



Customer Advanced Technologies ***...Frequently Asked Questions***

Q. What is the Customer Advanced Technologies program?

A. SMUD's Customer Advanced Technologies (C.A.T.) is a research and development (R & D) program designed to encourage customers to use and evaluate new or underutilized technologies. Unlike many R & D programs, research is accomplished through implementing real-world demonstration projects (instead of laboratory testing). CAT provides funding for customers in exchange for a two or three year monitoring agreement. Completed demonstration projects include lighting technologies, light emitting diodes (LEDs), residential building shell construction, geothermal heat pumps, evaporative cooling, non-chemical water treatment and a wide variety of other technologies.

For more information, or to download technology evaluation reports, please visit: www.smud.org/education/cat/index.html

Q. What is the first step?

A. The customer, vendor or SMUD Account Representative contacts the Project Manager to discuss the technology and proposed demonstration project. If the project meets the eligibility criteria, the Project Manager sends a participation and monitoring agreement to the customer for review and signature.

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Q. What criteria are used to determine eligibility?

A. SMUD's Project Manager is responsible for determining if a technology meets the program criteria. Eligibility criteria includes:

- Must be a new technology or a new application for an existing technology. Must not be a 'failed retread' from the past with a new name.
- Technology has not already been evaluated by SMUD.
- Technology has the potential to provide energy savings, electrical demand savings, peak demand shifting, environmental, health, safety or financial benefits to SMUD's Ratepayer-Owners.
- Vendor is well established and is willing and able to fully warranty the product for at least one year.
- Technology could be applicable to a broad market sector.
- Funding is still available for the current program year.
- Customer is willing to sign the participation and monitoring agreement.
- Technology/project is consistent with SMUD's current standards and goals.

Q. Is the CAT program just for commercial customers?

A. No. In fact, historically speaking, more than half of all demonstration projects have been with residential customers.

Q. Does the technology have to save energy?

A. Not necessarily. However, the technology must have the potential to provide energy savings, electrical demand savings, environmental, safety, health or financial benefits to SMUD's Ratepayer-Owners.

Q. How much of a rebate could I qualify for?

A. Although the Customer Advanced Technologies program provides funding for eligible demonstration projects, it is not a rebate program. Participants are required to sign a two or three year participation and monitoring agreement. Funding is provided on a first-come-first-served basis and is subject to approval by the Project Manager.

The amount of funding will vary from project to project. Determining factors include the technology type, potential benefits, cost of the project, and the availability of program funding. Funding is usually limited to a maximum of 50% of the project cost. Most project funding grants range from \$100 to \$25,000.

Q. Does SMUD's CAT program endorse particular products or companies?

A. No. The program is designed to promote *technologies*- not products. However, some technologies may be offered by only one company (example: Coolerado Cooler).

Q. How does the program work?

A. The program consists of the following steps:

- Customer or vendor contacts the Project Manager to discuss the technology and the proposed demonstration project.
- If the project meets the eligibility criteria, the Project Manager sends a participation & monitoring agreement to the customer for review and signature.
- Customer signs two copies of the agreement and mails them to SMUD.
- SMUD signs the agreements and mails one copy to the customer.
- Pre-monitoring is conducted (if necessary).
- Customer completes the project and sends a "Notice of Completion & Payment Request" form along with all relevant invoices and receipts to the Project Manager.
- Project Manager completes an inspection.
- SMUD pays customer (usually within two weeks).
- Project Manager selects certain (but not all) projects for end-use monitoring and evaluation.
- Project Manager completes a technology evaluation report and posts it to the C.A.T. program website: <http://www.smud.org/education/cat/index.html> Some projects are featured in the reports as 'showcase projects.'

More questions? Please contact Dave Bisbee at dbisbee@smud.org