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August 14, 2017

Via Hand Delivery

Ms. Lora W. Johnson
Clerk of Council
Council of the City of New Orleans
Room 1E09, City Hall
1300 Perdido Street
New Orleans, LA 70112

Re: Filing of Entergy New Orleans, Inc.'s Energy Smart Annual Report for Program Year 6 (Resolutions R-11-52, R-14-509, R-15-140, R-15-599; UD-08-02)

Dear Ms. Johnson:

On February 3, 2011, the Council of the City of New Orleans ("Council") adopted Resolution R-11-52 that approved Entergy New Orleans, Inc.'s ("ENO") selection of CLEAResult as the Third Party Administrator for the Council-approved Energy Smart Programs. Council Resolution R-11-52 required annual reports to be filed with the Council. Council Resolutions R-14-509 and R-15-140 and R-15-599 approved the continuance of the Energy Smart for Program Years 5 and 6.

On behalf of CLEAResult, ENO submits the enclosed original and three copies of the Energy Smart annual report for the period of April 1, 2016 to March 31, 2017. Should you have any questions regarding this filing, please contact my office at (504) 670-3680.

Thank you for your assistance with this matter.

Sincerely,

Gary E. Huntley

AUG 14 2017

Enclosures
cc: Official Service List UD-08-02 (via electronic mail)

REC'D
AUG 14 2017
BY: B. Hanes



Entergy®

Entergy New Orleans, Inc.

Energy Smart Annual report



Program Year Six

April 1, 2016 to March 31, 2017

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1. Executive Summary

Entergy New Orleans, Inc. (ENO) hereby submits its energy efficiency program report for Energy Smart for Program Year Six which encompasses the dates of April 1, 2016 through March 31, 2017. This report is provided to the New Orleans City Council Utility, Cable, Telecommunication and Technology Committee (the "Council") as the review of the sixth year of operations of the Energy Smart Program. In Program Year Six (PY6), the Energy Smart Program exceeded its saving target, achieving 109% of the total kWh goal (when combining ENO and Algiers). PY6 was a challenging year, due to not only achieving its lofty goals, but also to the changes in and maturation of the energy efficiency market in Orleans Parish.

This Annual Report again demonstrates that ENO has developed and implemented cost-effective energy efficiency (EE) programs to all classes of its customers since the Council adopted rules for EE in 2011. This report provides information for the sixth full year of programs under ENO's extension of EE.

Overall, the Annual Report demonstrates:

- ENO's successful implementation of its EE programs continued for PY6.
- EE adjusted energy savings of 21,626,132 kWh for PY6.
- PY6 achieved combined savings of 109% of ENO's Council based savings target. (individually - ENO was 111% and Algiers was 81%)

The largest program in ENO's portfolio is the Large C&I Solutions Program. The largest driver of the savings for this program was a lighting project at the Mercedes Benz Super Dome. This single project accounted for almost 4.5 million kWh and 1,309 kW. Energy Smart was thrilled to have participated in the energy efficiency project at such an iconic location in the heart of Orleans Parish.

Portfolio Summary for PY6

Table 1.1

2016 Portfolio Summary				
Net Energy Savings		Cost	Cost-Benefits	
Demand MW	Energy MWh	Actual Expenses	TRC Net Benefits	TRC Ratio
5	21,626	\$ 6,237,966	\$ 6,476,683,000	1.97

Portfolio Energy Savings

Table 1.2

New Orleans	Goal	Achieved	Percentage
Demand Savings (kW)	4,186	4,486	107
Energy Savings (kWh)	18,455,541	20,498,338	111%
Algiers			
Demand Savings (kW)	320	237	74%
Energy Savings (kWh)	1,398,536	1,127,794	81%
Total Portfolio			
Demand Savings (kW)	4,506	4,724	105%
Energy Savings (kWh)	19,854,077	21,626,132	109%

PY6 is the second year that the annual report will be delivered in the standardized format originated by the Arkansas Public Service Commission. The continued use of this format makes it simpler to compare the progress of Energy Smart to other energy efficiency programs in Louisiana and the region. In conforming to this format, there are two sections in this report:

- A narrative report containing program descriptions, program activity, savings, participation, trainings, EM&V overview, and marketing information provided to Energy New Orleans' customers.
- An Excel workbook known as the Standardized Annual Reporting Workbook (SARP).

The evaluator of Energy Smart programs for PY6 is ADM Associates, Inc. (ADM). For the second year, ADM is evaluating all of the existing energy efficiency programs and will also, in the near future, be providing their evaluation of the Direct Load Control pilot program and the NEST Thermostat pilot program. More detail about the evaluation of the Energy Smart programs for PY6 can be viewed in Appendix B.

History of Energy Smart:

ENO began implementation of the Energy Smart programs in 2011 with its program portfolio including a three year, \$11 million plan, pursuant to Docket No. UD-08-02, Program Year One began on April 1, 2011. The initial Energy Smart plan included 7 residential programs and 2 commercial programs that were implemented by CLEAResult. After a year and a half of successful programs on the Eastbank, the Council offered the same programs in Algiers for the first time in October 2012. Later, both the ENO-Legacy and Algiers programs were extended through March 31, 2015. In April 2015, Energy Smart started a new two-year plan (Program Years 5 and 6) that included the slate of programs represented in this report.

2. Home Performance with ENERGY STAR Program

2.1 Program Description:

The Home Performance with ENERGY STAR Program (HPwES) is a national program administered by the U.S. Department of Energy in conjunction with the U.S. Environmental Protection Agency. Whole house solutions were offered to clients in order to improve comfort and indoor air quality while reducing energy bills. The HPwES Program focused on clients in the ENO market area that were interested in increasing energy efficiency and lowering energy costs while also increasing comfort. Incentivized measures offered during Program Year Six, comprised of insulation, air sealing and duct sealing.

2.2 Program Highlights:

HPwES:

New Orleans:

- A total of 1,495 measures were installed to 817 homes during the program year.
- Reaching 425% of goal, a total of 4,078,177 kWh was achieved.
- A total of 1,079 kW was achieved.
- Success drivers in PY6: more effective marketing pieces, combining the three measures for a higher kWh per home, and a higher level of field training for better quality control.
- Trade allies were trained to Building Performance Institute standards. Forty-nine (49) individual technicians were certified by the Building Performance Institute, a national certification body. Ongoing field trainings were also held which improved installation techniques and product knowledge.

- The entire HPwES budget for PY6 was utilized while attaining numbers well above production goals.
- Customer and contractor outreach was performed throughout PY6 with marketing materials and a web link on ENO’s website, all under the Energy Smart brand. Marketing materials utilized during PY6 can be viewed in Appendix C.

Algiers:

- A total of 205 measures were installed to 51 homes during the program year.
- Reaching 418% of goal, a total of 281,428 kWh was achieved.
- A total of 69 kW was achieved.
- The entire HPwES budget was utilized while attaining numbers well above production goals.
- Customer and contractor outreach was performed throughout PY6 with marketing materials and a web link on ENO’s website, all under the Energy Smart brand. Again, these materials can be viewed in Appendix C.

Green Light New Orleans:

Green Light New Orleans (GLNO) is a local New Orleans non-profit that assists residents by installing energy efficient light bulbs. This effort’s uniqueness centers around the fact that CFL light bulbs are installed free of charge to the residents and the use of a volunteer workforce.

Lighting baselines have increased since the inception of this program making it much more difficult to achieve program goals. The retail market has also launched an enormous push into the LED lighting market, making what was once a unique effort like Green Light New Orleans, more conventional. The CFL market has basically been rendered obsolete by LED technology, mirroring what transpired with the incandescent market when CFL bulbs became popular.

GLNO has been working hard to transform and upgrade its business model for Program Year 7.

New Orleans:

- Reaching 27% of goal, a total of 139,102 kWh was achieved.
- A total of 24 kW was achieved.
- Residential Programs as a whole far exceeded goal.

Algiers:

- A total of 19,905 kWh was achieved.
- A total of 4 kW was achieved.

2.3 Program Budget, Savings and Participants

Table 2.1

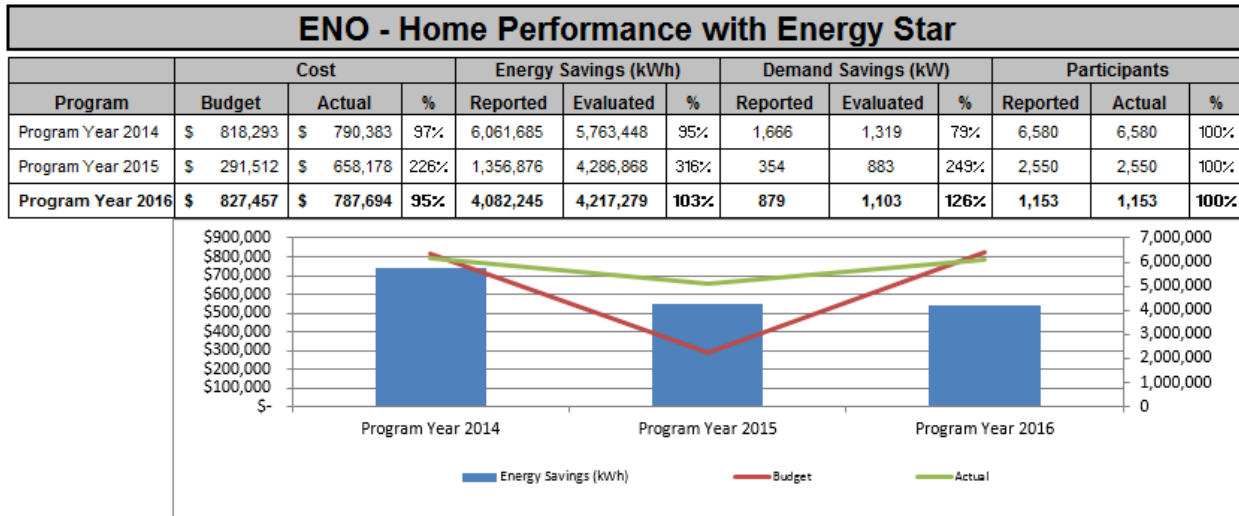
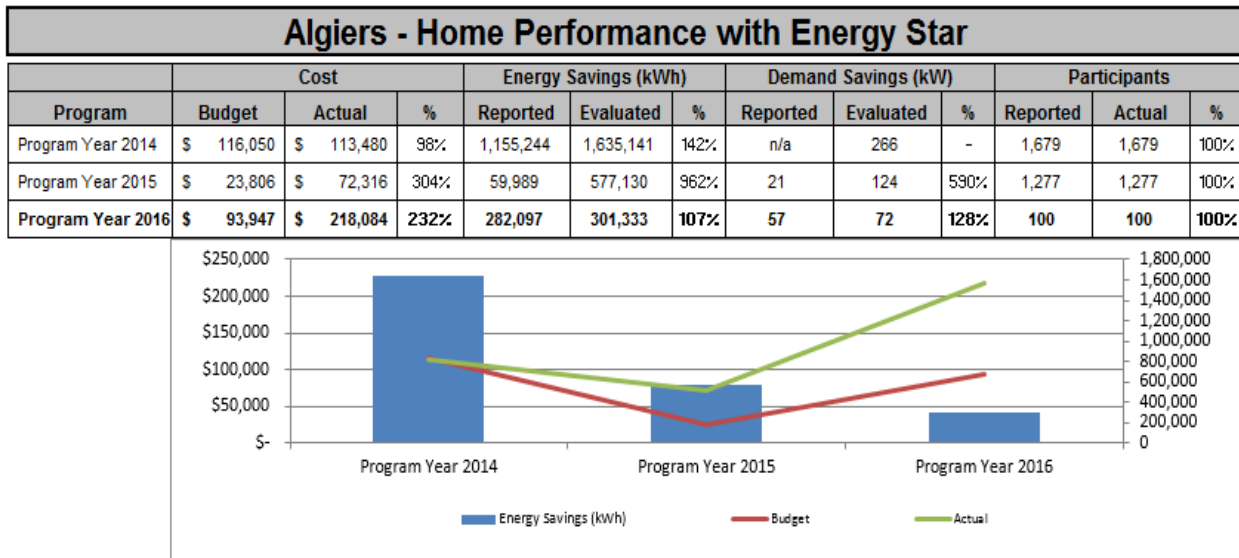


Table 2.2



2.4 Program Events & Training:

These items are detailed in the SARP workbook.

2.5 Planned or Proposed Changes to Program and Budget

N/A¹

3. Income Qualified

3.1. Program Description

The Income Qualified Program, also known as the Assisted Home Performance with ENERGY STAR Program (AHPwES), provides Entergy New Orleans residential customers whose household incomes are at or below 60% of the estimated state area median income (AMI) [based on current Low Income Home Energy Assistance Program (LIHEAP) income eligibility guidelines] with no-cost energy efficiency home upgrades. CLEARresult worked with two top-producing and performing contractors to conduct outreach, home assessments and installation of energy efficiency measures. The same best practice standards used in the market rate residential program were used in the Income Qualified Program. This program helped qualifying customers reduce their energy costs, save money on their home energy bills and increase the comfort and safety of their homes. Customers were eligible to receive up to \$3,000 worth of energy efficiency upgrades in their home for attic insulation, air sealing and duct sealing. The program was available to both homeowners and renters.

3.2. Program Highlights

Homes continued to receive multiple measures. In previous program years, this was not required.

Three top-performing and participating Trade Allies from the HPwES program were selected for this program to install measures. The average incentive amount was \$1,658.68 with the average savings per home at 6,312 kWh.

New Orleans:

- 594 measures were installed in income qualified households.
- Reaching 311% of goal, a total of 1,822,693 kWh savings was achieved.
- A total of 631 kW savings was achieved.

Algiers:

- 205 measures were installed in income qualified households.
- Reaching 217% of goal, a total of 98,896 kWh savings was achieved.

¹ The Council, its Advisors and ENO are working through a series of technical conferences with the newly selected Third Party Administrator to set budgets for PY 7. CLEARresult is not a party to those meetings.

- A total of 36 kW savings was achieved.

3.3 Program Budget, Savings and Participants

Table 3.1

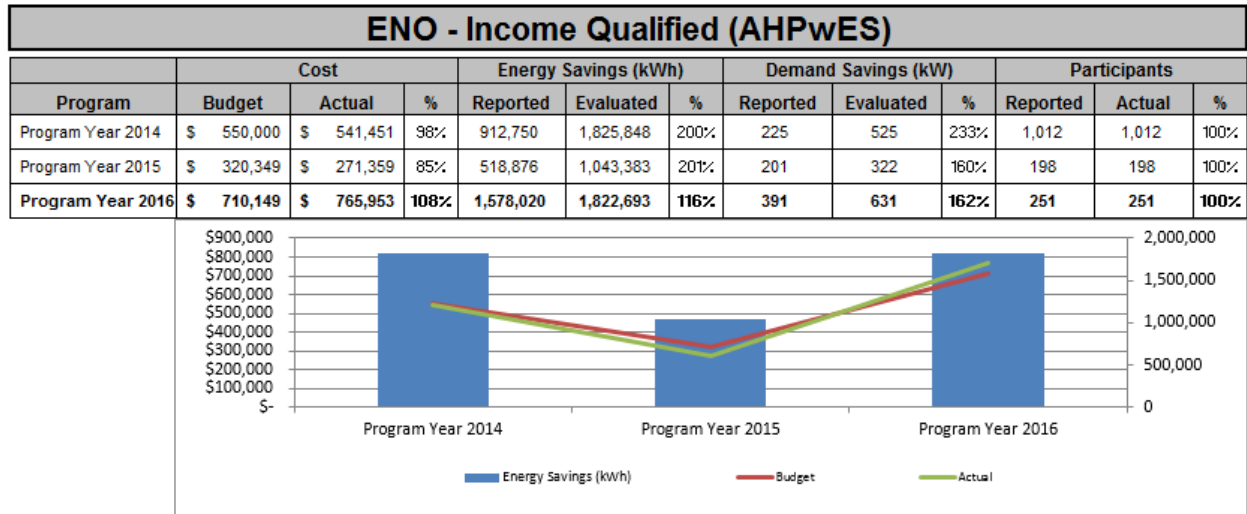
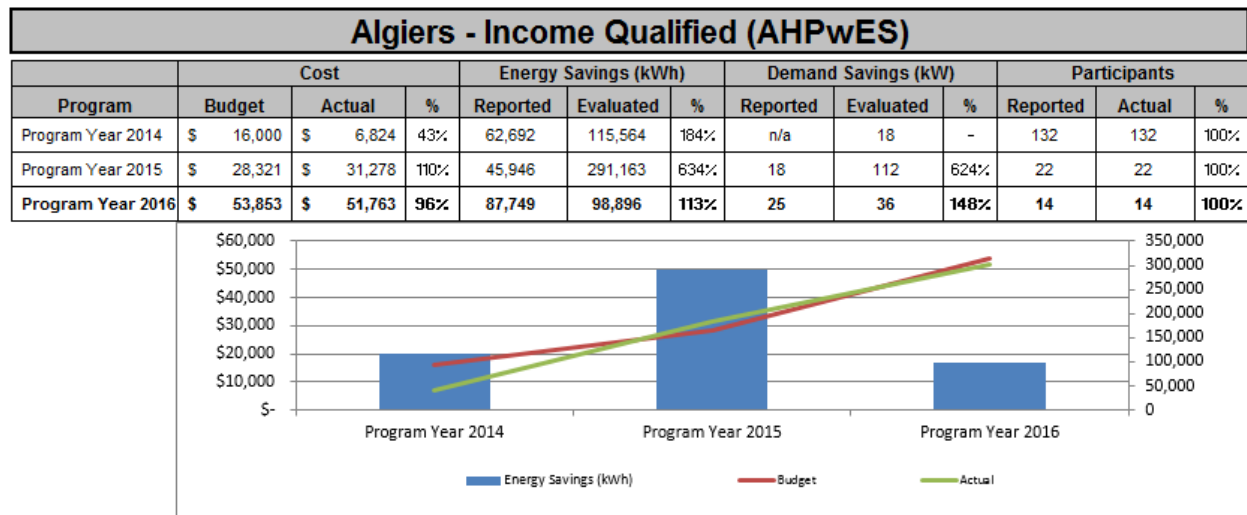


Table 3.2



3.4 Program Events & Training:

These items are detailed in the SARP workbook.

3.5 Planned or Proposed Changes to Program and Budget

N/A

4. Lighting and Appliances

4.1 Program Description

The Lighting and Appliances program is a retail channel program that promotes the purchase of energy efficient lighting, room A/Cs, pool pumps and advanced power strips. Customers received point-of-purchase discounts for CFL and LED lighting and direct-to-customer utility rebates on advanced power strips, ENERGY STAR® qualified room air conditioners and ENERGY STAR pool pumps. Promotional materials in retail locations, online and other mass marketing channels helped drive consumer awareness and generate customer demand.

Lighting:

There was a significant increase in LEDs vs. CFLs sold as compared to previous program years. This is due in part to the release of ENERGY STAR V2.0 specifications on December 31, 2015. The new specifications lower the lifetime and Omni-directional requirements for the A-Line LED category, thereby allowing for a lower starting price. There were 10 retail store locations that participated in the lighting discount promotions, all located within Orleans Parish. Dollar Tree, our new partner, had 4 locations.

Appliances:

The ENERGY STAR pool pump rebate was changed from a \$200 incentive to a tiered incentive structure: \$200 for multi speed and \$250 for variable speed to further incentivize the most efficient models. There was an increase in rebates submitted for pool pumps:

- ENO received 6 rebates in PY6 vs. only 2 in PY5.
- ENO (Algiers) received two rebates in PY6 the first for this territory.

All stores participating in the lighting point-of-purchase promotion were visited regularly by program staff. Store managers and sales associates were trained on the benefits of ENERGY STAR qualified lighting and room A/Cs, if applicable. Several additional retail appliance stores in the greater New Orleans area received training on the room A/C rebates. Several pool supply stores received training on promoting ENERGY STAR pool pumps.

4.2 Program Highlights

New Orleans:

- 543,467 kWh savings, achieving 53% of goal
- 121 kW saved
- 13,402 program participants

Algiers:

- 19,759 kWh savings, achieving 23% of goal
- 4 kW saved
- 337 program participants

4.3 Program Budget, Savings and Participants

Table 4.1

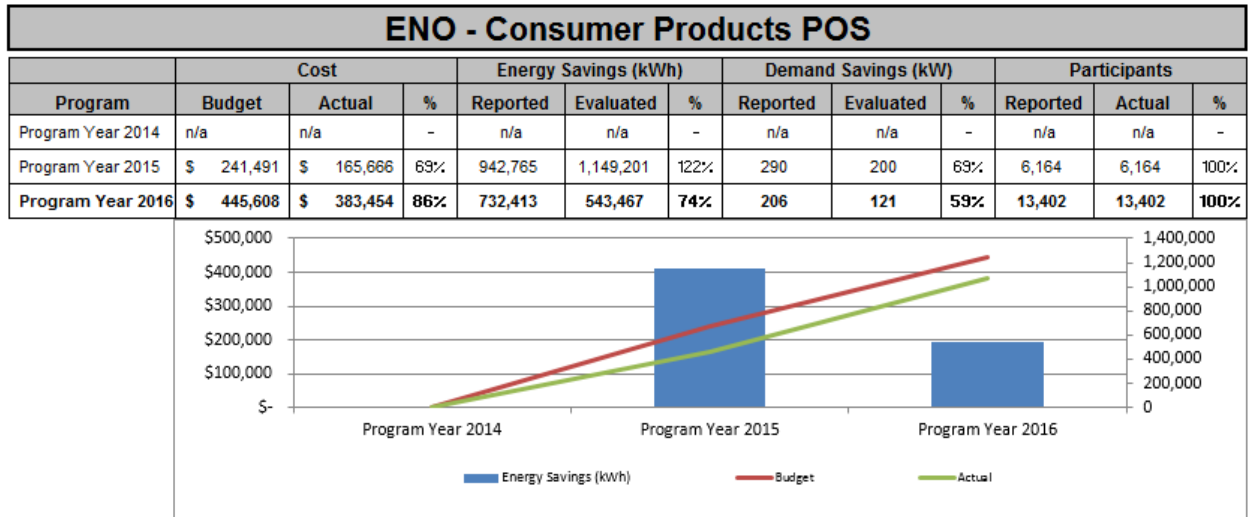
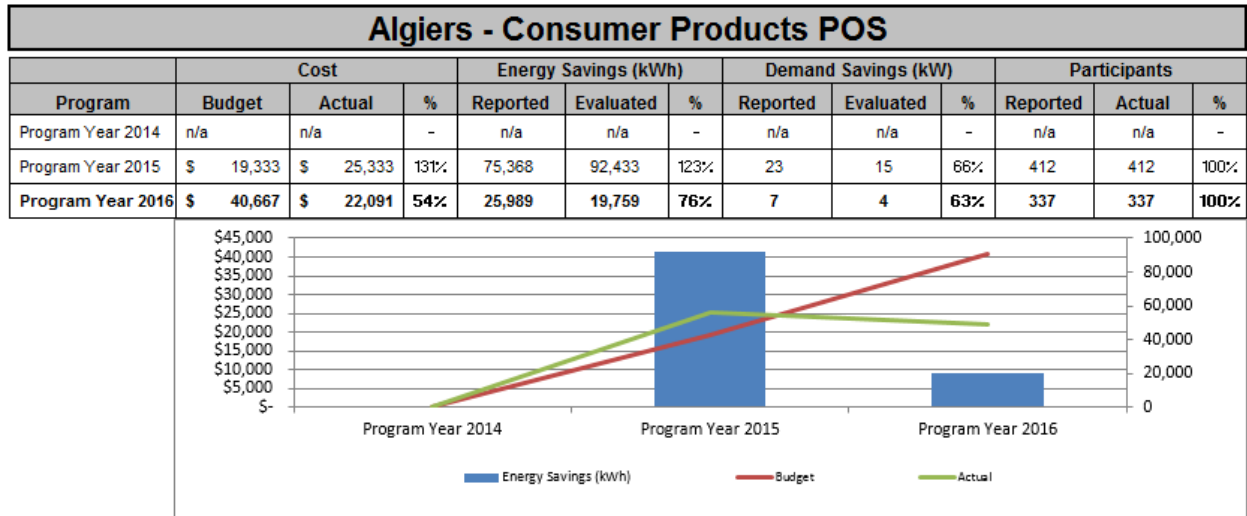


Table 4.2



4.4 Program Events & Training:

These items are detailed in the SARP workbook.

4.5 Planned or Proposed Changes to Program and Budget

N/A

5. CoolSaver A/C Tune-Up and HVAC Replacement Program

5.1 Program Description

The CoolSaver Program is ideal for homeowners, tenants, and property managers who desire to improve the comfort levels inside their residence and the energy efficiency of their A/C system. The CoolSaver Program offers two opportunities for residential customers to receive an incentive:

- CoolSaver A/C Tune-Up: Improving the current equipment efficiency through cleaning of the indoor and outdoor unit, and if necessary adjusting the air flow and refrigerant charge. These improvements are made possible through extensive trade ally training and captured using state-of-the-art tools and technology. For added efficiency a Duct Sealing Program is also available, but not required.

OR

- A/C Replacement: Updating old, inefficient equipment with new high-efficiency HVAC units that meet or exceed Energy Star ratings.

5.2 Program Highlights

- Pre-Cleans with Duct Sealing provided the seasonal A/C Tune-Up Program a jumpstart during early spring once the outdoor temperature reached desired levels. Central Replacements were offered throughout the year regardless of low outdoor temperatures.
- 1,047 measures were performed in ENO for PY6, this included 334 Duct Sealing Measures.
- ENO customers installed 36 high efficiency HVAC systems during PY6.
- 148 measures were performed in ELA for PY6, this included 58 Duct Sealing Measures.
- ELA customers installed 2 high efficiency HVAC systems during PY6.
- The Tune-Up Program received participation from (14) fourteen Trade Allies with the Central Replacement Program adding (3) three Trade Allies to that count.

New Orleans:

- Reaching 111% of goal, a total of 1,638,233 kWh was achieved.
- A total of 556 kW was achieved.

Algiers:

- Reaching 203% of goal, a total of 231,850 kWh was achieved.
- A total of 65 kW was achieved.

5.3 Program Budget, Savings and Participants

Table 5.1

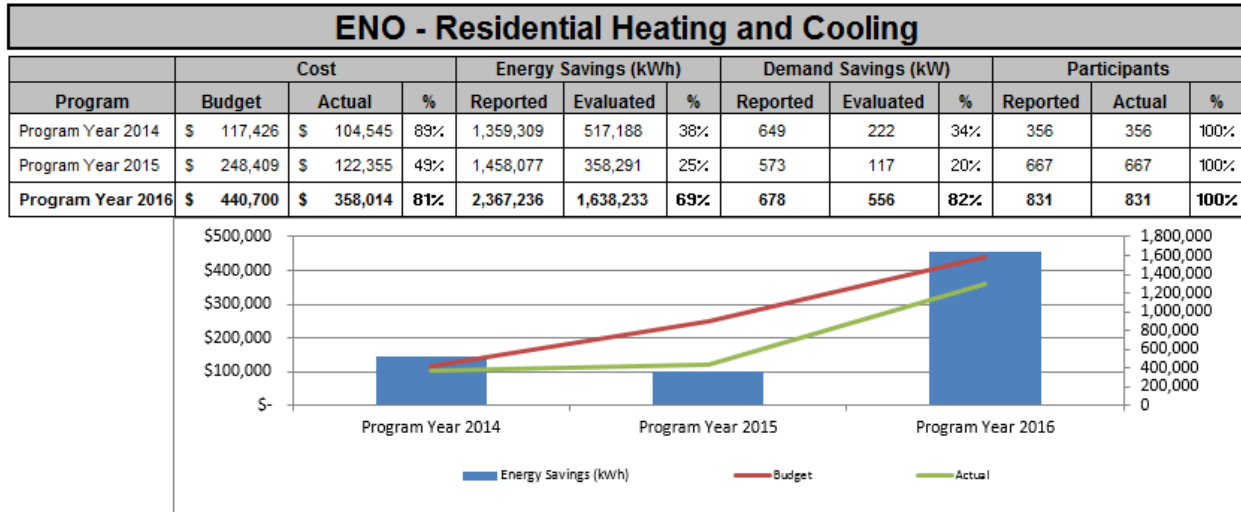
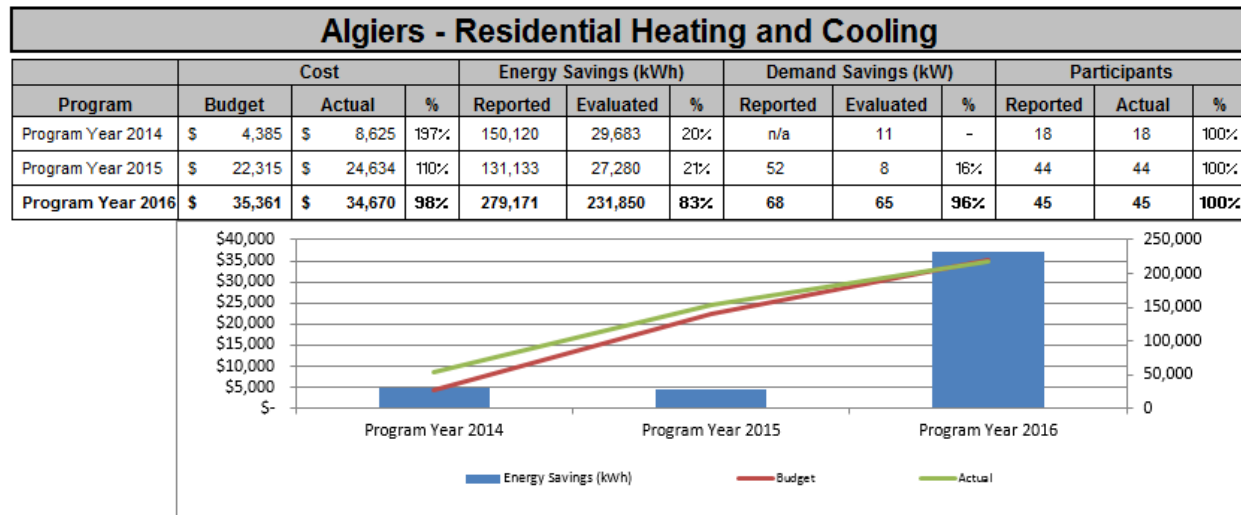


Table 5.2



5.4 Program Events & Training:

These items are detailed in the SARP workbook.

