



Efficiency Works[™]
Business



Efficiency Works Building Tune-up Performance Plus program guide

Effective January 2024

Table of contents

Program overview and eligibility.....	3
Roles and responsibilities.....	6
Incentive information	8
Performance Plus service providers.....	9
Appendix	10

Section 1

Program overview and eligibility

1.1 Program overview

HVAC systems are one of the largest energy consumers in the average commercial building. Commercial facilities can reduce energy use, lower operating costs, and improve indoor air quality by scheduling and completing regular maintenance. Annual maintenance on unitary cooling equipment can save costs in the long run; having unitary cooling equipment that works efficiently and discovering issues before they become severe problems can maintain a unit's longevity. It is highly recommended that a technician regularly inspects unitary cooling equipment. Failure to do so can lead to expensive repair costs and discomfort in the event of a breakdown of the unit. Frequent preventative maintenance through the assistance of the Efficiency Works Performance Plus program can help maximize the benefits of and optimize HVAC systems.

Performance Plus (P+) is an Efficiency Works program that partners with local service providers to improve commercial building HVAC performance in northern Colorado. The Performance Plus program is designed to take a deeper look at HVAC equipment, specifically unitary cooling equipment, and is a direct-to-service provider incentive program that rewards regularly scheduled, enhanced maintenance service.

The Efficiency Works Performance Plus program offers enhanced maintenance of HVAC equipment. Examples of required maintenance include:

- Perform two condenser-coil cleanings during cooling season, one in spring and one late summer is optimal
- Measure compressor amperages before and after cleaning
- Note dented coil fins and recommend combing to improve efficiency
- Adjust refrigerant as needed
- Inspection of fan motors for supply and return
- Optimize belt tension and pulley alignment and belt wear

A full list of maintenance requirements and details are listed below in the data collection form and RTU checklist (appendix B and C).

One of the primary objectives of the Efficiency Works portfolio is to offer eligible customers many opportunities to help manage their energy expenses. Efficiency Works Business provides incentives for many energy efficient technologies and products available in today's market. The Efficiency Works Performance Plus program uniquely builds upon the Efficiency Works portfolio of offerings by providing facilities with advanced maintenance on unitary cooling equipment and identifying opportunities for additional energy savings. Visit the Efficiency Works website for more information on additional opportunities.

1.2 Service provider eligibility and enrollment

If you are a local service provider that wants to partner with building owners and improve building efficiency and lower utility costs, becoming a listed service provider will enable you to receive rebates for improving unitary cooling system performance. Becoming a listed Performance Plus service provider has numerous benefits for your customers and your business. A few of these benefits include:

- Demonstrate the benefits of being proactive and taking advantage of available utility programs and incentives
- Upgrade existing customers or recruit new customers to sign a maintenance contract that includes two cooling season visits
- Work with Efficiency Works program teams to simplify the documentation process and receive rebates directly
- Potential referrals and project leads

The Performance Plus program is a closed network program, meaning only service providers that are trained and listed may participate to receive incentives. Eligibility requirements for service providers interested in enrolling in the P+ program include:

- Serve Estes Park, Fort Collins, Longmont, and/or Loveland
- Perform regular HVAC maintenance services
- Complete annual trainings, conducted in person or virtually, whichever is preferred
- Uphold the ethics requirements in the service provider application and agreement

Enroll to become a listed P+ service provider today by completing the following three easy steps:

1. Complete an online application. This includes:

- Uploading certificate of liability insurance with a General Aggregate minimum of \$1 million for each occurrence listing Platte River Power Authority as Additional Insured and Certificate Holder. See [example here](#)
- Uploading a signed and dated W9
- Sign the Efficiency Works service provider terms and conditions

2. Attend an Efficiency Works Performance Plus program training

1.3 Facility eligibility and program requirements



Eligible participants include existing facilities that meet the following requirements:

- The project site is a commercial electric customer of Estes Park Power and Communications, Fort Collins Utilities, Longmont Power & Communication, or Loveland Water and Power
- Existing facility has one or more unitary cooling units
- Existing facility has a maintenance contract with an Efficiency Works listed service provider

For the purposes of Efficiency Works energy efficiency programs, a participant is defined as a company or organization that is taking ownership and responsibility for the site and project and receives commercial electric service from one of the following utilities: four owner municipalities of Platte River (Town of Estes Park Power and Communications, Fort Collins Utilities, Longmont Power & Communications or Loveland Water and Power). A participant may be a holder of a single account, multiple accounts in aggregate or corporate accounts. For participants with multiple accounts, eligibility will be evaluated on a site-by-site basis depending on project scope and program budget. An organization of this type can participate in multiple

efficiency programs but will be subject to any applicable participant rebate caps. Efficiency Works retains the right to make final determination of participant eligibility.

