



Business Energy Savings Program



Guide to Energy Efficiency Incentives for Retro-Commissioning





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Retro-Commissioning Incentive Overview

Retro-Commissioning (RCx) is the application of the commissioning process to existing buildings, which seeks to improve how building equipment and systems function together. The RCx Incentive will require an engineering study to identify and describe recommended measures and a final report that describes the implemented measures (e.g., new or improved sequence of operation, energy savings impact, requirements for ongoing maintenance and monitoring). A retro-commissioning program administrator (“Program”) approved RCx Service Provider (RSP) will provide training to the system stakeholders on the measures and requirements for ongoing maintenance, and conduct verification activities to ensure that the system is operating as designed. The Program will complete follow-up inspections of the targeted systems to ensure that measures are in place and functioning as documented.

Description

The RCx Incentive has been designed to help Evergy Missouri commercial electric customers determine the energy performance of their facilities and identify energy savings opportunities by optimizing their existing systems. RCx projects will holistically examine building systems to identify cost-effective energy savings opportunities.

The RCx Incentive has three (3) categories:

- Building Optimization
- Compressed Air Optimization
- Refrigeration Optimization

To maintain cost-effectiveness and maximize savings opportunities, the following criteria must be met for site eligibility:

- The building was commissioned or retro-commissioned 2 or more years ago
- Presence of an Energy Management System (EMS)
- One of the following conditions:
 - Minimum of 100,000 ft² of conditioned space
 - Significantly higher than average energy use intensity (EUI) based on business type and past energy usage data using the EPA Portfolio Manager software or DOE CBECS Data.

Service Providers that meet the qualifications of completing at least one energy study in the last three (3) years will be reviewed by the Program for approval. Approved RCx Service Providers will receive training on the program policies and procedures prior to the start of the project study.

Project Eligibility

In order to qualify for the RCx incentive, the project must contain energy efficiency measures that optimize the performance of existing system components. The simple payback for the project must be less than 18 months, based on the combined benefit and cost of all measures. If a measure on the RCx application has a simple payback greater than or equal to 18 months, it will not receive a Study incentive and will be subject to Custom incentive guidelines. All measures which involve the installation of new equipment will not qualify within the RCx program and must be applied for through the Standard & Custom application.

Incentive Payment

The Program offers two types of financial incentives to customers for qualifying RCx measures:

- Study Incentive
- Implementation Incentive



Study Incentive:

Participants may receive a Study Incentive paid up to 100% of the study cost. The Study Incentive is payable when the recommended measures identified in the study having a simple payback of less than 18 months have been installed and verified. Table 1 shows the Study Incentive rate, based on measure track and level of savings:

Table 1

| Total Verified Annual kWh Saved | RCx Energy Study Incentive Tracks & Rates | | |
|---------------------------------|---|---------------|-----------------------|
| | Compressed Air | Refrigeration | Building Optimization |
| ≤ 500,000 kWh | 1¢ per kWh | 1¢ per kWh | 2¢ per kWh |
| > 500,000 kWh ¹ | 2¢ per kWh | 2¢ per kWh | 3¢ per kWh |

Implementation Incentive:

The Implementation incentive for installed measures will be paid at the Custom incentive rate by End Use Category and based on the following criteria:

- Each RCx measure will be capped at 100% of documented and verified costs.
- Must be pre-approved measures identified in the Study
- Incentives will be paid after the measures are verified, and proper forms and supporting documentation have been received and approved by Evergy staff.

Measures found during the RCx study having a simple payback of more than 18 months may be included with the RCx incentive offer and paid at the Custom incentive level. All Custom measure incentives will be capped at 75% of the total cost, or 100% incremental cost of implementation. Custom Measures will not be included in the Study Incentive.

All measures will be required to pass the benefit/cost test to be eligible for an incentive. Upon project completion, Custom measures elected to be installed as a part of the RCx effort must be measured and verified as part of the overall RCx project.