5.5 Planned or Proposed Changes to Program and Budget

N/A

6. School Kits and Outreach

6.1 Program Description

Energy Smart's selection of programs includes a schools and outreach program that was implemented by Energy Wise Alliance (EWA), a local non-profit.

Schools:

The program continued to reach 6th graders in Orleans Parish in PY6, but also for the first time presented information to two high schools in the area as well. These students received an in-class presentation and each student received a "school kit" to take home and install. Each kit included six energy efficient light bulbs, a kitchen faucet aerator, a bath faucet aerator, a low-flow showerhead, and an LED night light. With the transition to LED technology and with the availability of additional funding, each student also received two LED light bulbs.

Outreach:

EWA presented and tabled at 23 events during PY6. An estimated 12,500 consumers were exposed to Energy Smart as a result of this effort. 12 workshops were held at various non-profit organizations in Orleans Parish.

6.2 Program Highlights

New Orleans:

- Reaching 52% of goal, a total of 555,312 kWh was achieved.
- A total of 80 kW was achieved.
- 3,529 students received Energy Smart kits

Algiers:

- Reaching 101% of goal, a total of 83,252 kWh was achieved.
- A total of 12 kW was achieved.

Schools that participated in PY6:

- KIPP McDonogh 15 School for Creative Arts
- Edgar P. Harney Spirit of Excellence Academy
- Rayne Memorial United Methodist Church
- Edward Hynes Charter School
- Benjamin Franklin Elementary School

- ReNEW Cultural Arts Academy
- Renew HC Schaumburg
- McDonogh #32 Elementary School
- Community Works - St. Paul Lutheran
- William J. Fischer Elementary School
- St. Peter Claver
- St. Mary's Academy
- Crocker College Prep
- Fannie C. Williams Charter School
- Lusher Charter School
- Arise Academy
- Lake Forest Elementary Charter School
- International School of Louisiana
- McDonogh #28 City Park Academy (ReNew School)
- Morris Jeff Community School
- St. Mary's Academy (Boys)
- Harriet Tubman Elementary School
- St. Rita
- Lafayette Academy
- KIPP Believe College Prep
- Esperanza Charter School
- Mc Main Secondary School
- Osborne Middle School
- Audubon Charter School
- Joseph A. Craig Charter School
- KIPP New Orleans Leadership Academy
- James M Singleton Charter School
- St. Joan of Arc
- Akili Academy of New Orleans
- Edward Hynes Charter School
- Paul Habens Elementary School
- Dolores T. Aaron Charter School (ReNew School)
- St. Alphonsus School
- KIPP McDonough #15
- Arthur Ashe Charter School (FirstLine School)
- New Orleans Adventist Academy
- Sci Academy
- Martin Behrman Elementary School

6.3 Program Budget, Savings and Participant

Table 6.1

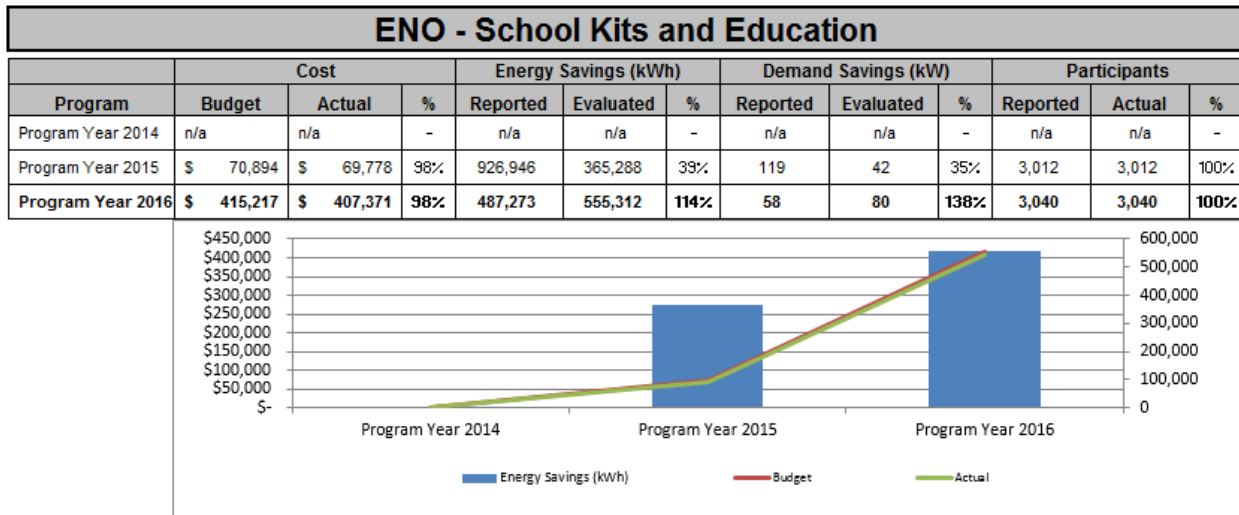
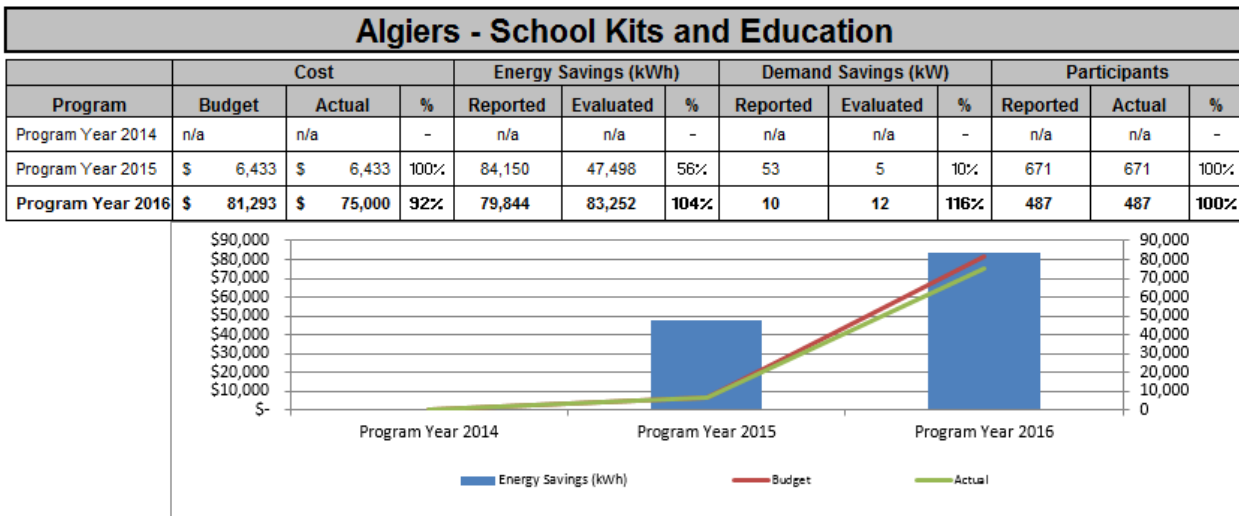


Table 6.2



6.4 Program Events and Training

Covered in sections 6.1 Program Description and 6.2 Program Highlights.

6.5 Planned or Proposed Changes to Program and Budget

N/A

7. Small Business Solutions

7.1 Program Description

The Small Business Solutions Program is designed to overcome the first-cost market barriers unique to the small business market that frequently interfere with small business adoption of energy efficiency measures. The program provides small business owners with energy efficiency information and develops awareness of energy and non-energy benefits, helping small business customers invest in energy efficient technologies and particularly help them overcome high “first costs.” In addition, the program provides preliminary walk through assessments of facilities to help small business owners understand what their options are for making energy efficiency improvements. The most common customers in the Small Business Solutions Program are offices, service shops, restaurants, lodging, retail and convenience stores. For the purposes of this program small businesses are defined as commercial businesses with a peak demand less than 100 kW.

PY6 presented several challenges for Small Business Solutions. The small commercial market has become saturated in Orleans Parish making it harder for Trade Allies to find projects and owners willing to invest in energy efficient upgrades. Leading up to the start of the program year program staff knew this and knew the market needed to develop and evolve past lighting projects. The CoolSaver A/C tune-up was introduced as a new measure for small businesses with units up to 25 tons. \$84,708 for ENO and \$6,462 for Algiers in incentive funds were set aside for this new measure. Trade Allies with experience in the commercial HVAC market were developed; however, because of the very hot cooling season Trade Allies prioritized service calls and repairs over tune-ups and the program did not take off as projected. In November of 2016, duct sealing was also offered as a complementary measure to the CoolSaver Tune-Up measure to help drive savings and participation. While there was some participation by Trade Allies and customers these measures did not drive savings as projected.

With the last three months of the program year left and only 21% of the goal achieved, a bonus program was created to entice Trade Allies to sell and complete projects by the end of the program year. A \$5,000 bonus was offered for any Trade Ally that brought in new projects totaling 800,000+ kWh, and a \$3,000 bonus was offered for 500,000+ kWh in new projects. In order to qualify, the projects had to be new starting January 1st, 2017 and must be completed by March 31st, 2017. Even with the bonus the program would still meet all costs tests. One bonus of \$3,000 was paid out to NOLA LED who brought in over 552,255 kWh in savings during the last three months of the program year.

In addition to the bonus there was a strong outreach effort by program staff to find and develop projects. Over the course of four weeks in January and February six program staff members divided up Orleans Parish and went door to door to try and enroll customers in the program. Program staff found 78 businesses that initially showed interested in the program. Ultimately, 17 projects were completed by the end of the program year.

The combined effort of program staff, kWh bonus for Trade Allies and new measure offerings did help to drive savings especially in the last quarter of the program year. The program was able to close out two million kWh in the last three months of the program year, 896,338 kWh of which was due to new projects.

7.2 Program Highlights

- 80 businesses participated in PY6.
- 68% of program activity completed between the months of January and March.
- 98% of savings came from lighting measures, with the remaining 2% of savings coming from the new CoolSaver A/C Tune-up and Duct Sealing measures.

New Orleans:

- 79 commercial projects with 6,389 measures were completed.
- Reaching 75% of goal, a total of 3,374,304 kWh was achieved.
- A total of 291 kW was achieved.

Algiers:

- 7 commercial projects with 76 measures were completed.
- Reaching 71% of goal, a total of 244,485 kWh was achieved.
- A total of 10 kW was achieved.

7.3 Program Budget, Savings and Participants

Table 7.1

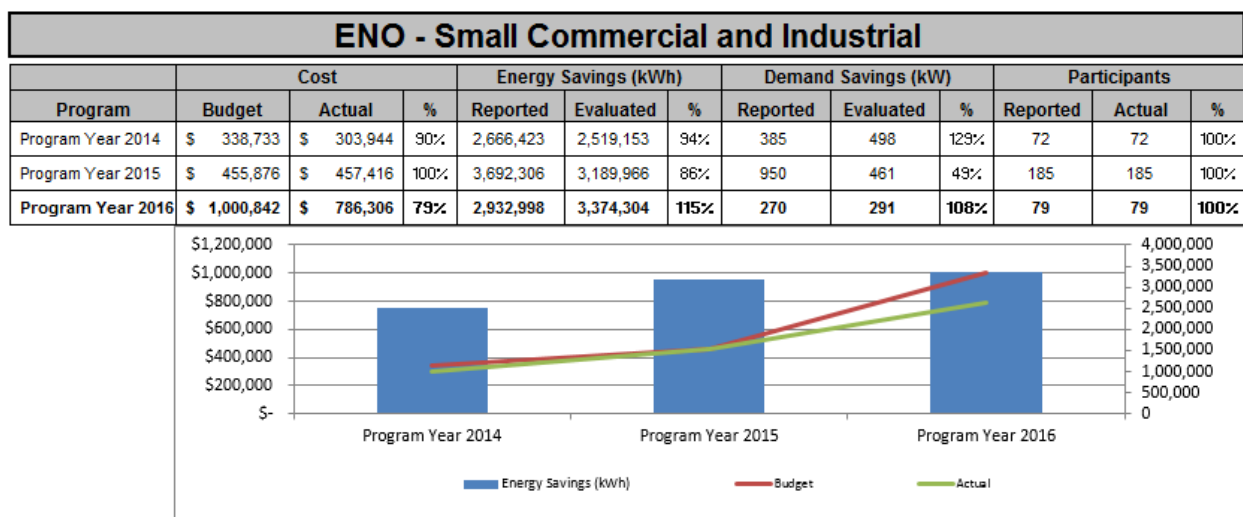
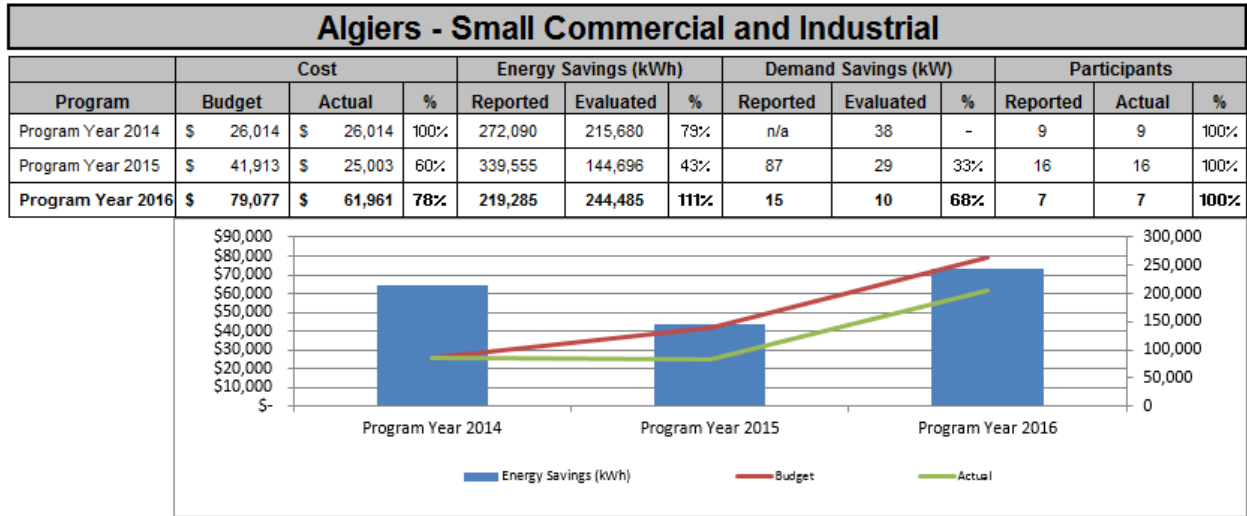


Table 7.2



7.4 Training and Events

These items are detailed in the SARP workbook.

7.5 Planned or Proposed Changes to Program and Budget

N/A

8. Large Commercial and Industrial Solutions

8.1 Program Description

The program provides incentives for deemed savings measures as defined by the Arkansas TRM 3.0 installed by qualified contractors. There is also a custom component of the program which helps customers in identifying efficiency opportunities, analyzes associated costs and savings, and offers incentives to install custom measures. Custom project support offers incentives for efficiency improvements affecting systems that are outside the scope of the prescriptive measure offerings. These projects may include retro-commissioning, process improvements, and other system level custom projects or projects involving unique equipment not part of the prescriptive offerings. Program staff pre-approves projects for customer and measure eligibility, and provides M&V services or review as needed to verify measures savings. The program provides technical engineering support to identify custom project opportunities in customer facilities. All commercial, industrial, and institutional customers with peak demand of 100 kW and above are eligible for this program.

PY6 proved to be one of the most successful years for the Large Commercial Program. The New Orleans Portion of the program achieved 144% of its savings goal. The biggest driver of the savings was a large lighting project that was completed at the Mercedes Benz Super Dome. This single project accounted for almost 4.5 million kWh, 1,309 kW and 54% of the goal for the program year.

8.2 Program Highlights

- 41 projects were completed in PY6, 40 in New Orleans and 1 in Algiers.
- 89% of program savings came from lighting measures, 10% came from HVAC measures and approximately 1% came from other and custom measures.

New Orleans:

- 40 commercial projects were completed
- Reaching 100% of goal, a total of 8,322,948 kWh was achieved
- A total of 1,447 kW was achieved

Algiers:

- 1 commercial project with 884 measures was completed
- Reaching 22% of goal, a total of 148,219 kWh was achieved.
- A total of 37 kW was achieved.

8.3 Program Budget, Savings and Participants

Table 8.1

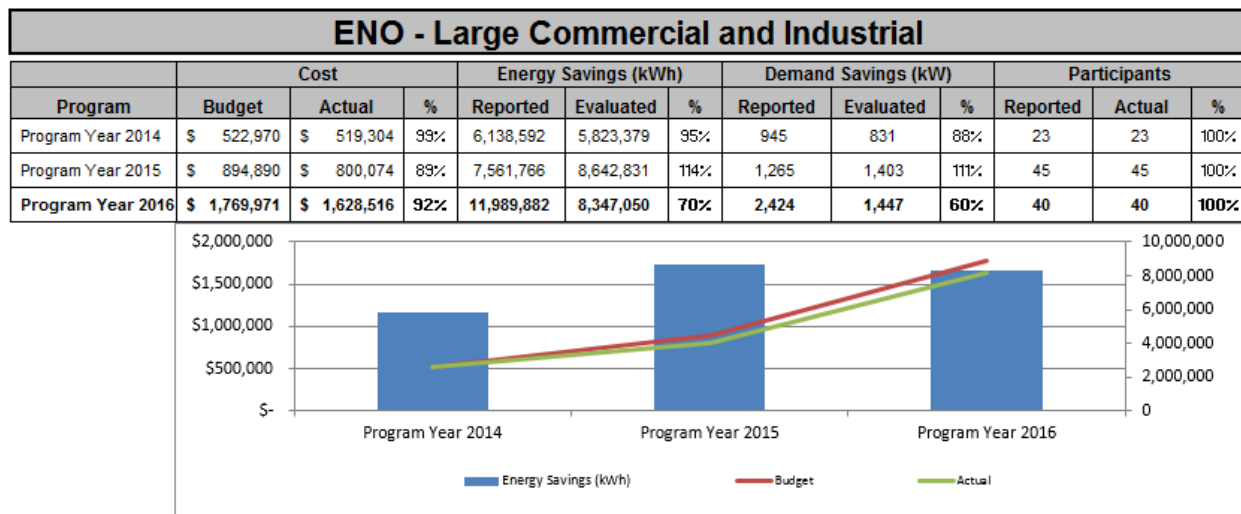
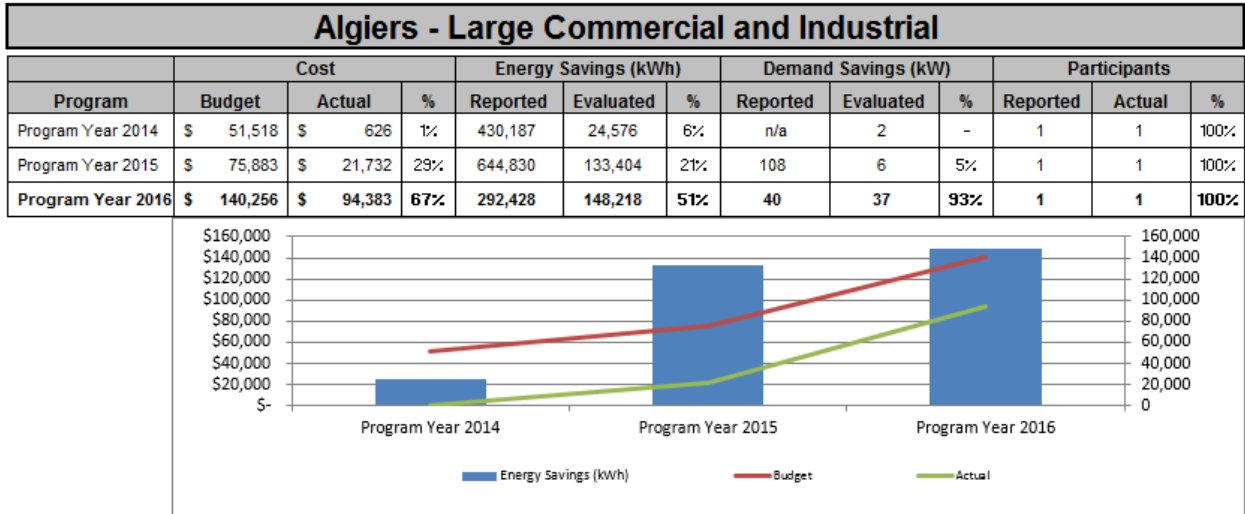


Table 8.2



8.4 Training and Events

These items are detailed in the SARP workbook.

8.5 Planned or Proposed Changes to Program and Budget

N/A

9. Pilot Programs

9.1 NEST Pilot

During the latter part of PY6, a pilot program to install NEST thermostats was initiated. The scope of the project would be to install approximately 1,000 thermostats into low income customers in Algiers. Energy Smart was able to utilize three trade allies that also participated in the CoolSaver A/C Tune-Up Program. Many of these same trade allies are certified as NEST Pro Installers.

A total of 985 NEST thermostats were installed into ten Income Qualified apartment complexes in Algiers. Several of the thermostats were inoperable out of the box. ADM will be providing detailed user data at a later date. Using Regression Modeling, ADM will calculate energy savings based on an analysis of customer bills. A minimum of six months’ user data will be required.

9.2 Direct Load Control (DLC) Pilot

The DLC Pilot program kicked off during the summer of 2016. Approximately 400 units were installed on ENO customers' outside compressor units at their home addresses. Once installed, the units allowed for remote "events" to be run in an effort to reduce peak load demand. There were nine events scheduled and completed during August and September of 2016. An approximate total of 400 kW was reduced during each event. By the end of installations, 318 customers participated. Several customers had multiple A/C units at their address.

The marketing campaign was directed towards Entergy New Orleans customers in specific zip codes. Our goal was to obtain 350 qualified applicants. Targeting 400 DLC unit installations, it was anticipated that approximately 350 applicants would join, given that some customers would have multiple units at their residences. The team was very cautious in its approach as it did not want to over subscribe the program resulting in disgruntled customers. Direct response email was implemented given its ability to reach only those in certain zip codes and the fact that we could initiate in phases and monitor enrollment. The recruitment email was linked to the landing page for EasyCool which was essentially an enrollment form. We received daily enrollment reports. Our enrollment goal was achieved in around ten days.

The following A/C trade allies participated in this pilot: Dell Tech Mechanical, LLC; AFJ Mechanical, LLC; and Caribbean Breeze Heating & Cooling, LLC. The pilot utilized Eaton Cooper's Yukon energy assistance software, paging service and master server and the DLC devices used were Model LCR 5200 and were manufactured and delivered by Cannon Technologies, Inc.

The event dates were: Wednesday, August 24, 2016 – 50% cycle rate; Friday, August 26, 2016 – 50% cycle rate; Thursday, September 1, 2016 – 50% cycle rate; Thursday, September 8, 2016 – 33% cycle rate; Monday, September 12, 2016 – 50% cycle rate; Tuesday, September 20, 2016 – 50% cycle rate; Wednesday, September 21, 2016 – 33% cycle rate; Wednesday, September 28, 2016 – 50% cycle rate; Thursday, September 29, 2016 – 50% cycle rate. All nine events began at 4pm and were terminated at 6pm.

9.3 Behavioral Pilot: Energy Smart Scorecard

The Energy Smart Scorecard program currently has 923 enrolled customer accounts. Enrollment numbers are expected to dramatically increase in late August 2017, when the single sign-on feature to the Energy Smart Card portal goes live from the Entergy New Orleans MyAccount Online page. Accelerated Innovations will distribute a bulk email announcement to ENO's residential customer email list to make customers aware of the ease of access.

The following metrics reflect the number of customized scorecards distributed to enrolled customers to date:

- April 2017: 908 scorecards distributed
- May 2017: 892 scorecards distributed
- June 2017: 888 scorecards distributed
- July 2017 scorecards shall be distributed by Monday, July 31.

Program evaluation activities have not fully initiated as of yet but are forthcoming.

