

### HVAC Incentives for Business Program

The HVAC Incentives Program from Ohio Edison, The Illuminating Company and Toledo Edison (FirstEnergy's utilities) offers incentives and information to encourage participants to install high-efficiency heating and air-conditioning equipment. The program is funded by nonresidential customers of FirstEnergy's utilities in Ohio in accordance with Senate Bill 221.

#### Effective Dates

To qualify for incentive levels on this application form, equipment must have been purchased on or after April 11, 2011.

#### Eligible Participants

HVAC Incentives are available to non-residential retail customers of Ohio Edison, The Illuminating Company and Toledo Edison.

#### Eligible Measures

To qualify for an incentive, HVAC equipment must

- Be used for ambient cooling only;
- **Meet or exceed** the minimum efficiency rating required for the equipment type and cooling capacity shown on page 3 and 4 of this form;
- Be installed in a facility owned by a commercial or industrial retail customer of FirstEnergy's utilities in Ohio;
- Meet additional technical requirements outlined on this form.

Projects that include process cooling, cold storage or other conditioning applications not eligible for this program should apply under the Custom Incentives for Business program. HVAC maintenance is not eligible for this program. Packaged HVAC (such as through the wall and window type units) are not eligible.

#### Existing Facilities and New Construction

Both existing facilities and new construction projects are eligible for incentives under this program. Building addition projects that increase a facility's footprint are considered new construction and are also eligible.

#### Pre-Approval Requirements

Effective January 1, 2012 all applications received by the program will require pre-approval before the purchase and installation of equipment.

#### Limitations

Incentives available from the HVAC Incentives program are limited to the total project cost.

#### Questions?

If you have questions, please review the FAQ section of the program website at [www.energysaveOhio.com](http://www.energysaveOhio.com). This information is being updated regularly.

Specific questions can also be sent to program representatives via email at [energysaveOhio@saic.com](mailto:energysaveOhio@saic.com)

### How Do I Apply for Incentives?

Please review the Business Program Terms and Conditions and application requirements.

**Step 1:** Review program materials to confirm the energy efficiency measures meet program requirements. Visit [www.energysaveOhio.com](http://www.energysaveOhio.com) or contact us at [energysaveOhio@saic.com](mailto:energysaveOhio@saic.com) or 1-866-578-5220 with questions.

**Step 2:** Complete the program application and attach supporting technical documentation required to verify that proposed equipment meets program requirements, such as manufacturers' specification (cut) sheets. Please note that the information requested on the form is state mandated documentation required before your application can be reviewed by the program.

Sign the application form and submit a complete application package to the program manager for consideration, review and approval. Incomplete applications will not be considered and will be returned to the applicant for completion.

A complete application package includes:

- A signed application form, listing the quantities of qualifying equipment included in your project,
- A completed electronic copy of the HVAC Supplemental Spreadsheet in xls orxlsx format,
- A copy of IRS form W-9, and
- Manufacturers' specification (cut) sheets for each installed item to verify that the equipment is eligible. Please circle or highlight the relevant information on the specification (cut) sheet.

Complete application packages must be returned via email, fax or hardcopy:

Mail: HVAC Incentives Program  
8870 Darrow Road  
Suite F106-243  
Twinsburg, OH 44087  
Fax: 440-201-6936  
Email: [energysaveOhio@saic.com](mailto:energysaveOhio@saic.com)

**Step 3:** The program manager will notify the applicant via email when the review is complete and the funds have been reserved. Participants may purchase and install their energy efficient equipment upon notification of pre-approval.

**Step 4:** Once the project is complete, you should review your approved application for any changes to the project that occurred during installation and make the needed corrections. Resubmit the updated application, along with a dated proof of purchase, to the program for incentive payment.

Applications and supporting technical documentation will be reviewed by program staff, and an onsite inspection to verify the installation may be conducted. Upon receipt and verification of all required documentation, the incentive check will be processed and mailed to the applicant or to an authorized representative, if requested on the application.

