



AMERICAN ELECTRIC POWER

2012 RESIDENTIAL AND HARD-TO-REACH STANDARD OFFER PROGRAMS

USER GUIDE FOR PROJECT SPONSORS



Updated January 2012

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INTRODUCTION

The User Guide provides Project Sponsors in the American Electric Power Residential and Hard-To-Reach Standard Offer Programs with guidelines for completing the project application, , creating work schedules, entering new customers and installations and submitting invoices. Specific screen shots and directions are given for the majority of form-types that will be seen within EnerTrek[®], the online database tracking system.

When working with American Electric Power Residential and Hard-To-Reach Standard Offer Program forms, a few principles should be observed:

- Unless specifically directed to use the browser's buttons, use the navigation buttons provided on the EnerTrek[®] forms.
- Avoid pressing a "submit" or "accept" button multiple times if your browser performance slows. This could result in multiple submissions of the same form.
- Review the entire form before proceeding to ensure that all of the information required has been provided. If your browser is inactive for more than 30 minutes, you will be automatically logged off and may need to reenter data. To avoid this, try to save your information regularly.
- If you plan to enter data in multiple online database programs, work with only one program at a time. Simultaneously opening multiple browsers may present problems, since information is temporarily stored on your computer about each session and could conflict with data from the other program.
- Although not necessary to successfully complete each form, fields should not be left blank. Enter "None" or "N/A" if the field does not apply.

* The items in ***bold italics*** are selection items/buttons as they are displayed on the screen.

The online data tracking system used for Residential and Hard-To-Reach Standard Offer Programs is ***EnerTrek***[®], developed specifically for the various Residential and Hard-To-Reach Standard Offer Programs being implemented by utilities. Henceforth, the online data tracking system will be referred to as EnerTrek.

REGISTRATION

Step 1: American Electric Power's Residential and Hard-To-Reach Program Home Page

To access EnerTrek[®], go to American Electric Power's Standard Offer Program Home Page for the appropriate program:

To access EnerTrek[®], go to American Electric Power's Standard Offer Program Home Page for the appropriate program:

TCC:

- Residential Program: <http://www.aepressop.com/TexasCentral/index.html>
- Hard-To-Reach Program: <http://www.aephtrsop.com/TexasCentral/index.html>

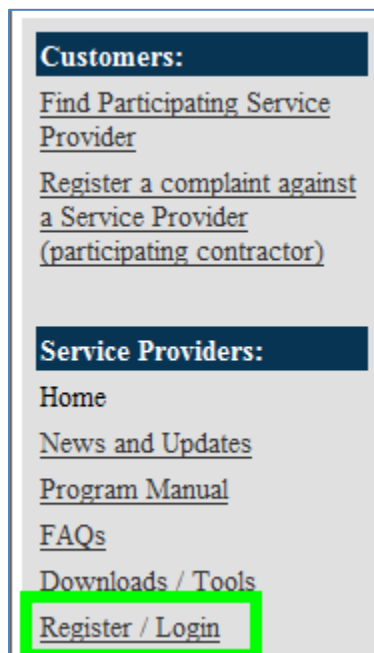
TNC:

- Residential Program: <http://www.aepressop.com/TexasNorth/index.html>
- Hard-To-Reach Program: <http://www.aephtrsop.com/TexasNorth/index.html>

SWEPCO:

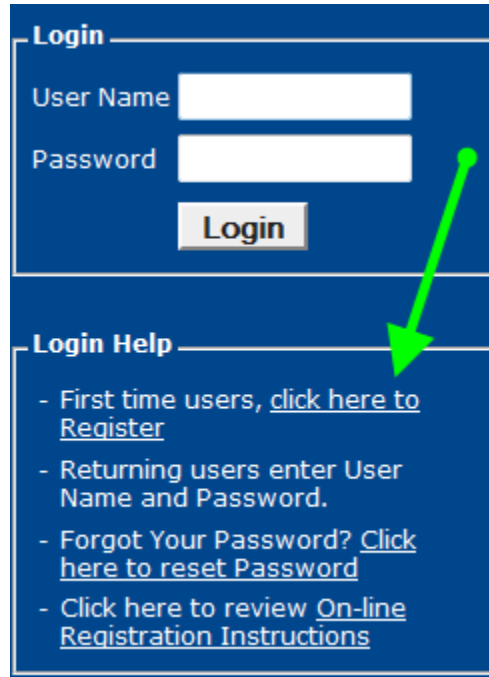
- Residential Program: <http://www.aepressop.com/SWEPCO/index-SWEPCO.shtml>
- Hard-To-Reach Program: <http://www.aephtrsop.com/SWEPCO/index-SWEPCO.shtml>

- Select the Register/Login link from the menu on the left side of the appropriate page to access the EnerTrek login page.