10. EM&V Spending PY6

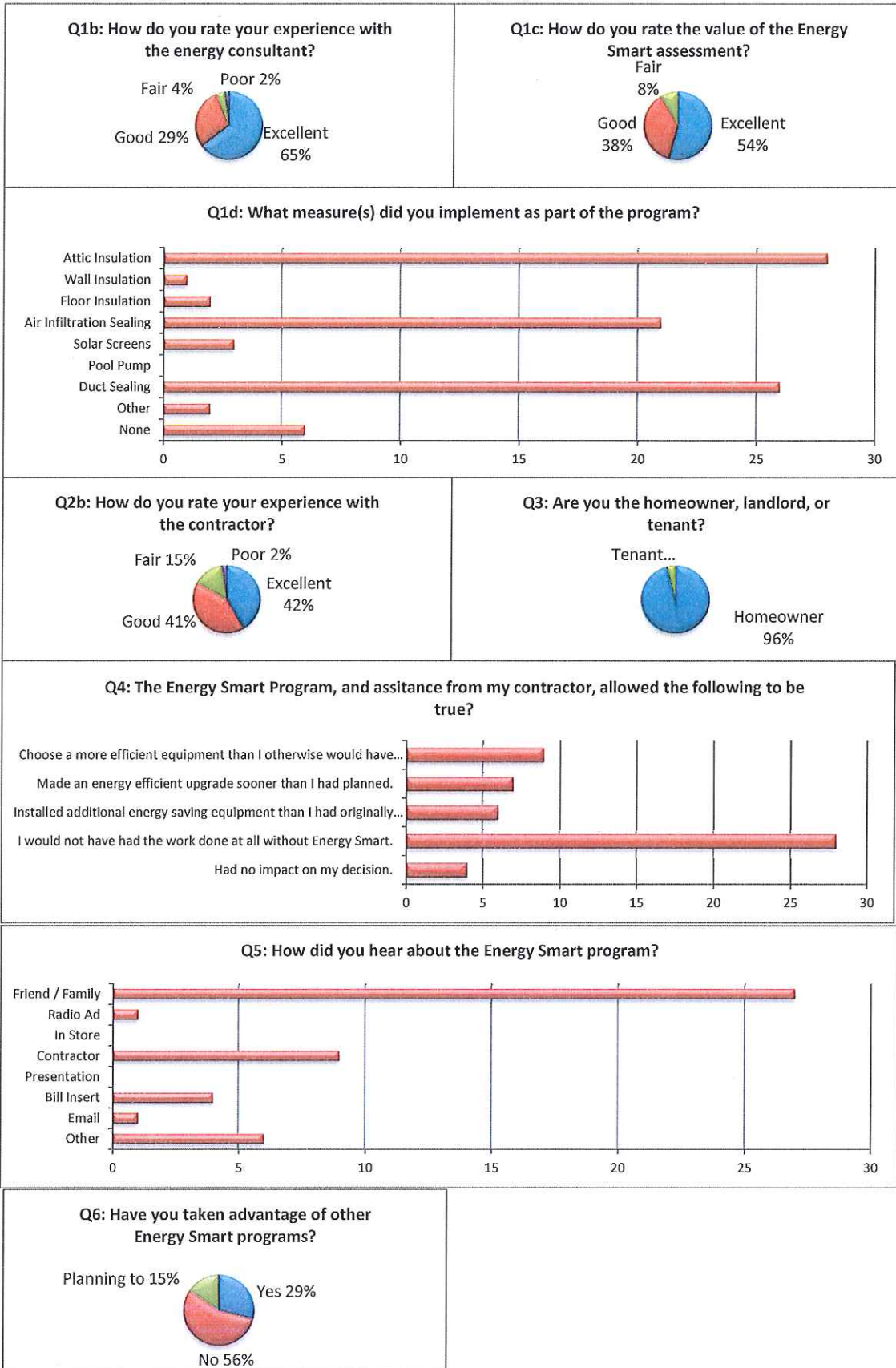
To date, spending on EM&V and the pilot programs is as follows:

Program	Amount
Direct Load Control	\$410,841
Nest	\$219,231
Behavioral	\$76,586
EM&V (PY6)	\$331,866

Appendix A: Customer Satisfaction Survey Results

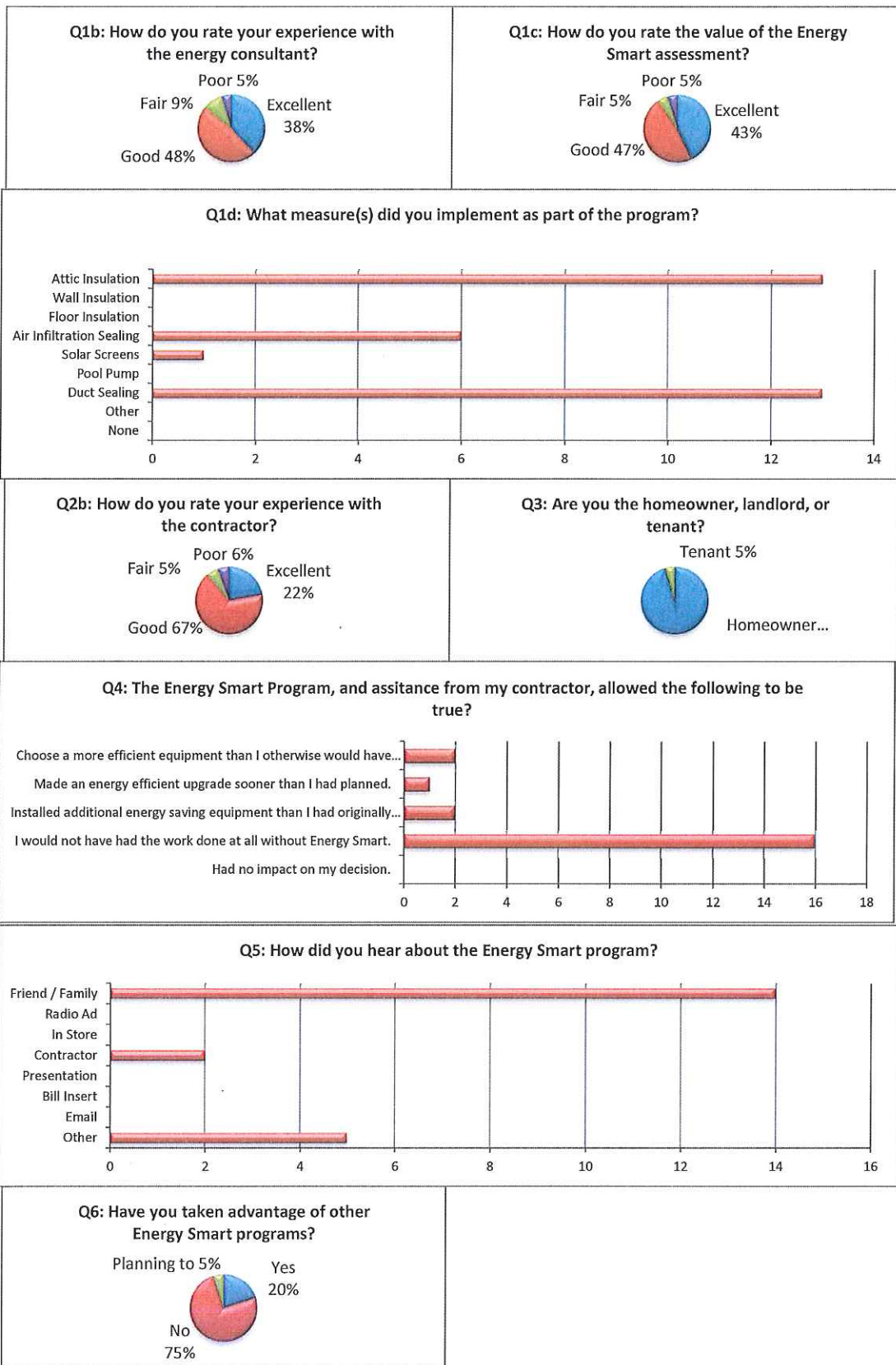
ENO Home Performance with Energy Smart - Customer Satisfaction Surveys

Total of 50 surveys received through Apr 10, 2017



ELA Home Performance with Energy Smart - Customer Satisfaction Surveys

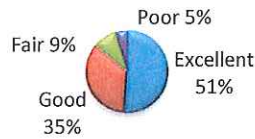
Total of 22 surveys received through Apr 28, 2017



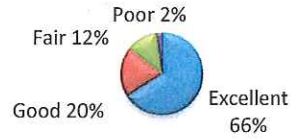
ENO Home Performance with Energy Smart Assisted - Customer Satisfaction Surveys

Total of 44 surveys received through Apr 27, 2017

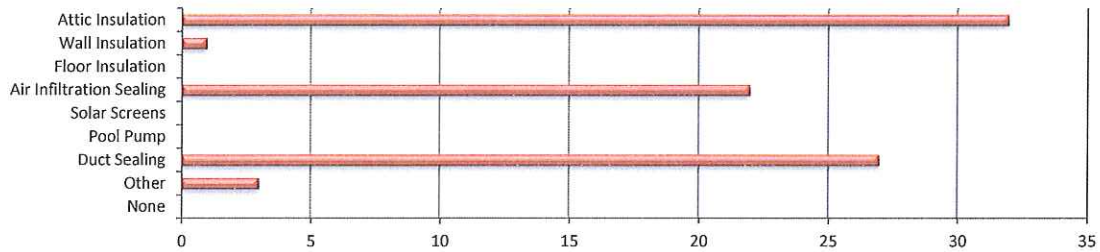
Q1b: How do you rate your experience with the energy consultant?



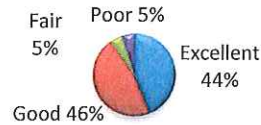
Q1c: How do you rate the value of the Energy Smart assessment?



Q1d: What measure(s) did you implement as part of the program?



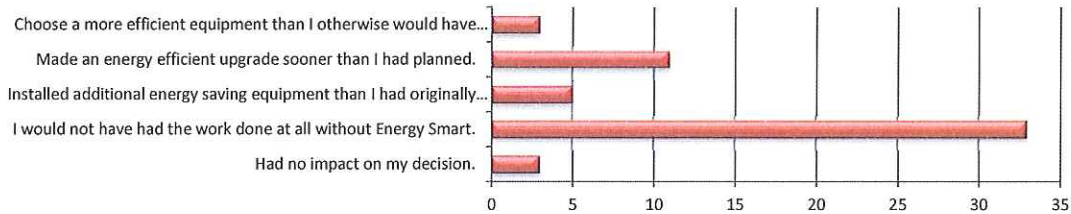
Q2b: What was the contractor's overall level of professionalism?



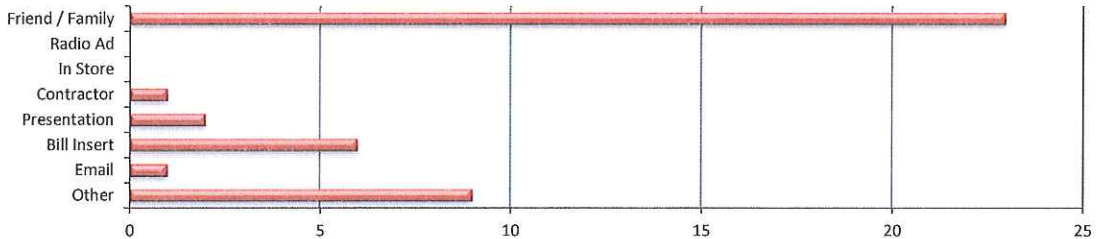
Q3: Are you the homeowner, landlord, or tenant?



Q4: The Energy Smart Program, and assistance from my contractor, allowed the following to be true?



Q5: How did you hear about the Energy Smart program?

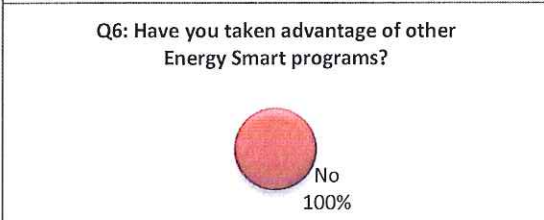
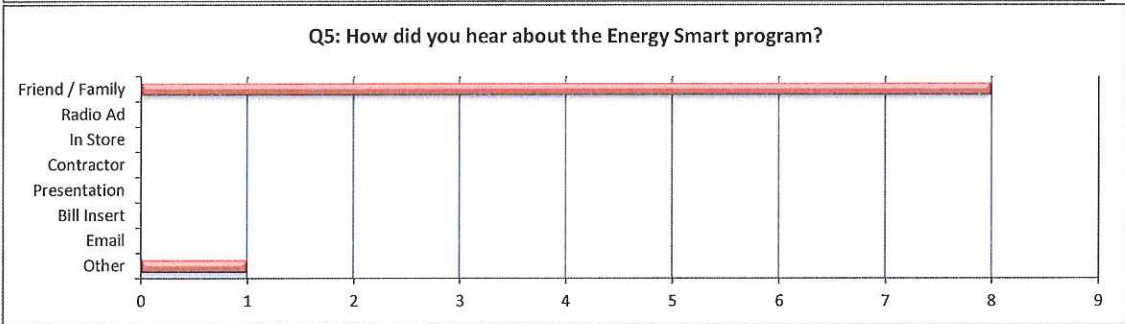
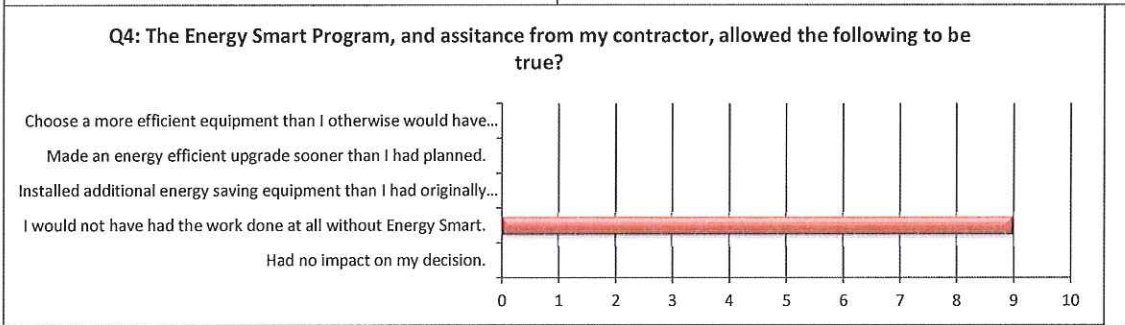
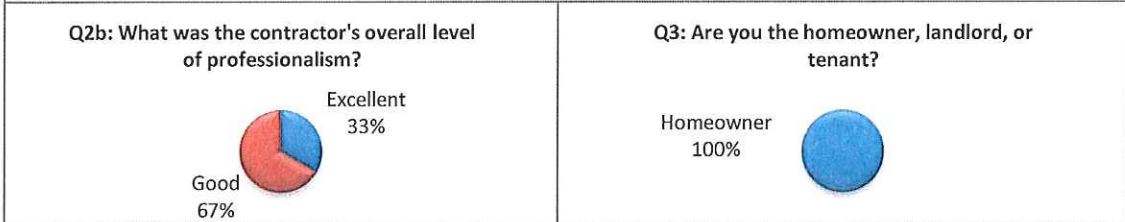
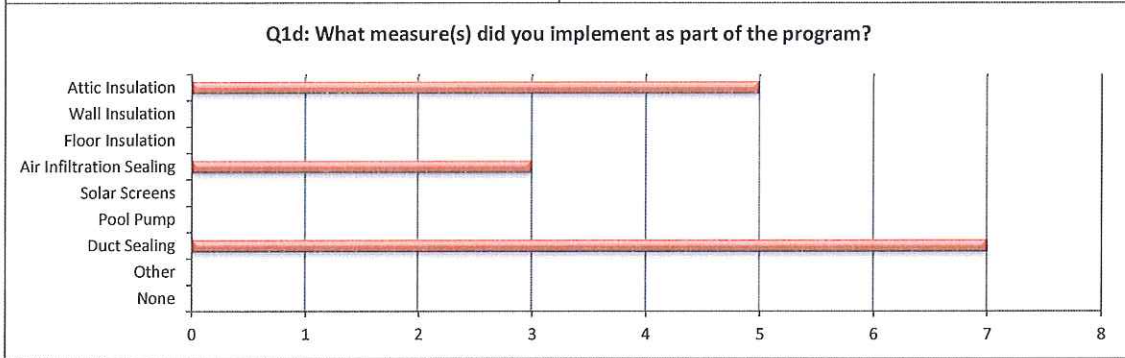
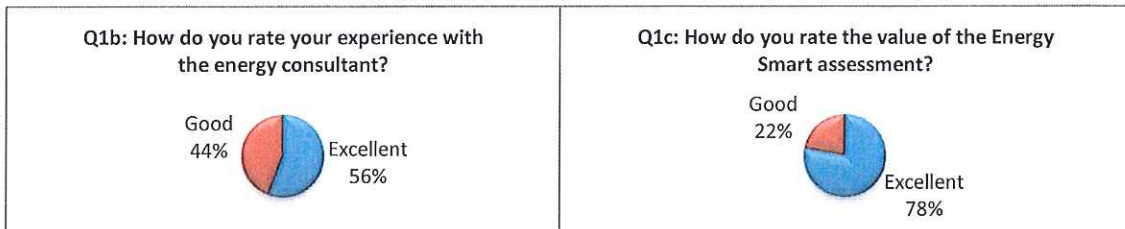


Q6: Have you taken advantage of other Energy Smart programs?



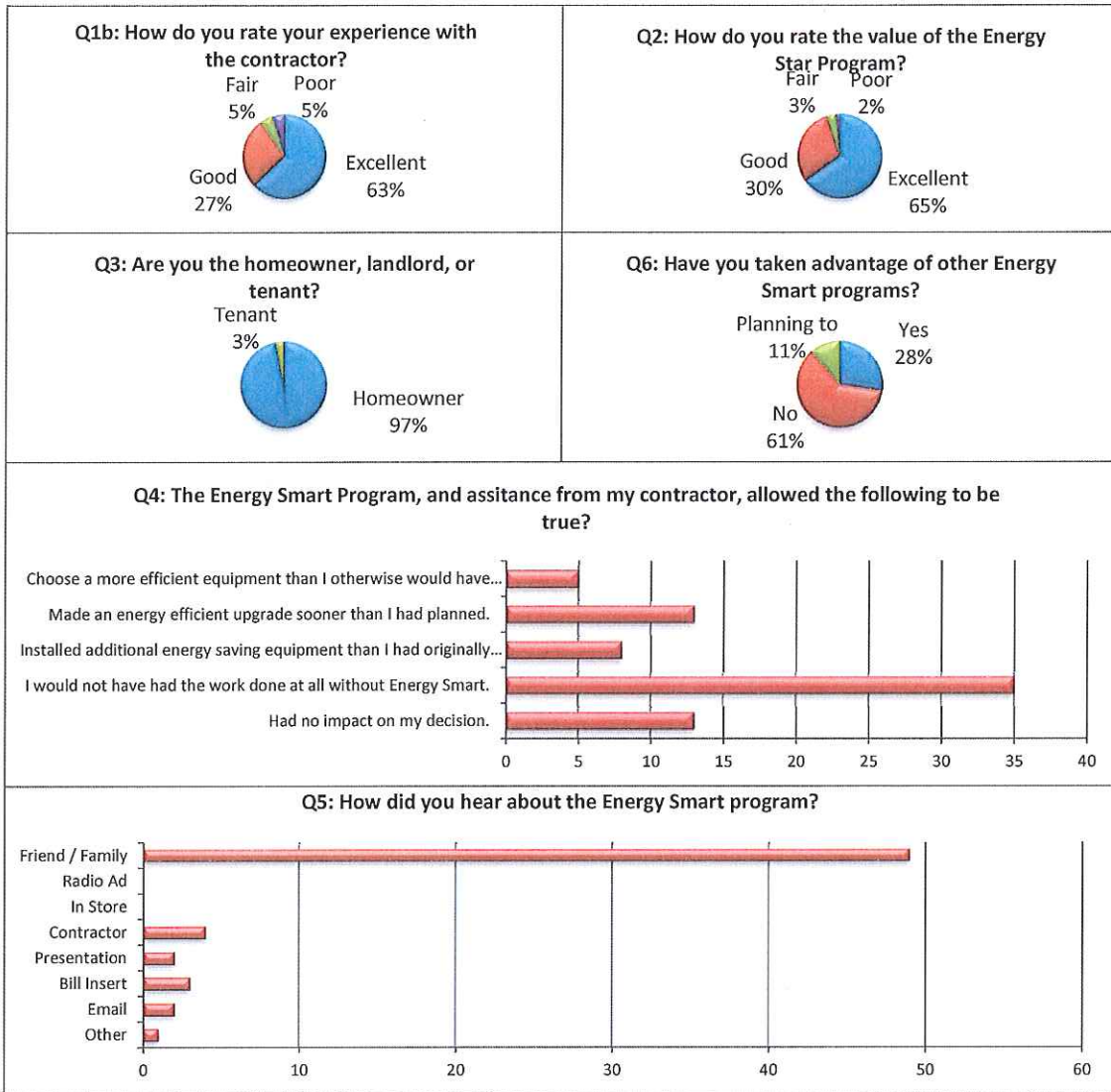
ELA Home Performance with Energy Smart **Assisted** - Customer Satisfaction Surveys

Total of 9 surveys received through Apr 28, 2017



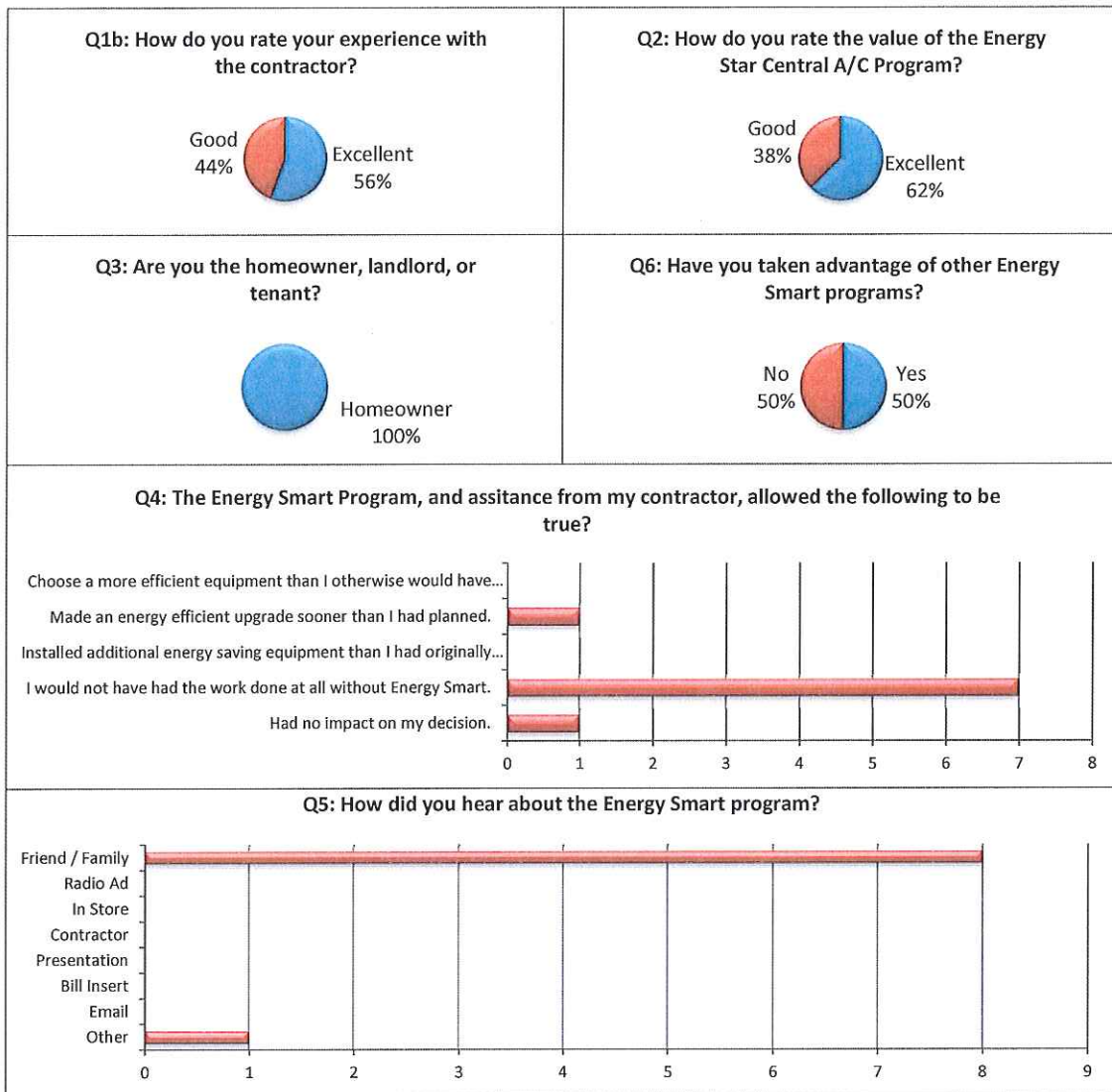
ENO CoolSaver AC Tune-up Program - Customer Satisfaction Surveys

Total of 64 surveys received through Feb 17, 2017



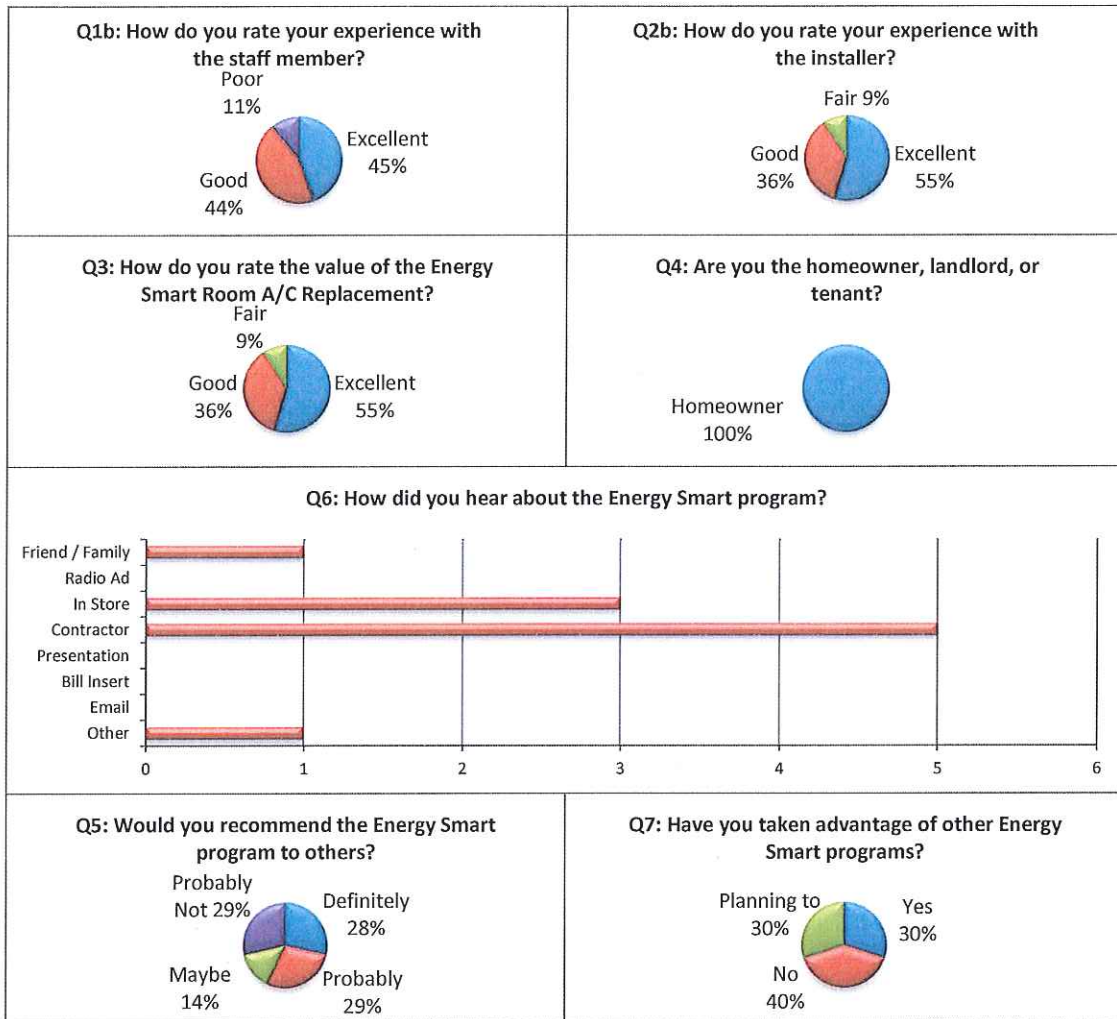
ELA Energy Smart CoolSaver AC Tune-up Program - Customer Satisfaction Surveys

Total of 10 surveys received through Apr 20, 2017




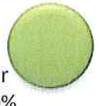


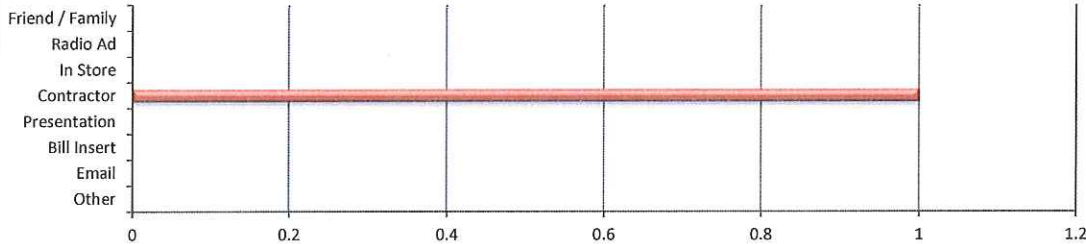

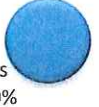
ENO Central A/C Unit Replacement Program - Customer Satisfaction Surveys

