NEW TRADE ALLY ORIENTATION

WINDOWS 2024



AGENDA

- Introductions
- Benefits of joining the network
- Expectations
 - Contractor
 - PUD
- Conservation at the PUD
 - Why Energy Efficiency
 - Programs
 - Rebates and Application Process
- Next Steps





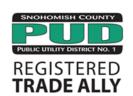
BENEFITS OF BECOMING A PUD REGISTERED TRADE ALLY



BENEFITS

- Competitive Advantage
 - Only PUD Registered Contractors can offer Single Family program rebates
- Online Contractor Directory
 - Customer traffic
- Credibility
 - Ability to leverage PUD Logo
- Program Outreach









ONLINE CONTRACTOR DIRECTORY

- Directory on PUD's website where customers can search contractors by
 - Contractor Type (Insulation, Windows, Heating)
 - Performance (Completed Jobs)
 - Years in Network
 - <u>List is now randomly sorted, so contractors at the top of list vary each</u> <u>time it is opened.</u>
- Your marketing opportunity! Provide content such as
 - Link to your site





^{*}Keep contact info updated

^{*}Must meet program requirements to stay included

ONLINE DIRECTORY







CREDIBILITY

- Promote
 - Authorized participation in PUD energy efficiency programs
 - Ability to offer rebates
- Use online & in print materials
 - All use must be pre-approved
 - See usage guidelines on

www.snopud.com/TAResources





PROGRAM OUTREACH

- Promotional Materials
- Newsletters
- Television Commercials
- Print & Digital Ads
- Community Fairs/Events
- Transit Ads
- Social Media















EXPECTATIONS OF CONTRACTORS



EXPECTATIONS: PRE-INSTALLATION

- Solicit New Business
 - Perform outreach and promote PUD initiatives
- Provide Energy Efficiency Expertise
 - What solution is best for customer?
 - Provide estimate and discuss costs
- Qualify & Guide Customers
 - Know program benefits and eligibility requirements
 - Navigate program processes and paperwork for customer







EXPECTATIONS: PERFORMANCE

- Commitment to Quality and Partnership
- Install to "Best Practices"
- Customer Satisfaction
 - Resolve any complaints









EXPECTATIONS: PERFORMANCE

- Install work to meet PUD program specifications
 - Determined largely by BPA requirements
- Volume
 - Minimum 2 jobs/yr (12-mo grace period to start)
- Timeliness & Paperwork
 - Complete "Call Backs" within 30 days
 - Keep insurance and licenses current







EXPECTATIONS OF PUD



EXPECTATIONS: PUD

- Monitor contractor performance
- Provide timely feedback
- Support contractors with a goal of shared success
- Partner with contractor to make sure program is a good fit
- Promptly notify contractors of program updates
- Market conservation programs
- Foster open communication





ENERGY ADVISOR LINE

(425) 229-5598



We welcome all questions!

Eligibility...Equipment...Specifications...Sizing

CALL BEFORE YOU INSTALL



CONSERVATION AT THE PUD



WHY PUD INVESTS IN ENERGY EFFICIENCY

State Law – Energy Independence Act 1st Resource of Choice for Meeting Load Growth

