

**Response of
Interstate Power and Light Company
to
OFFICE OF CONSUMER ADVOCATE
Data Request No. 72**

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Response Due: July 11, 2008
Information Requested By: Jennifer Easler
Date Responded: July 15, 2008
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Subject: Custom Rebates – Technical Review and Pre-Approval Process

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IPL states that each Customized incentive requires a technical review and pre-approval by an IPL representative.

- A. What is the required turn-around time for each project?
- B. What systems are in place to ensure that IPL's approval process would not unnecessarily delay project implementation and completion?

Response

- A. The program does not have a required turn-around time because it depends on the customer time-line. Once the project scope has been completed by the customer's contractor and submitted to IPL's technical staff or consulting firm for review, a timeline is set by IPL. IPL's technical review is performed and screened for the minimum two-year payback requirement to be eligible for an incentive. The technical review is completed within two weeks although some projects may take less time.
- B. All projects are pre-approved and are entered immediately into IPL's iAve tracking system for managed accounts. Bi-weekly reports are generated by IPL's sales support personnel and sent to technical support managers and sales managers for review. IPL's strategic account managers work directly with the customer to determine the scope of the project and timeline to avoid any delays in project implementation or completion. The Nonresidential Energy Efficiency Portfolio also offers several options for the customer to choose from to help the

customer understand the options in choosing the appropriate program and also avoid any delays.