



## ***E Source Business Energy Advisor*** **Service Agreement Attachment**

### **HOSTED PRODUCT**

This document describes the ***E Source Business Energy Advisor*** product and the options available to customers using this hosted product. This document, which is an attachment to the License Agreement between the E Source Companies LLC, operating as E Source, and customers of the ***E Source Business Energy Advisor***, lists the standard product functions and features. For more information, please contact your E Source account representative.

E Source supplies customers with a URL where we will host the product's web content for them. The content is posted on E Source servers and styled (within parameters outlined below) to the customer's preference. We will make automatic quarterly updates to the content with no action required by the customer.

Standard hosted sites include all art and linked files. A demo of the product may be reviewed at [http://www.esource.com/files/esource/Flash/BEA\\_Demo/BEA\\_Demo.html](http://www.esource.com/files/esource/Flash/BEA_Demo/BEA_Demo.html). E Source can also provide customized examples to show how the content could be incorporated into a customer's web site.

If the customer elects to have the product's built-in top navigation bar removed, we will provide the customer with a list of internal URLs to use in creating their own direct navigation. Please note that if the top navigation bar is removed, such navigation for the product becomes the sole responsibility of the ***E Source Business Energy Advisor*** customer, and E Source has no responsibility to update or maintain that navigation schema in any form.

Customers may choose formatting elements for each of the sections listed below. Note that any additions to the standard options outlined below would require E Source to support and maintain a custom version of the content; please see the section "Custom Implementation and Support" for more information.

Also note that all requested font styles and sizes should use web-standard sets. In addition, all colors requested should be hexadecimal (web-safe) colors. Fonts and colors will be used as provided, and variances in display due to differing browsers, equipment, or operating systems are not the responsibility of E Source.

### ***Hosted Product Definition***

**Formatting Elements.** Customers of the ***E Source Business Energy Advisor*** may choose to adjust values for specific elements. **See the BEA Styling Options Checklist** supplied with this attachment. Dark cells on the checklist indicate elements that cannot be customized. You'll also find visual definitions of the elements discussed in the Styling Options Checklist at the end of this agreement attachment. Any changes to the hosted web site that are not listed on the Styling Options Checklist may be discussed with the customer's E Source account representative as described in the section "Custom Implementation and Support."

### **CUSTOM IMPLEMENTATION AND SUPPORT**

Content or format changes or additions to what is specified above for the hosted product would require E Source to implement, support, and maintain a unique custom version of the content. That would result in a custom solution and must be discussed with your E Source account representative.

Custom implementations and support are subject to review and approval by E Source and constitute a consulting agreement. E Source reserves the right to reject requested content modifications. If

content is customized, E Source staff will be responsible for maintaining modified content. An additional maintenance charge will apply.

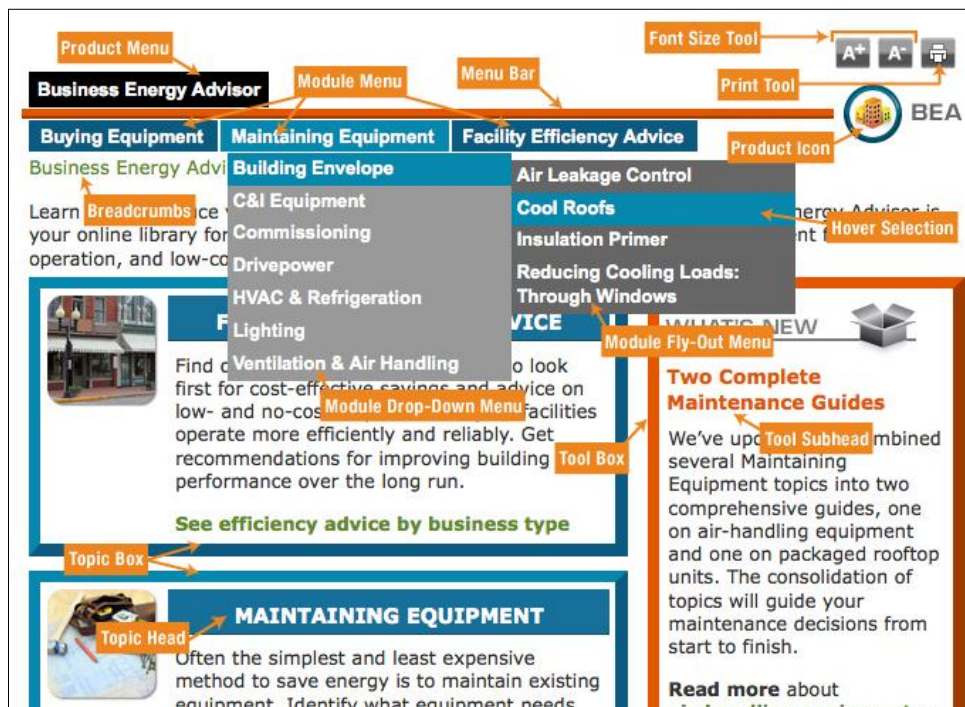
Unless otherwise notified by E Source, annual custom implementation and support costs will be limited to \$10,000. To accommodate the annual charge of \$10,000, customers of the *E Source Business Energy Advisor* are required to establish credit card payment arrangements prior to the commencement of the consulting agreement. Unless a different arrangement has been agreed to in advance, custom implementation and support costs will be charged on a quarterly basis. Consulting charges will be fixed based on 20 hours per quarter at a rate of \$125 per hour. Unless a different arrangement has been agreed to in advance, customers of the *E Source Business Energy Advisor* will be charged \$2,500 in advance for all custom implementations and support.