Total of 14 surveys received through Apr 5, 2017



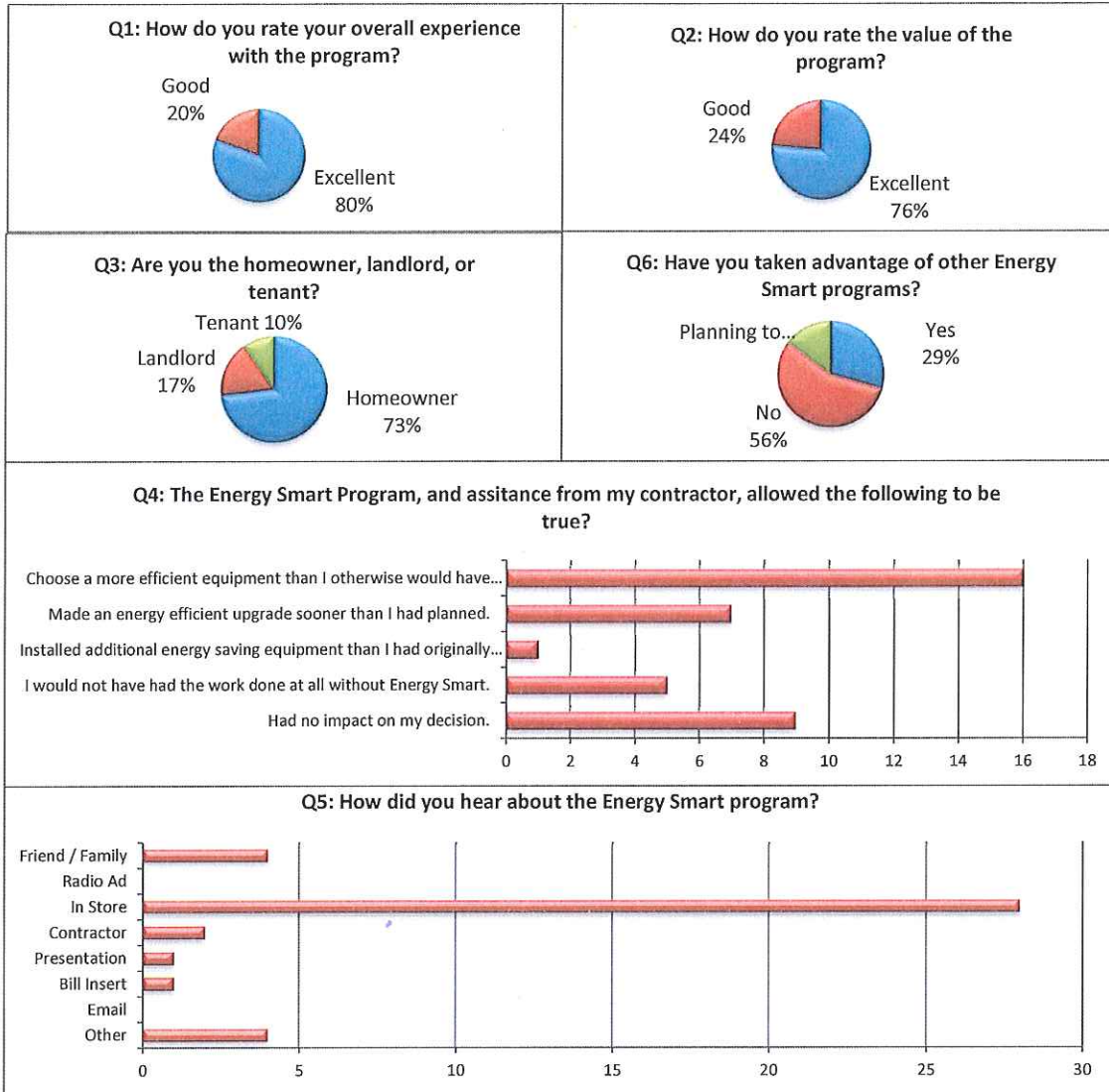
ELA Central A/C Unit Replacement Program - Customer Satisfaction Surveys

Total of 1 surveys received through Feb 4, 2017

<p>Q1b: How do you rate your experience with the energy consultant?</p>  <p>Excellent 100%</p>	<p>Q2b: How do you rate your experience with the installer?</p>  <p>Fair 100%</p>																
<p>Q3: How do you rate the value of the Energy Smart Room A/C Replacement?</p>  <p>Excellent 100%</p>	<p>Q4: Are you the homeowner, landlord, or tenant?</p>  <p>Homeowner 100%</p>																
<p>Q6: How did you hear about the Energy Smart program?</p>  <table border="1"> <thead> <tr> <th>Source</th> <th>Percentage</th> </tr> </thead> <tbody> <tr> <td>Friend / Family</td> <td>0%</td> </tr> <tr> <td>Radio Ad</td> <td>0%</td> </tr> <tr> <td>In Store</td> <td>0%</td> </tr> <tr> <td>Contractor Presentation</td> <td>100%</td> </tr> <tr> <td>Bill Insert</td> <td>0%</td> </tr> <tr> <td>Email</td> <td>0%</td> </tr> <tr> <td>Other</td> <td>0%</td> </tr> </tbody> </table>		Source	Percentage	Friend / Family	0%	Radio Ad	0%	In Store	0%	Contractor Presentation	100%	Bill Insert	0%	Email	0%	Other	0%
Source	Percentage																
Friend / Family	0%																
Radio Ad	0%																
In Store	0%																
Contractor Presentation	100%																
Bill Insert	0%																
Email	0%																
Other	0%																
<p>Q5: Would you recommend the Energy Smart program to others?</p>  <p>Definitely 100%</p>	<p>Q7: Have you taken advantage of other Energy Smart programs?</p>  <p>Yes 100%</p>																

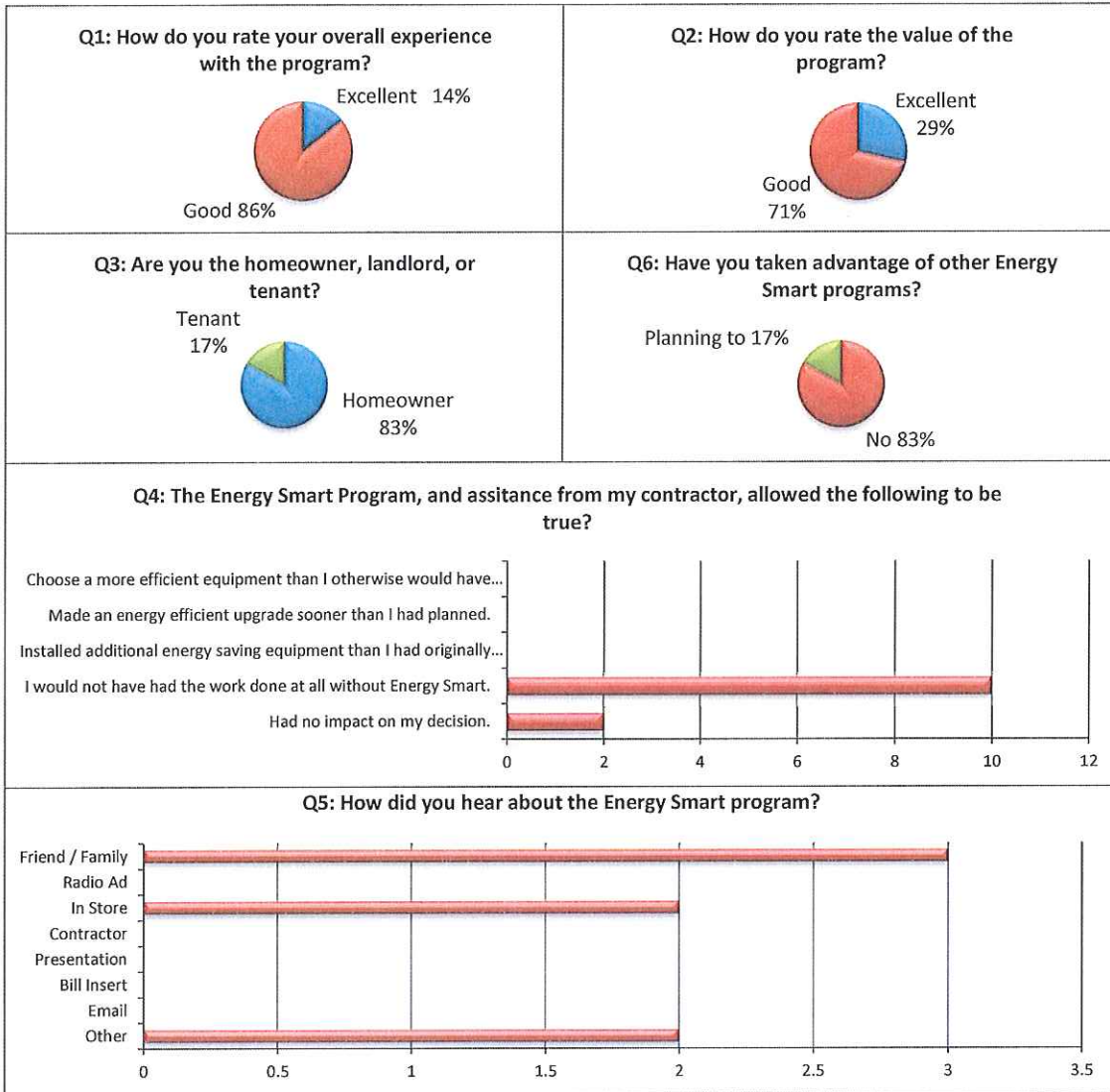
ENO Consumer Products Program - Customer Satisfaction Surveys

Total of 41 surveys received through Apr 5, 2017



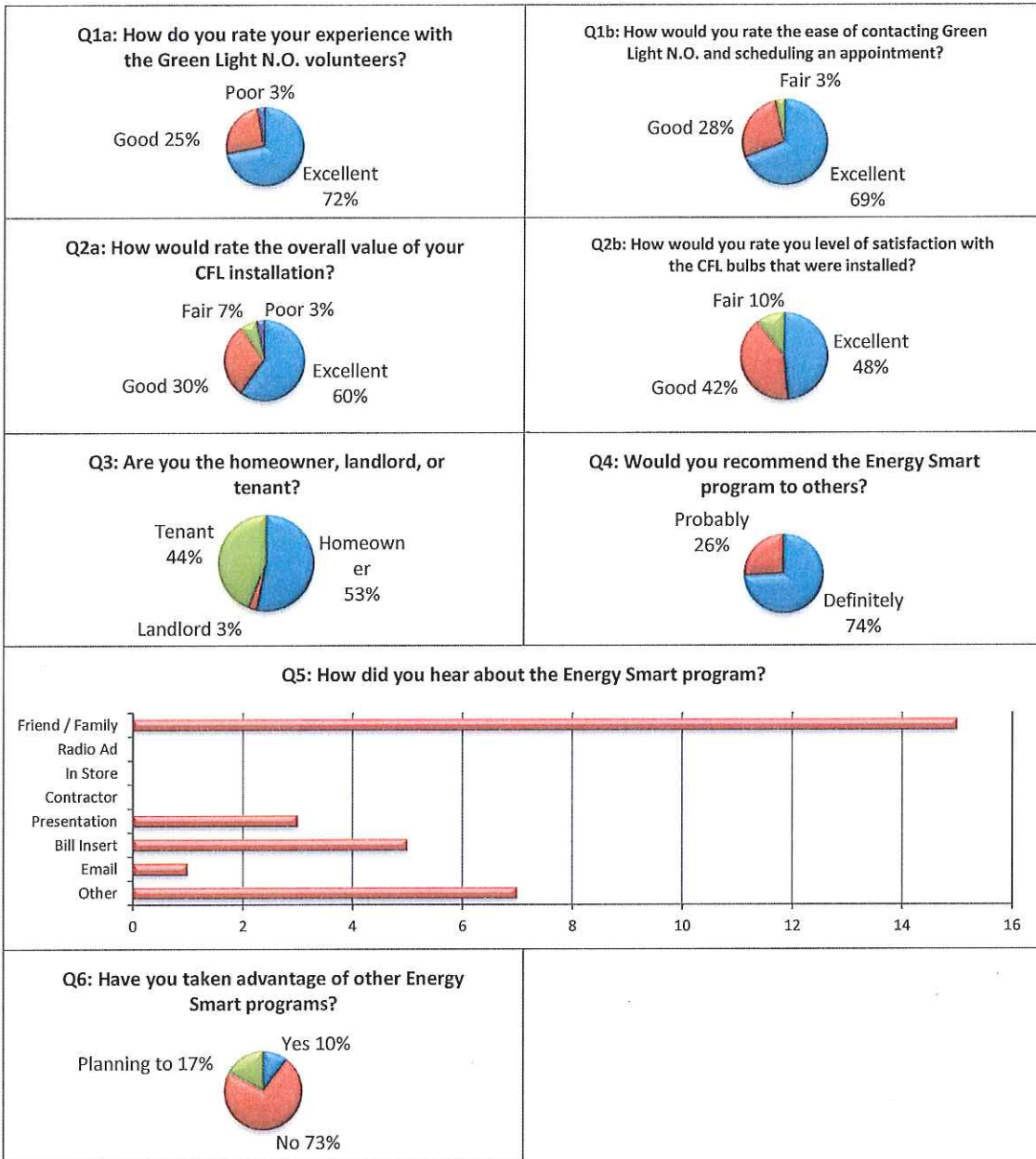
ELA Consumer Products Program - Customer Satisfaction Surveys

Total of 7 surveys received through Apr 27, 2017



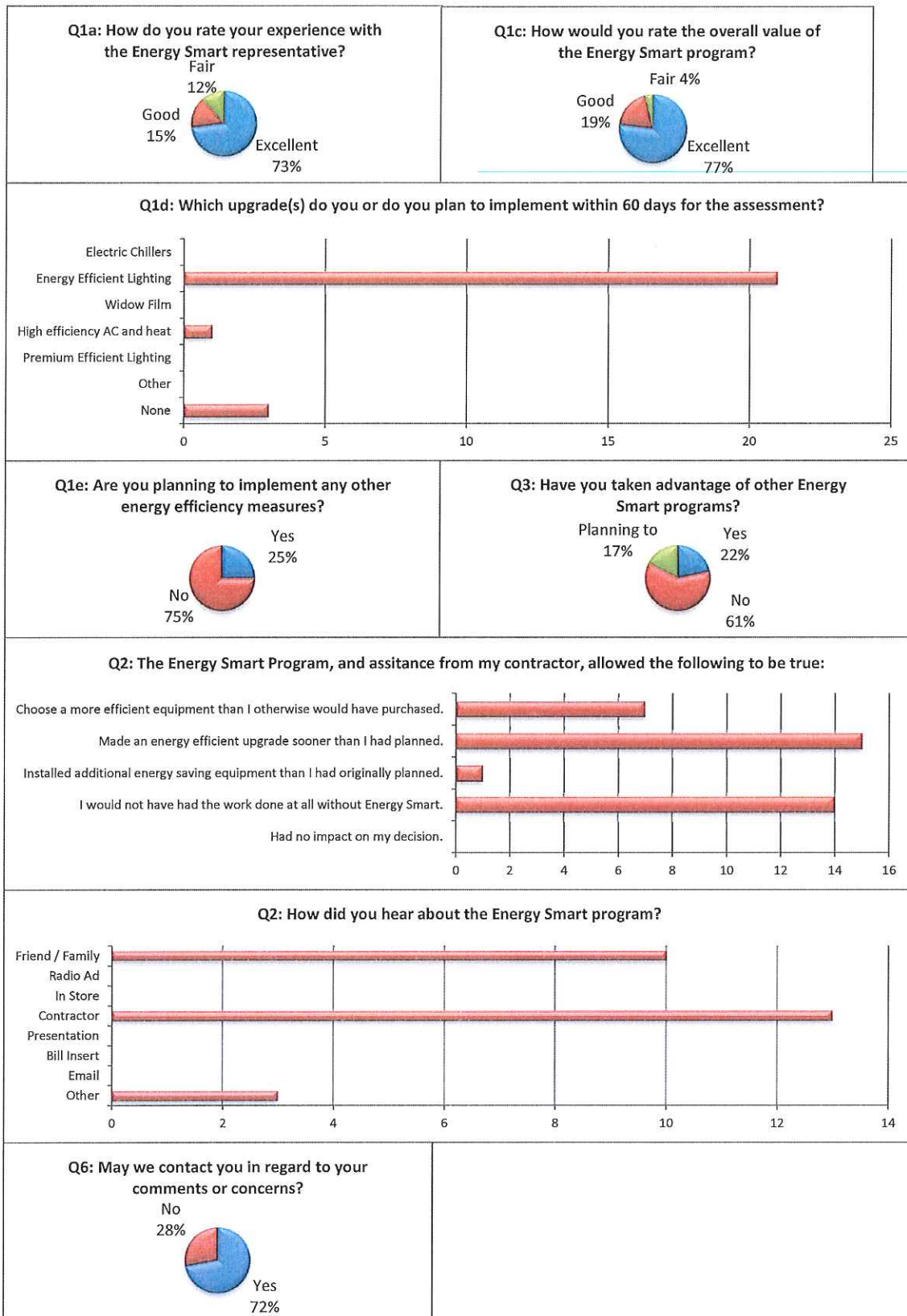
ENO Green Light CFL Program - Customer Satisfaction Surveys

Total of 32 surveys received through Apr 3, 2017



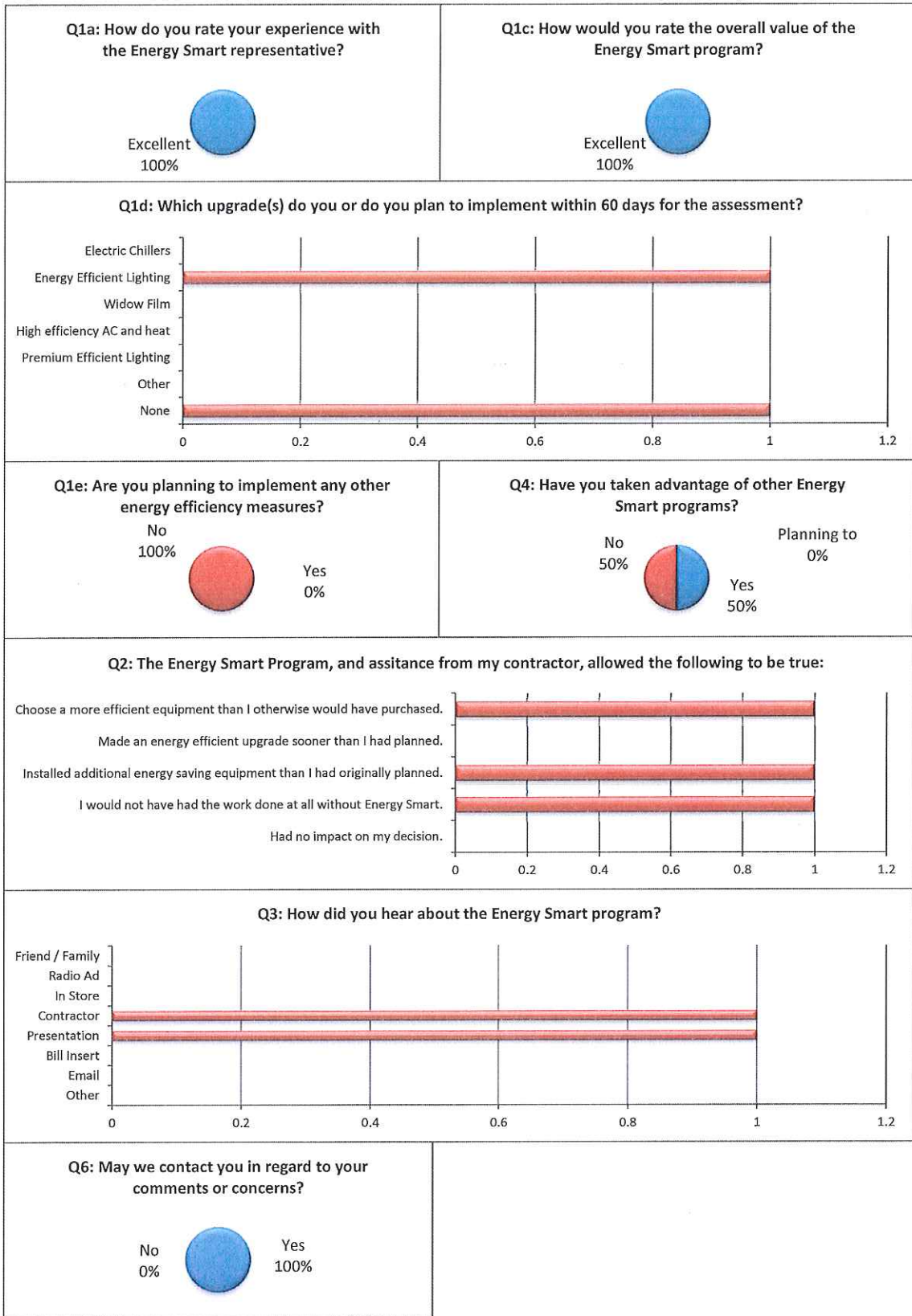
ENO Small Commercial Solutions & Industrial Solutions - Customer Satisfaction Surveys

Total of 26 surveys received through Mar 13, 2017



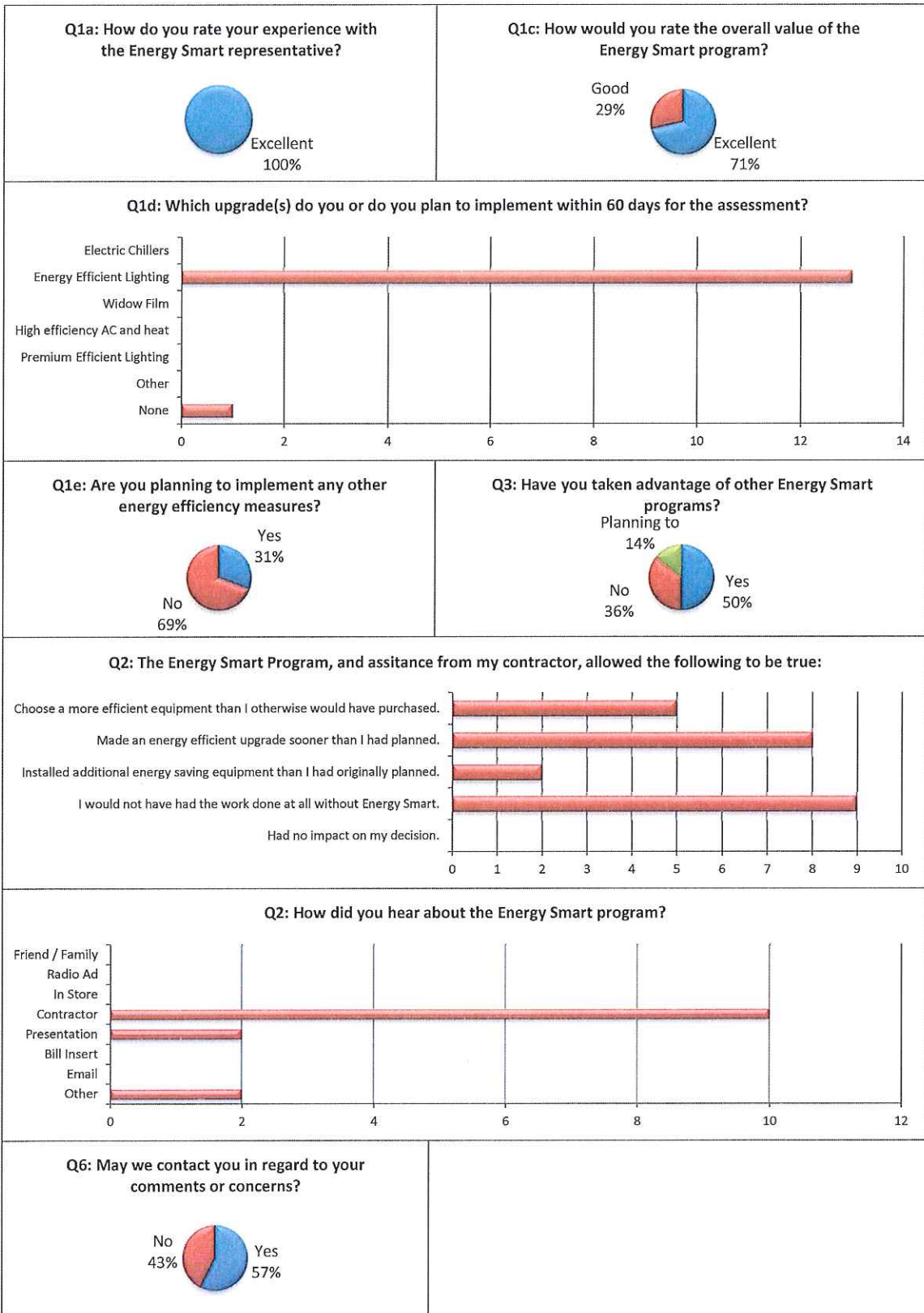
ELA Small Commercial Solutions & Industrial Solutions - Customer Satisfaction Surveys

Total of 2 surveys received through May 2, 2017



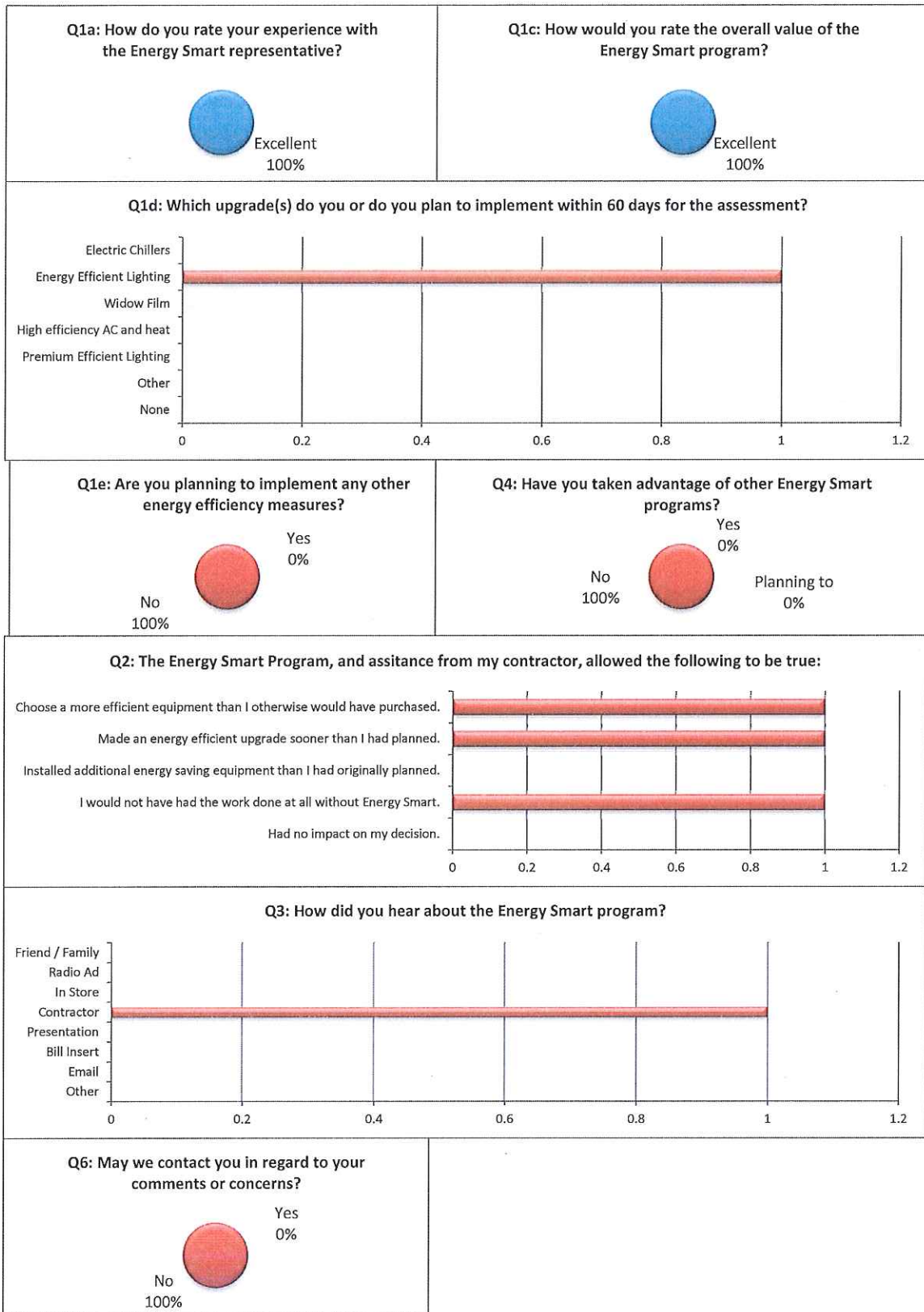
ENO Large Commercial Solutions & Industrial Solutions - Customer Satisfaction Surveys

Total of 14 surveys received through Mar 13, 2017



ELA Large Commercial Solutions & Industrial Solutions - Customer Satisfaction Surveys

Total of 1 surveys received through Apr 5, 2017



Appendix B: Standardized Annual Reporting Workbook (SARP)

New Orleans City Council

Utility, Cable, Telecommunications and Technology Committee

Standardized Annual Reporting Workbook v3.0 September 2013

General	Energy Efficiency Portfolio Data and Information		
Instructions Glossary	2016 EE Portfolio Information	2016 Program Year Evaluation	2014 & 2015 Data

Annual Report Tables					Reports			Data	
EE Portfolio Summary	EE Portfolio Cost by Program	EE Portfolio Summary by Cost Type	Company Statistics	Program Budget, Energy Savings & Participants	Portfolio Results Detail by Program	Portfolio Results Detail by Sector	Not used	Program Year Data	Next Annual Report Load Data
View	View	View	View	View	View	View		View	View

This workbook is designed to be used by Entergy New Orleans, Inc. to track and report savings and cost related to its Energy Efficiency Portfolios.

