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July 2023

## We're Here to Help

In the past few weeks, we've fielded multiple calls from customers asking about outstanding rebates to contractors for projects submitted. We wanted to start by sharing some reminders:

- If you have any questions about payments related to your project, please don't hesitate to reach out. It is our goal to pay 100% of the projects submitted. We are committed to being available to answer any questions.
- The #1 reason for delayed payment is incomplete or missing paperwork. We encourage questions before and during installation, to avoid situations where a project is disqualified.
- For contractors that have new hires, we offer "refresher-type" training sessions that answer any questions or issues you might be experiencing. Please call or email to schedule a training if your company is interested.
- If you have any questions at all, please reach out and ask! Contact information for the PUD Trade Ally team is at the bottom of this email.

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### Summer Safety Moment

Higher-than-normal temperatures and fire danger are on track to increase throughout this week and into the summer. Take care of yourself and those around you in increased temperatures and obey any local burn bans or fire restrictions.



Wildfire prevention and safety:

- Do not use lighters or have open flame near dry grass, mulch, or fuels
- Make sure campfires are completely out before leaving them
- Properly put out matches and cigarettes in a safe place
- Don't let vehicle chains drag on the ground
- Obey local burn bans

Beat the heat:

- Drink plenty of water - even if you aren't thirsty
- Have water available at all times - pack extra to share
- Limit strenuous outdoor activities
- Take breaks in the shade or air conditioning
- Never leave people or pets in your vehicle without access to cooling
- Wear sunscreen over 30 SPF (won't cool you down, but still important)

Check that both your home and car **first aid kits are updated** with the items you need. Be safe out there!

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## **2023 Lake Stevens Energy Efficiency Pilot:**

The PUD will be mailing a postcard to Lake Stevens customers in July along with outreach to various local organizations, promoting this pilot offering. **Contractors will receive a 25% increase in the Project Development Incentive (PDI)** for these projects! Lake Stevens residential customers will also receive a 25% increase in rebates for heating, windows, and insulation projects.

Pilot program info and eligibility requirements for customers and Trade Allies can be found [here](#).

Please visit our website at [Residential-Contractor-Resources](#) to download the latest version of the Workbook. When the location "Lake Stevens" is chosen, rebates will automatically increase in the workbook.

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## **Announcements:**

### ***Comfort Ready Home Training on September 26***

We will be offering an **in-person** sales training through BPA's "Comfort Ready Home" program on September 26 at 8:00 AM. **This will be open to all PUD Registered Trade Allies.**

#### **Training Description:**

Design and integrate the consultative sales method into your team's sales process. Bring a more personalized solution by using local rebates and federal incentives to maximize comfort and value for customers. See how offering more energy-efficient options are a great value for your clients and your business.



This is a BPA-sponsored program for contractors to develop and support the contractors that serve our common customers. Take advantage of this training

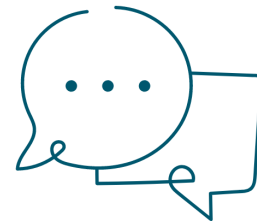
to spark new ideas on how to market your business using our rebates to grow your sales.

**Contractors that have not successfully completed a project in the last 12 months will be required to have a representative at the Sales Training Workshop on September 26 to stay in the program in 2024.**

The past few years have created unique challenges, and many of the new contractors added since 2020 have been challenged to gain traction in the program with very few having completed projects. This program is not a fit for all contractors, and that is ok. We're here to support you in the best way.

***Request a PUD Refresher Training***

The PUD Trade Ally team has been hosting "refresher-trainings" for Trade Allies with new staff or those that might have questions about the new applications and workbooks. If this would benefit your staff, **please reach out using the contact info below**. These "refresher-trainings" run about 90 minutes or less depending on the questions.



***2024 Minimum Job Requirements***

Beginning in 2024, the minimum number of completed jobs required to stay in the PUD Trade Ally program will be two per year.

Why? After ductless heat pump rebates moved to the mid-stream in 2021, we saw a lower number of jobs per contractor being submitted. DHP rebates accounted for nearly half of the projects submitted before 2021. Please let us know if you have questions about this change.

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**Important Reminder - Macros in Excel Workbooks**

We use macros in our Heating and Windows workbooks to include additional features, but they are not required for basic workbook functionality. You may have encountered this in completing an application lately.

Please use the latest version available on the PUD [website](#) to avoid any issues. If you have questions, please reach out using the contact info below.

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**From The Field...**

Aaron and Ed have noticed that on some submitted projects the outdoor unit has been locked out at a certain outdoor temperature. Through the PUD heat pump rebate program, **the outdoor unit should not lock out at any**

**outdoor temperature** to maximize efficiency and minimize the impact on the customer's bill.

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## Contact Info

- **Trade Ally Questions**
  - [PUDTradeAlly@snopud.com](mailto:PUDTradeAlly@snopud.com)
  - John Petosa
    - [jfpetosa@snopud.com](mailto:jfpetosa@snopud.com)
    - (425) 783-8254 (desk)
    - (425) 530-6603
- **Program Questions**
  - John Petosa (as of October 2022)
    - [jfpetosa@snopud.com](mailto:jfpetosa@snopud.com)
- **Technical Questions or Support**
  - Call an Energy Advisor at (425) 229-5598
  - [ce@snopud.com](mailto:ce@snopud.com) (non-urgent)
- **Rebate Application Questions and Submittals**
  - [ce@snopud.com](mailto:ce@snopud.com)

If you have any questions about:  
**Eligibility ...Equipment...Specifications...Sizing Calculator**  
**CALL BEFORE YOU INSTALL: 425-229-5598!**

*We appreciate all of the work you do!*



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