

Ameren Illinois Company (“AIC”), through its independent third party, Encolor, will be issuing a Request for Qualifications (“RFQ”) to identify a partner to provide Field Staff Augmentation and Management for its Smart Savers program beginning in mid-2023 through 2025. The selected respondent will contract with Leidos, the implementer of AIC’s Smart Savers program. The purpose of this notice is to provide increased awareness and interest for this impending RFQ. AIC is committed to increasing opportunities for diverse suppliers and encourages diverse suppliers to review and respond to the RFQ.

## **Program Overview**

The Smart Savers Initiative provides smart thermostats at no-cost to income qualified gas and/or electric customers in selected zip codes, including homeowners and single-family and multifamily renters. Eligible customers can receive a free Google Nest Thermostat E or ecobee3 Lite and are encouraged to receive free professional installation of their thermostat by a registered Program Ally.

## **Goals and Responsibilities**

The Smart Savers program has these foundational goals:

- Achieve energy savings through smart thermostat installations
- Provide seamless access to smart thermostat technology that enables income eligible customers to improve comfort, manage use, and reduce costs
- Reach customers who have not previously benefited from AIC’s Residential Programs in rural, suburban, and urban communities
- Act as an entry point for customers into other AIC energy efficiency offerings
- Build and maintain a network of local Program Allies

The Field Staff Augmentation and Management partner will have a key role supporting the program goal of building and maintaining a network of Program Allies. Responsibilities will include, but not be limited to:

- Identifying, recruiting, and registering a sufficient number of qualified program allies to serve anticipated program participation
- Ensuring diversity and comprehensive geographic coverage of the program ally network
- Utilizing and updating a directory or database of registered trade allies owned and managed by Leidos
- Providing training to existing and potential program allies to ensure they meet technical and business requirements of the program
- Supporting and monitoring customer enrollments with program allies for thermostat installations to ensure Program Allies are providing the highest level of customer experience representing the Ameren IL Energy Efficiency Programs
- Coordination and support of community partners that facilitate pathways for their constituents to access enrollment to the Smart Savers program
- Procurement and inventory management of thermostats

- Delivery of thermostats to program allies based on scheduled installations and Program Ally capacity
- Providing program allies with Smart Savers marketing materials to encourage customer participation in the areas they serve
- Providing program allies with educational materials to 1) teach customers how to use their new thermostat effectively and to maximize savings and 2) inform customers of other programs within the Ameren IL portfolio
- Providing individualized support (e.g., invoicing, timely installations) to program allies to ensure their success in the program per the stated expectations
- Facilitating communication with the Smart Saver program implementer and the program ally network

The RFQ is set to be released in late April 2023. You will receive a link to the RFQ unless you indicate that you are not interested.

Please note that AIC or Encolor will not entertain questions regarding this RFQ until it is released. Once the RFQ is released, questions can be directed to: [AmerenIL\\_SmartSavers\\_RFQ@encolorconsulting.com](mailto:AmerenIL_SmartSavers_RFQ@encolorconsulting.com). For more information about the Smart Savers program, please go to <https://www.amerenillinoisSMARTSAVERS.com/>. For information about Ameren Illinois' Market Development Initiative that works to ensure Energy Efficiency for All, please go to <https://www.amerenillinoisSAVINGS.com/MDI/>.

Dated: April 7, 2023