



Frequently Asked Questions

What is the NYSEG/RG&E Small Business Direct Install Program?

Qualifying NYSEG and RG&E small business customers are eligible to receive a **free energy assessment** of their business that will identify the greatest opportunities for energy savings. Upon completion of the energy assessment, customers will receive a report detailing opportunities for energy efficiency improvements. The energy assessment will focus primarily on lighting improvements, specifically energy conservation measures with the greatest savings opportunities at the lowest cost. Refrigeration measures have been added for customers with walk-in coolers in their business.

The proposed measures will qualify for subsidized installation – NYSEG or RG&E (whichever utility provides the customer's electricity service) will cover up to 70% of the installation costs, with the customer responsible for the remaining 30%. Financing options may be available to qualified customers.

Participation in this program provides customers with economic benefits and environmental benefits for the local community.

Who qualifies for this program?

This program is open to small business customers with NYSEG or RG&E electricity service that have electricity demand of less than an average of 110 kilowatts (kW) per month.

How do I determine whether I qualify or not?

Eligible NYSEG customers include:

- All NYSEG Service Class 6 general service customers;
- All NYSEG Service Class 9 general service customers;
- NYSEG Service Class 2 general service customers with demand metering (some customers in this class have electricity demand of more than an average of 110 kW per month and will not qualify);
- NYSEG Service Class 3P primary service customers (some customers in this class have electricity demand of more than an average of 110 kW per month and will not qualify).

If you are unsure of your service rate, please look above the table on page 3 of your bill. The service class is indicated in the electricity rate line and can be found by looking at the last two digits of the number on this line. For example, if your bill reads "Electricity Rate: **12002** NYSEG Supply Service" you are in Service Class **2**. (If you are in Service Class 2 or 3P you will need to check that your billed electricity demand does not exceed an average of 110 kW per month.)

Eligible RG&E customers include:

- All RG&E Service Class 2 general service, small use customers;
- RG&E Service Class 7 general service customers (some customers in this class have electricity demand of more than an average of 110 kW per month and will not qualify);
- RG&E Service Class 9 general service time-of-use customers (some customers in this class have electricity demand of more than an average of 110 kW per month and will not qualify).

If you are unsure of your service rate, please look above the table on page 3 of your bill. The service class is indicated in the electricity service line and can be found by looking for a number preceding the letters "SC." For example, if your bill reads "Electricity Service – PSC19 **SC2** – Commercial" you are in Service Class **2**. (If you are in Service Class 7 you will need to check that your electricity demand does not exceed an average of 110 kW per month.)

NYSEG and RG&E customers can also check their eligibility by entering their account number or business name and address into the online eligibility database at <http://www.nyseg.com/UsageAndSafety/usingenergywisely/eeps/smallbusenroll.html> or <http://www.rge.com/UsageAndSafety/usingenergywisely/eeps/smallbusenroll.html>, or by speaking with a program representative at the NYSEG/ RG&E Energy Efficiency Hot Line at **1.800.995.9525**, or by calling Lime Energy, our implementation contractor, at **1.877.359.9814**.

How do I participate?

Interested businesses can enroll in the program at <http://www.nyseg.com/UsageAndSafety/usingenergywisely/eeps/smallbusenroll.html> or <http://www.rge.com/UsageAndSafety/usingenergywisely/eeps/smallbusenroll.html>, or by contacting a program representative at **1.877.359.9814**. Once you are enrolled to participate, an energy service representative will contact you in the next few weeks to schedule your free energy assessment.

Who will do the assessment and installation?

The Small Business Direct Install Program is being administered by Lime Energy, an implementation contractor hired by NYSEG and RG&E. Lime Energy's Energy Service Representatives (ESR's) have badges identifying them as NYSEG and RG&E contractors.

What will the installation entail?

The installation of lighting upgrades typically takes less than one day, but may vary based on the size of the location and the number of fixtures being upgraded. Installers will contact each customer to schedule a convenient time for installation. It is important that customers allow the installers adequate access to all areas of the site or they will not be able to complete their work. While our installers will take the greatest care to ensure that customers are not inconvenienced by the installation, some areas may be temporarily unavailable during the time of installation. Communication with the installation crew is paramount to ensuring minimal disruptions.

Can I keep my old lamps and ballasts?

No. The lamps that the installers will remove from your site will no longer be compatible with your new equipment and must be removed. In addition, since the program's intent is to save electricity and reduce costs, removal of inefficient equipment from future use is necessary to the program's success.

What will I need to do to maintain my new lighting technology?

Energy efficient lamps used in the program, such as T8 linear fluorescent lamps, LED lamps and compact fluorescent lamps (CFLs), can be found at most hardware stores and electrical supply stores. Although some of these lamps may cost more, they have a significantly longer life, and the savings over the life of each lamp justify the increased cost of replacement.

What happens if a light goes out?

Lime Energy warranties all installations to be free from workmanship errors for one year after the measures have been installed. If a failure occurs for any reason during this period, they will come back to your site and service the malfunctioning fixtures at no cost. If a malfunction occurs after one year has elapsed, all products installed have manufacturer warranties and this information is provided to customers upon completion of the installation.

How do I pay for my portion of the energy efficiency measures?

Customers are responsible for a 30% co-payment of all installed measures. The energy services representative who performs your **free energy assessment** will charge your credit card upon acceptance of the work to be performed. At this time, a 50% deposit of the 30% co-pay amount will be charged to the card and the remaining portion will be charged upon completion of the installation and customer acceptance. Financing options are also available to qualified customers.