

CONTRACT REQUEST FORM (CRF)



A) New Agreement 400-15-003 (To be completed by CGL Office)

B) Division	Agreement Manager:	MS-	Phone
400 Efficiency Renewable Energy Division	Maunee Berenstein	25	916-653-1639

C) Contractor's Legal Name	Federal ID Number
Electric & Gas Industries Association	94-1625217

D) Title of Project
Appliance Rebate Program

E) Term and Amount	Start Date	End Date	Amount
	7 / 08 / 2015	06 / 30 / 2018	\$ 20,000,000

F) Business Meeting Information

Operational agreement (see CAM Manual for list) to be approved by Executive Director

ARFVTP agreements under \$75K delegated to Executive Director.

Proposed Business Meeting Date	7 / 8 / 2015	<input type="checkbox"/> Consent	<input type="checkbox"/> Discussion
Business Meeting Presenter	Maunee Berenstein	Time Needed:	5 minutes

Please select one list serve. Efficiency

Agenda Item Subject and Description

Proposed resolution approving Agreement 400-15-003 with Electric & Gas Industries Association for a \$20,000,000 contract to administer a statewide water-reducing, energy-saving appliance rebate program for the Efficiency Division in response to Executive Order B-29-15 proclaiming a State of Emergency in California due to the drought. This contract will implement the Energy Commission's first phase of the mandated appliance rebate program, including online and instant point of sale rebates.

G) California Environmental Quality Act (CEQA) Compliance

1. Is Agreement considered a "Project" under CEQA?

Yes (skip to question 2) No (complete the following (PRC 21065 and 14 CCR 15378)):

Explain why Agreement is not considered a "Project":

This Agreement is authorized by Governor's Executive Order B-29-15 (section 4), Appliance Rebate Program. The Executive Order (section 26) exempts actions taken by state agencies from CEQA requirements. Even without the exemption in the Executive Order, this Agreement is not a project under CEQA because it will not cause direct physical change in the environment or a reasonably foreseeable indirect physical change in the environment, since contractor will implement an appliance rebate program.

2. If Agreement is considered a "Project" under CEQA:

a) Agreement **IS** exempt. (Attach draft NOE)

Statutory Exemption. List PRC and/or CCR section number: _____

Categorical Exemption. List CCR section number: _____

Common Sense Exemption. 14 CCR 15061 (b) (3)

Explain reason why Agreement is exempt under the above section:

b) Agreement **IS NOT** exempt. (Consult with the legal office to determine next steps.)

Check all that apply

<input type="checkbox"/> Initial Study	<input type="checkbox"/> Environmental Impact Report
<input type="checkbox"/> Negative Declaration	<input type="checkbox"/> Statement of Overriding Considerations
<input type="checkbox"/> Mitigated Negative Declaration	

H) List all subcontractors (major and minor) and equipment vendors: (attach additional sheets as necessary)

Legal Company Name:	Budget	SB	MB	DVBE
BDS Marketing, Inc.	\$ 750,000	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Horizon Business Products	\$ included in BDS Marketing Budget	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	\$ 0	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

I) List all key partners: (attach additional sheets as necessary)

CONTRACT REQUEST FORM (CRF)

CEC-94 (Revised 01/13)

CALIFORNIA ENERGY COMMISSION



Legal Company Name:

J) Budget Information

Funding Source	Funding Year of Appropriation	Budget List No.	Amount
Other	2015-2016		\$19,950,000
State - ERPA	2015-2016		\$50,000
Funding Source			\$
Funding Source			\$
Funding Source			\$
R&D Program Area:	Select Program Area	TOTAL:	\$20,000,000
Explanation for "Other" selection: Greenhouse Gas Reduction Fund			
Reimbursement Contract #:		Federal Agreement #:	

K) Contractor's Administrator/ Officer

Contractor's Administrator/ Officer				Contractor's Project Manager			
Name:	Bruce Matulich			Name:	Becky Howarth		
Address:	3800 Watt Ave., Suite 105			Address:	3800 Watt Ave., Suite 105		
City, State, Zip:	Sacramento, CA 95821			City, State, Zip:	Sacramento, CA 95821		
Phone:	866-367-3314	Fax:	800-506-9073	Phone:	866-367-3332	Fax:	800-506-9073
E-Mail:	bmatulich@egia.org			E-Mail:	bhowarth@egia.org		

L) Selection Process Used (For amendments, address amendment exemption or NCB, do not identify solicitation type of original agreement.)

