

## Frequently Asked Questions

### General Program Details

#### 1. What is EnergyWise for Your Business?

SCE&G's EnergyWise for Your Business is the banner under which SCE&G promotes, to its commercial and industrial customers, a number of initiatives to assist them in saving energy and reducing their electric bill.

#### 2. What is Demand Side Management (DSM)?

DSM is broadly defined as any set of actions designed to influence the level or timing of energy consumption. In 2010, SCE&G received approval from the Public Service Commission of South Carolina to offer a portfolio of DSM programs, providing a variety of education, incentives, and on-site services to residential, commercial, and industrial customers.

#### 3. How do I contact SCE&G about EnergyWise for Your Business?

##### SCE&G EnergyWise for Your Business

Mail Code: DSM Fax: 877-646-7234  
 220 Operation Way Website: [www.sceg.com/foryourbusiness](http://www.sceg.com/foryourbusiness)  
 Cayce, SC 29033 Email: [EnergyExperts@sceg.com](mailto:EnergyExperts@sceg.com)  
 Phone: 877-784-7234

#### 4. Where do the funds come from to pay for the EnergyWise for Your Business program and incentives?

Incentives for the EnergyWise for Your Business program, which is currently part of SCE&G's DSM portfolio, are funded through Public Service Commission of South Carolina approved charges applied to customers' electric bills. Funding and program offerings are subject to change without notice.

#### 5. How long will the EnergyWise for Your Business program be available?

The EnergyWise for Your Business program has been approved by the Public Service Commission of South Carolina through November 30th, 2019; however, the program is subject to change or discontinuance without notice upon approval by the Public Service Commission of South Carolina.

#### 6. Will the EnergyWise for Your Business program change from year to year?

The EnergyWise for Your Business program is subject to change without notice in programmatic processes or elements, including incentives, upon approval by the Public Service Commission of South Carolina.

#### 7. Who is ICF and why is it involved?

ICF is an energy consulting company that was selected by SCE&G to be the program partner to implement SCE&G's DSM programs for commercial and industrial customers. ICF will assist SCE&G in educating customers and trade allies about the programs, processing program applications, and performing quality assurance/quality control services related to customer installations. ICF has extensive experience managing similar programs throughout the country.

### Eligibility and Participation

#### 1. Who can participate in the EnergyWise for Your Business program?

All non-residential electric customers within the SCE&G service territory can participate in the EnergyWise for Your Business program. However, certain industrial and large commercial customers that have elected and been approved to opt-out of SCE&G's DSM programs are not eligible to apply for EnergyWise for Your Business incentives.

Additional details on eligibility can be found in the Terms and Conditions section of each incentive application form.

#### 2. Who is eligible to opt out of the DSM programs and what is the opt-out process?

SCE&G's industrial customers and specific large retail customers have the option to participate or opt out of SCE&G's DSM programs. The opt-out provision is applied at the account level. To be eligible to opt out of the SCE&G DSM programs and costs, the following conditions must be met:

- a. Your company must be classified in the major industrial group of manufacturing with 10–14 or 20–39 as the first two digits of the Standard Industrial Classification (SIC) or 21 or 31–33 as the first two digits of the six-digit North American Industry Classification System (NAICS) using the company's standard service for power and light requirements.

*OR*

- b. Your accounts must be classified as large commercial retailer with 52–59 as the first two digits of the Standard Industrial Classification (SIC) or 44–45 as the first two digits of the six digit North American Industry Classification System (NAICS).

Each account must have an annual consumption of 1,000,000 kilowatt-hours (kWh) or greater in the billing months of the prior calendar year. Accounts and electric consumption will be reviewed and re-qualified annually. Customers will be notified if they no longer meet the opt-out qualifications.

#### 3. What happens if I choose the opt-out provision and later choose to participate in the DSM program?

Customers who opt out, but later decide they wish to participate in one or more of SCE&G's DSM programs, must apply to SCE&G using the Opt-In form. If acceptable to SCE&G, the customer may participate in the DSM programs for any account(s), but may not opt out for that account(s) again for a period of at least five (5) years from the date the customer accepts a DSM incentive check from SCE&G.

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### 4. How do I notify SCE&G that my company will use the opt-out provision?

For any opt-out request, an authorized representative of your company must notify SCE&G in writing using the designated SCE&G Opt-Out form that your company has implemented or will implement alternative DSM programs at your company's expense and does not wish to participate in SCE&G's program.