Step 2: Login Screen – Register as a New User

- First, register as a new user by selecting the link – ***First time users click here.***
- If you have already had a user account from participation in last year’s program, you can skip to Step 6, but please be sure to update your insurance expiration dates.



The screenshot shows a login interface with a blue background. At the top, there is a "Login" section with two input fields: "User Name" and "Password", followed by a "Login" button. Below this is a "Login Help" section containing four bullet points. A red arrow points from the "Login" button area down to the first bullet point, which contains the text "First time users, [click here to Register](#)".

Login

User Name

Password

Login

Login Help

- First time users, [click here to Register](#)
- Returning users enter User Name and Password.
- Forgot Your Password? [Click here to reset Password](#)
- Click here to review [On-line Registration Instructions](#)

Step 3: Registration Form

- Complete all fields in the registration form. The user name and password are case sensitive. After completing the form, select **Create Login**.
- If this portion of your registration was successful, you should see a message saying your login was successfully created and that an email has been sent to the address you specified. You will need the activation code that is in that email to complete your registration.

Registration

Welcome to this Program. Energy Efficiency Standard Offer Program Registration.

User Name:

Password:

Confirm Password:

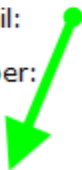
First Name:

Last Name:

Email:

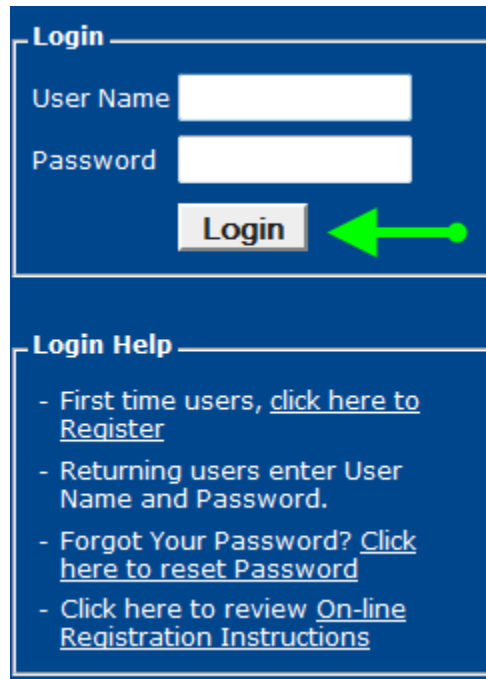
Confirm Email:

Phone Number:



Step 4: Activation Code

- Upon receipt of the email with your activation code, return to the login screen and enter your user name and password in the appropriate fields and select the **Login** button.



Login

User Name

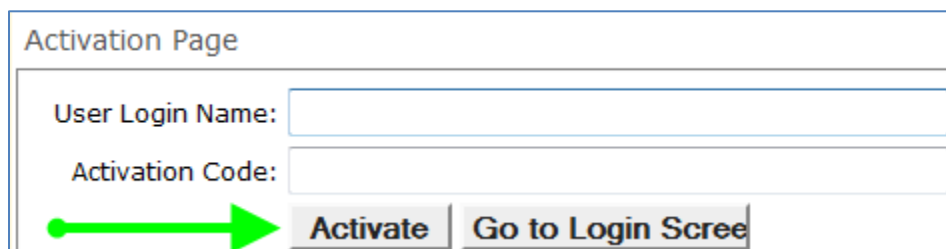
Password

Login ←

Login Help

- First time users, [click here to Register](#)
- Returning users enter User Name and Password.
- Forgot Your Password? [Click here to reset Password](#)
- Click here to review [On-line Registration Instructions](#)

- Enter your user name and activation code and select the **Activate** button.



Activation Page

User Login Name:

Activation Code:

→ **Activate** **Go to Login Scree**

- If this portion of your registration was successful, you should see a message indicating your user account is activated. You may select the **Go to Login Screen** button to log in.

