

**FirstEnergy's Ohio
Commercial Lighting Program
FAQs
May 31, 2023**

- 1. What is the objective of FirstEnergy's Ohio Commercial Lighting Program?**
This program provides incentives to encourage participants to install high-efficiency lighting equipment and controls for retrofit/renovation or existing and new construction projects.
- 2. When does FirstEnergy's Ohio Commercial Lighting Program start and end?**
The program starts on June 1, 2023, and is scheduled to continue until May 31, 2024, or until funds run out, whichever happens first. Projects must be completed by April 30, 2024.
- 3. Who is eligible to participate in FirstEnergy's Ohio Commercial Lighting Program?**
The program is offered to existing facilities and new construction projects of commercial, industrial, governmental, and institutional customers who currently have active account(s) with either Ohio Edison, The Illuminating Company or Toledo Edison and Program Allies who service these areas.
- 4. What lighting measures and incentives are available for incentives in the program?**
Lighting incentives are available for both existing facilities and new construction projects and the portions of building addition projects that increase a facility's footprint. Only new lighting equipment is eligible for incentives and incentives are limited to the total equipment cost.

Lighting incentives are available for the following measures:

- Lighting – Custom
- Lighting Controls
- LED Linear
- LED Fixture External
- LED Fixture Internal
- LED Lamps
- Lighting – Other (See program for details)
- Lighting – Custom (See program for details)
- LED Reach in Refrigeration / Freezer Lights

Additional Prescriptive Rebate will also be available for Exit Signs. The incentives vary per measure. Solid State Lighting/LED equipment must be ENERGY STAR® rated (www.energystar.gov) or listed by the Design Lights Consortium (DLC) (www.designlights.org) to be eligible for incentives.

- 5. Under what circumstances do I need to get pre-approval to be eligible to receive incentives?**
Applications received by the program require pre-approval before the purchase and installation of materials.

6. How do customers and Program Allies apply for incentives?

Complete the program application through the FirstEnergy [secure online portal](#) and attach supporting documentation required to verify equipment energy use.

Secure online portal: <https://cr101.secure.force.com/energysaveoh>

Required documents include:

- a. Your most recent utility bill.
- b. Fill and sign the application form through our [secure online portal](#), listing the quantities of qualifying equipment included in your project.
- c. A copy of IRS form W-9 from the last 24 months, for incentive payee.
- d. Completed Letter of Attestation (LOA).
- e. Completed Commercial Lighting calculator.
- f. Manufacturers' specification (cut) sheets for each installed item to verify that the equipment is eligible. Circle or highlight the relevant information on the specification (cut) sheet.

After all documents are uploaded and the application has been filled, submit a complete application package to the program for review and approval. Incomplete applications will not be considered.

7. Does the equipment need to be paid for in full by a specific date?

The project does not need to be paid in full by a specific date, however, an itemized invoice is required (equipment models with detailed cost and labor cost), and the invoice needs to be dated after the Offer Acceptance Date.

8. Can I send my application to a specific program representative, rather than through the website, fax or email?

No, applications cannot be submitted to an individual program representative. All Program participants are encouraged to apply through the FirstEnergy [secure online portal](#). Some required documents contain Personal Identification Information (PII), which are sensitive.

9. What is the anticipated turnaround time for application pre-approval?

Pre-approval can be expected in 14 business days from the date that the project is submitted in good order. Applications are acknowledged upon receipt with an email response. Once the application is pre-approved, the applicant will be notified, program funds will be reserved for application and applicant may purchase and install energy efficient equipment. If program review determines the application is incomplete or additional information is needed, the applicant will be notified.

10. What do I do once the project is completed?

Once the project is completed, review your approved application for any changes to the project that occurred during installation and make the needed corrections. Resubmit the updated application, along with a dated proof of purchase, to the program for payment at energysaveOH@CLEAResult.com.

- 11. Will the incentive be paid to the contractor or the customer?**
Payment will be made to the participant listed on the application, unless you elect to assign the program incentive to a third party, which to do so, you will have to complete completing the Dual Incentive Payment Form found in the Offer Acceptance Letter

- 12. What is the expected time frame for receiving an incentive check after the project is completed?**
Applications and supporting technical documentation will be reviewed by program staff, and an on-site inspection to verify the installation may be conducted. Upon receipt and verification of all required documentation, the incentive check will be processed and mailed to the applicant or to an authorized representative within 45 business days.

