

FREQUENTLY ASKED QUESTIONS FROM HOMEOWNERS ABOUT SMUD'S HOME PERFORMANCE PROGRAM (HPP)

1) HOW DO I KNOW THAT MY CONTRACTOR KNOWS WHAT TO DO?

All Participating Contractors in the SMUD Home Performance Program have received certifications from the Building Performance Institute (BPI). BPI is the only certifying body in the Home Performance industry that provides nationally-approved technical standards for contractors performing upgrades in homes to make them more energy efficient, more comfortable, and healthier. In addition, SMUD offers these contractors continuing education in the form of mentoring so that they can gain even more experience in the field.

2) HOW WILL I KNOW HOW MUCH MY REBATE WILL BE?

SMUD Home Performance Program rebates are based on the upgrade measures performed on the home. Your contractor will Download the [Job Reporting Template](#) (JRT) and complete the Menu and *JobInfo* tabs to calculate an estimated rebate for your home and scope of work. The maximum SMUD rebate is \$5000.

3) WHEN CAN WORK START?

Usually your contractor will complete a visual walk-through and perform basic measurements e.g., home square footage, attic area and insulation quality) to help you select a scope of work for your home. Your contractor will complete the menu and the *JobInfo* tabs of the Job Reporting Template (JRT). After signing the contract with you, your contractor will schedule a work start date, so that the upgrade work can begin. Your contractor will submit pre-upgrade JRT and pre-upgrade condition photographs i.e., attic insulation if insulation will be reused, nameplates of any equipment to be replaced.

4) WHAT'S THE SUBMISSION DEADLINE OF EACH HPP PROJECT?

HPP requires a pre-upgrade JRT to be submitted within two (2) works of work starting in order for SMUD to measure its program "pipeline" and to have an ongoing record of customers participating in the program. After the HPP project is completed according to the contract, your contractor will perform diagnostic test-out. This will include combustion appliance safety, blower door, and duct blaster. Your contractor will fill out the post-upgrade column of the *JobInfo* tab. Then, your contractor will upload the post-retrofit Job Reporting Template and signed SMUD Rebate Application to the Vision database. The *RebateApp* tab of Job Reporting Template provides a SMUD Rebate Application that is pre-populated with your name and address.

The following documents are required to be uploaded as part of the post-retrofit submission:

1. JRT with *Menu* and *Job Info* tabs completed
2. PG&E Test Measurement Form (if home has natural gas or propane service).
3. SMUD Rebate Application (signed by contractor and customer).
4. Photos of deep buried ducts (if applicable) according to Deep Buried Duct Protocol.
5. Any additional documentation to help Program Administrator review the retrofit project.

If the program administrators have any questions about the submission, your contractor will be notified be asked to clarify the issue before any rebate is issued.

5) HOW DO I CHECK ON THE STATUS OF MY JOB?

The best way to check on the status of your job is to call your contractor. Whether you are wondering about whether your home will be subject to post-upgrade verification or the status of your rebate check, please contact your contractor. Your contractor has access to the data base that is used to store information on all jobs that are submitted.

6) WHAT IS CAS TESTING?

Your contractor will perform important tests at the end of the job that are part of “Combustion Appliance Safety” testing (CAS). These tests determine how well combustion appliances (e.g., gas range, gas stove, gas furnace, and gas water heater) are “drafting” so that combustion byproducts from these appliances are removed from your living space. In addition, the tests detect whether there are any leaks or improper air flow issues in your house when you have the windows and outside-facing doors closed and combustion appliances are on. Your contractor wants to ensure that you always have enough fresh air in the house and that your combustion appliances don’t add to an unsafe level of carbon monoxide (CO). (The home will be set up in the worst possible case – all internal fans will be turned on – to prove that your home is safe for occupants no matter what gas burning appliances are turned on.) All houses also must have fully functional CO monitors and detectors.

7) WHAT OTHER TYPES OF TESTS WILL MY CONTRACTOR RUN TO ENSURE MY COMFORT AND SAFETY?

Your contractor likely will perform a “duct blaster” test, which pressurizes the air supply ducts in your home to find out how well sealed they are. In addition, your contractor will confirm the amount of insulation in your attic and walls, and check the level of carbon monoxide near your appliances that use natural gas.

8) WHAT WILL I BE ASKED TO DO AFTER THE CONTRACTOR LEAVES?

Besides simply enjoying the new level of comfort in your house, two things may happen. First, if you use natural gas from PG&E in your house, PG&E may send an inspector to your house to perform a post-retrofit safety check. If that inspector has any questions about any of the work that was performed, PG&E will contact the

program administrator and your contractor will be required to resolve those concerns. (This is one reason why it is so important for your contractor to ensure that all of the work performed in your house exceeds or meets all California building code standards and program requirement, and why you and your contractor should agree on all work to be performed prior to the job beginning.)

In addition, your home may be selected for a post-upgrade Quality Control (QC) review. An independent certified contractor will come to your home and perform a variety of tests and inspect your house to ensure that it meets all appropriate program requirements and standards. In either event, you will be contacted so that the visits can occur while you are home. Also, you will be asked to complete a short homeowner survey at some point after the work is completed.

9) HOW DO I REGISTER A COMPLAINT?

If a customer has a complaint that cannot be resolved with the contractor, the customer should send an e-mail the Efficiency First California (formerly CBPCA) at contractorsupport@thebpc.org and/or SMUD Program Manager Jim Mills (james.mills@smud.org). Jim’s telephone number is (916) 732-6798.