



WarmWise Business Savings Program Program Manual



January, 2018

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1 Introduction

1.1 Business Savings Program Overview

The Business Savings Program provides financial incentives to Columbia Gas of Virginia small general customers who purchase and install qualifying high efficiency natural gas equipment at newly constructed or existing facilities, or take steps to improve efficiency of certain equipment. The Business Savings program provides two pathways for participating customers:

- Equipment Vouchers provided to customers for pre-rinse spray valves;
- Standard Rebates that are paid directly to participating customers.

Qualified program measures include high-efficiency natural gas furnaces, attic insulation, smart thermostats, boiler outside air reset controls, and pre-rinse spray valves. Columbia Gas of Virginia will support the program by identifying customer installation opportunities and assisting customers with program requirements where applicable.

This program manual is specifically designed for use by potential participating customers as well as participating contractors, and is organized as follows:

- Section 2 contains contact information for Columbia Gas of Virginia.
- Section 3 includes information on program eligibility.
- Section 4 includes directions on participating in the program.
- Appendix A includes information on additional natural gas resources available on the Internet.
- Appendix B includes information on terminology used in this program manual.
- Appendix C contains a list of answers to frequently asked questions about the program.
- Appendix D contains a map and zip codes showing the approximate service territory and zip codes covered by Columbia Gas of Virginia.

2 Contact Information

2.1 Business Savings Program Inquiries

Program Information: 877-623-5065

Web site: www.WarmWiseVA.com

Rebate Application Mailing Address:

Columbia Gas of Virginia
WarmWise Rebates
916D West Atlantic Street #351
Emporia, VA 23847

2.2 Columbia Gas of Virginia

Carla Dix

Lead Performance Analyst

1809 Coyote Drive

Chester, VA 23836

Office: 804.777.3077

Fax: 804.768.6413

Email: cdix@nisource.com

3 Program Eligibility Requirements

To take advantage of cash rebates available through the Business Savings Program, the following eligibility requirements must be met.

3.1 Customer Eligibility


To participate in the Business Savings Program, a customer must receive natural gas service from Columbia Gas of Virginia on a Small General Service 1 (SGS1), Small General Service 2 (SGS2), Small General Transportation Service 1 (SGTS1), Small General Transportation Service 2 (SGTS2), or Economic Development Service (EDS) rate class and install a qualifying measure in their facility. Customers with questions regarding their account or rate schedule should reference a recent utility bill or contact Columbia Gas of Virginia.

Eligibility status can be determined by reviewing a recent gas bill from Columbia Gas of Virginia. Figure 1 shows where the customer account number, service location, and meter number is located on a typical Columbia Gas of Virginia customer bill.

Contractor Tip #1

When meeting with customers about a proposed project, ask them to provide a copy of their most recent utility bill. By examining the utility bill, you can determine whether customers are eligible for rebates and may be interested in qualifying high-efficiency natural gas equipment.

Figure 1: Location of Information on Columbia Gas of Virginia Bill

	Gas Bill	Customer Account Number	XXXXXXXXXX XXX XXX X
Commercial Service		Page 1 of 2	Account Number Statement Date 03/05/2010 3
Billing & Payment Summary		Billing & Payment Notes	
Customer Name Columbia Gas of Virginia Customer		<i>If we receive your payment for the current total Amount Due by the due date shown on this bill, you will avoid a late payment charge of 1.5%. See back of bill for Detail of Charges for Gas Service.</i>	
Previous Amount Due on 03/01/2010	\$483.83		
Payments Received by 03/01/2010	- \$483.83		
Balance on 03/05/2010	= \$0.00		
Charges for Gas Service This Period	+ \$222.20		
Amount Due by 03/30/2010 = \$222.20			
Service Summary		Service Summary Notes	
		<i>Your next actual meter reading date is 4/6/2010</i>	
		<i>Your total annual usage is 983 Ccf. Your average monthly usage is 82 Ccf.</i>	
		<i>A Compensation Factor is applied to meter readings to determine the actual consumption based on standard temperature and pressure conditions.</i>	
Meter Number XXXXXXX	Service Location 123 Main St Anytown VA 12345-6789		
Meter Readings (29 Billing Days)			
	Actual Reading on 3/ 5	8052	
	Actual Reading on 2/ 4	- 7886	
	Gas Used (Ccf)	= 166	
	Compensation Factor	X 1.0484	
	Total Gas Used (Ccf)	= 174	

3.2 Project Eligibility

Table 1 lists the energy-efficiency measures, eligibility requirements, and rebate levels offered under the Business Savings program. The high efficiency pre-rinse spray valve, furnace, attic insulation, smart thermostat, and outside air reset control measure rebates are available in newly constructed or existing facilities with natural gas heating (for heating savings measures) or water heating (for water heating measures), as noted in Table 1 below.

