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Dear SMUD Home Performance Program Participating Contractors,

Please review and share with your team the following 2016 reminders and updates:

This is a friendly reminder to submit all of your HPP project documents on time to prevent any rebate processing delay. All slow or incomplete document submissions have huge ramifications for the program’s ability to continue. The boards of directors at SMUD are very concerned about the delays. The EFCA/SMUD team prides itself on getting the rebates to the customers as quickly as possible; however, we can’t issue rebates until you have provided accurate and complete documents. The turnaround time from the time we receive all the documents until the customer receives a check in the mail is 2.5 weeks. Please make sure that you submit all the required documents with accurate information to streamline the rebate approval process. Thank you for your cooperation.

Don’t Forget the Customer E-mail Address

	A	B	C	D
1	SMUD HOME PERFORMANCE PROGRAM - JOB REPORTING TEMPLATE			
2	PROJECT INFORMATION			
3	Contractor company			
4	CONTRACTOR INFORMATION			
5	Contractor company			
6	Contractor street address			
7	Contractor city			
8	Contractor state			
9	Contractor ZIP			
10	ACCOUNTHOLDER/PROPERTY OWNER INFORMATION			
11	SMUD accountholder first name			
12	SMUD accountholder last name			
13	Accountholder street address (i.e., home upgraded)			
14	Accountholder city			
15	Accountholder state			
16	Accountholder ZIP			
17	Accountholder email			
18	Accountholder phone			
19	Property owner first name			
20	Property owner last name			
21	Property owner mailing street address			
22	Property owner mailing city			
23	Property owner mailing state			
24	Property owner mailing ZIP			
25	Property owner email			
26	Property owner phone			
27	Payee (accountholder, property owner, or contractor)			
28	Did the customer finance any portion of this project?			
	Does the job scope meet the minimum 10% kWh savings			





It is a very common omission by HPP contractors to forget to enter the customer e-mail address into the Vision Database (SMUD HPP data portal) or the Job Reporting Template (JRT). If the customer is hesitant to give out this information, please assure them that this is an important piece of information that the program needs for follow-up communication with the customer. SMUD will not spam them or sell their e-mail address to outside vendors. When the rebate has been approved, the customer will receive an e-mail letting them know their rebate is in process. This may reduce calls into your office asking about the rebate. 90 days after project completion, an e-mail survey regarding the customer's HPP experience will be sent. The results of these surveys will be shared with the contractor in the monthly scorecards.

This will help all of us determine the areas for improvement and find solutions for those challenges. We will include your customer satisfaction score on your monthly scorecard that we have been sending you so you can see where you stand in comparison to the top five contractors.

Changes to Rebate Processing

SMUD is implementing new computer based customer data management systems. Starting now, we ask you to make sure that the customer on the account is the same customer that is going to be signing and receiving the rebate check. We ask you to clearly provide their contact information e.g., full name, address, phone number, etc.

In cases where the landlord doesn't reside in SMUD territory, we appreciate you providing us with his/her information outside SMUD, including full name, address and phone number/ email address so we can send them the rebate check in a timely manner. This is also needed even if the rebate is being assigned to the contractor.

Please Note

SMUD is concerned about how the behavior of some of your employees may be impacting the professionalism of the program. There have been complaints of unprofessional behavior while on the client's property, including leaving cigarette butts on the client's property, not consistently cleaning up at the end of the day, using foul language,/ arguing with each other and moving of customer's personal items.. Your employee's actions reflect on the whole Home Performance Program, so please remind your employees to be on their best professional behavior.

REMINDER: BPI 1200 Standard

Starting January 1, 2016 the BPI 1200 Standard, page 11 has been in effect. Please note the following:

Contractors no longer have to perform a draft testing under the new BPI 1200 standard, which PG&E and SMUD have adopted.

