

CoolSaver A/C Tune-up Program 2024 Program Manual



Prepared by: CLEAResult

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PROGRAM OVERVIEW

Program Description

The AEP Texas CoolSaver Program (the Program) was developed in 2010 by CLEAResult and AEP Texas (AEP) to comply with State of Texas energy efficiency goals to reduce peak electric demand. In 1999, the Texas state legislature passed Senate Bill 7 (SB 7), which restructured the state's electric utility industry and set initial energy efficiency goals for investor-owned utilities. In 2007, House Bill 3693 (HB 3693) was passed and expanded these energy efficiency goals.

The Program primarily focuses on improving the energy efficiency of the HVAC systems of commercial and residential customers within the AEP Texas service territory. The Program accomplishes this by training participating contractors on industry best practices using the Program toolkit, applying these practices quickly in the marketplace, providing incentives to customers to help pay for the system corrections and upgrades, and ensuring that these systems are correctly installed.

The CoolSaver Program addresses market barriers that potentially prevent commercial and residential customers from receiving high performance A/C and heat pump tune-ups and that potentially prevent residential customers from installing high performance A/C replacements. Energy savings are captured through identifying A/C and heat pump system inefficiencies during the tune-up and correcting these system inefficiencies. The Program overcomes market barriers by providing incentives to customers to help pay for the system corrections and upgrades and ensures that these systems are correctly installed. CoolSaver provides incentives, training on best practices, and discounts on high quality tools for contractors to conduct high performance system tune-ups and installations.

In 2015, the program was modified to begin offering incentives to residential customers for A/C system replacements. Incentives for this offering are paid to participating contractors for the installation of qualifying A/C equipment. Incentives are based on the size (tonnage) and efficiency (SEER) of the installed equipment.

In 2024, there are no modifications expected to program design.

Program Objectives

The Program focuses on training participating contractors on industry best practices through the use of the Program toolkit, and how to apply these practices in the marketplace. To motivate the quick adoption of these practices, the Program's focus, requirements, and incentives are as follows:

- Achieve cost-effective and significant electricity savings through the use of local contractors
- Transform these markets over time by addressing the following market barriers that hinder the adoption of energy efficient technologies and practices:
 - Lack of easy access to qualified vendors and installers
 - Lack of awareness of benefits of properly-tuned air conditioning systems
 - Lack of awareness of energy and cost savings due to properly operating A/C systems
- Develop a trained group of contractors capable of providing high performance A/C and heat pump system tune-up and installation services in the market
- Provide a suite of educational and support services for customers and contractors to promote the implementation of energy efficiency measures

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Program Roles & Responsibilities

Program Sponsor (AEP Texas):

- Provide customer database to allow implementer to verify the eligibility of program participants
- Provide the implementer with the necessary incentive funds
- Oversee the Program Implementer (CLEARResult)

Program Implementer (CLEARResult):

- Plan and design the Program
- Market the Program to customers and contractors
- Approve customer eligibility and enrollment
- Recruit, train, and mentor participating contractors
- Process qualifying coupons and rebates
- Maintain a database of all necessary program information
- Conduct quality control and quality assurance activities
- Assist participating contractors in procuring Program toolkit(s)

Program Participant (Customer):

- Provide the Program with the necessary account information to determine participation eligibility
- Choose a participating contractor from the approved contractor list to install eligible measures
- Allow CLEARResult to access the residence or business to verify installed measures (where applicable)

Participating Contractor:

- Complete program required training and adhere to program guidelines outlined in the CoolSaver Program Manual
- Respond to customer requests in a professional and timely manner
- Perform A/C and Heat Pump system tune-ups or replacements at qualifying customer sites and submit appropriate documentation with each application
- Perform all work to the required standards of the Program
- Submit required project information and supporting documentation in order to receive financial incentives
- Provide qualifying customers with an instant coupon or on-the-spot discount/rebate for services rendered (amount should be equal to the incentive amount each project is eligible for and appear as a line item on the invoice for qualifying services; Ex. AEP Texas CoolSaver discount = \$125)

