

PacifiCorp's Planned Changes to Home Energy Savings Program in California Proposed Effective Date of June 15, 2023

As defined in its Biennial Budget Advice Letter for 2023-2024 (Advice 697-E), PacifiCorp (Pacific Power) is planning to make modifications to the Home Energy Savings program for residential customer energy efficiency, which is offered through Schedule D-118. The proposed changes are intended to align with the change in the primary purpose of the program from resource acquisition to equity and continue to update the program based on current statewide energy efficiency workpapers to improve consistency with other California energy efficiency programs.

Schedule D-118 includes the basic program elements: customer eligibility, use of a program administrator for delivery, the seasonal nature of selected incentive offers, and that current incentive levels may change. Specific details on all aspects of the program including incentive levels, eligible equipment specifications and dates for incentive availability are managed by the program administrator using a dedicated [program web site](#) with links from the [Pacific Power web site](#).

Consistent with the change process for the Home Energy Savings program approved in Decision D.21-12-034 on December 16, 2021, the program changes incorporated in the Biennial Budget Advice Letter for 2023-2024 are required to be filed in a Tier 1 Advice letter and, following approval of the Tier 1 Advice letter, notice of the changes posted on the program website¹ 45 days prior to implementation.

Background

The program is available to residential customers in the Company's California service territory and offers incentives for prescriptive measures which improve energy efficiency. The current Program offers incentives for energy efficient appliances, water heating, HVAC, and new homes packages. Incentives are available for both existing homes and new homes. The Program was first approved by the California Public Utilities Commission on February 29, 2008.² The program was modified on April 12, 2010, June 12, 2014, August 26, 2019, September 24, 2020, March 15, 2021, and again on March 28, 2022, to maintain cost effectiveness and participation and incorporate changing codes and standards.

Description of Planned Home Energy Savings Changes

The program modifications are summarized below in Tables 1-8 with complete details provided in the revised incentive tables, which are provided in Exhibits 1 and 2.³ All changes reflect alignment with current statewide workpapers in the eTRM.

¹ [California Residential | Wattsmart Savings](#)

² Decision No. 08-01-041 dated January 31, 2008.

³ Exhibit 1 contains the Home Energy Savings program incentive tables, which were originally provided as part of Exhibit J in A.07-07-011 and further modified using the program change process described in Schedule D-118. The incentive tables currently in effect are marked to show the planned changes.

Starting in 2023, the Home Energy Savings program will run as an equity program and will offer new incentives for central brushless fan motors, clothes dryers, ductless heat pumps, heat pump conversions, refrigerators and freezers, room air cleaners, room air conditioners, and smart connected power strips. The higher cost HVAC measures will have enhanced incentives for qualifying hard-to-reach and Tribal customers, and eligibility will be defined on the program website. The initial customer eligibility language is provided below:

“California residential customers eligible for California Alternative Rates for Energy (CARE) and/or customers residing on tribal lands are eligible for enhanced HVAC incentives.”

In addition to offering enhanced incentives for certain hard-to-reach customers, the Home Energy Savings equity program will target subsets of the Company’s residential customers as follows:

- Target non-English speaking customers with Spanish program materials.
- Utilize focused lead generation developed in consultation with Tribes to engage Tribal customers.
- Coordinate with local organizations to educate other underserved and minority groups about the program and offerings.
- Target multifamily tenants by direct mail, using the multifamily residential rate code.

Additionally, the program will re-introduce energy savings kits to a subset of customers meeting hard-to-reach and/or Tribal criteria. The program plans to initially engage customers residing on Tribal lands, before offering the kits to a broader set of hard-to-reach customers. An estimated 300 energy savings kits will be available for this initiative in 2023, and an additional 300 kits in 2024. Kit measures will include products that are easy to self-install and include 4 LED bulbs, a showerhead, 2 bath aerators, and a kitchen aerator. The kit will also include inserts to provide customers more information about energy savings opportunities.

Cost-Effectiveness

Cost effectiveness analysis for the program with these changes was provided as part of PacifiCorp’s 2023-2024 Biennial Budget Advice Letter (Advice 697-E) filed October 7, 2022. The 2023-2024 Biennial Budget Advice Letter also includes a comprehensive description of the company-specific model used for the analysis. The portfolio segment for Home Energy Savings is Equity, so the program is not required to meet a Total Resource Cost test performance standard. The resource acquisition portfolio (Wattsmart Business) is projected to be cost effective.

