PUD Program Training - April 29
Is your pass rate not where you’d like it to be? Or maybe you have new installation staff on board? Our April 29 training for window, insulation and HVAC installers is open now for registration. Send an email request to ce@snopud.com no later than April 24, indicating the session of interest and number of attendees you would like to send. Questions? Contact Cathy Anderson at 425-783-1798.

Annual Meeting Highlights
Thank you to the more than 80 PUD Registered Contractors who attended the Feb. 26 Annual Meeting at the Everett Station. We discussed 2013 results, 2014 program plans and opportunities, and distributed the program’s first-ever awards (see below)! Our post-event survey indicates that 93% of you found it to be a good use of your time. If you missed it, you can view the presentation deck here at www.snopud.com/tradeallies.

2013 Award List
Awards distributed at the Annual Meeting recognized three companies that have participated in the PUD program continuously since 1980, plus the top producers by job volume in each of the categories outlined. Congratulations, everyone!

Length of Service (30 years or more)
- Einar Johanson Insulation & Glass, Inc.
- Evergreen State Heat & AC
- Glass By Lund, Inc.

Rookie of the Year
- Washington Energy Services

Top Producers - Heat Pumps
- Brennan Heating & Air Conditioning, LLC
- G&S Heating & Cooling

Top Producers - Insulation
- Clean Crawls
- Green Property Solutions

Top Producers - Windows
- Glass by Lund
- Blue Sky Glass Installation

(continued)
Performance Metrics (Q1: Jan/Feb/Mar 2014)

Jobs Completed
Does it feel like you’ve been busy? No wonder. Job volume in our Single- and Multi-Family retrofit programs during the first quarter of 2014 has considerably outpaced 2013 levels.

Performance vs. Goal
This increased volume is providing strong support for meeting our 2014 savings goals. As of March 31st (25% of the way through the year), these retrofit programs have achieved 34% of their target kWh savings for 2014. Nice work!

Suspensions
14 contractors received 30-day suspensions in Q1.
86% – Did not submit insurance or license renewals on time
14% – Did not complete work on time

Energy Smart Loan Process Checklist
In response to a contractor suggestion at our Annual Meeting, Puget Sound Cooperative Credit Union (PSCCU) and Snohomish County have issued a checklist to help you and your customers more easily navigate the Energy Smart Loan application process. Get it and learn more on PSCCU’s Energy Smart Loan page, here: www.psccu.org/efficiency.php.

Business Speed
We’re working on streamlining our tools and processes to be more responsive and to help get your projects turned around more quickly. You can help! Here’s how:

1. Use email to submit applications, ESAs and minors, as well as for checking job status and providing insurance and licensing documentation. Contact us at ce@snopud.com.
2. Make sure we have the correct email address for your company. We strongly suggest using a generic email account that can be checked by anyone. Send a note to ce@snopud.com and we’ll update our records.
3. Make sure your PUD web listing is accurate and up-to-date. If not, send instructions to ce@snopud.com.

(Calendar)
- April 22, Earth Day
- April 29, New PUD Installer Training (Heat Pumps, Insulation, Windows). Suitable for new staff, or as a refresher. Contact ce@snopud.com to register.
- May 15, Ductless System Installation Best Practices. This webinar from the NW Ductless Heat Pump Project provides information and tips to help installers achieve successful ductless system installations. Quality installations result in minimal call backs, increased customer referrals and awareness of ductless systems. Register here.

Thanks for all you do to promote the benefits of energy efficiency to our customers!