

## Direct Install

### Frequently Asked Questions

#### Program ramp down as of May 1, 2011:

1. **If DI is not scheduled to be in my area, can I still receive program services?** If we are not currently scheduled for your area, we are unable to provide services at this time. Please check the Website periodically to see if additional cities have been added.
2. **I see that a business in a neighboring city is receiving the Direct Install program services. Why are you not visiting my area?** Direct Install is currently ramping down due to exhaustion of program funding. Only a few remaining cities are being completed this year. If we are not currently scheduled for your area, we are unable to provide services at this time. Please check the Website periodically to see if additional cities have been added.
3. **As of which date are customers being placed on a waiting list vs. approval list, if found eligible for Direct Install services?** We are not creating a "wait list" for customers at this time.
4. **What is the timeframe of funding availability? Although no additional funding is guaranteed,** additional funding is anticipated to be available in July 2011 for a limited number of cities.
5. **Will services still be provided for the businesses that have had the energy assessment and are only waiting for installation?** Yes, as long as funding is available.
6. **Are customers still covered under warranty since funding is no longer available?** Yes. The contractor's warranty begins from the date the installation was completed.
7. **What is the cost?** You do not need to purchase anything to participate. Simply be willing to have your less-efficient equipment replaced with more energy-efficient products — free of charge. There are no charges for materials or labor to participate in the Direct Install Program. If you are approached by phone or in-person for any type of payment, please contact us at (800) 736-4777.
8. **Who pays for the program?** The Direct Install program is funded by California utility ratepayers and is administered by Southern California Edison under the auspices of the California Public Utilities Commission.

9. **How do I know if I qualify?** Subject to available funding, the Direct Install program is available to qualified businesses using less than 100kW monthly. Corporately-owned national franchises are not eligible.
10. **How do I know I can trust the contractors?** The Direct Install contractors are under contract with SCE. They only become SCE contractors after undergoing a rigorous selection process. Installed equipment is warranted by the manufacturer for one year and the contractor warranties their work for a minimum of one year.
11. **What impact will the installation process have on my customers or employees?** Installation of recommended energy-efficient equipment will have minimal, if any, impact on your customers or employees. The installation process will take less than two hours and your business can remain open.
12. **Do I get to choose the equipment?** Our approved contractor will take 5–10 minutes to complete the energy assessment and make recommendations to improve the energy efficiency of your business. You may choose from the recommendations provided. Once selected, the contractor will ask you to sign an Authorization Form and schedule an appointment for a convenient time to install the equipment.
13. **How long after I sign up for the program and receive my initial audit will I receive product installation?** Installation can take up to 90 days after the program sign up and initial audit. In addition, if multiple measures/products are to be installed (i.e. programmable thermostat, window film, and lighting) you could be visited by multiple contractors during that period of time.