



Special Edition: April 7, 2011

The Contractor Connection E-Newsletter

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Reminder

If you have a project inquiry, call the Energy Efficiency Call Center Operation (EECCO) at 1-800-736-4777, or send an email to IDSMQuestions@sce.com.

Solutions Directory

The Solutions Directory has been updated and is now available on www.sce.com/solutions. Click [here](#) and download your copy today.

Updates to What's New

The What's New section of the Online Application Tool's home page has been updated. Visit www.sceonlineapp.com.

E-Newsletter Archive

Missed or misplaced an E-Newsletter? Not to worry. Click [here](#) to find an archive of previously released editions.

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This **special edition** of the Contractor Connection E-Newsletter brings you updates on last month's Contractor Informational Session & Fair, the Authorized Agent Participation Guidelines and Enrollment Form, the new Tier II process for Customized Solutions projects, and more.

Last Month's Contractor Informational Session & Fair - Thank You

Thank you for making March's contractor event a huge success. By now, you should have received an email providing the presentation used during the Informational Session. Click [here](#) to access it. You'll find information on:

- 2010 Results,
- Express Solutions & Customized Solutions,
- On-Bill Financing,
- Authorized Agent Agreement,
- And more.

Authorized Agent Participation Guidelines and Enrollment Form (Agreement)

As mentioned at the event, we are working towards implementing a new Authorized Agent policy. This policy will require all Authorized Agents to complete, sign and abide by guidelines outlined in the Authorized Agent Participation Guidelines and Enrollment Form (Agreement) **prior** to soliciting a business customer's participation in SCE's Energy Management Solutions.

We will continue to share information with you this summer via The Contractor Connection E-Newsletter as we move closer to implementation.

A Revisit: New Tier II Process for Customized Solutions Projects

As mentioned in the [March e-newsletter](#), we have recently implemented a new internal process called "Tier II." Tier II decreases the number of incomplete applications by ensuring project calculations are complete and accurate prior to an application's submission. No new action is required of Authorized Agents; we simply want you to be aware that depending on the complexity of your customer's project, you may or may not be exposed to this new process.

Tier II is designed for large or more complex projects and must involve an SCE Business Customer Division (BCD) Account Representative. By engaging an Account Representative, potential project issues can be avoided which allows for a smooth application process. Those complex projects that do not involve an Account Representative will follow the general Customized application process flow, also known as "Tier I." The major differences that exist between both processes are who initiates the process and when the application is submitted.

For high-level process flows of both Tier I and Tier II, see slides 42-43 in the [Contractor Informational Session presentation](#).

At this time, only a small percentage of the applications we receive from Authorized Agents are for Customized Solutions. We hope that by implementing improvement processes such as Tier II, you will encourage your customers to consider customized energy efficiency projects in the future.

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