Program Goals

The CoolSaver Program will set out to achieve set goals for both peak demand (kW) and annual energy savings (kWh), within a set Program incentive budget. Program goals and incentives are listed in the following table:

| Program | kW | kWh | Cash Incentives |
|-------------------------------------|--------------|-------------------|------------------|
| Commercial TUs | 3,466 | 6,897,277 | \$454,375 |
| Residential TUs | 1594 | 5,362,527 | \$412,506 |
| Residential A/C Replacements | | | |
| Total | 5,060 | 12,259,804 | \$866,881 |

PROGRAM ELIGIBILITY

Customer Eligibility

CoolSaver Tune-up

All commercial and residential customers of AEP Texas that own Air Conditioning and heat pump systems up to and including 25 tons are eligible to receive incentives from the CoolSaver Program. Systems that have been installed in the past year are not eligible. Systems that have had a CoolSaver tune-up in the past 5 years are not eligible to receive incentives. Contractors will be responsible for pre-screening all customers for eligibility and can work with the program to identify if a customer has had a CoolSaver tune-up within the last 5 years. Contractors will be encouraged to place stickers on units that have received a tune-up with the date to provide in the field identification of eligible units.

For multi-family residences, the program defines a residence as multi-family as the following:

- Any residence that does not have at least three exterior walls or any residence that is part of a complex that includes residences that do not have at least three exterior walls

Please see the Program Participation section of this document for enrollment information.

CoolSaver A/C Replacement

All single-family residential customers of AEP Texas that own their Air Conditioning and heat pump systems, up to 5 tons, are eligible to receive an incentive for the installation of qualifying high-performance new equipment. Qualifying equipment must be a minimum of 16 SEER and be matched, per AHRI. It also must be ENERGY STAR® labeled.

Participating Contractor Eligibility

Contractors that meet all program qualifications and standards (listed below) are eligible to participate in the program. Participating Contractors may continue as a part of the program as long as they maintain compliance with all program requirements, achieve satisfactory customer satisfaction scores, and pass quality control inspections and validations.

To participate, contractors must sign Participating Contractor Agreements, and attend in-classroom, on-site, and in-field training as required to comply with program guidelines. Follow-up training will be provided as needed to ensure contractor proficiency. Contractors will not be included on the program's website until they demonstrate proficiency in the skills required to be a contractor in the program and complete the required minimum activity levels. Details on the training, tools, and performance are listed below:

- Technical Requirements:

- Licensed heating, ventilation, and air conditioning contractors
- Completion of program-required training(s)
- Achievement of “Qualified Technician” status
 - Upon successful completion of the required training, Technicians will receive a unique Technician ID that will be used to submit each tune-up into the Program’s database
- Business Requirements:
 - Demonstrate the capability to conduct business successfully by providing ONE of the following:
 - Satisfactory Dun and Bradstreet Rating, or
 - Specific evidence of business capacity including at least two of the following:
 - A satisfactory banking reference
 - A minimum of three satisfactory professional/trade references, such as suppliers of materials, tools, credit
- Maintain insurance coverage as stated below and produce proof of current coverage
 - Commercial General Liability (\$1,000,000 per event of bodily injury, property damage or personal injury or death)
 - Automotive Liability (\$1,000,000 combined single limit, including coverage over owned, non-owned and hired vehicles)
 - Workers’ Compensation and Employer’s Liability (in accordance with statutory minimums, but no less than \$1,000,000 per event of injury or death each accident)
 - Note, if any policy of insurance required above is subject to a general aggregate limit, then such aggregate limit shall be at least twice the event limit.
- Tools:
 - To ensure all materials may be installed to manufacturer specifications, participating contractors must own, use, and maintain all necessary tools.
 - Participating Contractors must own or purchase a CoolSaver required toolkit in order to perform tune-ups and commissioning
- Quality Performance
 - Participating Contractor, upon request from CLEAResult, and at no additional cost to the customer, shall make reasonable repairs or corrections to work that the Participating Contractor has performed to bring such work up to the program standards. The repairs or corrections are to be completed within the timeframe specified by CLEAResult. Participating Contractor also agrees to take steps to ensure that future work will comply with the program standards.

