

*Exhibit NR1-E2*  
*Summary List of Best Practices for Non-Residential Lighting Programs*

<b>Program Theory and Design</b>
<ul style="list-style-type: none"> <li>• Articulate a program theory that clearly states the target for the program, program timing and the strategic approach whether resource acquisition, market transformation or equity</li> <li>• Link strategic approach to policy objectives and constraints</li> </ul>
<b>Program Management: Project Management</b>
<ul style="list-style-type: none"> <li>• Develop and maintain strong relationships with lighting vendors/contractors</li> <li>• Use electronic project management tools</li> </ul>
<b>Program Management: Reporting and Tracking</b>
<ul style="list-style-type: none"> <li>• Collect pre-existing wattage information</li> <li>• Use electronic application processes</li> <li>• Use incentive commitment tracking</li> <li>• Allow program managers to generate standardized reports</li> <li>• Use databases that fully integrate with cross-program energy-efficiency program information systems</li> <li>• Use detailed process flow diagrams</li> <li>• Track vendor activity</li> </ul>
<b>Program Management: Quality Control and Verification</b>
<ul style="list-style-type: none"> <li>• Base quality control practices on a program's relationship with vendors, the number of vendors, the types of measures, the project volume, and the variability in the size of projects</li> <li>• Define product specifications in program requirements and guidelines</li> <li>• Obtain a good random sample of vendor and measure types</li> <li>• Always inspect the first job submitted by a new vendor</li> <li>• Conduct on-site post-installation inspections</li> <li>• Conduct an independent audit or pre-installation inspections</li> <li>• Govern post-inspection levels by cost-effectiveness considerations and results from an initial set of inspections early in the implementation process</li> <li>• For delamping projects, use light level requirements and pre- and post-light level readings to ensure quality</li> <li>• Implement a contractor screening/certification/training process</li> </ul>

**Exhibit NR1-E2**  
**Summary List of Best Practices for Non-Residential Lighting Programs (Continued)**

<b>Program Implementation: Participation Process</b>
<ul style="list-style-type: none"> <li>• Use an easy, simplified process for vendors to participate</li> <li>• Optimize data collection requirements</li> <li>• Make customer eligibility easy for contractors to determine</li> <li>• Use electronic processing</li> <li>• Use high incentive levels, as appropriate, in segments and for program designs that require high penetration rates to be cost-effective or if policy goals demand high penetration levels</li> <li>• Reduce or eliminate incentives for measures and segments with high penetration rates not caused by program participation</li> <li>• Appropriately incent and bundle delamping with T12 conversion</li> <li>• Set base rebate levels appropriately throughout the program year instead of over-relying on short-term promotions</li> <li>• Offer zero-percent or low-cost financing to offset high cost of capital for small businesses</li> </ul>
<b>Program Implementation: Marketing and Outreach</b>
<ul style="list-style-type: none"> <li>• Leverage utility credibility to help vendors sell the program</li> <li>• Use door-to-door marketing by a turnkey vendor to achieve a high penetration rate, especially among small commercial customers</li> <li>• For prescriptive programs, combine a moderate mass marketing effort with a process of strongly motivating and leveraging contractor marketing for prescriptive programs</li> <li>• Leverage partnerships with cities and community-based organizations</li> </ul>
<b>Program Evaluation</b>
<ul style="list-style-type: none"> <li>• Perform annual evaluations for high-priority issues that are relevant and unique to each individual program year</li> <li>• Spot check the data entry process annually</li> <li>• Review inspection databases annually</li> <li>• Ensure that program tracking databases are correctly calculating program impacts annually</li> <li>• Perform detailed impact evaluations routinely, though not necessarily annually</li> <li>• Evaluate operating hours routinely</li> <li>• Collect pre-wattage information routinely</li> <li>• Determine measure life in estimating the lifecycle benefits of a measure routinely</li> <li>• Perform market assessments routinely, though not necessarily annually</li> <li>• Conduct process evaluations routinely</li> <li>• Conduct evaluations in a timely manner</li> <li>• Involve program staff in the evaluation process and create a culture whereby evaluation findings are valued and integrated into program management</li> <li>• Present actionable findings to program staff at the conclusion of study</li> </ul>