**Should you have any questions concerning this Service Agreement Attachment, please contact us at:**

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## Home Page Options



## Body Options

The screenshot shows a webpage from Business Energy Advisor (BEA) with the following elements and annotations:

- Page Header:** Business Energy Advisor, navigation tabs (Buying Equipment, Maintaining Equipment, Facility Efficiency Advice), and BEA logo.
- Breadcrumbs:** Business Energy Advisor » Buying Equipment » Lighting » Full-Size Fluorescent Lamps.
- Publication Title:** Full-Size Fluorescent Lamps.
- Hyperlinks:** What Are the Options?, How to Make the Best Choice, What's on the Horizon?, Who Are the Manufacturers?.
- Body Text:** Full-size fluorescent systems are among the most common and most efficient lamps in use. They are appropriate for general lighting in commercial, institutional, and industrial spaces with low to medium ceiling height. The introduction to the marketplace of high-intensity fluorescent lamps and fixtures also makes fluorescent systems a leading choice for areas with high ceilings (more than 15 feet)—the type of application that used to be the domain of high-intensity discharge (HID) light sources. (See the Purchasing Advisor topic *Indirect Lighting*.) How much energy a fluorescent lighting system uses depends on the efficiency of the lamps, ballasts, fixtures, and controls. To apply fluorescent lamps successfully, carefully consider lamp options—diameter, length, and phosphor blend—as well as the options for ballasts and fixtures. (See the Purchasing Advisor topics *Fluorescent Ballasts* and *Lighting: HID Versus Fluorescent for High-Bay*.)
- Body Header:** WHAT ARE THE OPTIONS?
- Body Subhead:** General Lamp Characteristics.
- Body Inline Subhead:** Lamp size.
- Body Text:** Fluorescent lamps range from 0.250 to 2.125 inches in diameter (Figure 1)—specified by "T" and the size in eighths of an inch: for example, a T12 lamp is 12/8 inch (1.5 inches) in diameter—and from 6 to 96 inches in length. Four-foot lamps are the most common length and
- Navigation:** Back to Top Link, Back to top.

## Manufacturers Page Options

The screenshot shows a webpage from Business Energy Advisor (BEA) with the following elements and annotations:

- Page Header:** Business Energy Advisor, navigation tabs (Buying Equipment, Maintaining Equipment, Facility Efficiency Advice), and BEA logo.
- Breadcrumbs:** Business Energy Advisor » Buying Equipment » Elevators & Escalators » Manufacturers.
- Section Header:** List of Manufacturers.
- Text:** Neither this list, nor any mention of a specific vendor or product in this guide, constitutes an endorsement or recommendation of any vendor or product by BEA. This guide does not constitute an endorsement or recommendation, explicit or otherwise, of your service provider's various technology-related programs.
- Anchor Menu:** A dropdown menu listing: Building Automation Systems, Building Automation Systems, Hotel Room Automation, Building Envelope, Insulation, Window Film, Windows, Cooling, Air-Source Electric Heat Pumps, Centrifugal and Screw.
- Annotations:** Anchor Menu, Anchor Head, Anchor Subhead, Hover Selection, Back to top.
- Section Header:** BUILDING AUTOMATION SYSTEMS.
- Section Header:** Building Automation Systems.

## Sidebar Options

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Business Energy Advisor

Buying Equipment
Maintaining Equipment
Facility Efficiency Advice

Business Energy Advisor » Buying Equipment » Building Envelope » Insulation

## Insulation ← Publication Title

What Are the Options?  
How to Make the Best Choice  
What's on the Horizon?  
Who Are the Manufacturers?

Insulation can be one of the most important factors in improving energy efficiency in a building. It slows the flow of heat through a building envelope. Insulation not only saves money by reducing heating and cooling loads but also is a key factor in achieving comfortable living and working space Sidebar Container

INSULATION RATINGS ← Sidebar Head
← Sidebar Text

All insulation is rated according to its resistance to heat flow, measured in units of R-value in the United States. The inverse of thermal resistance is conductance, referred to as the U-value ( $U = 1/R$ ), which in the United States is measured in units of Btu/square foot-°Fahrenheit-hour. Whereas R-value is intuitively easier to understand (the higher the R-value, the better the insulating properties), U-value is more useful in calculations, because it describes the actual amount of heat that will move through the material for each degree Fahrenheit difference in temperature from one side of the material to the other. R-values of different components can be added (all the different parts of a wall, for example); U-values cannot be directly added (**Figure 1**). Figure Container

Table 1: Typical locations for insulation types ← Figure Title
← Figure Caption

Rigid foam insulation is applied on the surface of the wall; all other insulation is installed in the wall cavity. To install dry fiber in a retrofit, one or more holes must be cut in the wall. For wall retrofits, spray foam insulation is used to seal around pipes or other items that break through the wall or to seal the connection to the attic, and usually not to fill the wall cavity.

	Area to be insulated
Insulation	Foundation Floor Walls Ceiling Roof