PROGRAM DELIVERY METHODS

The Program will continue to use contractors as the primary outreach and delivery mechanism for the CoolSaver program. Additionally, the Program will attempt to generate customer leads for contractors through local marketing. The Program will use low-cost, effective channels to target eligible customers. They will be encouraged to visit the program website (www.aeptexas.com/cool-saver-ac-tune-up-program), call the program toll-free number (512-399-8842) or contact HVAC contractors directly. By going to the Program website – promoted on printed program materials – customers can indicate their interest in an A/C tune-up. The Program will then forward the customer information to contractors who can fulfill the request.

Contractor Recruitment

The Program pre-screens contractors to confirm that they meet participating contractor requirements, that their organization is technically qualified to perform the upgrades to best practices standards, and that they will purchase the required toolkits. The Program’s recruiting consists of the following strategies:

- Direct Recruiting

- The Program will contact all licensed HVAC contractors in the service area with direct mail and outbound telemarketing. The Program will recruit qualified contractors with visits to their place of business to execute a Participation Agreement and schedule training.
- Networking through AEP Texas’ locally based staff
 - The Program will coordinate with AEP Texas’ customer service managers, economic development and governmental relations staff to educate them on the program and engage them to help promote the program to the local communities they serve.
- Direct outreach through trade associations / non-profits
 - Associations have a mission to assist their memberships in a variety of ways. By working with them to publicize the program and recruit their members to join, the Program can leverage local contractors.
- Direct outreach through local distributors
 - Local HVAC supply houses have existing relationships with local contractors. The Program will contact and recruit these contractors by conducting program training at these distributor locations.

PROGRAM INCENTIVES

Measures & Incentive Levels

The CoolSaver program incentivizes measures related to efficiently cooling homes and businesses, thus reducing energy consumption.

CoolSaver A/C Tune-up

Systems receiving a CoolSaver Tune-up that have been installed less than one year ago, or that have had a CoolSaver tune-up performed within the last 5 years are not eligible for a CoolSaver Tune-up. Systems in excess of 25 tons capacity are not eligible.

For multi-family residences, the program defines a residence as multi-family by the following:

- Any residence that does not have at least three exterior walls or any residence that is part of a complex that includes residences that do not have at least three exterior walls

| Measure | Incentives | Measure Description |
|-------------------------------------------------------------------|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Residential | | |
| High performance testing equipment for HVAC contractors | 25% off cost, paid after successfully completing 25 tune-ups | Purchase of required toolkit and verification of successful use over 25 submitted tune-ups |
| Completed tune-ups at single family and multi-family homes | 1.5 tons | Program-required test data is measured and collected by a qualified technician. Pending customer approval, typical improvement measures include: airflow correction, cleaning of indoor blower, evaporator coils, and correction of refrigerant charge using Program-required tools and procedures. |
| | 2 tons | |
| | 2.5 tons | |
| | 3 – 5 tons | |
| | | \$ 75 |
| | | \$100 |
| | | \$120 |
| | | \$150 |

| Measure | Incentives | Measure Description |
|----------------------------------------------------------------|--------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Commercial | | |
| High performance testing equipment for HVAC contractors | 25% off cost, paid after successfully completing 25 tune-ups | Purchase of required toolkit and verification of successful use over 25 submitted tune-ups |
| Completed tune-ups | 1.5 – 2.5 tons | \$100 |
| | 3 – 5 tons | \$150 |
| | 6 – 10 tons | \$185 |
| | 11 – 15 tons | \$210 |
| | 16-25 tons | \$350 |
| | | Program-required test data is measured and collected by a qualified technician. Pending customer approval, typical improvement measures include: airflow correction, cleaning of indoor blower, evaporator coils, and correction of refrigerant charge using Program-required tools and procedures. |

