

Home Energy Savings Program

Pacific Power Trade Ally Manual

Version 2.1

Release Date – May 12, 2014

Table of Contents

Glossary	1
Version History	2
Purpose of This Manual	2
Home Energy Savings Overview	2
Trade Ally Overview	2
Trade Ally Enrollment Process	3
Performance Expectations	4
Quality Control	6
Program Participation Termination and Re-enrollment.....	7
Applying for Program Incentives	7
Marketing Tips and Customer Service	10
Program Contact Information	10
Multi-family Process	11

Glossary

ACCA	Air Conditioning Contractors of America
AFUE	Annual Fuel Utilization Efficiency
AHRI	Air Conditioning, Heating and Refrigeration Institute
CAC	Central Air Conditioner
CAZ	Combustion Appliance Zone Testing
CFM	Cubic Feet per Minute
ECM	Electronically Commutated Motor
EER	Energy Efficiency Ratio
HES	Home Energy Savings
HVAC	Heating, Ventilation, and Air Conditioning
PP	Pacific Power
SEER	Seasonal Energy Efficiency Ratio
TXV	Thermal Expansion Valve
QPL	Qualified Products List

Version History

Version #	Section	Release Date	Revision
2.1	References for Installation Requirements and Qualifications	May 12, 2014	Revised with the California Public Utilities Commission approved changes.

Pacific Power's HES program will update this trade ally manual periodically.

Purpose of This Manual

This manual is meant to provide trade allies with a comprehensive overview of Pacific Power's Home Energy Savings program. It has been developed with a companion set of reference materials and applicable worksheets to assist trade allies with the installation of program-approved equipment and services.

Home Energy Savings Overview

The PP HES program offers cash incentives on a variety of HVAC, plumbing, and weatherization equipment and services. The program promotes installation practices that are designed to maximize system performance and efficiency. By helping customers minimize their energy use, the HES program saves customers money on their energy bill and also reduces the growing demand for power in the region.

The program was originally designed for single family installation. However, due to increased interest in multifamily¹, new homes, and manufactured homes, the program has extended incentives for each category in select states, each involving its own unique application process. For multifamily projects, please refer to pg. 11 and contact the program via the website at homeenergysavings.net, by phone 1-800-942-0281, or email HESMultifamily@pacificpower.net for additional requirements, or to make an appointment for a pre-qualification inspection. Please refer to the HES website at homeenergysavings.net for additional requirements regarding new or manufactured homes incentives.

Trade Ally Overview

A trade ally is a contractor (general, HVAC, weatherization, or plumber) or retailer who sells or installs qualifying equipment or performs services for home energy efficiency upgrades. There are two types of program trade allies: participating or qualifying.

Participating trade allies:

Participating applies to a trade ally that has met the basic requirements (outlined on the next pages) to perform work for the HES program.

Qualified trade allies:

Qualified applies to a trade ally that has met the basic requirements (outlined in the next pages) and that has also successfully completed additional relevant industry training(s) required for specific services (e.g. PTCS, BPI, NATE, etc.). Documentation of the completed training must be submitted with the participation agreement and must include the name of the individual trained, certification number, certification type, date trained, and expiration date (if applicable). For additional information on relevant industry trainings and certifications, please refer to the state's HVAC, plumbing or weatherization trade ally manuals. If you or your technicians require additional training in order to meet program requirements, please let us know and we will work with you to identify appropriate local resources or provide on-site technical coaching.

¹ 5 or more attached units with shared floors and/or walls

Program-Eligible trade allies:

The term “program-eligible trade ally” is used when an installation can be completed by either a participating or qualified trade ally. This term is used on HES marketing materials and on the website to explain to customers what type of trade ally they need to hire in order to receive an incentive.

Trade Ally Enrollment Process

Trade allies who wish to participate in the program must complete the following steps:

Step #1: Contact the program to indicate interest in participation.

Notify the program at 1-800-942-0281, HESTradeAllyPP@pacificpower.net, or via the HES website of your interest in participating in the program. Once notification is received, the program will provide a participation agreement to fill out and return.

Step #2: Submit a signed participation agreement, valid business license, state contractor’s license, and any other required certifications and licenses.