To confirm tax status, all applicants (including tax exempt entities) must submit a W-9 with Tax Identification associated with the incentive recipient to enable processing. Incentives will not be paid until W-9s have been received

**CUSTOMER AND PROJECT INFORMATION**

**Customer Information**

Company Name:		Utility Company: Ohio Edison    The Illuminating Company    Toledo Edison		
Tax ID (SSN/FEIN):		Account Number (Required)		
Mailing Address (check mailed to):	City:	State:	Zip:	
Contact Name:	Contact Title:			
Email Address:	Telephone:	Fax:		
Physical Installation Address (if different from above):	City:	State:	Zip:	
How did you hear about the program?	Program Contact	Utility Contact	Program Ally	Direct Mail
FE Account Manger _____	Program Administrator _____			
Other _____				

**Contractor / Program Ally Information - if applicable**

Company Name:	Contact Name:	Title:		
Mailing Address:	City:	State:	Zip:	
Email Address:	Telephone:	Fax:		

**Authorization for Incentive Payment to Third Party**

Please note that payment will be made to the customer listed above unless a Third Party payment is authorized. If check is to be paid to a Third Party, please fill this Authorization box completely.

Payable To:	Representative Contact:			
Mailing Address:	City:	State:	Zip:	
Phone:	Email Address:	Tax ID (SSN/FEIN):		

Customer Contact Signature: \_\_\_\_\_  
 Print Name: \_\_\_\_\_ Date: \_\_\_\_\_

**Facility / Project Information**

<b>Facility Type (check one)</b> Auto Related Bakery Banks, Financial Centers Church College - Cafeteria College - Classes/Administrative College - Dormitory Commercial - Condos Convenience Stores Convention Center Court House Dining: Bar Lounge/Leisure Dining: Cafeteria/Fast Food Dining: Family Entertainment Exercise Center Fast Food Restaurants Fire Station (Unmanned) Food Stores Gymnasium Hospitals Hospitals/Health Care Industrial - 1 Shift Industrial - 2 Shift Industrial - 3 Shift Laundromats Library Light Manufacturers Lodging (Hotels/Motels) Mall Concourse Manufacturing Facility Medical Offices Motion Picture Theatre Multi-Family (Common Areas) Museum Nursing Homes Office (General Office Types) Office/Retail Parking Garages & Lots Penitentiary Performing Arts Theatre Police/Fire Stations (24 Hr) Post Office Pump Stations Religious Buildings Residential (Except Nursing Homes) Restaurants Retail School/University Schools (Jr./Sr. High) Schools (Preschool/Elementary) Schools (Technical/Vocational) Small Services Sports Arena Town Hall Transportation Warehouses (Not-Refrigerated) Warehouses (Refrigerated) Waste Water Treatment Plant	<b>Customer Class (Check all that apply):</b> Not-for-Profit Multifamily Commercial Industrial Government (State, County or Municipal) Institutional Low Income Federal Government	
	<b>Facility Size:</b> (Approx. Sq. Ft.) _____	
	<b>Does your facility have access to natural gas service?</b> <input type="checkbox"/> Yes _____ (provider) <input type="checkbox"/> No	

Start Date (MM/DD/YYYY) \_\_\_\_\_ Completion (MM/DD/YYYY) \_\_\_\_\_ Estimated Equipment Cost: \_\_\_\_\_ Estimated Total Project Cost: \_\_\_\_\_

