



**2.09 THERMWISE® ENERGY EFFICIENCY**

**ENERGY EFFICIENCY PROGRAMS**

Since 2007 the Company has designed and implemented cost effective Demand-Side Management (DSM) programs that encourage residential and commercial customers receiving service on the GS rate schedule to purchase and install energy-efficiency products and appliances. The programs currently offered by the Company are detailed in the following sections:

- § 2.10 ThermWise® Appliance Rebates
- § 2.11 ThermWise® Builder Rebates
- § 2.12 ThermWise® Business Rebates
- § 2.13 ThermWise® Home Energy Plan
- § 2.14 ThermWise® Weatherization Rebates
- § 2.15 Low-Income Efficiency Program
- § 2.16 ThermWise® Business Custom Rebates
- § 2.17 ThermWise® Authorized Contractors

Qualifying appliances and/or measures will be eligible for rebates under only one of the above-listed programs. Program participants will be required to provide appropriate documentation as determined by the Company or its program administrator to ensure program eligibility requirements are satisfied.

**DEFERRED ACCOUNT ACCRUAL**

The Company shall record all energy efficiency-related expenses in the DSM Deferred Account (Account 182.4).

**AMORTIZATION OF ACCRUAL**

At least annually, the Company will file with the Commission an application to amortize the balance in Account 182.4. The balance will be amortized by a uniform increase or decrease to the GS DNG block rates of the magnitude necessary to amortize the balance over one year.

**CARRYING CHARGE**

An annual interest rate of 6% simple interest (0.50% per month) shall be applied monthly to the DSM Deferred Account balance, as adjusted for the corresponding tax deferral balance in Account 283. The DSM Deferred Account will be increased by the carrying charge.

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## 2.10 THERMWISE® APPLIANCE REBATES

### PROGRAM DESCRIPTION

Through the ThermWise Appliance Rebates program, the Company offers a rebate to residential customers receiving service on a GS rate schedule.

Except as otherwise provided in Tariff Section 2.15, a rebate under the ThermWise Appliance Rebates program is paid directly to a customer for purchasing and installing a qualifying measure at a qualifying residence. Qualifying measures are listed below in the ThermWise Appliance Rebates Table. This includes the replacement of existing appliances as well as first-time installations.

A customer may receive rebates for up to two of each type of measure purchased and installed per dwelling unit. For example, a rebate will be paid for up to two high-efficiency furnaces and two high-efficiency water heaters, etc., purchased and installed per dwelling unit.

### QUALIFICATION REQUIREMENTS AND REBATE AMOUNTS

To receive a rebate, customers must submit a completed application form and required supporting documentation within 6 months of the purchase of the qualifying measure. The following requirements and rebates to customers are applicable for the ThermWise Appliance Rebates program measures.

Appliance Rebates Efficiency Measure	Minimum Efficiency Of New Equipment	Rebate Amount
Natural Gas Furnace – 92% AFUE	AFUE $\geq 92 < 95$	\$200.00
Natural Gas Furnace – 95% AFUE	AFUE $\geq 95$	\$350.00
Natural Gas Furnace – 95% AFUE with ECM	AFUE $\geq 95$ with ECM	\$400.00
Natural Gas Furnace – 98% AFUE with ECM	AFUE $\geq 98$ with ECM	\$450.00
High-Efficiency Gas Storage Water Heater – Tier 1	EF $\geq 0.62 < 0.67$	\$50.00
High-Efficiency Gas Storage Water Heater – Tier 2	EF $\geq 0.67$	\$100.00
High-Efficiency Tankless Gas Water Heater – Tier 1	EF $\geq 0.82 < 0.90$	\$300.00
High-Efficiency Tankless Gas Water Heater – Tier 2	EF $\geq 0.90$	\$350.00
High-Efficiency Condensing Gas Storage Water Heater	EF $\geq 0.90$	\$350.00
High-Efficiency Hybrid Gas Water Heater	TE $\geq 0.90$	\$350.00



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Residential Gas Boiler – Tier 1	AFUE > 85% < 95%	\$400.00
Residential Gas Boiler – Tier 2	AFUE ≥ 95%	\$600.00
Solar Assisted Domestic Water Heating	Active system certified OG- 300 by SRCC	\$750.00
Solar Assisted Pool Water Heating	Active system certified OG-100 by SRCC	\$750.00
Top Tier Clothes Washer	MEF ≥ 2.60 Gas Water Heater	\$50.00
Direct-Vent Gas Fireplace	AFUE ≥ 70%, intermittent ignition, heat rated, thermostat controlled with blower	\$200.00
Definitions: AFUE Annual Fuel Utilization Efficiency ECM Electrically Commutated Motor EF Energy Factor TE Thermal Efficiency SRCC Solar Rating and Certification Corporation		

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## **2.11 THERMWISE® BUILDER REBATES**

### **PROGRAM DESCRIPTION**

Residential homebuilders and owner-builders (Builder) can receive rebates for implementing qualifying measures as shown below in the Builder Rebates Table, in newly constructed single and multi-family residences that are receiving service on the GS rate schedule.

A Builder will receive a rebate for a dwelling unit that qualifies for an energy efficient Whole House certification, based upon the rebate tiers described below. A builder may receive rebates for additional measures, including mandatory for Questar Gas whole-home rebate measures.

