PUD REGISTERED CONTRACTORS
ANNUAL MEETING
FEBRUARY 25, 2015
AGENDA

• Welcome & Introductions
• The Big Picture
• Bringing it Home
• PUD Weatherization & Heating Programs
• Performance Contracting
• Awards
THE BIG PICTURE

GEORGE POHNDORF
THE BIG PICTURE

• Importance of trade allies to PUD programs
• Industry changes
• Bigger Trends –
  • Limitation of Widgets
  • Connected Home
  • Smart Appliances
  • Behavioral
  • Codes and Standards/Momentum Savings
• I-937
BRINGING IT HOME

DOUG DICKSON
CHALLENGES

• Cost of savings
• Cost effectiveness
• Changing baselines
• Finding creative solutions
COST OF ENERGY SAVINGS

2014 Energy Efficiency Programs
First Year $/kWh and Total Savings Achieved

- C&I Retrofit
- Master Retail Program
- Single Family Weatherization & HVAC
- RCM
- Lighting To Go
- C&I Rebates
- Small Business Direct Install
- Refrigerator Recycling
- C&I New Construction
- Single Family New Construction
- Multifamily Retrofit

PUD
COST OF ENERGY SAVINGS

• What’s Cheap?
  • Fluorescent Lighting
    • Compact Fluorescent Lighting
    • Linear Fluorescent Lighting

• What impact does losing “Low Hanging Fruit” have on us?
  • Inability to balance high cost measures with low
  • Consideration of different delivery mechanisms
    • Midstream
    • Upstream
    • Bundling
  • High cost programs may be scrutinized
COST EFFECTIVENESS-WHAT IS IT?

• Required - Each qualifying utility shall pursue conservation that is cost-effective, reliable, and feasible

• Forecasted to be:
  • Reliable and available when it is needed
  • Less costly than the least cost similarly available resource

• Pass the “total resource cost test” (TRC) by having a benefit/cost ratio of one or greater

• A part of the TRC we have some control of is cost
COST EFFECTIVENESS

• Challenges to Cost Effectiveness
  • Codes and standards
  • High costs/shrinking savings

<table>
<thead>
<tr>
<th>Average DHP Price</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tacoma Power</td>
</tr>
<tr>
<td>?</td>
</tr>
</tbody>
</table>
COST EFFECTIVENESS

• Challenges to Cost Effectiveness
  • Codes and standards
  • High costs/shrinking savings

<table>
<thead>
<tr>
<th></th>
<th>Tacoma Power</th>
<th>Snohomish County PUD</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Average DHP Price</strong></td>
<td>$3,800</td>
<td>$5,400</td>
</tr>
</tbody>
</table>
CHANGING BASELINE

