



# FY20 SRP Business Solutions Small Business Program Manual

May 1, 2019

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## 1.1 PROGRAM OVERVIEW

The SRP Business Solutions Small Business Program, offered by Salt River Project (SRP), promotes the identification and installation of eligible high-efficiency lighting equipment at qualifying small commercial and industrial customer facilities for retrofit applications. No cost assessments are available through this program to help qualifying customers identify cost-effective lighting system energy savings opportunities. In addition, rebates are offered to program approved contractors (Alliance Participants). Individual measure rebates are designed to cover approximately 75% of the cost of qualifying measures. Total rebates on a project site cannot exceed 85% of the total project cost. End users are required to pay a copayment equaling 15% or more of the total project cost.

Lighting equipment rebates are available for new construction projects under the SRP Business Solutions Standard Program. For more information on both programs, please visit [www.savewithsrpbiz.com](http://www.savewithsrpbiz.com).

## 1.2 CONTACT INFORMATION

SRP has retained Nexant, Inc. as the Program Administrator for the SRP Business Solutions Small Business Program. Questions about the program can be directed to the Program Administrator via:

- **Web**
  - [www.savewithsrpbiz.com](http://www.savewithsrpbiz.com)
- **Telephone:**
  - Customer informational hotline: (602) 236-3054
  - Small Business Program Alliance Participant direct line: (602) 236-1616
- **Fax**
  - (480) 345-7601
- **Email:**
  - Customer inquiries: [SmallBusinessSolutions@srpnet.com](mailto:SmallBusinessSolutions@srpnet.com)
- **Mail:**
  - SRP Business Solutions Small Business Program
  - 3100 West Ray Road, Suite 230
  - Phoenix, AZ 85226

## 1.3 MANUAL USE AND ORGANIZATION

This program manual is designed for use by customers and Small Business Program Alliance Participants. It outlines the rules and requirements of the SRP Business Solutions Small Business Program. The manual is organized as follows:

- Section 1 – Introduction
- Section 2 – Alliance Participants
- Section 3 – Addresses customer, measure, and cost eligibility requirements
- Section 4 – Discusses rebate information
- Section 5 – Outlines program participation steps

A sample customer application, frequently asked questions, and other general program support information are contained in appendices at the end of this manual.

#### 1.4 PROGRAM DATES

SRP's FY20 Business Solutions Small Business Program (Small Business Program) is effective on May 1, 2019 until April 30, 2020. All qualifying equipment must be purchased and installed in accordance with the program requirements during this period to be eligible for the Small Business Program. As explained further in Section 5, a no-cost lighting assessment is mandatory to qualify for the discounted equipment pricing offered by Alliance Participants. FY20 SRP Business Solutions Small Business Program rebates are not eligible for measures purchased or installed prior to May 1, 2019 or without necessary approvals.

## 2.1 SMALL BUSINESS ALLIANCE PARTICIPANTS

The Small Business Program requires that eligible measures be installed by a program-approved Small Business Alliance Participant to qualify for rebate payment. Small Business Alliance Participants are independent contractors with respect to the Program, and are not authorized to make representations or incur obligations on behalf of SRP. Participation as a Small Business Alliance Participant does not constitute an endorsement by SRP, nor does it certify or guarantee the quality of work performed.

A listing of program-approved Small Business Alliance Participants is available online at [www.SaveWithSRPBiz.com](http://www.SaveWithSRPBiz.com) or by contacting the Program Administrator.

In the context of providing support to the FY20 SRP Business Solutions Small Business Program, Small Business Alliance Participants are required to:

### **Initial Contact and Lighting Assessment**

- Respond to customer referrals from SRP as follows — When a customer request for an assessment is received directly by SRP, SRP will assign the project to an Alliance Participant. The assigned Alliance Participant must contact the customer within three (3) business days to schedule a no-cost walk-through assessment of the customer’s lighting system, then submit a copy of the program Lighting Workbook to SRP within five (5) business days of the completed assessment. Alliance Participants who do not meet customer referral response requirements, may be removed from the program.
- Identify potential lighting system energy efficiency improvements that 1) fit the customer’s needs, 2) will result in energy, demand and cost savings, and 3) are eligible for rebates from SRP.
- Offer a customer pricing that is consistent with the FY20 SRP Business Solutions Small Business Program Pricing Schedule.
- Ensure that the customer understands their responsibility to pay a balance of (no less than) 15% of the total project cost in the form of a customer copayment.
- Provide to the customer a comprehensive lighting assessment and proposal specifying the following: the existing and proposed lighting equipment (including fixture type(s), lamp and ballast quantities), fixture wattages, , total project cost, estimated rebate, and portion of the total project cost to be paid by the customer.
- Provide to the customer, and submit to SRP via the lighting workbook, a comprehensive lighting assessment that includes ALL lighting fixtures on sight (with the exception that exterior lighting may be excluded when the applicant is a tenant in a leased space.) Fixtures not retrofitted must be entered in the final Installation Notice workbook as no change.
- Provide every customer with leave-behind program marketing materials provided by SRP at the time of the initial meeting.
- Post installation lighting levels must comply with current IES recommended standards.

### **Application Process for Installation of Lighting Equipment**

- Complete and submit a copy of the program Lighting Workbook and invoice(s) within five (5) business days of completing all lighting improvement projects. Invoice(s) must include the SRP customer name, site address, invoice date, vendor name and part number for all equipment purchased and installed, quantities, estimated rebate amount, applicable taxes, customer paid amount, total project cost and Alliance Participant’s contact information (phone, email, mailing address).
- Collect payment balance for completed projects from the customer after eligible rebates are discounted from the project cost. SRP reserves the right to request proof of customer payment.