A/C System Replacements

Incentives for qualifying A/C System Replacements will be paid to participating contractors for eligible projects. The incentive amount is based on the size (tonnage) and efficiency (SEER) of the new installed equipment. While the program will pay the incentive to the contractor, the contractor must provide an instant discount to the customer on their invoice.

| Tons | SEER | | | |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------|-------|-------|------------------------------|
| | 16 | 17 | 18 | |
| 1.5 | \$120 | \$180 | \$240 | + \$25 for Early Retirements |
| 2.0 | \$160 | \$240 | \$320 | |
| 2.5 | \$200 | \$300 | \$400 | |
| 3.0 | \$240 | \$360 | \$480 | |
| 3.5 | \$280 | \$420 | \$560 | |
| 4.0 | \$320 | \$480 | \$640 | |
| 5.0 | \$400 | \$600 | \$800 | |
| *If A/C system size is reduced, as demonstrated by Manual J, add an additional 50% to the incentive amount prescribed in the table above for the tonnage of the new A/C system. | | | | |
| **If the A/C replacement is an early retirement of operational equipment, add \$25. | | | | |

Savings Calculation and Incentive Basis

High Performance Tune-ups savings are based on the M&V Protocol as described in section 2.1.1 of Volume 4 of the Texas Technical Reference Manual version 11.0. The savings are based on past CoolSaver data as well as the approved and recently evaluated savings methodology.

A/C System Replacements savings are determined by the Technical Reference Manual, version 11.0 Guide for PY 2024 Implementation, volume 2 for Residential Measures.

Project Application Requirements

Tune-Up

To receive reimbursement for a tune-up incentive, Participating Contractors must submit the following:

- A copy of the customer invoice showing the incentive subtracted from the total
- A description of the work completed
- The customer's name and signature
- Date of completion
- All technical data required in the M&V protocol, submitted via electronic data collection form

A/C System Replacement

To receive reimbursement for an A/C system replacement incentive, Participating Contractors must submit the following:

- A copy of the customer invoice showing the incentive subtracted from the total
- A description of the old and replacement equipment
- The customer's name and signature
- Date of completion
- Complete Technician Data Sheet uploaded into QuickBase, the program's online portal
- Manual J summary report
- AHRI certificate

Incentive Payment Process

Incentives are paid to the participating contractor and represented as a discount on the final invoice presented to customers.

All eligible tune-ups and replacements are processed weekly and submitted to the AEP Texas Program Manager for payment. The AEP Texas Program Manager processes and pays each participating contractor's weekly tune-ups directly to the contractor.

Limits on Participation

Both the cash incentive budgets and non-cash benefits available through the Program are limited, based upon PUCT approved annual budgets, and are made available to customers on a first-come, first-served basis.

Participating contractors are encouraged to submit their projects as soon as possible to shorten processing time and to be sensitive of funding forecasts, which may determine the availability of Program incentive funds.

CLEAResult will make all possible communication to service providers if incentive amounts change or if the Program is ending before the official ending date. Notice will be given at least 10 business days before that change is made.

PROGRAM DATA TRACKING & REPORTING

The CoolSaver Program tracks all data within the Implementer's proprietary database and will make that data available to the Program Administrator. The Program will provide regular reporting to the Program Administrator, including but not limited to monthly progress reports and annual reports.

PARTICIPATION PROCESS

Overall Program Process

The CoolSaver Program relies on interaction between the Customer, Participating Contractor and Program Implementer. The incentive is given as a discount to the Customer from the Participating Contractor, limiting the steps the Customer must take to get the discount and ensuring a smooth, easy payment process for the Customer and the Participating Contractor.