Helps Customers Keep Bills Stable

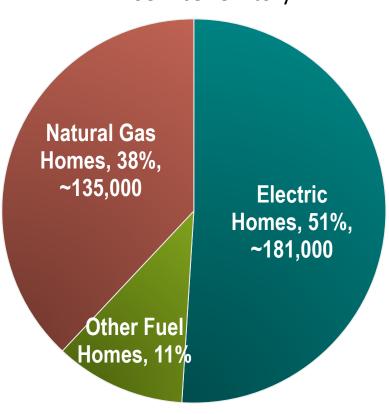
Energy Savings



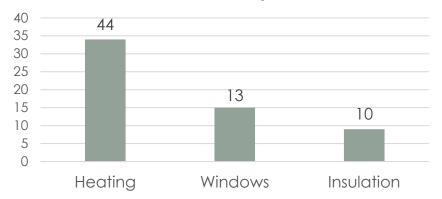


MARKET POTENTIAL FOR ENERGY CONSERVATION

% Heat Source Type in SnoPUD Service Territory



2021Contractors by Measure

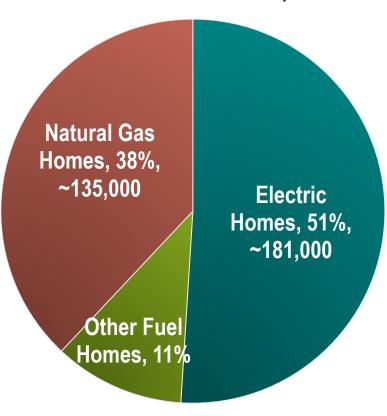




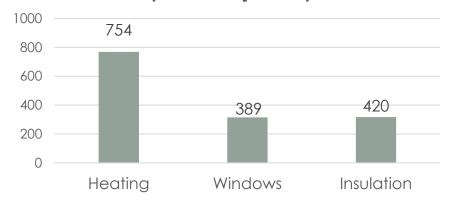


MARKET POTENTIAL FOR ENERGY CONSERVATION

% Heat Source Type in SnoPUD Service Territory



2021 Completed Projects by Measure







PROGRAMS / MEASURES

Single Family (Existing Homes)

- Weatherization and Heating Measures
- SF Rebate Eligibility
- Rebate Amounts
- Rebate Process

Retail Instant Rebates

- Appliances, electric hybrid water heaters, smart thermostats
- At participating retailers and online <u>marketplace.snopud.com</u>





WEATHERIZATION & HEATING MEASURES

Heat Pumps

Air Source



Insulation

- AtticWall
- FloorDuct



Windows





REBATE PROCESS

- Contractor determines customer eligibility
- No waiting for PUD pre-approval
 - Customer and contractor determine installation schedule
- Contractor ensures installation meets PUD program specifications
 - All jobs subject to verification
- Work is completed <u>before</u> applying for rebate

Unsure? Call before you install! (425) 229-5598





PROJECT DEVELOPMENT INCENTIVE

- In 2022 we added a Project Development Incentive or PDI for our contractors.
- The PDI is payable to the contractor to offset the administrative costs of participating in our program(s).
 - Eligibility to receive the PDI:
 - Application must be submitted in the most current workbook (2022).
 - Rebate must be paid to the contractor and taken off the customer invoice.
 - Rebate application must be submitted within the 90-day window from completion.
 - Call-backs must be completed with-in 30-days.
 - PDI may not exceed Rebate.
 - Rebate must meet all program requirements and be approved for payment.
 - PDI amounts:
 - Heating \$175.00/rebate
 - Weatherization \$125.00/rebate





INSTANT REBATE REQUIREMENTS

- Customer invoice/receipt must show "PUD Instant Rebate"
- Contractor assumes risk for non-qualifying installations submitted
- Option for Customer credit at signature line
 - Customer credit does not qualify for Project Development Incentive payable to contractor.



Unsure? Call before you install (425) 229-5598



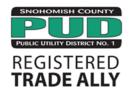
NEXT STEPS



DECIDE IF PUD PROGRAM IS A FIT

Does the PUD Registered Trade Ally Network fit your company's business?

- ☐ Job Volume Requirements (4/yr)
- Single Family Existing Homes
- PUD Program Specifications
- PUD Service Territory
- Customer Qualification & PUD Instant Rebate
- Management of Timelines and Paperwork





IF "YES", THEN....

- Review & Sign Trade Ally Agreement & Rider(s)
- □ Provide Liability & Auto Insurance Certificates (with endorsements & additional insured)
- Provide Contractor & Master Business License
- Provide W-9
- Attend PUD Installer & Sales training for relevant measures
 - (included in this training)

Provide all documentation within 30 days of this presentation.