- Submit a complete application package for the project to the SRP Small Business Solutions rebate program. Items to be submitted include:
  - Completed Small Business Customer Application
  - Completed Small Business Lighting Workbook
  - Detailed invoice which must include the SRP customer name, site address, invoice date, vendor name and model number for all equipment purchased and installed, quantities, estimated rebate amount, applicable taxes, customer paid amount, total project cost and Alliance Participant's contact information (company name, phone, email, mailing address)
  - Proof of one of the following qualified product listings at the time of application approval: ENERGY STAR or the design lights Consortium (DLC).
- Upon receiving the application materials, SRP program administrators will review the application package and request any clarifying or missing information or supporting documentation. It is the responsibility of the Alliance Participant to make the requested corrections and to provide any requested documentation within ten (10) business days.
- Rebate amounts for qualifying equipment installed for approved projects will be paid according to the values shown in FY20 SRP Business Solutions Small Business Program Pricing Schedule.

#### **Program Knowledge and Expectations**

- Represent SRP and its energy efficiency programs, including the vendor-neutral aspects, in an accurate, positive and professional manner.
- Maintain working knowledge of current SRP energy efficiency programs, including customer and equipment eligibility, customer screening, customer analysis needs, implementation requirements, and incorporate standard program language as required in all written materials.
- Recommend and/or install energy-efficient equipment in accordance with city, state and federal electric codes and all rules set forth by SRP.
- Ensure that the customer is satisfied with the performance of the lighting system. SRP reserves the right to evaluate projects and confirm customer satisfaction via inspections and surveys. Alliance Participants who do not maintain satisfactory customer satisfaction levels as defined by SRP may be removed from the program.
- Deliver at least the number of projects you identified in your RFP response. Alliance participants who do not deliver the identified number of projects, may be removed from the program.
- Consistently complete and submit accurate lighting workbooks and required incentive application documentation. Alliance Participants will be expected to have a 90% accuracy rate of application submittals. Participants that fall below 90% will be required to attend a training class, and their accuracy rate will be re-evaluated after 30 days. Alliance participants who continue to fall below accuracy standards, may be removed from the program.
- Treat designated information as confidential.
- Understand, support and participate in the program evaluation process.
- Participate, as required, in regular Alliance Participant training and review meetings with SRP.
- The Alliance Participant shall not represent themselves as an employee of SRP, but rather as an approved SRP Small Business Solutions Alliance Participant.

### 3.1 CUSTOMER ELIGIBILITY

To apply for participation in the Small Business Program, a customer must occupy or own a facility on an eligible SRP non-residential electric price plan and have a cumulative 12-month energy consumption, across all accounts, less than or equal to 145,000 kWh per year.

For the purposes of SRP's energy efficiency programs, a customer is defined as a company or organization that receives electric service from SRP under an approved SRP price plan. A customer may be a holder of a single account, multiple accounts in aggregate or corporate accounts. A customer who is the holder of multiple accounts or corporate accounts with a single SRP customer identification number will be considered a single customer and may participate in multiple SRP programs subject to rebate caps and program requirements.

As part of the application process, SRP reserves the right to deny customer eligibility for any of the following reasons:

- Facilities vacant or unoccupied during some portion or all of the previous 12 month period if in SRP's sole opinion the annual energy consumption would have otherwise exceeded 145,000 kWh/yr
- Facilities that are less than four years old
- Facilities where lighting system upgrades have been completed within the last four years
- Leased or rented facilities submitted without owner approval

To verify a customer's total 12-month energy consumption, please contact the Program Administrator. SRP retains the right to make final determination of customer eligibility.

Approved Alliance Participants are to discuss the project with customers and obtain customer approval to proceed with the installation of proposed Small Business lighting measures. All agreements made for installation of measures are between the customer and the Alliance Participant. SRP is not responsible for landlord-tenant arrangements. Once the Alliance Participant has customer approval to proceed, Alliance Participant may install the qualifying measures.

#### Eligible Price Plans

Table 3.1 lists eligible customer price plans.

**Table 3.1: Eligible Price Plans for SRP Business Solutions Small Business Program**

Description	Price Plan
Time-of-Use General Service	E-32
Super Peak Time-of-Use General Service	E-33
M-Power for Pre-Pay General Service	E-34
Standard General Service	E-36
Standard Pumping Service	E-47
Time-of-Week Pumping Service	E-48

Customers can verify their price plan by looking on a recent bill. Figure 3.1 shows where to find the price plan and account number on a typical SRP customer bill. Customers with questions regarding their account should contact the Program Administrator or their SRP Account Manager.