Measure Itemization: Participants must itemize all measures with an associated cost per measure, estimated annual kWh savings per measure and estimated kW reduced per measure.

Implementation incentives are based on the estimated energy savings after completion and verification of the approved energy efficiency project. Table 2 provides Custom Incentive rates by End Use Category:

Table 2

| Incentive Category | Incentive (per kWh saved) |
|---|---------------------------|
| Compressed Air | 8¢ |
| HVAC Controls Optimization with Peak Demand ¹ Reduction | 10¢ |
| HVAC Controls Optimization without Peak Demand ¹ Reduction | 4¢ |
| Refrigeration | 6¢ |
| Electric Heating | 4¢ |

¹ Evergy's peak demand period is 4:00pm – 6:00pm on weekdays when daily maximum dry bulb outdoor air temperature is ≥ 95°F from June to August, excluding holidays.

All RCx projects require three basic steps to determine the Total Customer Incentive available for the RCx project after completion:

1. Determine the RCx Study Incentive: The Study Incentive is the lower of the Program approved cost (identified on the offer form sent to the participant) of the RCx Study or the calculated sum of each measure based on the Study Incentive Rate as shown in Table 1, multiplied by the energy savings for the applicable RCx measures.

2. Determine the Total RCx Implementation Incentive: The Total Implementation Incentive is the sum of the individual RCx and Custom implementation incentives. The individual RCx implementation incentives are calculated by multiplying the applicable installed kWh savings for each RCx measure by the incentive rate by End Use Category (see Table 2) with the maximum amount paid for each measure capped at the Measure Cost. For all Custom measures, the implementation incentive is calculated by multiplying the applicable Custom measures by the incentive rate by End Use Category (see Table 2) for all installed kWh savings with the maximum amount for each measure capped at 75% of the Measure Cost when using the total cost approach and 100% of the Measure Cost when using the Incremental cost approach.

3. Total Customer Incentive: The Total Customer Incentive is the sum of the Study Incentive and the Total Implementation Incentive.

Double Counting of Energy Savings

Reporting kWh savings that are associated with other Evergy Program offerings, such as Standard and Custom Incentives found outside of an RCx study, is strictly prohibited.

Forms and Other Documents

The Program may make changes to the following documents at any time. You will use and be subject to the version of each document that was current on the date of project submission.

- Evergy Program Terms & Conditions
- Evergy RCx Pre-Application Form
- Evergy RCx Incentive Application Form
- Incentive Offer Form
- Completion Form

Implementation Strategy

Retro-Commissioning Service Provider (RSP) Recruitment and Customer Participation

All RSPs must apply to be a Trade Ally and receive RCx Program training before starting their first RCx projects. After becoming a registered Trade Ally, RSPs are considered an approved RSP to encourage and ensure the implementation of energy efficiency measures and equipment. RSP participation is solicited through customer preference and referrals of experienced RSPs at Evergy Staff's discretion.

RSP Eligibility and Approval

In order to participate in the Program, prospective RSPs shall provide applicable credentials and a copy of at least one (1) energy study completed in the last three (3) years through the RCx pre-application. Prospective RSPs must meet the requirements and be approved by the Program office as a registered Trade Ally before starting their first RCx project.

Applications will be reviewed and approved by the Program office, and RSPs will be notified of their participation status. The Program may decide upon a later date to develop an approved "RCx Service Provider List" in which the customer will then be required to utilize a listed RSP.

Project Requirements and Application Process

Determining Customer Eligibility

RCx Incentives are available to Evergy's Missouri business customers. For more details, reference the program's Terms and Conditions.

The facility must meet the following qualifications:

- Commissioned or retro-commissioned 2 or more years ago
- Presence of an Energy Management System (EMS)
- One of the following conditions:
 - Minimum of 100,000 ft² of conditioned space
 - Significantly higher than average energy use intensity (EUI) based on business type and past energy usage data using the EPA Portfolio Manager software or DOE CBECS Data. Reach out to the Evergy team if your building type is not available with either resource.

