

Third-Party Screening and Certification of Home Improvement Contractors

A look at PG&E's Whole House Rebate Program

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PG&E's Whole House Rebate Program

- Whole Home Performance
 - Comprehensive energy efficiency measures that follow the loading order and examine the home as a system rather than individual components
 - Benefits include increased comfort, energy savings and home performance job creation
- Statewide IOU program that is delivered to customers alongside ARRA funded programs
- Drive contractors to home performance industry and BPI Accreditation
- Part of Energy Upgrade California (www.EnergyUpgradeCA.org)





PG&E's Whole House Rebate Program



Basic Upgrade Package

- Focuses on building shell
- “On ramp” for home performance contractors
- Consistent Statewide
- \$1000 incentive

Advanced Upgrade Package

- Requires diagnostic assessment that leads to a comprehensive work scope
- Incentives based on calculated savings

Savings	15%	20%	25%	30%	35%	40%
Rebate	\$1,500	\$2,000	\$2,500	\$3,000	\$3,500	\$4,000






Participating Contractor Requirements

- Sign and agree to Contractor Participation Agreement
- Attend a program participation workshop
- Complete Basic or Advanced Upgrade Technical Training
- BPI Building Analyst certifications
- Insurance and bonding requirements
- Contractor license (B, C-2, C-20 for Basic; B for Advanced)
- Company registered with Contractors State Licensing Board (CSLB) for at least two years
- CSLB home improvement salesman registration certification
- Background screen





Participating Contractor Enrollment



Steps

- 1 Contractor Information
- 2 Insurance Information
- 3 Contractor Licensing & Accreditation
- 4 Participation Agreement

PARTICIPATION AGREEMENT (Step 4 of 4) [Logout](#)


You must agree to the terms and conditions below to participate in the PG&E Whole House Program

- Perform and report a minimum of four (4) completed Jobs in each 12 month cycle of the Program period;
- Assure that all Work is performed in a safe manner, including but not limited to full adherence to the Program's *Combustion Appliance Safety Protocols*;
- Abide by the quality assurance procedures including reporting and sampling protocols, as specified in the *Contractor Handbook*;
- Train internal staff to field Customer inquiries about Energy Upgrade California and the PG&E Whole House Rebate Program;
- Provide excellent Customer service to any Customer requesting Work;
- Require all employees to present company identification upon the start of work in a Customer's home;
- Obtain all legally-required building permits and comply with Contractor licensing requirements, applicable building codes, and all applicable federal, state, and local laws, rules, and regulations;
- Warrant that Contractor's leadership (President, CEO, etc.) have no prior conviction of crimes identified in Section 6.0 of the *Contractor Participation Agreement* as well as no lawsuits or liens filed against the Installer or its leadership within the previous five (5) years;
- Abide by the Program standards in any co-marketing collateral Contractor may produce, consist with *Pacific Gas and Electric Company Co-Marketing Quick Start Kit* and the *Energy Upgrade California Graphic Standards Guide*;
- Immediately report to Build It Green, or its representatives, all Customer conflicts that are not resolved to Customer's full satisfaction.

* Denotes a Required field


- * I have read and agree to the terms and conditions stated above.
- * I acknowledge that I have received, read, and understand to abide by the *Contractor Participation Agreement*. [Download](#)
- * I acknowledge that I have received, read, and understand to abide by the *Contractor Handbook*. [Download](#)
- * I acknowledge that I have received, read, and understand to abide by the *Combustion Appliance Safety Protocols*. [Download](#)
- * I acknowledge that I have received, read, and understand to abide by the *Pacific Gas and Electric Company Co-Marketing Quick Start Kit*. [Download](#)
- * I acknowledge that I have received, read, and understand to abide by the *Energy Upgrade California Graphic Standards Guide*. [Download](#)

Download, sign and upload the Contractor Participation Agreement below.

 [Contractor Participation Agreement](#)

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Preparing Contractors

Transforming the Marketplace

- Rigorous contractor participation requirements
 - Testing performed by BPI Building Analyst for Basic Package
 - Testing performed by on-staff BPI Building Analyst in Advanced Package. BPI company accreditation recommended.
- Online enrollment process to ease paperwork and promote program scalability



Leveraging Best Practices

BPI in California

- California Home Energy Retrofit Coordinating Committee (CA HERCC) recommendation during program design
 - Public stakeholder group led by EPA

. **Benefits**

- Leverages national standard successfully employed in other states
- Demonstrates contractor commitment to home performance approach, setting the stage for transforming the market
- Proven program results





Pilot Program Results

- 123 Participating Contractors enrolled in the Full Program
- Jobs from August 2010-Present
 - 475 jobs complete
 - 914 in process

PILOT RESULTS (8/2010-6/2011)*	
Average Cost	\$11,500
Average Savings**	28%
Annual kWh saved**	2,300 kWh
Annual therms saved**	345 therms
Avg. peak kW avoided	2.4 kW
Average rebate	\$2,500

* Based on 376 completed jobs (6% basic, 94% advanced)

** Savings based on energy model



Thank You

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