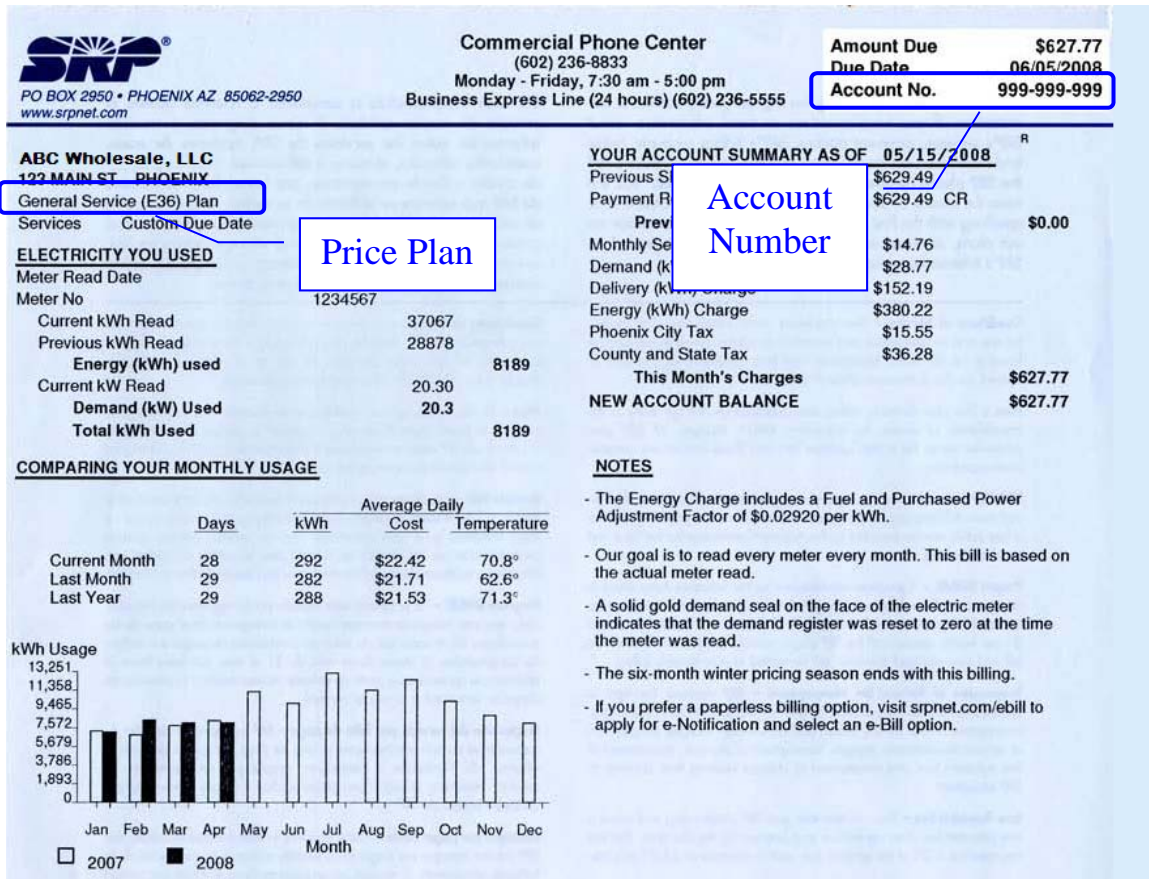


Figure 3.1: Representative SRP Electric Bill

### 3.2 MEASURE ELIGIBILITY

The Small Business Program offers qualifying customers a no-cost walk-through assessment of their lighting system and equipment rebates to reduce the cost of eligible lighting equipment. Approved rebates are paid directly to the Alliance Participant to reduce the customer’s upfront cost of eligible lighting equipment.

To be eligible for equipment rebates, all equipment must meet the following eligibility requirements:

- New Fixtures must be a one for one replacement unless written pre-approval from SRP is received.
- LED products (except exit signs) must be UL-rated and approved by either ENERGY STAR, the Design Lights Consortium, Lighting Design Lab or have SRP’s written approval prior to purchase and installation.
  - High Efficiency Retrofit Kit or New Fixture must replace an existing fluorescent 2’x2’ or 2’x4’ lay-in fixture and has a total luminaire efficiency of 80% or greater.
    - Only modular LED is eligible as a new High Efficiency fixture.
    - Existing 2’x4’ fixtures must have 4 lamps or more in order to be eligible for rebate, this does not apply to 2’x2’ lay-in fixtures



- Linear LED tube replacements
  - UL Type A – Replacement Lamps: Linear LED tubes (AKA “Plug & Play” tubes) that operate off of existing lamp holders and ballasts. Lamps of this type are eligible for rebate only when a new, compatible electronic ballast is installed as part of the fixture retrofit.
  - UL Type B – Internal Driver/Line Voltage Lamp-Style Retrofit Kits: Linear LED tubes that operate off of existing lamp holders but require existing ballasts be bypassed to deliver a line voltage directly to the LED tube. ONLY eligible for rebate if they are "Dual Ended" style lamps, DLC approved, and if DLC product approval screenshot and a properly marked cut sheet are provided.
  - UL Type C – External Driver Lamp-Style Retrofit Kits: Linear LED tubes that operate off of existing lamp holders but require existing ballasts be replaced with an external LED driver which will receive line voltage and then delivers low voltage to the existing lamp holders and LED tube. Lamps of this type are eligible for rebate.
- LED 2-Pin & 4-Pin; Must be a Plug & Play (operating on a ballast) CFL or PL replacement.
- LED screw-ins: A, BR, PAR, MR16, Candelabra, Globe lamps are eligible.
- Any LED screw-in installed in an enclosed fixture or recessed can must be rated as ‘enclosed’ on the manufacturer’s specification sheet.
  - BR and PAR type lamps are only eligible when replacing incandescent or HID bulbs.
- LED Downlight retrofit kits allowable in Edison base or modular plug.
  - LED Downlight Retrofit Kits are only eligible when replacing incandescent or HID bulbs or fixtures.
- LED Downlight New Fixtures are only eligible as an LED modular fixture replacement.
  - LED Downlight New Fixtures are only eligible when replacing incandescent or HID bulbs or fixtures.
- LED Highbays fixtures are eligible for LED modular kits or new modular fixtures ONLY.
- Retrofits involving de-lamping within the fixtures are eligible provided that the capability to re-install additional lamps into a fixture is removed and accompanied by an upgrade to new qualifying lighting equipment.
- All equipment must be new and installed in a manner that meets or exceeds code regulations. Post installation light levels should meet or exceed current IES recommended standards.
- New lighting equipment, except occupancy sensors, must result in an installed demand reduction of 10% or more based on approved fixture wattages in SRP’s Lighting Application.
- Lighting Controls
  - Lighting controls can reduce electrical energy consumption by turning off lighting equipment when occupants are not present and/or by dimming light levels in response to daylight levels (in rooms with exterior windows or skylights).Sensors may be wall, fixture, or ceiling-mounted.
  - Equipment must be new and installed in a manner that meets or exceeds manufacturers specifications
  - Sensors must control fixtures that were not previously controlled by a sensor.