Customer Responsibilities

In order to qualify for the Study Incentive, the customer agrees to submit the RCx Pre-Application prior to commencing work on the survey or study. In other words, work associated with developing an RCx Engineering Report cannot begin until the customer and the RSP have been notified of project application approval from the Program office. Further, the customer agrees to submit a signed Offer form prior to commencing implementation of measures. For more details on Customer Responsibilities, reference the Program's Terms and Conditions.

Pre-Application Submittal

In order to be eligible to apply for incentives, each project must be submitted to the Program office for review and approval prior to the start of any study analysis. The customer or the RSP, on the customer's behalf, must complete and submit the online RCx Pre-Application located on the Program website.

The Program office will review all applications and supporting documentation. The customer and RSP must agree not to commence a study until they obtain approval confirmation from the Program office. An approved project will be assigned a unique project number that will be used to reference the RCx project over the course of the project.

Study Approval (Excel Application)

The Program will conduct a review of the documents upon receipt of the pre-application in order to ensure that all required information has been provided. If the Program office determines that an application is incomplete or otherwise deviates from requirements, the Program will contact the RSP to notify them of the errors or omissions. It will be the RSP's sole responsibility to obtain and provide the required information. The Program office will not issue a project approval until missing information has been submitted and approved.

For qualified RSPs participating in the Program for the first time, an RCx training will be provided by Program staff, and a copy of this handbook will be provided. Upon RSP and project approval, the customer and RSP will be notified via email with permission to proceed with the survey or study. An Excel application will be attached to the email for the RSP to fill out and submit after the Study is complete. The completed application should be submitted to the Program by email to businessrebates@evergy.com.

Pre-Installation Approval (Incentive Offer Form)

The Program office will independently prepare the Incentive Offer Form after reviewing the Study used to assess the energy savings potential. The review will confirm that the savings, measures and installation cost estimates are equitable. The Program office reserves the right to reject or modify any estimates or calculations, based on its analysis. The Program office reserves the right to approve or disapprove any proposed Energy Efficiency Measures (EEMs) and will only approve an Incentive Offer for EEMs that have reliable and cost-effective energy savings potential in the proposed use and site.

After creating the Incentive Offer, the Program office will send the customer and RSP a notification of a maximum pre-approved incentive amount. The Incentive Offer Form must be signed by the customer and returned to the Program office before installation of the EEMs can begin. The Program will not pay incentives for any EEMs installed prior to the date of the pre-installation approval.

If additional systems or opportunities are identified after the Incentive Offer has been signed, and the customer decides to have those added to the project, the Program office must be contacted immediately. The customer and RSP must submit a revised RCx Incentive Application (referencing existing project number) and supporting documentation to the Program office and obtain approval to proceed prior to commencing with the expanded scope.

The completed forms and supporting documents should be submitted to the Program office by email to businessrebates@evergy.com.

Completion of Work

The RSP may perform the implementation scope of work, in part or in whole. The RSP may provide assistance to the customer by providing a scope of work for the actual implementation contractor, escorting any contractors through the jobsite to clearly specify the changes recommended, and assisting facility operators to implement operational changes.

Since most of the measures identified and implemented in the RCx process are low-cost or no-cost measures, they can typically be implemented out of the customer's operations and maintenance (O&M) budget. In these instances, RSPs often work directly with facility staff to install/implement the measures.

Other RCx measures, such as controls repair or programming issues, often require more significant investments, and an outside contractor may be required to perform the installation and/or repair work. The RSP will review and approve all RCx measures after their completion to ensure the measures have been commissioned correctly.