Table 1: Business Savings Measures, Efficiency Requirements and Rebate Levels

Qualifying Equipment	Required Efficiency	Rebate (\$/unit)
High-Efficiency Pre-Rinse Spray Valve (Retrofit Only)	≤ 1.6 gpm	Voucher for free spray valve
High Efficiency Natural Gas Furnace (New Construction or Retrofit)	AFUE ≥ 90%	\$300.00/unit
Attic Insulation (Retrofit Only)	Existing Insulation R-0 to R-19, final insulation level must be ≥R-38	\$0.13/sq.ft. with a cap of \$125 per facility or MF unit
Smart Thermostat (New Construction or Retrofit)	Must be in pre-approved program list on program website	\$50.00/unit
Outside Air Reset Control (Retrofit Only)	N/A	\$250.00/unit

Rebate applications must be submitted within 120 days from the date of purchase and installation in order to be eligible for a Business Savings rebate. Final program deadline is January 31, 2019.

3.3 Description of Eligible Measures

3.3.1 High Efficiency Pre-Rinse Spray Valve

Measure Description: High efficiency pre-rinse spray valve with a flow rate of 1.6 gallons per minute (gpm) or less offers a significant opportunity for water and cost savings.

Applicability: Retrofit installations are eligible.

Equipment Eligibility & Rebate Level: The pre-rinse spray valve is provided directly from Columbia Gas of Virginia at no cost to the customer.

Items to submit with application: Contact Columbia Gas of Virginia at 804-777-3077 for information regarding a voucher for a free spray valve.

3.3.2 High Efficiency Natural Gas Furnace

Measure Description: High efficiency gas furnaces can significantly reduce annual energy costs compared to standard efficiency units.

Applicability: Both newly constructed and retrofit installations are eligible.

Equipment Eligibility & Rebate Level: For all newly installed natural gas furnaces with an Annual Fuel Utilization Efficiency (AFUE) equal to or greater than 90%, the rebate is \$300 per unit.

Items to submit with application: Business Savings General Application, sales receipt or invoice, W-9 Tax Form, and a copy of the most recent Columbia Gas of Virginia bill.

3.3.3 Attic Insulation

Measure Description: Increasing the R-value of the insulation in the facility's attic and/or floor will decrease heat loss to the outside and reduce energy costs.

Applicability: Only retrofit installations in existing facilities where the affected insulation is between conditioned and unconditioned spaces are eligible. Unconditioned space is defined as an area or room within a building that is not being heated or cooled, that has no fixed opening directly into an adjacent conditioned space, or which is outside of the building envelope. Building must have natural gas space heating as primary heating source.

Equipment Eligibility & Rebate Level: All attic insulation projects meeting all of the following criteria:

1. Pre-existing insulation level of R-0 to R-19,
2. Final total insulation level of R-38 or higher (pre-existing + new installed).

The rebate is \$0.13 per square foot of insulation installed with a cap of \$125 per facility or per multi-family unit. For example, if the contractor installs 500 square feet of insulation in the attic then the rebate would be \$65 (500 square feet x \$0.13/square foot = \$65) regardless of the square footage of the facility. However, if the contractor installs 1000 square feet of insulation in the attic then the available rebate would be \$125 (1000 square feet x \$0.13/square foot = \$130, which is beyond the cap of the project). Additionally, for multi-family buildings, the rebate cap is per unit, so if the contractor installs a total of 3000 square feet of insulation in the attic across two separate multi-family units, the available rebate would be \$250 based on the cap of \$125 for each of the units.

Items to submit with application: Business Savings General Application, Insulation Supplement Form, sales receipt or invoice, W-9 Tax Form, and a copy of the most recent Columbia Gas of Virginia bill. Additionally for insulation projects, before and after photos of the installed insulation measure must be submitted. Photos MUST include:

1. A measuring tape or ruler inserted to the bottom of the existing insulation showing total insulation depth in inches.
2. Clear and legible numbers on the measuring tape or ruler for independent verification of insulation depth.

