure available for download on Downloads/Tools
  - **Any** other materials must be pre-approved by program administrator (telemarketing, radio, email, newspaper, flyers, etc.)



# Obtain Pre-approvals

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- MF projects (Large Projects only)
- Provide information:
  - Site
  - Measures
  - Work Schedule
  - Duct Description



# Identify Project Opportunities

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- Verify customer eligibility
- Customer signature on Host Customer Agreement & Acknowledgement form



# Install Measures

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- Install measures
- Customer signature on Host Customer Agreement & Acknowledgement form to verify completion



# Reporting and Invoicing

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- Monthly reporting via internet
  - Enter installations before the last day of the month
  - **Close-out by last day of month**
  - Inaccurate reporting results in failures
- AEP will process inspection-adjusted invoice within 45 days



# Installation Inspections

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- Random sample of measure installations
- Verify that number of installed measures equals number of reported measures
- Verify measure is installed and capable of performing its intended function
- Verify that measures qualify and that installation standards were followed



# Program Website

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- Refer to [aepressop.com](http://aepressop.com) for:
  - SOP schedule
  - Latest program announcements
  - Available funding
  - FAQ's
  - Program Manual
  - Downloadable forms, helper application
  - Program contact information