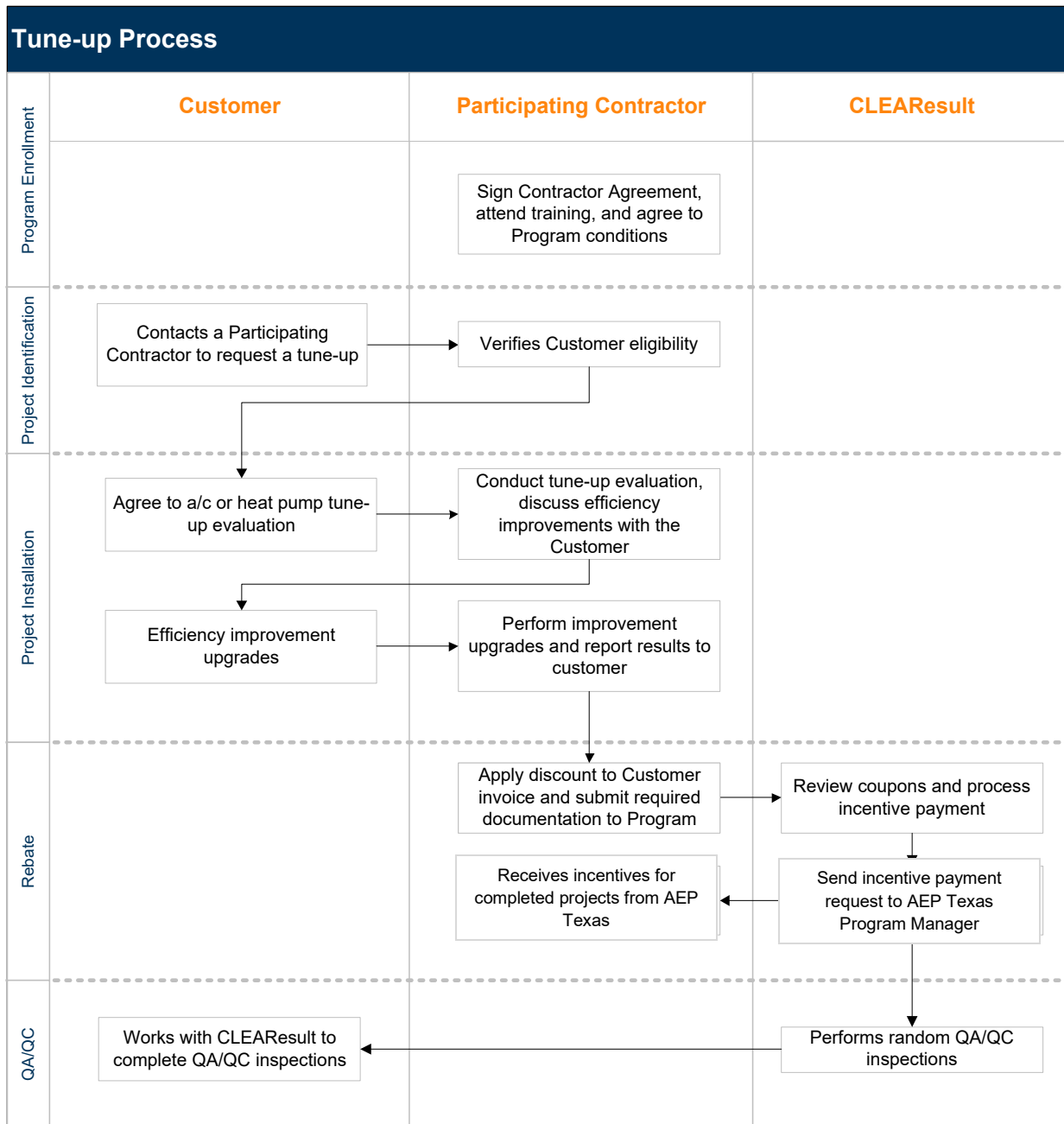
Tune-Up

The participation process begins either with a customer choosing a Participating Contractor to perform a CoolSaver A/C Tune-up on their HVAC system, or a Participating Contractor soliciting and scheduling a customer for a tune-up. Contractors not yet participating in the Program are welcome to enroll if they meet the requirements and complete the necessary training and toolkit acquisitions of the Program. All contractors must be enrolled and complete program-required training before performing any tune-ups on any systems they wish to be included in the Program.