3.3.4 Smart Thermostat

Measure Description: Installing a wi-fi enabled, smart thermostat that provides more user-friendly programming, wireless control options, and other advanced features such as occupancy sensors and learning capabilities will more accurately control HVAC performance and reduce energy costs.

Applicability: Both newly constructed and retrofit installations are eligible. Building must have natural gas space heating as primary heating source

Equipment Eligibility & Rebate Level: A list of approved brands and models will be listed on the WarmWise website. The rebate for smart, internet-connected thermostat is \$50 per unit. Limit of 2 smart thermostat rebates per facility or multi-family unit.

Items to submit with application: Business Savings General Application, sales receipt or invoice, W-9 Tax Form, and a copy of the most recent Columbia Gas of Virginia bill.

3.3.5 Outside Air Reset Control

Measure Description: Outside-air reset controls adjust boiler water temperatures based on outdoor air temperature. Generally, as outdoor air temperature increases, the need for heating decreases.

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Therefore, as the outdoor air temperature increases, the controller decreases the water temperature set point and this reduces natural gas usage.

Applicability: First-time retrofits for boiler outside air reset controls are eligible. Outside air reset controls installed as part of new construction projects are not eligible.

Equipment Eligibility & Rebate Level: Rebates are available for hard-wired gas boiler control installations (such as electronic thermostat linked to an outdoor air temperature sensor). The rebate for outside air reset control is \$250 per unit.

Items to submit with application: Business Savings General Application, sales receipt or invoice, W-9 Tax Form, and a copy of the most recent Columbia Gas of Virginia bill.

4 Participation Process

4.1 Participation Overview

There are two general participation paths for the Business Savings Program.

1. Customers participating in the pre-rinse spray valve measure should contact Columbia Gas of Virginia at 804-777-3077 for information regarding a voucher for a free spray valve.
2. Customers participating in all other Business Savings Program measures may apply for rebates by submitting a rebate application to Columbia Gas of Virginia’s Business Savings Program. An application form can be downloaded or completed online at the program’s website www.WarmWiseVA.com. The program participation process follows these general steps:
 - a. Qualifying equipment is purchased and installed in a CGV facility on an eligible rate class.
 - b. Participating customer completes application form(s) and submits form(s) along with all required supporting documentation.
 - c. Columbia Gas of Virginia reviews and processes rebate application
 - d. Rebate check is sent to participant upon final approval of rebate application.

4.2 Completing the Application

The Business Savings Program requires the submittal of a program application upon the completion of an eligible project. Application may be completed two ways: download hard-copy application forms from the program website, or completed through the online application process.

4.2.1 Hard-Copy Application Forms

The following hard-copy application forms are included in the Business Savings Program:

3. Business Savings General Application – all Business Savings projects (other than pre-rinse spray valve projects) must complete and sign the General Application form.
4. Insulation Supplement Form – all projects that include attic insulation measures must complete and sign the Insulation Supplement form in addition to the General Application form.
5. Authorized Agent Addendum – projects completed and/or funded by a property owner or property manager that is not the Columbia Gas of Virginia account holder may submit an Authorized Agent Addendum so that the rebate will be directed to the property owner or manager.

4.2.2 Online Applications

Participants may complete the application process through the program website, www.WarmWiseVA.com. Figure 2 shows the login page for the online application process.

Figure 2: Online Application Login Page

Residential | Business | Contractors & Plumbers | Builders

Emergencia? | Search Our FAQs | About Us | Contact Us | Login

Gas Emergency: 1-800-544-5606
Customer Service: 1-800-543-8911
Always Call 811 Before You Dig

Natural Gas Service | Billing & Payment Options | Ways to Save | Stay Safe | Community News

Learn about ways to save, help you reduce energy usage and save money on your energy bills.

WarmWise
LEARN MORE · SAVE MORE

Questions: 1-877-623-5065

Please note at this time existing users will be required to register again in the new system and any projects they created in the old system will not be available to them in the new system. Please contact us at 1-877-623-5065 to get information on your previously submitted projects.

First time applicant? Sign up here:

Account Number *: First 11 digits of Acct Number

Account Type: Residential Commercial

Last name:

Zip Code *:

Email address:

Password:

Confirm Password:

Secret Questions:

Secret Answer:

Already signed up? Login here:

Email address:

Password:

[Forgot your password?](#)

To complete the online application process, customers must register using their Columbia Gas of Virginia account number to create a WarmWise account, and then complete the appropriate application fields for the measures included in their project.