- Solicitation Select Type Solicitation #: _____ - _____ # of Bids: _____ Low Bid? No Yes
 Non Competitive Bid (Attach CEC 96)
 Exempt Per: AB 92, Chapter 2, Statute 2015 – emergency drought relief contracts; Public Contract Code Section 10340(b)(1) - emergency contracts for immediate preservation of public health, welfare, or safety.

M) Contractor Entity Type

- Private Company (including non-profits)
 CA State Agency (including UC and CSU)
 Government Entity (i.e. city, county, federal government, air/water/school district, joint power authorities, university from another state)

N) Is Contractor a certified Small Business (SB), Micro Business (MB) or DVBE?

- No Yes
 If yes, check appropriate box: SB MB DVBE

O) Civil Service Considerations

- Not Applicable (Agreement is with a CA State Entity or a membership/co-sponsorship)
 Public Resources Code 25620, et seq., authorizes the Commission to contract for the subject work. (PIER)
 The Services Contracted:
 are not available within civil service
 cannot be performed satisfactorily by civil service employees
 are of such a highly specialized or technical nature that the expert knowledge, expertise, and ability are not available through the civil service system.
 The Services are of such an:
 urgent
 temporary, or
 occasional nature
 that the delay to implement under civil service would frustrate their very purpose.

Justification:

This agreement urgently addresses drought relief measures as mandated in Governor's Executive Order B-29-15 and AB 92, Chapter 2, Statute 2015 – emergency drought relief contracts.



P) Payment Method

A. Reimbursement in arrears based on:
 Itemized Monthly Itemized Quarterly Flat Rate One-time
 B. Advanced Payment
 C. Other, explain:

Q) Retention

1. Is Agreement subject to retention? No Yes
 If Yes, Will retention be released prior to Agreement termination? No Yes

R) Justification of Rates

The rates are competitive with other contracts with governmental entities for rebate services. In addition, contractor's rates are similar to competitively bid rates.

S) Disabled Veteran Business Enterprise Program (DVBE)

1. Exempt Per AB 92, Chapter 2, Statute 2015 (exemption from provisions of the Government Code for drought relief emergency contracts)
 2. Meets DVBE Requirements DVBE Amount:\$ 0 DVBE %: _____
 Contractor is Certified DVBE
 Contractor is Subcontracting with a DVBE: Name of DVBE Company
 3. Contractor selected through CMAS or MSA with no DVBE participation.
 4. Requesting DVBE Exemption (attach CEC 95)

T) Miscellaneous Agreement Information

1. Will there be Work Authorizations? No Yes
 2. Is the Contractor providing confidential information? No Yes
 3. Is the contractor going to purchase equipment? No Yes
 4. Check frequency of progress reports
 Monthly Quarterly Other...
 5. Will a final report be required? No Yes
 6. Is the Agreement, with amendments, longer than a year? If yes, why? No Yes
 The uptake of rebate funds is tied to the Executive Order time-limited statewide appliance rebate program. The contract length will be determined by the amount of funding and rate that rebates are distributed.

U) The following items should be attached to this CRF (as applicable)

1. Exhibit A, Scope of Work	<input type="checkbox"/> N/A	<input checked="" type="checkbox"/> Attached
2. Exhibit B, Budget Detail	<input type="checkbox"/> N/A	<input checked="" type="checkbox"/> Attached
3. CEC 96, NCB Request	<input checked="" type="checkbox"/> N/A	<input type="checkbox"/> Attached
4. CEC 30, Survey of Prior Work	<input checked="" type="checkbox"/> N/A	<input type="checkbox"/> Attached
5. CEC 95, DVBE Exemption Request	<input checked="" type="checkbox"/> N/A	<input type="checkbox"/> Attached
6. CEQA Documentation	<input checked="" type="checkbox"/> N/A	<input type="checkbox"/> Attached
7. Resumes	<input checked="" type="checkbox"/> N/A	<input type="checkbox"/> Attached
8. CEC 105, Questionnaire for Identifying Conflicts	<input checked="" type="checkbox"/> N/A	<input checked="" type="checkbox"/> Attached

 Agreement Manager Date Office Manager Date Deputy Director Date

Exhibit A SCOPE OF WORK

TASK LIST

Task #	Task Name
1	Agreement Management
2	Rebate Administration
3	Instant Rebate System
4	Rebate Outreach and Education
5	Reporting Services