100 Watt Lamp

23 Watt CFL

19 Watt LED

100 Watt Baseline (81 Watts Savings)
CHANGING BASELINE

100 Watt Lamp
23 Watt CFL
19 Watt LED

23 Watt Baseline (4 Watts Savings)
### Proposed TRC:

<table>
<thead>
<tr>
<th>Measure</th>
<th>Heating Zone 1</th>
<th></th>
<th>Heat Pump</th>
<th>DHP</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Elec. FAF</td>
<td>Elec. Zonal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>ATTIC R0 - R38</td>
<td>6.0</td>
<td>3.9</td>
<td>3</td>
<td>5.1</td>
</tr>
<tr>
<td>ATTIC R0 - R49</td>
<td>5.3</td>
<td>3.5</td>
<td>2.7</td>
<td>4.5</td>
</tr>
<tr>
<td>ATTIC R11 - R38</td>
<td>1.7</td>
<td>0.9</td>
<td>0.7</td>
<td>1</td>
</tr>
<tr>
<td>ATTIC R11 - R49</td>
<td>1.6</td>
<td>0.9</td>
<td>0.6</td>
<td>0.9</td>
</tr>
<tr>
<td>ATTIC R19 - R38</td>
<td>0.8</td>
<td>0.6</td>
<td>0.4</td>
<td>0.5</td>
</tr>
<tr>
<td>ATTIC R19 - R49</td>
<td>0.9</td>
<td>0.6</td>
<td>0.4</td>
<td>0.5</td>
</tr>
<tr>
<td>ATTIC R30 - R49</td>
<td>0.5</td>
<td>0.3</td>
<td>0.2</td>
<td>0.3</td>
</tr>
<tr>
<td>ATTIC R38 - R49</td>
<td>0.2</td>
<td>0.2</td>
<td>0.1</td>
<td>0.1</td>
</tr>
<tr>
<td>WALL R0 - R11</td>
<td>3.1</td>
<td>1.6</td>
<td>1.2</td>
<td>1.7</td>
</tr>
<tr>
<td>FLOOR R0 - R19</td>
<td>1.8</td>
<td>1.4</td>
<td>0.4</td>
<td>1.4</td>
</tr>
<tr>
<td>FLOOR R0 - R25</td>
<td>1.8</td>
<td>1.5</td>
<td>0.4</td>
<td>1.5</td>
</tr>
<tr>
<td>FLOOR R0 - R30</td>
<td>1.8</td>
<td>1.5</td>
<td>0.4</td>
<td>1.5</td>
</tr>
<tr>
<td>Window : Single - u30</td>
<td>1.5</td>
<td>0.7</td>
<td>0.7</td>
<td>0.7</td>
</tr>
<tr>
<td>Window : Double - u30</td>
<td>0.6</td>
<td>0.4</td>
<td>0.4</td>
<td>0.4</td>
</tr>
<tr>
<td>Window : u35 - u30</td>
<td>0.9</td>
<td>0.6</td>
<td>0.4</td>
<td>0.5</td>
</tr>
<tr>
<td>Window : Single - u22</td>
<td>1.3</td>
<td>0.6</td>
<td>0.6</td>
<td>0.6</td>
</tr>
<tr>
<td>Window : Double - u22</td>
<td>0.6</td>
<td>0.4</td>
<td>0.3</td>
<td>0.4</td>
</tr>
<tr>
<td>Window : u35 - u22</td>
<td>0.6</td>
<td>0.4</td>
<td>0.3</td>
<td>0.4</td>
</tr>
</tbody>
</table>
PREVENTING THE ENERGY EFFICIENCY “DEATH SPIRAL”

• Good Business Practices
• New Ideas
• New Approaches
• Customer Outreach
WEATHERIZATION & HEATING PROGRAMS

KEVIN WATIER, JAY SNYDER
AGENDA

2014
• By the numbers
• What Happened

2015
• Budget and Goal
• Changes
• Marketing
• Multifamily
• Work Performance
• Notes
• Financing
2014 ACHIEVEMENTS

• Residential achievement overall:
  • 32.6 million kWh
  • $6.7 million budget

• Wx & Heating – accounted for 26% kWh goal and 49% of the residential portfolio budget overall
## 2014 PUD BUDGET, GOALS

<table>
<thead>
<tr>
<th>Program</th>
<th>2014 Budget</th>
<th>2014 kWh</th>
<th>2014 Budget spent</th>
<th>2014 kWh achieved</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Family</td>
<td>$2,235,000</td>
<td>5,675,000</td>
<td>$2,625,217</td>
<td>7,600,097</td>
</tr>
<tr>
<td>Multi-Family</td>
<td>$574,058</td>
<td>1,083,128</td>
<td>$427,684</td>
<td>960,536</td>
</tr>
<tr>
<td></td>
<td>$2,809,058</td>
<td>6,758,128</td>
<td>$3,052,901</td>
<td>8,560,633</td>
</tr>
</tbody>
</table>
SAVINGS UP, JOBS UP

Savings vs. Budget

Number of Jobs

2013
2435
2014
2798
COMPLETED PROJECTS 2013 VS 2014

<table>
<thead>
<tr>
<th>Category</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Glass</td>
<td>559</td>
<td>690</td>
</tr>
<tr>
<td>Ceilings</td>
<td>162</td>
<td>464</td>
</tr>
<tr>
<td>Floor</td>
<td>196</td>
<td>682</td>
</tr>
<tr>
<td>Walls</td>
<td>39</td>
<td>6</td>
</tr>
<tr>
<td>Ducts</td>
<td>690</td>
<td>682</td>
</tr>
</tbody>
</table>
2013 MEASURE MIX

- Glass (24%)
- Ceilings (21%)
- Floor (15%)
- Walls (9%)
- Duct insulation and seal (9%)
- HP air (2%)
- HP geo (0.3%)
- DHP (20%)
2014 MEASURE MIX

- Glass: 24%
- Ceilings: 20%
- Floor: 17%
- Walls: 6%
- Duct insulation and seal: 7%
- HP air: 1%
- HP geo: 1%
- DHP: 0.2%
WHAT HAPPENED?