To promote persistence, the RSP is responsible for training building staff on the implementation results; use of the systems documentation, RCx tools, procedures used, and how to maintain RCx measure persistence. Operations staff (building operators/facility engineers) may have limited resources and will likely adjust measures back to their original settings if complaints or other issues arise, rather than adjusting measures until issues are resolved; this predilection causes Program energy savings to evaporate. In addition, recommendations are made by individuals that have not had a long-term engagement with a building and do not deeply understand all of the nuances of the building's operations. As such, recommendations may be generally correct but may need to be fine-tuned. For the reasons stated above this fine-tuning rarely takes place; measures that do not work perfectly are simply defeated. Training is intended to reduce the opportunity for these post-RCx regressions to occur.

The RSP will perform implementation work under the terms of their agreement with the customer, in conformance with requirements, in a professional manner consistent with industry standards and in conformance with all applicable building codes, zoning laws, and other relevant requirements.

Completion of Work (cont.)

To ensure the long-term persistence of the measures, RSPs should continue to be involved with building operator/facility engineer training on an ongoing basis to identify, and correct, any operational difficulty resulting from the measures installations. Engagement between the RSP and a customer is important to strengthen the ongoing relationship.

RSP Installation Verification Requirements

The RSP is required to perform a verification of the installed measures and savings estimates once installation has been completed.

Verification Requirement

The RCx Incentive Application must include a description of how the RSP intends to verify savings for each project. This description should be included in the Study Scope section of the RCx Study tab on the application. The purpose of this is to ensure that the project costs (to the customer) include anticipated verification of the evidence and documentation they plan to provide to demonstrate that the measures were installed.

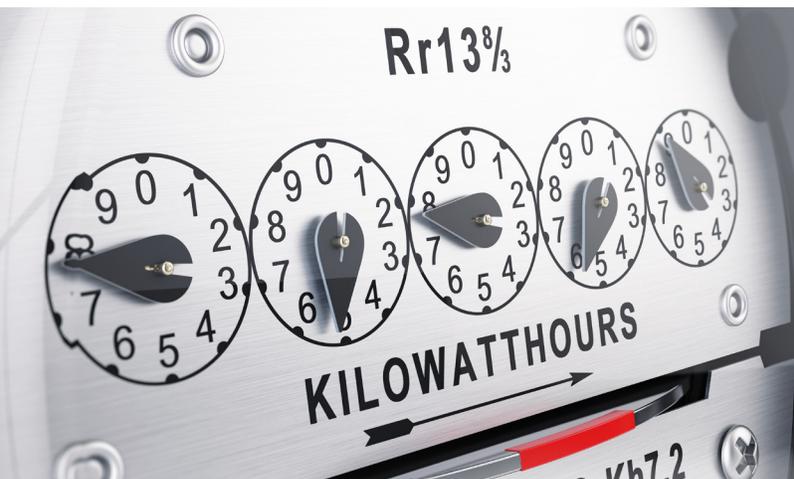
Savings verification must be in accordance with one of the following methods (described below):

Method 1: Installation Verification

Definition: Installation Verification is a method used to verify that the recommended RCx measures were installed as planned and described in the approved engineering study. Installation Verification is required for projects with estimated annual energy savings of 500,000 kWh or less. The scope of this verification shall include the collection of data and information required to support the savings claims that may be collected during a one-day site visit in the post-installation period.

Requirements:

- RSP must return to the site and collect evidence that the agreed-upon measures were installed.
- Documentation of measure installation should be provided at a level that adequately demonstrates that each measure was installed as described in the approved engineering study and calculations. This demonstration may vary depending on each measure.
- Itemized invoices from service contractors (note invoices alone are insufficient but may be used to supplement other evidence provided).
- Submit supporting documentation to the Program office for review. Examples:
 - Photographs of new equipment
 - Photographs of new control set points
 - Screen captures from Energy Management Control System (EMCS)
 - Printout of EMS Code





Method 2: Operational Verification

Definition: Operational Verification establishes that in the post installation period, the measure or system is operating as modeled and calculated in the approved engineering study.