4.2.3 Required Information

The following information is required for each application submittal:

Account Information

Customers must provide the Columbia Gas of Virginia account number. This information can be found on the customer's bill – the account number is 15 digits, for example 12345678-001-0001.

Customer Information

Customers must provide the Columbia Gas of Virginia account name, the complete address for the facility site where the qualifying equipment was installed, and a phone number. The customer must also list their mailing address if it is different from the installation address. Customer rebates will be sent to the mailing address listed on the Columbia Gas of Virginia account and in the customer's name on the

account. One exception to this rule is in the case of a property where the owner is not the designated party on the Columbia Gas of Virginia account (i.e. building rented to occupants). In this circumstance, the property owner can fill out an Authorized Agent Addendum form to have the rebate sent to a different address or name. The rebate check will only be mailed to the owner of the property after appropriate documentation is provided that proves ownership of the home. Appropriate documentation may include, but is not limited to a rental contract or lease agreement or County Tax Records.

If an account number for a service location is unavailable, the customer must determine the unique identification number on the Columbia Gas of Virginia meter at facility site and consult with Columbia Gas of Virginia to look up the account information.

Building Information

This section includes basic information about the building. Complete the information on building type, size, age, space heat source, and water heat source.

Qualifying Measures

This section lists each measure that is available for the Business Savings Program. Customers must select all of the measures that they are applying for and attach the appropriate Supplemental Application Form for each measure.

Acceptance of Terms

Customers must sign and date the application. By signing, the customer certifies that all information contained on the application is accurate, that they have read all of the Terms and Conditions on the application, and that they understand Columbia Gas of Virginia may verify all information provided.

Measure Information

Customers must provide requested information on eligible measures they are applying for, such as make and model, amount installed, and efficiency characteristics. For the attic insulation measure, additional measure information is required to be completed in the Insulation Supplement Form, which must be submitted with the General Application Form.

Required Supporting Documentation

Customers must include the following supporting documents:

Paid sales receipt or invoice that clearly details ALL of the following (as shown in the sample invoice in

1. Figure 3):
 - Retailer/Contractor name, address and phone number
 - Purchase date and install date (if different)
 - Itemized detail of the equipment purchased including cost, quantity, manufacturer, and model numbers
2. Copy of the most recent Columbia Gas of Virginia bill.
3. W-9 Tax Form
4. For select measures, additional required supporting documents include:

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- Attic insulation – before and after photos of installed insulation. Photos MUST include a measuring tape or ruler inserted to the bottom of the existing insulation showing total insulation depth in inches. The numbers on the measuring tape or ruler must be clear and legible in the photos.

Contractor Tip #2

Contractors are in a unique position to assist their customers with applying for and obtaining rebates. When working with a customer on a rebate application, be sure to:

- Double check that specified equipment qualifies for the Business Savings Program,
- Supply customer with two copies of an invoice that lists the model number, # of units sold, unit cost, and vendor contact information,
- Supply customer with AHRI certificates or other equipment submittals that verify efficiency ratings,
- Assist with the WarmWise Program Manager in the inspection process to answer questions related to the installed measures when necessary.

Figure 3: Sample Invoice

INVOICE

The Space Heating Company
 123 ABC St.
 Fairfax, VA 20151
 (703) 555-5555

Invoice Date: January 4, 2016

Customer Name: John Doe
 Installation Address: 123 Cherry Ln., Richmond, VA 23836

Date of Installation	Quantity	Description	Manufacturer	Model Name/Number	Serial Number	Price
1/2/2016	1	Install new gas furnace	Acme	153.331492	153.331492-1410	\$XXXX.XX
				Subtotal		\$XXXX.XX
				TOTAL		\$XXXX.XX
				BALANCE		

4.3 Application Submittal

Customers must submit hard copies of completed applications and supporting materials to:

Columbia Gas of Virginia

WarmWise Rebates
916D West Atlantic Street #351
Emporia, VA 23847
E-mail: rebates@columbiagasva.com

Rebate applications must be submitted within 120 days from the date of purchase and installation in order to be eligible for a Business Savings rebate. Final program deadline is January 31, 2019.

Questions about filling out the application, application status, or rebate amount should be directed to Columbia Gas of Virginia at 1-877-623-5065 or email to rebates@columbiagasva.com. Customers can expect to receive their rebate check approximately 6-8 weeks after CGV receives the application.

4.4 Random Inspections

Columbia Gas of Virginia conducts random inspections to verify the accuracy and validity of Business Savings applications. Columbia Gas of Virginia reserves the right to inspect and/or install temporary monitoring equipment on any installation of qualifying equipment for up to 24 months following the installation date for program evaluation and quality control purposes.