ACRONYMS/GLOSSARY

Specific acronyms and terms used throughout this scope of work are defined as follows:

Acronym or Term	Definition
CAM	Commission Agreement Manager
GHG	Greenhouse Gas Emissions
GGRF	Greenhouse Gas Reduction Fund

BACKGROUND/PROBLEM STATEMENT

Following the lowest snowpack ever recorded and with no end in sight to the multi-year drought, Governor Edmund G. Brown Jr. signed Executive Order B-29-15 in April 2015, directing the first ever statewide mandatory water reductions. The Executive Order calls for a time-limited, statewide rebate program for water-efficient appliances. The program provides monetary incentives for the replacement of inefficient water consuming appliances and devices as designated by the Energy Commission in single- and multi-family homes. The program helps residents capture water savings while reducing greenhouse gas emissions.

OBJECTIVES OF THE AGREEMENT

This agreement shall develop, implement, manage, track, and report on a rebate program that provides financial incentives for the purchase of water saving appliances and devices as designated by the Energy Commission to consumers residing throughout the State of California. The Energy Commission will adopt the *Appliance Rebate Program Guidelines (Rebate Program Guidelines)* creating the structure, including but not limited to: program duration, appliance type, and consumer eligibility. Contractor shall follow the *Rebate Program Guidelines* in developing and implementing the program. This Agreement may be amended in the future if there are changes to the *Rebate Program Guidelines*, terms and conditions, funding amount, program duration, etc. This agreement may also be amended if program elements are added or deleted.

FORMAT/REPORTING REQUIREMENTS

Deliverables/Reports

When creating reports, the Contractor shall use and follow, unless otherwise instructed in writing by the Commission Contract Manager (CAM), the latest version of the Consultant Reports Style Manual published on the Energy Commission's website:

http://www.energy.ca.gov/contracts/consultant_reports/index.html

Each final deliverable shall be delivered as one original, reproducible, 8 ½" by 11", camera-ready master in black ink. Illustrations and graphs shall be sized to fit an 8 ½" by 11" page and readable if printed in black and white.

This contract is funded by the Greenhouse Gas Reduction Fund (GGRF) and has specific reporting requirements detailed the *Cap-and Trade Action Proceeds Funding Guidelines for Agencies that Administer California Climate Investments, (GGRF Guidelines) Volume 3: Reporting Requirements*. The Contractor shall also work with the Energy Commission to comply with the requirements contained in the *GGRF Guidelines*.

Electronic File Format

The Contractor shall deliver an electronic copy (CD ROM or memory stick or as otherwise specified by the CAM) of the full text in a compatible version of Microsoft Word (.doc).

The following describes the accepted formats of electronic data and documents provided to the Energy Commission as contract deliverables and establishes the computer platforms, operating systems and software versions that will be required to review and approve all software deliverables.

- Data sets shall be in Microsoft (MS) Access or MS Excel file format.
- PC-based text documents shall be in MS Word file format.
- Documents intended for public distribution shall be in PDF file format, with the native file format provided as well.
- Project management documents shall be in MS Project file format.

Software Application Development

If this scope of work includes any software application development, including but not limited to databases, websites, models, or modeling tools, Contractor shall utilize the following standard Application Architecture components in compatible versions:

- Microsoft ASP.NET framework (version 3.5 and up) Recommend 4.0
- Microsoft Internet Information Services (IIS), (version 6 and up) Recommend 7.5
- Visual Studio.NET (version 2008 and up) Recommend 2010
- C# Programming Language with Presentation (UI), Business Object and Data Layers
- SQL (Structured Query Language)
- Microsoft SQL Server 2008, Stored Procedures Recommend 2008 R2
- Microsoft SQL Reporting Services Recommend 2008 R2
- XML (external interfaces)

Any exceptions to the Software Application Development requirements above must be approved in writing by the Energy Commission Information Technology Services Branch.

TASK 1- AGREEMENT MANAGEMENT

Task 1.1 Kick-off Meeting

The goal of this task is to establish the lines of communication and procedures for implementing this Agreement.

The Contractor shall:

- Attend a “kick-off” meeting with the CAM, the Contracts Officer, and a representative of the Accounting Office. The meeting will be held in Sacramento, CA and the CAM will designate the specific location. The Contractor shall include its Project Manager, Contracts Administrator, Accounting Officer, and others designated by the CAM in this meeting. The administrative and technical aspects of this Agreement will be discussed at the meeting.
- If necessary, prepare an updated Schedule of Deliverables based on the decisions made in the kick-off meeting.