The workbook is organized so that all the worksheets work from left to right in order of completion. For ease of use each section is accessible by the use of an action button.

There are three main sections to the workbook:

-General: Contains Instructions and Glossary.

-Energy Efficiency Portfolio Data and Information: Contains all input requirements.

-Tables/Reports/Data: Contains the tables that are required for the narrative report. Also contains additional reports and data summaries.

The 'Energy Efficiency Portfolio Data and Information contains three actions buttons:

-EE Portfolio Information: Here the user can provide information such as Program Descriptions and the Plan Budgets and Savings.

-Current Program Year Evaluation: Here the user can provide information such as the actual Program Year Expenses and Savings.

-Prior Program Year Data: Here the user can provide actual information from the prior two Program Years. This data is available in the prior years annual report workbook.

Each tab in the workbook uses a menu bar at the top that has action buttons that the user can use to navigate through the various options. The 'yellow' shaded cells are cells that require data from the user. All other cells contain formulas and are locked to prevent the user from overwriting the formulas. You can only enter data in the yellow cells. Input the requested units as indicated by the workbook, for example if the request is kWh provide the data in kWh or if it is MWh provide the data in MWh's.

Unprotecting

If for some reason you need to unlock the spreadsheet the password is "APSC". Once you make the correction, lock the workbook back to protect any errors from occurring.

Dropdown List

Some of the required inputs are selected from dropdown list. You can view those list from here:

[List](#)

Cost Categories

There are six 'Cost Categories' used for tracking EE cost. They are divided into the following:

- **Planning / Design**

- **Marketing & Delivery**

- **Incentives / Direct Install Costs**

- **EM&V**

- **Administration**

- **Regulatory**

A complete list for each Cost Category can be viewed here:

[Cost](#)

Term	Definition
Abudget (Approved Budget)	This is the budget most recently approved by the Commission.
Annual Energy Savings	Energy savings realized for a full year. (8,760 hours)
Benefit Cost Ratio	The ratio of the total benefits of the program to the total costs over the life of the measure discounted as appropriate.
Customer Savings	Savings that are derived from custom measures where deemed savings are not addressed in the currently approved TRM.
Deemed Savings	A "book" estimate of the gross energy savings (kWh or therms) or gross demand savings (kW or therms) for a single unit of an installed EE measure that (a) has been developed from data sources and analytical methods that are widely considered acceptable for the measure and purpose and (b) is applicable to the set of measures undergoing evaluation. This information is found in the TRM on the APSC website and is subject to updates effective for estimation of EE savings associated with measures installed since the beginning of the year in which the updated version is approved. See Volume 2, Section 1.6.
Demand	The time rate of energy flow. Demand usually refers to electric power measured in kW but can also refer to natural gas, usually as Btu/hr or therms/day, etc.. The level at which electricity or natural gas is delivered to users at a given point in time.
Demand Savings	Demand that did not occur due to the installation of an EE measure. (non-coincident peak)
Energy Sales	Energy sold by the utility in the calendar year.
Energy Savings	Energy use that did not occur due to the installation of an EE measure.
Gross Savings	The change in energy consumption and/or demand that results directly from program-related actions taken by participants in an efficiency program, regardless of why they participated.
kW	A Kilowatt is a measure of electric demand - 1000 watts.
kWh	The basic unit of electric energy usage over time. One kWh is equal to one kW of power supplied to a circuit for a period of one hour.
LCFC Energy Savings	For the current Program Year, the sum of eligible net energy savings from (1) measures installed in prior Program Years (8,760 hours) and (2) measures installed in current Program Year as adjusted for time of installation, weather, etc. (less than 8,760 hours). Clarification of item (1) above: The savings reported in the current year should only reflect the current year impact of measures installed in prior years but should not include the savings claimed and reported in prior years.
Lifetime	The expected useful life, in years, that an installed measure will be in service and producing savings.
Lifetime Energy Savings	The sum of the energy savings through the measure's useful life.
Measures	Specific technology or practice that produces energy and/or demand savings as a result of a ratepayer's participation in a Utility/TPA EE Program.
Net Benefits	The program benefits minus the program costs discounted at the appropriate rate.
Net Savings	The total change in load (energy or demand) that is attributable to an EE Program. This change in load may include, implicitly or explicitly, the effects of free drivers, free riders, EE standards, changes in the level of energy service, and other causes of changes in energy consumption or demand.
Net-to-Gross Ratio (NTGR)	A factor representing net program savings divided by gross program savings that is applied to gross program impacts, converting them into net program load impacts.
Other Savings	Savings for which no deemed savings exist and no custom M&V was performed.
Participant Cost Test (PCT)	A cost-effectiveness test that measures the economic impact to the participating customer of adopting an EE measure.

Term	Definition
Participant	A consumer that received a service offered through the subject efficiency program, in a given Program Year. The term "service" is used in this definition to suggest that the service can be a wide variety of services, including financial rebates, technical assistance, product installations, training, EE information or other services, items, or conditions. Each evaluation plan should define "participant" as it applies to the specific evaluation and in accordance with the C&EE Rules and/or State law.
Plan Savings	Annual energy savings budgeted by the utility for the Program Year.
Portfolio	Either (a) a collection of similar programs addressing the same market (e.g., a portfolio of residential programs), technology (e.g., motor-efficiency programs), or mechanisms (e.g., loan programs) or (b) the set of all programs conducted by one organization, such as a utility (and which could include programs that cover multiple markets, technologies, etc..).
Program Administrator Cost (PAC) Test	The Program Administrator Cost Test measures the net costs of a demand-side management program as a resource option based on the costs incurred by the program administrator (including incentives costs) and excluding any net costs incurred by the participant.
Program Year	The Year in which programs are administered and delivered, for the purposes of planning and reporting, a Program Year shall be considered a calendar year, January 1 - December 31.
Program	A group of projects, with similar characteristics and installed in similar applications. Examples could include a utility program to install energy-efficiency lighting in commercial buildings, a developer's program to build a subdivision of homes that have photovoltaic systems, or a state residential EE code program.
Ratepayer Impact Measure (RIM) Test	The Ratepayer Impact Measure test measures what happens to customer bills or rates due to changes in utility revenues and operating costs caused by the program.
RBudget (Revised Budget)	This is the Budget the utility used for the Program Year. This budget may be different from the Approved Budget (ABudget), if the Commission has granted the utility the flexibility to modify its program budgets.
Sales as Adjusted for SD Exemptions	The utility's 2010 Annual Energy Sales minus the 2010 Annual Energy Sales of the customers granted self-direct exemptions by Commission Order.
Total Resource Cost (TRC) Test	The Total Resource Cost Test measures the net costs of a demand-side management program as a resource option based on the total costs of the program, including both the participants' and the utility's costs.
TRC Levelized Cost	The total costs of the program to the utility and its ratepayers on a per kWh or per them basis levelized over the life of the program.

[Main Menu](#)

ENO - 2016 EE Portfolio Information

Utility Information

[<< Back](#)[Next >>](#)

Instructions: Fill in all cells. Select Company's Utility Type from the dropdown menu.

Utility Information

1. Utility Full Name
2. Utility Abbreviated Name
3. Program Year
4. Docket
5. Date Filed
6. Name of Contact
7. Email Address
8. Telephone Number

Entergy New Orleans, Inc.
ENO
2016
UD-08-02
February 4th, 2015
Derek Mills
dmills3@entergy.com
504-670-3527

Utility Type

Electric

Main Menu

ENO - 2016 EE Portfolio Information

Program Descriptions

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Next >>

Instructions: List Program names and the other required detail. Provide additional detail for each program by clicking on the "View Program Detail" button.

		Definitions		View Program Detail	
Program Name	Target Sector	Program Type	Delivery Channel		
1. ENO - Home Performance with Energy Star	Residential	Whole Home	Trade Ally		
2. ENO - Consumer Products POS	Residential	Consumer Product Rebate	Retail Outlets		
3. ENO - Income Qualified (AHPwES)	Residential	Whole Home	Trade Ally		
4. ENO - School Kits and Education	Residential	Behavior/Education	Trade Ally		
5. ENO - Residential Heating and Cooling	Residential	Prescriptive/Standard Offer	Trade Ally		
6. ENO - Small Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally		
7. ENO - Large Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally		
8. ENO - DLC Pilot	Residential	Demand Response	Implementing Contractor		
9. Algiers - Home Performance with Energy Star	Residential	Whole Home	Trade Ally		
10. Algiers - Consumer Products POS	Residential	Consumer Product Rebate	Retail Outlets		
11. Algiers - Income Qualified (AHPwES)	Residential	Whole Home	Trade Ally		
12. Algiers - School Kits and Education	Residential	Behavior/Education	Trade Ally		
13. Algiers - Residential Heating and Cooling	Residential	Prescriptive/Standard Offer	Trade Ally		
14. Algiers - Small Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally		
15. Algiers - Large Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally		
16. Algiers - Nest Pilot	Residential	Measure/Technology Focus	Implementing Contractor		
17. Empty					
18. Empty					
19. Empty					
20. Empty					

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Program-Type Definitions

Term	Definition
Audit - C&I	Programs in which an energy assessment is performed on one or more participant commercial or industrial facilities to identify sources of potential energy waste and measures to reduce that waste.
Behavior/Education	Residential programs designed around directly influencing household habits and decision-making on energy consumption through numerical or graphical feedback on consumption, sometimes accompanied by tips on saving energy. These programs include behavioral feedback programs (in which energy usage reports compare a consumer's household energy usage with those of similar consumers); online audits that are completed by the consumer; and in-home displays that help consumers assess their usage in real time. These programs do not include on-site energy assessments or audits.
Consumer Product Rebate	Programs that incentivize the sale, purchase and installation of energy efficient measures/equipment and or devices (e.g., refrigerators, dishwashers, clothes washers, dryers, electronics, lighting, lighting fixtures, lighting controls, etc.) that are more efficient than those meeting minimum energy performance standards. All rebate/incentive delivery channels are included (Coupon, upstream retail, upstream manufacturing, web based, point of sale, etc.). Further, these programs typically do not include the local participating contractor (HVAC, Insulation, Auditing, etc.) for installation or incentives/rebates.
Custom	Programs designed around the delivery of site-specific projects typically characterized by an extensive onsite energy assessment and identification and installation of multiple measures unique to that facility. These measures are likely to vary significantly from site to site
Demand Response	Demand response programs
Financing	<p>Residential - Financing programs for residential projects. As with other programs, costs here are utility costs, including the costs of any inducements for lenders, e.g., loan loss reserves, interest rate buy downs, etc.</p> <p>C&I - Projects designed to increase loan financing for C&I energy efficiency projects. As with other programs, program costs here are any costs paid by the PA out of utility-customer funds, including, e.g., loan loss reserves or other credit enhancements, interest rate buy downs, etc., - but not including rebates. Where participant costs are available for collection, these ideally will include the total customer share, i.e., both principal (the participant payment to purchase and install measures) and interest on that debt. Most of these programs will be directed toward enhancing credit or financing for commercial structures.</p>
Market Specific/Hard to Reach	Multi-family and mobile homes programs are designed to encourage the installation of energy efficient measures in common areas, units or both for residential structures of more than four units. These programs may be aimed at building owners/managers, tenants or both. This program may include rebate, direct install and auditing incentives/services.
New Construction	<p>Residential - Programs that provide incentives and possibly technical services to ensure new homes are built or manufactured to energy performance standards higher than applicable code, e.g., ENERGY STAR Homes. These programs include new multi-family and new/replacement mobile homes.</p> <p>C&I - Programs that incentivize owners or builders of new commercial or industrial facilities to design and build beyond current code or to a certain certification level, e.g., ENERGY STAR or LEED.</p>

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Program-Type Definitions

Term	Definition
Other	Programs not captured by any of the specific Residential, Industrial or Commercial categories but are sufficiently detailed or distinct to not be treated as a "general" program. Example: An EE program aimed specifically at the commercial subsector but is not clearly prescriptive or custom in nature might be classified as C&I: Other.
Prescriptive/Standard Offer	Prescriptive programs that encourage the purchase and installation of some or all of a specified set of pre-approved measures.
Measure/Technology Focus	Residential Programs that focus on specific a technology or a limited technology that require additional verification, quality control and/or includes specific design engineering prior to installation. Such programs can include water heating programs, pool pumps, HVAC "right sizing" replace on burn out or retrofit. Like the Consumer Product rebate program the Measure/Technology focus program must exceed standards in Arkansas. Unlike the Consumer Product programs these programs will usually require the recruitment and training of installation contractors and reporting from installation contractors followed by quality control practices.
Whole Home	Whole-home energy upgrade or retrofit programs combine a comprehensive energy assessment or audit that identifies energy savings opportunities with house-wide improvements in air sealing, insulation and, often, HVAC systems and other end uses. The HVAC improvements may range from duct sealing to a tune up to full replacement of the HVAC systems. Whole-home programs are designed to address a wide variety of individual measures and building systems, including but not limited to: HVAC equipment, thermostats, furnaces, boilers, heat pumps, water heaters, fans, air sealing, insulation (attic, wall, and basement), windows, doors, skylights, lighting, and appliances. As a result, whole- home programs generally involve one or more rebates for multiple measures. Whole-home programs generally come in two types: comprehensive programs that are broad in scope and less comprehensive, prescriptive programs sometimes referred to as "bundled efficiency" programs. This category addresses all of the former and most of the latter, but it excludes direct-install programs that are accounted for separately and completed outside this program.

[Back](#)

Program Definitions - Residential

Term	Definition
Behavior/Education	Residential programs designed around directly influencing household habits and decision-making on energy consumption through numerical or graphical feedback on consumption, sometimes accompanied by tips on saving energy. These programs include behavioral feedback programs (in which energy usage reports compare a consumer's household energy usage with those of similar consumers); online audits that are completed by the consumer; and in-home displays that help consumers assess their usage in real time. These programs do not include on-site energy assessments or audits.
Consumer Product Rebate/Appliances	Programs that incentivize the sale, purchase and installation of appliances (e.g., refrigerators, dishwashers, clothes washers and dryers) that are more efficient than those meeting minimum energy performance standards. Appliance recycling and the sale/purchase/installation of HVAC equipment, water heaters and consumer electronics are accounted for separately.
Consumer Product Rebate/Electronics	Programs that encourage the availability and purchase/lease of more efficient personal and household electronic devices, including but not limited to televisions, set-top boxes, game consoles, advanced power strips, cordless telephones, PCs and peripherals <u>specifically for home use, chargers for phones/smart phones/tablets.</u>
Consumer Product Rebate/Lighting	Programs aimed specifically at encouraging the sale/purchase and installation of more efficient lighting in the home. These programs range widely from point-of-sale rebates to CFL mailings or giveaways. Measures tend to be CFLs, fluorescent fixtures, LED lamps, LED fixtures, LED holiday lights and lighting controls, including occupancy monitors/switches.
Consumer Product Rebate/Appliance Recycling	Programs designed to remove less efficient appliances (typically refrigerators and freezers) from households.
Demand Response - Load Control	A demand response activity by which the program sponsor or program administrator remotely shuts down or cycles a customer's electrical equipment (e.g., air conditioner, water heater) on short notice. Direct load control programs are primarily offered to <u>residential or small commercial customers. Also known as direct control load management.</u>
Demand Response - Price/Time Base	A) Interruptible Load: A demand response program where electric consumption is subject to curtailment or interruption under tariffs contracts that provide a rate discount or bill credit for agreeing to reduce load during system contingencies. In some instances, the demand reduction may be effected by action of the System Operator (remote tripping) after notice to the customer in accordance with contractual provisions. b) Time of Use Pricing: Demand-side management that uses a retail rate or Tariff in which customers are charged different prices for using electricity at different times during the day. Examples are time-of-use rates, real time pricing, hourly pricing, and critical peak pricing. Time-based rates do not include seasonal rates, inverted block, or declining block rates.
Financing	Financing programs for residential projects. Costs here are utility costs, including the costs of any inducements for lenders, e.g., loan loss reserves, interest rate buy downs, etc.
Manufactured Homes	Manufactured programs are designed to encourage the installation of energy efficient measures in manufactured homes.
Measure/Technology Focus - HVAC/Furnace	Programs designed to encourage the distribution, sale/purchase, proper sizing and installation of HVAC systems that are more efficient than current standards. Programs tend to support activities that focus on central air conditioners, air source heat pumps, ground source heat pumps, and ductless systems that are more efficient than current energy performance standards, as well as climate controls and the promotion of quality installation and quality maintenance.

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Program Definitions - Residential

Term	Definition
Measure/Technology Focus - Insulation	Programs designed to encourage the sale/purchase and installation of insulation in residential structures, often through per-square-foot incentives for insulation of specific R- values versus existing baseline. Programs may be point-of-sale rebates or rebates to <u>insulation installation contractors</u> .
Measure/Technology Focus - Pool Pumps	Programs that incentivize the installation of higher efficiency or variable speed pumps and controls, such as timers, for swimming pools.
Measure/Technology Focus - Water Heater	Programs designed to encourage the distribution, sale/purchase and installation of electric and gas water-heating systems that are more efficient than current standards, including high efficiency water storage tank and tankless systems.
Measure/Technology Focus - Windows	Programs designed to encourage the sale/purchase and installation of efficient windows in residential structures.
Multi-Family	Multi-family programs are designed to encourage the installation of energy efficient measures in common areas, units or both for residential structures of more than four units. These programs may be aimed at building owners/managers, tenants or both.
Other	All residential programs not specifically captured in the other residential program categorizations.
Whole Home/Audits	Residential audit programs provide a comprehensive, standalone assessment of a home's energy consumption and identification of opportunities to save energy. The scope of the audit includes the whole home although the thoroughness and completeness of the audit may vary widely from a modest examination and simple engineering-based modeling of the physical structure to a highly detailed inspection of all spaces, testing for air leakage/exchange rates, testing for HVAC duct leakage and highly resolved modeling of the physical structure with benchmarking to customer utility bills.
Whole Home/Direct Install	Direct-install programs provide a set of pre-approved measures that may be installed at the time of a visit to the customer premises or provided as a kit to the consumer, usually at modest or no cost to the consumer and sometimes accompanied by a rebate. Typical measures include CFLs, low-flow showerheads, faucet aerators, water-heater wrap and weather stripping. Such programs also may include a basic, walk-through energy assessment or audit, but the savings are principally derived from the <u>installation of the provided measures</u> .
Whole Home/Retrofit	Whole-home energy upgrade or retrofit programs combine a comprehensive energy assessment or audit that identifies energy savings opportunities with house-wide improvements in air sealing, insulation and, often, HVAC systems and other end uses. The HVAC improvements may range from duct sealing to a tune up to full replacement of the HVAC systems. Whole-home programs are designed to address a wide variety of individual measures and building systems, including but not limited to: HVAC equipment, thermostats, furnaces, boilers, heat pumps, water heaters, fans, air sealing, insulation (attic, wall, and basement), windows, doors, skylights, lighting, and appliances. As a result, whole-home programs generally involve one or more rebates for multiple measures. Whole-home programs generally come in two types: comprehensive programs that are broad in scope and less comprehensive, prescriptive programs sometimes referred to as "bundled efficiency" programs. This category addresses all of the former and most of the latter, but it excludes direct-install programs that are accounted for separately.

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Program Definitions - Commercial & Industrial

Term	Definition
Audit	Programs in which an energy assessment is performed on one or more participant commercial or industrial facilities to identify sources of potential energy waste and measures to reduce that waste.
Custom	Programs designed around delivery of site-specific projects typically characterized by an extensive onsite energy assessment and identification and installation of multiple measures unique to that facility. These measures may vary significantly from site to site. This category is intended to capture "whole-building" approaches to commercial sector efficiency opportunities for a wide range of building types and markets (e.g., office, retail) and wide range of measures.
Custom/Agriculture	Farm- and orchard-based agricultural programs that primarily involve irrigation pumping and do not include agricultural refrigeration or processing at scale.
Custom/Data Centers	Data center programs are custom-designed around large-scale server floors or farms that often serve high-tech, banking or academia. Projects tend to be site-specific and involve some combination of lighting, servers, networking devices, cooling chillers, and energy management systems/software. Several of these may be of experimental or proprietary design.
Custom/Industrial Processes	Industrial programs deliver custom-designed projects that are characterized by an onsite energy and process efficiency assessment and a site-specific measure set that may include, for example, substantial changes in a manufacturing line. This category includes all EE program work at industrial sites that is not otherwise covered by the single-measure prescriptive programs below, e.g., lighting, HVAC, water heaters. This category therefore includes, but is not limited to, all industrial and agricultural process efficiency, all non-single measure efficiency activities inside and on industrial buildings.
Custom/Refrigerator Warehouses	Warehouse programs are aimed at large-scale refrigerated storage. Typical end uses are lighting, climate controls and refrigeration systems.
Demand Response - Load Control	<p>a) Direct Load Control: A demand response activity by which the program sponsor or program administrator remotely shuts down or cycles a customer's electrical equipment (e.g., air conditioner, water heater) on short notice. Direct load control programs are primarily offered to residential or small commercial customers. Also known as direct control load management.</p> <p>b) Demand Response Program: A demand response program that provides incentive payments to customers for load reductions achieved during an Emergency Demand Response Event.</p> <p>c) Interruptible Load: A demand response program where electric consumption is subject to curtailment or interruption under tariffs contracts that provide a rate discount or bill credit for agreeing to reduce load during system contingencies. In some instances, the demand reduction may be effected by action of the System Operator (remote tripping) after notice to the customer in accordance with contractual provisions.</p>

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Program Definitions - Commercial & Industrial

Term	Definition
Demand Response - Price/Time Base Response	<p>a) Critical Peak Pricing: Demand-side management that combines direct load control with a pre-specified high price for use during designated critical peak periods, triggered by system contingencies or high wholesale market prices.</p> <p>b) Critical Peak Pricing with Load Control: Demand-side management that combines direct load control with a pre-specified high price for use during designated critical peak periods, triggered by system contingencies or high wholesale market prices.</p> <p>c) Peak Time Rebate: Peak time rebates allow customers to earn a rebate by reducing energy use from a baseline during a specified number of hours on critical peak days. Like Critical Peak Pricing, the number of critical peak days is usually capped for a calendar year and is linked to conditions such as system reliability concerns or very high supply prices.</p> <p>d) Real time pricing: Demand-side management that uses rate and price structure in which the retail price for electricity typically fluctuates hourly or more often, to reflect changes in the wholesale price of electricity on either a day-ahead or hour-ahead basis.</p> <p>e) Time of Use Pricing: Demand-side management that uses a retail rate or Tariff in which customers are charged different prices for using electricity at different times during the day. Examples are time-of-use rates, real time pricing, hourly pricing, and critical peak pricing. Time-based rates do not include seasonal rates, inverted block, or declining block rates.</p>
Financing	Programs designed to increase loan financing for C&I energy efficiency projects. As with other programs, program costs here are any costs paid by the PA out of utility-customer funds, including, e.g., loan loss reserves or other credit enhancements, interest rate buy downs, etc.,- but not including rebates. Where participant costs are available for collection, these ideally will include the total customer share, i.e., both principal (the participant payment to purchase and install measures) and interest on that debt. Most of these programs will be directed toward enhancing credit or financing for commercial structures.
Govt/Nonprofit/MUSH	MUSH (Municipal, University, School & Hospital) and government and non-profit programs cover a broad swath of program types generally aimed at public and institutional facilities. Examples include incentives and/or technical assistance to promote energy efficiency upgrades for elementary schools, recreation halls and homeless shelters. Street lighting is accounted for separately.
Other	Programs not captured by any of the specific C&I categories but are sufficiently detailed or distinct to not be treated as a "general" program. Ex ample: An EE program aimed specifically at the C&I subsector but is not clearly prescriptive or custom in nature might be classified as C&I: Other.
Prescriptive/Grocery	Grocery programs are prescriptive programs aimed at supermarkets and are designed around indoor and outdoor lighting and refrigerated display cases.
Prescriptive/HVAC	C&I HVAC programs encourage the sale/purchase and installation of heating, cooling and chiller systems at higher efficiency than current energy performance standards, across a broad range of unit sizes and configurations. Most of these programs will be directed toward commercial structures.
Prescriptive/IT or Office	Programs aimed at improving the efficiency of office equipment, chiefly commercially available PCs, printers, monitors, networking devices and mainframes not rising to the scale of a server farm or floor.

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Program Definitions - Commercial & Industrial

Term	Definition
Prescriptive/Industrial	Prescriptive programs that encourage the purchase and installation of some or all of a specified set of pre-approved industrial measures besides those covered in other measure-specific prescriptive programs.
Prescriptive/Lighting	C&I lighting programs incentivize the installation of higher efficiency lighting and controls, compared to the existing baseline. Most of these programs will be directed toward commercial structures. Typical measures might include T-8/T-5 fluorescent lamps and fixtures; CFLs and fixtures; LEDs for lighting, displays, signs and refrigerated lighting; metal halide and ceramic lamps and fixtures; occupancy controls; daylight dimming; and timers.
Prescriptive/Motors	Motors programs usually offer a prescribed set of approved higher efficiency motors, with industrial motors programs typically getting the largest savings from larger, high powered motors (>200 hp).
Prescriptive/Small Commercial	Prescriptive programs applied to small commercial facilities. (See definition of prescriptive programs for additional detail.) Such programs may range from a walk-through audit and direct installation of a few pre-approved measures to a fuller audit and a fuller package of measures.
Street Lighting	Street lighting programs include incentives and/or technical support for the installation of higher efficiency street lighting and traffic lights than current baseline.

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Program Definitions - Cross Sector

Term	Definition
Codes & Standards	In C&S programs, the PA may engage in a variety of activities designed to advance the adoption, application or compliance level of building codes and end-use energy performance standards. Examples might include advocacy at the state or federal level for higher standards for HVAC equipment; training of architects, engineers and builder/developers on compliance; and training of building inspectors in ensuring the codes are met.
Market Transformation	Market transformation programs include programs aimed primarily at reducing market barriers to the adoption of more efficient goods and services rather than acquiring energy savings, per se. MT programs are gauged by their market effects, e.g., increased awareness of energy efficient technologies among customers and suppliers; reduced prices for more efficient models; increased availability of more efficient models; and ultimately, increased market share for energy efficient goods, services and design practices. Example programs might include upstream incentives to manufacturers to make more efficient goods more commercially available; and point-of-sale or installation incentives for emerging technologies that are not yet cost effective. Workforce training and development programs are covered by a separate category. Upstream incentives for commercially available goods are sorted into the program categories for those goods, e.g., consumer electronics or HVAC.
Marketing, Education, Outreach	ME&O programs include most standalone marketing, education and outreach programs, e.g., development and delivery of in-school energy and water efficiency curricula; and statewide marketing, outreach and brand development.
Multi-Sector Rebates	Multi-sector rebate programs include providing incentives for commercially available end-use goods for multiple sectors, e.g., PCs, HVAC.
Other	This category is intended to capture all programs that cannot be allocated to a specific sector (or are multi-sectoral) and cannot be allocated to a specific program type.
Research	These programs are aimed generally at helping the PA identify new opportunities for energy savings, e.g., research on emerging technologies or conservation strategies. Research conducted on new program types or the inclusion of new, commercially available measures in an existing program are accounted for separately under cross-cutting program support.
Shading/Cool Roofs	Shading/reflective programs include programs designed to lessen heating and cooling loads through generally changes to the exterior of a structure, e.g., tree plantings to shade walls and windows ,window screens and cool/reflective roofs. These programs are not necessarily specific to a sector.
Voltage Reduction	Programs that support investments in pre-meter system savings, typically by the program administrator. The most common form of these programs are voltage regulation programs that reduce voltage (within reliability parameters) during select time periods. Other measures may include purchase of higher efficiency transformers.
Workforce Development	Workforce training and development programs are a distinct category of market transformation program designed to provide the underlying skills and labor base for deployment of energy-efficiency measures.