The Performance Plus program requires two maintenance visits per year. Two site visits are required that will typically occur 90-120 days apart, based approximately on quarterly site visits with most maintenance contracts. Both site visits should be completed within 180 days of each other. Program participants must commit to a minimum of two maintenance visits per year through a maintenance contract with an Efficiency Works listed service provider.

Participants can select their preferred partner from the listed Performance Plus service providers list or may continue working with their existing HVAC maintenance contractor, if the service provider is trained on the program and becomes listed. The program team is available to support customers and service providers in the following ways:

- If a participant is interested in receiving proposals for maintenance contracts with any of the listed Efficiency Works service providers, the program team is available to facilitate and support that process.
- If a participant wants to continue working with an existing provider but that provider isn't listed with the Efficiency Works Performance Plus program, the program team is available to support that service provider's enrollment into the program to become a listed service provider. This process is further defined above in section 1.2 – Service provider eligibility and enrollment.

1.4 Application requirements

Basic requirements for application approval include:

- Submit an application with customer, facility, and equipment data in the service provider portal for review and approval. Application preapproval reserves incentive funds for that customer based on equipment quantity and tonnage. Ideally, customer information is submitted for preapproval in the first quarter of each year.
- First site visit: Complete the first site visit and submit the equipment checklist and data collection form via the service provider portal. Ideally, the first site visit is completed, and documentation is submitted in the second or third quarter of each year.
- Second site visit: Complete the second site visit and submit the RTU checklist and data collection form via the service provider portal. Ideally, the second site visit is completed, and the documentation submitted in the third or fourth quarter of each year.

Program incentive funds will be reserved for up to 45 days beyond the estimated site visit dates listed in the approved application upon pre-approval. Extension of site visit dates may be granted, pending available budgets and Efficiency Works staff approval. Extension requests shall be submitted in writing and approvals, if offered, will be provided in writing.

Section 2

Roles and responsibilities

The following information outlines the roles and responsibilities for each of the stakeholders involved in the Efficiency Works Performance Plus program.

Performance Plus stakeholders include the following 3 entities.

1. Business/Building owners or tenants and property management companies. Also referred to as customers and participants
2. HVAC contractors or companies. Referred to as service providers
3. The Efficiency Works Performance Plus program team

2.1 Building owners (customers/participants) minimum responsibilities

- Receive commercial electric service from Estes Park Power and Communication, Fort Collins Utilities, Longmont Power & Communications, or Loveland Water and Power
- Have 1 or more unitary cooling units
- Have a maintenance contract with a listed Performance Plus service provider
- Review, agree to, and sign the Performance Plus customer agreement form (appendix A)
- Provide facility access and assist service provider in acquiring and accessing equipment information

2.2 HVAC service providers minimum responsibilities

- Enroll and attend a training to become a listed Performance Plus service provider
- Follow program guidelines listed throughout this guide including completion and submission of required application documents for each site visit:
 - Service Provider will complete one checklist for each individual unitary cooling equipment per visit
 - Service Provider will complete one data collection for each individual unitary cooling equipment per visit
 - Service provider will submit site visit information and required documentation for two annual site visits using the Efficiency Works service provider portal
 - Service provider will submit an invoice detailing maintenance work completed for each site visit. Invoices must:
 - Be billed to the customer
 - Contain the site name and address
 - Include dates for each maintenance visit
 - Show the cost of each maintenance visit plus total invoice amount
 - Must include a line item deduction for the Efficiency Works rebate if the incentive payment is going to the service provider. This isn't necessary if the rebate payment is going directly to the participant (customer).
- Complete annual trainings to stay up to date on program rules and requirements