Step 5: Project Sponsor Tax ID/SSN

- Enter your user name and password, again, and select the **Login** button.

Login

User Name

Password

Login

Login Help

- First time users, [click here to Register](#)
- Returning users enter User Name and Password.
- Forgot Your Password? [Click here to reset Password](#)
- Click here to review [On-line Registration Instructions](#)

- Enter your tax ID or Sponsor Social Security Number in the appropriate field and select the **Check Sponsor** button.

Sponsor Main

To find if **Sponsor Information** has been created please enter your sponsor SSN/company Tax ID in the box below and click 'Check Sponsor' Button.

Tax ID Number **Sponsor SSN**

Check Sponsor

- If this portion of your registration is successful, you should see the following message. Select the **Click here to create Sponsor Profile** button.

✓ **Sponsor Information does not exist in the system. Please continue to fill in the sponsor information.**

Click here to create Sponsor Profile

SPONSOR PROFILE

- Fill in all applicable fields in the Sponsor Profile and select the *Save Sponsor Profile* button.

Check All that Apply: Women Owned Minority Owned Disabled Veteran Owned

Name of Remittance Company: *
(Enter Name as it should appear on contract)

Project Sponsor Name: *

Address 1: *

Address 2:

City / State / Zip: / TX ▾ / *

Tax ID Number: * Tax ID SSN

Parent Company:

Parent Company Tax ID Number: Tax ID SSN

Contact Title:

Contact Person: *

Company Phone 1: *

Company Phone 2:

Company FAX:

Website:

Company Email: *

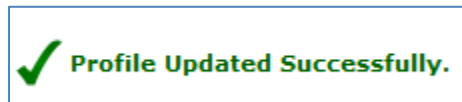
List on the Sponsor List: Yes No

Contact Name on Sponsor List:

Contact Phone on Sponsor List:

Contact Email on Sponsor List:

* Indicates a required field



(Select *Home* link at top left corner to continue next steps for Application.)

APPLICATION

Step 6: Fill in Application Form

- Select the **Create Application** link next to the program for which you would like to create an application.

2012 Programs	Sponsor Application
2012 Residential - Large Projects	Create Application
2012 Residential - Small Projects	Create Application
2012 Hard-to-Reach - Large Projects	Create Application
2012 Hard-to-Reach - Small Projects	Create Application

- Look for the Application Menu on the right side of the screen.
- Select each section's link to access the section's form.

Instruction

Click on the links below to fill out the various sections of the application. When the section is complete, a check mark will appear in the box.

Application Menu

- Project Description**
- Project Description
- Measure Types
- M&V Method
- Additional Questions
- Marketing Plan
- Estimated Impact
- Subcontractor
- Affiliated Firm
- Qualification
- Insurance

Application Info

Application Summary

- Complete each section and select the **Update** button at the bottom of each section's page to save your entries.

Application	Contract/Reservation	Implementation
<u>Project Description</u>		
<u>Project Description</u> Briefly describe the proposed project, including target customers, end-uses, and basic marketing approach.		
<input type="text"/>		
<input type="button" value="Update Project Description"/> ←		

✓ **Project Description Answers Updated Successfully.**

- After each section is updated, the checkbox next to that section in the Application Menu should be checked.

Application Menu	
<input type="checkbox"/>	Project Description
<input checked="" type="checkbox"/>	Project Description
<input type="checkbox"/>	Measure Types
<input type="checkbox"/>	M&V Method
<input type="checkbox"/>	Additional Questions
<input type="checkbox"/>	Marketing Plan

- When all sections of the Application Menu indicate complete with a check mark, the application is ready to be submitted on the designated submit date and time.

Application Menu

- Project Description**
 - Project Description
 - Measure Types
 - M&V Method
 - Additional Questions
 - Marketing Plan
- Estimated Impact
- Subcontractor
- Affiliated Firm
- Qualification
- Insurance

Step 7: Submit Application

- On the application submission date, log in and select the **Ready To Submit** button next to the appropriate program.