Electronic Technical Reference Manual (eTRM) Alignment Review

As described in Application A.20-12-018⁴, upcoming program changes will be defined as part of budget advice letter preparation. Each budget advice letter will align with statewide workpapers available on the eTRM website (<http://www.caltf.org/etrm-overview>) as of September 1 of a filing year. The tables in Exhibit 3 include each Home Energy Savings measure, the relevant measure in the eTRM statewide workpapers, and information about alignment of the Home Energy Savings measure and the eTRM measure.

⁴ See page 23 of Application 20-12-018. Decision D.21-12-034 approved this application.
PacifiCorp’s Planned Changes to Home Energy Savings Program in California for 2023

Evaluation Plan

The Company offers the Home Energy Savings program in its other service territories. Evaluations are conducted at the program level with reports prepared for each state. Consistent evaluation plans throughout PacifiCorp's system-wide territory reduce administrative costs for the program. The most recent evaluation⁵ was for the 2019-2020 program. The evaluation for program years 2021-2022 is underway.

Exhibits Provided

Exhibit 1 - HES Explanation of Changes

Exhibit 2 - HES Incentive Tables – Red-lined

Exhibit 3 - Home Energy Savings Electronic Technical Reference Manual (eTRM)
Alignment Review

Cost-Effectiveness analysis –

Attachment 3.1_PCorp CA BBAL PY2023 – WSB with Portfolio Costs

Memo_05Oct2022.docx

Attachment 3.2_PCorp CA BBAL PY2023 – Portfolio Memo_05Oct2022.docx

⁵Available in the Demand-Side Management Annual Reports section on this page - <https://www.pacificorp.com/environment/demand-side-management.html>

Exhibit 1 - Explanation of Changes

Table 1 - Appliance Incentives Table

Program Modifications – Appliance Incentives			
Measure Name	Description of Changes	Current Offering	Revised Offerings
Clothes Washer	Add qualification that measure is available in single family, multifamily, and manufactured home installations as either new construction or normal replacement.	<u>Qualification:</u> ENERGY STAR certified. <u>Customer/Market Partner Incentive:</u> \$20 <u>Available Delivery Methods:</u> <ul style="list-style-type: none"> • Downstream • Mid/upstream 	<u>Qualification:</u> ENERGY STAR certified. Measure is available in single family, multifamily, and manufactured home installations as either new construction or normal replacement. <u>Customer Incentive:</u> \$20
Clothes Dryer	Add new measure.	N/A	<u>Qualification:</u> ENERGY STAR certified. Measure is available in single family, multifamily, and manufactured home installations as either new construction or normal replacement. <u>Customer Incentive:</u> \$50
Refrigerator or Freezer	Add new measure.	N/A	<u>Qualification:</u> Must be on ENERGY STAR® qualifying list. Measure is available in single family, multifamily, and manufactured home installations as normal replacement. <u>Customer Incentive:</u> \$20
Room Air Cleaner	Add new measure.	N/A	<u>Qualification:</u> Must meet clean air delivery rate (CADR) to watt ratio listed on program website. Measure is available in single family, multifamily, and manufactured home installations as either

Program Modifications – Appliance Incentives			
Measure Name	Description of Changes	Current Offering	Revised Offerings
			new construction or normal replacement. <u>Customer Incentive:</u> \$40
Smart Connected Power Strip	Add new measure.	N/A	<u>Qualification:</u> Must meet Tier 2 connected advanced power strip specifications as listed on program website. Measure is available in single family, multifamily, and manufactured home installations as add-on equipment. <u>Customer Incentive:</u> \$30
Notes for Appliance Incentive Table	Broadening note language to cover all appliances in this table.	<ul style="list-style-type: none"> • See additional installation requirements and qualifying models on program website. • Incentives for clothes washers apply to mid/upstream and/or downstream. Only one incentive will be provided per qualifying clothes washer. • Incentives for clothes washers may be paid to the customer, retailer, and/or manufacturer and may be split between customer, retailer, and/or manufacturer. • Incentives are not available for coin-operated clothes washers. 	<ul style="list-style-type: none"> • See additional installation requirements and qualifying models on program website. • Incentives for appliances apply to mid/upstream and/or downstream. Only one incentive will be provided per qualifying measure. • Incentives for appliance measures may be paid to the customer, retailer, and/or manufacturer and may be split between customer, retailer, and/or manufacturer. • Incentives are not available for coin-operated clothes washers.