Lowe’s Pilot

HEATWISE: South Everett

Incentive changes

Multifamily Program
LOWE’S PILOT

Lowe’s Pilot

• $50 per window
• Lowe’s Contractor Network
• Region-wide, March - October 2014
• Can’t be combined with PUD incentive
HEATWISE was...
✓ Community-led
✓ Geographically targeted

Winning Proposal
Evergreen State Heat & A/C
Russ and Leslie
INCENTIVE CHANGES

Why?

- Overall program cost was high
- To be more inline with other utility programs in the region.
- Match participation with available budget

Results:

- We were able to reach more customers
- Increased kWh savings
- Reduced program cost
- No adverse impact in participation
MULTIFAMILY

Why?

• Pending Applications exceeded the program savings and budget

Results:

• Although the program was put on hold, authorized projects were completed throughout the year.
• Started waiting list for 2015 program
WHAT’S HAPPENING

2015
LET US REVIEW

• Savings and Budget goals
• Changes to Note
• Marketing Campaign
• New Multifamily Program
• Remedial & Minor
• Don’t Forget
• Financing Options
## 2015 PUD Budget, Goals

<table>
<thead>
<tr>
<th>Program</th>
<th>2015 Budget</th>
<th>2015 kWh</th>
</tr>
</thead>
<tbody>
<tr>
<td>Single Family</td>
<td>$ 2,154,774</td>
<td>5,530,000</td>
</tr>
<tr>
<td>Multi-Family</td>
<td>$ 574,056</td>
<td>1,304,643</td>
</tr>
<tr>
<td></td>
<td><strong>$ 2,728,830</strong></td>
<td><strong>6,834,673</strong></td>
</tr>
</tbody>
</table>
CHANGES

January 1, 2015

• No more homeowner/DIY installations (single family)
• All work must be completed by a PUD Registered Contractor

April 1, 2015

• Minors start counting
• Contractor responsible for figuring the sales tax
• Manufacturer rebate section will be removed from Uniform Bid sheet
MARKETING

KRYSTA RASMUSSEN
Be An Energy Smarty Pants!
MARKETING CAMPAIGN

2015 plan

• 3 commercials running on TV/online (this includes during Mariner’s games) (April-Sept)
• 4 bus billboards (April-Sept)
• 5 Billboards planned throughout Snohomish County in August/September
• Newspaper and online ads running (March-October)
• Special events/shows/fairs planned throughout the year
• Continuing Trade Ally E-newsletter in 2015 (SIGN UP!)
BUS ADS

BE AN ENERGY SMARTY PANTS!

$800 Rebate for Ductless Heat Pumps!

snopud.com

BE AN ENERGY SMARTY PANTS!

Cash Incentives for Weatherization!

snopud.com
$800 PUD Rebate!

An Energy Smarty Pants Knows How to Heat For Less!
A ductless heating system can save 25% to 50% on your heating costs.

If you have an electrically heated home, you can upgrade your heating system with an $800 PUD Rebate for a ductless heat pump system. It saves on heating costs, is quick to install, has an ultra-quiet fan, and eliminates uneven heating.

To find out more details, talk to a PUD Registered Contractor (find one at www.snopud.com/heatcontractors), visit our website (www.snopud.com/dhp) or call our Energy Hotline (425-783-1700, M-F, 8am to 5pm).

Make your home work for you!

We can help you lower your energy costs with our weatherization/heating incentives for electrically heated homes (restrictions apply):
- Insulation for walls, floors and attics
- Double-pane vinyl windows
- Geothermal and air-source heat pumps
- Duct sealing & insulation

Talk to a PUD Registered Contractor for details!
www.snopud.com/heatcontractors
Energy Hotline: 425-783-1700

PUD
Be An ENERGY SMARTY PANTS
PRINT ADS

ENERGY SMARTY PANTS Tip #3
Get Cash Incentives for Weatherizing Your Home!

ENERGY SMARTY PANTS Tip #15
Get an $800 Rebate for a Ductless Heat Pump!