- Occupancy Controls - Sensors must be passive infrared, ultrasonic, microphonic, or dual technology sensors.
  - Daylighting Controls - Must be installed within daylighting zones, control interior fixtures with Continuous, Stepped, or Bi-level ballast or automated control that dims fixture by 50% or more in response to exterior ambient light. Eligible when replacing existing Occupancy Control. Existing controls must be operational.
  - Advanced Daylighting Controls - Must incorporate both occupancy and daylighting controls operating as part of the same control sequence in the same interior space. Eligible when replacing existing Occupancy or Daylighting Control. Existing controls must be operational.
- The Alliance Participant shall assume full responsibility for the proper removal, recycling and/or disposal of all products replaced in the course of an SRP rebate applicable lighting upgrade. Universal Waste products shall be recycled through a state approved Universal Waste authorized recycling firm. Documentation of that Universal Waste recycling will be made available to SRP/Nexant upon request. The following products shall be deemed as Universal Waste: linear fluorescent lamps, compact fluorescent lamps, HID lamps, induction lamps, and any ballast that does not have a label stating “NO PCB’s”. Non Universal Waste products will be disposed of through recycling and/or landfill. No removed equipment shall be left at the customer site. No removed equipment shall be made available for reinstallation.

The following lighting equipment is ineligible for a rebate:

- Incandescent, metal halide halogen, cold cathode, linear and compact fluorescent lamps, and any high/low pressure sodium lighting fixtures are not eligible in retrofit projects.

#### 4.1 REBATE AVAILABILITY AND REBATE CAPS

Rebate funding for the SRP Business Solutions Small Program is limited and applications will be accepted on a first-come, first-served basis until all rebate funding has been committed. After that time, Customers will be given the option to be placed on a waiting list in the order requests were received by SRP. Current availability of rebate funds can be checked at [www.savewithsrpbiz.com](http://www.savewithsrpbiz.com) or by contacting the Program Administrator. Customers may reserve rebate funding for the project by working with an approved Small Business Alliance Participant to submit a Lighting Audit Application. Funding will be reserved for sixty (60) days, but no later than April 30, 2020.

SRP's Business Solutions programs allow customers to participate in multiple programs subject to the rebate cap established by SRP. The rebate cap is the maximum rebate amount that a customer is eligible to be paid for that program year. For FY20, the rebate cap is \$300,000 per customer per program year for all SRP Business Solutions programs. SRP reserves the right to waive or adjust the rebate cap on a case by case basis and determine at their sole discretion the program year to which a rebate is attributed.

#### 4.2 MEASURE REBATES

The Small Business Program offers qualifying customers a no-cost walk-through assessment of their lighting system and rebates for installation of eligible measures. Eligible measures must be installed by a program approved Alliance Participant and the measure rebates are paid directly to the Alliance Participant to reduce the customer's up-front cost of eligible lighting equipment.

The Small Business Program rebates are intended to cover approximately 75%, and may not exceed 85%, of the typical installation costs for the following lighting equipment:

- T8 LED lamps
- T5 LED lamps
- LED High Efficiency Fixtures
- LED High Bay Fixtures
- LED Screw-ins
- LED Exit Signs
- Controls: Occupancy, Daylighting and Advanced Daylighting

Other lighting equipment, not listed above, may be eligible for a rebate reimbursement from SRP equal to the current applicable rebate levels paid under the SRP Business Solutions Standard Program. Such lighting equipment must meet the Small Business Program measure eligibility requirements outlined in Section 3.2 and be installed by a Small Business Program approved Alliance Participant to be considered for rebate payment. Total rebate payments on a project site may not exceed 85% of the total project. End users are required to pay a copayment equaling 15% or more of the total project cost. In no instance will the rebate amount issued exceed the rebate amount reserved by more than 120%.

Measures installed by approved Small Business Program Alliance Participants under the SRP Business Solutions Small Business Program are not eligible for rebates from SRP under any other available energy efficiency or rebate program.

### 5.1 OVERVIEW

This section provides information on participating in the SRP Business Solutions Small Business Program including the program process, required submittals, and milestones.