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Budgets

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Instructions: Provide RBudget amount for each cost category, including Regulatory at bottom. Provide budget reconciliation by clicking on the "Budget Reconciliation" button.

Program Name	Planning /	Marketing &	Incentives /	EM&V	Administration	Total	Budget Reconciliation	
	Design	Delivery	Direct Install					
1. ENO - Home Performance with Energy Star		\$ 239,867	\$ 587,590			\$ 827,457		
2. ENO - Consumer Products POS		\$ 196,255	\$ 249,353			\$ 445,608		
3. ENO - Income Qualified (AHPwES)		\$ 348,897	\$ 361,252			\$ 710,149		
4. ENO - School Kits and Education		\$ 333,333	\$ 81,884			\$ 415,217		
5. ENO - Residential Heating and Cooling		\$ 130,836	\$ 309,864			\$ 440,700		
6. ENO - Small Commercial and Industrial		\$ 436,121	\$ 564,721			\$ 1,000,842		
7. ENO - Large Commercial and Industrial		\$ 828,630	\$ 941,341			\$ 1,769,971		
8. ENO - DLC Pilot		\$ 312,328	\$ 98,507			\$ 410,835		
9. Algiers - Home Performance with Energy Star		\$ 18,856	\$ 75,091			\$ 93,947		
10. Algiers - Consumer Products POS		\$ 15,428	\$ 25,239			\$ 40,667		
11. Algiers - Income Qualified (AHPwES)		\$ 25,713	\$ 28,139			\$ 53,853		
12. Algiers - School Kits and Education		\$ 75,000	\$ 6,293			\$ 81,293		
13. Algiers - Residential Heating and Cooling		\$ 10,285	\$ 25,075			\$ 35,361		
14. Algiers - Small Commercial and Industrial		\$ 35,999	\$ 43,078			\$ 79,077		
15. Algiers - Large Commercial and Industrial		\$ 65,140	\$ 75,116			\$ 140,256		
16. Algiers - Nest Pilot		\$ 33,261	\$ 172,590			\$ 205,851		
17. Empty						\$ -		
18. Empty						\$ -		
19. Empty						\$ -		
20. Empty						\$ -		
Total:	\$ -	\$ 3,105,950	\$ 3,645,133	\$ -	\$ -	\$ 6,751,083		
							Regulatory	
							Total Portfolio Budget:	<u>\$ 6,751,083</u>

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Budget Reconciliation Table

Program Name	RBudget	Abudget*	Difference	Change	Explanation for the Change
1. ENO - Home Performance with Energy Star	\$ 827,457	\$ 587,618	\$ 239,839	41%	Rollover from PY5
2. ENO - Consumer Products POS	\$ 445,608	\$ 447,327	\$ (1,719)	0%	
3. ENO - Income Qualified (AHPwES)	\$ 710,149	\$ 761,720	\$ (51,570)	-7%	
4. ENO - School Kits and Education	\$ 415,217	\$ 466,787	\$ (51,570)	-11%	
5. ENO - Residential Heating and Cooling	\$ 440,700	\$ 363,291	\$ 77,410	21%	Rollover from PY5
6. ENO - Small Commercial and Industrial	\$ 1,000,842	\$ 1,098,825	\$ (97,984)	-9%	
7. ENO - Large Commercial and Industrial	\$ 1,769,971	\$ 1,907,492	\$ (137,521)	-7%	
8. ENO - DLC Pilot	\$ 410,835	\$ 439,435	\$ (28,600)	-7%	
9. Algiers - Home Performance with Energy Star	\$ 93,947	\$ 46,859	\$ 47,088	100%	Rollover from PY5
10. Algiers - Consumer Products POS	\$ 40,667	\$ 36,195	\$ 4,472	12%	Rollover from PY5
11. Algiers - Income Qualified (AHPwES)	\$ 53,853	\$ 58,382	\$ (4,530)	-8%	
12. Algiers - School Kits and Education	\$ 81,293	\$ 85,823	\$ (4,530)	-5%	
13. Algiers - Residential Heating and Cooling	\$ 35,361	\$ 28,260	\$ 7,101	25%	Rollover from PY5
14. Algiers - Small Commercial and Industrial	\$ 79,077	\$ 86,626	\$ (7,550)	-9%	
15. Algiers - Large Commercial and Industrial	\$ 140,256	\$ 152,336	\$ (12,079)	-8%	
16. Algiers - Nest Pilot	\$ 205,851	\$ 218,736	\$ (12,885)	-6%	
17. Empty	\$ -		\$ -	-	
18. Empty	\$ -		\$ -	-	
19. Empty	\$ -		\$ -	-	
20. Empty	\$ -		\$ -	-	
Regulatory	\$ -		\$ -	-	
Total Portfolio:	\$ 6,751,083	\$ 6,785,711	\$ (34,629)	-1%	

*The ABudget was approved by Commission Order #.

ENO - 2016 EE Portfolio Information

Savings & Participants

Instructions: Provide net demand savings, net energy savings, number of participants and the participant definition for each program.

Program Name	Demand Savings	Energy Savings	Participants	Participant Definition
	(kW)	(kWh)		
1. ENO - Home Performance with Energy Star	879	4,082,245	1,153	Customer
2. ENO - Consumer Products POS	206	732,413	13,402	Customer
3. ENO - Income Qualified (AHPwES)	391	1,578,020	251	Customer
4. ENO - School Kits and Education	58	487,273	3,040	Customer
5. ENO - Residential Heating and Cooling	678	2,367,236	831	Customer
6. ENO - Small Commercial and Industrial	270	2,932,998	79	Customer
7. ENO - Large Commercial and Industrial	2,424	11,989,882	40	Customer
8. ENO - DLC Pilot	0	0	318	Customer
9. Algiers - Home Performance with Energy Star	57	282,097	100	Customer
10. Algiers - Consumer Products POS	7	25,989	337	Customer
11. Algiers - Income Qualified (AHPwES)	25	87,749	14	Customer
12. Algiers - School Kits and Education	10	79,844	487	Customer
13. Algiers - Residential Heating and Cooling	68	279,171	45	Customer
14. Algiers - Small Commercial and Industrial	15	219,285	7	Customer
15. Algiers - Large Commercial and Industrial	40	292,428	1	Customer
16. Algiers - Nest Pilot	0	0	985	Customer
17. Empty				
18. Empty				
19. Empty				
20. Empty				
Total:	5,127	25,436,630	21,090	

*The Savings & Participants numbers are the numbers reported for evaluation.

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Training[<< Back](#)[Next >>](#)

Instructions: Provide details for both External and Internal Training by clicking the "Details" button. Provide the Cost associated with the training.

	<u>Sessions</u>	<u>Attendees</u>	<u>Man Hours</u>	<u>Certificates</u>	<u>Cost</u>
External Training	32	600	1,727	49	\$ 79,573

[Details](#)

	<u>Sessions</u>	<u>Attendees</u>	<u>Man Hours</u>	<u>Certificates</u>	<u>Cost</u>
Internal Training	0	0	0	0	\$ -

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External Training (contractors, trade allies, consumer groups, ect.)

Event No.	Start Date	Class	Class Description	Training Location	Sponsor	No. of Attendees (A)	Length of Session (B)	Training Session Man-Hours (A x B)	Any Certificates Awarded? (Y or N)	# of Certificates Awarded
1.	4/11/16	Commercial	Commercial Webinar program update	New Orleans Office/WebEx	CLEARResult	14	1	14	N	N/A
2.	5/9/16	BPI - BA	Building Performance Institute Building Analyst Training	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEARResult	7	40	280	Y	7
3.	6/13/16	Commercial	Inspections & Detailed Project Submittals	Web based	CLEARResult	28	1	28	N	N/A
4.	6/30/16	Commercial	Program Overview and Lighting Calculator Training with Contractor	Sight-Visit	CLEARResult	10	2	20	N	N/A
5.	7/6/16	Field Training	Hands-on training in the field regarding blower door testing and air sealing techniques	Sight-Visit	CLEARResult	4	4	16	N	N/A
6.	7/14/16	Field Training	Hands-on training in the field regarding duct leakage testing and duct sealing techniques	Sight-Visit	CLEARResult	4	4	16	N	N/A
7.	7/19/16	Commercial	Program Overview and Lighting Calculator Training with Contractor	In-Person	CLEARResult	12	1	12	N	N/A
8.	7/19/16	Webinar	Roadblocks and Regulations & SPF Fire Protection Regulations	Web based	CLEARResult	12	1	12	N	N/A
9.	7/21/16	Webinar	Roadblocks and Regulations & SPF Fire Protection Regulations	Web based	CLEARResult	15	1	15	N	N/A
10.	7/26/16	Commercial	Program Overview with Contractor	Sight-Visit	CLEARResult	5	1	5	N	N/A
11.	7/26/16	Field Training	Hands-on training in the field regarding insulation techniques	Sight-Visit	CLEARResult	4	5	20	N	N/A

12.	8/3/16	Commercial	Small Business Open Tool Training and Program Overview	In-Person	CLEARResult	15	1	15	N	N/A
13.	8/23/16	Webinar	Identifying Heating Systems and Efficiencies	Web based	CLEARResult	10	1	10	N	N/A
14.	8/25/16	Webinar	Identifying Heating Systems and Efficiencies	Web based	CLEARResult	16	1	16	N	N/A
15.	8/25/16	Commercial	Program Applications & PY3 Details	Web based	CLEARResult	33	1	33	N	N/A
16.	9/20/16	Field Training	Hands-on training in the field regarding air sealing, duct sealing and insulation techniques	Sight-Visit	CLEARResult	2	8	16	N	N/A
17.	9/20/16	Webinar	Calculating and Specifying Code Compliant Ventilation	Web based	CLEARResult	8	1	8	N	N/A
18.	9/22/16	Webinar	Calculating and Specifying Code Compliant Ventilation	Web based	CLEARResult	6	1	6	N	N/A
19.	10/25/16	Webinar	BPI 1200 Combustion Testing Compliance	Web based	CLEARResult	6	1	6	N	N/A
20.	10/27/16	Webinar	BPI 1200 Combustion Testing Compliance	Web based	CLEARResult	8	1	8	N	N/A
21.	12/5/16	BPI - BA	Building Performance Institute Building Analyst Training	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEARResult	7	40	280	Y	6
22.	12/13/16	BPI - IDL	Building Performance Institute Infiltration & Duct Leakage Training	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEARResult	13	16	208	Y	12
23.	1/26/17	BPI - IDL	Building Performance Institute Infiltration & Duct Leakage Training	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEARResult	12	16	192	Y	10

24.	1/26/17	BPI - IDL	Building Performance Institute Infiltration & Duct Leakage Training	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEARResult	8	16	128	Y	8
25.	5/8/17	BPI - BA	Building Performance Institute Building Analyst Training	Louisiana Housing Corp - Weatherization Training Center in Baton Rouge	CLEARResult	9	40	280	Y	6
26.	016 - 10/2	Field Training, lighting and appliance	Visits to appliance or big box stores to educate staff on benefit of and rebates for ENERGY STAR Room AC. Toatl of 114 visits, meeting with at least one assoicate each visit.	Sight-Visit	CLEARResult	114	0	29	N	N/A
27.	2016-4/20	Field Training, lighting and appliance	Visits or Phone Calls to 34 pool pump contractors or supply stores to educate staff on benefit of and rebates for ENERGY STAR pool pumps.	Sight-Visit	CLEARResult	41	0	10	N	N/A
28.	016 - 10/2	Field Training, lighting and appliance	Regular visits to retail stores participating in the POP lighting discount program. Educated personnel on efficient lighting and available discounts. Total of 177 visits, meeting with at least one associate each visit.	Sight-Visit	CLEARResult	177	0	44	N	N/A
29.								0		
30.								0		
31.								0		
32.								0		
Totals:	Events:	32				600		1,727		49

ENO - 2016 Program Year Evaluation

Company Statistics

Instructions: Provide all required data. **Note** - Report program year data, when available. This should not report forecasted data.

Revenue and Expenses

Program Year	Total Revenue (a) (\$000's)	Portfolio Budget (b) (\$000's)	Budget as % of Revenue (%=b/a)	Actual Expenses (c) (\$000's)	Expenses as % of Revenue (%=c/a)
2012	\$ 487,796	\$ 3,100	0.64%	\$ 392,953	80.56%
2013	\$ 525,225	\$ 3,600	0.69%	\$ 436,178	83.05%
2014	\$ 580,164	\$ 4,800	0.83%	\$ 470,411	81.08%
2015	\$ 548,872	\$ 6,500	1.18%	\$ 415,542	75.71%
2016			-		-

Energy

Program Year	Total Energy Sales (d) (MWh)	Planned Energy Savings (e) (MWh)	Planned Savings as % of Sales (%=e/d)	Evaluated Energy Savings (f) (MWh)	Evaluated Savings as % of Sales (%=f/d)
2012	5,997,132	16,581	0.28%	20,572	0.34%
2013	5,615,573	16,581	0.30%	16,008	0.29%
2014	6,570,789	17,138	0.26%	16,449	0.25%
2015	7,138,626		0.00%		0.00%
2016			-		-

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ENO - 2016 Program Year Evaluation

Actual Expenses

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Instructions: Provide actual PY expenses, including Regulatory at bottom. Provide an EECR Cost Reconciliation by clicking the "EECR Reconciliation" button.

Program Name	Planning /	Marketing &	Incentives /	EM&V	Administration	Total	EECR Reconciliation	
	Design	Delivery	Direct Install					
1. ENO - Home Performance with Energy Star	\$ -	\$ 239,867	\$ 547,828	\$ -	\$ -	\$ 787,694		
2. ENO - Consumer Products POS	\$ -	\$ 196,255	\$ 187,199	\$ -	\$ -	\$ 383,454		
3. ENO - Income Qualified (AHPwES)	\$ -	\$ 348,897	\$ 417,056	\$ -	\$ -	\$ 765,953		
4. ENO - School Kits and Education	\$ -	\$ 333,333	\$ 74,038	\$ -	\$ -	\$ 407,371		
5. ENO - Residential Heating and Cooling	\$ -	\$ 130,836	\$ 227,178	\$ -	\$ -	\$ 358,014		
6. ENO - Small Commercial and Industrial	\$ -	\$ 436,121	\$ 350,185	\$ -	\$ -	\$ 786,306		
7. ENO - Large Commercial and Industrial	\$ -	\$ 828,630	\$ 799,886	\$ -	\$ -	\$ 1,628,516		
8. ENO - DLC Pilot	\$ -	\$ 312,328	\$ 44,525	\$ -	\$ -	\$ 356,853		
9. Algiers - Home Performance with Energy Star	\$ -	\$ 18,856	\$ 199,228	\$ -	\$ -	\$ 218,084		
10. Algiers - Consumer Products POS	\$ -	\$ 15,428	\$ 6,663	\$ -	\$ -	\$ 22,091		
11. Algiers - Income Qualified (AHPwES)	\$ -	\$ 25,713	\$ 26,050	\$ -	\$ -	\$ 51,763		
12. Algiers - School Kits and Education	\$ -	\$ 75,000	\$ -	\$ -	\$ -	\$ 75,000		
13. Algiers - Residential Heating and Cooling	\$ -	\$ 10,285	\$ 24,385	\$ -	\$ -	\$ 34,670		
14. Algiers - Small Commercial and Industrial	\$ -	\$ 35,999	\$ 25,963	\$ -	\$ -	\$ 61,961		
15. Algiers - Large Commercial and Industrial	\$ -	\$ 65,140	\$ 29,243	\$ -	\$ -	\$ 94,383		
16. Algiers - Nest Pilot	\$ -	\$ 33,261	\$ 172,590	\$ -	\$ -	\$ 205,851		
17. Empty	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
18. Empty	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
19. Empty	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
20. Empty	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -		
Portfolio Total								
Total:	\$ -	\$ 3,105,950	\$ 3,132,016	\$ -	\$ -	\$ -	\$ -	\$ 6,237,966

*See annual report for EM&V expenses.

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ENO - 2016 Program Year Evaluation

Evaluated Savings

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Instructions: Provide evaluated net savings and participant results. Provide the methodology for energy savings by clicking the "Methodology for Energy Savings" button.

Program Name	Demand Savings	Energy Savings	Participants
	(kW)	(kWh)	
1. ENO - Home Performance with Energy Star	1,103	4,217,279	1,153
2. ENO - Consumer Products POS	121	543,467	13,402
3. ENO - Income Qualified (AHPwES)	631	1,822,693	251
4. ENO - School Kits and Education	80	555,312	3,040
5. ENO - Residential Heating and Cooling	556	1,638,233	831
6. ENO - Small Commercial and Industrial	291	3,374,304	79
7. ENO - Large Commercial and Industrial	1,447	8,347,050	40
8. ENO - DLC Pilot	257	0	318
9. Algiers - Home Performance with Energy Star	72	301,333	100
10. Algiers - Consumer Products POS	4	19,759	337
11. Algiers - Income Qualified (AHPwES)	36	98,896	14
12. Algiers - School Kits and Education	12	83,252	487
13. Algiers - Residential Heating and Cooling	65	231,850	45
14. Algiers - Small Commercial and Industrial	10	244,485	7
15. Algiers - Large Commercial and Industrial	37	148,218	1
16. Algiers - Nest Pilot	0	0	985
17. Empty			
18. Empty			
19. Empty			
20. Empty			
Total:	4,724	21,626,131	21,090

[Methodology for Energy Savings](#)

Programs savings reported are net savings and do not include adjustments for leakage.

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Methodology for Calculating Net Energy Savings

Program Name	Deemed Savings (kWh)	Custom Savings (kWh)	Other Savings (kWh)	Total Savings (kWh)
1. ENO - Home Performance with Energy Star	4,217,279	0	0	4,217,279
2. ENO - Consumer Products POS	543,467	0	0	543,467
3. ENO - Income Qualified (AHPwES)	1,822,693	0	0	1,822,693
4. ENO - School Kits and Education	555,312	0	0	555,312
5. ENO - Residential Heating and Cooling	1,638,233	0	0	1,638,233
6. ENO - Small Commercial and Industrial	3,374,304	0	0	3,374,304
7. ENO - Large Commercial and Industrial	8,347,050	0	0	8,347,050
8. ENO - DLC Pilot	0	0	0	0
9. Algiers - Home Performance with Energy Star	301,333	0	0	301,333
10. Algiers - Consumer Products POS	19,759	0	0	19,759
11. Algiers - Income Qualified (AHPwES)	98,896	0	0	98,896
12. Algiers - School Kits and Education	83,252	0	0	83,252
13. Algiers - Residential Heating and Cooling	231,850	0	0	231,850
14. Algiers - Small Commercial and Industrial	244,485	0	0	244,485
15. Algiers - Large Commercial and Industrial	148,218	0	0	148,218
16. Algiers - Nest Pilot	0	0	0	0
17. Empty				0
18. Empty				0
19. Empty				0
20. Empty				0
Total Portfolio:	21,626,131	0	0	21,626,131

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ENO - 2016 Program Year Evaluation

Cost-Benefits

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Instructions: Provide the required TRC components. Provide "Key Assumptions" and "Other Cost-Benefit Test" by clicking on the action buttons.

[Other Cost-Benefit Test](#)

Program Name

1. ENO - Home Performance with Energy Star
2. ENO - Consumer Products POS
3. ENO - Income Qualified (AHPwES)
4. ENO - School Kits and Education
5. ENO - Residential Heating and Cooling
6. ENO - Small Commercial and Industrial
7. ENO - Large Commercial and Industrial
8. ENO - DLC Pilot
9. Algiers - Home Performance with Energy Star
10. Algiers - Consumer Products POS
11. Algiers - Income Qualified (AHPwES)
12. Algiers - School Kits and Education
13. Algiers - Residential Heating and Cooling
14. Algiers - Small Commercial and Industrial
15. Algiers - Large Commercial and Industrial
16. Algiers - Nest Pilot
17. Empty
18. Empty
19. Empty
20. Empty

Total:	21,626,131	0	\$ 6,678,263	\$ 13,154,946	\$ 6,476,683	1.97
Regulatory Cost:			\$ -			

	Net Energy Savings		Total Resource Cost Test (TRC)			Key Assumptions
	Annualized Energy Saved (kWh)	Effective NTGR Ratio	Total Cost (\$000's)	Total Benefits (\$000's)	Total Net Benefits (\$000's)	TRC Ratio
1. ENO - Home Performance with Energy Star	4,217,279	95.58	\$ 1,729,798	\$ 4,239,848	\$ 2,510,050	2.45
2. ENO - Consumer Products POS	543,467	66.39	\$ 286,071	\$ 292,658	\$ 6,587	1.02
3. ENO - Income Qualified (AHPwES)	1,822,693	100.00			\$ -	n/a
4. ENO - School Kits and Education	555,312	80.68	\$ 117,452	\$ 236,022	\$ 118,570	2.01
5. ENO - Residential Heating and Cooling	1,638,233	73.72	\$ 608,593	\$ 1,307,227	\$ 698,634	2.15
6. ENO - Small Commercial and Industrial	3,374,304	100.00	\$ 885,998	\$ 1,614,066	\$ 728,068	1.82
7. ENO - Large Commercial and Industrial	8,347,050	70.13	\$ 2,128,067	\$ 4,565,237	\$ 2,437,170	2.15
8. ENO - DLC Pilot	0	100.00	\$ 410,835	\$ 6,797	\$ (404,038)	0.02
9. Algiers - Home Performance with Energy Star	301,333	95.70	\$ 140,422	\$ 399,864	\$ 259,442	2.85
10. Algiers - Consumer Products POS	19,759	65.03	\$ 7,338	\$ 8,031	\$ 693	1.09
11. Algiers - Income Qualified (AHPwES)	98,896	100.00			\$ -	n/a
12. Algiers - School Kits and Education	83,252	81.86	\$ 23,491	\$ 36,233	\$ 12,742	1.54
13. Algiers - Residential Heating and Cooling	231,850	94.28	\$ 157,978	\$ 248,882	\$ 90,904	1.58
14. Algiers - Small Commercial and Industrial	244,485	100.00	\$ 72,728	\$ 111,507	\$ 38,779	1.53
15. Algiers - Large Commercial and Industrial	148,218	92.47	\$ 109,492	\$ 88,574	\$ (20,918)	0.81
16. Algiers - Nest Pilot	0	100.00	\$ -	\$ -	\$ -	n/a
17. Empty	0				\$ -	n/a
18. Empty	0				\$ -	n/a
19. Empty	0				\$ -	n/a
20. Empty	0				\$ -	n/a

Programs savings reported are net savings and do not include adjustments for leakage.

TRC Levelized Cost = Total TRC Cost x Capital Recovery Factor (CRF) / Incremental Annual Net Energy Savings.

The CRF is based on weighted average measure life (Lifetime Energy Savings / Annualized Energy Saved) and the discount rate.

Discount Rate 8.62%

Methodology for calculating the TRC Benefit Cost Results

The California Manual was followed in computing the benefit cost results.

Avoided Cost

1. Natural Gas price starting R \$4.61 per MMBtu in 2010
2. Price on Carbon Dioxide (CO2) - \$0
3. Avoided Capacity Costs of \$155.32 per kW-yr, based on the following inputs
 - (a) Baseline Capital Cost (2013\$) of \$904 per kW
 - (b) Levelized Fixed Charge Rate of \$104.38
 - (c) Line Losses

Customer Class Input	Line Loss (2013)
Residential Service	9.7%
Small General Service	9.4%
Large General Service	7.6%
Large Industrial Pow	7.6%
Agricultural Pumping	9.4%
 - (d) 16.85 in 2013 and 12.0% in 2014 and in forward years
 - (e) Avoided Transmission & Distribution cost of \$22.47 per kW-yr

The avoided costs for natural gas is based on Energy Information Administration of the Department of Energy.

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Cost-Effectiveness Test

Program Name

- 1. ENO - Home Performance with Energy Star
- 2. ENO - Consumer Products POS
- 3. ENO - Income Qualified (AHPwES)
- 4. ENO - School Kits and Education
- 5. ENO - Residential Heating and Cooling
- 6. ENO - Small Commercial and Industrial
- 7. ENO - Large Commercial and Industrial
- 8. ENO - DLC Pilot
- 9. Algiers - Home Performance with Energy Star
- 10. Algiers - Consumer Products POS
- 11. Algiers - Income Qualified (AHPwES)
- 12. Algiers - School Kits and Education
- 13. Algiers - Residential Heating and Cooling
- 14. Algiers - Small Commercial and Industrial
- 15. Algiers - Large Commercial and Industrial
- 16. Algiers - Nest Pilot
- 17. Empty
- 18. Empty
- 19. Empty
- 20. Empty

Utility Cost Test (UCT)	
Net Benefits (\$000's)	Ratio
\$ 2,510,098	2.44
\$ (57,885)	0.80
\$ 66,803	1.51
\$ 760,167	2.39
\$ 865,518	2.16
\$ 2,936,720	2.80
\$ 448,563	0.01
\$ 256,344	2.82
\$ (6,169)	0.47
\$ 4,323	1.17
\$ 170,766	3.19
\$ 49,906	1.81
\$ 5,809	0.94
\$ -	0.00
Total:	\$ 8,010,963

Historical Data (Prior 2 Years)

Annual Budget & Actual Cost

1. ENO - Home Performance with Energy Star
 2. ENO - Consumer Products POS
 3. ENO - Income Qualified (AHPwES)
 4. ENO - School Kits and Education
 5. ENO - Residential Heating and Cooling
 6. ENO - Small Commercial and Industrial
 7. ENO - Large Commercial and Industrial
 8. ENO - DLC Pilot
 9. Algiers - Home Performance with Energy Star
 10. Algiers - Consumer Products POS
 11. Algiers - Income Qualified (AHPwES)
 12. Algiers - School Kits and Education
 13. Algiers - Residential Heating and Cooling
 14. Algiers - Small Commercial and Industrial
 15. Algiers - Large Commercial and Industrial
 16. Algiers - Nest Pilot
 17. Empty
 18. Empty
 19. Empty
 20. Empty
- Regulatory

	2014		2015	
	Budget	Actual	Budget	Actual
1. ENO - Home Performance with Energy Star	\$ 818,293	\$ 790,383	\$ 291,512	\$ 658,178
2. ENO - Consumer Products POS	n/a	n/a	\$ 241,491	\$ 165,666
3. ENO - Income Qualified (AHPwES)	\$ 550,000	\$ 541,451	\$ 320,349	\$ 271,359
4. ENO - School Kits and Education	n/a	n/a	\$ 70,894	\$ 69,778
5. ENO - Residential Heating and Cooling	\$ 117,426	\$ 104,545	\$ 248,409	\$ 122,355
6. ENO - Small Commercial and Industrial	\$ 338,733	\$ 303,944	\$ 455,876	\$ 457,416
7. ENO - Large Commercial and Industrial	\$ 522,970	\$ 519,304	\$ 894,890	\$ 800,074
8. ENO - DLC Pilot	n/a	n/a	n/a	n/a
9. Algiers - Home Performance with Energy Star	\$ 116,050	\$ 113,480	\$ 23,806	\$ 72,316
10. Algiers - Consumer Products POS	n/a	n/a	\$ 19,333	\$ 25,333
11. Algiers - Income Qualified (AHPwES)	\$ 16,000	\$ 6,824	\$ 28,321	\$ 31,278
12. Algiers - School Kits and Education	n/a	n/a	\$ 6,433	\$ 6,433
13. Algiers - Residential Heating and Cooling	\$ 4,385	\$ 8,625	\$ 22,315	\$ 24,634
14. Algiers - Small Commercial and Industrial	\$ 26,014	\$ 26,014	\$ 41,913	\$ 25,003
15. Algiers - Large Commercial and Industrial	\$ 51,518	\$ 626	\$ 75,883	\$ 21,732
16. Algiers - Nest Pilot	n/a	n/a	n/a	n/a
17. Empty				
18. Empty				
19. Empty				
20. Empty				
Regulatory				
Total	\$ 2,561,389	\$ 2,415,195	\$ 2,741,425	\$ 2,751,555

Annual Net Energy Savings (kWh)

1. ENO - Home Performance with Energy Star
2. ENO - Consumer Products POS
3. ENO - Income Qualified (AHPwES)
4. ENO - School Kits and Education
5. ENO - Residential Heating and Cooling
6. ENO - Small Commercial and Industrial
7. ENO - Large Commercial and Industrial
8. ENO - DLC Pilot
9. Algiers - Home Performance with Energy Star
10. Algiers - Consumer Products POS
11. Algiers - Income Qualified (AHPwES)
12. Algiers - School Kits and Education