The CAM shall:

- Arrange the meeting including scheduling the date and time.
- Provide an agenda to all potential meeting participants prior to the kick-off meeting.

Deliverables:

- An Updated Schedule of Deliverables (if applicable)

Task 1.2 Invoices

The goal of this task is for Contractor to prepare and submit monthly invoices to the Energy Commission for review, approval and payment processing.

The Contractor shall:

- Prepare invoices for all reimbursable expenses incurred performing work under this Agreement in compliance with the Exhibit B of the Terms and Conditions of the Agreement. Invoices shall be submitted with the same frequency as progress reports (task 1.4). Invoices must be submitted to the Energy Commission’s Accounting Office.

Deliverables:

- Monthly Invoices

Task 1.3 Manage Subcontractors

The goal of this task is to ensure quality products, to enforce subcontractor Agreement provisions, and in the event of failure of the subcontractor to satisfactorily perform services, recommend solution to resolve the problem.

The Contractor shall:

- Manage and coordinate subcontractor activities. The Contractor is responsible for the quality of all subcontractor work and the Energy Commission will assign all work to the Contractor. If the Contractor decides to add new subcontractors, it shall 1) comply with the Terms and Conditions of the Agreement, and 2) notify the CAM who will follow the Energy Commission’s process for adding or replacing subcontractors.

Task 1.4 Progress Reports

The goal of this task is to monthly verify that satisfactory and continued progress is made towards achieving the objectives of this Agreement.

The Contractor shall:

- Prepare monthly progress reports which summarize all Agreement activities conducted by the Contractor for the reporting period, including an assessment of the ability to complete the Agreement within the current budget and any anticipated cost overruns. Each progress report is due within 15 calendar days after the end of the reporting period for the prior month. The CAM will provide the format for the progress reports.

Deliverables:

- Monthly Progress Reports

Task 1.5 Final Report

The goal of this task is to prepare a comprehensive written Final Report that describes the original purpose, approach, results and conclusions of the work completed under this Agreement. The Final Report shall be prepared in language easily understood by the public or layperson with a limited technical background.

The Final Report shall be completed before the termination date of the Agreement in accordance with the Schedule of Deliverables.

The Final Report shall be a public document. If the Contractor has obtained confidential status from the Energy Commission and will be preparing both a public and a confidential version of the Final Report, the Contractor shall perform the following subtasks for both the public and confidential versions of the Final Report.

Sub-Task 1.5.1 Final Report Outline

The goal of this sub-task is prepare and deliver a written outline of the Final Report for the Energy Commission's approval so there is agreement on the content to be included in the document.

The Contractor shall:

- Prepare and submit a draft outline of the Final Report for review and approval. The CAM will provide written comments to the Contractor on the draft outline. The Contractor shall review the comments and discuss any issues with the recommended changes with the CAM.
- Prepare and submit the final outline of the Final Report, incorporating CAM comments.

Deliverables:

- Draft Outline of the Final Report
- Final Outline of the Final Report

Sub-Task 1.5.2 Final Report

The goal of this sub-task is prepare and deliver the written Final Report consistent with the approved outline from Sub-Task 1.5.1 for the Energy Commission's approval.

The Contractor shall:

- Prepare the draft Final Report for this Agreement in accordance with the approved outline.
- Submit the draft Final Report for review and comment. The CAM will provide written comments to the Contractor. The Contractor shall review the comments and discuss any issues with the recommended changes with the CAM.

- Prepare and submit the Final Report, incorporating CAM comments.

Deliverables:

- Draft Final Report
- Final Report

Task 1.6 Final Meeting

The goal of this task is to discuss closeout of this Agreement and review the project.

The Contractor shall:

- Meet with the Energy Commission CAM prior to the term end date of this Agreement. The meeting will be held in person in Sacramento, CA. The CAM will designate the specific location or method. This meeting will be attended by the Contractor Project Manager. The CAM will determine any additional appropriate meeting participants. The administrative and technical aspects of Agreement closeout will be discussed at the meeting.
- Present findings, conclusions, and recommended next steps (if any) for the Agreement, based on the information included in the Final Report.
- Prepare a written document of meeting agreements and unresolved activities.
- Prepare a schedule for completing the closeout activities for this Agreement, based on determinations made within the meeting.

