ThermWise®
Rebate Programs

Questar Gas
Agenda

• Business Custom Program
  • Streamlined Approach

• Authorized Contractor Program
  • Tightened Requirements

• Multifamily
  • Targeted Outreach
Business Custom Rebate Process

- Identify Projects
- Pre-inspection
- Work Performed
- Installation Commissioning
- Verification of Savings
- Rebate Paid
Key 2012 Program Change -

- Streamlined Rebate Process
- Measures with Known or Easily Quantifiable Natural Gas Savings

- Boiler Controls
- Air to Air Heat Exchange
- Pipe Insulation
Goals:

Lower Administrative Costs
- Eliminate Pre-inspection
- Simplified Verification

Increase Participation in Business Custom Program
- Vendors can confidently promote qualified measures
Authorized Contractor Program

• Implemented **March 1, 2011**
  • Customers are required to use a ThermWise® Authorized Contractor in order to qualify for insulation and duct rebates.

Reasons for Authorized Contractors

• Improve quality of installations
• Limit participation to bona fide companies
• Allow for realistic quality assurance
**Authorized Contractor Program**

**Work Performed***
- Authorized Contractors: 94%
- Other Contractors: 6%

**Participating Contractors***
- Authorized Contractors: 23%
  - 83 Authorized Contractors
- Other Contractors: 77%
  - 273 Other Contractors

*2010
Developed Authorized Contractor Relationships

- Get to Know the contractors and their business model
- Accompany the Authorized Contractor Sales Reps when meeting with property owners and Regional Managers
  - Educate on the entire ThermWise program
  - Educate on rebate/upgrade possibilities
  - Educate on the rebates that may be available through the Electric Utility
Comprehensive Pre-Inspections
- Inspect for all qualifying measures
- Review qualifying measures with the property owners

Post Inspections
- Verify quality install to ensure savings
- Review post inspection with the property owner
  - Estimated time to receive rebate
  - Gather referrals for other properties
Multifamily: Participation and Savings

- Decatherms Saved
- Participants

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<th>Year</th>
<th>Decatherms Saved</th>
<th>Participants</th>
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Thank you