**TABLE 1: MINIMUM EFFICIENCY REQUIREMENTS**

<b>Air Cooled Unitary HVAC/Split Systems</b>	<b>Cooling Efficiency</b>	<b>Heating Efficiency</b>	<b>Incentive</b>
<65,000 Btu/h, <5.4 tons	14.3 SEER	NA	\$150
≥65,000 Btu/h and <135,000 Btu/h, ≥5.4 and <11.25 tons	11.3 EER	NA	\$250
≥135,000 Btu/h and <240,000 Btu/h, ≥11.25 and <20 tons	10.7 EER	NA	\$375
≥240,000 Btu/h and <760,000 Btu/h, ≥20 and <63.33 tons	10.5 EER	NA	\$500
≥760,000 Btu/h, ≥63.33 tons	10.1 EER	NA	\$550
<b>Water Cooled Unitary HVAC/Split Systems</b>	<b>Cooling Efficiency</b>	<b>Heating Efficiency</b>	<b>Incentive</b>
<65,000 Btu/h, <5.4 tons	13.3	NA	\$150
≥65,000 Btu/h and <135,000 Btu/h, ≥5.4 and <11.25 tons	12.7	NA	\$250
≥135,000 Btu/h and <240,000 Btu/h, ≥11.25 and <20 tons	12.1	NA	\$375
≥240,000 Btu/h ≥20 tons	12.1	NA	\$500
<b>Air-Air Heat Pump Systems (Cooling)</b>	<b>Cooling Efficiency</b>	<b>Heating Efficiency</b>	<b>Incentive</b>
<65,000 Btu/h, <5.4 tons	14.3 SEER	8.5 HSPF	\$150
≥65,000 Btu/h and <135,000 Btu/h, ≥5.4 and <11.25 tons	11.1 EER	3.5 COP	\$250
≥135,000 Btu/h and <240,000 Btu/h, ≥11.25 and <20 tons	10.2 EER	3.4 COP	\$300
≥240,000 Btu/h, ≥20 tons	9.9 EER	3.4 COP	\$350
<b>Water Source Heat Pumps (Cooling)</b>	<b>Cooling Efficiency</b>	<b>Heating Efficiency</b>	<b>Incentive</b>
<17,000 Btu/h, <1.42 tons	12.3 EER	4.6 HSPF	\$150
≥17,000 Btu/h, ≥1.42 tons	13.2 EER	4.6 COP	\$150
<b>Ground Source Heat Pumps (Cooling)</b>	<b>Cooling Efficiency</b>	<b>Heating Efficiency</b>	<b>Incentive</b>
Open and Closed Loop, All Capacities	14.7 EER	3.4 COP	\$250
<b>Ground Water Source Heat Pumps (Cooling)</b>	<b>Cooling Efficiency</b>	<b>Heating Efficiency</b>	<b>Incentive</b>
Open and Closed Loop, All Capacities	17.8 EER	4.0 COP	\$250

**TABLE 1: MINIMUM EFFICIENCY REQUIREMENTS (continued)**

Chillers	IPLV	COP	Incentive
Air cooled with condenser <150 tons	3.10	3.10	\$2,500
Air cooled with condenser ≥ 150 tons	2.75	2.75	\$2,500
Air cooled without condenser (All Capacities)	3.40	3.40	\$2,500
Water cooled (Reciprocating) (All Capacities)	5.10	4.60	\$2,500
Water cooled (Screw/Scroll), <150 tons	4.95	4.90	\$2,500
Water cooled (Screw/Scroll), ≥150 tons and <300 tons	5.45	5.40	\$2,500
Water cooled (Screw/Scroll), ≥300 tons	6.15	6.05	\$2,500
Water cooled (Centrifugal) <150 tons	6.63	6.28	\$2,500
Water cooled (Centrifugal) ≥150 tons and <300 tons	7.64	6.17	\$2,500
Water cooled (Centrifugal) ≥300 tons	6.70	6.70	\$2,500

**Project specific equipment and total incentives must be recorded on a separate HVAC Supplemental Spreadsheet available on the program website at [www.energysaveOhio.com](http://www.energysaveOhio.com). A complete, electronic copy of the HVAC Supplemental Spreadsheet in xls or xlsx format must be submitted with your application.**

**TABLE 2: ADDITIONAL TECHNICAL REQUIREMENTS**

Measure	Program Expectations
<b>Technology Notes</b>	<p>Rated efficiencies should be determined using certified test conditions described in the 2006 IECC and reported in the units noted in Table 1. Your equipment manufacturer or vendor should be able to provide these rated performance results.</p> <p>Proposed equipment efficiencies must be the same or greater than the minimum rated efficiencies shown on this form. Rated equipment efficiencies may be rounded to the nearest tenth.</p>
<b>Unitary HVAC</b>	<p>Both indoor and outdoor components of split systems must be replaced to qualify for an incentive.</p> <p>Incentive calculation is based at AHRI Certified Net Cooling Capacity and Rating at standard test conditions; it is not based on the nominal Electric Unitary HVAC equipment capacity.</p>
<b>Heat Pumps</b>	<p>Heat Pumps must be used for both cooling and heating.</p> <p>Air-cooled heat pump heating capacity and efficiency rating is established per AHRI test standard at 47° F dry bulb outdoor air temperature per the Ohio Technical Reference Manual.</p> <p>Other heat pumps-- capacity and efficiency ratings are established per applicable AHRI or ISO test standard as indicated in IECC 2006, Table 503.2.3(2).</p>
<b>Electric Chillers</b>	<p>Chiller performance must be rated using both cooling COP and IPLV as "unitless" values (BTU output/BTU input).</p> <p>Capacity and efficiency ratings are established per applicable AHRI test standard as indicated in 2006 IECC.</p> <p>Water-cooled centrifugal chillers under 300 tons must meet stated full load and part load efficiencies (BTU output/BTU input) shown in Table 1.</p> <p>The electric chiller requirements do not apply for chillers used in low-temperature applications where the design leaving fluid temperature is &lt;40°F.</p>

