



SNOHOMISH PUD CONTRACTOR BULLETIN #2020-05

DATE: December 9, 2020
TO: PUD Registered Trade Allies
FROM: Snohomish PUD – Energy Services
RE: **Photo Verifications Continue**

EFFECTIVE IMMEDIATELY

Amid ongoing COVID-19 concerns in our region, **Snohomish PUD will continue to follow a photo verification process for work completed through PUD heating and weatherization programs until further notice. Photo requirements have been slightly revised.**

Our highest priority at Snohomish PUD remains the safety of our employees, our communities, and our customers. By using photos and customer feedback as a proxy for in-person inspections as announced in our March 13th bulletin, we can ensure safe and efficient processing of rebate applications while ensuring that installations meet program specifications and help customers save energy. We appreciate your cooperation in adjusting to this alternative inspection process this year.

Please see the summary below of slightly revised photo requirements and be sure to share them with your staff. As a reminder, Snohomish PUD reserves the right to perform an in-person inspection at any time once we have been given the clearance to send inspectors out in the field again.

Supporting Photo Requirements

Photographs should be submitted as supporting documents with all completed Rebate Application packets. Italicized items marked as “preferred” are optional. **All photos must be legible.**

Heat Pumps (Ducted and Ductless):

- Model numbers of indoor and outdoor units
- Condensate outside drain/ line set
- Installed outdoor unit

- Filter at air handler (ducted only)
- Thermostat showing OD temperature (ducted only)

Windows:

- Outside view of at least 50% of the newly installed windows
- *Windows with safety glass (tempered) marking as applicable (preferred)*

Insulation:

- Insulated attic and floor areas
- *Ventilation added (preferred)*
- Outside wood plugs – wall insulation

Reminder: Photo Quality

Please ensure photos provided with rebate applications are legible. Ask your photographers to check the photo for clarity before leaving the customer site so that they can re-shoot if necessary. Equipment labels showing model or serial numbers must be clearly legible or your application will be returned.

Work Quality Expectations

Contractors are expected to uphold the Standards (section 1c) and Customer Service (section 1d) set forth in the Master Trade Ally Agreement. Should correction be warranted, Contractors will be expected to complete those corrections in accordance with relevant Program Specifications (per Section III of the applicable Program Rider(s)).

Questions?

For questions about program or photo requirements, please email ce@snopud.com.