Table 2 – Water Heating Incentive Table Modifications

Program Modifications – Water Heating Incentives			
Measure Name	Description of Changes	Current Offering	Revised Offerings
Heat Pump Water Heater	Decrease incentive to \$400.	<u>Qualification:</u> <ul style="list-style-type: none"> > 45 and ≤ 55 gallons: 3.09 or 3.31 UEF Measure is available in single family, multifamily, and manufactured home installations as either new construction or normal replacement. <u>Customer/Market Partner Incentive:</u> <ul style="list-style-type: none"> Up to \$600 	<u>Qualification:</u> <ul style="list-style-type: none"> > 45 and ≤ 55 gallons: 3.09 or 3.31 UEF Measure is available in single family, multifamily, and manufactured home installations as either new construction or normal replacement. <u>Customer/Market Partner Incentive:</u> <ul style="list-style-type: none"> \$400

Table 4 – HVAC Incentive Table Modifications

Program Modifications – HVAC Incentives			
Measure Name	Description of Changes	Current Offering	Revised Offerings
Smart Thermostat	Open up eligibility to not exclude climate zone 1.	<u>Qualification:</u> <ul style="list-style-type: none"> ENERGY STAR® certified. Incentives are only available for customers residing in climate zone 16. Home must have a ducted heat pump as its primary source for heating. Measure is available in single family, multifamily, and manufactured home installations as normal replacement. <u>Customer/Market Partner Incentive:</u>	<u>Qualification:</u> <ul style="list-style-type: none"> ENERGY STAR® certified. Home must have a ducted heat pump as its primary source for heating. Measure is available in single family, multifamily, and manufactured home installations as normal replacement. <u>Customer Incentive:</u> <ul style="list-style-type: none"> \$50

Program Modifications – HVAC Incentives			
Measure Name	Description of Changes	Current Offering	Revised Offerings
		<ul style="list-style-type: none"> • \$50 	
Central Brushless Fan Motor	Add new measure.	N/A	<u>Qualification:</u> <ul style="list-style-type: none"> • Must replace a permanent split capacitor (PSC) or shaded pole residential fan (blower) motor. • Measure is available in single family, multifamily, and manufactured home installations as normal replacement <u>Customer Incentive:</u> <ul style="list-style-type: none"> • \$15/ton
Ductless Heat Pump – Multifamily	Add new measure.	N/A	<u>Qualification:</u> <ul style="list-style-type: none"> • Minimum 9.0 HSPF. • Previous primary heat source must have been a permanently installed electric resistance heating system. • Measure is available in multifamily home installations as normal replacement. <u>Customer Incentive:</u> <ul style="list-style-type: none"> • \$1,000
Ductless Heat Pump – Multifamily Hard-to-Reach	Add new measure.	N/A	<u>Qualification:</u> <ul style="list-style-type: none"> • Minimum 9.0 HSPF. • Previous primary heat source must have been a permanently installed electric resistance heating system. • Measure is available in multifamily home installations as normal replacement. <u>Customer Incentive:</u> <ul style="list-style-type: none"> • \$1,500
Ductless Heat Pump replacing Forced Air Furnace	Add new measure.	N/A	<u>Qualification:</u> <ul style="list-style-type: none"> • Minimum 9.0 HSPF. • Previous primary heat source must have been a permanently installed electric forced air furnace. • Measure is available in single family and manufactured home

Program Modifications – HVAC Incentives			
Measure Name	Description of Changes	Current Offering	Revised Offerings
			installations as normal replacement. <u>Customer Incentive:</u> • \$1,500
Ductless Heat Pump replacing Forced Air Furnace Hard-to-Reach	Add new measure.	N/A	<u>Qualification:</u> • Minimum 9.0 HSPF. • Previous primary heat source must have been a permanently installed electric forced air furnace. • Measure is available in single family and manufactured home installations as normal replacement. <u>Customer Incentive:</u> • \$2,000
Ductless Heat Pump replacing Zonal heat	Add new measure.	N/A	<u>Qualification:</u> • Minimum 9.0 HSPF. • Previous primary heat source must have been a permanently installed zonal electric heating system. • Measure is available in single family and manufactured home installations as normal replacement. <u>Customer Incentive:</u> • \$1,500
Ductless Heat Pump replacing Zonal heat Hard-to-Reach	Add new measure.	N/A	<u>Qualification:</u> • Minimum 9.0 HSPF. • Previous primary heat source must have been a permanently installed zonal electric heating system. • Measure is available in single family and manufactured home installations as normal replacement. <u>Customer Incentive:</u> • \$2,000
Heat Pump Conversion	Add new measure.	N/A	<u>Qualification:</u> • Minimum 9.0 HSPF. • Previous primary heat source must have been a permanently installed electric resistance heating system.