Valid business or trade license(s) must be from:

- **California:**
 - Contractors State License Board
 - www.cslb.ca.gov
- **Washington:**
 - Washington Department of Labor and Industries
 - www.lni.wa.gov/tradeslicensing

For trade allies looking to do qualified services (see tables below), there are additional certifications that must be provided. Once these certifications are provided, the trade ally will be marked as qualified on the HES website.

California – Equipment/Services Requiring Additional Certifications	
Equipment/Service	Additional Certifications
Air Sealing	BPI
Duct Sealing & Insulation	PTCS or NATE
Duct Sealing (Stand Alone)	PTCS or NATE

Washington – Equipment/Services Requiring Additional Certifications	
Equipment/Service	Additional Certifications
Air Sealing	BPI
Heat Pump PTCS Commissioning, Controls, and Sizing	PTCS or NATE
Duct Sealing (Stand Alone)	PTCS or NATE
Duct Sealing and Duct Insulation	PTCS or NATE

Note: Trade Allies must keep all applicable trade licenses up to date.

Step 3: Confirm preliminary eligibility.

The program will review and verify all paperwork provided, contact references, and confirm the trade ally has a clean record (e.g. no unresolved complaints or citations logged within the last 12 months) with the Better Business Bureau.

Public Service Commission**California****Washington**

California Public Utilities Commission

Washington Utilities and Transportation Commission

Step 4: Complete program orientation and trade ally participation agreement.

The program will send you the orientation and a copy of the trade ally participation agreement via email; the orientation covers program and technical requirements. An assigned field representative will contact you to ensure you understood the orientation and to answer any questions or concerns you may have.

Step 5: Approval for participation in the program.

Once steps 1-4 are satisfactorily completed, the program will provide a formal approval for participation in the HES program; upon request, the program will provide a copy of the fully executed participation agreement. Approved trade allies will be listed as either participating or qualified on the HVAC, plumbing, or weatherization trade ally list posted on the HES website.

Once formal participation is approved, trade allies can work with their customers to submit incentive applications for any qualified work completed prior to program participation approval so long as it is postmarked within 90 days of the work completed date.

Your customers' applications will not be processed until the enrollment process has been successfully completed and the program formally grants approval for full participation. The program will process your customers' applications for measures that were installed before any tariff changes up to 90 days after the equipment or service purchase date.

Performance Expectations

Trade allies are an important component to the success of the HES program. Selling qualified equipment, completing qualified installations, providing customers with accurate program information, assisting in completing applications, and providing excellent customer service are essential requirements for participation in our program.

Keep all business information up to date:

- The trade ally is expected to notify the program when there have been changes to the business name, address, telephone numbers, etc. If these changes are reflected on service invoices but the program has not been notified, it may result in denial of customer applications.

Keep all required licenses up-to-date:

- The program will track and monitor the expiration of licenses and provide notification to trade allies 60 days before any upcoming expiration dates, stating risk of removal from program if not renewed and the deadline for renewal.
- If documentation of renewals is not provided by close of business on the expiration date:
 - The program will terminate the trade ally's participation in the program and remove them from the website list and the network.
 - Any applications received where work was performed after the expiration date will be denied.
 - The trade ally is expected to reimburse customers for any incentives denied where work was performed after the expiration date.

Maintain good standing:

- The program will periodically monitor the Better Business Bureau site to stay informed of any issues that may arise, and ensure that trade allies resolve complaints in a timely manner and maintain good standing.
- If complaints go unresolved, program staff may terminate the trade ally's participation in the program, remove them from the website lists and deny customer applications.

Install approved equipment and measures to program requirements and technical standards:

- If a persistent performance issue is identified via inspections, the program will work with the trade ally for a period of six months to clarify program requirements and resolve the issue.
- If the issue is not satisfactorily resolved within six months, the trade ally's participation will be terminated and they will be removed from the website lists.

Qualified HVAC trade allies only: Ensure that at least one technician holds current industry training required for participation as outlined in Step 2 of the enrollment process above.