The methodology is based on visualization of operational data collected during one or more site visits after the measures have been installed.

Operational Verification is to be used for projects which have energy savings that exceed 500,000 kWh in estimated annual savings. The recommended measures with associated savings that represent at least 70% of the approved project savings must be verified. This means that if the cumulative total of all the measures in the project exceed the 500,000 kWh savings threshold, then operational verification must be done on a group of measures with savings that add up to at least 70% of the total projected savings.

Requirements:

- Must comply with the requirements listed under installation verification. In other words, RSP must perform the tasks described in the installation verification section and those included under operational verification.
- The functional tests, data logging, and/or control system trending that was used originally to identify the deficiencies and used to calculate the energy savings shall be repeated to demonstrate that operations have been improved in the manner intended.
- If the collected post-installation data and/or test results indicate less than predicted performance, or that the measures were not installed as assumed in the savings calculations (for example - due to incorrect or partial installation, or other circumstance), either: Take action to help the customer fully install the measure properly and then re-verify it using these procedures, or use the same calculation methodology with the post-installation data to calculate a revised measure savings estimate. Submit the revised savings estimate. Program incentives will be based on the revised savings estimate.
- Submit data and supporting documentation to the Program office for review.

Project Completion and Approval

RSPs must complete and submit the following documentation within thirty (30) calendar days of implementation in order to receive Program incentives.

- Completion Form signed by the customer
- Equipment specification sheets
- Final itemized project invoices
- Study Invoice
- Business payee tax information
- Supporting documents and data related to the verification that was conducted

The Program office will perform a visual on-site inspection of the projects once the documentation is received, reviewed and approved. For Leak Survey & Repair projects, the RSP is required to keep tags in place at each leak repair location until a post-inspection by Evergy staff is completed. This verification is mandatory and required in order to process all incentives.

Implementation Requirements

For each project eligible to receive program incentives, the RSP (or customer) must meet the following requirements:

- Verify customer eligibility for program participation in accordance with the requirements.
- Maintain all required permits and licenses necessary to conduct the installation work and pay all associated fees for such permits and licenses. Provide customer with a detailed explanation of all phases of the work that would be undertaken on the customers' premises for program incentives to be distributed, and the customers' estimated costs for implementing such measures.
- Install equipment in a professional manner, consistent with industry standards, and in conformance with all applicable building codes, zoning laws, and other relevant requirements.
- Wiring shall comply with the prevailing National Electrical Code (NEC). All installed equipment and retrofit kits shall be UL approved and labeled as required.
- Remove all replaced equipment from installation site and dispose in accordance with proper recycling/disposal requirements and provide documentation of proper disposal.
- Plan and conduct installation work to safeguard persons and property from injury, in compliance with reasonable safety and work practices and with applicable federal, state, and local laws, rules, and regulations, including but not limited to "Occupational Safety and Health Standards and Orders" promulgated by the U.S. Secretary of Labor and the California Division of Occupational Safety and Health, including the wearing of hard hats at the worksite(s) when required.
- Maintain the worksite(s), including customers' premises, and related structures, equipment, and facilities in a clean, orderly condition during progress of installation work. Any unused or leftover materials, garbage and debris shall be promptly removed from worksites and disposed of at Contractors' expense. Worksites shall be left in the same condition they were found at the end of each day and at the completion of the installation.
- Obtain customer acceptance of the completed installation as evidenced by customer's signature on the Completion Form.
- Maintain accurate business records relating to the installation of qualifying equipment according to customary industry practice for at least one (1) year following installation.

Rules Governing Incentives

For details regarding incentive rules and limits, reference the program's Terms and Conditions.

The customer must provide copies of all itemized invoices or other reasonable documentation that verify the costs of purchasing and installing the EEMs, including all materials, labor, and equipment discounts. Invoices must indicate a verifiable breakout of all EEMs purchased for installation under this application.