Rebates under the ThermWise Builder Rebates program will be paid directly to a Builder for installation of qualifying energy-efficiency measures.

### **WHOLE HOUSE CERTIFICATION**

To be eligible for any of the whole house certification options a builder must install a qualifying furnace and water heater from the list of qualified measures in the ThermWise Builder Rebates Table.

### **THERMWISE BUILDER OPTION PACKAGE 1**

#### **Builder Certified 2009 International Energy Conservation Code (IECC) with Thermal Bypass Checklist**

Builders can receive rebates for building a dwelling unit that qualifies under the 2009 IECC. Field verification and builder certification will be required before IECC 2009 builder certified rebate will be paid.

### **THERMWISE BUILDER OPTION PACKAGE 2**

#### **Rater Verified 2009 IECC**

Builders can receive rebates for building a dwelling unit that qualifies under the 2009 IECC. Field verification and supporting documentation by home energy rater (HERS) will be required before IECC 2009 rater certified rebate will be paid.

#### **ThermWise Energy Star Version 3.0**

Builders can receive rebates for building a dwelling unit that qualifies under ENERGY STAR Version 3.0. Field verification and ENERGY STAR Version 3.0 compliance certificate by a HERS rater will be required before ENERGY STAR Version 3.0 rebate will be paid.



**ThermWise High Performance Home**

Builders can receive rebates for building a high performance home. To qualify a dwelling unit must meet or exceed ENERGY STAR Version 3.0 and the home must also meet or exceed a HERS index of 50. Field verification, ENERGY STAR certificate and documentation verifying the home has met the high performance home requirement will be required by a HERS rater before high performance home rebate will be paid.

**MULTIFAMILY**

Builders can receive rebates for building a multi-family residence that meets program requirements. The requirements for multi-family projects are the same as those for single family projects.

**MEASURES, QUALIFICATION REQUIREMENTS AND REBATE AMOUNTS**

To receive a rebate, Builders must submit a completed application form and all required supporting documentation within 6 months of the initiation of gas service. The ThermWise Builder Rebates Table provides applicable measures, qualifications and rebate amounts.

<b>SINGLE FAMILY (SF) (4 or less) &amp; MULTIFAMILY (MF) (5 or more) THERMWISE BUILDER REBATES TABLE</b>			
<b>Builder Rebates Efficiency Measure</b>	<b>Minimum Efficiency Qualification</b>	<b>Single Family Rebate Amount</b>	<b>Multifamily Rebate Amount</b>
ThermWise Builder Option Package 1	Builder certified to IECC 2009 including qualifying furnace and water heater	\$50.00	\$50.00
ThermWise Builder Option Package 2	Rater certified to IECC 2009 including qualifying furnace and water heater	\$100.00	\$100.00
ThermWise Energy Star Version 3.0	Certified to ENERGY STAR standards including qualifying furnace and water heater	\$300.00	\$200.00
ThermWise High Performance Home	ENERGY STAR v3, meet or exceed 2006 IECC by 50%, and include qualifying furnace and water heater	\$500.00	\$300.00
2009 IECC 2 x 6 or Equivalent Exterior Wall	R-20 or IECC 2009 code equivalent	\$350.00	\$150.00
High-Efficiency Gas Water Heater - Tier 1	EF $\geq$ 0.62 < 0.67 Minimum 40 gallon capacity	\$50.00	\$50.00
High-Efficiency Gas Water Heater – Tier 2	EF $\geq$ 0.67 Minimum 40 gallon capacity	\$100.00	\$100.00



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High-Efficiency Condensing Gas Storage Water Heater	EF ≥ 0.90	\$350.00	\$350.00
High-Efficiency Hybrid Gas Water Heater	TE ≥ 90%	\$350.00	\$350.00
Tankless Gas Water Heater – Tier 1	EF ≥ 0.82 ≤ 0.89	\$300.00	\$300.00
Tankless Gas Water Heater – Tier 2	EF ≥ 0.90	\$350.00	\$350.00
Natural Gas Furnace – 92% AFUE	AFUE ≥ 92 < 95	\$200.00	\$200.00
Natural Gas Furnace – 95% AFUE	AFUE ≥ 95%	\$350.00	\$350.00
Natural Gas Furnace – 95% AFUE with ECM	AFUE ≥ 95% with ECM	\$400.00	\$400.00
Natural Gas Furnace – 98% AFUE with ECM	AFUE ≥ 98 with ECM	\$450.00	\$450.00
Residential Gas Boiler – Tier 1	AFUE ≥ 85% < 95%	\$400.00	\$400.00
Residential Gas Boiler – Tier 2	AFUE ≥ 95%	\$600.00	\$600.00
Solar Assisted Domestic Water Heating	Active system certified OG-300 by SRCC	\$750.00	\$750.00
Solar Assisted Pool Water Heating	Active system certified OG-100 by SRCC	\$750.00	\$750.00
R-5 Windows	U-value ≤ 0.22	\$2.50/sq.ft.	\$2.50/sq.ft.