California References for Installation Qualifications and Requirements

Category	California HVAC Trade Ally Manual	California Plumbing Trade Ally Manual	California Weatherization Trade Ally Manual
Existing Homes	Central Air Conditioner Duct Sealing (Stand Alone) Duct Sealing & Insulation Ductless Heat Pumps Heat Pump Conversion Heat Pump Upgrade Whole Home Upgrade	Heat Pump Water Heater	Air Sealing Insulation (Attic, Wall) Whole Home Upgrade
New Homes	Ductless Heat Pump	N/A	N/A
Multifamily Homes	Duct Sealing & Insulation	N/A	Insulation (Attic, Wall)
Manufactured Homes	N/A	N/A	N/A

Washington References for Installation Qualifications and Requirements		
Category	Washington HVAC Trade Ally Manual	Washington Weatherization Trade Ally Manual
Existing Homes	Central Air Conditioner New Product Central Air Conditioner Best Practice Installation and Sizing Duct Sealing (Stand Alone) Duct Sealing Duct Insulation Ductless Heat Pumps Evaporative Coolers Heat Pump Conversion Heat Pump PTCS Commissioning, Controls, and Sizing Heat Pump Upgrade Heat Pump Water Heaters Whole Home Upgrade	Air Sealing Insulation (Attic, Wall, Floor) Windows Whole Home Upgrade
New Homes	Central Air Conditioners Ductless Heat Pumps Heat Pumps Heat Pump Water Heaters	N/A
Multi-family Homes	Duct Sealing & Duct Insulation Ductless Heat Pumps	Insulation (Attic, Wall) Windows
Manufactured Homes	Ductless Heat Pumps Heat Pump Conversion Heat Pump Upgrade	Air Sealing

Quality Control

The program administrator will perform on-site quality control inspections and verifications to ensure qualifying services have been conducted in compliance with program requirements. Upon receiving formal approval for participation, applications will be randomly selected for inspection. If an inspection shows that a trade ally performed work that is not in compliance with program requirements, the trade ally will have 30 days to correct the work. Trade allies will be asked to leave the program if their work consistently does not meet program requirements.

Program Participation Termination and Re-enrollment

A trade ally's participation agreement may be terminated for cause by program staff at any time. Actions that could lead to termination include:

- Failure to adhere to all performance expectations as described on the previous pages
- Falsifying incentive application information
- Conveying inaccurate program information to customers
- Use of Pacific Power and/or Home Energy Savings program logos, without written authorization
- Improper representation of the relationship between the trade ally and Pacific Power, the HES program and/or the program administrator

Any trade ally whose participation in the program is revoked will have the opportunity to re-apply for participation after taking the necessary steps to provide full assurance of program compliance. Re-entry cases will be evaluated on a case-by-case basis.

Applying for Program Incentives

Incentive Applications

Incentive applications are available at www.pacificpower.net/hes. **Incentive applications must be completed and postmarked with all required documentation within 90 days of the work completed date.** Please note that filling out incentive applications incorrectly or incompletely will result in incentive processing delays or denial of the incentive.

Qualifying Customers

In order to qualify for the Home Energy Savings program, all customers must meet the following eligibility requirements:

- Customer must reside in the state where they are applying for the incentives and must purchase electricity from Pacific Power on one of the residential rate schedules outlined below.
- Landlords who own rental properties where the tenant is billed on one of the residential rate schedules below also qualify.
- Work must be completed by a participating or qualified program trade ally who has met all program requirements.
- Property owners and other third party entities such as HOAs not listed as the account holder can submit a third party payment addendum found on each state's form page in order to receive incentive payments.

Residential Rate Schedules	
California	Washington
D, DL-6, DS-8, DM-9, or NEM-35	16, 17, or 18

Helping Customers with Incentive Processing

Trade allies are expected to assist customers in completing incentive applications and providing required documentation. The following steps will help ensure timely submission and payment of incentives.

1. Take the time to review all of the eligibility and incentive requirements with customers.
2. Provide customers with the appropriate incentive application and assist them with its completion.
3. Provide customers with an invoice detailing the work performed.
 - a. Note that the total incentive amount claimed must not exceed the total project cost.

4. Submit the application and required documentation (trade ally invoice and product documentation) on behalf of the customer or leave all required, completed information with the customer for submission. *It is recommended that customers keep a copy of all documentation for their records.*
 - a. Completed forms with all required documentation must be postmarked **within 90 days of the work completed date.**
 - b. **Trade allies are expected to assist customers by providing any missing information needed to complete the applications.**
5. The Pacific Power account holder will receive an incentive check within 6 weeks of program receipt of a completed and approved application packet.