Your Opt-Out form should be mailed to:

SCE&G  
Mail Code: DSM  
220 Operation Way  
Cayce, SC 29033

### 5. How can I participate in the EnergyWise for Your Business program?

Applications with instructions can be found on the SCE&G website at [www.sceg.com/foryourbusiness](http://www.sceg.com/foryourbusiness) or email [EnergyExperts@sceg.com](mailto:EnergyExperts@sceg.com).

### 6. Will my data be kept confidential?

All customer-specific information provided to SCE&G will be held in confidence. Information is only used for the purpose of application processing, communication about SCE&G services and reporting.

### 7. How do I determine what energy efficiency measures are right for my facility?

Local trade allies, such as contractors, distributors, or energy service providers, can help you identify which measures are right for your facility.

### 8. Am I required to use a specific contractor to participate in the program?

Customers are free to select their own contractors or use in-house staff to complete projects.

### 9. Does the EnergyWise for Your Business program offer free energy audits?

Energy audits are the responsibility of the customer. SCE&G's team can offer a review of products to ensure program requirements are met. Some trade allies or contractors may offer free energy audits as part of their proposal.

### 10. Where can I find a local trade ally to assist me with my project?

SCE&G does not have a recommended trade ally list. You may consult your local business directory to find assistance.

### 11. Where can trade allies learn more about the program?

SCE&G recommends that trade allies check the website regularly for updates on the program at [www.sceg.com/foryourbusiness](http://www.sceg.com/foryourbusiness).

## Forms and Applications

### 1. What projects require pre-approval?

Pre-approval is required for the majority of projects. SCE&G will allow HVAC replacements with incentives ≤ \$5,000 and Commercial Cooking Equipment replacements with incentives ≤ \$1,000 to be filed after equipment installation. However, applications must be submitted within 60 days of project invoice date.

### 2. How long does it take to receive pre-approval?

Submitted applications are processed in the order in which they are received. Applicants typically will be notified of their pre-approval status and/or any pre-inspection requirements within 20 business days for custom applications, and 10 business days for all other applications, from receipt of a completed application. Incomplete applications or missing supporting documentation may delay the process.

### 3. What happens if the final project changes from what was pre-approved by SCE&G?

If the scope of work changes or the equipment specifications change, you must notify the EnergyWise for Your Business team immediately. They will review your application to determine whether the revised project is eligible for an incentive and the amount of the incentive. If the revised potential incentive is greater than the original amount, the team will determine if there are funds available to increase your incentive amount and send a letter of notification. There is no guarantee that funds will be available for payment above the previously approved amount.

### 4. If I submit an application and receive a pre-approval letter, am I obligated to go through with the work?

You are not obligated to go through with the work; however, once the funds associated with your project are approved, you have 180 days for retrofit projects and one year for new construction or end-of-life projects to complete the installations. If you start a project and decide to complete only a portion of the work, you will only receive incentives for the completed portion. If you know that you are not going to complete a project or are only completing a portion of it, please contact the EnergyWise for Your Business team so we can redistribute funding appropriately.

### 5. Do I have to select a contractor before submitting an application?

You do not have to select a contractor before submitting an application as long as the equipment for the project meets the eligibility requirements. But, because of time limits imposed to complete installations, it is strongly recommended that customers have a contractor selected before an application is submitted. SCE&G will not accept multiple applications from more than one contractor for the same customer project.

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### 6. How will I know the status of my application?

Both the customer and reported contractor will receive a pre-approval letter once the application has been reviewed and approved. Applicants who submit incomplete applications will be notified and asked to provide additional detail so the review process can be completed. Once the project has been completed, and the associated paperwork is submitted, the EnergyWise for Your Business team will review all necessary material. Once incentive payment has been approved, the customer and contractor will receive a letter indicating payment approval and amount. The party receiving the payment will receive payment within the time frame indicated in the final approval letter. Customers may contact the EnergyWise for Your Business team at any time with additional questions about the process or status of an application.

### 7. Why do I need to provide my SCE&G account number and copy of my electric bill?

The EnergyWise for Your Business team must verify that you have an active SCE&G account and are eligible to receive incentives.

### 8. Who can submit applications?

SCE&G eligible customers or their trade ally/contractor can submit applications. However, the customer must sign the appropriate Customer Acknowledgment section of the form as well as the payment information section (if payment is going to the contractor) when the application is submitted.