Deliverables:

- Written documentation of meeting agreements
- Schedule for completing closeout activities

TASK 2 REBATE ADMINISTRATION

Task 2.1 Website and Database Services

The goal of this task is to develop and manage a website to administer the rebate program, and a database to record and track all elements of the program. The Contractor shall ensure adequate hardware and software are provided for use in the rebate program. The website graphical design, functional design, and content must be reviewed and approved by the CAM.

The Contractor shall:

- Develop and maintain a consumer facing website to administer rebates, and clearly convey the program policies, terms, and conditions for participation. The website will be collaborative with the California Department of Water Resources rebate programs, so that all drought rebate programs for both agencies are displayed in one site. All information collected and tracked for the rebate programs shall be accessible to the CAM through a secure on-line dashboard.

- Maintain a frequently asked questions section on the website and update it as needed or directed by the CAM in a timely fashion.
- Maintain a complete listing of the devices, including specific brand names, model names, and model numbers available for rebates, rebate amounts, and other incentive information. Qualifying devices must be listed in the Energy Commission Appliance Database to be included in the listing.
- Post a “rebate funds remaining index” or equivalent graphic, to inform the public of the amount of funding remaining for the program year.
- Create a button or link to the online rebate application.
- Create a button or link to a PDF mail-in rebate application.
- Create a rebate finder link to assist consumers with finding rebates available in their zip code. The page will have a minimum of three rebate finder tool links (i.e., Energy Upgrade California rebate finder tool and watergenius.com).
- Provide information about stores that are participating in instant rebates.
- Perform regular maintenance as needed to ensure website integrity against security breaches and minimize exposure of sensitive rebate program information.
- Incorporate additional information on the website as instructed by CAM.
- Create a database to record, track, and export all data elements of the program, including by not limited to:
 - Applicant first and last names, address, and contact information (email, U.S. mail address, and telephone).
 - Date rebate application was received, with a control number for tracking purposes
 - Date non-compliant application was returned to the consumer or missing information was solicited, a brief description of or code for missing information or reason it was non-compliant, and due date for the information or application resubmittal.
 - Legislative (state senate and assembly) districts where residence of consumer receiving the rebate is located, or store is located in the case of an instant rebate.
 - Device place of purchase (city location with zip code), brand name, model name, model number, unit quantity per application, unit price, and device specific water, GHG, and energy consumption data.
 - Rebate amount for each device.
 - Date the rebate check is issued and the check number.
 - Notes field.

Deliverables:

- Website, including demonstration of functionality
- Database

Task 2.2 Application Rebate Processing

The goal of this task is to process rebate applications (online rebate and mail-in rebate), and issue checks to consumers for fully compliant claim requests. The Contractor will also track incentives approved and paid so that online rebates, mail-in rebates, and instant rebates paid do not exceed \$13 million over the contract period.

The Contractor shall:

- Develop a rebate application and instructions that clearly convey the program policies, terms, and conditions. The application must be accessible from an online portal. Consult with and receive approval from CAM on application and instructions.
- Review all information on the completed application and verify *Rebate Program Guidelines* have been met (i.e., consumer is a California resident, a qualifying device is purchased, receipt is correct, application is received in the specified time frame, the application is signed and dated, and other program business requirements as designated by the CAM).
- Review applications within 14 days of receipt.
- Send an email confirmation to consumer upon receipt of application.
- Send an email to consumers who submit non-compliant applications with a clear description of the issue(s). Issues with applications and all required documents must be resolved within 45 days, or the rebate application may be cancelled and the consumer notified.
- Consult with and receive approval from CAM on rebate check design and mail enclosures. Check design shall include an expiration date or other void language six months after check issuance date.
- Issue and mail rebate checks to consumers who submitted compliant applications that meet *Rebate Program Guidelines*.
- Track the number and dollar amount of approved incentives, and invoice the Energy Commission monthly. The Contractor will ensure application and instant rebates combined do not exceed \$13 million over the contract period, and will inform the CAM when incentive funds paid to consumers have reached \$1 million, \$6.5 million, and \$9.75 million respectively.

Deliverables:

- Rebate application and instructions
- Rebate check design

Task 2.3 Customer Service and Call Center

The goal of this task is to provide customer service to California consumers.

