

Emergency HVAC Retrofit Protocol

Below are the emergency repair guidelines for Participating Contractors in the SMUD Home Performance Program. Work on a piece of malfunctioning equipment may start after the Participating Contractor submits a completed Job Reporting Template (JRT) via the Vision system, without the standard 24-hour verification window after the job is authorized to proceed, under the following conditions:

The repair must be considered an emergency

Repairs are considered an emergency when an HVAC system cannot operate properly or is nonfunctional, thus causing the homeowner to be very uncomfortable or distressed at a level that is unsafe and even hazardous.

Emergency repair items consist of the following:

- Heating systems not working or critically malfunctioning
- Cooling systems not working or critically malfunctioning
- Significant holes in roofs/walls where the home cannot reach the required depressurization limits for blower door testing according to Building Performance Institute Technical Standards

A complete pre-retrofit assessment must be completed

Contractors must perform a full pre-upgrade home energy assessment and provide a proposed work scope via the JRT, including the emergency retrofit, that demonstrates that the upgrade meets program eligibility criteria. The JRT and the CAZ test are to be submitted via the Vision system prior to any work (other than emergency work) being performed.

Failure to send the results prior to installing the new equipment (other than HVAC equipment) will disqualify the project for a SMUD Home Performance Program rebate.

Contractors may "swap out" only the malfunctioning equipment prior to receiving an Authorization to Proceed for any other home performance improvements that may be planned (should there be any other home performance measures proposed).

Contractors must complete the Job Reporting Template as usual, plus the following elements to qualify the project:

- "Notes" section of the JRT: Include what system or issue needs removal or repair, and include why it is deemed an emergency
- Emergency repair work-scope, plus any additional work-scope items for additional savings, showing at least a 10% energy savings
- Pictures of the system or issue

Contractors must "right-size" the new unit

Right-sizing is a critical piece of home performance. Contractors are to use Manual J and Manual D.

Additional quality control measures will occur as a result of an emergency retrofit job

Two emergency repairs per Participating Contractor will be allowed before EFFICIENCY FIRST-CA increases the non-emergency pre-retrofit inspection rate for that contractor (this is the pre-retrofit QA Verification that ensures home performance principles are being followed). After the first two emergency repairs, each subsequent emergency adds a pre-retrofit QA Verification to that Contractor's queue of non-emergency jobs.