### 9. When should the customer sign the application form?

The customer should sign the appropriate Customer Acknowledgment section of the form when the application is submitted. In addition, at project completion, the customer will be required to sign and return the SCE&G pre-approval letter sent at time of pre-approval.

## Incentives

### 1. Can I receive an incentive for used or refurbished equipment?

No. Used or refurbished material is not eligible for incentives nor does SCE&G permit the payment of incentives for equipment that is removed to be re-installed within the SCE&G service territory.

### 2. Can I receive the incentive in the form of a bill credit?

No. The incentive will come in the form of a check.

### 3. Why must I provide a current IRS W-9 form for the payment recipient?

The W-9 form is required by SCE&G in order to process your incentive check. Because SCE&G is issuing a payment to you, the form is needed for tax purposes.

### 4. What if SCE&G already has a copy of my W-9 on file?

If you are sure SCE&G already has a copy of your W-9 on file, you do not need to re-submit it. However, if you are not sure, please submit the form. If SCE&G does not have your W-9 on file, your incentive check will not be processed.

### 5. Who receives the rebate check—the customer or contractor?

The customer has the option to assign payment to the contractor. SCE&G requires the customer's signature approving payment in either case. If the customer assigns the check to the contractor, the contractor is required to provide tax status, Federal tax ID, and signature on the application form, along with a current W-9 form.

### 6. Does the pre-approval letter guarantee payment of incentives at the full amount?

The pre-approval letter reserves incentive funds at the full amount as long as all conditions of the pre-approval letter have been met. Any change in equipment specifications, quantities installed, or other factors affecting energy savings and project cost may result in changes to the incentive amount that has been reserved. Any changes from the original pre-approval letter conditions must receive SCE&G approval before being implemented to guarantee incentive payment.

### 7. Can I receive incentives for projects where the equipment has already been purchased?

Only HVAC equipment with an incentive  $\leq$  \$5,000 and Commercial Cooking equipment with an incentive  $\leq$  \$1,000 can be submitted after installation. Applications must be submitted within 60 days of project invoice date. All other projects must be pre-approved and will be ineligible for incentives if equipment is already purchased or installed.

### 8. Once I receive an incentive, do I have any further obligation with the EnergyWise for Your Business program?

Once a project is complete and payment is made, SCE&G may require a post-inspection to verify that sales transactions and equipment installations remain in accordance to the plans that were approved and upon which incentives were paid. SCE&G may contact you to visit your site to perform this verification. All measures must be installed and working at the time of inspection. In addition, SCE&G is committed to assessing energy efficiency measures and documenting gross and net energy and demand savings associated with our DSM program portfolio, as well as making improvements to the design and implementation of existing and future programs. SCE&G has engaged the services of a third party, Opinion Dynamics Corp (ODC), to undertake a number of evaluation, measurement, and verification activities for those purposes. To ensure the ongoing effectiveness of the programs SCE&G offers, you may be asked to participate in measurement and verification activities performed by ODC.

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### 9. Are incentives available for measures that are not explicitly covered by the prescriptive application forms?

Electric energy-efficient equipment that is not included on the prescriptive application forms may be considered a custom measure. The proposed equipment must exceed applicable energy code requirements, have verifiable electric energy savings, and pass the program cost-effectiveness criteria.

### 10. If my project involves a prescriptive measure, do I have a choice whether to apply using a prescriptive or custom application?

If a project involves energy efficiency measures specified in a prescriptive application, that project is not eligible to be submitted as a custom project. If a project involves both prescriptive and custom measures, the customer may be able to combine integrated measures into a single custom application. If you believe this might apply to your project, please contact the [EnergyWise for Your Business team](#) to discuss it before submitting an application.

### 11. If equipment does not meet the prescriptive technical eligibility criteria, can it be submitted as a custom measure?

No. If equipment that is included on the prescriptive applications does not meet the specific eligibility criteria as defined, it cannot be considered a custom measure.

### 12. Does the program offer incentives for energy-efficient exterior lighting measures?

Yes. The lighting incentives application allows for a number of exterior lighting options. Alternatives may be submitted using the custom incentives application.

### 13. Can additional technologies be added to the prescriptive application forms?

Not at this time. Additional technologies involved with a specific customer project may be submitted for consideration using the custom incentives application form.

