Performance Metrics

**Speed of Business**

As discussed at this year’s Annual Meeting, one of our key objectives in 2014 is to reduce the time it takes for a job to be completed through our program. Together our efforts are beginning to pay off!

*Weatherization and heating projects are getting done 28% faster now than at the beginning of the year.*

Total project time (calculated from the date the customer submits an application to the date the incentive check is issued to the contractor) dropped from an average of 115 days in January to 83 days in April. That reduces your time to payment by 32 days!

Faster turnaround at the job site helps. Over the same time period, active project time (calculated from the date the ESA is issued to the date it is submitted by the contractor as “complete” and ready for inspection) dropped from 39 days to 28 days.

Other contributing factors include more accurate paperwork, better use of email, and more timely response to minor deficiencies and remedials.

**Minor Deficiencies**

As of March 1, 2014, minor deficiencies must be fixed before the incentive will be paid. To date, this has not reduced the number of minors that are being issued. In April, the number of minor deficiencies actually increased.

A few things you can do to improve your inspection results:

- Consult PUD Specifications. If you are operating in multiple utilities’ programs, some specs may be different, and this could confuse your installation crews. Electronic versions of the PUD specs are available at [www.snopud.com/?p=1776](http://www.snopud.com/?p=1776)
- Have PUD-experienced crew train new installation staff.
- Invest in a PUD training session. The PUD’s free training courses for new contractors are also open to existing contractors seeking a refresher. The next trainings (2-3 hours each) will be offered in late September. Send an email to [ce@snopud.com](mailto:ce@snopud.com) to be put on the waiting list.

(continued)
Heads Up: Spec Changes Coming
We will be revising and updating the PUD Weatherization Specifications to reflect current and upcoming changes in the Bonneville Power Administration (BPA) installation requirements. Here’s what’s coming:

• **Ductless Heat Pump** – Change effective Oct. 1, 2014
  – The minimum HSPF requirements will be ≥ 9.0 for single-head systems and ≥ 8.5 for multi-head systems.
  – Any systems installed on or after the effective date that do not meet these HSPF requirements will be ineligible for a PUD rebate.

• **Attic & Floor insulation** – Change date TBD
  Air sealing requirements may be added. Stay tuned.

Watch for a Contractor Bulletin outlining these program changes in mid-to-late August, with revised specifications to follow.

New PUD Registered Contractors
The PUD is pleased to welcome the following contractors to our program. The next enrollment opportunity is in September.

<table>
<thead>
<tr>
<th>Adam Borseth Construction Inc.</th>
<th>Integrity Energy Systems</th>
<th>Nordic Temperature Control</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bill's Glass Company</td>
<td>Morgan Mechanical</td>
<td>Polar Bear Energy Solutions</td>
</tr>
<tr>
<td>Glass Tech Stanwood</td>
<td>Neil Kelly Home Performance</td>
<td>Sound Energy Solutions</td>
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</tbody>
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Multi-family Program Update
We expect this program to meet its 2014 savings goals with projects already submitted, so it is **on hold** for the rest of this year. New applications will be accepted, however, for 2015 funding.

Applications received this year will receive first consideration for next year’s program, and will be processed in order of the date received. As a reminder, multi-family projects are defined as those with three or more attached units up to three stories in height.

DHP Marketing Funds
The NW Ductless Heat Pump Project is offering cooperative marketing reimbursement funds up to $2,500 for participating installers through Dec. 15, 2014. Customizable marketing materials are also available. Learn more at [www.GoingDuctless.com/partners](http://www.GoingDuctless.com/partners)

Reminders
Take note of these reminders before you submit your next job. It will help us process your projects more quickly.

1. Sign and date your bids.
2. Use the current PUD bid sheets and application forms. Find them at [www.snopud.com/tradeallies](http://www.snopud.com/tradeallies).
3. Provide two working days’ notice for in-progress inspections.

Contact Us
Questions or feedback about the PUD Registered Contractor program? Contact Cathy Anderson, Program Manager, at [cjanderson@snopud.com](mailto:cjanderson@snopud.com) (425-783-1798).

For routine job correspondence (bid submittals, completed ESAs, etc.), please send an email to [ce@snopud.com](mailto:ce@snopud.com).

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