WINDOWS INSTALLER & SALES TRAINING

2023



AGENDA

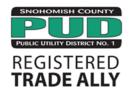
- Single Family Program Review
- Process & Paperwork
- Specifications & Installation Guidelines
- Quality Control
- Meeting Program Requirements
- Resources



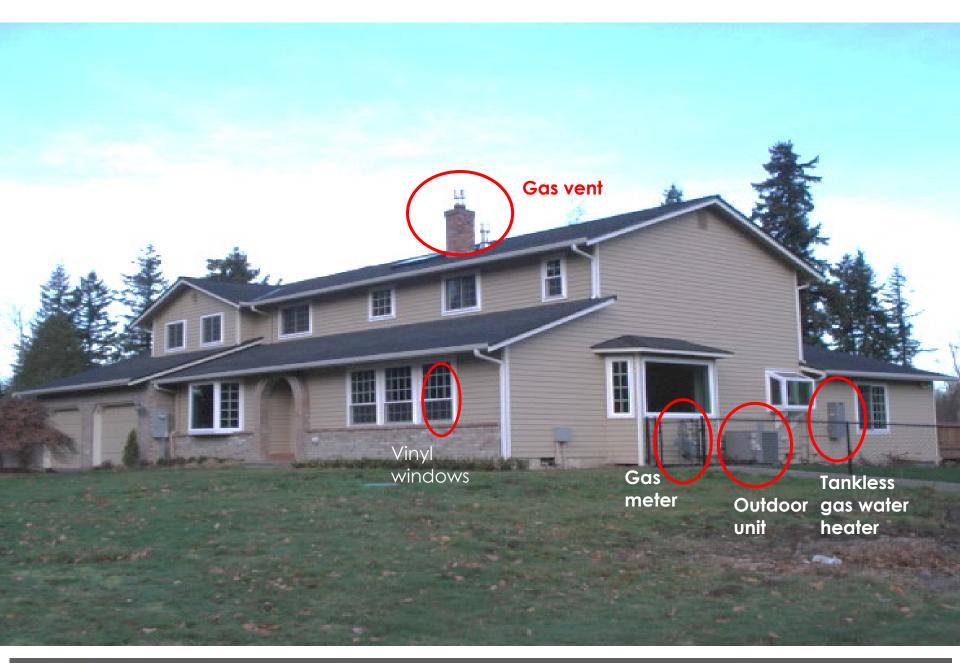


ELIGIBILITY: SINGLE FAMILY

- "Single Family" definition includes
 - Residences of <u>up to 4 attached dwellings</u>, including
 - Manufactured and Modular Homes
 - Additional Dwelling Units
 - Townhouses (share walls but do not vertically overlap, not subject to the # of units cap)
- Permanently installed electric heat <u>at time of bid</u>
 - Wood/propane/gas stoves and inserts not applicable
- An active PUD account
 - Snohomish County or Camano Island
- Only living areas of the home
- Not a repair or remodel program









WINDOWS REBATES

Measure	Rebate
Glass - Any Frame - Single to Double/Triple Pane (<= U.30) Glass - Any Frame - Single to Double/Triple Pane (<= U.22)	\$100/ window \$130/Window
Glass - Metal Frame - Double to Double Pane (<= U.30) Glass - Metal Frame - Double to Double Pane (<= U.22)	\$50/ window \$65/Window

All programs & rebates subject to change. Check www.snopud.com for current offerings.



PROCESS & PAPERWORK:



PROCESS: STEP BY STEP

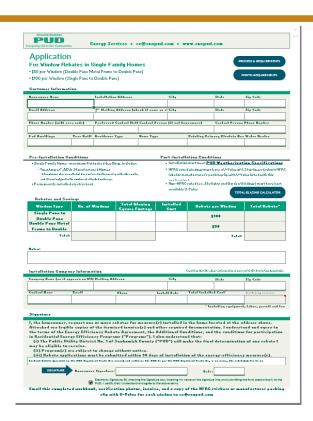
- 1. Contractor meets with customer to determine
 - Eligibility, provide estimate, win the job
- Contractor and customer agree to
 - Price, payment terms, installation schedule
- 3. Contractor completes installation to PUD specifications and provides PUD Instant Rebate on customer invoice.
- 4. Contractor and customer complete the PUD Rebate Application and contractor submits to PUD with supporting documentation.
- 5. PUD
 - Reviews application
 - Contacts customer if inspection required
 - Pays contractor when job passes