Definitions:	AFUE	Annual Fuel Utilization Efficiency
	HERS	Home Energy Rating System
	ICEE	International Energy Conservation Code
	SRCC	Solar Rating and Certification Corporation
	TE	Thermal Efficiency
	ECM	Electrically Commutated Motor

**REBATE LIMITATIONS**

Builders are eligible to receive rebates for a maximum of two (2) qualifying measures per measure type in each newly constructed dwelling unit. Mandatory space and water heating requirements exist in each Whole Home certification.

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## 2.12 THERMWISE® BUSINESS REBATES

### PROGRAM DESCRIPTION

Through the ThermWise Business Rebates program, the Company offers rebates to a separately metered business unit receiving service on a GS rate schedule.

A rebate is paid directly to a customer for purchasing and installing a qualifying measure at the qualifying business unit. Qualifying measures are listed below in the ThermWise Business Rebates Table. Qualifying measures include those that target cost-effective natural gas savings including retrofits of existing systems as well as first-time installations.

### QUALIFICATION REQUIREMENTS AND REBATE AMOUNTS

To receive a rebate, customers must submit a completed application form and all required supporting documentation. The following requirements and rebates to customers are applicable to the ThermWise Business Rebates program.

<b>THERMWISE BUSINESS REBATES TABLE<sup>1</sup></b>			
<b>Business Rebates Efficiency Measure</b>	<b>Size Category Of New Equipment</b>	<b>Minimum Efficiency Of New Equipment</b>	<b>Rebate Amount</b>
High-Efficiency Storage Gas Water Heater	Tier 1 ≤ 75,000 Btu/Hr Input	EF ≥ 0.62	\$50.00
	Tier 2 ≤ 75,000 Btu/Hr Input	EF ≥ 0.67	\$100.00
	> 75,000 Btu/Hr Input	TE ≥ 82%	\$2.00 per kBtu/Hr Input
High-Efficiency Tankless Gas Water Heater	< 200,000 Btu/Hr Input	EF ≥ 0.82	\$2.00 per kBtu/Hr Input
	≥ 200,000 Btu/Hr Input	TE ≥ 82%	\$2.00 per kBtu/Hr Input
High-Efficiency Clothes Washer	Residential Clothes Washer Used in a Business	MEF ≥ 2.6	\$50.00
High-Efficiency Clothes Washer	Commercial High-Efficiency Clothes Washer (Coin-operated/Laundromat)	MEF ≥ 2.0 WF ≤ 6.0	\$75.00
High-Efficiency Pre-Rinse Spray Valve	N/A	1.6 GPM (retrofit only)	\$25.00



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<b>THERMWISE BUSINESS REBATES TABLE (Continued)</b>			
<b>Business Rebates Efficiency Measure</b>	<b>Size Category of New Equipment</b>	<b>Minimum Efficiency of New Equipment</b>	<b>Rebate Amount</b>
Natural Gas Furnace – 92% AFUE	N/A	AFUE $\geq$ 92 < 95	\$200.00
Natural Gas Furnace – 95% AFUE	N/A	AFUE $\geq$ 95%	\$350.00
Natural Gas Furnace – 95% AFUE with ECM	N/A	AFUE $\geq$ 95% with ECM	\$400.00
Natural Gas Furnace – 98% AFUE with ECM	N/A	AFUE $\geq$ 98% with ECM	\$450.00
Gas Boilers (hot water)	< 300,000 Btu/Hr Input	AFUE $\geq$ 85%	\$2.00 per kBtu/Hr Input
	$\geq$ 300,000 Btu/Hr Input	TE $\geq$ 90%	\$3.25 per kBtu/Hr Input
Gas Boilers (steam)	< 300,000 Btu/Hr Input	AFUE $\geq$ 85%	\$2.00 per kBtu/Hr Input
	$\geq$ 300,000 Btu/Hr Input	TE $\geq$ 82%	\$2.00 per kBtu/Hr Input
Direct Contact Gas Water Heater	N/A	TE > 90%	\$1.10 per kBtu /Hr Input
High-Efficiency Gas Unit Heater	N/A	TE $\geq$ 83% - < 90%	\$1.25 per kBtu/Hr Input
		TE $\geq$ 90%	\$6.00 per kBtu/Hr Input
Infrared Gas Heating System	N/A	Infrared Heating System (limited to replacing existing natural gas non-infrared heating systems or be installed as part of new construction project)	\$5.00 per kBtu/Hr Input
Gas Boiler Outside Air Reset Control	N/A	Gas Boiler Outside Air Reset Control	\$250.00
Gas Commercial Fryer	N/A	Energy Star Qualified	\$500.00 per vat
Gas Steam Cooker	N/A	Energy Star Qualified	\$1,000.00 per unit
Gas Boiler Tune-up – Tier 1	N/A	Perform a qualifying tune-up that complies with the boiler tune-up program requirements	Up to \$100.00