2012 Programs	Sponsor Application	Status	Program Submission Date	
2012 Residential - Large Projects	Edit Application	Initiated @1/5/2012	1/1/2012 10:00:00 AM	Ready to Submit
2012 Residential - Small Projects	Create Application	Not Initiated Yet	1/1/2012 1:00:00 PM	
2012 Hard-to-Reach - Large Projects	Create Application	Not Initiated Yet	1/18/2011 1:00:00 PM	
2012 Hard-to-Reach - Small Projects	Create Application	Not Initiated Yet	1/18/2011 3:00:00 PM	

- Refresh your screen (F5) when the clock passes the designated submit time.
- A 4-digit number will appear after refreshing after the designated submit time.
- Enter the 4-digit number in the box below in the order it appears on the screen.
- With the number entered correctly, click on the **Submit Application** button.

The screenshot shows a large green '2222' at the top. Below it is the text 'Please enter this 4 digit number in order to submit your application'. Underneath is a text input field containing '2222'. To the right of the input field is a 'Submit Application' button. Two green arrows point from the right towards the input field and the button.

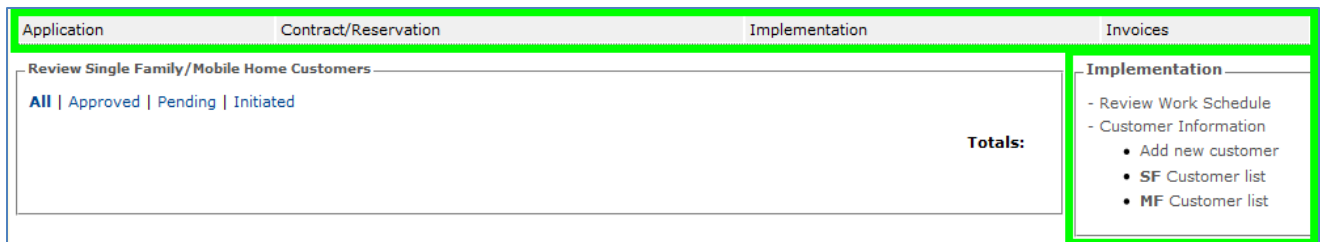
Your application has been submitted

IMPLEMENTATION

- Select the **Implementation** link next to the appropriate program.

2012 Programs	Sponsor Application
2012 Residential - Large Projects	Implementation
2012 Residential - Small Projects	Create Application
2012 Hard-to-Reach - Large Projects	Create Application
2012 Hard-to-Reach - Small Projects	Create Application

- Appearing horizontally along the grey bar near the top of the screen are four tabs:
 - Application – provides a summary of your submitted application.
 - Contract/Reservation – provides a summary of your reservation history and indicates the remaining program funds available.
 - Implementation - allows you to enter and review customer and installation data.
 - Invoices – allows you to submit and review an invoice.
- Appearing vertically down the right side of the screen is the **Implementation menu**, which includes several links:
 - Review Work Schedule – View, Add and Edit work schedule details.
 - Add New Customer – add new single-family, mobile home or multi-family customer information.
 - SF Customer List – List of single family and/or mobile-home customers.
 - MF Customer List – List of multi-family templates.



Step 8: Make a Reservation

(RESERVATIONS ONLY APPLY TO SMALL PROGRAMS)

- Select the **Contract/Reservation** tab at the top of the page.
- Fill in the incentive amount you are requesting and the numbers shown in the appropriate fields and select the **Request New Incentive** button.

The screenshot shows a web form titled "New Reservation". It contains two input fields: "New Incentive Amount:" with the value "0.00" and "Please enter letters and numbers:" with the value "1212". To the right of the second field, there are two red asterisks with the text "* No Space" and "* Case Sensitive". Below the fields is a button labeled "Request New Incentive", which is highlighted by a green arrow pointing to it from the right.

Step 9: Set up Work Schedule

The Work Schedule allows the Program Administrator to know in advance when work will be performed at a customer site so a pre-inspection can be scheduled and conducted.

- To enter Work Schedule information, click **Review Work Schedule** from the Implementation menu.
- Select the **Add/Edit Work Schedule Detail** tab and fill out all fields in the form. When the form is complete, select the **Save Work Schedule Information** button at the bottom of the page.

