

Exhibit NR2-E2
Summary List of Best Practices for Non-Residential HVAC Programs

Program Theory and Design
<ul style="list-style-type: none"> • Develop a sound program plan; if possible have a clearly articulated program theory • Analyze region-specific HVAC system performance and promote products optimized to system needs • Leverage national efforts to increase efficient product availability • Include features targeting supply-side actors
Program Management: Project Management
<ul style="list-style-type: none"> • Clarify requirements for implementation through the application and contracting processes • Select, install and train a management structure that has sufficient skill and infrastructure to cope with the entire spectrum of the HVAC market, from manufacturer to installer
Program Management: Reporting and Tracking
<ul style="list-style-type: none"> • Articulate the data requirements needed to measure success • Conduct regular checks of the tracking reports to assess how the program is working and make program corrections to ensure success • Use incentive commitment tracking • Track and utilize contractor and equipment information that aids in analyzing and reporting actual installed efficiency • Utilize databases that fully integrate with cross-program energy-efficiency program information systems • Utilize electronic workflow management and Web-based communications
Program Management: Quality Control and Verification
<ul style="list-style-type: none"> • Develop inspection and verification procedures during the program design phase • Consider administrative cost in designing the verification strategy • Utilize inspection and verification as a training tool for market participants • Build statistical features into the sampling protocol to allow reduction in required inspections based on observed performance and demonstrated quality work • 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 • Require pre-project inspections for large projects with highly uncertain baseline conditions that significantly affect project savings • Require post-project inspections and commissioning for all large projects and projects with highly uncertain savings
Program Implementation: Participation Process
<ul style="list-style-type: none"> • Review and understand product availability before establishing product eligibility • Publish program application documents on the Internet • Provide assistance in preparing and submitting program applications through outreach events and workshops and through online help tools • Minimize documentation requirements • Offer incentives – particularly to upstream market actors • Provide AC contractors training on selling and proper installation practices • Utilize electronic processing • Try to maintain some availability of program funds throughout the program year

Exhibit NR2-E2
Summary List of Best Practices for Non-Residential HVAC Programs (Continued)

Program Implementation: Marketing & Outreach
<ul style="list-style-type: none">• Cooperate with contractors to get the message out• Communicate with customers through multiple media• Assemble and use information about the target consumer demographics• Leverage marketing dollars through cooperative marketing efforts, sponsorship by manufacturers and through coordination with national or regional efforts to promote similar products• Use the program's Web site to broadly inform the market and attract participation• Keep energy efficiency service providers well informed about program features and changes through seminars, training sessions, trade shows, and annual meetings of key groups• Market energy efficiency options directly to large end-users at the earliest decision-making stages of major equipment or facility modifications• Conduct on-going training of account managers and other marketing staff to keep abreast of the latest efficiency technologies and practices
Program Evaluation
<ul style="list-style-type: none">• Periodically review and update market-level information about HVAC distributor and contractor installation practices and consumer awareness of benefits associated with high efficiency, matched systems, proper sizing and proper installation practices• Periodically review and update algorithms for calculating project savings• Perform market assessments routinely, though not necessarily annually• Present actionable findings to program managers at the conclusion of study• Conduct both process and impact evaluations routinely• Include estimation of free-ridership and spillover