Customers most likely to be approved to participate in the program and realize the biggest savings include those with:

- Long operating times for lighting equipment (e.g. 10 hours or more Monday through Friday and/or operation on weekends)
- Facilities at least four years old
- Facilities that were originally built for a different end-use
- Facilities that have not had their lighting system upgraded within the last four years
- Excessive noise or heat emitting from the lighting systems
- Mixed colors and lamp types, and general lack of uniformity in the lighting system

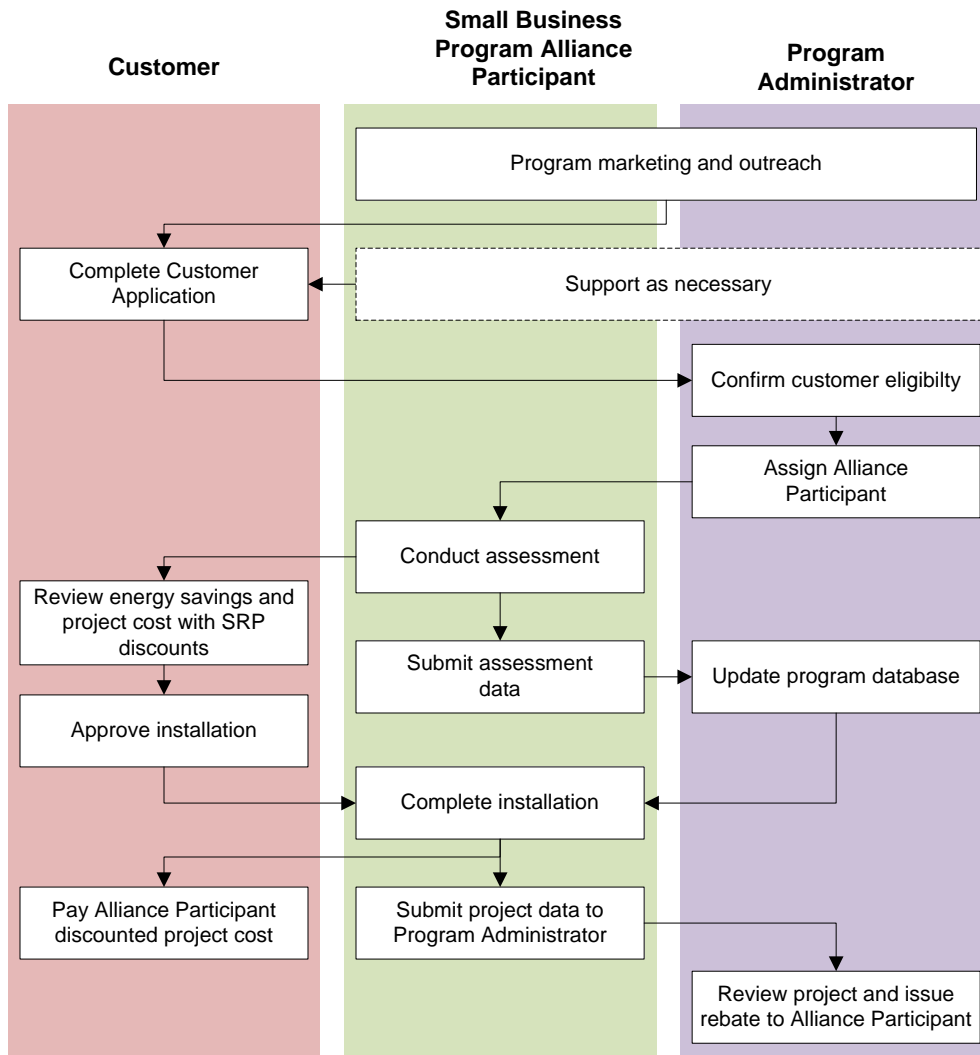
Customers and Small Business Program Alliance Participants are advised to review the comprehensive suite of SRP's program offerings to identify the most appropriate offering to meet their needs. A brief overview of available program offerings is presented in Appendix A of this manual. All program questions can be directed to the Program Administrator. A listing of pre-approved Small Business Program Alliance Participants with experience in identifying project opportunities is available online at [www.SaveWithSRPBiz.com](http://www.SaveWithSRPBiz.com) or by contacting the Program Administrator.

### 5.2 PARTICIPATION PROCESS

Customers and Alliance Participants can participate in the Small Business Program by adhering to the following basic steps:

- Step 1: Complete a Small Business Customer Application. The Customer Application can be provided by a Small Business Program Alliance Participant, or downloaded from [www.SaveWithSRPBiz.com](http://www.SaveWithSRPBiz.com).
- Step 2: For approved and eligible customers, an approved Small Business Program Alliance Participant completes the no-cost walk-through assessment to identify potential savings, costs, and discounts offered by the program associated with lighting system improvements. Alliance Participant submits the Lighting Audit Workbook to reserve funding for the project.
- Step 3: Upon customer acceptance, the Small Business Program Alliance Participant installs qualifying lighting measures.
- Step 4: The customer pays the Small Business Program Alliance Participant the portion of the project cost not discounted by SRP rebates and identified in the Alliance Participant's invoice. The Alliance Participant submits the required project information to the Program Administrator for payment of eligible rebates.

**Figure 5.1** shows a graphical representation of the participation process for the Small Business Program. Additional information about each step is summarized below



**Figure 5.1: Participation Process for All Measures**

**Step 1 – Complete a Small Business Program Customer Application**

To verify customer eligibility, customers must submit a completed Customer Application to SRP prior to conducting the assessment. The Application is an electronic file and is available for download online at [www.savewithsrpbiz.com](http://www.savewithsrpbiz.com), by contacting the Program Administrator, or from approved Small Business Program Alliance Participants. The application requests the following information:

- Identification of the customer site(s) and the SRP account number(s)
- Information about the installation site such as primary use, size, and ownership status
- Customer acceptance of program terms and conditions

Customer applications will be reviewed on a first-come, first-served basis. SRP will review the Customer Application and customers will typically be notified of their eligibility status within seven (7) days of receipt of the completed application. Rebate funding for the project will be reserved for a period of 60 days following acceptance of the application, but no later than April 30, 2020.

