

RESIDENTIAL SERVICE
NEIGHBORHOOD ENERGY SAVER PROGRAM RS-NES-1

PURPOSE

The purpose of this program is to provide information and energy conservation measures to low-income residential customers to encourage and reduce energy consumption and costs.

PROGRAM DESCRIPTION

The program utilizes a Company-selected vendor: (1) to provide one-on-one energy education, (2) to provide an on-site energy assessment of the residence to identify appropriate energy conservation measures and (3) to install a comprehensive package of energy conservation measures at no cost to Customer.

AVAILABILITY

The program is available only to individually-metered residential low-income homeowners and tenants in eligible neighborhoods served and selected by Company, in its sole discretion. Eligible low-income neighborhoods shall have at least 50% of households with incomes equal to or less than 150% of the poverty level set by the U.S. Department of Energy. Participants in eligible low-income neighborhoods are limited to the one-time receipt of energy efficiency measures under this program.

SERVICES PROVIDED

In addition to energy education materials, the program offers the following energy efficiency measures to the participant that may be installed if identified in the on-site energy assessment:

- (a) Compact Fluorescent Bulbs - Up to ten (10) compact fluorescent bulbs will be provided to replace incandescent bulbs.
- (b) Water Heater Wrap and Insulation for Water Pipes - An external insulation wrap to the water heater and adjacent hot and cold water pipes will be provided and installed.
- (c) Water Heater Temperature Check and Adjustment - The temperature of the water being produced by the water heater will be checked and adjusted to the recommended range offering, upon request.
- (d) Low-Flow Faucet Aerators - Up to three (3) low-flow faucet aerators per household will be installed.
- (e) Low-Flow Showerheads - Up to two (2) low-flow showerheads per household will be installed.
- (f) Refrigerator Coil Brush - A coil brush, demonstration of its use, and information on suggested frequency of use and anticipated energy savings will be provided.
- (g) Refrigerator Thermometers - One (1) thermometer in the food compartment and one (1) thermometer in the freezer of the refrigerator will be installed. Information on optimal refrigerator settings will also be provided.
- (h) Wall Plate Thermometer - One (1) wall plate thermometer will be installed in each home.
- (i) HVAC Winterization Kit - A winterization HVAC kit for wall/window AC units will be installed, if seasonably applicable. Each household may receive or have installed up to three (3) kits. Customer will be provided education on the proper use, installation, and value of the winterization kit as a method of stopping air infiltration.
- (j) HVAC Filters - The proper method for installing a replacement filter will be demonstrated and a one-year supply of HVAC filters will be provided.

- (k) Change Filter Calendar - Each participant will be provided a Company magnetic calendar. The calendar provides monthly reminders to the resident to clean or change their HVAC filter.
- (l) Air Infiltration Reduction Measures - Weather stripping, door sweeps, caulk, foam sealant, and clear patch tape will be installed to reduce or stop air infiltration around doors, windows, attic hatches, and plumbing penetrations.
- (m) Energy Savers Calendar - An Energy Savers wall calendar will be provided to each participant. The calendar will provide energy saving tips for each month of the year.

GENERAL

Service rendered under this Program is subject to the provisions of the Service Regulations of the Company on file with the state regulatory commission.

Effective for service rendered on and after October 19, 2009
NCUC Docket No. E-2, Sub 952