BE AN ENERGY SMARTY PANTS!

SNOHOMISH COUNTY PUD
PUBLIC UTILITY DISTRICT NO. 1
425-783-1700
Monday to Friday, 8 a.m. to 5 p.m.
www.snopud.com/weatherization

SNOHOMISH COUNTY PUD
PUBLIC UTILITY DISTRICT NO. 1
425-783-1700
Monday to Friday, 8 a.m. to 5 p.m.
www.snopud.com/dhp
IS YOUR INFO UP TO DATE?
Multi-family
MULTI-FAMILY CHANGES

• Multi – Tiered incentive structure
• Adding measures
  • New job opportunity ??
• Removing measures
  • No more > R11 Attics
• Opportunity to coordinate with other contractors
MULTI-FAMILY CHANGES

Multi-tiered incentives

• Based on the bundling of measures

• Tier 1 (lowest incentive)
  • weatherization only

• Tier 2 (mid-level incentive)
  • weatherization plus either in-unit measures or common area measures

• Tier 3 (highest incentive)
  • weatherization plus in-unit measures and common area measures

• In-unit measures
  • CFLs, showerheads, aerators

• Common area
  • Interior and exterior lighting
Work Performance
WHAT’S A REMEDIAL

Typically:

• Health and Safety
• Doesn’t meet
  • What’s on the Bid
  • Efficiency requirements
• Required in-progress inspection not completed
• Turning in job prior to being completed
• Greater than three (3) small items
• Historically 5% of jobs inspected received one
WHAT’S A MINOR

Typically:

- Not health or safety
- Something small
  - Missing screw
  - Gap in caulking
  - Attic/crawl space hatch not weather-stripped
- Up to three (3) small items on a single job.
- Historically 20% of jobs inspected received one
HEAT PUMP REMEDIAL/MINOR

??
HEAT PUMPS

Remedial
- Efficiency requirement not met (HSPF/SEER)
- Equipment installed doesn’t match bid
- Plenum not insulated
- Protective covering not installed

Minor
- Condensate line blocking access and or not sloped
- Incomplete start-up checklist
- Incorrect air-flow
- Return air grill noise
- Penetrations not sealed
INSULATION - ATTIC

Remedial
• Not enough venting
• Kitchen exhaust duct/cap not metal
• Heat producing fixtures not protected
• No knob&tube report
• R-value requirement not met
• No in-progress

Minor
• Incorrect type/size of screening
• Exhaust duct not insulated
• Exhaust fan dampers
• Incorrect duct material
• Fan/ducting not sealed to ceiling
WINDOW REMEDIAL/MINOR

??
**WINDOWS**

**Remedial**
- Safety glass not installed
- Free fall hazard
- Not supported properly
- Does not meet U-value requirement
- Locks don’t work properly
- Not flashed

**Minor**
- Wrong number or type of support screws
- Vent does not slide easily
- Caulking gaps, missing, messy
- Does not interlock
- Damage to window components
INSULATION - FLOOR

Remedial

• Not enough venting
• Kitchen exhaust duct/cap not metal
• Not properly supported
• Not all areas insulated
• R-Value requirement not met
• Protective covering not installed
• No In-progress

Minor

• Incorrect type of screen
• Exhaust duct not insulated
• Incorrect exhaust duct material
• Exhaust fan and ducting not sealed
• Gaps/voids in insulation
INSULATION - DUCTS

Remedial

• No in-progress
• R-value requirement not met
• Not all areas insulated
• Protective covering not installed (human contact)

Minor

• Excessive flex ducting >30 ft
• Penetrations not sealed
• Missing mastic
• Not properly supported
• Gaps and voids in insulation
INSULATION (BLOWN) – WALL & FLOOR

Remedial
- No in-progress
- Cavities with water pipes and or wall heaters blown
- No knob&tube report
- Not all areas insulated
- Spackling was not done

Minor
- No coverage chart
- Did not pick-up site
- Spackling didn’t setup
NOTES FROM THE FIELD

• Do not schedule or start work until receipt of the ESA
  • This will result in the forfeiture of any PUD incentive.
• In-progress inspections need to scheduled 2 working days in advance
• Only send the ESA in when job is complete
• When calling in about a particular job. Contact the inspector listed on the ESA and provide:
  • File number
  • Customer name and site address
• Be cautious when reviewing product with customer.
• Don’t forget to complete and sign required documents
Financing
FINANCING OPTIONS