REBATE APPLICATION PROCESS

- Complete ALL relevant sections in application/workbook.
- Include ALL required supporting documents (application/workbook, invoice, photos).
- Submit within 90 days of installation
- Use the current version:
 - Resources for Residential Contractors Snohomish County PUD (snopud.com)







Weatherization

Insulation

- **业** Insulation rebate application workbook (9/1/22)
- > Insulation Photo Requirements
- **★** SAMPLE insulation rebate application
- → Insulation certificate > #1098, 4/18
- ➤ Knob & tube report > #1144, rev. 10/16
- > Insulation tables

Windows

- ★ Windows rebate application workbook (1/1/23)
- > Windows Photo Requirements

Technical Specifications

Weatherization

- ➤ Weatherization specifications > rev. 4/18
- > Venting calculations > insulation, rev. specifications > rev. 3/09 10/10
- > Floor support matrix > insulation, rev. 10/10

Heat pumps

- → Heat pump specifications > rev. 4/18
- ➢ Geothermal heat pump specifications > rev. 3/09







Application

For Window Rebates in Single Family Homes

- \$50 per Window (Double Pane Metal Frame to Double Pane)
- \$100 per Window (Single Pane to Double Pane)

PROCESS & REQUIREMENTS

PHOTO REQUIREMENTS

Customer Information

Homeowner Name		Installation Address		City		State	Zip Code
Email Address		Mailing Address (check if same as above)		City		State	Zip Code
Phone Number (with area code)		Preferred Contact Method	Contact Person (if not homeowner)			Contact Person Phone Number	
# of Dwellings	Year Built	Residence Type	Home Type		Existing Primary Ele	ectric Heat Source	Water Heater

Pre-Installation Conditions

- Single Family Home maximum 4 attached dwellings, includes:
 - Townhouses*, ADUs, Manufactured Homes
 - *A townhouse shares walls but does not vertically overlap with other units, and it is not subject to the number of attached units cap.
- Permanently installed electric heat

Post-Installation Conditions

- Installation must meet PUD Weatherization Specifications
- NFRC rated windows must have a U-Value of 0.30 or lower (submit NFRC label or manufacturer's packing slip with U-Value listed with this application)
- Non-NFRC rated (ex. Skylights and Garden Windows) must have best available U-Value

TOTAL GLAZING CALCULATOR



Rebates and Savings									
Window Type	No. of V	Vindows	Total Glazing Square Footage	Installed Co	st Rebate	e per Window	Total Rebate*		
Single Pane to Double Pane						\$100			
Double Pane Metal Frame						\$50			
to Double Pane Total:						Total			
Notes:									
Installation Company Information I confirm that the above information is correct to the best of my knowledge.									
Company Name (as it appears o	on W9)	Mailing Addres	SS	City		State	Zip Code		
Contact Name	Email		Phone	Install Date Total Installed Cost*		ost*	Project Development Incentive		
* Including equipment, labor, permit and to									
Signature									
I, the homeowner, request or other required documentatio participation in Residential Er (i) The Public Utility Distric (ii) Program(s) are subject (iii) Rebate applications mu I agree to receive my rebate	n. I understand nergy Efficienc it No. 1 of Snol to change with ist be submitte via (select one	l and agree to t y Programs ("P nomish County out notice. d within 90 day):	the terms of the Energy Eff Programs"). I also understar ("PUD") will make the fina ys of installation of the ene	iciency Rebate And that: I determination or rgy-efficiency m	greement, the Addition of any rebate I may be easure(s).	onal Conditions, and the	ne conditions for		
Instant Rebate (provided on the	PUD Registere	d Trade Ally's in	voice) and authorize the PUC) to pay the PUD I	Registered Trade Ally, in	my name, the rebate(s)	due to me		
SIGNATURE	Homeov	vner Signature:			Dat	re:			
	•		nature: By checking the Signa that I understand and agree t			ture line, and submitting	g the form electronically to the		

Email this completed workbook, verification photos, invoice, and a copy of the NFRC stickers or manufacturer packing slip with U-Value for each window to ce@snopud.com



