

## Verification Visit: What Homeowners Can Expect

Efficiency First California Verifiers play an important role in all of the current and upcoming Home Performance programs. Quality Control (QC) field verifications are essential to confirm that Participating Contractors are properly completing testing and remediation work and complying with program requirements.

### WHO IS EFFICIENCY FIRST CALIFORNIA (FORMERLY CBPCA)?

The Efficiency First California (formerly CBPCA) is a non-profit trade association working to make homes more energy efficient. Efficiency First California (EFCA) has partnered with SMUD to perform pre-work and post-work Quality Assurance (QA), an integral part of the SMUD Home Performance Program of which you are a participating homeowner. Additionally, EFCA trains contractors how to use a whole-house approach to retrofitting homes for efficiency, comfort, durability, health and safety.

### VERIFICATION PROCESS FOLLOWED BY EFCA VERIFIERS:

Before the verification, the verifier will review the house data reported by the contractor. The verifier will discuss the QA process with the homeowner and ask him/her to fill out a short customer survey about the home performance work completed or planned in the home. The verifier then visually inspects the house and uses diagnostic tools as needed to verify the contractor's data. The verifier will not discuss any inspection results with the homeowner. The homeowner may ask the contractor for the results or may call Moe at CBPCA directly at 510-788-0463.

### WHY WE CONDUCT VERIFICATIONS

All participating contractors in the SMUD Home Performance Program are subject to QA reviews by EFCA verifiers. Our QA program ensures that the participating contractor's work meets or exceeds program requirements and each homeowner receives high quality work. Each contractor will have 5% to 15% of his/her jobs verified before work begins or after the work is complete.

### ABOUT OUR VERIFIERS

EFCA Verifiers are experienced contractors and trainers who have exceeded the requirements of our Home Performance with ENERGY STAR® program. These contractors have signed our Privacy Policy and demonstrated their commitment to high quality home performance contracting services in California.

### PREPARE FOR YOUR VERIFICATION VISIT BY MAKING AVAILABLE THE FOLLOWING:

- 1) **Yourselves:** the verifier will have a short conversation with you about your experience with your home's energy upgrade.
- 2) **Documents:** paperwork provided to you by the contractor who did the work such as a homeowner summary report, utility bill information, proposal, homeowner agreement, etc.
- 3) **Pathways:** the verifier will be moving around the house a great deal, please move any fragile, valuable, or otherwise significant possessions away from areas of the home where work was completed such as the attic, crawlspaces, utility rooms, floor/wall/ceiling registers, etc.

If you have any questions or concerns about your home verification visit, don't hesitate to contact EFCA directly at 510-788-0463 or email [Moe@efficiencyfirstca.org](mailto:Moe@efficiencyfirstca.org).