	2014		2015	
	Reported	Evaluated	Reported	Evaluated
1. ENO - Home Performance with Energy Star	6,061,685	5,763,448	1,356,876	4,286,868
2. ENO - Consumer Products POS	n/a	n/a	942,765	1,149,201
3. ENO - Income Qualified (AHPwES)	912,750	1,825,848	518,876	1,043,383
4. ENO - School Kits and Education	n/a	n/a	926,946	365,288
5. ENO - Residential Heating and Cooling	1,359,309	517,188	1,458,077	358,291
6. ENO - Small Commercial and Industrial	2,666,423	2,519,153	3,692,306	3,189,966
7. ENO - Large Commercial and Industrial	6,138,592	5,823,379	7,561,766	8,642,831
8. ENO - DLC Pilot	n/a	n/a	n/a	n/a
9. Algiers - Home Performance with Energy Star	1,155,244	1,635,141	59,989	577,130
10. Algiers - Consumer Products POS	n/a	n/a	75,368	92,433
11. Algiers - Income Qualified (AHPwES)	62,692	115,564	45,946	291,163
12. Algiers - School Kits and Education	n/a	n/a	84,150	47,498

13. Algiers - Residential Heating and Cooling	150,120	29,683	131,133	27,280
14. Algiers - Small Commercial and Industrial	272,090	215,680	339,555	144,696
15. Algiers - Large Commercial and Industrial	430,187	24,576	644,830	133,404
16. Algiers - Nest Pilot	n/a	n/a	n/a	n/a
17. Empty				
18. Empty				
19. Empty				
20. Empty				
Total	19,209,092	18,469,660	17,838,583	20,349,432

	2014		2015	
	Reported	Evaluated	Reported	Evaluated
Annual Net Demand Savings (kW)				
1. ENO - Home Performance with Energy Star	1,666	1,319	354	883
2. ENO - Consumer Products POS	n/a	n/a	290	200
3. ENO - Income Qualified (AHPwES)	225	525	201	322
4. ENO - School Kits and Education	n/a	n/a	119	42
5. ENO - Residential Heating and Cooling	649	222	573	117
6. ENO - Small Commercial and Industrial	385	498	950	461
7. ENO - Large Commercial and Industrial	945	831	1,265	1,403
8. ENO - DLC Pilot	n/a	n/a	n/a	n/a
9. Algiers - Home Performance with Energy Star	n/a	266	21	124
10. Algiers - Consumer Products POS	n/a	n/a	23	15
11. Algiers - Income Qualified (AHPwES)	n/a	18	18	112
12. Algiers - School Kits and Education	n/a	n/a	53	5
13. Algiers - Residential Heating and Cooling	n/a	11	52	8
14. Algiers - Small Commercial and Industrial	n/a	38	87	29
15. Algiers - Large Commercial and Industrial	n/a	2	108	6
16. Algiers - Nest Pilot	n/a	n/a	n/a	n/a
17. Empty				
18. Empty				
19. Empty				
20. Empty				
Total	3,870	3,730	4,114	3,727

	2014		2015	
	Reported	Evaluated	Reported	Evaluated
Number of Participants				
1. ENO - Home Performance with Energy Star	6,580	6,580	2,550	2,550
2. ENO - Consumer Products POS	n/a	n/a	6,164	6,164
3. ENO - Income Qualified (AHPwES)	1,012	1,012	198	198
4. ENO - School Kits and Education	n/a	n/a	3,012	3,012
5. ENO - Residential Heating and Cooling	356	356	667	667
6. ENO - Small Commercial and Industrial	72	72	185	185
7. ENO - Large Commercial and Industrial	23	23	45	45

- 8. ENO - DLC Pilot
- 9. Algiers - Home Performance with Energy Star
- 10. Algiers - Consumer Products POS
- 11. Algiers - Income Qualified (AHPwES)
- 12. Algiers - School Kits and Education
- 13. Algiers - Residential Heating and Cooling
- 14. Algiers - Small Commercial and Industrial
- 15. Algiers - Large Commercial and Industrial
- 16. Algiers - Nest Pilot
- 17. Empty
- 18. Empty
- 19. Empty
- 20. Empty

	n/a	n/a	n/a	n/a
	1,679	1,679	1,277	1,277
	n/a	n/a	412	412
	132	132	22	22
	n/a	n/a	671	671
	18	18	44	44
	9	9	16	16
	1	1	1	1
	n/a	n/a	n/a	n/a
Total	9,882	9,882	15,264	15,264

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Target Sectors and Program-Type Names

Target Sector

N/A
*****Single-Class*****
Residential
Small Business
Commercial & Industrial
Municipalities/Schools
Agriculture
Other
*****Multi-Class*****
Res/Small Business
Res/C&I
Small Business/C&I
All Classes

Program Type

Audit - C&I
Behavior/Education
Consumer Product Rebate
Custom
Demand Response
Financing
Market Specific/Hard to Reach
New Construction
Other
Prescriptive/Standard Offer
Measure/Technology Focus
Whole Home

Delivery Channel

Coupon Redemption
Direct Install
Implementing Contractor
Retail Outlets
Self-Install
Statewide Administrator
Trade Ally
Utility Outreach (email/direct mail)
Website

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Program Cost Type

Planning / Design

Program planning cost
Program design cost
Research and development cost
Request for proposal preparation and evaluation
Consultants used for program design and planning
Company employee costs relating to program design, planning and research and development

Incentives / Direct Install Costs

Rebates
Water conservation kits
Interruptible credits or payments
Payments to CADC (AWP) for weatherization of homes
Payments to contractors for weatherization services
Direct install costs for all programs with direct install provisions
Coupons and upstream program incentives
Residential energy audits

Administration

Utility company personnel training costs
Utility company EE personnel salary and benefits not charged elsewhere
Overhead costs (office space, vehicles, etc.)

Marketing & Delivery

Advertising costs including, but not limited to, educational/promotional materials, website development and updates
TV/Radio ads
Payment to AEO for EEA program
Commercial and Industrial energy audits
Personnel costs for performing marketing and delivery functions
Costs of processing rebates
Database development/update costs
Trade ally training events
Costs to support other EE related events and organizations
Measurement and Verification costs as related to direct program/project/measure costs to validate savings within the utility program (i.e. customer projects) and outside of independent EM&V

EM&V

Payments to consultants for preparation/update of Deemed Savings and Technical Reference Manual
Consultants costs for IEM and independent third party evaluations

Regulatory

Outside counsel legal fees for EE dockets
Travel costs related to EE dockets
Costs for preparing annual reports and EECR filings, including costs related to performing the required cost effectiveness tests
Costs related to regulatory specific collaborative meetings and events

[Main Menu](#)**Table 1**[Next >>](#)**2016 Portfolio Summary**

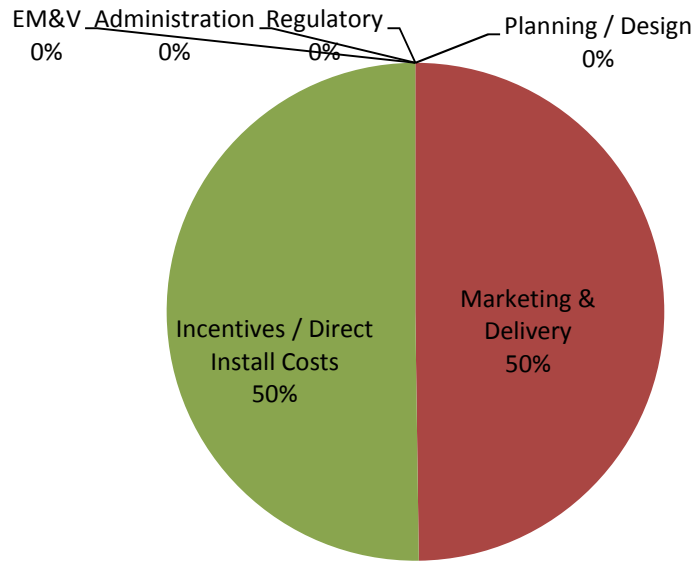
Net Energy Savings		Cost	Cost-Benefits	
Demand MW	Energy MWh	Actual Expenses	TRC Net Benefits	TRC Ratio
5	21,626	\$ 6,237,966	\$ 6,476,683,000	1.97

EE Portfolio Cost by Program

Program Name	Target Sector	Program Type	2016		% of Budget
			Budget (\$)	Actual (\$)	
Algiers - Consumer Products POS	Residential	Consumer Product Rebate	40,667	22,091	54%
Algiers - Home Performance with Energy Star	Residential	Whole Home	93,947	218,084	232%
Algiers - Income Qualified (AHPwES)	Residential	Whole Home	53,853	51,763	96%
Algiers - Nest Pilot	Residential	Measure/Technology Focus	205,851	205,851	100%
Algiers - Residential Heating and Cooling	Residential	Prescriptive/Standard Offer	35,361	34,670	98%
Algiers - School Kits and Education	Residential	Behavior/Education	81,293	75,000	92%
ENO - Consumer Products POS	Residential	Consumer Product Rebate	445,608	383,454	86%
ENO - DLC Pilot	Residential	Demand Response	410,835	356,853	87%
ENO - Home Performance with Energy Star	Residential	Whole Home	827,457	787,694	95%
ENO - Income Qualified (AHPwES)	Residential	Whole Home	710,149	765,953	108%
ENO - Residential Heating and Cooling	Residential	Prescriptive/Standard Offer	440,700	358,014	81%
ENO - School Kits and Education	Residential	Behavior/Education	415,217	407,371	98%
Algiers - Large Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	140,256	94,383	67%
Algiers - Small Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	79,077	61,961	78%
ENO - Large Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	1,769,971	1,628,516	92%
ENO - Small Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	1,000,842	786,306	79%
Hide	-	-	-	-	-
Regulatory	-	-	-	-	-
		Total	6,751,083	6,237,966	92%

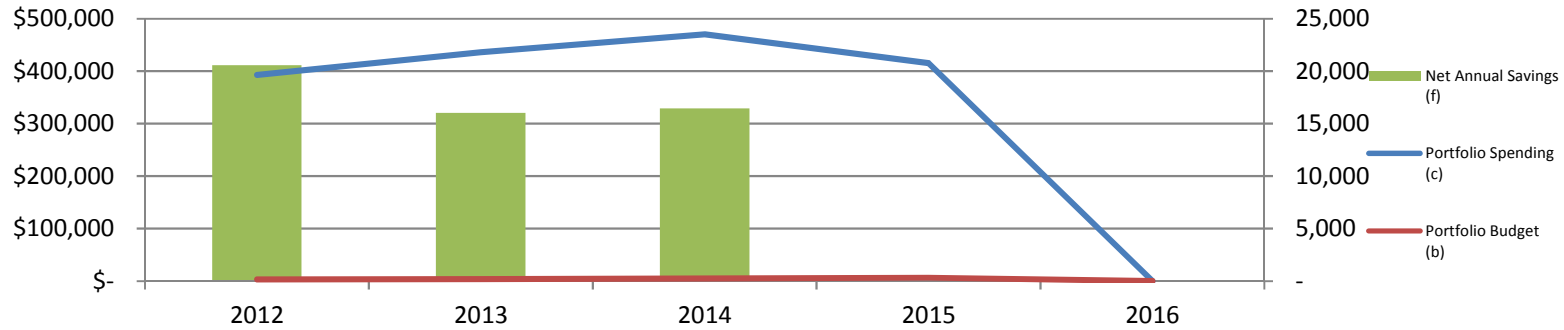
EE Portfolio Summary by Cost Type

EE Program Cost Summary Cost Type	2016 Total Cost			
	% of Total	Budget (\$)	Actual (\$)	% of Total
Planning / Design	0%	-	-	0%
Marketing & Delivery	46%	3,105,950	3,105,950	50%
Incentives / Direct Install Costs	54%	3,645,133	3,132,016	50%
EM&V	0%	-	-	0%
Administration	0%	-	-	0%
Regulatory	0%	-	-	0%
	100%	6,751,083	6,237,966	100%



Company Statistics

Program Year	Revenue and Expenses					Energy				
	Total Revenue (a) (\$000's)	Budget		Actual		Total Annual Energy Sales (d) (MWh)	Plan		Evaluated	
		Portfolio Budget (b) (\$000's)	% of Revenue (%=b/a)	Portfolio Spending (c) (\$000's)	% of Revenue (%=b/a)		Net Annual Savings (e) (MWh)	% of Energy Sales (%=b/a)	Net Annual Savings (f) (MWh)	% of Energy Sales (%=b/a)
2012	\$ 487,796	\$ 3,100	0.6%	\$ 392,953	80.6%	5,997,132	16,581	0.3%	20,572	0.3%
2013	\$ 525,225	\$ 3,600	0.7%	\$ 436,178	83.0%	5,615,573	16,581	0.3%	16,008	0.3%
2014	\$ 580,164	\$ 4,800	0.8%	\$ 470,411	81.1%	6,570,789	17,138	0.3%	16,449	0.3%
2015	\$ 548,872	\$ 6,500	1.2%	\$ 415,542	75.7%	7,138,626	-	0.0%	-	0.0%
2016	\$ -	\$ -	-	\$ -	-	-	-	-	-	-

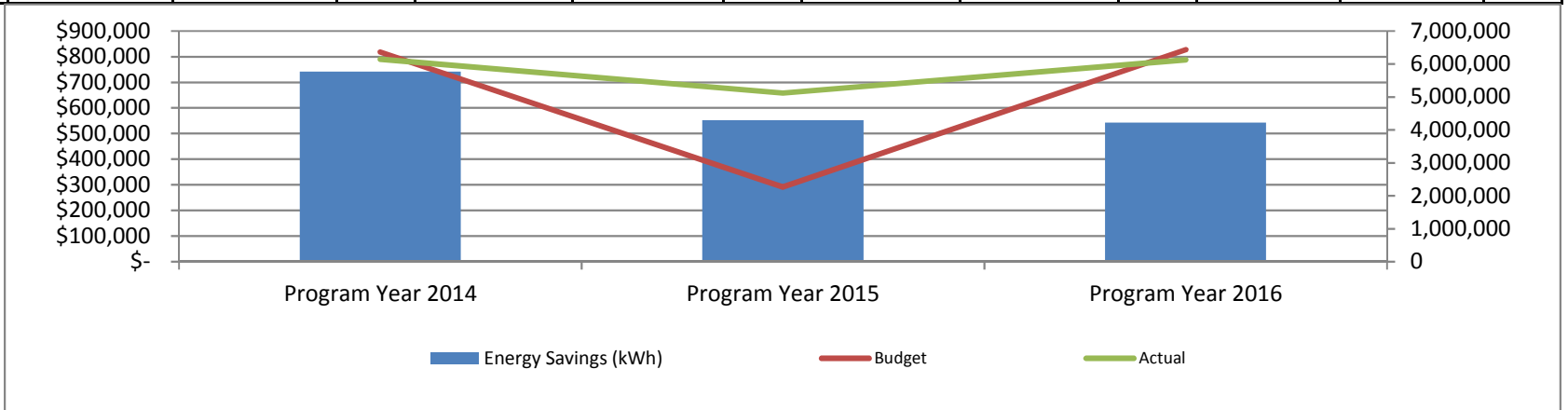


ENO - Home Performance with Energy Star

Select program from dropdown menu to view details.

ENO - Home Performance with Energy Star

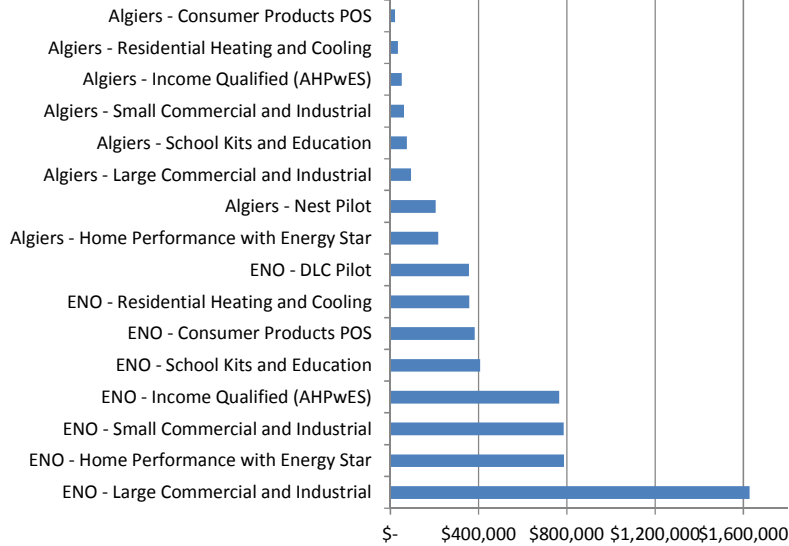
Program	Cost			Energy Savings (kWh)			Demand Savings (kW)			Participants		
	Budget	Actual	%	Reported	Evaluated	%	Reported	Evaluated	%	Reported	Actual	%
Program Year 2014	\$ 818,293	\$ 790,383	97%	6,061,685	5,763,448	95%	1,666	1,319	79%	6,580	6,580	100%
Program Year 2015	\$ 291,512	\$ 658,178	226%	1,356,876	4,286,868	316%	354	883	249%	2,550	2,550	100%
Program Year 2016	\$ 827,457	\$ 787,694	95%	4,082,245	4,217,279	103%	879	1,103	126%	1,153	1,153	100%



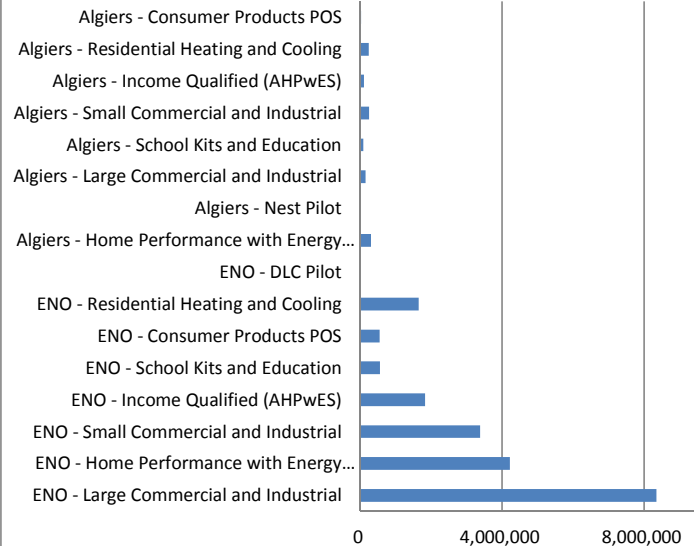
2016 Portfolio Results Detail

Program Name	Target Sector	Cost			Savings (kWh)			Participants			TRC Ratio
		Budget	Actual	%	Plan	Evaluated	%	Plan	Actual	%	
Algiers - Consumer Products POS	Residential	\$ 40,667	\$ 22,091	54%	25,989	19,759	76%	337	337	100%	1.09
Algiers - Home Performance with Energy Star	Residential	\$ 93,947	\$ 218,084	232%	282,097	301,333	107%	100	100	100%	2.85
Algiers - Income Qualified (AHPwES)	Residential	\$ 53,853	\$ 51,763	96%	87,749	98,896	113%	14	14	100%	n/a
Algiers - Nest Pilot	Residential	\$ 205,851	\$ 205,851	100%	0	0	-	985	985	100%	n/a
Algiers - Residential Heating and Cooling	Residential	\$ 35,361	\$ 34,670	98%	279,171	231,850	83%	45	45	100%	1.58
Algiers - School Kits and Education	Residential	\$ 81,293	\$ 75,000	92%	79,844	83,252	104%	487	487	100%	1.54
ENO - Consumer Products POS	Residential	\$ 445,608	\$ 383,454	86%	732,413	543,467	74%	13,402	13,402	100%	1.02
ENO - DLC Pilot	Residential	\$ 410,835	\$ 356,853	87%	0	0	-	318	318	100%	0.02
ENO - Home Performance with Energy Star	Residential	\$ 827,457	\$ 787,694	95%	4,082,245	4,217,279	103%	1,153	1,153	100%	2.45
ENO - Income Qualified (AHPwES)	Residential	\$ 710,149	\$ 765,953	108%	1,578,020	1,822,693	116%	251	251	100%	n/a
ENO - Residential Heating and Cooling	Residential	\$ 440,700	\$ 358,014	81%	2,367,236	1,638,233	69%	831	831	100%	2.15
ENO - School Kits and Education	Residential	\$ 415,217	\$ 407,371	98%	487,273	555,312	114%	3,040	3,040	100%	2.01
Algiers - Large Commercial and Industrial	Commercial & Industrial	\$ 140,256	\$ 94,383	67%	292,428	148,218	51%	1	1	100%	0.81
Algiers - Small Commercial and Industrial	Commercial & Industrial	\$ 79,077	\$ 61,961	78%	219,285	244,485	111%	7	7	100%	1.53
ENO - Large Commercial and Industrial	Commercial & Industrial	\$ 1,769,971	\$ 1,628,516	92%	11,989,882	8,347,050	70%	40	40	100%	2.15
ENO - Small Commercial and Industrial	Commercial & Industrial	\$ 1,000,842	\$ 786,306	79%	2,932,998	3,374,304	115%	79	79	100%	1.82
Hide	-	-	-	-	-	-	-	-	-	-	-
Regulatory	-	-	-	-	-	-	-	-	-	-	-
TOTAL:		\$ 6,751,083	\$ 6,237,966	92%	25,436,630	21,626,131	85%	21,090	21,090	100%	1.97

Cost



Savings (kWh)



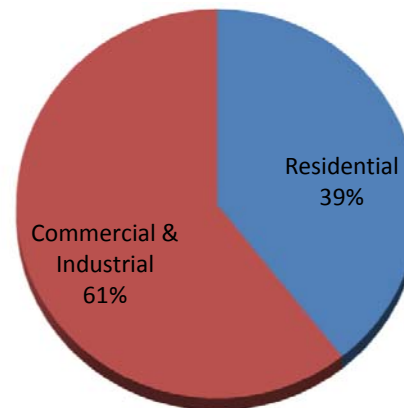
2016 Portfolio Results Detail by Target Sector

Target Sector	Cost			Savings (kWh)			Participants			TRC Ratio
	Budget	Actual	%	Plan	Evaluated	%	Plan	Actual	%	
Residential	\$ 3,760,937	\$ 3,666,799	97%	10,002,037	9,512,074	95%	20,963	20,963	100%	1.95
Small Business	\$ -	\$ -	-	0	0	-	0	0	-	n/a
Commercial & Industrial	\$ 2,990,145	\$ 2,571,166	86%	15,434,594	12,114,057	78%	127	127	100%	2.00
Municipalities/Schools	\$ -	\$ -	-	0	0	-	0	0	-	n/a
Agriculture	\$ -	\$ -	-	0	0	-	0	0	-	n/a
Other	\$ -	\$ -	-	0	0	-	0	0	-	n/a
Res/Small Business	\$ -	\$ -	-	0	0	-	0	0	-	n/a
Res/C&I	\$ -	\$ -	-	0	0	-	0	0	-	n/a
Small Business/C&I	\$ -	\$ -	-	0	0	-	0	0	-	n/a
All Classes	\$ -	\$ -	-	0	0	-	0	0	-	n/a
TOTAL	\$ 6,751,083	\$ 6,237,966	92%	25,436,630	21,626,131	85%	21,090	21,090	100%	1.97

Select the Data to be Displayed in Chart

Savings (kWh)

Savings (kWh)



Program Name	Target Sector	Program Type	Delivery Channel
ENO - Home Performance with Energy Star	Residential	Whole Home	Trade Ally
ENO - Consumer Products POS	Residential	Consumer Product Rebate	Retail Outlets
ENO - Income Qualified (AHPwES)	Residential	Whole Home	Trade Ally
ENO - School Kits and Education	Residential	Behavior/Education	Trade Ally
ENO - Residential Heating and Cooling	Residential	Prescriptive/Standard Offer	Trade Ally
ENO - Small Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally
ENO - Large Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally
ENO - DLC Pilot	Residential	Demand Response	Implementing Contractor
Algiers - Home Performance with Energy Star	Residential	Whole Home	Trade Ally
Algiers - Consumer Products POS	Residential	Consumer Product Rebate	Retail Outlets
Algiers - Income Qualified (AHPwES)	Residential	Whole Home	Trade Ally
Algiers - School Kits and Education	Residential	Behavior/Education	Trade Ally
Algiers - Residential Heating and Cooling	Residential	Prescriptive/Standard Offer	Trade Ally
Algiers - Small Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally
Algiers - Large Commercial and Industrial	Commercial & Industrial	Prescriptive/Standard Offer	Trade Ally
Algiers - Nest Pilot	Residential	Measure/Technology Focus	Implementing Contractor
Empty	0	0	0
Empty	0	0	0
Empty	0	0	0
Empty	0	0	0

2016 Portfolio Data

Program Name	Expenses		Energy Savings (kWh)		Demand Savings (kW)		Participants	
	Budget	Actual	Plan	Evaluated	Plan	Evaluated	Plan	Actual
ENO - Home Performance with Energy Star	\$ 827,457	\$ 787,694	4,082,245	4,217,279	879	1,103	1,153	1,153
ENO - Consumer Products POS	\$ 445,608	\$ 383,454	732,413	543,467	206	121	13,402	13,402
ENO - Income Qualified (AHPwES)	\$ 710,149	\$ 765,953	1,578,020	1,822,693	391	631	251	251
ENO - School Kits and Education	\$ 415,217	\$ 407,371	487,273	555,312	58	80	3,040	3,040
ENO - Residential Heating and Cooling	\$ 440,700	\$ 358,014	2,367,236	1,638,233	678	556	831	831
ENO - Small Commercial and Industrial	\$ 1,000,842	\$ 786,306	2,932,998	3,374,304	270	291	79	79
ENO - Large Commercial and Industrial	\$ 1,769,971	\$ 1,628,516	11,989,882	8,347,050	2,424	1,447	40	40
ENO - DLC Pilot	\$ 410,835	\$ 356,853	0	0	0	257	318	318
Algiers - Home Performance with Energy Star	\$ 93,947	\$ 218,084	282,097	301,333	57	72	100	100
Algiers - Consumer Products POS	\$ 40,667	\$ 22,091	25,989	19,759	7	4	337	337
Algiers - Income Qualified (AHPwES)	\$ 53,853	\$ 51,763	87,749	98,896	25	36	14	14
Algiers - School Kits and Education	\$ 81,293	\$ 75,000	79,844	83,252	10	12	487	487
Algiers - Residential Heating and Cooling	\$ 35,361	\$ 34,670	279,171	231,850	68	65	45	45
Algiers - Small Commercial and Industrial	\$ 79,077	\$ 61,961	219,285	244,485	15	10	7	7
Algiers - Large Commercial and Industrial	\$ 140,256	\$ 94,383	292,428	148,218	40	37	1	1
Algiers - Nest Pilot	\$ 205,851	\$ 205,851	0	0	0	0	985	985
Empty	\$ -	\$ -	0	0	0	0	0	0
Empty	\$ -	\$ -	0	0	0	0	0	0
Empty	\$ -	\$ -	0	0	0	0	0	0
Empty	\$ -	\$ -	0	0	0	0	0	0

Main Menu

Program Name	TRC					
	Lifetime Savings (MWh)	Total Cost	Total Benefits	Net Benefits	Ratio	Levelized cost
ENO - Home Performance with Energy Star	0	\$ 1,729,798	\$ 4,239,848	\$ 2,510,050	2.5	\$ -
ENO - Consumer Products POS	0	\$ 286,071	\$ 292,658	\$ 6,587	1.0	\$ -
ENO - Income Qualified (AHPwES)	0	\$ -	\$ -	\$ -	n/a	\$ -
ENO - School Kits and Education	0	\$ 117,452	\$ 236,022	\$ 118,570	2.0	\$ -
ENO - Residential Heating and Cooling	0	\$ 608,593	\$ 1,307,227	\$ 698,634	2.1	\$ -
ENO - Small Commercial and Industrial	0	\$ 885,998	\$ 1,614,066	\$ 728,068	1.8	\$ -
ENO - Large Commercial and Industrial	0	\$ 2,128,067	\$ 4,565,237	\$ 2,437,170	2.1	\$ -
ENO - DLC Pilot	0	\$ 410,835	\$ 6,797	\$ (404,038)	0.0	\$ -
Algiers - Home Performance with Energy Star	0	\$ 140,422	\$ 399,864	\$ 259,442	2.8	\$ -
Algiers - Consumer Products POS	0	\$ 7,338	\$ 8,031	\$ 693	1.1	\$ -
Algiers - Income Qualified (AHPwES)	0	\$ -	\$ -	\$ -	n/a	\$ -
Algiers - School Kits and Education	0	\$ 23,491	\$ 36,233	\$ 12,742	1.5	\$ -
Algiers - Residential Heating and Cooling	0	\$ 157,978	\$ 248,882	\$ 90,904	1.6	\$ -
Algiers - Small Commercial and Industrial	0	\$ 72,728	\$ 111,507	\$ 38,779	1.5	\$ -
Algiers - Large Commercial and Industrial	0	\$ 109,492	\$ 88,574	\$ (20,918)	0.8	\$ -
Algiers - Nest Pilot	0	\$ -	\$ -	\$ -	n/a	\$ -
Empty	0	\$ -	\$ -	\$ -	n/a	\$ -
Empty	0	\$ -	\$ -	\$ -	n/a	\$ -
Empty	0	\$ -	\$ -	\$ -	n/a	\$ -
Empty	0	\$ -	\$ -	\$ -	n/a	\$ -

