

Small Business Provider Frequently Asked Questions

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Project Eligibility

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- Is a customer eligible that has already retrofitted their facility in the past with a more efficient, higher lumen per watt LED, i.e., 18-Watt LED 2000 lumens to 12-Watt LED 2040 lumen?
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- What are “standard prices”?
- Will “standard prices” be distributed to SBS Providers?
- Can you replace (1) 8-ft fixture with (2) 4-ft fixtures?
- Does a Permanent Fixture Removal incentive exist in SBS?

Customer Eligibility

Q: Is eligibility based on annual kW usage?

A: No. It is based on monthly kW usage.

Q: Is the eligibility 250 kW per month for every month or is it a monthly average?

A: To be eligible, customers must use 250 kW or less in each of the 12 months prior to participation. Some customers may be need to be evaluated on a case-by-case basis.

Q: What is needed to check customer eligibility?

A: The customer's account number or a copy of the customer's PECO bill is needed. Providers can also use the customer look-up tool to determine a customer's eligibility.

Q: What if a customer has multiple meters?

A: Demand requirements are per account. All meters included on a given account are summed to calculate the total monthly kW usage.

Q: Does every meter under 250 kW qualify or will all bills be combined per job?

A: Every account under 250kW per month can qualify.

Q: If a customer has two meters at the same facility and both are 150kW, would they be eligible?

A: Customer eligibility is determined by their account's monthly demand. All meters under one account are summed for the total demand for the account. If both meters are under the same account, the account is not eligible as the total monthly demand would be over the 250kW limit. If each meter is under a different account, both accounts are eligible.

Q: Which rate classes are eligible?

A: The following rate classes are eligible: GS, SL-E and AL.

Q: Where can I find the rate class for my account(s)?

A: The rate class is listed on the PECO bill.

Q: There are some small business customers that have a residential bill due to their business being in a converted residential home. Do they qualify?

A: No. Home Businesses are on a residential meter. Residential accounts are not eligible for the PECO Small Business Solutions channel. Visit peco.com/home for information on incentives for residential customers.

Q: Are retirement homes eligible or are they considered large commercial?

A: It depends on the account type. The account type must be commercial, not multifamily. The customer eligibility tool can help determine if an account qualifies based on the customer account number.

SBS Provider Application Requirements

Q: What licenses are required for SBS Providers?

A: Required licenses depend on the type of contractor and services offered. For example, if you are an electrical contractor, then you will need an electrical contractor's license for the Commonwealth of Pennsylvania.

Q: Are subcontractors required to also be SBS Providers and carry the same insurance requirements?

A: No. A Provider that has other installers or subcontractors is responsible for insurance coverage for all projects, regardless of who performs the work. The PECO SBS team only verifies that subcontractors have an electrical or mechanical license to perform work in Pennsylvania.

Current subcontractors are encouraged to enroll as an PECO SBS Provider.

Q: After a number of pre- and post-inspections are conducted and consistently pass, will the SBS team become more lenient and waive the pre- and post-inspections?

A: After the first 5 projects of a Provider are pre and post verified, about 25% the following projects will be pre- or post-verified, depending on their size and complexity.

Project Eligibility

Q: Does the 20% energy reduction requirement apply in SBS?

A: Yes.

Q: Can a customer stagger multiple projects over a few years, i.e., 50% lighting in year one, 50% lighting in year two and HVAC in year three?

A: Yes, a customer may implement multiple projects in phases over a period of time. This scenario would require an application for each separate project and would not affect the incentive amount.

Q: Is a customer eligible that has already retrofitted their facility in the past with a more efficient, higher lumen per watt LED, i.e., 18-Watt LED 2000 lumens to 12-Watt LED 2040 lumen?

A: Yes, as long as their project and measure savings are above 20%. If the LED to LED upgrade results in savings lower than 20%, the project is not eligible for incentives.

Q: Can you submit SBS and C&I applications for the same customer account?

A: Yes, any measures that exist and are applicable in SBS for qualifying facilities can and should be applied for through SBS because incentives are higher than the C&I prescriptive component. Any additional measures that are not offered in SBS can be submitted for C&I incentives. [Contact the SBS team for assistance.](#)

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Q: Would vacant or unused spaces qualify?

A: It depends on the type of space. New construction incentives are not available in SBS. However, facilities that are vacant due to COVID-19 but otherwise would be occupied, like an office building, may still be eligible for incentives. Unoccupied spaces will be evaluated by an engineer, on a case-by-case basis, reviewing energy usage data for the 12-month period prior to the application submission.