The new worse case depressurization test is:

- Similar to previous worse case depressurization (WCD) conceptually, but different procedure
- To test the effect of exhaust fans and central blower fan on CAZ depressurization
- Non-CAZ doors should be positioned closed unless the room has an exhaust fan or return



- FAU blower should be tested on and off, to establish ‘more negative’ effect on CAZ
- CAZ door should be tested open and closed (measure pressure WRT outside) and positioned whichever way makes CAZ more negative for spillage testing.
- No requirement on register positioning, recommend placing at HVAC’s optimal operating conditions
- If appliance(s) in CAZ fails spillage at greatest depressurization of CAZ it fails–BPI no longer recognizes natural conditions for diagnostic assessment purposes

Combustion Gas Detectors

PG&E now requires all participating contractors to have a gas detector that:

- Is UL 913 (‘intrinsically safe’) classified
- Displays Lower Explosive Limit (LEL) and/or provide alarm when LEL exceeds 10%
- Able to produce an audible variable ‘tick rate’ or changing tone indicating relative gas concentrations
- Has the ability to ‘zero’ ambient conditions
- Can be calibrated (per manufacture specs)

We encourage you to read the BPI 1200 Standard and reach out to us if you have any questions or clarifications!

One more thing

Please note that you, the contractor, are responsible for the safety operation of any combustion appliances—even if you are not going to upgrade them. For example, if you are not going to replace the natural draft water heater in any of your projects, you still have to test them for spillage and Carbon monoxide under the worse case condition, to make sure that they are safe to operate by the homeowner. Safety is the most important aspect of SMUD Home Performance Program, PG&E programs, and BPI.

Same thing when you find a single wall vent pipe that is not secured at each connection with three screws. Contractors are responsible for making all single wall vent pipe secured, per code, even if the water heater or the furnace with that type of the pipe is not part of scope of work!

Changes to Home Upgrade Program Rebates

For those of you who have not yet seen this, PG&E Home Upgrade and Advanced Home Upgrade have now changed in an effort to drive deeper energy retrofits and achieve deeper energy savings in the program. The following rebate structure updates will occur:

Summary of Changes

Home Upgrade: The minimum number of points required for a Home Upgrade application will rise from 100 to 150. The Base Measure Kickers of 15 points for 2nd base measure and 20 points for 3rd base measure will also be removed. The new point structure will apply to all applications submitted after April 15, 2016 at 11:59 pm.

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Home Upgrade applications submitted through April 15, 2016 are eligible for the existing rebate structure. All applications submitted after April 15 (11:59 pm) are eligible for the new rebate structure.

Advanced Home Upgrade: The incentive structure based on the site savings percentage will be reduced. The kWh and therms incentives will remain unchanged.

All pre-installation applications submitted through May 1, 2016 are eligible for the existing rebates. All pre-installation applications submitted after May 1 (11:59 pm) are eligible for the new rebate structure. For pre-installation applications submitted by May 1, participants must submit post-installation applications by Aug. 1, 2016 (11:59 pm), otherwise the new incentive structure will be applied.


The new incentive structure will apply to all jobs for which a pre-installation application is submitted after May 1, 2016. The new rebate structure based on site savings is below:

Existing Rebate Structure (Valid through May 1, 2016 11:59 PM)	
Site Savings	Incentive
10%	\$1,000
15%	\$1,500
20%	\$2,000
25%	\$2,500
30%	\$3,000
35%	\$3,500
40%	\$4,000
45%+	\$4,500
Energy Savings Incentives	
KWH	\$0.75/KWH
<u>Therms</u>	\$2.00/ <u>Therm</u>
AC & Pool Pump Kicker Incentives <i>In Select Zip Codes</i>	
Pool Pump	\$200
Air Conditioner	\$400

New Rebate Structure As of May 2, 2016	
Site Savings	Incentive
10 – 20%	\$500
20 – 30%	\$1,000
30 – 40%	\$2,000
40% +	\$3,000
Energy Savings Incentives Unchanged	
KWH	\$0.75/KWH
<u>Therms</u>	\$2.00/ <u>Therm</u>
AC & Pool Pump Kicker Incentives <i>In Select Zip Codes</i> New Zip Code List Effective March 1, 2016	
Pool Pump	\$200
Air Conditioner	\$400

Please let us know if you have any questions or comments about the content of this newsletter and/or any other topic related to the SMUD HPP.

Thank you,
SMUD team

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