The Participating Contractor performs the evaluation on the customer's system and discusses high performance tune-ups and other efficiency methods offered in the Program. Once a tune-up has been completed for a customer, the discount is applied to the customer invoice, completing the customer's participation, unless optional QA/QC verification is implemented.

The Participating Contractor then submits project data and a copy of the invoice (including all applicable discounts) to CLEAResult. Upon review and verification of the application by CLEAResult, an incentive request is submitted to AEP Texas and the payment is processed and submitted to the participating contractor thus reimbursing them for the aforementioned discounts. If the tune-up project is selected for a QA/QC review, CLEAResult will make direct contact with the customer to verify the system was serviced according to the Program requirements.

Figure 2: Tune-Up Process



Program Software and Savings Calculators

The CoolSaver Program requires the use of the program’s proprietary CoolSaver application or submittal via QuickBase, the program’s online database. The application is free to download and use and is made available to Participating Contractors upon completing the program enrollment documents. The application serves as a data collection form as well as a savings diagnostic tool, providing real time feedback on the performance of the unit based on the performance data collected by the HVAC technician.

Quality Performance

The Participating Contractor, upon request from Program Implementer, and at no additional cost to the Customer, should make reasonable repairs or corrections to work performed ensuring it meets the program standards. The repairs or corrections are to be completed within the timeframe specified by Program Implementer. The Participating Contractor also agrees to take steps to ensure that future work will comply with the program standards. If the contractor fails to complete the required repairs within the specified timeframe for any reason, the incentive payment may be withheld and/or probationary status may result.

Quality Assurance

The Program Implementer will perform post-installation/completion verifications on a statistically significant sample of all projects. Program Implementer reserves the right to site verify tune-ups and installations prior to approval and incentive payment for any project. Over time, as contractors exhibit consistently high performance, verifications for those contractors may be reduced. Contractors who exhibit poor performance will be re-trained and have an increased number of their projects verified for a period of time and can be removed from the program if poor performance continues.

Figure 3: Quality Assurance Metrics

| | |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Program Process Trainings (QA) | CoolSaver Training Class to be completed prior to a contractor participating in the Program |
| Application Review (QA) | <ul style="list-style-type: none"> All submitted applications are reviewed for accuracy A percentage of installations and tune-ups will be field verified |

Figure 4: Quality Control Inspection Metrics

| | |
|------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| QA Inspection Metric – CoolSaver | All information submitted via the CoolSaver application or technician data sheets uploaded into QuickBase, the program database is reviewed for eligibility and accuracy prior to payment. If required information is missing, the appropriate party is contacted. |
| QA Inspection Metric – Air Conditioning / Heat Pump Replacement | <p>Examples of disqualification (not all inclusive):</p> <ul style="list-style-type: none"> Installed equipment does not match the equipment as stated on the coupon (i.e. serial number, tonnage) Installed equipment does not match the load calculations Installation is found to have significant code violations |

Complaint Resolution/Feedback

Customer Complaints

Participating Contractors may, at their discretion, submit their own customer complaint resolution process to CLEARResult for approval, or can choose to use one provided by CLEARResult.

If a Participating Contractor becomes involved in a dispute with a Customer over business practices, the Participating Contractor should work with CLEARResult to resolve the dispute amicably. If such discussion does not produce an outcome acceptable to the Customer and the Participating Contractor, the Participating Contractor shall settle the dispute per their submitted customer complaint resolution process.

Contractor Complaints

There is no formal process for Participating Contractor complaints; CLEAResult handles these on a case-by-case basis.

Customer Feedback

Customers that receive a Program quality control verification will be asked to fill out a satisfaction survey. Five to 10% of Customers that participate in the CoolSaver Program will receive customer satisfaction surveys.

Contractor Feedback

CLEAResult annually surveys Participating Contractors for their feedback on the Program's operation.

Contractor Performance Standards

Requirements for Participation

Participating Contractors are required to submit to CLEAResult the signed Contractor Agreement including all documents required therein.