Program Modifications – HVAC Incentives			
Measure Name	Description of Changes	Current Offering	Revised Offerings
			<ul style="list-style-type: none"> Measure is available in single family, multifamily, and manufactured home installations as normal replacement. <u>Customer Incentive:</u> <ul style="list-style-type: none"> \$2,500
Room Air Conditioner	Add new measure.	N/A	<u>Qualification:</u> <ul style="list-style-type: none"> ENERGY STAR® certified Measure is available in single family, multifamily, and manufactured home installations as either new construction or normal replacement. <u>Customer Incentive:</u> <ul style="list-style-type: none"> \$10
Notes for HVAC Incentive Table	Adding language about the Enhanced incentive qualifications.	<ul style="list-style-type: none"> Maximum of one smart thermostat per household. See additional installation requirements on program website. 	<ul style="list-style-type: none"> Maximum of one smart thermostat per household. See additional installation requirements on program website. Enhanced “Hard-to-Reach” incentives are available for customers meeting income qualifications and customers residing on tribal lands. See program website for details.

Exhibit 2

California Home Energy Savings Program – Changes to the current incentives marked in redline form Measures, Incentives, and Qualifications

Applicable:

To new and existing residential customers in all territory served by Pacific Power in the state of California billed on Schedule D, DL-6, DS-8, DM-9 or NEM-35. Landlords who own rental properties served by Pacific Power in the state of California where the tenant is billed on Schedule D, DL-6, DS-8, DM-9 or NEM-35 also qualify for this program.

General Notes

- Incentive cannot exceed total price of product or service.
- All work must be installed per local, state, and federal building codes and requirements.

Per unit incentives for specific Energy Efficiency Measures (EEMs) are listed in the program incentive tables below. Current incentives can be found at <https://wattsmartsavings.net/california-residential/>.

Table 1 - Appliance Incentives Table

Measure	Qualifications	Customer Incentive
Clothes Washer	<ul style="list-style-type: none">• ENERGY STAR certified• Measure is available in single family, multifamily, and manufactured home installations as either new construction or normal replacement.	\$20
Clothes Dryer	<ul style="list-style-type: none">• ENERGY STAR® certified• Measure is available in single family, multifamily, and manufactured home installations as either new construction or normal replacement.	\$50
Refrigerator or Freezer	<ul style="list-style-type: none">• Must be on ENERGY STAR® qualifying list.• Measure is available in single family, multifamily, and manufactured home installations as normal replacement.	\$20

Room Air Cleaner	<ul style="list-style-type: none"> • Must meet clean air delivery rate (CADR) to watt ratio listed on program website. • Measure is available in single family, multifamily, and manufactured home installations as either new construction or normal replacement. 	\$40
Smart Connected Power Strip	<ul style="list-style-type: none"> • Must meet Tier 2 connected advanced power strip specifications as listed on program website. • Measure is available in single family, multifamily, and manufactured home installations as add-on equipment. 	\$30

Notes for appliance incentive table:

- See additional installation requirements and qualifying models on program website.
- Incentives for appliances apply to mid/upstream and/or downstream. Only one incentive will be provided per qualifying measure.
- Incentives for appliance measures may be paid to the customer, retailer, and/or manufacturer and may be split between customer, retailer, and/or manufacturer.
- Incentives are not available for coin-operated clothes washers.

