

## Commercial project process improvements starting Dec. 1.

To better utilize resources, improve coordination and streamline processes, BPA is reorganizing its approach to supporting commercial sector projects.

Beginning Dec. 1, 2023, the following changes will be implemented:

- HVAC field work, previously supported by both Trade Ally Network Northwest (TANNW) and Customer Service Engineers, will now be wholly supported by BPA's Customer Service Engineers. This will allow a smoother path for projects that may include both UES and custom measures.
- TANNW will continue to offer field support for commercial sector lighting projects through a centralized, coordinated process. Requests for lighting support should be sent to [Lighting@bpa.gov](mailto:Lighting@bpa.gov). This will allow BPA to leverage our resources more effectively and clearly distinguish between requests which can be handled without field support versus those that do require such support.

The table below summarizes the resources that will be utilized to support typical project types following the reorganization:

Project Type	Resource
HVAC- UES and Custom projects	BPA Customer Service Engineer
Lighting- field support	TANNW Field Representative
Lighting- remote support	<a href="mailto:Lighting@BPA.gov">Lighting@BPA.gov</a>

The roles and responsibilities of staff, including field specialists, may change during this reorganization. BPA will work closely with customers during this reorganization to address concerns and find solutions for uninterrupted support. If you have any questions about the field specialist supporting your utility, please contact your EER.