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<b>THERMWISE BUSINESS REBATES TABLE (Continued)</b>			
<b>Business Rebates Efficiency Measure</b>	<b>Business Rebates Efficiency Measure</b>	<b>Business Rebates Efficiency Measure</b>	<b>Business Rebates Efficiency Measure</b>
Gas Boiler Tune-up – Tier 2	< 1,500 kBtu	Perform a qualifying tune-up that complies with the boiler tune-up program requirements and yields an improvement in combustion efficiency (only one tune-up rebate per boiler within a 2-year period)	Up to \$300.00
Gas Boiler Tune-up – Tier 3	≥ 1,500 kBtu		\$0.20/kBtu input
High-Efficiency Gas Convection Oven	N/A	Energy Star Qualified	\$500.00 per oven
High-Efficiency Gas Combination Oven	N/A	40% Efficiency Cooking	\$1,000.00 per unit
High-Efficiency Gas Griddle	N/A	Energy Star Qualified	\$300.00 per unit
Building Shell (New Construction) – Windows <sup>2</sup>	Site-Built Window <sup>3</sup>	U-value ≤ 0.30 (Glazing Only Rating)	\$0.28/sq.ft.
	Pre-fabricated Window Assembly	U-value ≤ 0.30 (Entire Window Assembly Rating)	
Building Shell (New Construction) – Roof Insulation	N/A	Minimum increment of R-5 or higher above code	\$0.04/sq.ft.
Building Shell (New Construction) - Wall Insulation	N/A	Minimum increment of R-3.7 continuous insulation above code	\$0.03/sq.ft.
Building Shell (Retrofit) – Windows <sup>2</sup>	Site Built Window <sup>3</sup>	U-value ≤ 0.30 (Glazing Only Rating)	\$0.37/sq.ft.
	Pre-fabricated Window Assembly	U-value ≤ 0.30 (Entire Window Assembly Rating)	
Building Shell (Retrofit) – Roof Insulation	N/A	Minimum increment of R-10 <sup>4</sup>	\$0.16/sq.ft.
Building Shell (Retrofit) – Wall Insulation	N/A	Minimum increment of R-10 <sup>4</sup>	\$0.12/sq.ft.
High-Efficiency Condensing Gas Storage Water Heater	≤ 75,000 Btu/Hr Input	EF ≥ 0.90	\$350.00
Hybrid Gas Storage Water Heater	≥ 75,000 Btu/Hr Input	TE ≥ 90%	\$350.00



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Definitions: AFUE Annual Fuel Utilization Efficiency ECM Electrically Commutated Motor MEF Modified Energy Factor WF Water Factor EF Energy Factor TE Thermal Efficiency CEE Consortium for Energy Efficiency BTU/Hr British Thermal Units per Hour capacity kBTU/Hr Thousands of British Thermal Units per Hour capacity			
<sup>1</sup> Measures which are required by code are not eligible for rebates through the Business Rebate Program.			
<sup>2</sup> Energy performance of window assemblies and glazing products must be rated in accordance with NFRC. Skylights are not eligible to receive incentives.			
<sup>3</sup> Site-built window systems must have a non-metal frame or include a thermal break within the frame to qualify for rebates.			
<sup>4</sup> Rebates for retrofit installations of wall and roof installation apply only to the first increment of R-10 insulation added to the wall or floor. Additional increments of R-10 beyond the first are not eligible to receive a rebate.			
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## **2.13 THERMWISE® HOME ENERGY PLAN**

### **PROGRAM DESCRIPTION**

The ThermWise Home Energy Plan program offers an energy-efficiency plan to residential customers receiving service on the GS rate schedule.

The ThermWise Home Energy Plan program includes home energy plan and energy-efficiency measures listed in Home Energy Plan Table.

### **HOME ENERGY PLAN**

The home energy plan includes two separate components: 1) a self-completed mail-in survey can be sent to the customer at no charge, or 2) a Company technician will conduct an in-home plan for a fee as described in the Home Energy Plan Table. In-home plans will include a blower door test to determine eligibility for air sealing measures. Customers that have previously received an in-home energy plan may request a second energy plan that includes only a blower door test to determine eligibility for air sealing measures. A participating customer will receive a customized report recommending home improvements that can be implemented to reduce natural gas usage.

During the in-home energy plan, the technician will offer certain energy-efficiency measures, identified in the Home Energy Plan Table, at no charge or with a rebate to the qualifying customer. A qualifying customer choosing to complete the energy plan process via the mail-in survey will be sent a packet containing appropriate energy-efficiency measures for the residence at no charge.

### **IN-HOME PLAN FEE**

The Company will bill a customer a \$25.00 fee per dwelling unit. This fee will be refunded to the customer upon implementation of any Company energy-efficiency rebate measures related to Company-sponsored rebate programs. The Company will waive the \$25 fee for lower-income senior citizens over the age of 65.

Customers who have previously received an in-home energy plan and request a second energy plan that includes only a blower door test will also be billed a \$25.00 fee per dwelling unit. This fee will be refunded to the customer upon implementation of air sealing measures that qualify for a rebate under Section 2.14 of the Tariff.

### **QUALIFICATION REQUIREMENTS AND REBATE AMOUNTS**

Program efficiency measures that are offered to customers in conjunction with a Home Energy Plan are shown in the Home Energy Plan Table.