The screenshot shows a web form titled "Add/Edit Work Schedule Detail". The form is divided into two main sections. The first section contains fields for customer information: Account Number, Meter Number, Customer First Name, Customer Last Name, Phone 1, Phone 2, Email, Address, Apt#, City / State / Zip (with a dropdown for TX), and Heating Type (set to Gas). The second section, titled "Work Schedule Information", contains fields for Contact Person Name, Contact Person Phone, Work Schedule Start Date, Work Schedule End Date, and Time the crew will be onsite. At the bottom of the form, there are three buttons: "Add New Work Schedule", "Save Work Schedule Information", and "Cancel the work". Three red callout boxes point to these buttons with the following text: "Clears form" (pointing to "Add New Work Schedule"), "Saves work schedule" (pointing to "Save Work Schedule Information"), and "Deletes work schedule" (pointing to "Cancel the work").

- Fill out a work schedule for each customer site.

Select the **Review Work Schedule List** tab to review all work schedules that have been entered.

Step 10.1: Add New Single-Family/Mobile Home Customer

- Select the **Add New Customer** link from the Implementation menu.
- Select either **Single Family** or **Mobile Home** radio buttons at the top of the form, select the installations types by checking the corresponding boxes on the right, fill in the appropriate information for the rest of the form and select the **Save** button.
- **Note:** Look-up function – The system will populate the address once you enter a valid ESI ID number or meter number. Add the number in the appropriate field and select the **Lookup** button.
- After you have reviewed all of the information for accuracy, select the **Send Approval Request** button. The database will check to see if the customer you are trying to add is already in the historical database. If it is not, then the customer is automatically approved. If it is in the historical database, the customer will be set to “pending” status until approved by the Program Manager. Once approved, you will be able to add installations to the customer by accessing the customer in your **SF Customer List**.

Customers Info

Status : Initiated

* Group : Single Family Multi Family Mobile Home

* Account Number :

Meter Number :

* Customer First Name :

* Customer Last Name :

* Phone 1 :

Phone 2 :

Email :

* Address :

Apt# :

* City / State / Zip : / TX /

County : Brazos

* Heating Type : Gas

* Year Built :

Sponsor Notes :

Installations

- (AP) Appliance Package
- (CF) CFL Measures
- (CI) Ceiling Insulation
- (DH) Water Heater Measures
- (DT) Duct Tool
- (DU) Duct Efficiency
- (FI) Floor Insulation
- (IN) Infiltration
- (PV) Photovoltaic Energy System
- (SD) Solar Water Heater
- (WI) Wall Insulation
- (WN) Energy Star Windows
- (WR) Water Heater Replacement

Save **Send Approval Request** **Clear Form** **Remove**

Step 10.2: Add Multi-Family Template

First, you will need to create a multi-family template. Then you can add customers and installations using that template.

- Select the **Add New Customer** link from the Implementation menu.
- Select the **Multi-Family** radio button at the top of the form; you should see three new fields were added to the Multi-family template.
- Select the installations types by checking the corresponding boxes on the right, fill in the appropriate information for the rest of the form and select the **Save** button (note any previous installations in **RED** text under installation box).
- After you have reviewed all of the information for accuracy, select the **Send Approval Request** button. Each multi-family customer template will be in pending status until approved by the Program Manager. Once it has been approved, it will appear under your **MF Customer List**.

Customers Info

Status : Initiated

* Group : Single Family Multi Family Mobile Home

* Account Number :

Meter Number :

* Customer First Name :

* Customer Last Name :

* Phone 1 :

Phone 2 :

Email :

* Address :

Apt# :

* City / State / Zip : / TX /

County : Brazos

* Heating Type : Gas

* Year Built :

Sponsor Notes :

Installations

- (AP) Appliance Package
- (CF) CFL Measures
- (CI) Ceiling Insulation
- (DH) Water Heater Measures
- (DT) Duct Tool
- (DU) Duct Efficiency
- (FI) Floor Insulation
- (IN) Infiltration
- (PV) Photovoltaic Energy System
- (SD) Solar Water Heater
- (WI) Wall Insulation
- (WN) Energy Star Windows
- (WR) Water Heater Replacement

Previous Installations: CI, FI, WI, AC

Save **Send Approval Request** **Clear Form** **Remove**

Step 10.3: Add Multi-Family Customers

- Select **MF Customer List** from the Implementation menu to see your multi-family templates.