• Combine PUD incentive + Loan = SALES
• Help guide your customers to financing options
• Different products in market for different customer and project needs
  • Green-focused loan products (EE, renewables)
  • Property outside Snohomish County
  • Property on leased land
FINANCING OPTIONS

Link from Trade Allies (Wx & Heating)
PERFORMANCE CONTRACTING

CATHY ANDERSON
PERFORMANCE CONTRACTING

• Focus on Quality, Commitment and Partnership
• A metrics-driven approach that rewards value with value
  • Supports more efficient processing
  • Enables growth
  • Supports customer satisfaction
  • Acknowledges & rewards quality
  • Builds on trust & partnership
• Contractors who perform at the highest levels receive more benefits
PERFORMANCE CONTRACTING

PUD Accountabilities

• Monitor your performance and provide timely feedback
• Enforce program guidelines
• De-list non-compliant contractors
• Provide program updates in a timely manner
• Maintain open, two-way communication
Contractor Accountabilities….& Opportunities

• **Meet** program requirements
  • Job volume
  • Pass rate
  • Timeliness
  • Paperwork
  • Customer satisfaction

• **Surpass** program requirements to gain “Top Tier” benefits
PERFORMANCE CONTRACTING

Contractor Accountabilities... & Opportunities

• Top Tier Criteria
  • Focus on Quality and Commitment
  • Higher levels of standard program requirements: Job Volume, Pass Rate, Timeliness, Paperwork, Customer Satisfaction
  • To be announced Q2 2015

• Top Tier Benefits
  • Reduced inspection rate
  • Online directory “Top Tier” designation
  • Other benefits TBD
WHAT YOU TOLD US

December 2014 Online Survey - 28% response rate
• Reward quality, not just quantity of work
• Weed out non-performers
• Trust us more – don’t get between us & our customers
• Operate at business speed
• Give us marketing support, leads
• Online directory 😊 😞
WHAT WE’VE BEEN DOING

- Enhancing data tracking & reporting systems
- Streamlining processes
- Communicating regularly
TRACKING & REPORTING
In 2014, the “average” PUD Registered Contractor*

- Did 33.5 jobs through our program
- Had a 95% Pass Rate
- Was issued 3.5 Minors
- Had been in the program for 6.5 years
- Had 0 written customer complaints
- Had <1 (0.2) 30-day suspensions
- Made 0 errors in paperwork 😊

* All figures based on contractors who completed at least 1 installation in 2014.
STREAMLINING PROCESSES

• Internal process efficiencies
• Minors:
  • Changed to no-pay (March 2014)
• Inspection rates:
  • Tested select reductions (November 2014+)
STREAMLINING PROCESSES

2013
Average Number of Days per Project
106

2014
Average Number of Days per Project
???
STREAMLINING PROCESSES

2013
Average Number of Days per Project
106

2014
Average Number of Days per Project
70
FASTER PROCESSING, FASTER TIME TO PAYMENT
## PERFORMANCE SCORECARD

<table>
<thead>
<tr>
<th>Heat Pumps</th>
<th>Insulation</th>
<th>Windows</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jobs: 20</td>
<td>Jobs: n/a</td>
<td>Jobs: 2</td>
</tr>
<tr>
<td>Pass Rate: 91%</td>
<td>Pass Rate:</td>
<td>Pass Rate: 66%</td>
</tr>
<tr>
<td>Remedials: 2</td>
<td>Remedials:</td>
<td>Remedials: 1</td>
</tr>
<tr>
<td>Minors: 6</td>
<td>Minors:</td>
<td>Minors: 1</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Duct Sealing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jobs: 20</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Pass Rate: 95%</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Remedials: 1</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Minors: 2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
PASS RATE CALCULATION

Example – Job Completed: Final Inspection Results

- Final #1 - Remedial
- Final #2 - Minor
- Final #3 - Pass

Pass Rate:

\[
\text{Pass Rate} = \frac{\text{# of Jobs Inspected}}{\text{# of Inspections to Pass}}
\]
PASS RATE CALCULATION

