



Xcel Energy Small Business Lighting Program Customer FAQ

The Small Business Lighting program provides qualifying customers with implementation support throughout a lighting retrofit project. In addition, qualifying customers can receive a free comprehensive energy audit through the Energy Analysis program.

Are the services provided through the Small Business Lighting and Energy Analysis program FREE?

All implementation support is free.

Energy audits are free for customers with a building size under 50,000 square feet starting January 1, 2019.

What are my NEXT STEPS toward a lighting retrofit?

Contact us to schedule a no-obligation, free, energy audit, and a program representative will:

- Provide a comprehensive energy audit of your facility/business identifying various energy saving opportunities
- Discuss energy-saving recommendations identified in your audit report
- Help review the Xcel Energy Small Business Lighting rebate application for program rules and details
- Facilitate interaction with lighting contractors to help you obtain bid(s)
- Evaluate your payback timeframe and help you determine financial feasibility of the project
- Review/confirm proposed equipment and determine whether your project qualifies for prescriptive and/or custom rebates
- Assist throughout the program process for both prescriptive and custom projects

When do I apply for a rebate?

There are two distinct rebate categories: prescriptive and custom. Prescriptive rebates fall into a list of common retrofit measures and have exact "prescribed" (one-for-one) rebate amounts. Custom rebates are available for measures not listed on the prescriptive application. The actual amount of the custom rebate you may be eligible for (up to \$500/ peak kilowatt saved plus \$100/kW when non-peak savings exceed peak savings.) will be determined at the time you submit paperwork for preapproval.



Prescriptive rebates

- | | |
|---|---|
| 1 | Install qualifying equipment |
| 2 | Apply for prescriptive rebate by submitting lighting retrofit rebate application and supporting documentation |
| 3 | Await rebate processing and payment |

Custom rebates

- | | |
|---|--|
| 4 | Obtain bid from lighting contractor |
| 5 | Apply for custom rebate by submitting custom efficiency application for preapprovals |
| 6 | Wait for Xcel Energy's approval letter including rebate amount (typically five to 10 days) |
| 7 | Install project as proposed by contractor |
| 8 | Verify project completion, await rebate processing and payment |

How and when will I get my rebate?

Your rebate will be paid in the form of a check, not a utility bill credit. Once you submit a complete, accurate rebate application with all necessary supporting documentation, please allow eight weeks for your rebate check to be mailed.

Can I work with my own contractor?**Or can I have in-house staff complete the project?**

Yes and yes. You have the choice to use in-house staff or your own contractor to complete a lighting retrofit. Your energy advisor will work with your staff or any contractor to assist you in implementing an energy-saving lighting retrofit.

How do I dispose of materials?

Most contractors will charge a recycling and disposal fee to remove old equipment. All materials must be disposed of properly; however, you are required to keep one example of each fixture removed for at least 90 days after receiving rebate payment, in the event of a post-project inspection, as detailed on the rebate application.

Other questions?

For more information about the Small Business Lighting program, call **877.287.2250**, email **XcelSBL@clearesult.com** or visit **xcelenergy.com/LightingEfficiency**.