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SMUD HPP - August Newsletter

HPP means Home Performance Program

Just a reminder that the SMUD Home Performance Program's goal is to convert existing residential homes into high performance homes by reducing energy consumption while also improving the health, safety and comfort of the home's occupants

Even though it is allowed at this time, frequently installing standard equipment is not what the program is about. The expectation is that jobs will stand above the minimal upgrade.

Jobs should be up sold to at least tier 1 for HVAC systems. This means new systems would have at a minimum SEER 15, with an EER of 12(package) or 12.5 (split), and maximum air sealing and insulation at tier 1 whenever possible.

Downsizing Bonus Reminder

Do not forget to properly size the new system, as this will often allow you to claim the HVAC sizing bonus.

Window Replacement Program Requirements reminder

The SMUD HPP program requires that all jobs that include window replacement must use windows that have a U-factor of .30 or less (lower is better!) and a solar heat gain coefficient (SHGC) of .25 or less (lower is better!). Windows that do not meet these specifications

Ways to improve rebate processing time

The aim of the SMUD Home Performance program is to help you achieve high quality home performance upgrades while rewarding your customers with rebates for doing so. We want to be able to approve all jobs for rebate but that needs your help to be sure rebates can be paid in a timely fashion.

Tips to help your job processing go smoother

- **Please use the JRT to its fullest advantage to reduce Rebate processing time.** Fill in all applicable areas. Any missing information, can delay a job up to 4-5 days. Jobs will be paused to obtain missing or incorrect information on the JRT, which requires your staff to look for notes in the Vision system and make the corrections. What usually happens is that you turn in incomplete documents and assume they are o.k. – the customer then calls in a month later and is upset at our slow processing time. All of your good work will be forgotten if they feel we were too slow on rebating them. Your attention to this detail will help all involved.
- **Please provide an email address for your customers.** Many times we need to contact the customer and an email address would expedite the communication – **Thank you!**
- **Use the comment sections to communicate with reviewers through Vision.** This is the fastest way to communicate about a job's post-application desktop review concerns.
- **Be sure you are clear on who gets all job notifications through Vision.** The notifications are your way of knowing the progress of a job through the desktop review stage. When entering the job into Vision, the primary contact should be whoever is responsible for processing the paperwork and

the tester, sometimes it's the main contractor or sub-contractor.

If it is not you and you want to be in the loop, work it out with the primary contact to make sure you are informed along the way.

- **Document, Document, Document!** When unexpected obstacles prevent you from meeting program goals, like inaccessible areas, please document the problem areas of the job by **taking photos** before, during and after for each measure
- **Make notes on the JRT.** Communicate on the JRT why certain program goals cannot be met due to circumstances beyond your control. This allows us to determine the extent of the problem and allow for an exception if at all possible.
- **Alert us to any concerns you may have while a job is in progress.** We can help with solutions before a return visit to the home may be needed as a result of our desktop review
- **When you have used the SMUD financing for a project.** The funds for your loan will not be released to the contractor until the final approval is given through the HPP program. This means that all job documents must be approved for rebate through the Vision/EFCA process and all loan documents must be submitted directly to the SMUD loan division for processing after the job is complete and approved for rebate.

We are here to help. We want to help you succeed in the program- help us help you!

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