Historical Data (Next Annual Report)

Annual Budget & Actual Cost

1. ENO - Home Performance with Energy Star
 2. ENO - Consumer Products POS
 3. ENO - Income Qualified (AHPwES)
 4. ENO - School Kits and Education
 5. ENO - Residential Heating and Cooling
 6. ENO - Small Commercial and Industrial
 7. ENO - Large Commercial and Industrial
 8. ENO - DLC Pilot
 9. Algiers - Home Performance with Energy Star
 10. Algiers - Consumer Products POS
 11. Algiers - Income Qualified (AHPwES)
 12. Algiers - School Kits and Education
 13. Algiers - Residential Heating and Cooling
 14. Algiers - Small Commercial and Industrial
 15. Algiers - Large Commercial and Industrial
 16. Algiers - Nest Pilot
 17. Empty
 18. Empty
 19. Empty
 20. Empty
- Regulatory

	2015		2016	
	Budget	Actual	Budget	Actual
1. ENO - Home Performance with Energy Star	\$ 291,512	\$ 658,178	\$ 827,457	\$ 787,694
2. ENO - Consumer Products POS	\$ 241,491	\$ 165,666	\$ 445,608	\$ 383,454
3. ENO - Income Qualified (AHPwES)	\$ 320,349	\$ 271,359	\$ 710,149	\$ 765,953
4. ENO - School Kits and Education	\$ 70,894	\$ 69,778	\$ 415,217	\$ 407,371
5. ENO - Residential Heating and Cooling	\$ 248,409	\$ 122,355	\$ 440,700	\$ 358,014
6. ENO - Small Commercial and Industrial	\$ 455,876	\$ 457,416	\$ 1,000,842	\$ 786,306
7. ENO - Large Commercial and Industrial	\$ 894,890	\$ 800,074	\$ 1,769,971	\$ 1,628,516
8. ENO - DLC Pilot	n/a	n/a	\$ 410,835	\$ 356,853
9. Algiers - Home Performance with Energy Star	\$ 23,806	\$ 72,316	\$ 93,947	\$ 218,084
10. Algiers - Consumer Products POS	\$ 19,333	\$ 25,333	\$ 40,667	\$ 22,091
11. Algiers - Income Qualified (AHPwES)	\$ 28,321	\$ 31,278	\$ 53,853	\$ 51,763
12. Algiers - School Kits and Education	\$ 6,433	\$ 6,433	\$ 81,293	\$ 75,000
13. Algiers - Residential Heating and Cooling	\$ 22,315	\$ 24,634	\$ 35,361	\$ 34,670
14. Algiers - Small Commercial and Industrial	\$ 41,913	\$ 25,003	\$ 79,077	\$ 61,961
15. Algiers - Large Commercial and Industrial	\$ 75,883	\$ 21,732	\$ 140,256	\$ 94,383
16. Algiers - Nest Pilot	n/a	n/a	\$ 205,851	\$ 205,851
17. Empty	\$ -	\$ -	\$ -	\$ -
18. Empty	\$ -	\$ -	\$ -	\$ -
19. Empty	\$ -	\$ -	\$ -	\$ -
20. Empty	\$ -	\$ -	\$ -	\$ -
Regulatory	\$ -	\$ -	\$ -	\$ -
Total	\$ 2,741,425	\$ 2,751,555	\$ 6,751,083	\$ 6,237,966

Annual Net Energy Savings (kWh)

1. ENO - Home Performance with Energy Star
2. ENO - Consumer Products POS
3. ENO - Income Qualified (AHPwES)
4. ENO - School Kits and Education
5. ENO - Residential Heating and Cooling
6. ENO - Small Commercial and Industrial
7. ENO - Large Commercial and Industrial
8. ENO - DLC Pilot
9. Algiers - Home Performance with Energy Star
10. Algiers - Consumer Products POS
11. Algiers - Income Qualified (AHPwES)
12. Algiers - School Kits and Education

	2015		2016	
	Plan	Evaluated	Plan	Evaluated
1. ENO - Home Performance with Energy Star	1,356,876	4,286,868	4,082,245	4,217,279
2. ENO - Consumer Products POS	942,765	1,149,201	732,413	543,467
3. ENO - Income Qualified (AHPwES)	518,876	1,043,383	1,578,020	1,822,693
4. ENO - School Kits and Education	926,946	365,288	487,273	555,312
5. ENO - Residential Heating and Cooling	1,458,077	358,291	2,367,236	1,638,233
6. ENO - Small Commercial and Industrial	3,692,306	3,189,966	2,932,998	3,374,304
7. ENO - Large Commercial and Industrial	7,561,766	8,642,831	11,989,882	8,347,050
8. ENO - DLC Pilot	n/a	n/a	0	0
9. Algiers - Home Performance with Energy Star	59,989	577,130	282,097	301,333
10. Algiers - Consumer Products POS	75,368	92,433	25,989	19,759
11. Algiers - Income Qualified (AHPwES)	45,946	291,163	87,749	98,896
12. Algiers - School Kits and Education	84,150	47,498	79,844	83,252

- 13. Algiers - Residential Heating and Cooling
- 14. Algiers - Small Commercial and Industrial
- 15. Algiers - Large Commercial and Industrial
- 16. Algiers - Nest Pilot
- 17. Empty
- 18. Empty
- 19. Empty
- 20. Empty

131,133	27,280	279,171	231,850
339,555	144,696	219,285	244,485
644,830	133,404	292,428	148,218
n/a	n/a	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0

Total **17,838,583** **20,349,432** **25,436,630** **21,626,131**

Annual Net Demand Savings (kW)

- 1. ENO - Home Performance with Energy Star
- 2. ENO - Consumer Products POS
- 3. ENO - Income Qualified (AHPwES)
- 4. ENO - School Kits and Education
- 5. ENO - Residential Heating and Cooling
- 6. ENO - Small Commercial and Industrial
- 7. ENO - Large Commercial and Industrial
- 8. ENO - DLC Pilot
- 9. Algiers - Home Performance with Energy Star
- 10. Algiers - Consumer Products POS
- 11. Algiers - Income Qualified (AHPwES)
- 12. Algiers - School Kits and Education
- 13. Algiers - Residential Heating and Cooling
- 14. Algiers - Small Commercial and Industrial
- 15. Algiers - Large Commercial and Industrial
- 16. Algiers - Nest Pilot
- 17. Empty
- 18. Empty
- 19. Empty
- 20. Empty

2015		2016	
Plan	Evaluated	Plan	Evaluated
354	883	879	1,103
290	200	206	121
201	322	391	631
119	42	58	80
573	117	678	556
950	461	270	291
1,265	1,403	2,424	1,447
n/a	n/a	0	257
21	124	57	72
23	15	7	4
18	112	25	36
53	5	10	12
52	8	68	65
87	29	15	10
108	6	40	37
n/a	n/a	0	0
0	0	0	0
0	0	0	0
0	0	0	0
0	0	0	0

Total **4,114** **3,727** **5,127** **4,724**

Number of Participants

- 1. ENO - Home Performance with Energy Star
- 2. ENO - Consumer Products POS
- 3. ENO - Income Qualified (AHPwES)
- 4. ENO - School Kits and Education
- 5. ENO - Residential Heating and Cooling
- 6. ENO - Small Commercial and Industrial
- 7. ENO - Large Commercial and Industrial

2015		2016	
Plan	Evaluated	Plan	Evaluated
2,550	2,550	1,153	1,153
6,164	6,164	13,402	13,402
198	198	251	251
3,012	3,012	3,040	3,040
667	667	831	831
185	185	79	79
45	45	40	40

- 8. ENO - DLC Pilot
- 9. Algiers - Home Performance with Energy Star
- 10. Algiers - Consumer Products POS
- 11. Algiers - Income Qualified (AHPwES)
- 12. Algiers - School Kits and Education
- 13. Algiers - Residential Heating and Cooling
- 14. Algiers - Small Commercial and Industrial
- 15. Algiers - Large Commercial and Industrial
- 16. Algiers - Nest Pilot
- 17. Empty
- 18. Empty
- 19. Empty
- 20. Empty

	n/a	n/a	318	318
	1,277	1,277	100	100
	412	412	337	337
	22	22	14	14
	671	671	487	487
	44	44	45	45
	16	16	7	7
	1	1	1	1
	n/a	n/a	985	985
	0	0	0	0
	0	0	0	0
	0	0	0	0
	0	0	0	0
Total	15,264	15,264	21,090	21,090

Appendix C: Marketing Collateral

Marketing and advertising initiatives included the following:

1. Easy Cool Campaign
 - a. E-blast
 - i. Tactical email targeting select ENO opt-ins
 - b. Contractor leave behind
 - i. Informational piece including program highlights and contact information
 - ii. Additional branding and recognition for ENO
 - c. Contractor shirts
 - i. Additional branding and recognition for ENO
 - d. Scheduling email

2. Residential CoolSaver
 - a. Door hangar
 - i. Tactical piece to raise awareness and create program demand
 - b. Bi fold
 - i. Informative piece utilized for direct or cross promotional opportunities

3. Commercial CoolSaver
 - a. Fact sheet
 - i. Informational piece including program highlights and contact information

4. Residential Solutions
 - a. Vehicle magnet
 - i. Additional branding and recognition for ENO
 - b. Single measure sheet
 - i. Informational piece utilized for direct or cross promotional opportunities
 - c. Thank you letter
 - i. Additional branding and recognition for ENO
 - ii. In production

5. Energy Smart Overview
 - a. Bi fold
 - i. Informational piece including program highlights and contact information

6. Energy Star Partner Award
 - a. Flyer
 - i. Utilized to further build on the momentum of the award

7. Nest Program

- a. Tenant Notification
 - i. Utilized by the apartment managers to notify tenants of the upcoming Nest installation
 - b. Leave Behind
 - i. Informational piece including program highlights, contact information, and user direction
 - ii. Additional branding and recognition for Energy Smart
8. CoolSaver
- a. Residential Fact Sheet
 - i. Customer facing educational piece used to increase program awareness and ultimately drive participation
 - ii. Can be utilized as a cross promotional tool
 - b. Trade Ally Recruitment Flyer
 - i. Primary purpose is to assist in contractor recruitment
 - ii. Educational piece illustrating the benefits and providing technical information as it pertains to the program
 - iii. Primary distribution channels will be email and in person meetings and events
9. Energy Smart for Kids
- a. Schools Presentation
 - i. Updated for the 2016-2017 school year
 - ii. Purpose is to begin to educate primarily 6th grade students on the power of energy efficiency
 - b. Starter Kit Installation Guide/Form
 - i. Included in the Energy Smart for Kids starter kit
 - ii. Walks the children/parents through step by step on how to install the direct measures supplied in the kit
 - iii. Serves as verification that the measures were installed
 - iv. Allows us to collect email addresses for future re-marketing opportunities
 - c. Leave Behind
 - i. Given to students as a take home to their parents after they turn in their starter kit form
 - ii. Provides additional education on other Energy Smart program opportunities
10. Nonprofit Outreach
- a. This piece is emailed to the members of the nonprofit organization that participated in the Nonprofit Retrofit program once the work is complete
 - b. Informs them of their organization's participation and making them aware of measures they can implement to create a more energy efficient environment for themselves and their family
 - c.
11. Awareness Campaign Concepts

- a. Due to the overall lack of education/knowledge within the New Orleans DMA as it relates to Energy Smart we were tasked with bringing potential concepts to the table to raise awareness and create positive buzz in the market, below are two that rose to the top
 - i. Good Energy
 - 1. New Orleans is a city filled with energy. Creative energy. Entrepreneurial energy. Kinetic, frenetic, up-all-night, never-say-die, irresistible energy. And we'll never stop fighting to keep it that way.
 - ii. (Re)Introducing Energy smart
 - 1. Sure, we've been here awhile. In fact, we've helped New Orleans residents save nearly 100,000,000 kWh and counting. But what works isn't always what's noticed. Now is a good time as any to say hello, again.

12. Small Commercial Duct Efficiency

- a. Factsheet
 - i. Utilized as a selling tool to both educate and inform previous program participants of the new measure, cross sell current participants and enroll new customers into the program
 - ii. Primary method of delivery is in-person meetings and email
- b. E-blast
 - i. Targeted to previous program participants as these are our low hanging fruit and strategically the best place to start
 - ii. Will work in tandem with the factsheet to drive program enrollment

13. Energy Smart for Kids

- a. Press release
 - i. Distributed to Bright Moments media database in mid-November
- b. Primary goal was program awareness

14. Energy Smart Label Redesign

- a. Redesigned to include the We Power Life footer on all point of purchase pieces for the Lighting & Appliance program
- b. Utilized in participating retail stores throughout the New Orleans DMA to both bring attention to special pricing and assist in brand building



HOW TO AVOID A HIGH ENERGY BILL THIS SUMMER

Summer is fast approaching. In New Orleans, this means all the fun of the festivals and parks. It also means heat and higher energy bills.

But it doesn't have to.

With the Entergy New Orleans EasyCool Program, you'll earn a \$40 cash incentive by installing a direct load control unit on your central air conditioner. On hot peak demand weekdays, this unit saves energy by cycling your air conditioner for a few minutes each hour between 4 and 6 p.m.

With your participation, you'll be helping us take a big step toward our long-term goal of lowering future energy costs—for you and all of New Orleans.

To qualify for the program, you must:

1. Reside, or have a property being serviced, in one of the following ZIP codes:

70112	70113	70115	70116	70117
70118	70119	70122	70124	70125
70126	70127	70128	70129	70130

2. Own the home being serviced.
3. Have a central air conditioner unit in the home being serviced.

Participation is limited to 350 customers, so act now to start saving energy.

ENROLL NOW »



WE POWER LIFE™



Easy Cool E-Blast



Stay cool, the efficient way.



Our EasyCool Program allows customers like you to save energy and earn a \$40 cash incentive with the installation of a direct load control unit. Participation is limited to 350 customers, so enroll today.

Visit EnergySmartNOLA.com/tbd
Call **800-790-8853**
Email easycool@clearesult.com

← [Easy Cool Door Hangar](#)



WE POWER LIFE™

Thanks for saving energy the cool way.

Entergy

We're so glad you decided to participate in the EasyCool Program.

Your installation of a direct load control unit will save you energy this summer by cycling your air conditioner unit a few minutes each hour during peak times. Not only that, but your participation will help us achieve our long-term goal of lowering energy costs for you and all of New Orleans.

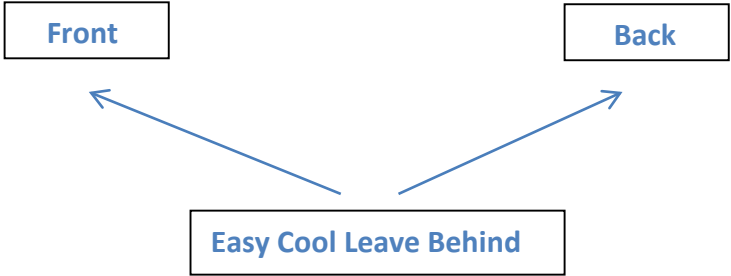
If your contractor has any questions about the device being installed, please have them call 800-790-8853 before removing it.

You will receive your \$40 incentive check within the next 6 weeks. If you have any further questions, please call us at **800-790-8853**.

EnergySmart
A New Orleans Program

Entergy

WE POWER LIFE™





What Are the Benefits?

- A lower monthly energy bill.
- Instant savings towards the cost of a CoolSaver A/C Tune-Up.
- A longer-lasting, more dependable unit.
- Cooler environment and better humidity control.



contractor business card

Questions?

For more information, visit EnergySmartNOLA.com, call 866-721-0249 or email info@energysmartnola.com.



Energy Smart is an energy efficiency program developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.



Front

Back

Residential CoolSaver Door Hangar

NEST Leave Behind Piece; front and back



WE POWER LIFE™

This thermostat from Energy Smart, an Entergy New Orleans program, lowers your energy bill by learning your heating and cooling habits, reducing energy use when you're not home and turning on automatically when you are home. You can even adjust it from a smartphone.

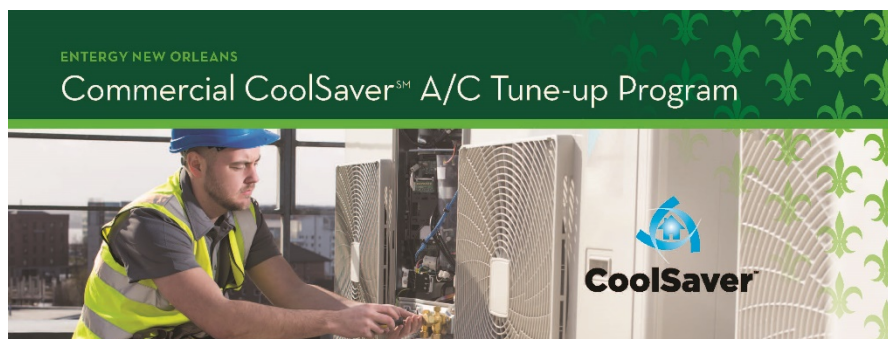
All you have to do now is kick back and save. Pretty simple.

You do not need to connect to Wi-Fi to operate this device. If you'd like to, step-by-step instructions can be found on the Nest door hanger. For additional details or instructions, check out the Welcome Guide inside the Nest box.

If you have any questions about how to operate the thermostat, call Nest at **855-469-6378**. For questions about your installation, call Energy Smart at **800-790-8853**.

Energy Smart is a comprehensive energy efficiency plan developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.

Commercial CoolSaver Residential Factsheet



The Commercial CoolSaver program is designed to overcome market barriers that prevent commercial customers from receiving high-performance A/C and heat pump tune-ups. By identifying and correcting system inefficiencies, you save energy and money. CoolSaver provides incentives, training on best practices and discounts on high-quality tools for contractors to conduct high-performance system tune-ups.

WHAT ARE THE BENEFITS?

- Instant discount
- Use of precision digital instruments to increase system efficiency
- Reduced cooling costs
- Extends life of equipment
- Better humidity control

WHO IS ELIGIBLE?

All Energy New Orleans small commercial customers (<100 kW average peak demand) with a central A/C or heat pump that is at least one year old and under 25 tons. (Systems that have been incentivized through the CoolSaver program in the last five years are not eligible to receive these incentives.)

HOW TO PARTICIPATE:

1. Contact the Energy Smart Center at **866-721-0249** or **info@energysmartnola.com**. Or visit **EnergySmartNOLA.com** for more details and to find a list of participating CoolSaver trade allies in your area.
2. Your trade ally will conduct an evaluation of your system to determine whether you would benefit from a high-performance tune-up, which could include services listed in the table below.
3. Your trade ally carries out your recommended tune-up measures.
4. Your trade ally will apply your instant rebate to your final invoice.

	Measure Type	Potential Services	Incentive Discount
COMMERCIAL COOLSAVER INCENTIVE RATES	High-performance A/C tune-up	• Cleaning condenser coil	1.5-2.5 tons: \$125
		• Cleaning evaporator coil	3-5 tons: \$150
		• Cleaning blower	6-10 tons: \$200
		• Adjusting airflow & refrigerant to a manufacturer specification	11-15 tons: \$250
			16-25 tons: \$400

READY TO GET STARTED?

For more information, visit **EnergySmartNOLA.com**, call toll-free **866-721-0249** or email **info@energysmartnola.com**.



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CoolSaver Recruitment Piece



Want to boost profits? Join the CoolSaverSM A/C Tune-up Program as a trade ally.

In this program, you'll be able to save customers energy and money by offering high-performance air conditioning and heat pump system tune-ups. That alone could attract more business. Plus, you'll receive training on best practices and discounts on tools. So everyone wins.

BENEFITS FOR BUSINESS OWNERS:

- Increase customer base.
- Receive more dollars per CoolSaver Tune-up.
- Reduce call backs, thereby increasing profits.
- Keep technicians busy during the off season.

BENEFITS FOR TECHNICIANS:

- Raise level of expertise.
- Use state-of-the-art digital tools.
- Receive ongoing technical training.
- Learn to calculate the BTU output of each CoolSaver Tune-up.
- Master precision refrigerant adjustment techniques.

BENEFITS FOR YOUR CUSTOMERS:

- Lower Entergy bills.
- Enjoy a more comfortable indoor environment.
- Experience better humidity control.
- Understand the value of continuing maintenance.
- Increase system efficiency.



Energy Smart is a comprehensive energy efficiency plan developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.



WE POWER LIFESM

Energy Smart for Kids Leave Behind

ENERGY NEW ORLEANS

Energy savings for the whole family



Congratulations! You took the first step on your energy efficiency journey with the Energy Smart for Kids program. You've cut down your energy use and started lowering your energy costs. So why stop now?

HERE ARE 8 MORE WAYS YOU CAN SAVE:

1. Get free energy-efficient light bulbs installed by Green Light New Orleans.
2. Earn a mail-in rebate from Energy Smart toward a smart power strip.
3. Replace your shower heads with low-flow versions.
4. Adjust your thermostat to use less energy when you're not at home.
5. Choose ENERGY STAR® appliances, like a window A/C that also includes a mail-in rebate.
6. Get a CoolSaverSM A/C Tune-up, which has the added bonus of extending the life of your unit.
7. Have duct sealing, weatherization and insulation work done by an Energy Smart contractor.
8. If you have a small or large business, take advantage of our incentives toward energy efficiency upgrades for businesses, too.

QUESTIONS?

For more information, visit EnergySmartNOLA.com, call toll-free 866-721-0249 or email info@energysmartnola.com.

Energy Smart is an energy efficiency program developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.



WE POWER LIFESM



Congratulations! Your organization is already making moves to save energy with the Energy Smart Nonprofit Retrofit Program. Now it's your turn to bring the savings home with smart upgrades that help lower your own energy costs.

HERE ARE EIGHT MORE WAYS YOU CAN SAVE:

1. Get free energy-efficient light bulbs installed by Green Light New Orleans.
2. Earn a mail-in rebate from Energy Smart toward a smart power strip.
3. Replace your showerheads with low-flow versions.
4. Adjust your thermostat to use less energy when you're not at home.
5. Choose ENERGY STAR® appliances, like a window A/C that also includes a mail-in rebate.
6. Get a CoolSaver™ A/C Tune-up, which has the added bonus of extending the life of your unit.
7. Have duct sealing, weatherization and insulation work done by an Energy Smart trade ally.
8. If you have a small or large business, take advantage of our incentives toward energy efficiency upgrades for businesses, too.

QUESTIONS?

For more information, visit EnergySmartNOLA.com, call toll-free **866-721-0249** or email info@energysmartnola.com. And make sure to tell others in your organization about these energy-saving options.

Energy Smart is a comprehensive energy efficiency plan developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.



Small Commercial Duct Efficiency Factsheet



ENERGY NEW ORLEANS

Small Commercial Duct Efficiency Program

The Small Commercial Duct Efficiency program is designed to overcome market barriers that prevent commercial customers from having HVAC duct systems properly sealed. In ducted HVAC systems, 20 to 30 percent of the air you pay to heat or cool your space is wasted due to leaks. By identifying and sealing leaks with special foil tape and airtight mastic, your trained contractor will save you energy and money and make your system more efficient.

WHAT ARE THE BENEFITS?

- Instant discounts.
- Airtight seals stop leaks.
- Improved air quality.
- Precision instruments increase system efficiency.
- Reduced cooling and heating costs.
- Better humidity control.

WHO IS ELIGIBLE?

All Entergy New Orleans small commercial customers (100 kW average peak demand) with a ducted central A/C or heat pump that is at least one year old and under 11 tons, where 80% of the duct system is located in unconditioned space.

HOW TO PARTICIPATE:

1. Contact the Energy Smart Center at **866-721-0249** or **info@energysmartnola.com**. Or visit **EnergySmartNOLA.com** for more details and to find a list of participating trade allies in your area.
2. Your trade ally will conduct an evaluation of your system to determine whether you would benefit from duct sealing, which could include the service listed in the table below.
3. Your trade ally carries out your recommended duct efficiency measures.
4. Your trade ally will apply your instant rebate to your final invoice.

DUCT SEALING	Measure Type	Potential Services	Incentive Discount
	Commercial duct sealing	Return and supply duct system sealed	\$0.12 per kWh saved

READY TO GET STARTED?

For more information, visit **EnergySmartNOLA.com**, call toll-free **866-721-0249** or email **info@energysmartnola.com**.

Energy Smart is a comprehensive energy efficiency plan developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.



Small Commercial Duct Efficiency E-blast



OUR NEW PROGRAM WILL BOOST YOUR PROFIT EVEN FURTHER.

Thank you so much for participating in the Small Commercial Solutions program. You saved your business money and energy, and boosted comfort and productivity in your workplace. So why stop the savings there?

Join our Small Commercial Duct Efficiency program to seal up your HVAC duct system and you'll:

- Receive instant discounts of \$0.12 per kWh saved.
- Reduce cooling and heating costs.
- Boost your bottom line.
- Stop leaks that waste 20-30 percent of your air.
- Improve air quality and humidity control and comfort.
- Increase system efficiency.

Ready to get started? Learn more at [EnergySmartNOLA.com](https://www.energysmartnola.com) or call Mike Robinson at **504-872-3891**.



Energy Smart is a comprehensive energy efficiency plan developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.

Energy Smart for Kids Press Release



FOR IMMEDIATE RELEASE

Media Contact:

Jamie Wine
Executive Director
504-656-6224
jamie@energyla.org

Energy Smart for Kids is reaching out to another 3,500 students this year

Students get smart to energy efficiency and bring home kits that save their families energy and money

NEW ORLEANS, LOUISIANA (November 14, 2016) – Over 3,500 students in New Orleans are invited to be “Energy Smart Kids.”

Energy Smart for Kids, an Entergy New Orleans initiative, is a program for sixth grade public school students that combines an in-class presentation on energy efficiency with a free school kit that students can bring home and install. The kit includes six energy-efficient light bulbs, a kitchen and a bath faucet aerator, a low-flow shower head, and an LED night light. For the 2015–2016 school year, Energy Smart provided over 3,500 kits to students at 29 schools, for potential savings of over 500,000 kWh, giving approximately \$50,000 in savings in the first year. And Energy Smart is reaching out and enrolling another 3,500+ sixth graders this year, too.

In addition to the kit, students participate in great hands-on activities. They ride a bicycle generator that uses student power to light up different types of light bulbs, and team up to make a shoebox house energy efficient. Students learn about where energy comes from, how it’s used and how to save it.

“It was a great experience for our kids and teachers!” says Sam Pizzoferrato, sixth grade science teacher at KIPP Believe College Prep. “Kids were telling other adults about the things they did in class and were so excited to show and explain their boxes!”

This Entergy New Orleans program started as a pilot project to 1,000 students in the spring of 2014. Since then, the program has tripled in size. Free classroom sessions are filling up quickly, so if you have a sixth grader or teacher in your life, get their school signed up today.

For more information and to schedule Energy Smart for Kids at your school, contact Emily Snyder at 504-222-2920 or emily@energyla.org.

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Energy Smart is an energy efficiency program developed by the New Orleans City Council and administered by Entergy New Orleans. The Energy Smart for Kids program is run for Energy Smart by professionals from Energy Wise Alliance.

Energy Smart Label

SPECIAL PRICING

on select ENERGY STAR[®] certified lighting

PRECIOS ESPECIALES

en iluminación con certificación ENERGY STAR[®] seleccionada