APPLICATION CHECKLIST

- Include ALL home information
 - Square footage, Year, Home Type, Pre-Existing Electric Heat Source etc.
- Check "Instant Rebate" OR "Customer Credit"
 - Discuss with customer, align with invoice
- Have customer sign OR insert name and check the box
- Complete ALL relevant rebate fields
- Use the checklist ("How to Apply") and application notes to ensure all necessary documents are included

Incomplete applications will not be processed





SUPPORTING DOCUMENTS

All Applications

- Verification Photos
- Itemized Invoice with PUD Instant Rebate

Windows Applications

NFRC Stickers or Manufacturer Packing Slip



PACKING SLIP EXAMPLE





11101 South Tacoma Way Ste. B Lakewood, WA 98499 USA PH: 253-284-5406

FX: 253-284-5405 ORDER: 366377 ORDER DATE:
EST. DELIVERY DATE:
ORDER CONTACT: DEREK

ORDER ACKNOWLEDGEMENT

INVOICE INFORMATION

SHIPPING INFORMATION

Clear Glass, Inc. 4900-8TH ST NE Clear Glass, Inc. 4900-8TH ST NE

MARYSVILLE, WA 98270-3027 MARYSVILLE, WA 98270-3027 PH: 4253456789 FX: 3606599999 PH: 4253456789 FX: 3606599999

SHIP VIA:

OF	RDER	ORDER DATE	PO NUMBER	CU	JSTOMER REF		TERMS
	6377	4/2/2018	Shine				Net 30
ITEM		DESCRIPTION	QTY	SIZE	PRICE	TOTAL	IMAGE (OSLI)
1	8700NX	OXU	1 11	9 5/8 W X 66 H	,		
	OTHER						
	1	NET OPENING					
1		BAR HEIGHT=[18]	T (00 04)				
		CUSTOM VENT OFFSI WHITE	=1=[29.91]				
		VAIL FIN					
	1	I CAM LOCK 1/8" 366 LE					V.
		3/16" CLEAR					
		DURALITE SPACER					
		STANDARD SCREEN SQ. FT.=[54.83]					
		J-VALUE=[.28]					
		SOUND PACKAGE					
	LIV						



VERIFICATION PHOTOS

Windows

- Original windows wall shots of multiple windows
- New windows installed wall shots of multiple windows
 - Header flashing
 - Threshold support
- Windows with safety glass (tempered) marking, as applicable (preferred)

Please ensure all photos are legible





INVOICE WITH INSTANT REBATE

- Information must match Application
- Include Proof of Purchase Requirement details (listed on Application)

PROOF OF PURCHASE REQUIREMENT: ITEMIZED INVOICE

Invoices must be legible and include the information listed below (photocopies are acceptable):

- PUD Registered Trade Ally name, address, and phone number.
- Itemized list of each product, including quantity, product description, manufacturer, model number, or other identifying information. This must match the information listed on the rebate application.
- · Total installed cost and amount of PUD Instant Rebate deducted.





INVOICE

BILL TO

Ray Shine 123 RAINBOW Lane SNOHOMISH, WA 98290 INVOICE # 1390
DATE (
DUE DATE |
TERMS Due on receipt

ACTIVITY :

AMOUNT 5,710.00T

CHARGE

INSTALLATION OF 12 WHITE LINDSAY WINDOWS PRODUCT WITH HIGH PERFORMANCE LOWE GLASS FOR ENERGY EFFICIENCY, PRICE INCLUDES NEW INTERIOR WOOD STOPS REPLACED ON SOME WINDOWS AND NEW EXTERIOR WOOD STOPS REPLACED ON SOME WINDOWS, CAULK AND SEAL EXTERIOR AND INTERIOR, SCREENS INCLUDED

LIVING ROOM: 120 X 66 XOXU (2 SLIDERS BELOW PICTURE WINDOW) HORIZONTAL BAR SET AT 18°

DINING: 60 X 48 HORIZONTAL SLIDING WINDOWS (SPLIT IN HALF) X2 UNITS

LAUNDRY: 48 X 30 HORIZONTAL SLIDING WINDOW (SPLIT IN HALF)