- Select the **View/Add Customer** link on the right side of the appropriate customer

Application	Contract/Reservation	Implementation					
Review Template Information							
Template #	Template Name	Status	Address	Unit	County	Phone #	View/Add Customer
96	Test Template	Approved	999 Main Street		Brazos	(555)555-1212	View/Add Customer
1							

- Fill in the fields under the Customer Details box and select the **Save** button.

Template Details

Template Name:	Test Template	Account No:	4314321431
Address:	999 Main Street	City/Zip:	Austin / 78701
County:	Brazos	Heating Type:	Gas

Customer Details

Unit #:

First Name: Last Name:

Phone #: Email:

➔

- **Note:** Be sure to review the customer information for accuracy prior to saving. Once you save a multi-family customer, you will not be able to edit the customer information. You may, however, contact the Program Administrator to make any necessary changes to multi-family customer information.

Step 11.1: Add/View/Edit Single-Family Installations

- Select the *SF Customer List* link from the Implementation Menu.
- Select the *Add New* link on the right side next to the appropriate customer.

Review Single Family/Mobile Home Customers

All | Approved | Pending | Initiated

Totals: 0.00kW 0.00kWh Incentive \$0.00

Cust #	Customer Name	Group	Status	Address	Unit	County	Phone #	kW	kWh	Total Incentive	Installations
11762	Adam Test	SF	Approved	555 Main Street		Brazos	(555)555-1212	0.00	0.00	\$0.00	Add New

- Select the appropriate measure from the drop-down menu and select the *Add* button.

Review/Add/Edit Installations

-Installation Types-

▼

Add

-Installation Types-
 Air Conditioning
 Water Heater Measures
 Water Heater Replacement

- Fill in the installation form that unfolds and select the *Save New Installation* button at the bottom of the form.

Please add any additional descriptions that would assist inspectors

Notes:

Savings And Incentive

Savings - kW:

Savings - kWh:

Incentive:

➔

Save New Installation

- To view single-family customers and installations, select the **SF Customer List** link from the Implementation menu. You will see a list of customers along with installation codes for each customer’s installations under the **Installations** column.
- To view and/or edit an installation, select any of the installation code links next to the appropriate customer.

Review Single Family/Mobile Home Customers

All | Approved | Pending | Initiated

Totals: 0.28kW 791.00kWh Incentive \$163.38

Cust #	Customer Name	Group	Status	Address	Unit	County	Phone #	kW	kWh	Total Incentive	Installations
4841	test test	SF	Approved	111 Main Street		Archer	(555)555-5555	0.28	791.00	\$163.38	AC
1											

- To edit an installation, select the **Edit** link on the left side of the appropriate installation.
- To delete an installation, select the **Delete** link on the right side of the appropriate installation

Review/Add/Edit Installations

	Cust #	Customer Name	Address	Unit	City	State	Zip	Group	Inst #	Installation Type	kW	kWh	Total Incentive	
Edit	4841	test test	111 Main Street		Austin	TX	78701	SF	8357	Air Conditioning	0.28	791.00	\$163.38	Delete
											0.28	791.00	\$163.38	

Step 11.2: Add/View/Edit Multi-Family Installations

- Select the *MF Customer List* link in the Implementation Menu.

Implementation

- Review Work Schedule
- Customer Information
 - Add new customer
 - SF Customer list
 - **MF Customer list**

- Select the *View/Add Customer* link next to the appropriate MF template.

Review Template Information

Template #	Template Name	Status	Address	Unit	County	Phone #	
96	Test Template	Approved	999 Main Street		Brazos	(555)555-1212	View/Add Customer
1							

- Select the *Add New* link next to the appropriate MF customer.

Review Multi-Family Customers

Totals: 0.00kW 0.00kWh Incentive \$0.00

Cust #	Customer Name	Group	Status	Address	Unit	County	Phone #	kW	kWh	Total Incentive	Installations
11763	Adam Test	MF	Approved	999 Main Street	1	Brazos	(555)555-1212	0.00	0.00	\$0.00	Add New
11764	Beth Test	MF	Approved	998 Main Street	2	Brazos	(555)555-1212	0.00	0.00	\$0.00	Add New
1											

- Select the appropriate measure from the drop-down menu and select the *Add* button.