The Contractor shall:

- Provide a toll free telephone number with California access to a customer service call center, with an adequate number of incoming lines for receiving consumer inquiries. The call center shall be staffed with qualified personnel during regular business hours. Contractor personnel shall return calls before the end of the next business day after the call is received. On average the time a consumer is placed on hold on the telephone is less than 2.5 minutes.
- Provide an email address to which consumers may send inquiries. Qualified customer service call center staff shall also respond to email inquiries. Consult with and receive approval from CAM on email address.
- Respond to consumer inquiries related to rebate program eligibility, rebate amount and status, qualified devices/equipment, technical assistance, policies, term and conditions, and other rebate program elements.
- Respond to information requests from the Energy Commission and retailers.
- Maintain appropriate records in electronic and hardcopy format (when necessary) for all call center and electronic inquiries, and make those records available to the CAM upon request.
- Assist with resolving complaints from consumers by collecting background information and consulting with CAM.

- Assist consumers with no internet access by taking rebate application information over the phone, and having consumer submit proof of purchase in the mail that will be connected to the application.

Deliverables:

- Toll free telephone line
- Email address and account

Task 2.4 Quality Control and Fraud Prevention

The goals of this task are to ensure adherence to the *Rebate Program Guidelines*, terms and conditions, guard against fraud, and assure program quality and consumer satisfaction.

The Contractor shall:

- Establish internal controls, policies and procedures, and training protocols for staff to ensure quality and prevent internal fraud within the contractor's organization.
- Establish controls, policies, and procedures for quality control and fraud prevention of consumer provided information including, a procedure to ensure that the qualifying device has not been returned for consumer eligibility.
- Establish controls, policies, and procedures for quality control and fraud prevention with the banking institution issuing rebate checks.
- Reconcile uncashed expired checks after initial six month expiration date, and every two months thereafter. All funds from uncashed checks shall be allocated as directed by CAM, which could include payment to the Energy Commission, or remain in the contract for additional rebate payments.

TASK 3 INSTANT REBATE SYSTEM

The goal of this task is to negotiate at least one agreement (but no more than four) with big box retailers, such as Sears and Home Depot, to provide instant rebates to California consumers for qualified products. Retailer participation in the instant rebate program is not limited to one retailer. The Contractor will establish an automated mechanism by which a retailer can submit point of sale (POS) data, analyze sales reports of qualified products, validate and approve the rebates for reimbursement, track amount of rebates paid by store location, and reimburse retailers for approved rebate payments. The contractor will track incentives paid so that online rebates, mail-in rebates, and instant rebates do not exceed \$13 million over the contract period.

Task 3.1 Build Retailer Interface

The Contractor shall:

- Develop an on-line rebate portal and instructions that allow retailers to upload their POS data for rebate payment verification.

Deliverables:

- Online retailer portal and instructions

Task 3.2 Retailer Contracts

The Contractor shall:

- Establish agreements with at least one, but no more than four, retailer(s) to participate in the instant rebate program. CAM approval is required before adding a new retailer and implementing the instant rebate.

Deliverables:

- Retailer Agreement(s)

Task 3.3 Validate POS Data

The Contractor shall:

- Review all uploaded POS data and verify *Rebate Program Guidelines* are met (i.e., retailer is a California business, a qualifying device is purchased, the item has not been returned, and any other program business requirements as designated by the CAM).

Task 3.4 Implement and Process Instant Rebates

The Contractor shall:

- Approve or deny POS rebate reimbursement requests within 7 days of receipt.
- Track the number and dollar amount of approved incentives. Invoice the Energy Commission monthly. Reimburse the retailer for the authorized amount of the incentives paid. The Contractor will ensure online rebates, mail-in rebates, and instant rebates do not exceed \$13 million over the contract period, and will inform the CAM when incentive funds paid to consumers have reached \$1 million, \$6.5 million, and \$9.75 million respectively.

TASK 4 REBATE OUTREACH AND EDUCATION

The goal of this task is to educate consumers and retailers about the rebate program and the impact of the drought on California residents.

The Contractor shall:

- Print specialized, custom, retail POS materials with supplied graphics from the Energy Commission, and deliver to retailers. The Contractor will work with and advise the Energy Commission on appropriate graphics, colors, sizes and special adhesive backing as needed so materials are in-line with retailer requirements.
- Ensure maintenance of POS materials at retail locations at least quarterly.
- Educate retail staff about the online rebates, mail-in rebates, and instant rebates, and steps necessary for eligible consumers to receive a rebate.
- Leverage existing relationships with energy and water utilities to promote the rebate program.
- Combine marketing efforts with the California Department of Water Resources rebate programs.

