



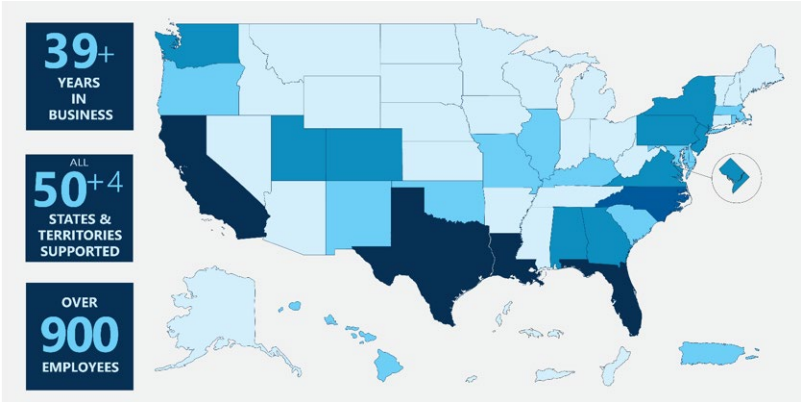
Home Energy Efficiency Rebates | Full-Service Program Management

For four decades, IEM has been a leader in helping state, local, tribal, and territorial governments and agencies and the private sector build stronger, more resilient communities.

IEM’s dynamic and cross-sector team of subject matter experts leverages their experience and tools to assist states in driving economic vitality, increasing energy efficiency, and expanding **clean energy resources**. As a leading consulting firm, we are proud to set industry standards, having been recognized for delivering the **fastest and most cost-effective delivery of services in U.S. history** for our work in housing programs.

IEM has **managed billions of dollars** in federal grants. Our recent **energy projects** include:

- **Nevada Governor’s Office of Energy (GOE)** – first awarded contract for Inflation Reduction Act (IRA)-funded Home Energy Rebate Program Planning and Design.
- **Louisiana State Energy Office** –managed program implementation and completed an economic impact analysis of the state’s ENERGY STAR® Appliance Rebate Program.
- **Various Utility Providers (Public and Private)** – managing and executing disaster preparedness, response, and recovery programs.
- **LUMA Puerto Rico** – program manager supporting \$19 billion in federal funds and creating a resilient power infrastructure.
- **Energy Electrical Power Reliability and Resilience (ER2)** – program manager supporting \$1.3 billion in federal funds.
- **Community Energy and Water Resilience Installations (CEWRI)** – program manager supporting \$430 million in federal funds.



The IEM Impact | Home Energy Rebate Program Management

IEM’s decades of experience designing and implementing federally funded, statewide assistance programs positions our team as a vital partner in optimizing U.S. Department of Energy (DOE) funds to enhance energy resiliency. This is achieved through programs such as the **Home Efficiency Rebates** and **Home Electrification and Appliance Rebates**.

IEM’s sample services include:

- Application management & rebate processing
- Clear & accurate reporting
- Closeout & audit readiness
- Consumer protection, market transformation & community benefits plan creation
- Data coordination & compilation
- Data analysis & continuous improvement
- Disbursements & appeals processing
- Education, outreach & marketing
- Fraud, waste & abuse prevention
- Geospatial mapping & dashboards
- Income verification & eligibility determinations
- Inspections & energy certifications
- Internal control design & compliance
- Measured and/or modeled approach calculations
- Program planning & design
- Stakeholder engagement & communications

Innovative Solutions to Improve the Applicant Experience

To ensure rapid delivery, IEM configured RebateIQ™ to satisfy the core workflows released by the U.S. Department of Energy (DOE) for home energy rebate tools. Connections to support DOE's Application Programming Interface (API), Utility Data Share, and other software create a **one-stop** platform for all available programs. Rebates initiated by homeowners, installers, builders, and aggregators are managed **within our ready-to-deploy workflows** and are easily modified to meet customer specifications or future changes in the program. Every process step is viewable based on user permissions, and data from each rebate

application is transferred to tailored reporting and dashboarding features.

RebateIQ™

Key Features of RebateIQ™:

- Fully Automated Workflows
- Role-Based Access and Task Notification
- Document Management Repository
- Financial Tracking
- Auto-Report Generation
- System and Data Integrations
- Dynamic Reporting Dashboards
- Full Audit Capabilities
- Native Mobile and Offline Access
- Rapid Deployment
- Secure Cloud Infrastructure

All our software is optimized for a **seamless user experience**, with intuitive workflows and features designed with the end-user in mind. Whether an applicant or grants administrator, all system users in RebateIQ™ can easily navigate the entire system, click help icons for assistance, or access training tools and resources quickly and easily. IEM is also poised to rapidly adapt or modify system features in RebateIQ™ based on user feedback; due to the flexibility and adaptability of the software and platform, downstream modifications can often be completed in days or weeks, enabling State Energy Offices to be responsive to user feedback.

MEET THE EXPERTS



Jon Mabry
Vice President,
Disaster Recovery
Jon.Mabry@iem.com



Sydney Gilliam
Energy Practice Lead
Sydney.Gilliam@iem.com

Rebuilding Stronger, More Resilient Communities

IEM is nationally recognized for helping communities rebuild, restore, and revitalize – to become more resilient. Our experts are well-versed in **HUD's Green Building Retrofit Checklist** and drive all projects to meet these basic expectations. In supporting our current Housing Repair and Replacement Programs, IEM's housing and construction professionals adhere to the **Green Building Standards**. Implementing these standards promotes carbon reduction and lowers costs for homeowners often experiencing financial challenges (e.g., low-to-moderate income) and aims to achieve desirable sustainable certifications in the housing construction projects we manage, including:

- **ENERGY STAR** (Certified Homes or Multifamily High-Rise);
- **EPA Indoor Air Plus** (Energy Star a prerequisite);
- **LEED Certified**; and
- **ICC-700 National Green Building Standard**.



Contributing to the Justice40 Initiative

IEM understands the importance of the Justice40 Initiative and will ensure your program aligns to deliver at least 40% of the overall benefits from federal investments in climate and clean energy to disadvantaged communities. We will work closely with your agency and stakeholders to increase and maximize the funding available to **Low- to Moderate- Income** (LMI) and disadvantaged communities. IEM has been a leader in addressing diversity, equality, and inclusion to build community resilience for decades. We have extensive knowledge in locating and maximizing funding to LMI and disadvantaged communities through **data and mapping technologies**. We use interactive dashboards to track data live, promote program transparency, and engage local stakeholders.