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<b>THERMWISE HOME ENERGY PLAN TABLE</b>			
<b>Home Energy Plan Efficiency Measure</b>	<b>Qualification Requirement Of Old Equipment</b>	<b>Minimum Efficiency Of New Equipment</b>	<b>Charge To Customer</b>
Pipe Insulation <sup>1</sup>	Gas water heater, no pipe insulation	First 4 feet of hot water, first 2 feet of cold water	No Charge
Kitchen Sink Aerator <sup>1</sup>	Gas water heater, faucet of 2.75 gallons per minute (GPM) or more	Less than 2.0 GPM	No Charge
Faucet Aerator <sup>1</sup>	Gas water heater, faucet of 2.75 GPM or more	Less than 2.0 GPM	No Charge
Low-Flow Shower Head <sup>1</sup>	Gas water heater, shower head of 3.0 GPM or more	Less than 2.5 GPM	No Charge
Programmable Thermostat <sup>2</sup>	Gas heat, non-programmable thermostat	Programmable thermostats shall have at least two (2) different programming periods (for weekday and weekend programming) and have at least four (4) possible temperature settings (i.e. wake, day, evening and sleep settings)	Market Price less \$30.00 rebate
<sup>1</sup> Provided, if recommended. <sup>2</sup> A ThermWise Programmable Thermostat Rebate form will be provided, if recommended.			

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## 2.14 THERMWISE® WEATHERIZATION REBATES

### PROGRAM DESCRIPTION

The ThermWise Weatherization Rebate program targets residences receiving service on the GS rate schedule. A qualifying single-family residence is an existing structure that has up to four residential dwelling units. A qualifying multifamily residence is an existing dwelling having five or more residential dwelling units.

For qualifying multifamily residences, a pre-qualification inspection will be required.

The ThermWise Weatherization Rebates program will include weatherization-efficiency measures listed below in the Weatherization Rebates Table.

### WEATHERIZATION EFFICIENCY MEASURES

A rebate for a qualifying weatherization efficiency measure will be offered as shown in the Weatherization Rebates Table. A customer will be required to have some measures installed by an Authorized Contractor in order to receive a rebate. See § 2.17 for a detailed description of the requirements, obligations and availability of the current list of Authorized Contractors.

### QUALIFICATION REQUIREMENTS AND REBATE AMOUNTS

The following requirements and charges to customers are applicable to the ThermWise Weatherization Rebates program.

To receive a rebate, customers must submit a completed application form within 6 months of the installation date and all required supporting documentation. The following requirement and rebate amounts are applicable to the Weatherization Rebates efficiency measures. Rebates may be paid to a non-profit or governmental organization as more fully set forth in Section 2.15, Low-Income Efficiency Program.

<b>THERMWISE WEATHERIZATION REBATES TABLE</b>				
<b>Weatherization Rebates Efficiency Measure<sup>1</sup></b>	<b>Baseline</b>	<b>Minimum Efficiency of New Equipment</b>	<b>Authorized Contractor Installation Required<sup>2</sup></b>	<b>Rebate Amount</b>
Windows <sup>3 4</sup>	Existing home with gas heat	U-factor $\leq$ 0.30	No	\$0.95/sq.ft.
R-5 Windows <sup>4</sup>	Existing home with gas heat	U-value $\leq$ 0.22	No	\$2.50/sq. ft.



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Attic Insulation <sup>4 5</sup>	Existing home with gas heat	Tier 1 - Minimum increment of R-19 or higher with a post installation value of at least R-38 but not more than R-60.	Yes	Tier 1 \$0.25/sq.ft.
	Existing home with gas heat	Tier 2 – An additional increment of at least R-11 with at least R-38 but not to exceed R-60		Tier 2 \$0.07/sq.ft.
Wall Insulation <sup>4 6</sup>	Existing home with gas heat	Increment of R-11 or higher	Yes	\$0.30/sq.ft.
Floor Insulation <sup>4 6</sup>	Existing home with gas heat	Increment of R-19 or higher	Yes	\$0.20/sq.ft.
Duct Sealing and Insulation <sup>7</sup>	Existing home with gas heat that meets the program criteria	Must be done to Questar Gas 2012 Duct Sealing & Insulation Specification posted on ThermWise.com	Yes	Single Family \$100 + \$5.25/ln. ft., not to exceed \$450.00
				Multifamily Structured \$100 + \$5.25/ln. ft. not to exceed \$250.00
Air Sealing <sup>8</sup>	Existing single family home with gas heat, with Test-in	Must be done to Questar Gas 2012 Air Sealing specifications posted on ThermWise.com	Yes	\$100.00 + \$0.18/sq.ft. conditioned floor area, not to exceed \$850.00



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<sup>1</sup> These measures are available to existing dwelling units heated with natural gas. Multifamily dwelling units must have a pre-qualification inspection.

<sup>2</sup> If yes, this measure must be installed by a ThermWise Authorized Contractor. Do it yourself installations are allowed for attic, floor and wall insulation.

<sup>3</sup> Including sliding glass patio doors, but excluding all other doors (storm doors, wood and/or metal doors with windows). Energy performance of window assemblies and glazing products must be rated in accordance with NFRC. Site built windows or glass only will not qualify for a rebate in the residential weatherization program.

<sup>4</sup> Eligible installations must be between a heated space and an unconditioned space or an area outside of the building envelope. An unconditioned space is defined as an area or room within a building that is not being heated or cooled, that has no fixed opening directly into an adjacent conditioned space, or which is outside of the building envelope.

