

Gas Appliance Rebate Program

Client: Atmos Energy, Texas

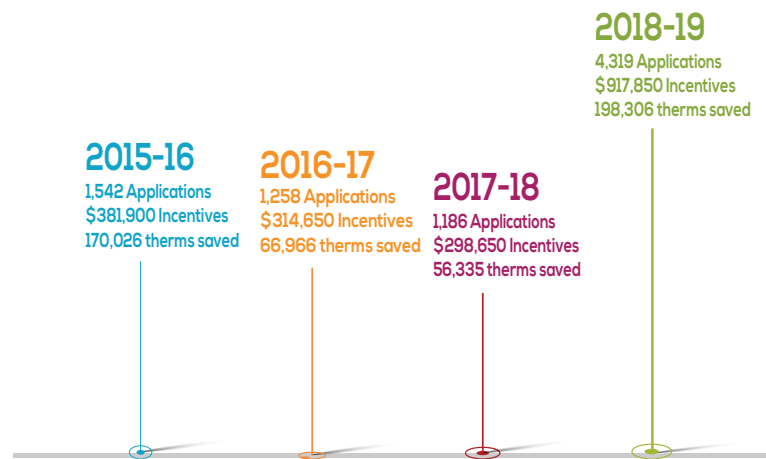
2013-ongoing

Frontier Energy implements Atmos Energy's Mid-Tex Gas Appliance Rebate Program, which offers rebates for residential and small commercial customers, and for certain commercial gas cooking appliances.

Frontier annually proposes updates to the program, including changes to eligible measures, incentive levels, and participation processes. Recently, Frontier proposed and implemented new methods to enable new single- and multifamily home builders to participate in the program, resulting in a doubling of the program's annual reach.

Through 2019, the program has processed 8,305 applications and issued \$1.9 million in incentives.

Residents and businesses saved a total of 491,643 therms of natural gas energy.



FRONTIER ENERGY:

- Calculates savings and cost effectiveness of eligible measures, and proposes new measures and rebate levels for each program year
- Designs and manages online and printed rebate applications
- Handles all aspects of turnkey rebate processing and payment
- Receives and reviews each application for eligibility and completeness
- Invoices Atmos in batches and issues checks to participants
- Staffs a rebate help desk with email and telephone support in English and Spanish
- Conducts QA/QC, including on-site inspections
- Reports program status to Atmos on a monthly and quarterly basis
- Assists Atmos in reporting program costs and savings to regulatory authorities and other national research entities