Busy, Busy, Busy!
The pace of customer applications for PUD weatherization and heating incentives has been strong and steady all summer, and there are no signs of a slowdown as we move into fall. It’s great that so many customers are seeking ways to improve the energy efficiency of their homes, but the sustained increase in volume can sometimes lead to increased turnaround time for your projects.

Please set the expectation with your customer that you cannot confirm an installation date until after the ESA (Energy Services Authorization) has been issued. ESAs are sent to both the contractor and homeowner. If you need to check on status after your customer has submitted his/her application, email ce@snopud.com for quickest response.

Performance Metrics
We’re happy to report that pass rates on inspections of all measures – windows, heat pumps, insulation and duct sealing – are averaging well over the required 80% minimum. Currently, minor deficiencies (“minors”) don’t count against your pass rate. If they did, the numbers would tell a somewhat different story.

Approximately 17% of all PUD inspections of weatherization and heating installations currently result in a minor. As shown below, the actual number varies from one month to the next, but the average on a quarterly basis is pretty consistent.

This means that on 1 out of every 5 jobs you do through our program, your crews have to make a return visit to the customer site to fix something “minor,” and then the PUD must circle back to check that it’s been completed. This eats up time that could be spent on your next project, and also delays payment of the incentive. Bad news all around!

Here’s one way to improve inspection results: Make it a practice to do a final walk-through of the site before submitting the ESA as “complete.” For a fresh perspective, have an installer who is familiar with PUD specs but uninvolved in the current project review the work that has been done. The payoff will be faster payment and more satisfied customers, and you’ll be able to move on the next job more quickly.

Some of the more common errors to watch for:

Windows:
- Missing or incorrect screws
- Screens and window frame issues
- Missing or inadequate caulking

(continued)
Insulation:
- Insufficient venting
- Blocked vents
- Not enough or missing insulation
- Improper insulation support

Ductwork:
- Unsealed floor penetrations
- Unsealed seams on supply ducts and main trunk lines

Heat Pumps:
- Unsealed penetrations
- Air flow issues
- Missing or incomplete start-up sheet

The PUD’s complete weatherization and heating specifications are available on our Trade Ally documents web page (www.snopud.com/?p=1776).

Heat Pump Spec Change Reminder
Effective Oct. 1, ductless heat pumps must have a minimum HSPF ≥ 9.0 (single head) and ≥ 8.0 (multi-head) to qualify for rebates under the PUD’s weatherization & heating programs. (Note that the multi-head minimum has been adjusted down from 8.5, announced previously.) The changes are driven by new requirements from the Bonneville Power Administration. Please help ensure your customers are using the latest version of the ductless heat pump rebate form, as posted on our DHP web page (www.snopud.com/dhp).

CALENDAR

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Details</th>
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</thead>
<tbody>
<tr>
<td>Oct. 21, 29</td>
<td><strong>WSU Energy Code Compliance Training</strong> (Olympia, Kirkland) - <a href="http://www.energy.wsu.edu/EventsTrainings.aspx#EnergyCode">www.energy.wsu.edu/EventsTrainings.aspx#EnergyCode</a></td>
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<tr>
<td>Oct. 29</td>
<td><strong>WSU Ventilation &amp; Indoor Air Quality Training</strong> (Kirkland) - <a href="http://www.energy.wsu.edu/EventsTrainings.aspx#VIAQ">www.energy.wsu.edu/EventsTrainings.aspx#VIAQ</a></td>
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<tr>
<td>Nov. 13</td>
<td><strong>WSU Duct Testing Training</strong> (Olympia) - <a href="http://www.energy.wsu.edu/EventsTrainings.aspx#Duct">www.energy.wsu.edu/EventsTrainings.aspx#Duct</a></td>
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Thanks for all you do to promote the benefits of energy efficiency to our customers!