Example - Job Completed: Final Inspection Results
• Final #1 - Remedial
• Final #2 - Minor
• Final #3 - Pass

Pass Rate

\[
\text{Pass Rate} = \frac{\# \text{ of Jobs Inspected}}{\# \text{ of Inspections to Pass}}
\]

1 job / 2 inspections = 50%
(The inspection resulting in a Minor doesn’t count.)
## PERFORMANCE SCORECARD

<table>
<thead>
<tr>
<th>Heat Pumps</th>
<th>Insulation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jobs: 0</td>
<td>Jobs: n/a</td>
</tr>
<tr>
<td>Pass Rate:</td>
<td>Pass Rate:</td>
</tr>
<tr>
<td>Remedials:</td>
<td>Remedials:</td>
</tr>
<tr>
<td>Minors:</td>
<td>Minors:</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Duct Sealing</th>
<th>Windows</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jobs: n/a</td>
<td>Jobs: n/a</td>
</tr>
<tr>
<td>Pass Rate:</td>
<td>Pass Rate:</td>
</tr>
<tr>
<td>Remedials:</td>
<td>Remedials:</td>
</tr>
<tr>
<td>Minors:</td>
<td>Minors:</td>
</tr>
</tbody>
</table>
SCORECARDS

• Distributed today to meeting attendees (signature)
• Distributed by mail to others
• Questions? Not meeting requirements?
  • Contact me to discuss improvement plan or withdrawing from program.
  • Email: cjanderson@snopud.com OR ce@snopud.com
  • Tel: 425-783-1798
MINORS

• Effective April 1, 2014, Minors will be included in your Pass Rate calculation.
• 3 Minors will equal 1 Remedial  
  (1 Minor = .33 Remedial)
PASS RATE CALCULATION

Example - Job Completed: Final Inspection Results
• Final #1 - Remedial
• Final #2 - Minor
• Final #3 - Pass

**Pass Rate - TODAY**

1 job / 2 inspections = **50%**
(The inspection resulting in a Minor doesn’t count.)

**Pass Rate =**
\[
\frac{\text{# of Jobs Inspected}}{\text{# of Inspections to Pass}}
\]
PASS RATE CALCULATION

Example - Job Completed: Final Inspection Results

• Final #1 - Remedial
• Final #2 - Minor
• Final #3 - Pass

Pass Rate - **APRIL 1**

1 job / 2.33 inspections = 43%

(The inspection resulting in a Minor counts as .33)

Pass Rate = \[
\frac{\text{# of Jobs Inspected}}{\text{# of Inspections to Pass}}
\]
THE YEAR AHEAD

Q1
- Performance ScoreCard (2014)

Q2
- Performance ScoreCard (Apr 2014 – Mar 2015)
- Minors count in Pass Rate (April 1)
- Top Tier Criteria defined

Q3
- Performance ScoreCard (Jun 2014 – May 2015)
- Top Tier recognition/benefits begin

Q4
- Performance ScoreCard (Sep 2014 – Aug 2015)
- Top Tier recognition/benefits continue

Ongoing: Metrics focus, feedback, accountability
WHAT YOU CAN DO TODAY

• Review your 2014 Performance ScoreCard
  • Discuss development plan with PUD

• Review Program Requirements & Processes
  • Minimums: 4 jobs/year, 80% Pass Rate
  • Timeliness: 90 days to complete authorized work; 30 days to fix Minors, Remedials; Insurance and Licensing renewals before expiry
  • Customer Satisfaction: Resolve issues quickly, professionally
    • See Contractor Agreement, Monitoring Procedures
WHAT YOU CAN DO TODAY

• Manage your work quality
  • Call for in-progress inspections where required
  • Meet specifications, reduce the number of Minors, Remedials
    • Study the Weatherization & Heating Specification booklets

• Leverage your competitive advantage
  • Use the Registered Contractor logo in your promotions and outreach
  • Offer PUD incentives to all eligible customers
AWARDS
AWARDS

- Rookie of the Year
- Top Producers
- The 100 Club
- Length of Service
  - Bronze – 15 yrs
  - Silver – 20 yrs
  - Gold – 25 yrs
  - Platinum – 30 yrs
THANK YOU

• Don’t forget to pick up your ScoreCards
• Watch for online survey request for meeting feedback
• Questions? Contact ce@snopud.com