2.3 Efficiency Works Performance Plus program team minimum responsibilities

- Conduct trainings for service providers, including trainings for newly listed providers and annual refresher trainings for existing providers
- Clearly communicate program rules and requirements as well as information on any program changes/ optimizations
- Communicate timeline and process expectations through regular email, phone, and in-person check-ins
- Review and verify all submitted applications for first and second maintenance visits, including thorough reviews of required documentation
- Facilitate incentive payments once maintenance visits are complete and applications are submitted, reviewed, and approved
- Be available for assistance and questions as needed
- Obtain feedback on current program operations and ideas for program optimizations

Section 3

Incentive information

3.1 Incentives

Incentive payment can be sent to either the service provider or the participant once both maintenance visits are complete and the application is submitted and approved. It is the responsibility of the participant and service provider to work out the details of incentive payment prior to any work being performed. If a participant decides to have the incentive paid directly to the service provider, the incentive amount must be shown as a discount on the final maintenance invoice. Efficiency Works incentives are limited to 100% of the total maintenance costs per site. Maximum incentive amounts are determined based on the tonnage of the individual unit size shown in the table below. Participants who fail to comply with program requirements may be required to reimburse Efficiency Works for the full cost of any completed maintenance services incurred by the Performance Plus listed service provider.

Unit size	Incentive per ton
<7.5 tons	\$50
7.5-10 tons	\$40
>10 tons	\$35

For energy efficiency measures outside of routine maintenance that are identified during Performance Plus maintenance visits, additional incentives may be available through Efficiency Works prescriptive and/or custom incentive offerings for those projects that get installed. All measures will also need to meet Efficiency Works' rebate cap requirements. Visit the Efficiency Works website for more information on additional incentive opportunities or contact the program team for assistance.

3.2 Incentive availability

Participant applications for the Performance Plus program will be reviewed on a first-come, first-served basis. Incentive funding will be reserved for participants who submit applications with all required information to participate in Performance Plus. In the unlikely event that demand exceeds available incentive funds for a given budget year, Efficiency Works staff will coordinate with participants to identify alternative solutions. As Performance Plus applications are approved, funding associated with that application will be reserved until completion of annual maintenance, based on estimated site visit timelines.

Program incentive funds will be reserved for up to 45 days beyond the estimated site visit dates listed in the approved application upon pre-approval. Extension of site visit dates may be granted, pending available budgets and Efficiency Works staff approval. Extension requests shall be submitted in writing and approvals, if offered, will be provided in writing.

Section 4

Performance Plus service providers

Performance Plus activities and services available through the program will be delivered through listed Performance Plus service providers. An overview of Performance Plus program administration and coordination issues is presented in this section.

4.1 Performance Plus service provider selection process

Performance Plus service providers will be required to sign a participation agreement and become a part of the pool of listed individuals/firms that provide services under the program. Listed service providers are included in a database that is searchable to potential customers. Performance Plus service providers may be removed from the program at Efficiency Works' discretion. Examples of activities that will lead to removal include, but are not limited to:

- Failure to meet project timelines
- Poor quality deliverables
- False representation or marketing of the program to Efficiency Works and utility customers

4.2 Program marketing and participant communication

Performance Plus service providers play a critical role in identifying viable project opportunities and facilitating the participant application process. However, due to the fact that not all program applications will be accepted, extreme care must be taken to avoid creating false participant expectations and dissatisfaction with the process or Efficiency Works. Therefore, Performance Plus service providers are responsible for understanding the entire suite of energy efficiency program options available within the Efficiency Works portfolio and should work with Performance Plus program staff to determine which program is best suited for each participant. Efficiency Works will provide education and training to service providers on a regular basis to help meet this objective. It is the intent of Efficiency Works that participants are encouraged to participate in the program offerings with the best solutions for the participant and their facility.



**Need assistance or have questions about the program guide?
Reach out to the BTU program experts at:**

 **303.214.3216**  **ewbuildingtuneup@franklinenergy.com**  **efficiencyworks.org/business**

Appendix A: Performance Plus program Participant agreement and authorization to pay

By participating in the Performance Plus program offered by Efficiency Works, the Participant (the Business Customer) agrees to the following:

- Participant Allows their HVAC maintenance contractor, identified below, to complete an enhanced level of maintenance on their rooftop unit HVAC equipment outlined in the Performance Plus maintenance checklist listed below.
- Participant has read, understands, agrees and possess the authority to execute this participation agreement in relation to the terms and conditions listed below.
- Participant authorizes Efficiency Works to make the incentive payment to the identified party below for completing the tasks outlined in the Performance Plus program.
- Participant certifies that they have an ongoing maintenance contract with the Performance Plus Service provider listed below.