Probation and/or Suspension

- CLEAResult will handle issues that may require a Participating Contractor's probation, suspension, or Program exclusion on a case-by-case basis.
- Contractor acknowledges that failure to follow Program requirements and procedures, including processing of required documents, will result in a forfeiture of incentive reimbursement and possible disciplinary action.
- CLEAResult may suspend or terminate a Participating Contractor's participation in the Program for any reason, including failure to maintain the requirements set forth in this document. In all cases involving a Participating Contractor's participation status, or denial of coupon reimbursement, CLEAResult's written decision is final. It is further understood that the Participating Contractor can suspend or terminate the agreement at any time.
- AEP Texas and CLEAResult are not responsible for any costs incurred by the Participating Contractor due to probation or suspension from the Program.

Ethics/Fair Business Practices

- The Participating Contractor acknowledges that participation in the Program is a privilege.
- Participating Contractor should not employ as a sub-contractor any firm that has been suspended or terminated from this Program or any other AEP Texas or CLEAResult program without AEP Texas' or CLEAResult's prior written permission.
- Participating Contractor should not directly or indirectly disparage another Participating Contractor. This includes, but is not limited to, in conversation with a Customer or in print.
- Participating Contractor should treat Program clients fairly and respectfully and deliver promised services in a timely and responsible manner.
- Participating Contractor should properly represent his or her relationship to AEP Texas and CLEAResult (i.e. the Participating Contractor is an independent contractor). Further, the Participating Contractor should not make false claims about performance or savings, nor engage in fraudulent or deceitful conduct in the sale or installation of measures.
- Participating Contractor commits to follow-up on Customer inquiries to ensure Customer satisfaction.
- Participating Contractor will provide prompt, courteous and reliable service, while attempting to perform services at the Customer's convenience, including the initial phone call, setting appointment times, and follow-up visits.

Customer Service

It is the goal of AEP Texas and CLEAResult to provide the highest quality service and to maintain a high level of customer satisfaction with all aspects of the Program. Some elements of high-quality service expected of Participating Contractors include:

- Professionalism: All staff is expected to respond professionally to customer inquiries at all times.
- Reliability: Always provide accurate, up-to-date information to customers. Be sure that follow up activities are completed as promised.
- Responsiveness: Have all Program or related information available for customers, get and relay answers to Program-related requests quickly.

Customer Service Policies

To achieve the high levels of customer satisfaction that this program demands, the following customer service policies must be followed at all times:

- Do not smoke on Customer premises
- Do not contact Customers in any way under the influence of drugs or alcohol
- Do not engage in unethical behavior or practices, including misrepresentation of delivered service
- Look and act professionally
- Remove shoes or wear protective covers at all times when working inside the Customers' home
- Treat Customers with respect. The ultimate goal of this program is ZERO Customer complaints. However, you should always notify the program manager if anything occurs that may have upset a Customer.
- Do not give out incorrect information. If you cannot answer a question, inform the Customer and get back to them with the correct answer
- Maintain the confidentiality of Customer information

Measure Standards

CoolSaver Tune-up

The 'Modeled Savings' approach is verifying to the Program Implementer that the Blower is Clean, the Evaporator is Clean, the Condenser is clean, the Airflow has been adjusted to proper CFM/ton and the Refrigerant is adjusted properly per program training materials.

Complete the CoolSaver application or entry form.

Remember all components must be in stellar condition, we will inspect for a professionally clean blower, evaporator coil and proper refrigerant charge.

Each modeled tune-up indicates that this unit is operating in its best capacity.

DISCLAIMERS

Customer Disclaimer

The selection of a Participating Company to perform the work is the sole decision of the property owner or authorized tenant. Inclusion of a Participating Company to perform work does not represent an endorsement by AEP Texas, or CLEAResult of any product, individual or company. Work performed by Participating Companies is not guaranteed or subject to any warranty, either expressed or implied, by either AEP Texas or CLEAResult. Neither AEP Texas nor CLEAResult make any guarantee or any other representation as to the quality, cost or effectiveness of the products provided or work performed by any Participating Company or by its employees, subcontractors or suppliers.