Trade Ally Invoice

Trade ally invoice/itemized receipt must include:	
For all HVAC or Weatherization work	Itemized costs Work initiated and work completed dates
For all Insulation Work (Attic, Wall, Floor)	Square footage of area insulated Insulation type (loose fill, bat, or blanket) Number of bags of loose fill (if applicable) Pre-existing R-value and added R-value
For all Windows	Total number of qualifying windows Dimensions of each window

Note: For insulation and windows: incentive amounts cannot exceed the total cost of the project (labor and materials for trade ally-installed jobs, or materials only for self-installs).

Additional Required Documents

Specific measures require additional required documents. Please refer to the application to determine what additional documents are required. The application will not be processed until all required documents are received.

Incomplete or Non-Qualified Applications or Worksheets

Incomplete applications submitted to the program will not be processed. The program will notify the customer and the trade ally by mail and request that missing information be provided within 21 days of receipt of the application. If the missing information is not provided within the 21 days outlined in the letter, a second letter will be mailed which will provide an additional 21 days. If the missing information is not supplied by the deadline listed on the second letter, the incentive application will be deemed "not qualified" and the incentive will not be paid.

Common Issues with Applications	
General Issues	Missing invoice Invoice not itemized Missing or incomplete site/household information Missing customer and/or trade ally signature Account/address issues (i.e. not on qualifying rate schedule, name, or address) Incentive application is postmarked more than 90 days after work has been completed.
HVAC Equipment or Services	Missing program worksheets or checklists Missing detailed required information. Installation or service was not completed by a qualified program trade ally when required. Equipment installation or service performed did not meet program requirements/qualifications.

Common Issues with Applications Continued	
Weatherization Equipment or Services	Missing NFRC stickers or manufactured specifications sheet on window applications. Missing detailed required information. Home square footage heated/cooled is less than 80% of the home's conditioned floor area. Window U-Factor requirements are not met for specific windows. Previous insulation R-value is too high.

To Provide Missing Information

To provide missing information, please write the application ID (ex. A123456) on the top of resubmitted documentation. The application ID can be found on the missing information notification the HES program sent to the customer. Please do not re-submit the entire packet. Certain items may only be provided by the customer and cannot be provided by the trade ally. Please refer to the missing information notification for more details.

Submit Incentive Application

The incentive application and all required documentation must be **postmarked within 90 days of the work completed date** (except CAC Best Practices Installation incentive).

Applications can be submitted via		
Mail	Email	Fax
Pacific Power – Home Energy Savings 818 S.W. Third Ave. #215 Portland, OR 97204	hes@pacificpower.net	1-800-687-6176

Marketing Tips and Customer Service

The Home Energy Savings program incentives provide sales staff with simple ways to increase the level of service provided to your customers. Some suggestions are:

- Engage customers by asking about their knowledge of energy efficiency (and cash back incentives).
- Create an energy efficiency sales package that includes current customer incentives.
- Ensure your customers receive the appropriate incentive application (found at pacificpower.net/hes) and required documentation for processing.
- Customers will ultimately:
 - Save money on their electricity bills
 - Improve home comfort
 - Improve indoor air quality
 - Reduce greenhouse gas emissions

Program Contact Information

Trade ally Hotline 1-800-942-0281

Customer Hotline 1-800-942-0266

Fax Number 1-800-687-6176

Website pacificpower.net/hes

E-mail address HESTradeAllyPP@pacificpowerpower.net

Multifamily Process

This attachment provides a description of program requirements, incentive application processes, and verification processes for multifamily projects. Multifamily dwellings (defined as 5 or more attached units with shared floors and/or walls) are eligible for most Home Energy Savings program incentives and must meet all eligibility requirements to qualify. The most commonly installed multifamily incentives include:

- Attic insulation
- Duct sealing and duct insulation
- Windows
- Light fixtures
- Appliances

Trade Ally Responsibilities

Trade Allies are expected to completely and accurately explain the program's incentive requirements and each step of the multifamily process to the property owner/manager. It is critical to work with the property owner/manager to verify items 1-3 below **prior to** performing any work:

1. The property is on a qualifying rate schedule
2. The property's landlord account is in place and up-to-date
3. All units meet program requirements to qualify for incentives.