**BUSINESS PROGRAM TERMS & CONDITIONS**

<b>Definitions</b>	<p>FIRSTENERGY COMPANIES (“THE COMPANY” OR “COMPANIES”) – Toledo Edison, The Illuminating Company, and Ohio Edison.</p> <p>PROGRAM or Programs – Companies’ programs approved by the Public Utilities Commission of Ohio (“PUCO”) for implementation under Ohio Senate Bill 221. This application relates to the Business programs supporting energy efficiency in the Companies’ Commercial and Industrial customer facilities including, municipal, government and institutional facilities.</p> <p>PROGRAM MANAGER – The party contracted by the Companies for management of the Programs.</p> <p>ENERGY-EFFICIENCY MEASURES – Any equipment or action eligible to receive a Program Incentive payment under the Program.</p> <p>PARTICIPANT (or PARTICIPATING CUSTOMERS) – Those non-residential electric retail service eligible customers of the Companies who participate in this Program.</p> <p>PROGRAM INCENTIVES – Refers to the monetary incentive, rebate or service that the Program provides to participating customers pursuant to the Program.</p>
<b>Eligibility</b>	<p>“Participant” or “Participants” are Program customers identified above served by Toledo Edison, The Illuminating Company, and Ohio Edison as defined above. Residential customers are not eligible for incentives through the Commercial and Industrial Programs. Incentives are awarded only to Participants, or their assigned agents, for qualifying equipment (“Energy Efficiency Measures”) that is installed in the State of Ohio at the location identified in this Application, and such Participants are responsible for compliance with the Terms and Conditions set forth herein.</p>
<b>Compliance</b>	<p>The Participant is responsible to comply with all applicable laws, rules and regulations, and to comply with all federal, state, and local codes.</p>
<b>Publicity</b>	<p>With Participant’s written permission, the Companies may publicly recognize participation in the Programs and disclose information relating to the Participant’s participation in the program, including such data as: projected project energy savings, the incentive amount, and other similar information.</p>
<b>Application and Eligibility Process</b>	<p>The Programs provide for payment of incentives after the installation of qualified energy efficiency measures and review of final documentation for compliance with program requirements by the Program Manager. In order to be eligible for incentives, a Participant, or an agent (contractor/vendor) authorized by the Participant, must submit a properly completed pre-installation application package, including an application and technology worksheets, to the Program Manager before the equipment is purchased. If eligible, the Participant will receive an approval letter with the estimated incentive amount and the date by which the equipment must be purchased and installed for the approval to remain in effect.</p> <p>After installation is completed, the Participant must finalize and resubmit the completed equipment application reflecting the “as built” project, along with the invoice, the manufacturer’s equipment performance sheet, and any other required documentation as may be specified on the application or in the program’s initial approval letter. Applications must be filled out completely, truthfully and accurately, and include signatures of the Participant and its authorized agents (as appropriate). Final payment will be based on the “as-built” documentation provided with the final project application.</p>
<b>Dates of Program</b>	<p>Incentives are available for eligible Energy Efficiency Measures for which equipment is purchased and installed on or after <b>April 11, 2011</b>. Dated Proof of Purchase and complete documentation will be required with final applications for the participant to be eligible for incentive payment. The program is subject to revision or termination at any time by the Companies.</p>
<b>Installation Schedule Requirements</b>	<p>Pre-approved projects will receive approval letters defining terms for payment and a commitment expiration date. If the Participant: (1) has not engaged in installation of the pre-approved project; and (2) has not applied to the Program Manager for a project extension within 90 days for all from the date the Program Manager pre-approves the project, the Program Manager may cancel Participant’s application without liability.</p>
<b>Acceptable Proof of Purchase</b>	<p>Acceptable forms of Proof of Purchase include paid invoices or receipts. The documentation must show item numbers, quantities and descriptions that are of sufficient detail to verify that the installed equipment meets efficiency requirements. Additionally, the post-installation documentation must include manufacturers’ specifications (“cut sheets”) that list the efficiency ratings of the equipment. <i>The Program Manager may, at its sole discretion, accept other forms of proof of purchase.</i></p>
<b>Evaluation, Measurement and Verification</b>	<p>The Program Manager may, but is not obligated to, conduct an inspection of the facility to verify pre- and post-installation conditions or verify documentation prior to incentive payment, at any time after receipt of applications and up to 5 years after payment of incentives. In addition, the Ohio Public Utility Commission and the Companies will engage Evaluation Measurement and Verification (“EM&amp;V”) contractors to evaluate program performance which may involve additional visits. The applicant must provide reasonable access to the facility, the equipment, and related documentation and data. The Companies or their agents may install simple/standard metering devices on equipment for program data collection, measurement and verification purposes. The Companies and their agents are not obligated to pay any incentive awards until it has performed a satisfactory post-installation verification, unless it has waived this requirement. If the Program Manager determines that the equipment was not installed in a manner consistent with the approved application, or if non-qualifying equipment was installed, it may require changes before making payment.</p> <p>If qualifying equipment cannot be located at the Participant’s facility or is not installed in a manner consistent with the provisions of these Terms and Conditions, the Companies may seek recovery of the incentives paid.</p>