Participant agrees to the Efficiency Works Incentives and Request for Payment Terms and Conditions as outlined below.

Participant signature

Date

Participant Information

Printed name

Company name

Title

Facility address

Email

City, state and zip

Phone

Incentive recipient (alternate payment recipient): Performance Plus Service Provider

Name of Company

Mailing address

Contact person

City, state and zip

Appendix A: Performance Plus program Participant agreement and authorization to pay

Business Incentives Terms and Conditions

Participant acknowledges that the Efficiency Works program (“Program”) is a partnership between Platte River Power Authority (“Platte River”) and its owner communities of the Town of Estes Park, the City of Fort Collins, the City of Longmont and the City of Loveland (“Owner Communities”). Platte River manages the Program. By participating in the Program, you acknowledge and agree that your customer data may be shared among the Owner Communities and third-party Program implementors for a variety of purposes. Customer data may include, but is not limited to, name, address, contact information, account number, utility usage data as well as details regarding your participation in the Program or other programs and services offered by Platte River or the Owner Communities. These details may include, but are not limited to, audit results, rebate amounts, and products purchased related to participation. Purposes for which your customer data may be shared or used include, but are not limited to, determining your eligibility for the Program, Program administration, marketing, quality control, providing you with products or services you request, offering you products or services that may be of interest to you, or analyzing your utility usage. Platte River and the Owner Communities may not have control over your customer data and cannot guarantee that it will remain confidential. You acknowledge that you are the owner of the property receiving Program services, or are otherwise eligible to receive Program services, and that you are authorized to consent to the disclosure of the data as specified in this form (“Participant”).

1. To be eligible for electric incentives the project site must be an [RESIDENTIAL/COMMERCIAL] electric customer of Estes Park Power and Communications, Fort Collins Utilities, Longmont Power & Communications, or Loveland Water and Power.
2. To be eligible for water incentives, the project site must be a water customer of Fort Collins Utilities, City of Longmont, or Loveland Water and Power.
3. I have read, understand, and agree to all terms and conditions of the project application, participant eligibility, measure eligibility, and participation procedures for the program outlined in this application and in the applicable program guide.
4. The Participant hereby certifies that this project has been completed to his or her satisfaction, and that this application accurately portrays the project. In particular, the equipment is operational; the application accurately describes the existing and new equipment; all equipment quantities are correct; and the attached invoices accurately reflect the project costs.
5. Participant acknowledges that program procedures, requirements and incentive levels are subject to change or cancellation without notice.
6. Incentive values are based on a combination of projected energy impacts or wattage reduction, estimated product costs, necessary values to encourage market participation and estimated installation costs of the upgrades.
7. Upon reasonable request, Platte River or Owner Communities’ representatives will be allowed access to the site listed in the application to verify equipment installation, characteristics, quantities, and/or performance.
8. The participant understands that Platte River or its Owner Communities cannot pay more than 100% of the project cost for qualified measures.
9. Participant shall reimburse Platte River a pro-rated portion of the incentive should Platte River find, in its sole discretion, that the project has been altered in such a way that its energy savings are reduced. Pro-rating shall be done based on the reduction in energy savings and the incentive rates originally used to determine the incentive. This reimbursement obligation shall remain in effect for two years following

Appendix A: Performance Plus program Participant agreement and authorization to pay

the date of the request for payment. If the Participant feels that the project scope needs to be changed in order to maintain adequate system performance, such changes should be made and included in an updated application before submitting the request for payment.