### 14. How are custom incentives determined?

Custom incentives are based on the cost of installing the high-efficiency measures and the resulting energy and demand savings. In all cases, the high-efficiency measure must be cost-effective. For retrofit measures where the efficiency of existing equipment or systems is being improved, the incentive is up to 50 percent of the installed cost of the high-efficiency measure. For new construction or the purchase of new or replacement equipment, the incentive is up to 75 percent of the cost of the high-efficiency equipment over the standard efficiency equipment. In all situations, the total incentive will be capped such that the incentive does not result in a project's post-incentive payback being less than 1.5 years. In certain applications, engineering costs directly related to the energy-efficient technology may be included in the total project costs that will be used to determine project cost-effectiveness.

### 15. How does the program determine baselines for custom measures?

Project baselines are based on currently applicable energy codes and/or conservative estimates of industry standards. SCE&G requires that an application be submitted to provide the best opportunity to establish an accurate baseline. Additional information is included in the Custom Measure Baseline document that can be found on the SCE&G website at [www.sceg.com/foryourbusiness](http://www.sceg.com/foryourbusiness).

### 16. Is there a maximum amount of money that I can receive?

Yes. Customers will be capped at \$100,000 each program year. The cap will be imposed by a customer's federal tax id. Thus, if a customer has multiple facilities under the same federal tax id, then those facilities combined may receive up to \$100,000 each program year. The EnergyWise for your Business Program year is from December 1 to November 30. SCE&G reserves the right to deny any application that may result in SCE&G exceeding its program budget. Incentives are limited, offered on a first-come/first served basis, and are subject to project and customer eligibility and funds availability.

## Frequently Asked Questions

### Building Tune-Up

#### 1. What are the common energy efficiency opportunities associated with Building Tune-Up services?

Building Tune-Up is the process of monitoring, troubleshooting and adjusting electrical, mechanical and control systems in existing buildings to optimize energy performance. The SCE&G Program offers financial incentives for identifying and implementing relatively low-cost operational and maintenance improvements.

Over time, commercial buildings and industrial processes frequently undergo operational changes that can hinder optimal energy performance. Today's systems are highly interactive, increasing the need for proper integration. Small problems can have big effects on performance. Building Tune-Up helps ensure that building equipment and systems are integrated so they perform together effectively and efficiently to meet your current operating requirements and expectations. This yields a number of benefits for your business:

- Return equipment to its proper operational state.
- Extend equipment service life.
- Reduce maintenance and repair costs.
- Improve occupant comfort and reduce complaints.
- Improve outside air control and indoor air quality.
- Optimize operation of chiller and other equipment.
- Adjust and correct equipment operating schedules

#### 2. Are incentives available for Building Tune-Up Services?

Qualifying Building Tune-up projects may receive up to 75% of the cost of the assessment and implementation of low-cost measures, capped at \$15,000. If the investigation phase reveals no viable, no-cost or low-cost measures, SCE&G will still pay \$0.04 per square foot, capped at \$3,000. Any high-cost, capital intensive measures with payback periods greater than 1.5 years identified through the Building Tune-up may qualify for incentives through the standard EnergyWise for Your Business prescriptive and custom incentive program offerings.

#### 3. Who can perform Building Tune-Up services?

Customers are not required to use a specific Building Tune-Up Service Provider to perform Building Tune-Up services. However, for larger more complex projects, service providers may be required to demonstrate previous Building Tune-Up experience prior to SCE&G approving the study.

#### 4. What are the eligibility requirements for the Building Tune-Up incentive?

In addition to being a non-residential SCE&G electric customer that has not opted out of EnergyWise for Your Business, customers wishing to apply for Building Tune-Up incentives must meet the following criteria:

- Facility must be at least 75,000 square feet with a building automation system (BAS).
- Facility may not be a storage or warehouse building.
- A building tune-up has not been performed within the last three years.

### Technical Services

#### 1. What incentives are available for Technical Services under the Custom program?

SCE&G will co-fund the cost of approved engineering studies, up to \$10,000, that will help determine energy savings for custom projects that will be submitted under the Custom program.

#### 2. What type of projects are eligible for Technical Service incentives?

Technical Service incentives are offered on a limited basis for new construction projects, major renovation projects, equipment replacements and efficiency upgrades to existing equipment and processes.

#### 3. How can I obtain the necessary application forms to apply for Building Tune-Up or Technical services incentives?

Please contact an EnergyWise for Your Business representative to help you get started on a Building Tune-Up or Technical Services application. Additional information can be found on the SCE&G website at [www.sceg.com/foryourbusiness](http://www.sceg.com/foryourbusiness) or email [EnergyExperts@scg.com](mailto:EnergyExperts@scg.com).