

PUD Registered Contractor FAQ

PUD Single Family Weatherization & Heating Program

November 1, 2016

This document addresses Frequently Asked Questions related to the Single Family Weatherization and Heating program, with special emphasis on the new PUD Instant Rebate process. If your question is not addressed here, please contact the PUD Energy Hotline (425-783-1700) or ce@snopud.com.

General

What is the definition of “Single Family Residence”?

For purposes of program eligibility, the PUD defines a Single Family residence as having up to 4 attached units, and being up to 3 stories in height. This includes manufactured and modular homes.

Do individual condominium owners qualify for PUD Single Family rebates?

Eligibility depends on building structure, not on ownership. If the building meets the Single Family residence definition, it is eligible for the program. Individual condominium owners in a structure exceeding the Single Family definition are not eligible for rebates under the Single Family program.

These customers *may* be eligible for rebates under the PUD Multi-Family program. Customers who qualify under the Multi-Family program must use the Multi-Family application form and follow the Multi-Family program process (i.e., pre-approval is required, work must not begin until ESA is issued, etc.).

What if I am not sure if the customer is eligible?

In general we expect that PUD Registered Contractors can assess customer eligibility accurately using the guidelines provided with program materials. Review the relevant section of this FAQ for more help. In situations which are unclear, contact ce@snopud.com or call 425-783-1700 (Hotline) for an eligibility determination prior to making a commitment to your customer.

How do I fill out the new Rebate Application?

Sample Rebate Applications for Insulation, Heat Pumps and Windows are available on the Trade Ally Resource web page (www.snopud.com/TAResources). See also the September 2016 presentations for Weatherization and Heating (under “Training”) on the same page.

What must be on the Itemized Invoice?

The invoice must include the details indicated under “Proof of Purchase Requirement” on the Rebate Application. Be sure to clearly indicate the PUD Instant Rebate amount, and to show how it has been applied to the total job cost.

Windows

What if our measurement of the eligible window area differs from the PUD's?

Accurate measurements are the responsibility of the contractor. PUD final inspection will focus primarily on whether or not the work complies with our Weatherization Specifications, rather than on double-checking contractor measurements for rebate estimation.

In general, contractor measurements within 10% of PUD measurements are acceptable. Differences exceeding this may result in revision to the rebate amount. (Should there be construction work done as part of the job which you feel adds confusion, you may contact the PUD in advance to notify us of the special circumstance, and/or take photos.)

Do partial jobs qualify for the Windows rebate?

Yes. Customers are no longer required to do all eligible windows in the home to qualify for a Windows rebate. Customers may apply for rebates for some windows now, and some windows later (subject to rebate availability).

What if the homeowner wants to increase the size of the existing window?

Rebates apply to existing square footage of existing eligible windows. If the window opening is made larger, the rebate will apply only to its original square footage. The window must fit within the original header. Additional structural changes (making the window opening wider) are not allowed through the program. (See [Weatherization Specifications](#) section 102.510) Any alterations to the original window size should be noted in the contractor's invoice. (For example, "changing existing 6X4 dining room to a 6 foot sliding glass door").

Insulation & Duct Sealing

What if our measurement of the eligible square footage differs from the PUD's?

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In general, contractor measurements within 10% of PUD measurements are acceptable. Differences exceeding this may result in revision to the rebate amount. (Should there be construction work done as part of the job which you feel adds confusion, contact the PUD in advance to notify us of the special circumstance, and/or take photos.)

What if our venting requirement calculation doesn't match PUD's?

Venting requirements are outlined in the Weatherization Specifications (Sections 101.315 to 101.370). For assistance, please refer to the PUD's Venting Calculations sheet. Note that attic insulation requires both high and low venting ratios (see [Weatherization Specifications](#) section 101.335). The rebate will not be paid until venting requirements are met.

Is Duct Sealing & Insulation still required for ducted heat pump installations?

Yes. Duct sealing must be done with mastic and insulated to a minimum of R-8. Both supply and return ducts must be done.

The existing insulation has severe rodent damage. How do I determine R-Value?

Program eligibility is based on the existing insulation level, regardless of damage. If there is a rodent problem but the existing insulation meets minimum requirements (6 inches or greater in the attic, 3.5 inches or greater in the floor) it will not qualify unless the insulation is so badly compromised by the rodent infestation that it has caused the insulation from performing as intended.

Heat Pumps – General

How long must the electric heat source be in place for the customer to qualify for a PUD heat pump incentive or rebate?

The primary heat source must be electric when you do your bid. See the December 2015 [Bulletin](#) for more detail on this requirement.

Heat Pumps – Ductless (DHP)

My customer wants to install a DHP in their bedroom. Is that eligible for a rebate?

PUD program eligibility requirements state that at least one head must be installed in the main living area of the home. An installation that places the DHP head only in a bedroom would not qualify.

Are DHP Rebates available for Multi-Family residences?

No.

We are installing multiple heads. Does the customer qualify for multiple rebates?

No. Only one rebate is payable per home, regardless of the number of heads installed.

My customer has a ducted heat pump in their home but is interested in changing to a DHP system. Are they be eligible for a rebate?

No. Homes with an existing Heat Pump installed are not eligible for a DHP rebate.

Are Multi-Zone Ductless Heat Pump systems eligible for a rebate?

Yes. See Heat Pumps - Ducted Air Source (next page).

How do I prove there was permanently installed electric heat in place prior to installation?

In general the existing heat source should be left in place as an auxiliary to the DHP, in order to ensure that the system can meet the heating load during cold weather. If the permanently installed electric heat is removed due to necessity or to the installation of a “Cold Climate” DHP, please provide before and after photos of the room and of the electric panel, and a photo of the electric permit.

Heat Pumps – Ducted Air Source & Inverter

How do we ensure that our sizing matches the PUD program requirements?

Always use the [PUD Sizing Calculator](#). For best results, make sure your inputs are as accurate as possible. Areas to note:

- Insulation levels - All insulation levels should be verified. Insulation guidelines, based on the age of the home, are provided with the Sizing Calculator, but note that these are *guidelines* only, and may not accurately reflect your customer's home.
- Ducting/ air flow allowance - Make sure this is sufficient for the size of the heat pump. If not, it will be cited as a Remedial. (See [Heat Pump Specification](#) section H.3)
- Window measurements - To ensure your sizing calculation is accurate, be sure to actually measure the windows (not just eyeball them).

In general, we do not intend to double check your sizing calculation unless it appears to be incorrect. In those instances, contractor sizing within ½ ton of PUD calculations will be acceptable. Our inspection standards are unchanged, and will focus primarily on whether or not the work complies with our equipment and installation specifications.

Is Duct Sealing required?

Yes. Duct sealing must be done with mastic and insulated to a minimum of R-8. Both supply and return ducts must be done.

My customer has a non-working heat pump. Do they qualify for a Conversion or an Upgrade?

Customers with a non-working ducted heat pump qualify for a Conversion rebate.

My customer has a functioning heat pump, but it's an 8.0 HSPF. Do they qualify for a rebate?

Yes. This customer would qualify for a Ducted Air Source Heat Pump Upgrade rebate.

Are Multi-Zone Ductless Heat Pump systems eligible for a rebate?

Yes, these qualify for the Inverter-Driven Ducted Heat Pump rebate amount, when designed as a whole home heating system (multiple heads serving multiple heating zones) and must be submitted under this category on the Rebate Application. To be eligible, the system must be capable of meeting the home's heating load at a balance point of 30 degrees F or less. There does not need to be a head in each room (for example, kitchens and bathrooms). At least one head must be installed in the main living area of the home.