Deliverables:

- Point of sale materials
- Training materials for retail staff

TASK 5 REPORTING SERVICES

The goal of this task is to provide timely reporting (separate from monthly progress report in Task 1.4) to the CAM on rebate activity; GHG reductions, water savings, and energy savings; projected rebate activity; and customer service activity.

The Contractor shall:

- Provide monthly and annual reports that shall include, but not be limited to:
 - Device types, brands, model numbers, and total rebate dollars issued for the period, and total GHG reductions, water savings, and energy savings.
 - Rebates issued by California senate and assembly district, and total GHG reductions, water savings, and energy savings by California senate and assembly district.
 - Rebates issued by retail store name/location.
 - The number of rebate applications received (online rebates and mail-in rebates), those approved and processed for payment, those remaining to be processed, and those returned to consumer for correction (prior period and cumulative).
 - Rebate amounts paid (prior period, current period, and total cumulative broken down by online rebate, mail-in rebate, and instant rebate).
 - Projected rebate activity for the next reporting period (month or year).
 - Customer service activity for the period, including issue resolution for escalated issues.
 - Feedback and recommendations to improve the rebate program.
 - Any information required by the *GGRF Program Guidelines*.

Deliverables:

- Monthly reports
- Annual reports
- Other specialty or ad hoc reports or information needed for Energy Commission reports as designated by the CAM, including *GGRF Program Guidelines* requirements.

SCHEDULE OF DELIVERABLES AND DUE DATES

Task Number	Deliverable	Due Date
1		
1.1	An Updated Schedule of Deliverables	If applicable
1.2	Invoices	Monthly
1.4	Progress Reports	With Invoices
1.5.1	<ul style="list-style-type: none"> • Draft Outline of the Final Report • Final Outline of the Final Report 	May 1, 2018 May 15, 2018
1.5.2	<ul style="list-style-type: none"> • Draft Final Report • Final Report 	June 1, 2018 June 15, 2018
1.6	<ul style="list-style-type: none"> • Written documentation of meeting agreements • Schedule for completing closeout activities 	When 75 percent of incentive funding has been spent
2		
2.1	Website Demonstration	August 21, 2015
2.1	Database	August 21, 2015
2.2	Rebate Application and Instructions	August 12, 2015

2.2	Rebate Check Design	August 12, 2015
2.3	Toll Free Telephone Line	August 12, 2015
2.3	Email Address and Account	August 12, 2015
3		
3.1	On-line retailer portal and instructions	December 1, 2015
3.2	Retailer Agreement(s)	December 1, 2015
4		
	Point of Sale Materials	September 15, 2015
	Retail Staff Training Materials	September 15, 2015
5		
	Monthly Reports	Monthly
	Annual Reports	December 15, 2015 December 15, 2016
	Specialty or Ad Hoc Reports	As Needed

STATE OF CALIFORNIA

STATE ENERGY RESOURCES
CONSERVATION AND DEVELOPMENT COMMISSION

RESOLUTION - RE: ELECTRIC AND GAS INDUSTRIES ASSOCIATION (EGIA)

RESOLVED, that the State Energy Resources Conservation and Development Commission (Energy Commission) adopts the staff CEQA findings contained in the Agreement Request Form; and

RESOLVED, that the Energy Commission approves Agreement 400-15-003 with **Electric and Gas Industries Association (EGIA)** for a contract up to **\$20,000,000**, to administer a statewide water-reducing, energy-saving appliance rebate program in response to Executive Order B-29-15 proclaiming a State of Emergency in California due to the drought. This contract will implement the Energy Commission's first phase of the mandated appliance rebate program, including online and instant point of sale rebates; and

FURTHER BE IT RESOLVED, that the Executive Director or his/her designee shall execute the same on behalf of the Energy Commission.

CERTIFICATION

The undersigned Secretariat to the Commission does hereby certify that the foregoing is a full, true, and correct copy of a Resolution duly and regularly adopted at a meeting of the California Energy Commission held on July 8, 2015.

AYE: [List of Commissioners]

NAY: [List of Commissioners]

ABSENT: [List of Commissioners]

ABSTAIN: [List of Commissioners]

Harriet Kallemeyn,
Secretariat