Customer Service and Dispute Resolution

RSPs are expected to provide good customer service in connection with studies and the installation of equipment for which the customer – and in some instances where the customer allows, the RSP – receives program incentives. At a minimum, the RSP shall provide good customer service by:

- Ensuring that the efficiency measures are installed with minimal disruption to the customer's place of business.
- Providing the customer an estimate of the date the installation will be completed and informing the customer if the installation appears to be taking longer than the original estimate.
- Having all required materials in stock prior to beginning installation.
- Being on site, as needed, during normal business hours (or at a time prearranged with customer) once an installation has begun and for the full work period until the installation is complete.
- Responding to customer inquiries promptly (within 24 hours). If information is not available on short notice, the parties shall agree upon a reasonable time when a full response is to be expected.

- Performing all corrections as identified during quality control post-inspections within three (3) business days, unless the problem interrupts the customer's normal business operations or presents a health and safety threat, in which case the correction shall be made immediately. RSP will provide customers with contact information for a program representative for any disputes that cannot be resolved between the RSP and the customer.

The Program office will follow up closely with all parties involved to ensure that customer service issues are promptly resolved using the following guidelines:

- The customer should first call the Program's local toll-free number 866-847-5228. This call should be made by a qualified individual at the customer site who can accurately characterize the observed issue, situation, or problem.
- This first call will be returned by a Program office representative within one (1) business day. The timing and content of all incoming calls and returned calls will be logged.
- When the issue raised is best addressed by existing workmanship and product warranties, the customer shall be appropriately directed, and the escalation process will revert to monitoring only.

If other than simple within-warranty labor or product related issues are involved, a program representative will define an appropriate escalation plan with the customer contact that aims to accomplish a timely resolution of the issue or problem and identify any individuals who need to be dispatched in this effort. This initial escalation plan will be developed and documented within two (2) business days of the initial customer call. With the agreement of the customer, the escalated problem may be declared closed at any time. The progress and resolution of escalated calls will be logged by a Program office representative.

A customer call that clearly expresses dissatisfaction with the quality or sufficiency of the fully completed project, or dissatisfaction with the conduct or professionalism of the study or, contractor, or installation crew who performed the work, constitutes a complaint. Complaints will be immediately escalated to the Program Manager at the Program office, who will contact all involved parties within two (2) business days in order to identify a mutually agreeable solution and an acceptable timeframe for resolution. If parties cannot agree on a solution and/or an acceptable timeframe, the dispute will be handled by an independent dispute mediation firm within 30 days of the failure to agree.

Any issues between the RSP and customer that cannot be resolved between them shall be presented to Program management in written form for resolution. The customer shall state in writing the date, time, exact location, persons involved, specific nature and amount of loss (if any), and any other information relevant to the claim. The Program office shall investigate the claim and decide the final disposition of the claim within 30 days. The RSP shall abide by the Program office decision on any claim or be barred from further participation in Ameren Missouri programs and forfeit any incentive payment due under the Programs. Claims shall be remedied within five (5) business days unless the Program office gives approval for another timeframe. Should the resolution presented be unacceptable to either party, either party may choose not to continue participation in the Programs.

RSP may be suspended or disqualified from participation in the Programs for the following reasons:

- Neglecting to remedy a claim within a reasonable time as outlined above; no incentives will be paid to the RSP until the claim is remedied.
- Failure to comply with program requirements as described in this manual.

If suspended, RSP must submit a written request in order to be reinstated once a claim has been remedied.

Acknowledgement

I hereby acknowledge that I have read and fully understand the contents of the Program Terms & Conditions and the contents herein.

Print name: _____

Title: _____

Company name: _____

Signature: _____ Date: _____

Get Started Saving

Energy offers a wide range of incentives designed to save you money and energy. If it saves energy, chances are it qualifies for an incentive! To hear more details about our RCx Incentives, or to hear about our other energy efficiency incentives, reach out to one of our energy saving experts today.



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