<sup>5</sup> Attic insulation will be available in homes that have not had the measure rebated with the ThermWise program in previous years. This measure will be available on a one-time basis per measure per premise. An exception to this rule will be in the event that additional attic insulation is recommended by a ThermWise Energy Plan or Home Performance audit for a premise which was previously rebated for attic insulation. In the case of such a recommendation, the homeowner will be eligible to participate in the Tier 2 attic insulation measure without additional participation in the Tier 1 measure. Another exception to this rule will be in the event a new owner qualifies and has installed insulation qualifying for a Tier 2 attic insulation rebate.

<sup>6</sup> Floor and wall insulation may be eligible for multiple rebates when the work completed covers a portion of the dwelling not previously submitted for a rebate.

<sup>7</sup> Eligible rebates are available only for work completed per the duct sealing and duct insulation specifications posted on ThermWise.com and are only available to dwelling units with heating ducts in unconditioned space. Unconditioned space is defined as an area or room within a building that is not being heated or cooled, that has no fixed opening directly into an adjacent conditioned space, or which is outside of the building envelope.

<sup>8</sup> To be eligible for the Air Sealing measure a single-family dwelling must first be recommended by a ThermWise Energy Plan or Low-Income Efficiency Program audit. Air sealing will be available on a one-time basis per premise.

Definitions: U-Factor is the reciprocal of R-Value

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## 2.15 LOW-INCOME EFFICIENCY PROGRAM

### PROGRAM DESCRIPTION

The Low-Income Efficiency Program is available to improve the natural gas efficiency for dwelling units of low-income residential customers receiving service on a GS rate schedule. Each year, in semi-annual payments, the Company will contribute \$250,000 (an annual total of \$500,000) to the Utah Department of Workforce Services, Housing and Community Development Division (HCD) for low-income Questar Gas customers. These funds are used by HCD to address only natural gas related issues. In addition to providing high-efficiency natural gas furnaces, when needed, the funds are used for correcting problems such as gas leaks, high carbon monoxide levels, inappropriate venting of natural gas appliances and adjustment of natural gas appliances. Customers apply for this assistance through the HCD.

An approved non-profit or governmental organization may apply for rebates under the ThermWise Appliance and Weatherization programs for qualifying measures listed in sections 2.10 and 2.14 of the Tariff. The qualifying measures must be installed with funding from other sources in order to be eligible for a rebate. Qualifying measures installed with funding from the Company's semi-annual payments to the HCD will not be eligible for ThermWise program rebates. The non-profit or governmental organization may file each month an electronic spreadsheet containing all of the information required to qualify each measure within 6 months of the measure installation date. Questar Gas will pay approved rebates directly to the non-profit or governmental organization. The non-profit or governmental organization must comply with all of the other requirements of each measure to be eligible for rebates, except as noted below.

Currently the HCD contracts with eight (8) Low-Income Efficiency Program Agencies to perform low-income weatherization activities. Those agencies are: Bear River Association of Governments, Davis County Health/Tri-County Weatherization Assistance Program, Salt Lake Community Action Program, Housing Authority of Utah County, Six County Association of Governments, Five County Association of Governments, Uintah Basin Association of Governments, and Southeastern Utah Association of Local Governments, all of which qualify as approved non-profit or governmental organizations (HCD implementation agencies).

In order to be eligible for air sealing or a programmable thermostat rebate, dwelling must first be tested by a ThermWise Home Energy Plan or an audit performed by one of the HCD implementation agencies.

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## 2.16 THERMWISE® BUSINESS CUSTOM REBATES

### PROGRAM DESCRIPTION

Through the ThermWise Business Custom Rebates program, participants provide submittals for a firm quantity of natural gas reduction through the installation of energy-efficient measures in return for a fixed price per decatherm rebate up to a cap equal to a percentage of the eligible incurred project cost. Eligible projects must be installed at separately metered commercial GS customer facilities.

The ThermWise Business Custom Rebates program requires customers to submit specific information for each project and to conduct energy engineering and commissioning at their own cost. Commissioning is the systematic process of ensuring that a building's complex array of systems is designed, installed and tested to perform according to the design intent and the building owner's operational needs. The commissioning of buildings will be most effective when considered throughout the planning stages and as early as schematic design. This project information will be provided in two reports: the Pre-Installation Report and Post-Installation Report. Rebates will be paid directly to participating customers who meet the program requirements.

### MEASURE ELIGIBILITY

Qualifying measures include those that target cost-effective natural gas savings including retrofits of existing systems, improvements to existing systems and first-time installations where the system's efficiency exceeds Utah Energy Code or standard industry practice. With the exception of measures qualifying for a Simplified Analysis, the program does not explicitly specify eligible measures to provide program participants maximum flexibility in identifying potential projects. Participants may propose the inclusion of any measure that:

- Produces a verifiable natural gas reduction.
- Is installed in either existing or new construction applications.
- Has a minimum useful life of 7 years.
- Meets at least minimum cost-effectiveness requirements for the utility cost test.
- Qualifies for the Simplified Analysis.

Measures that are excluded from consideration in this program include those that:

- Are offered through the ThermWise Business Rebates program.
- Rely solely on changes in customer behavior.
- Merely terminate existing processes, facilities, or operations.
- Involve fuel-switching.
- Are required by state or federal law, building or other codes, or are standard industry practice.
- Receive a rebate through any other Energy Efficiency program offered by the Company.