Table 2 - Water Heating Incentives Table

Measure	Qualifications	Customer Incentive	Market Partner Incentive
Heat Pump Water Heater	<ul style="list-style-type: none"> • > 45 and ≤ 55 gallons: 3.09 or 3.31 UEF • Measure is available in single family, multifamily, and manufactured home installations as either new construction or normal replacement. 		\$400
Smart Pump	<ul style="list-style-type: none"> • High performance circulator pump must have variable speed controls to accommodate demand. • Pump must utilize an electronically commutated motor, have an integrated variable frequency drive, and have onboard pump controlling logic with self-optimizing programming to allow the pump to learn and operate at the best 		\$75

	<p>efficiency point on the pump curve.</p> <ul style="list-style-type: none"> • Measure is available in single family or multifamily domestic hot water applications as either new construction or normal replacement. • Hydronic heating applications are excluded from this measure. 	
Faucet Aerator/Flow Control Valve	<ul style="list-style-type: none"> • The existing faucet must have a flow rate of at least 2.2 gallons per minute (gpm), and must not have an aerator installed. • Measure is available in single family, manufactured, or multifamily homes as add-on equipment. • Kitchen sink aerators/flow control valves (FCVs) must reduce flow rate to 1.5 gpm or less. • Lavatory sink aerators/FCVs must reduce flow rate to 1.2 gpm or less. • This measure is not applicable to new faucets that meet or exceed 2016 CA Appliance Efficiency Regulations (Title 20) code requirement of 1.2 gpm flow rate for lavatory faucet and 1.8 gpm flow rate for kitchen faucet. 	\$5
Low Flow Showerhead	<ul style="list-style-type: none"> • Measure is available in single family, manufactured, or multifamily homes as normal replacement or new construction. • Showerhead must be 1.7 gpm or less. 	\$4
Flow Restriction Valve	<ul style="list-style-type: none"> • Measure is available in single family, manufactured, or multifamily homes as add-on equipment. • Flow restriction valve must be 1.7 gpm or less. 	\$30

Notes for water heating incentive table:

- Market partner incentives for all water heating measures apply to upstream or midstream.
- Home where measure is installed must have electrically heated domestic hot water
- See additional installation requirements on program website.
- Acronyms:
 - FCV:** Flow control valve
 - GPM:** Gallons per minute
 - UEF:** Uniform Energy Factor

Table 3 - New Homes Incentives Table

Measure	Qualifications	Customer Incentive
New Homes Whole Home Performance Path	To align with the California Advanced Homes Program, the Program will offer incentives to builders based on the new homes' percentage improvement beyond Title 24, beginning at 15% better than code and increasing. The home's performance will be modeled and verified by independent third-parties and the models will be delivered to the program for final savings and incentives calculations. See program website details.	Up to \$5,000

Notes for new homes incentive table:

- Incentives for all New Homes measures apply to downstream or mid/upstream. Only one incentive will be provided per home.
- Incentives may be paid to the customer, builder, and/or Rater and may be split between customer, builder, and/or Rater. The sum of the incentive payments per unit will be clearly displayed on the program website with applicable dates. The end use portion of the incentive may be changed.
- See additional installation requirements on program website.

Table 4 – HVAC Incentives Table

Measure	Qualifications	Customer Incentive
Smart Thermostat	<ul style="list-style-type: none"> • ENERGY STAR® certified. • Home must have a ducted heat pump as its primary source for heating. • Measure is available in single family, multifamily, and manufactured home installations as normal replacement. 	\$50
Central Brushless Fan Motor	<ul style="list-style-type: none"> • Must replace a permanent split capacitor (PSC) or shaded pole residential fan (blower) motor. • Measure is available in single family, multifamily, and manufactured home installations as normal replacement. 	\$15/ton
Ductless Heat Pump – Multifamily	<ul style="list-style-type: none"> • Minimum 9.0 HSPF. • Previous primary heat source must have been a permanently 	\$1,000

Ductless Heat Pump – Multifamily Hard-to-Reach	<ul style="list-style-type: none"> installed electric resistance heating system. Measure is available in multifamily home installations as normal replacement. 	\$1,500
Ductless Heat Pump replacing Forced Air Furnace	<ul style="list-style-type: none"> Minimum 9.0 HSPF. Previous primary heat source must have been a permanently installed electric forced air furnace. Measure is available in single family and manufactured home installations as normal replacement. 	\$1,500
Ductless Heat Pump replacing Forced Air Furnace Hard-to-Reach		\$2,000
Ductless Heat Pump replacing Zonal heat	<ul style="list-style-type: none"> Minimum 9.0 HSPF. Previous primary heat source must have been a permanently installed zonal electric heating system. Measure is available in single family and manufactured home installations as normal replacement. 	\$1,500
Ductless Heat Pump replacing Zonal heat Hard-to-Reach		\$2,000
Heat Pump Conversion	<ul style="list-style-type: none"> Minimum 9.0 HSPF. Previous primary heat source must have been a permanently installed electric resistance heating system. Measure is available in single family, multifamily, and manufactured home installations as normal replacement. 	\$2,500
Room Air Conditioner	<ul style="list-style-type: none"> ENERGY STAR® certified Measure is available in single family, multifamily, and manufactured home installations as either new construction or normal replacement. 	\$10

Notes for HVAC incentives table:

- Maximum of one smart thermostat per household.
- See additional installation requirements on program website.
- Enhanced “Hard-to-Reach” incentives are available for customers meeting requirements listed on the program website.