### **Step 2 – No-Cost Walk-through Lighting System Assessment**

For approved Lighting Applications, the Program Administrator will assign the project to a pre-approved Small Business Program Alliance Participant who will contact the customer within three (3) business days to schedule a mutually convenient time to conduct the no-cost walk-through lighting system assessment. Customer projects identified by a Small Business Program Alliance Participant, or program approved Alliance Participants requested by the customer, will be assigned to that firm. The no-cost assessment is a mandatory requirement to be eligible for the lighting rebates offered by Small Business Program.

The Small Business Program Alliance Participant will conduct the assessment and complete the Lighting Application at no additional cost. This application summarizes information regarding the existing and proposed lighting measures, and the rebate amounts available for the installation of eligible measures. Small Business Program Alliance Participants are responsible for submitting completed Lighting Applications to the Program Administrator within five (5) business days of completing the no-cost walk-through assessment.

SRP may also conduct an inspection of the existing lighting system to verify compliance with the Small Business Program. The pre-installation inspection requires the presence of at least one representative of the customer who is familiar with the proposed measures and the facility so that all parties can identify any discrepancies. If the inspection cannot be completed in a timely manner because the representative(s) is unfamiliar with the facility or measures, the project site will fail the inspection and SRP may reject the customer's application.

Lighting projects likely to be selected for pre-inspection include, but are not limited to those with:

- Proposed bi-level switching
- Facilities that have had their lighting system upgraded within the last four years
- Unusual fixture types/wattages
- Facilities occupied <12 months

Lighting projects similar to those listed above are encouraged to submit for pre-approval under the SRP Small Business Solutions Program to ensure eligibility.

### **Step 3 – Project Installation**

Customers are responsible for approving the purchase and installation of qualifying measures. Assessment results will outline the existing and proposed equipment, estimated energy savings, total project cost, and discounted project price reflecting the rebates to be paid to the Small Business Program Alliance Participant by SRP. Qualifying measures must be purchased from and installed by the approved Small Business Program Alliance Participant to be eligible for rebate payment.

### **Step 4 – Project Closeout**

Once installed, the Small Business Program Alliance Participant is required to provide the Program Administrator a copy of the final Lighting Application reflecting as-built conditions and a copy of the project invoice. The invoice must include the following:

- SRP customer name and site address
- Invoice date
- Equipment information including vendor name and part number for all equipment purchased and installed, quantities
- Total costs, including labor and materials, before SRP discounts
- Estimated SRP rebate to be paid to the Small Business Program Alliance Participant
- Applicable taxes
- Final customer cost to be paid by the customer to the Small Business Program Alliance Participant
- Alliance Participant's contact information (company name, phone, email, mailing address).

Upon submitting the Lighting Application, SRP will review the final installed measures. SRP may request clarification or additional information (including, but not limited to, manufacturer's specification sheets or material invoices demonstrating that equipment to be installed complies with the program requirements) if necessary to complete the review process. Small Business Program Alliance Participants will have ten (10) business days to respond to such requests. If the clarification or additional information is not forthcoming, SRP may choose to discontinue its evaluation and reject the customer's application.

SRP may also conduct an inspection of the installed measure(s) to verify the information submitted by the Small Business Program Alliance Participant. The post-installation inspection requires the presence of at least one representative of the customer who is familiar with the installed measure(s) and the facility so that all parties can identify any discrepancies. An inspection would be considered failed if: the inspection cannot be completed in a timely manner [ten (10) business days], because the representative(s) is unfamiliar with the facility or measure(s); the customer was dissatisfied; exterior lighting on during daytime hours; quantity discrepancy; light levels below IES recommended standards; equipment not fully functional (i.e. dimming, flickering, off) or other reasons that may arise during inspection. If an application is considered failed during the post inspection the Alliance Participant will be notified in writing. The Alliance Participant will have three (3) days to contact the customer, five (5) business days to resolve with the customer and a total of ten (10) business days to respond to SRP. If clarification or additional information is not provided by the Alliance Participant, SRP may choose to discontinue its evaluation and reject the customer's application. SRP retains the right to inspect the installed measure(s) up to two years following installation.

Projects not installed and reported back to SRP within 60 days of an approved Customer Application are subject to rebate availability and the rebate caps outlined in Section 4. SRP will target completing review activities and issuing rebate payments to the approved Small Business Program Alliance Participant for any approved measure(s) within four (4) weeks of receiving a completed Lighting Application, an acceptable invoice, and any subsequently requested supporting information.

SRP offers a range of energy efficiency opportunities to help non-residential customers save energy and money. Reduced energy costs, technical assistance, and/or incentives are available for qualifying customers. A summary of other available non-residential energy efficiency programs is provided below. Additional information regarding eligibility requirements, rebates, and participation processes is available at [www.savewithsrpbiz.com](http://www.savewithsrpbiz.com) or by contacting the Program Administrator.

**SRP Business Solutions Standard Program**

The SRP Business Solutions Standard Program promotes the purchase of industry-proven, high-efficiency equipment. Rebates serve to buy down the difference between the cost of high-efficiency and standard equipment, thereby making the high-efficiency equipment a more attractive option for customers. Rebates are available for qualifying lighting, HVAC, data center, building envelope, compressed air, and refrigeration measures.

**SRP Business Solutions Custom Program**

The SRP Business Solutions Custom Program provides a comprehensive platform for cost-effective non-residential energy efficiency projects not addressed by the SRP Business Solutions Standard Program. One of the primary goals of the program is to obtain verifiable, cost-effective and persistent electrical energy savings that result from the installation of energy efficiency measures.