Contractor Disclaimer

Each Participating Contractor shall, to the fullest extent allowed by applicable law, indemnify, protect and hold harmless CLEAResult, AEP Texas, their affiliates, their contractors and each of their officers, directors, control persons, employees, agents and representatives (all of the foregoing being herein referred to, individually and collectively, as the “Indemnities”) from and against any and all losses, damages, claims, liabilities, costs and expenses (including attorney’s fees) that may be imposed on, incurred by, or asserted against the Indemnities or any of them by any party or parties (including, without limitation, a governmental entity), caused by, arising from, relating to or in connection with, in whole or in part, directly or indirectly: (a) such Participating Contractor’s breach of any provision of this Agreement (b) such Participating Contractor’s act or omission that results directly or indirectly in any property damage, personal injury or death in connection with the performance of any work by such Participating Contractor, (c) any violation of law by such Participating Contractor or (d) the treatment, storage, disposal, handling, transportation, release, spillage or leakage by such Participating Contractor of any hazardous substance in any form. THIS INDEMNITY SHALL APPLY EVEN IN THE EVENT OF THE CONCURRENT NEGLIGENCE, ACTIVE OR PASSIVE, OF ANY OR ALL INDEMNITEES. Indemnities, respectively, at their option exercisable by written notice to such Participating Contractor, may require such Participating Contractor to defend any or all suits or claims concerning the foregoing.

FREQUENTLY ASKED QUESTIONS (FAQS)

Frequently Asked Questions

Q: When did this program start?

A: AEP Texas allowed contractors to start enrolling in this program and started marketing the program to HVAC contractors through industry channels in 2010. AEP Texas began offering incentives for A/C replacements in 2015.

Q: Where can contractors find out more information about this program?

A: Contractors can go to <https://www.aeptexas.com/cool-saver-ac-tune-up-program/> for more information and for details on how to join this Program or may contact the Program Manager at 1-512-399-8842.

Q: When will someone contact me after signing up to be a participating contractor in this program?

A: Contractors will receive a welcome email in 1-2 business days with next steps after they have submitted a Participating Contractor Agreement.

Q: When do the Customers receive their discount?

A: Participating Contractors provide customers with the discount at the time of the service. Participating Contractors will be reimbursed for these discounts within 30 days after they have submitted the complete documentation.

Q: What complete documentation do I need to send in and where should I send it?

A: Participating Contractors will need to submit a completed CoolSaver application or tune-up entry form via QuickBase. Contractors will be instructed on the data submission process during technical training sessions.

Q: What are the incentive amounts?

A: Participating Contractors will receive up to \$150, depending on dwelling type and tonnage, for every residential tune-up and up to \$350, depending on tonnage, for every commercial tune-up that is completed and verified. Participating Contractors will receive up to \$1225, depending on tonnage and efficiency of the system installed, for new A/C system replacements. See the tables in the Program Incentives section on pages 7-8 for additional detail regarding incentives.

Q: What are the efficiency repairs that receive discounts?

A: The recommended and qualified efficiency repairs, include, but are not limited to: cleaning dirty condenser and evaporator coils, cleaning dirty blowers, cleaning or replacing dirty air filters, adjusting air speed and/or refrigerant charge to manufacturer specifications as needed.

Q: What is involved for a High-Performance Tune-up?

A: Improvements eligible for program discount include the professional cleaning of evaporator coils, and blowers, and precision adjustment of refrigerant charge. Condenser coil cleaning is required.

ACRONYMS & DEFINITIONS

| ACRONYM or TERM | DEFINITION |
|------------------------|-------------------------------------------|
| A/C | Air conditioning |
| AEP | American Electric Power company |
| HB | House Bill |
| HVAC | Heating, Ventilation and Air Conditioning |
| SB | Senate Bill |
| SEER | Seasonal Energy Efficiency Rating |