Template Details

Template Name: Test Template Account No: 4314321431
 Address: 999 Main Street City/Zip: Austin / 78701
 County: Brazos Heating Type: Gas

Review/Edit Installations

-Installation Types- **Add** **Back**
 -Installation Types-
 CFL Measures
 Solar Water Heater
Duct Tool

- Fill in the installation form and select the *Save New Installation* button.

Please add any additional descriptions that would assist inspectors


Notes:

Savings And Incentive

Savings - kW:

Savings - kWh:

Incentive:



- To view multi-family customers and installations, select the *MF Customer List* link from the Implementation menu. Select the *View/Add Customer* link next to the appropriate template. You will a list of customers along with installation codes for each customer’s installations under the *Installations* column.
- To view and/or edit an installation, select any of the installation code links next to the appropriate customer.

Template Details

Template Name:	Test Template	Account No:	4314321431
Address:	999 Main Street	City/Zip:	Austin / 78701
County:	Brazos	Heating Type:	Gas

Customer Details

Unit #:

First Name: Last Name:

Phone #: Email:

Review Multi-Family Customers

Totals: 0.22kW 1385.50kWh Incentive \$179.83

Cust #	Customer Name	Group	Status	Address	Unit	County	Phone #	kW	kWh	Total Incentive	Installations
11763	Adam Test	MF	Approved	999 Main Street	1	Brazos	(555)555-1212	0.22	1385.50	\$179.8	SD,CF
11764	Beth Test	MF	Approved	998 Main Street	2	Brazos	(555)555-1212	0.00	0.00	\$0.00	Add New

1

- To edit an installation, select the **Edit** link on the left side of the appropriate installation.
- To delete an installation, select the **Delete** link on the right side of the appropriate installation

Review/Edit Installations

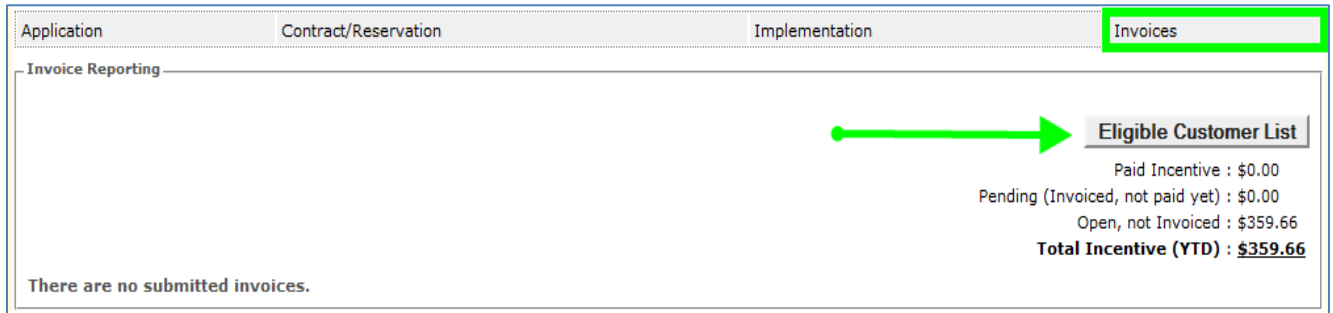
	Cust #	Customer Name	Address	Unit	City	State	Zip	Group	Inst #	Installation Type	kW	kWh	Incentive	
Edit	1763	Adam Test	999 Main Street	1	Austin	TX	78701	MF	21223	CFL Measures	0.22	1385.50	\$179.83	Delete
Edit	11763	Adam Test	999 Main Street	1	Austin	TX	78701	MF	21222	Solar Water Heater	0.00	0.00	\$0.00	Delete