## **ELIGIBLE MEASURE COSTS**

Eligible measure costs are based upon the actual incremental expenses incurred by the customer in connection with the construction, installation or implementation, and commissioning of an eligible project. Costs may include equipment costs, engineering and consulting expenses, and internal labor costs. Expenses are subject to approval by the Company.

Customers shall provide cooperation and access as is reasonably required for the program administrator to make a determination of eligible costs. Acceptable documentation of eligible costs may include: invoices, work orders, cancelled checks and accounting system reports.

## **BASELINES FOR SAVINGS AND INCREMENTAL COSTS**

The ThermWise Business Custom Rebates program is designed to encourage energy-efficiency improvements that go above and beyond the efficiency gains typically achieved in replacement or new construction projects. Consequently, savings and eligible measure costs will be based only on the difference between the efficiency and cost of the installed system and the baseline system. The baseline system is the current Utah Energy Code minimum efficiency standards, if such standards apply. In cases where standards do not exist, the baseline will be based upon standard industry practice as determined by the Company.

The Company may adjust baseline natural gas consumption and costs during the submittal review to reflect any of the following: energy codes, standard practice, changes in capacity, changes in production or facility use and equipment at the end of its useful life.

## **REBATE LEVELS**

The ThermWise Business Custom Rebates' levels will be made by the Company for the installation of measures pursuant to the Program Agreement shall be the lesser of (a) and (b):

- (a) \$10.00/decatherm per first year annual decatherm savings as determined solely by the Company;
- (b) 50% of the eligible project cost as determined by the Company.

**Commissioning Opt-Out:** If the customer chooses to not conduct the commissioning activities, the annual natural gas savings and the eligible measure costs will all be reduced by 20% and the rebate will be re-calculated using the provisions specified above. Measures for which the customer has "opted-out" of commissioning and are later commissioned are not eligible for additional rebates at a later date.

The customer is responsible for submitting the Pre-Installation Report and allowing time for the Company review prior to purchasing equipment. Subsequent to Company approval of a Pre-Installation Report, the customer shall be required to enter into a Program Agreement with the Company in order to be eligible for rebates. Projects that have been purchased or installed prior to Pre-Installation Approval may not be eligible for rebates under the ThermWise Business Custom Rebates program.

## **COMPANY ASSISTANCE**

The Company may provide technical support for benchmarking commercial facilities. To the extent viable projects are identified as a result of such benchmarking, it will be the customer's responsibility to prepare and submit the Pre-Installation Report.

To assist customers with the Pre-Installation Report, the Company may provide a limited budget for conducting technical energy audits for eligible customers. Customers will be eligible to apply for technical energy audit funds through an application process administered by the Company. The Company will have sole discretion for the approval of each customer application for technical energy audit funds. Criteria for funding approval will be based upon but not limited to: funding availability, the customer's ability to complete identified energy efficiency measures, potential energy efficiency opportunities at the customer's site, and technical feasibility of the measure. The Company may limit the funding amount for each project at its sole discretion.

The Company will provide a strategic energy management service to potential Business Custom program participants. The service will provide greater technical and administrative support to qualifying businesses which are identified and contacted by the Company. Potential participant businesses will be required to contract with the Company to implement the findings of the energy management service before support is provided by the Company.

## **SIMPLIFIED ANALYSIS MEASURES**

A defined list of qualifying measures will be eligible for rebates utilizing a Simplified Analysis. These measures include:

- Air to Air Heat Exchanges
- Steam/Hot Water Pipe Insulation
- Boiler Controls

## **SIMPLIFIED ANALYSIS**

Project-specific review procedures will be determined by the Program Administrator based on the measure submitted. Rather than completing the Pre-Installation Report in full, projects that qualify under the Simplified Analysis approach will instead need to submit a measure specific application, including the following:

- Identification of the project site and account information, including contact information.
- Eligible Measure Costs: Eligible costs are based upon actual incremental expenses incurred by the customer in connection with the energy study, construction, installation, or implementation and commissioning of an eligible project. Costs may include equipment costs, engineering and consulting expenses, and labor costs. Expenses are subject to approval by the Program Administrator on a case-by-case review. For new construction facilities, eligible expenses are those that are additional and necessary to achieve energy efficiency levels that exceed standard industry practice.
- Measure specific parameters necessary to complete energy savings calculations are shown in the Simplified Analysis Table.



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<b>SIMPLIFIED ANALYSIS TABLE</b>		
<b>Air to Air Heat Exchanger</b>	<b>Pipe Insulation</b>	<b>Boiler Controls</b>
Discharge Air Temperature Setpoint (°F)	Nominal Pipe Size/Diameter (inches)	Boiler Size (kBtu/hr)
Space Temperature Setpoint (°F)	Pipe Material (i.e. steel, iron)	Boiler Efficiency (%)
Space Type	Bare Pipe Surface Temperature (°F)	Building Type/Space Type
Space Type Occupied Hours (hrs/yr)	Insulated Pipe Surface Temperature (°F)	Supply Water Temperature Setpoint (°F)
Heat Exchanger Effectiveness (%)	Insulated Area (sq.ft.)	Boiler High/Low Limits (°F)
Heat Exchanger Location	Insulation Layers (Type, Thickness)	Historical Gas Consumption
Supply Air Volume (cfm)	System Application (hot water, steam, hot oil)	
Exhaust Air Volume (cfm)	System run time (hrs/yr)	

Upon approval of the Simplified Analysis application, a site visit may be scheduled to verify the submitted value associated with the project and the customer will be apprised of the approved rebate amount. A rebate will be paid when project completion is verified and all requested information has been submitted and approved by the customer.