Project Proposals and Participation Agreements

Q: Does the customer have the ability to choose which SBS Provider to use, regardless of the order in which project proposals are received?

A: Yes, the customer may choose which SBS Provider to use for their project. The first signed Participation Agreement received is the one that will be considered valid. If after submitting a signed application the customer decides to use a different SBS Provider's Participation Agreement, they will need to contact the PECO SBS team to cancel the first one. Then, they can sign the second Participation Agreement and re-submit. However, once installation has begun, a change in Providers is not permitted.

Q: Do Providers need to wait for projects to be approved by the channel before providing a customer with a proposal?

A: Yes, the Provider can submit an application and obtain a SBS Quote that can be shared with a customer before an official Participation Agreement (the document that requires customer signature) is created.

Q: Is a Manual J calculation needed before working on an HVAC system?

A: Before installing any of the measures for any PECO SBS project, the Provider must submit an application, obtain a Participation Agreement signed by the customer and have a preverification inspection performed by the PECO SBS team. Once the Provider receives confirmation that the pre verification passed, installation is encouraged.

Q: Is it sufficient to simply indicate that a product is DLC-listed or is additional supporting documentation required for submittal?

A: It is sufficient to provide the DLC Product ID.

Q: What if a SBS Provider wants to subcontract a portion of a project to another contractor, in the instance when a customer wants to do a comprehensive upgrade that encompasses multiple measures? For example, a Provider that specializes in lighting may want to bring on a subcontractor for HVAC so that the customer wouldn't have to engage two different providers and get separate quotes.

A: There are two scenarios: first, and most common, there are providers that are not installers but have subcontractors.

During on-boarding, the license numbers of the subcontractors are requested in order to track who is performing installations. In that scenario, the same provider can have an interdisciplinary and comprehensive project for a customer.

The second scenario is a lighting only provider whose customer expresses interest in also upgrading HVAC or refrigeration equipment. The SBS Provider could subcontract another contractor and include the upgrade in the same project, if they take responsibility for the other contractor, or they could simply refer the customer to an HVAC or refrigeration provider from our list. If they decide to refer them and not get involved in that part of the project, then the customer would need a second application to the channel. It is up to the discretion of the lighting provider to determine the best options for the customer.

For example, a customer could receive a quote for a lighting only project and also a quote for lighting/HVAC, and then choose the provider that enables them to complete all upgrades with one application. Providers that have that option are more competitive in our open network model.

Measures & Incentives

Q: Who is the rebate administrator?

A: DNV is the PECO SBS channel administrator responsible for processing payments to SBS Providers.

Q: Do the SBS incentive amounts include labor costs?

A: Yes, the PECO SBS incentives are based on measures installed (\$ incentive per unit), up to 100% of the project costs including labor.

Q: Are there quality parameters in place for what is an approved measure being installed? i.e., LED with a 5-year minimum warranty and DLC Premium threshold?

A: Yes, there are equipment specification requirements in place for all eligible measures. Refer to the PECO SBS Equipment Specification Manual.

Q: Are the lighting incentives only for LED tubes?

A: No, there is a full array of lighting measures eligible for incentive. [Refer to the SBS Incentives Sheet](#) for the full list of qualifying measures and incentives.

Q: Can a Provider order fixtures pre-approval?

A: Each Provider is free to order the products for their projects whenever they deem feasible. Project approval depends on customer and measure eligibility.

Q: Does a Provider need to submit specification sheets?

A: Not necessarily. Providers must submit confirmation that all their products are DLC or ENERGY STAR listed, so typically a screenshot of the DLC/ES listing is sufficient.

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Q: Are pole lights eligible, such as for sports fields or parking lots?

A: Yes, pole lights are eligible for incentives, as long as they are DLC listed.

Q: Do sports lights qualify?

A: It depends. If sports lights are installed as high-bay interior fixtures (i.e. for a school gym), then they qualify. However, if a high wattage system is installed outdoors (i.e. field lighting), those projects are considered custom and will need to be submitted through the Prescriptive/Custom C&I component.

Q: Are refrigeration measures included?

A: Yes. [Refer to the SBS Incentives Sheet](#) for the full list of qualifying refrigeration measures and incentives.

Q: What are “standard prices”?

A: They are a proxy, or estimate, for material, labor and miscellaneous costs associated with the selected measure in case the applicant is unsure of their pricing.

Q: Will “standard prices” be distributed to SBS Providers?

A: No, as they may be subject to change and are purely estimates.

Q: Can you replace (1) 8-ft fixture with (2) 4-ft fixtures?

A: Yes.

Q: Does a Permanent Fixture Removal incentive exist in SBS?

A: No.

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