<b>Assignment</b>	The Participant may assign Program Incentives to a specified third party.
<b>Participating Customer's Certification</b>	Participant certifies that he/she purchased and installed the equipment listed in its application at its defined Ohio location listed therein. Participant agrees that all information is true and that he/she has conformed to all of the program's eligibility requirements, terms and conditions.
<b>Incentive Amounts</b>	Program Incentives will equal either: a) the approved Program Incentive amount reflecting incentives in effect at the time of approval, or b) the actual project cost of the Energy-Efficiency Measure, whichever is less, as determined by the Program Manager. Please allow ninety (90) business days for delivery of the Program Incentive. Applications requiring post-installation inspections and unanticipated high volume of activities may require additional time. If information is missing or incorrect on the application, processing and delivery of the Program Incentive may also require additional time.
<b>Taxes</b>	Incentives received by the Participant under this Application may be taxable by the federal, state, and local government. The Participant is responsible for declaring and paying all such taxes. Companies shall have no liability or obligation for any taxes.
<b>Indemnification and Limits of Liability</b>	<p>The Participant shall protect, indemnify, and hold harmless the Companies' and their parents, subsidiaries, affiliates, agents, contractors, employees, officers and directors from and against all liabilities, losses, claims of death or injury or other damages, judgments, penalties, causes of action, costs and expenses (including, without limitation, attorney's fees and expenses) incurred by or assessed against the Companies or their and their parents, subsidiaries, affiliates agents, contractors, employees, officers and directors arising out of or relating to the performance of this Application or arising out of or relating to the installation, use and maintenance of the equipment, designs, practices or methods involved in this Participant's project.</p> <p>In no event shall any indemnified party be liable for any punitive, exemplary, special, indirect, incidental or consequential damages (including, but not limited to, lost profits, lost business opportunities, loss of use or equipment down time, and loss of or corruption to data) arising out of or relating to this Agreement or Program, regardless of the legal theory under which such damages are sought.</p>
<b>Warranties</b>	<p>The Companies and their parents, subsidiaries, affiliates, agents, contractors, employees, officers and directors make no express or implied warranties regarding the performance of installed equipment, the quality of any contractor's work, or that the equipment will result in any energy or cost savings.</p> <p>THE COMPANIES AND THEIR AND THEIR PARENTS, SUBSIDIARIES, AFFILIATES, AGENTS, CONTRACTORS, EMPLOYEES, OFFICERS AND DIRECTORS DO NOT ENDORSE, GUARANTEE, OR WARRANT ANY PARTICULAR MANUFACTURER OR PRODUCT, AND THEY PROVIDE NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR IMPLIED WARRANTY OF FITNESS FOR ANY PRODUCT OR SERVICES. THE COMPANIES ARE NOT LIABLE OR RESPONSIBLE FOR ANY ACT OR OMISSION OF ANY CONTRACTOR (IF ANY). THE CUSTOMER'S WARRANTIES ARE LIMITED TO ANY WARRANTIES THAT MAY BE PROVIDED BY CONTRACTORS, VENDORS OR EQUIPMENT MANUFACTURER. NEITHER THE COMPANIES NOR THEIR CONSULTANTS ARE RESPONSIBLE FOR ASSURING THAT THE DESIGN, ENGINEERING AND CONSTRUCTION OF THE FACILITY OR INSTALLATION OF THE EQUIPMENT IS PROPER OR COMPLIES WITH ANY PARTICULAR LAWS, CODES, OR INDUSTRY STANDARDS. THE COMPANIES DO NOT MAKE ANY REPRESENTATIONS OF ANY KIND REGARDING THE RESULTS TO BE ACHIEVED BY THE ENERGY EFFICIENCY MEASURES OR THE ADEQUACY OR SAFETY OF SUCH MEASURES.</p>
<b>Recycling (Proper Disposal of Waste)</b>	The Companies and their parents, subsidiaries, affiliates, agents, contractors, employees, officers and directors are not responsible for the proper disposal or recycling of any waste generated as a result of this project.
<b>Endorsement (Product/Vendor Neutrality)</b>	The Companies and their parents, subsidiaries, affiliates, agents, contractors, employees, officers and directors do not endorse any particular market provider, manufacturer, product, labor or system design by offering this Program.
<b>Termination</b>	<p>Incentives are available for energy efficiency measures on a first-come, first-served basis subject to the availability of funds. Program availability, program terms and equipment eligibility may change without notice at the discretion of the Companies.</p> <p>Submission of any application does not give rise to any obligation to make any incentive payment by the Companies and their parents, subsidiaries, affiliates, agents, contractors, employees, officers and directors.</p>

