

## Questions regarding the Residential Rebate Processing RFP

1. The RFP mentions the incentive processing firm selected by the CLC might be required to invoice retailers or manufacturers for shared rebate incentives or SPIFFs. We asked if the CLC currently had any promotions in which retailers or manufacturers were being invoiced by the program for rebates or SPIFFs, and if so, what would the responsibility of the incentive processing firm be regarding the collection and application of those funds?

CLC does not currently have any promotions where retailers or manufacturers are being invoiced for shared rebate incentives or SPIFFs. CLC would work with the selected rebate processing vendor on roles and responsibilities if this type of promotion were to be implemented.

2. What information is used to confirm customer eligibility for retail markdown and buy down applications?

For the majority of promotions, eligibility is determined by store zip code however for televisions, customer zip code information is used.

3. Is there an expectation to obtain customer verification as opposed to retailer verification for markdown and buy down efforts?

At this time, there is not.

4. Are there any stores that the Compact shares with other Program Administrators?

For upstream promotions, we do not currently share stores with other PAs. For midstream promotions, the Compact does share stores as the promotions are based on customer zip code.

5. What percent of total non-POS/upstream/midstream applications are received from customers of a Sponsor other than the Compact?

Currently, all customer rebate applications are received by one rebate processing vendor.

6. What is the percent of total applications that are currently received online by measure? (For the sake of clarity please provide a description of what is in the denominator for the percentage calculation; it could be all applications for all programs, or just the “downstream” measures, or possibly another figure.)

Please refer to the table below for online submission data from June 01, 2013 through August 31, 2013.

Measure	ONLINE SUBMISSIONS					
	Mailed In	Invalid	Valid	Scan and Upload	Invalid	Valid
Refrigerator/Freezer	41	5	36	71	4	67
Room Air Cleaner	0	0	0	1	1	0
Pool Pump	0	0	0	0	0	0

7. Does the Compact have a goal or expectation for the percent of rebate applications that you would like to see submitted online in the future?

No, not at this time, but anticipate that the online submissions will become a larger portion of the submissions.

8. Can you confirm that lighting incentives other than the School Fundraiser are all upstream or midstream promotions rather than “mail-in” (or online) promotions?

At this time all lighting incentives are upstream or midstream.

9. Can you confirm that all COOL SMART rebates require “mail-in” (or online) submission? (The delivery mechanism for the Lighting and Consumer Products measures is specified in those tables on page 12. The delivery mechanism is not specified for the COOL SMART measures in the table on page 13.)

For COOL SMART Measures applicable to this Scope, that is confirmed.

10. Will the clothes washer rebate be markdown/buydown or downstream?

This has not been determined at the time.

11. Are there any plans to offer instant rebates or coupons? If so, can you provide forecasted participation numbers?

At this time, nothing is planned.

12. Are there any plans to offer SPIFFs? If so can you elaborate on those plans?

At this time, nothing is planned.

13. Can you provide a list of current retailers participating in the markdown and/or buydown efforts? Can you indicate which retailers are participating for which measures?

While Cape Light Compact cannot offer names of retailers, the current total number of retailers (subject to change) for mark downs is 13, and the total

number of retailers participating in buydowns is 27 for the Cape Light Compact service territory.

14. Does the Compact or the third-party evaluation contractor require that paper forms of supporting documents for reimbursement are stored and maintained as well as digital copies?

Record retention policies are outlined in section 30(b) Draft Contract (Section 5.8 in the RFP). The Vendor is expected to maintain records as consistent with Massachusetts Law.

15. Does the Compact require recording of inbound and outbound customer phone call communication?

No, the Compact does not require recordings. Any recordings on the part of the Vendor should comply with Massachusetts state laws.

16. Does the Compact have an expected answer time and completion time for calls?

No, not at this time, however, calls should be returned in a timely manner.

17. What is the Compact's current inbound call volume, by measure if possible, for the rebate processing portion of these programs?

The information is not available by measure. The total call minutes for inbound and outbound were 6437 for lighting and products in 2012, and 9502 for Cool Smart in 2012.

18. What is the Compact's current outbound call volume, by measure if possible, for the rebate processing portion of these programs?

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19. What number or percent of rebate requests submitted are not in good order?

The 2013 monthly average of rebate requests received, not in good order\*:  
**Lighting and Products: 7%**  
**Cool Smart: 18%**  
(\*Invalid Claims/Claims that require resubmission)

20. How would you like any startup costs to be identified in the budget?

The Compact requests that respondents itemize these costs separately in the “additional services” section of the budget template.

21. In the budget template, on the CoolSmart tab, can you explain the difference between the “Measurement and Verification” line and the “Verification of equipment” line?

“Measurement and Verification” refers to the verification that equipment is installed in accordance with Cool Smart requirements as well as manufacturer specifications and state and local code requirements.

“Verification of equipment” is the verification that the equipment is installed and that model numbers match the information provided on the rebate form.

22. Can you more clearly define the “Measurement and Verification” line on the Lighting and Products tab? The note suggests that the selected vendor will be inspecting installed measures in customers’ homes. For which Lighting and Consumer Products measures?

At this time, onsite verification inspections are not applicable for the lighting and products measures.

23. Will ECM furnace rebates be included? If so, can you describe the required interaction with the Gas Networks utilities? Will a single payment be required to combine both the gas and electric portion of the incentive?

ECM furnace rebates are not included in the Scope of this RFP.

24. Since customer account data may be up to 1 month latent, how would the Compact like the supplier to handle applications where the account # is not found in the customer file provided?

The Compact should be notified so we can manually add the account number provided by the customer into our database. In addition, if a customer submits a copy of their bill with their submission, that maybe used to verify the customer and to continue the rebate process submission.

25. Regarding the Mass Save and Cool Smart programs that consolidate multiple utilities under a single statewide program, how do you envision splitting the brands, customer facing tools and consolidated reporting? Will the Compact have different rebate forms, 800#, PO box, online rebate centers, etc? Or is your intention to try and stay integrated with the other utilities?

The Compact will continue to deliver programs consistent with statewide efforts; brands, customer facing tools (such as rebate forms) and reporting mechanisms are not specific to contracted vendors and will continue to be utilized by the Compact. Specific requirements for rebate forms can be found in Sections 3.1.1 and 3.1.2 of the RFP and telephone requirements can be found in section 3.2.

26. Does the Compact intend to continue issuing prepaid cards for the Mass Save appliance program?

Possibly; The Compact will work with the selected Vendor to determine specific delivery mechanisms for incentive payments. Please detail the proposed process for payments in the response.

27. Are we correct in assuming that all customers programs must also have the option to submit online, including the ability to upload scanned documentation?

Yes