Definitions

British Thermal Unit (Btu): It is approximately the amount of energy needed to heat 1 pound of water from 39° to 40° Fahrenheit.

Consortium for Energy Efficiency (CEE): A consortium of US and Canadian gas and electric efficiency program administrators. Members work to unify program approaches across jurisdictions to increase the success of efficiency in markets. CEE members define one or more tiers of energy performance for a particular product or service. A specification is an advanced level of energy performance, higher than is normal in a market, for a residential, commercial, or industrial product or service.

Cubic Feet per Minute (CFM): A measurement of the velocity at which air flows into or out of a space.

Customer: Any party who has applied for, been accepted and receives service at the real property, or is the electricity user at the real property.

DEER (Database for Energy Efficiency Resources): is a California Energy Commission and California Public Utilities Commission-sponsored database designed to provide well-documented estimates of energy and peak demand savings values, measure costs, and effective useful life all with one data source.

Direct Install: Installation of an Energy Efficiency Measure directly by the Company, Program, or a Program-approved contractor or other 3rd party.

Downstream: Payment of incentive made by the Company to a customer, owner, contractor or other approved third party for the purchase or installation of an Energy Efficiency Measure pursuant to an approved energy efficiency incentive application.

Energy Efficiency Incentive: Payments of money made by Company to Owner or Customer or other approved party for installation of an Energy Efficiency Measure pursuant to an approved Energy Efficiency Incentive Application or Invoice.

Energy Factor (EF): Indicates a water heater's overall energy efficiency based on the amount of hot water produced per unit of fuel consumed over a typical day. The higher the energy factor, the more efficient the water heater. This is an older measure of water heater efficiency that is being phased out and replaced with Uniform Energy Factor (UEF).

Heating Seasonal Performance Factor (HSPF): The efficiency of heat pumps measured by the ratio of Btu heat output over the heating season to watt-hours of electricity used. The higher the number, the greater the efficiency.

Heating, Ventilation and Air Conditioning (HVAC): Refers to technology of indoor environmental comfort.

Light-emitting Diode (LED): A semiconductor light source.

Manufactured Homes (mobile homes): A type of prefabricated housing that is largely assembled in factories and transported to the site of use. Units are at least 320 square feet and installed with a permanent chassis to assure the initial and continued transportability of the home.

Mid-Market: An approved third party (typically a contractor, retailer or manufacturer) who installs Energy Efficiency Measures at the real property or sells Energy Efficiency Measures to a Customer.

Modified Energy Factor (MEF): Measures energy consumption of the total laundry cycle (washing and drying). It indicates how many cubic feet of laundry can be washed and dried with one kWh of electricity; the higher the number, the greater the efficiency.

NEEA: Northwest Energy Efficiency Alliance.

New Home: A newly constructed single-family residence or a complete remodel of an existing structure into a new living space.

Owner: The person who has both legal and beneficial title to the real property, and is the mortgager under a duly recorded mortgage of real property, the trustor under a duly recorded deed of trust.

Regional Technical Forum (RTF): Part of the Northwest Power & Conservation Council, the RTF is an advisory committee established in 1999 to develop standards to verify and evaluate conservation savings.

R-Value: Indicates insulation's resistance to heat flow. The higher the R-value, the greater the insulating effectiveness.

Seasonal Energy Efficiency Ratio (SEER): The efficiency of air conditioners, measured by the cooling output in Btu during a typical cooling-season, divided by the total electric energy input in watt-hours during the same period. The higher the unit's SEER rating, the more energy efficient it is.

Uniform Energy Factor (UEF): The newest measure of water heater overall efficiency. The higher the UEF value is, the more efficient the water heater.

Upstream: Payment of incentive made by the Company directly to a manufacturer, retailer, or other pre-approved vendor to apply a pre-purchase discount for customers.