**ACKNOWLEDGEMENT**

**For faster application processing, please be sure to include the following items with your application form:**

- Complete Application (Customer and Project Information page, Equipment page, and signed Acknowledgement page)
- A completed electronic copy of the HVAC Supplemental Spreadsheet in xls or xlsx format,
- Utility Account Number (on Customer and Project Information page)
- Manufacturer specifications/technical cut sheets for all proposed equipment. PLEASE BE SURE TO CIRCLE OR HIGHLIGHT THE RELEVANT INFORMATION (i.e. – equipment efficiency ratings)
- W-9 form with Tax Identification associated with the incentive recipient (please submit with final application to facilitate faster incentive payment)

I read, understand and am in compliance with all rules and regulations concerning this Program. I certify that all information provided is correct to the best of my knowledge, and I give the Companies permission to share my records with the Public Utilities Commission of Ohio, or its contractors, who plan to evaluate my energy usage. Additionally, I will allow reasonable access to my property to verify the installation and performance of the Energy Efficiency Measures that are eligible for incentives under the Programs. I also understand that all materials removed must be permanently taken out of service and disposed of in accordance with all applicable local codes and ordinances.

Signature: \_\_\_\_\_ Date (MM/DD/YYYY): \_\_\_\_\_

Print Name: \_\_\_\_\_ Title: \_\_\_\_\_

By signing, I certify that I have read, understood and agree to the terms and conditions listed above and are authorized to sign on behalf of the participant.

**INSTRUCTIONS:** After clicking Submit above, if a new email message appears with this completed form attached, attach your supporting documentation (cut sheets, HVAC supplemental spreadsheet, W-9 form, signature page, etc) to the email and click send. You can then save a copy of the completed form to your hard drive if you wish.

If a new email message does not appear, you'll need to save this completed form to your desktop. Then, create a new email message addressed to [energysaveOhio@saic.com](mailto:energysaveOhio@saic.com), attach the file you just saved as well as your supporting documentation (cut sheets, HVAC supplemental spreadsheet, W-9 form, signature page, etc) to the email and click send.

Individual attachments may not exceed 6MB in size. The sum of all attachments may not exceed 10MB. PDF documents can generally be reduced sufficiently by selecting "Reduce File Size" under the "Document" menu in Adobe Acrobat.

Thank you for submitting your forms electronically. This allows us to provide you with a faster response with our electronic forms. Applications submitted with our electronic forms can expect a much faster response from the program.