In addition to equipment rebates, SRP offers eligible customers the opportunity to receive energy efficiency assessments performed by a Qualified Service Provider (QSP). These assessments focus on a predefined system or scope of energy efficiency business practices, strategies and capital improvement opportunities, and can provide both initial and investment grade reports to assist customers in screening, evaluating and prioritizing complex energy efficiency projects.

**SRP Business Solutions Small Business Program**

The SRP Business Solutions Small Business Program promotes the purchase of high-efficiency lighting in small commercial and industrial facilities. No-cost assessments are available to qualifying customers to help identify lighting efficiency opportunities. Rebates are also available to pre-approved installation contractors to buy down the difference between the cost of high-efficiency lighting and standard lighting, thereby making the high-efficiency equipment a more attractive option for customers. Rebates are available for qualifying lighting measures.



**Do I qualify for this program?**

SRP Business Solutions Small Business Program promotes the identification and installation of eligible high-efficiency lighting equipment at qualifying small commercial and industrial customer facilities whose 12 month cumulative energy consumption, across all accounts, is  $\leq$  145,000 kWh/yr for retrofit applications. No-cost assessments are available through this program to help qualifying customers identify cost-effective lighting system energy savings opportunities. In addition, rebates are offered to pre-approved contractors (Small Business Program Alliance Participants) to reduce by up to 85% the capital cost of upgrading to eligible high-efficiency lighting equipment for qualifying customers. To determine a customer's 12-month energy consumption total, please contact the Program Administrator.

**When will I receive my rebate from SRP?**

Walk-through assessments of a customer's lighting system are provided at no cost to eligible customers and completed by pre-approved Small Business Program Alliance Participants. Customers that elect to proceed with the installation of recommended lighting measures will receive a discounted price directly from the Small Business Program Alliance Participant in lieu of a rebate check from SRP.

**What if I am installing a measure in a leased property and the tenant is responsible for the electric bill?**

Customer eligibility is based on the SRP's non-residential retail electric price plan and have a cumulative 12-month energy consumption less than or equal to 145,000 kWh per year across all accounts.

**What if I want the rebate paid to me and not the Small Business Program Alliance Participant?**

Eligible customers may choose to participate in the SRP Business Solutions Standard Program, which provides customers rebates for the installation of eligible lighting equipment. Under this program, however, there is no program-supported assessment, and rebate levels are typically less than the discounts provided through SRP Business Solutions Small Business Program. The participation process for retrofit lighting projects is also different and requires SRP's written approval of the proposed project prior to purchasing or installing any equipment.

**What if I want to look at other equipment besides lighting?**

The SRP Business Solutions Small Business Program currently only includes lighting systems. However, a wide range of rebates for other technologies including HVAC, refrigeration, motors, VFDs, and compressed air is available through SRP Business Solutions Standard Program. A list of participating Alliance Participants supporting these technologies is available at [www.savewithsrpbiz.com](http://www.savewithsrpbiz.com).

**How long will this program be available?**

Customers will be able to receive free assessments and discounted lighting costs from Small Business Program Alliance Participants under this program through April 30, 2020, subject to rebate availability. SRP anticipates the SRP Business Solutions Small Business Program to be an integral part of its future resource plan moving forward, but reserves the right to cancel the program at any time.

**What if my assessment is completed but the installation has not occurred by April 30, 2020?**

Qualifying equipment must be installed by April 30, 2020 or by the rebate deadline listed on the Lighting Audit Pre-Approval Notification to be eligible for rebates under the FY20 program.

**Is there a maximum or minimum rebate amount that I can receive from this program?**

Customers are limited to \$300,000 per customer per program year for all programs offered by SRP. There is no minimum rebate amount required for participation in SRP Business Solutions Small Business Program. Rebate payments under the program are made to the participating Small Business Program Alliance Participant and are subject to program rules and eligibility requirements.