-Installation Types- ▾

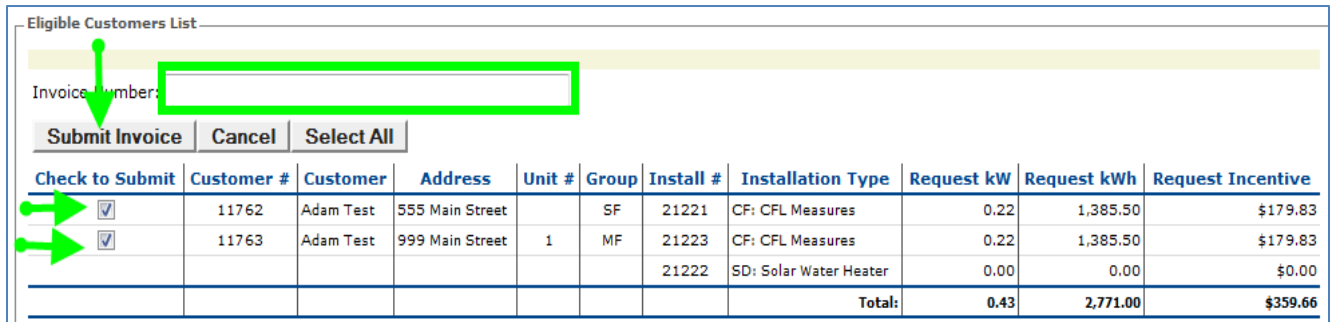
INVOICE PROCESS

Step 12: Submit an Invoice

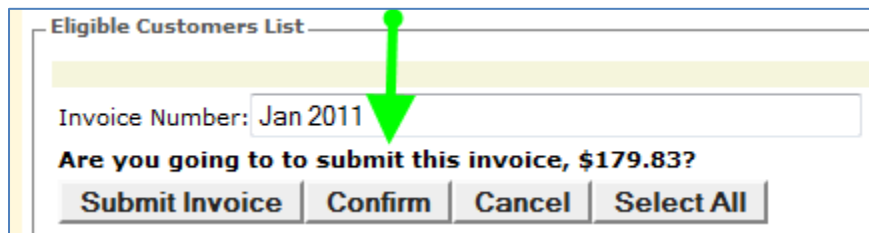
- Select the *Invoices* tab from the top menu.
- Select the *Eligible Customer List* button.



- Select the checkbox next to the eligible customers that appear that you would like to include on your invoice.
- Add a name for the invoice in the *Invoice Number* field (this field may be pre-populated with an invoice name by the system).
- Select the *Submit Invoice* button.



- You will be asked to confirm that you want to submit this invoice. Please review your invoice carefully before confirming. When you are ready to confirm, select the *Confirm* button.



Step 13: Review and Download Invoices

- Select the **Invoices** tab from the top menu to see a table of submitted invoices.
- Select the invoice name link to review a particular invoice.

Application	Contract/Reservation	Implementation	Invoices										
Invoice Reporting													
Eligible Customer List													
Paid Incentive : \$0.00													
Pending (Invoiced, not paid yet) : \$179.83													
Open, not Invoiced : \$179.83													
Total Incentive (YTD) : \$359.66													
Invoice #	Month	# of Cust.	# of Inst.	Status	Rpt. kW	Rpt. kWh	Rpt. Inc.	Rpt. Date	Adj. kW	Adj. kWh	Adj. Inc.	Payment	Paid Date
Jan 2011	January	1	1	Submitted	0.22	1,385.50	\$179.83	1/31/2011 5:35:10 PM	0.00	0.00	\$0.00	\$0.00	None
Total:					0.22	1,385.50	\$179.83		0.00	0.00	\$0.00	\$0.00	

- Select the **Export To PDF** button to download a PDF version of the invoice.

Sponsor: Test Remittance Co.															
Summary of Invoice Number: Jan 2011															
Contact Person : Test Contact							Phone # : (555)555-1212								
Email : lani_clark@hotmail.com							Address : 555 Main Street , Austin, TX, 78701								
Month	Status	# of Cust.	# of Inst.	Rpt. kW	Rpt. kWh	Rpt. Inc.	Rpt. Date	Adj. kW	Adj. kWh	Adj. Inc.	Max Inc.	Payment	Paid Date		
January	Submitted	1	1	0.22	1,385.50	\$179.83	1/31/2011 5:35:10 PM	0.00	0.00	\$0.00	\$179.83	\$0.00	None		
Summary of customer(s) and installation(s)															
Cust. #	Customer	Phone	Address	Unit #	Group	Inst. #	Installation Type	Rpt. kW	Rpt. kWh	Rpt. Inc.	Adj. kW	Adj. kWh	Adj. Inc.	Max Inc.	Payment
11762	Adam Test	(555)555-1212	555 Main Street		SF	21221	CF: CFL Measures	0.22	1,385.50	\$179.83	0.22	1,385.50	\$179.83		\$0.00
Total:								0.22	1,385.50	\$179.83	0.22	1,385.50	\$179.83		\$0.00
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