10. Platte River and its Owner Communities reserve the right to claim and own any environmental attribute credits (“Credits”) resulting from the contractors’ projects receiving a benefit or cash incentive from Platte River and/or its Owner Municipalities. Credits include any credits, credit certificates, efficiency credits, white tags, carbon or greenhouse gas credits, offsets, or allowances, and environmental air quality credits, offsets, allowances. Credits do not include any state tax credits, investment tax credits, and any other tax credits or tax benefits that are or will be generated by or related to the project.
11. For the avoidance of doubt, you agree that Platte River does not provide any guarantee or warranty with respect to the products or services, including, without limitation, any guarantee or warranty that the products or services will result in impacts to energy usage or cost implications. Platte River makes no warranties for materials provided by or work performed by Participant’s contractors, vendors, consultants, or Participant’s own employees. Platte River is not responsible for errors in or misrepresentations of the incentive amount by contractors, consultants, or vendors.
12. Participant is responsible for securing any permits for work funded through this program as required by local codes. Participant shall comply with all applicable federal, state, and local regulations, ordinances, and statutes.
13. Participant agrees to ensure that potentially hazardous or regulated wastes (e.g., PCB-containing ballasts, fluorescent lamps, high-intensity discharge lamps, refrigerants, batteries, etc.) are handled and disposed of in compliance with applicable federal, state, and local laws and regulations.
14. In consideration of receiving the incentives stated herein, Participant shall indemnify, protect, defend, and hold harmless, Platte River, its board members, directors, officers, employees, partners, principals, contractors, agents, and representatives, from and against any and all claims, costs, damages, demands, expenses, fines, judgments, liabilities, losses, penalties, and remedial actions of any kind, including but not limited to, reasonable attorneys’ fees and the costs of defense arising, directly or indirectly, in whole or in part, out of Participant participation in the Program, the performance of the measures, or the provision of assistance and incentives by Platte River related to the Program.
15. Incentive funds will be reserved for no more than 45 days beyond the estimated completion date listed in this application and no more than 45 days beyond building occupancy for new construction/major renovation projects Participant shall notify Platte River immediately if completion of the project is expected to be delayed beyond this time. Platte River will seek to provide funds for projects that are delayed, provided such funds are available, but is under no obligation to do so.
16. Participant shall require that all parties, contractors, or subcontractors implementing the proposals and/or installing the measures that are the subject to this Agreement maintain comprehensive general liability insurance in amounts not less than \$500,000 each person / \$1,000,000 each occurrence for bodily injury, and \$500,000 each occurrence / \$1,000,000 in aggregate for property damage. If the Participant is implementing the proposals and / or installing the measures, the Participant shall maintain insurance in the amounts specified herein.
17. Participant acknowledges that neither Platte River or its consultants are responsible for the calculation, collection, or distribution of any tax credits, tax deductions, or third-party rebates that you may be eligible to receive for energy efficiency or renewable energy measures, and that neither Consultant nor Platte River can or have given any advice regarding Federal or state tax consequences.
18. Participant agrees to receive future correspondence via information listed in this application regarding Program offerings.

Appendix A: Performance Plus program Participant agreement and authorization to pay

19. Platte River and/or its representatives may include a description of this project, including the nature and extent of Participant's participation and other project details in its case studies, brochures, press release, its web site advertisements and other marketing materials presented to the public.
20. These Terms and Conditions, any Program manuals and any other application forms submitted by the Participant constitute the entire agreement between the parties concerning the subject matter hereof. No prior representation, promises, statement, warranties, understandings, or agreements concerning the subject matter hereof shall modify or effect these Terms and Conditions.

Additional acknowledgements applicable only to participants of the Business and Multifamily program:

21. Payments provided by utilities (including Platte River) to Participants for the purchase or installation of upgrade measures may in some circumstances be considered as (partially) taxable income by the IRS. Participants or their assigns receiving incentive payments totaling \$600 or more during a program year and who are not organized as a corporation will receive a 1099-MISC from Platte River in January or February of the subsequent year. Participant, or alternate payment recipient, may wish to consult a tax advisor on this matter.
22. Incentive values are based on a combination of projected energy impacts or wattage reduction, estimated product costs, necessary values to encourage market participation and estimated installation costs of the upgrades, which may be found by Platte River, in its sole discretion, to be different from the values shown in the application. If this occurs, Platte River will provide notification of the difference and give the Participant, contractor, or vendor the opportunity to ask for a review of the findings or to remedy the discrepancy before adjusting the incentive.
23. For projects that required pre-approval before installation, small changes in the project scope are expected and do not require any action until the project is completed. However, if anything changes that will significantly affect the total incentive amount (more than 10%), you should contact Platte River for an updated approval if budgets are available. Incentive amounts will not be increased simply because the cost of materials or labor has increased, when existing fixtures were found to have higher wattage or new fixtures were determined to have lower wattage than listed in the approved application, unless such changes also result in changes in the project scope and/or cost (e.g., PCB ballast recycling costs, more fixtures retrofitted or replaced, etc.). If you are unsure how changes in your project might affect your incentive, contact Platte River for assistance.

