

CUSTOM ENERGY SOLUTIONS

Applies to all scoping audits, engineering studies, retro- and re-commissioning (RCx) investigations, commercial implementation custom projects, and industrial implementation custom projects.

KEY PROGRAM CLOSURE DECISIONS

- New applications are no longer being accepted.
- All applications that have not been pre-approved to date will not receive approval and the program is now closed.
- There will be no waitlist for projects which have not been pre-approved.
- All pre-approved CES implementation projects will continue but will have a strict one-year deadline from the date the offer letter was signed to complete and submit all milestone 3 requirements and be approved by the program. Certain projects are anticipated to take longer than one year to be completed in longer than one year or have approval to go longer than one year; however, they will have mandatory deadlines established with those timelines.
- Engineering studies, scoping audits, and re/retro-commissioning studies with pre-approved applications that are completed and submitted within 30 days of the announced closure will be fully paid for all milestones (regardless of whether or not an implementation project was underway). With the program closing, we will not be able to provide incentives for incomplete audit/study reports past the deadline. Completed audits must meet all program requirements by the submission deadline.

FAQ PARTICIPANTS

General

Are the implementation incentives for Custom Projects / Methane Emissions Reduction program / Audits/Studies/Investigations ending?

Yes, the implementation incentives for Custom Projects / Methane Emissions Reduction program / Audits/Studies/Investigations are ending.

Who do I speak to about my concerns and losses?

If you have any questions, please contact your account manager or reach out to Energy Efficiency Alberta; contact information for each program is available at efficiencyalberta.ca. For questions about the SEM/ OEM programs, please contact your coach.

Application Status

I have submitted an application that has not been approved yet. What will happen to it?

The Custom Energy Solutions program is now closed. If you have not received pre-approval (via an Offer Letter) for your application, it will not be approved, and there is no waitlist.

If you are looking at financing future projects, our Green Loan Guarantee provides qualifying commercial and industrial projects a guarantee that allows a lender to recover up to 50 per cent of the principal and accrued interest on a loan that may go into default. The term is for a maximum of ten years from the date of issuance of the GLGP. More information is available on our website.

Does this mean there's a chance my application won't be processed/approved, and I won't receive my incentive payment?

If your application has not been pre-approved, it will not be processed or approved. Pre-approved projects would have received an Offer Letter email from the program. Future programs would require a new submission based on that program's requirements.

My project application was not processed / approved. Does that mean my project didn't qualify for the Custom Energy Solutions program?

Applications that have not been processed or approved will not be processed or approved as the program is now closed. This closure was independent of your application. As your application was not processed / approved, we can not comment on if it would have qualified. No further qualifications for Custom Energy Solution will occur.

Pre-Approved Applications

I have an approved project, will I receive my incentive?

All pre-approved **Custom Energy Solutions implementation projects** will continue but will have a strict one-year deadline from the date the offer letter was signed to complete and submit all milestone 3 requirements and be approved by the program. If you have a pre-approved custom implementation project, you will receive an email with more information about the changes.

I have a pre-approved audit/study, does that mean I'm pre-approved to implement the projects/recommendations of the audit/study?

An audit/study approval does not count as pre-approval for implementation projects. If you have already submitted the project application and received pre-approval, then you may continue completing the project, however you will have a strict one-year deadline from the date the offer letter was signed to complete and submit all milestone 3 requirements and be approved by the program.

If you have not submitted a project application, then you must complete the audit/study within 30 days of the announced closure to receive full payment for all milestones (regardless of whether or not an implementation project is pre-approved or underway). With the program closing, we will not be able to provide incentives for incomplete audit/study reports past the deadline.

I'm part of the SEM / OEM program, will these programs continue?

Yes, the OEM, SEM and SEM for LFE programs will continue as planned. These programs are viewed as strategic initiatives creating an energy efficient culture/community across the province delivering real sustained change across institutional, commercial, and industrial participants.

If I am pre-approved for a custom project, will I be paid the incentive on my Scoping Audit/Engineering Study/ Retro- and Re- commissioning (RCx) Investigation?

For pre-approved Scoping Audit/Engineering Study/RCx Investigation, if a custom project has been pre-approved, Scoping Audit/Engineering Study/RCx Investigation payments will continue as per program guidelines.

If a custom project has not been pre-approved associated with a pre-approved Scoping Audit/Engineering Study/RCx Investigation then you must complete the audit/study within 30 days of the announced closure to receive full payment for all milestones (regardless of whether or not an

implementation project is pre-approved or underway). With the program closing, we will not be able to provide incentives for incomplete audit/study reports past the deadline.