**What kind of documentation is required to participate in this program?**

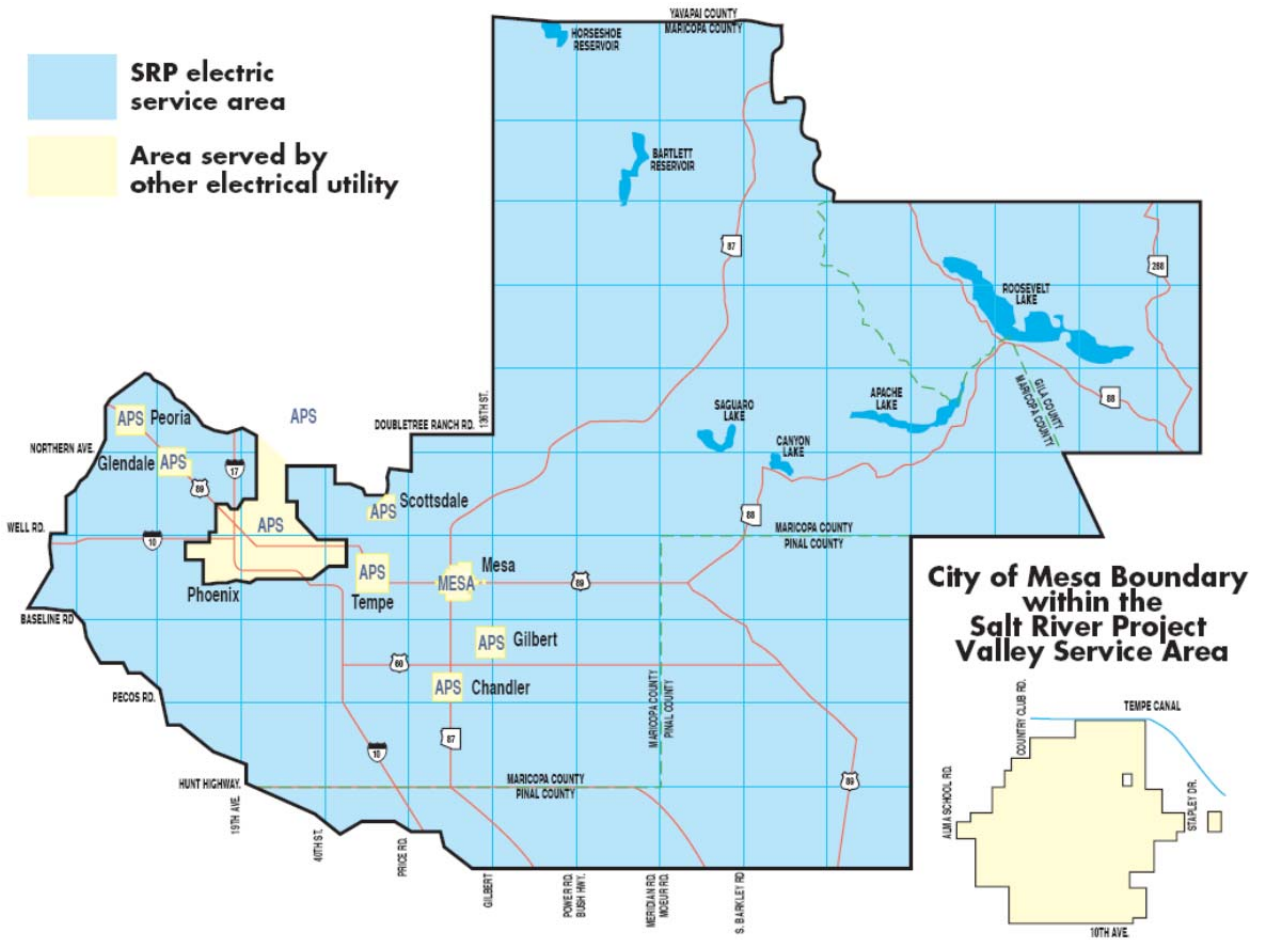
The customer must sign and submit a Customer Application for SRP's review. For each eligible site, the assigned Small Business Program Alliance Participant must submit a copy of a dated paid sales receipt or invoice (see Section 5.2, Step 4 for detailed requirements), along with a completed project Lighting Application. Additional documentation, such as manufacturer specification sheets, may be requested for specific equipment types.

**Where can I find out more about this program?**

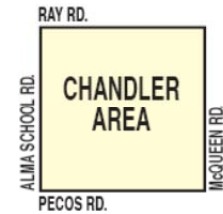
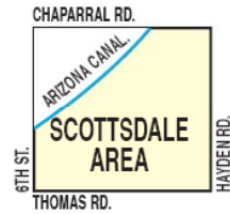
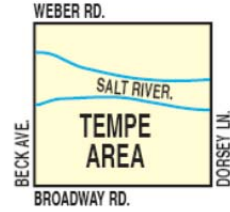
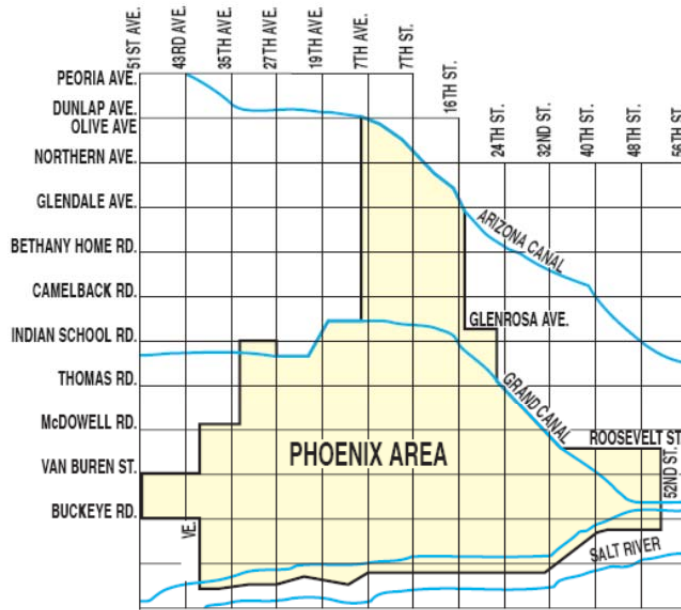
Customers can learn more about the SRP Business Solutions Small Business Program and other SRP programs in the following ways:

- Web
  - [www.savewithsrpbiz.com](http://www.savewithsrpbiz.com)
- Telephone
  - (602) 236-3054
- Fax
  - (480) 345-7601
- Email
  - [SmallBusinessSolutions@srpnet.com](mailto:SmallBusinessSolutions@srpnet.com)

An illustration of SRP’s service area is provided below. A more detailed map of SRP service area is available by contacting the Program Administrator.



### APS Boundaries within the Salt River Project Valley Service Area





Customer informational hotline: (602) 236-3054

Small Business Program Alliance Participant direct line: (602) 236-1616

[SmallBusinessSolutions@srpnet.com](mailto:SmallBusinessSolutions@srpnet.com)

[www.savewithsrpbiz.com](http://www.savewithsrpbiz.com)

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