5 APPENDIX A: Resources on the Internet

A brief listing of additional resources available on the Web is provided below.

- *Columbia Gas of Virginia* – Columbia Gas of Virginia hosts the www.WarmWiseVA.com website. The website includes information about programs for residential and business customers, as well as copies of application forms and lists of qualifying equipment.
- *Gas Appliance Manufacturer's Association (GAMA)* – GAMA is a national trade association serving the interests of manufacturers of gas, oil and electric appliances and equipment, components and related products used in residential, commercial and industrial applications. GAMA develops and delivers industry consensus positions on proposed legislation and regulations. (www.gamanet.org)
- *Consortium for Energy Efficiency (CEE)* – CEE is a non-profit organization that develops national initiatives to promote the manufacture and purchase of energy-efficient products and services. (www.cee1.org)
- *ENERGYSTAR*[®] – ENERGYSTAR is a government-backed program designed to help consumers increase their energy efficiency. Detailed information on the benefits of high-efficiency equipment and appliances is available on their website. (www.energystar.gov)

6 APPENDIX B: Terminology

Annual Fuel Utilization Efficiency (AFUE) – The annual fuel utilization efficiency is a measure of seasonal or annual efficiency of a furnace or boiler. It takes into account the cyclic on/off operation and associated energy losses of the heating unit as it responds to changes in the load, which in turn is affected by changes in weather and occupant controls.

Energy Factor (EF) – The energy factor indicates a water heater's overall efficiency based on the amount of hot water produced per unit of fuel consumed over a typical day. The energy factor accounts for recovery efficiency, standby losses, and cycling losses and must be determined by the manufacturer for certain classes and sizes of water heaters.

Modified Energy Factor (MEF) - The quotient of the cubic foot (or liter) capacity of the clothes container divided by the total clothes washer energy consumption per cycle, with such energy consumption expressed as the sum of the machine electrical energy consumption, the hot water energy consumption, and the energy required for removal of the remaining moisture in the wash load (drying energy).

Thermal Efficiency (TE) – The thermal efficiency is a ratio of the useful energy output of a device divided by the total input energy, usually expressed as a percentage between 0 and 100%.

7 APPENDIX C: Frequently Asked Questions

What is the rebate amount and how is it paid?

Rebate amounts vary depending on the measure and the equipment installed. See Table 1 for a list of qualifying equipment and rebate amounts. Rebates are paid in the form of a check following the approval of a submitted application. The rebate check will be mailed to the address on the customer account unless an Authorized Agent Addendum is attached with the rebate application.

What is a SGS1 and SGS2, SGTS1 and SGTS2, or EDS rate schedule?

Customers of Columbia Gas of Virginia pay different rates for gas, depending upon their rate schedule. SGS1, SGS2, SGTS1, SGTS2, and EDS are the commercial rate schedules that are eligible for rebates in the Business Savings Program. If you are unsure about your rate schedule, you may contact Columbia Gas of Virginia for this information.

Are customers who receive natural gas on other rate schedules or Propane Service Customers eligible?

No. Only customers where the installation address is on a SGS1, SGS2, SGTS1, SGTS2, or EDS rate schedule are eligible.

Are customers with multiple meters on different rate schedules at a single facility address eligible?

For customers with multiple meters on different rate schedules, eligibility must be determined on a measure-specific basis. Measures are eligible only if directly supplied with natural gas from a meter on a qualifying residential SGS1, SGS2, SGTS1, SGTS2, or EDS rate schedule. Please contact the WarmWise Program Manager to confirm whether measures will qualify for the program.

Are customers eligible to participate in Columbia Gas of Virginia's other energy efficiency programs and the Business Savings Program at the same time?

Yes, but not on the same piece of qualifying equipment. Applicants cannot apply for a rebate on the same measure from both Columbia Gas of Virginia and another natural gas rebate program.

What if I have further questions regarding the Home Savings Program?

Contractors should contact the WarmWise Program Manager at 1-804-777-3077. Columbia Gas of Virginia customers should contact the consumer hotline at 1-877-623-5065.

8 APPENDIX D: Columbia Gas of Virginia Service Territory Map

A map of the area served by Columbia Gas of Virginia is displayed below and can be found on the following webpage: <http://www.columbiagasva.com/Libraries/PDFs/MAP - CGV Service Areas.sflb>.