Appendix B: Performance Plus data collection form

Service provider name		Business name	
Site address		1st site visit date	2nd site visit date

Effective January 1, 2024 until further notice

General information

Instructions: Fill out participant, business and site information for Performance Plus maintenance service. Certify that all maintenance was performed and complete the rebate summary.

Participant information

Property owner/manager name _____

Contact name, if different than above _____

Phone number of contact _____

Email address of contact _____

Business information

Business name _____

Business type _____

Operating hours (weekly) _____

Customer electric utility: Fort Collins Loveland Longmont Estes Park

Electric utility account number (if known) _____

Site information

Site address _____

Site city _____ Site zip _____

First visit date _____ Date of scheduled follow-up _____

Technician information

I certify that all items on the Performance Plus maintenance checklist have been completed

Performance Plus technician name _____

Performance Plus technician signature _____

Appendix B: Performance Plus data collection form

Service provider name				Business name			
Site address					1st site visit date		2nd site visit date

Effective January 1, 2024 until further notice

Rooftop unit data sheet

Instructions: For each rooftop unit serviced, fill in the required information below. Add notes in the box below to provide additional information on the rooftop unit maintenance record. Individual data collection forms and RTU checklists must be completed and submitted for each rooftop unit serviced.

Rooftop unit maintenance record

Unit ID: _____ **Cooling capacity (Tons):** _____

Air filter condition: Good Fair Poor **Condenser coil condition:** Good Fair Poor

Notes: _____

Economizer functionality: Good Fair Poor No economizer

Notes: _____

Compressors	Volts (rated)	Amps (rated)	Amps (before coil cleaning)	Amps (after coil cleaning)
Compressor 1				
Compressor 2				
Compressor 3				
Compressor 4				

Cooling setpoint	Before	After
Occupied (°F)		
Unoccupied (°F)		

Refrigerant	Rated	Before	After
Superheat (°F)			
Subcool (°F)			

Occupied hours (hours per week): Before _____ After _____

Additional notes (e.g. sensor replacement, recommended upgrades)

Appendix C: Performance Plus RTU Checklist

Service provider name		Business name	
Site address			
Unit designation		Cooling capacity	

Effective January 1, 2024 until further notice

Maintenance checklist

Instructions: All maintenance items are required to be performed.

Economizers (if installed)

- Clean and wash economizer/outside air filters to ensure good airflow and economizer effectiveness.
- Check and adjust economizer temperature setting to up to 73°F OA dry-bulb as appropriate for the building.
- Replace sensors with large dead bands
 - Example: Honeywell C7400 enthalpy and C7650 dry-bulb sensors w/ C7660 dry-bulb sensors
- Check and adjust/repair/replace damper seal, linkage, and actuator as needed.
- Recommend cooling upgrades to building owner or tenant as applicable. See Efficiency Works website for list of available rebates for cooling upgrades: <https://efficiencyworks.org/business/rebates/>

Fan motors – supply and return

- Check and adjust fan belt tension and alignment and adjustable sheaves setup (belt tension, pulley and belt wear, alignment). Consider changing pulley from adjustable once pitch diameter is set.

Condensers and refrigerant

- Measure and record ‘BEFORE coil cleaning’ compressor amperages.
- Clean and wash the condenser coil with water. The flow of water should be from the inside to the outside of the coil.
 - Cleaning should be completed twice during each cooling season between mid-May and mid-September.
- Comb flattened/dented condenser coil fins to straighten to improve efficiency of the unit. Note initial percentage dented area.
- Compare measured refrigerant superheat and subcool temperatures to manufacturers acceptable range and adjust refrigerant as needed.
- Measure and record ‘AFTER coil cleaning’ compressor amperages once condenser coil is dry.

Thermostat check

- Review thermostat settings and compare to business operating hours (per week). Recommend changes and reprogram as appropriate.
- Verify thermostat cooling stages match equipment – single-stage RTU with economizer should have a 2-stage cooling thermostat.

Need help? For more information or help filling out the application, call 303-214-3216 or email ewbuildingtuneup@franklinenergy.com