I have a pre-approved Scoping Audit/Engineering Study/Retro- and Re-commissioning (RCx) Investigation, will I be able to receive the full incentive value now that I can't apply for an implementation project?

For pre-approved Scoping Audit/Engineering Study/RCx Investigation, if a custom implementation project application has not been submitted or pre-approved then you must complete the audit/study within 30 days of the announced closure to receive full payment for all milestones (regardless of whether or not an implementation project is pre-approved or underway). With the program closing, we will not be able to provide incentives for incomplete audit/study reports past the deadline.

What if I can't finish my Scoping Audit/Engineering Study/ Retro- and Re-commissioning (RCx) Investigation within the 30 day?

Scoping Audits/Engineering Studies/RCx Investigations provide valuable data to companies to support energy efficiency decision-making. We hope that participants see a value for the benefits of the study outside of the program and continue to complete the work. However, with the program closing, we will not be able to provide incentives past the deadline.

Commitments

I and/or my client has already put down a deposit/committed to a project/ordered product relating to a project I was going to submit. How do I get my money back now that my application hasn't been approved?

If you did not apply or receive pre-approval from Energy Efficiency Alberta for an incentive toward your project, Energy Efficiency Alberta cannot fund the project.

What if I have already begun, purchased equipment for, or completed my project and did not have pre-approval.

If you did not receive pre-approval from Energy Efficiency Alberta for an incentive toward your project, you were not guaranteed funding. As the program is now closed, your application will not be approved for an incentive payment. Per the program terms and conditions, application pre-approval must occur before the purchase of equipment. We encourage you to review the full terms and conditions of our program for more details.

Looking Forward

Do you expect the Custom Energy Solutions program to take new applications in the future?

New energy efficiency programs for the commercial and industrial sectors have not been confirmed.

Why didn't you communicate this change earlier?

We have been working closely with the new Alberta Government to communicate these changes. I can assure you we are providing information on our programs as soon as decisions are made, and information is available. We will continue to operate with this transparency.

If I have an application submission now, will that help me access any new programs?

New programs have not been confirmed at this time. Projects will be required to re-apply into any forthcoming programs when details become available.

CUSTOM ENERGY SOLUTIONS: SEM, OEM AND SEM FOR LFES

KEY PROGRAM INFORMATION - REMAINS OPERATING AS PLANNED

Strategic Energy Management (SEM) - Remains Operating as Planned

- Existing SEM and SEM for LFE cohorts will continue as planned.
- Public information regarding SEM indicates the programs remain open, however current cohorts are full.
- Any waitlisted participants will be notified that the programs are full, and the waitlist will no longer be maintained.
- Operation and Maintenance (O&M) incentives will continue to be honoured as planned for SEM participants.

Energy Efficiency Alberta will continue to work with our implementor, CLEAResult, to resolve any implications that CES and MER closures will have on approved SEM

Onsite Energy Manager (OEM) – Remains Operating as Planned.

- Approved OEM participation will continue as planned.
- Public information regarding the OEM indicates the program remains open, however all OEMs have been hired.
- Any waitlisted participants will be notified that the programs are full, and the waitlist will no longer be maintained.
 - Operation and Maintenance (O&M) incentives will continue to be honored as planned. Energy Efficiency Alberta will continue to work with CLEAResult to resolve any implications that CES and MER closures will have on approved O&M participants (e.g. targets, etc.).
 - We are currently altering the OEM terms and conditions to enable OEMs to receive maximum salary incentive based on either achieving a 5% reduction of GHG across their energy portfolio or through achieving milestone- based targets. This change is being made to ensure OEMs are not negatively impacted by the closure of other Energy Efficiency Alberta programs.

FAQ PARTICIPANTS

Is the SEM / OEM / SEM for LFEs Program(s) ending?

The SEM / OEM / SEM for LFEs programs(s) remain open, however all cohorts of SEM and SEM for LFE are full and all OEMs have been hired.

Who do I speak to about my concerns?

If you have any questions, please contact your coach or account manager or reach out to Energy Efficiency Alberta; contact information for each program is available at efficiencyalberta.ca.

I'm on the waitlist for SEM/OEM, what does this mean for me?

As the current SEM cohorts are full and all OEMs have been hired, a waitlist will no longer be maintained.

Will the existing SEM cohorts continue?

Yes, SEM cohorts will continue as planned. Operation and Maintenance (O&M) incentives will continue to be honored as planned.

Will SEM for LFE cohorts begin as planned?

Yes, SEM for LFE cohorts will continue as planned.

I was approved for 2 years of OEM salary incentives, will that continue?

OEM Salary Payments will continue however we are currently working on switching OEM salary payments to either GHG achievement targets or milestone-based targets. Operation and Maintenance (O&M) incentives will continue to be honored as planned.