- 13. How do I submit an application if my project is anticipated to take many months (or multiple phases) to complete?**
For large, multi-phase projects, you can submit an application for each phase of the project. All incentives are issued on a first-come, first-served basis. The project pre-approval letter defines terms for incentive payment and a commitment expiration date unless an extension is granted by the program administrator.

- 14. What if different equipment was substituted after pre-approval?**
Project scope often changes during installation. If changes occur after pre-approval, the installed equipment will be incentivized if it meets program requirements. If the installed equipment does not meet the program requirements, no incentive will be paid. Final incentive payment will be based on the "as-built" documentation provided with the final application. If your project scope increases during construction, your incentive may increase if funding is available. There is no guarantee of additional funds for projects that increase in size after pre-approval. We encourage you to contact us as early in the process as possible to see if any modifications are eligible for incentives. You may contact us at energysaveOH@CLEAResult.com.

- 15. Can a single account number have multiple applications?**
Yes, there is no limit to the number of applications for an individual account.

- 16. Where can I find my FirstEnergy utility account number?**
The account number is located near the top left side on your utility bill. The account number will have either 12 digits or 14 digits.

- 17. Do churches qualify for the incentive program?**
Yes, the program is open to all commercial, industrial, not-for-profit and governmental customers of FirstEnergy Ohio's electric companies.

- 18. If my building is mixed-use, can I still qualify for the incentives?**
Program eligibility for mixed-use buildings depends on the type of meter serving the facility. For instance, if a multifamily building with a first-floor commercial retail space has a commercial meter, then that retail space as well as the building's common areas would be eligible for program incentives.

19. **Is there a limit on the number of incentives we can receive for a project?**
Incentives are capped at the total lighting equipment cost.
20. **Can I get an incentive for equipment that is fueled by natural gas?**
No, incentives are for electricity savings only.
21. **I receive a bill from FirstEnergy, but I receive my electric generation from a different electricity supplier. Do I still qualify for incentives?**
Yes.
22. **My company submitted the paperwork to become a new Program Ally, and I have an application to submit. Do I need to wait until I become an ally to submit an application?**
No, you may submit an application before you become an ally.
23. **My company is interested in learning about FirstEnergy programs. How can I be notified about program launches, new incentive offerings, application forms, etc.?**
Please send your company information to energysaveOH@CLEARresult.com and indicate that you would like to be added to our mailing list to receive program updates. Visit our website at energysaveOH-bizsolutions.com for more information. Upon receiving your information, one of our outreach representatives will contact you directly.
24. **What if my project is chosen for an on-site inspection? What will this include?**
A random sample of project sites will be surveyed by program staff to verify pre- and/or post-installation conditions, or to verify documentation prior to an incentive payment. Any equipment on the final application form that qualifies for an incentive payment may be subject to on-site inspection. Typically, these site visits include visual inspection of the qualifying equipment, including lighting fixture counts and confirmation of nameplate data, etc. As described in the program terms and conditions, the participant is asked to provide reasonable access to the facility, the qualifying equipment, and related documentation and data. Every effort will be made by the program staff to schedule inspections at a mutually convenient time to avoid delaying incentive processing.
25. **Can I receive incentives if I receive money through other avenues like government grants or other utility programs?**
Yes, FirstEnergy's Ohio electric companies' customers can still receive incentives even if their projects were funded by a grant source or other utility programs.
26. **Are there tax implications associated with receipt of program incentives?**
Consult your tax advisor. Incentives received by the participant may be taxable at the federal, state, or local level. Participants are responsible for declaring and paying any taxes.
27. **Who can customers or Program Allies reach out to for questions or more information?**
Contact the program team **by email at energysaveOH@CLEARresult.com or phone at 888-798-2002**, Monday-Friday, from 8:00 a.m. to 5:00 p.m. ET. You can also access the program website energysaveOH-bizsolutions.com for additional information.