Issued by R. W. Jibson, President	Advice No.	Section Revision No.	Effective Date
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## 2.17 AUTHORIZED CONTRACTORS

### MINIMUM CRITERIA

For those programs in which authorized contractors must provide services or products in order for the services or products to be eligible for a ThermWise rebate, contractors who desire to provide such services or products must enter into a written Authorized Contractor Agreement with the Company. The Authorized Contractor Agreement will include at least the following requirements:

1. Authorized Contractors must be licensed and in good standing to do business in all states in which they conduct business, and they and their employees, representatives and subcontractors, must have all necessary professional accreditations, registrations, training and licenses to perform all activities and services offered by the contractor, that are or may be eligible for a rebate under any of the ThermWise Energy Efficiency Programs.
2. Authorized Contractors must perform all work in a fashion that meets or exceeds all applicable statutes, rules, regulations, ordinances, codes, accepted industry standards, applicable program manual requirements and minimum standards set forth by the Company. Authorized Contractors must warrant that any work they perform that is eligible for a rebate under any ThermWise program is adequate and sufficient for its intended purpose and complies with those requirements set forth above.
3. Authorized Contractors must hold a minimum of \$2 million in general liability insurance, as well as sufficient levels of workman's compensation liability insurance and automobile liability insurance to meet any obligations or liabilities it may incur in providing services or products that are eligible for rebates under any ThermWise program or in complying with the applicable Authorized Contractor Agreement.
4. Authorized Contractors must be truthful and accurate in all representations related to the ThermWise Rebate Programs' promotion and rebate opportunities. Authorized Contractors may not represent that any contractor is an affiliate or subcontractor of the Company, or that the Company endorses any contractor's services or products. Authorized Contractors must not use The Company's corporate name, logo, identity, or any alleged affiliation on any marketing materials (printed, electronic or any other medium) without the Company's prior written consent.
5. Authorized Contractors must agree to defend and indemnify the Company against any and all liabilities related to the performance of work that is or may qualify for rebates under any ThermWise Energy Efficiency Program, minimum criteria set forth in this Tariff provision, and/or any representation or action by the contractor that relates in any way to the Company, the Company's name, trademark, or any of the Company's ThermWise Energy Efficiency programs.
6. Authorized Contractors will cooperate with the Company in resolving any and all customer complaints from any of the contractor's customers relating to work that is the subject of any ThermWise rebate application. Authorized Contractors must employ commercially reasonable efforts to resolve all such customer complaints, whether made directly to the Company or not, to the complaining customer's satisfaction including, but not limited to remedying, repairing, or replacing the deficiencies at the contractor's own expense and within a time frame acceptable to the complaining customer.



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- 7. In addition to maintaining all applicable licenses, as referenced above; Authorized Contractors offering attic, wall and/or floor insulation services eligible for a rebate under the ThermWise Weatherization Rebates Program must also maintain one or more licenses required by the state in which the contractor performs work. Information about currently acceptable licenses can be found on the ThermWise website.
- 8. In addition to maintaining all applicable licenses, as referenced above, Authorized Contractors offering duct sealing and duct insulation services eligible for a rebate under the ThermWise Weatherization Rebates Program must also maintain one or more licenses required by the state in which the contractor performs work. Information about currently acceptable licenses can be found on the ThermWise website. Contractors must also submit certification they have obtained RESNET, BPI or other similar certification in order to perform work using required testing equipment and procedures.

**DENIAL OF STATUS OF AUTHORIZED CONTRACTOR**

Any Authorized Contractor who fails to comply with the minimum criteria set forth above, or who fails to comply with any term of the Authorized Contractor Agreement between the contractor and the Company, is subject to denial of Authorized Contractor status, and any work performed by a contractor not in good standing as an Authorized Contractor will be ineligible for rebates or other benefits under any ThermWise program that requires services or products to be provided by an Authorized Contractor. Removal from the Authorized Contractor program for failure to meet any minimum criteria or for breach of an Authorized Contractor Agreement is permanent and a contractor so removed will not be permitted to re-apply or to participate as an Authorized Contractor in the future. The Company also will not contract with a business entity seeking Authorized Contractor status which has a Contractor License “Qualifier” and “Classification” (as defined by the Utah Department of Professional Licensing in the Utah Construction Trades Licensing Act 58-55) in common with a previous Authorized Contractor whose status was terminated by the Company for cause.

**CURRENT LIST OF AUTHORIZED CONTRACTORS**

The Company maintains an up-to-date list of Authorized Contractors on ThermWise.com. A current list can be obtained by calling 1-888-324-3221 or by sending a request via e-mail to AuthorizedContractors@ThermWise.com.

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