The program is available to assist and support trade allies in communications with property owners/managers when needed. Setting up a landlord account is simple (see instructions in Step 1 below) but we recommend that trade allies inform property owners/managers of this requirement early in the process and offer assistance if needed to avoid any unnecessary delays.

Multifamily Incentive Process

Step #1: Discuss the project with the program

Prior to starting any multifamily project work, the trade ally must gather the preliminary information about the multifamily complex and discuss the project with the program.

Provide the following information which is critical to the initial pre-qualification assessment to confirm the property's incentive eligibility:

- Property/complex name and site address
- Heating and cooling sources in each unit
- List of incentives customer is applying for
- Landlord or property owner/manager name and contact information

Step #2: Verify customer qualifications

Qualified multifamily dwellings must be located in the state of California or Washington and purchase electricity from Pacific Power.

Residential Rate Schedules	
California	Washington
D, DL-6, DS-8, DM-9, or NEM-35	16, 17, or 18

Multifamily Process Continued

Submit the information above to the program:	
Email	HESMultifamily@pacificpower.net
Fax	800-687-6176
Mail	Attn: Home Energy Savings Program - Multifamily 100 SW Main St. Suite 1500 Portland, OR 97204

How to create a landlord account:

Steps to create a landlord account	
#1	Call Pacific Power customer service at 1-800-221-7070. <ul style="list-style-type: none"> • When prompted, Press 1 for Residential • Press 4 for Other Matters • Press 5 to speak with a representative
#2	Explain to the PP rep that you want to create a landlord account.
#3	The PP rep will set up a Landlord Agreement and return it via email, fax, or mail.
#4	Upon receiving the Landlord Agreement, complete the required information. Fax or mail the documentation back to PP, referencing the return details on the Agreement.
#5	A PP rep will provide you with a valid landlord account within 48 hours of receipt.

Please contact Pacific Power at 1-866-870-3419 Monday through Friday between 7:00 a.m. and 6:00 p.m. for more information.

Step #3: Program conducts a pre-qualification inspection

After the program confirms that the multifamily property is on a qualified rate schedule, a pre-qualification inspection will be scheduled to ensure all incentive qualifications are met. This step is necessary to determine the eligibility of the property **before** any work is started and is intended to provide some certainty for the landlord or property owner/manager to accurately budget for this investment in energy efficiency improvements.

During the on-site pre-qualification inspection the inspector will determine if the property (by building) meets the individual measure requirements. Trade allies are welcome to join the inspector for this on-site visit.

After the on-site pre-qualification inspection is completed, the program will notify the trade ally if the property is eligible for an incentive. At this time, the trade ally may proceed with performing the qualified service.

Step #4: Trade ally completes the project

Step #5: Submit the incentive application

Once work on the multifamily property is complete, trade allies should assist the landlord or property owner/ manager in completing the incentive application and provide them with required information and documentation including itemized invoices. It is important for trade allies to keep landlords or property owners/ managers informed and involved throughout the process.

Multifamily Process Continued

The following must be submitted when applying for incentives:

- One incentive application for the entire multifamily property
- One itemized invoice detailing the work performed for the property
- Completed W-9 form for the person or entity receiving the incentive check
- A list of all tenant units where work was performed and the landlord account number
- HOAs or Property Management Companies that do not have an account under the company name must provide a completed Third Party Payment Addendum

Requirements for insulation incentives only:

- Summary report of work performed by unit including the following information. *The program can provide an Excel template for your convenience.*
 - Address (including unit and building number) for each unit where work was completed
 - Square footage of insulation installed
 - Insulation type
 - Pre-existing R-value and R-value added

Requirements for duct sealing and duct insulation only:

- A completed worksheet for each unit where work was performed. *Blank worksheets are not available for download on the website and must be provided by the program.*

Incentive applications and all required documentations should be **postmarked within 90 days** of the completed service.

Step #6: Program conducts a post-work inspection

After receipt of a completed incentive application the program will schedule a post-work inspection to verify all program requirements have been met.

Step #7: Incentive Payment

Once the application is approved both the customer and trade ally will be notified of the status and the application will be processed. Incentive payments will be received within 6 weeks of application approval. In the event the completed service was not performed according to program standards, the trade ally will be asked to return to the job and correct the issue(s) within 30 days so that the incentive can be paid.