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FREQUENTLY ASKED QUESTIONS

CUSTOM BUILDING IMPROVEMENTS ASSISTANCE PROGRAM

WHAT IS THE CUSTOM BUILDING IMPROVEMENTS ASSISTANCE (CBI) PROGRAM?

The CBI Program provides non-residential customers of FirstEnergy's Pennsylvania electric companies with complimentary analysis and financial incentives to help offset the cost of implementing energy-efficient strategies for existing commercial, industrial, government and institutional buildings. Our program provides you with the tools and incentives to improve your building's energy performance.

HOW DOES THE CBI PROGRAM WORK?

FirstEnergy has contracted with Willdan to provide complimentary analysis so non-residential customers can see the energy, cost savings, and incentives associated with their energy efficiency plans. This program follows a simple 5-step process aligned with your implementation schedule. After we understand your energy use and building improvement plans, we put together an analysis for your project that shows the energy savings and estimated incentive available. Customers then decide which efficiency strategies to incorporate. Once your project is complete, we will verify the energy conservation measures that were implemented into your project and issue a verification report. The final incentive is based on the annual electric savings after post-inspection is conducted of the completed project to ensure that the energy efficiency measures are installed, operational, and in line with program rules.

WHO IS ELIGIBLE FOR THE CBI PROGRAM?

Non-residential customers of FirstEnergy Pennsylvania electric companies with a commercial, institutional, industrial, or multifamily (common areas only) project that is heated and cooled and is considering implementing one of the below:

- Building shell improvements such as wall/ceiling insulation, and windows
- Upgrading multiple, interacting systems (HVAC, lighting, building envelope) in the facility

WHAT TYPE OF EQUIPMENT IS ELIGIBLE FOR THE CBI PROGRAM?

To be eligible for incentives, all energy efficient measures must meet the CBI Program eligibility requirements. For example, lighting measures must be Design Lights Consortium (DLC) listed or ENERGY STAR rated. If you are uncertain about measure eligibility, please forward questions to the CBI Program. In cases that measures do not fit into a specific category, such as lighting, the CBI Program will evaluate on a case-by-case basis.

WHEN IS THE BEST TIME TO ENROLL?

Enroll when you have determined what building systems you would like to improve upon to optimize your energy savings opportunities. The CBI Program offers solutions for most existing building projects regardless of timing.

CAN I INCLUDE A RENOVATION AREA IN MY PROJECT?

It depends on the scope of the project. Renovation projects may qualify for the CBI Program. The CBI Program addresses renovations on a case-by-case basis, please contact the CBI Program for details.

HOW IS THE INCENTIVE AMOUNT DETERMINED?

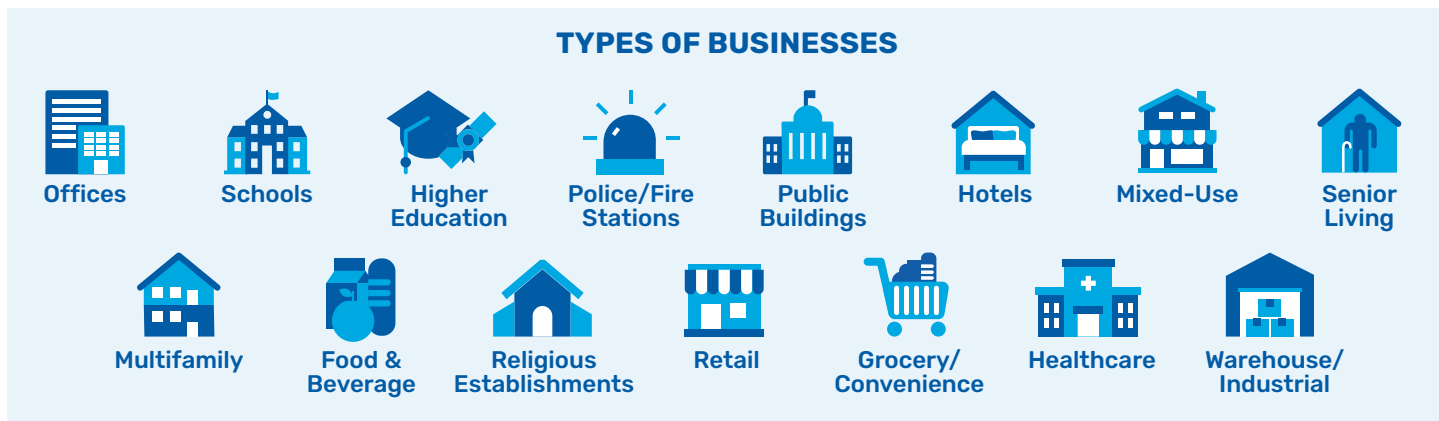
While the project is in the planning stages, the energy savings from the analysis provides the building owner an estimate of the projected incentive. When the project is complete, the final incentive is based on the annual electric savings after post-inspection is conducted to ensure that the energy efficiency measures are installed, operational, and in line with program rules.

WHO SHOULD ATTEND THE CBI PROGRAM MEETINGS?

The building owner or facility manager, who can speak knowledgeably about energy efficiency measures for the building improvement project (building envelope, lighting design, lighting control, HVAC, service water heating, and incremental costs as applicable), participates in CBI Program meetings.


HOW MUCH TIME IS NEEDED TO PARTICIPATE?

On average two hours are spent in CBI Program meetings. Additional time is required to provide documentation, review reports, and answer questions during the verification stage, which averages two hours per project.



**For additional questions about the CBI Program offered by
FirstEnergy's Pennsylvania electric companies, please contact:**

 878-295-4498

 energysavepa@willdan.com

 energysavepa-CBI.com

FirstEnergy's Pennsylvania electric companies offer a suite of programs to benefit all customer sizes and project types. To view all available Commercial and Industrial offerings please go to energysavePA-business.com

The costs of energy efficiency programs are recovered through customer rates in accordance with PA Act 129 of 2008. For a complete list of commercial, industrial, residential, and low-income energy efficiency programs, please visit energysavePA.com.

By participating in these energy efficiency and peak demand reduction programs, customers agree to allow their utility to retain ownership of all Capacity Rights which refers to the demand reduction associated with any energy efficiency and peak demand reduction measure for which incentives were provided by the Company. Your utility will aggregate these energy efficiency demand reduction attributes into the PJM capacity market with proceeds being used to offset the program costs. PA customers who have existing contracts with third party demand response service providers that were executed before June 1, 2021 (i.e., the start of Phase IV of Act 129 EE&C), have the option of retaining the PJM capacity rights associated with EE&C projects when participating in FirstEnergy PA Act 129 energy efficiency and peak demand reduction programs.

FirstEnergy's Pennsylvania electric companies, their parents, subsidiaries, employees, affiliates, and agents assume no responsibility for the performance of the equipment or equipment warranty, the quality of the work, labor and/or materials supplied, and/or the acts or omissions of any contractor.