KITCHEN NOOK: 48 X 48 HORIZONTAL SLIDING WINDOW (SPLIT IN HALF)

KITCHEN: 60 X 36 HORIZONTAL SLIDING WINDOW (SPLIT IN HALF)

BED OFF KITCHEN: 48 X 30 HORIZONTAL SLIDING WINDOW (SPLIT IN HALF)

BATH: 30 X 36 SINGLE HUNG STYLE (BOTTOM SLIDES UP AND DOWN) ALL OBSCURED GLASS

3ED: 48 X 30 HORIZONTAL SLIDING WINDOW (SPLIT IN HALF)

3ED: 48 X 30 PICTURE WINDOW (NON OPENING

MASTER BED: 48 X 30 PICTURE WINDOW (NON OPENING)

MASTER BED: 60 X 36 HORIZONTAL SLIDING WINDOW (SPLIT IN HALF)

OUD REBATE

\$ 1100.00

PUD INSTANT REBATE FOR ELECTRIC HEATED HOME (WALL UNITS, ELECTRIC FURNACE OR HEAT PUMP)

SUBTOTAL TAX (9.1%) TOTAL BALANCE DUE 4610.00 419.51 \$5029.51



WHO GETS THE REBATE?

✓ INSTANT REBATE (99%)

- Payment sent to contractor after job passes inspection
- Invoice shows "PUD Instant Rebate" deducted from customer's total cost
- Contractor receives "PUD Instant Rebate" plus PDI of \$100.00.

✓ CUSTOMER CREDIT

- Credit to customers PUD account after job passes inspection
- Invoice shows that customer paid for job in full no PUD Rebate shown





SPECIFICATIONS & INSTALLATION GUIDELINES



MEASURING WINDOWS









ANGLE WINDOWS







EXPOSED NAIL FLANGE









WINDOWS

- Non-Tested Windows {warm edge spacer, argon, LowE, ½" Air Space} (102.145.2)
- Framed Units NFRC Rated {U-Value .30 or lower} (102.155.3)
- Interlock (102.205)
- Locks/Latches (102.215, .230)
- Free Fall (102.220, .215)



WINDOWS

- Screens (102.235)
- Anti-Lift Blocks
- Weep Holes



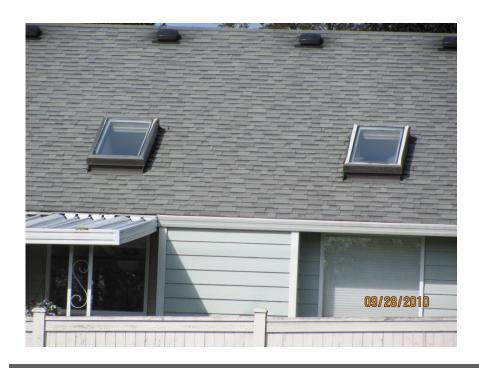






SKYLIGHTS

- LowE, Argon, Warm Edge Spacer, NFRC Rated {best possible double pane} (102.400.2)
- Ventilating Skylights Only if Existing







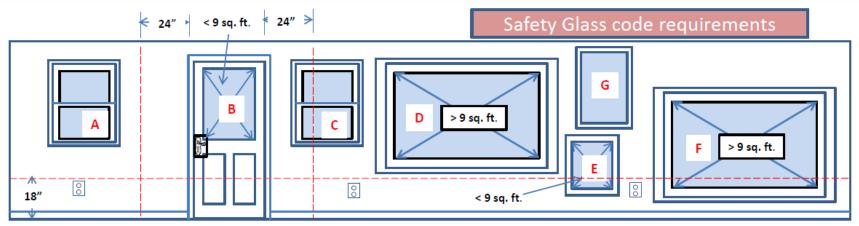
GENERAL INSTALLATION REQUIREMENTS

- Stucco Bar Styles {where allowed} (102.522)
- Damage Responsibility (102.523)
 - Contractor responsible for damages that occur during installation









Observation

Difference between both

Reason for safety glass

Window A + C same size and height off floor. Window D + F same size, different heights Window E + F are same height off floor (less then 18") Window A + H are same size and same height off floor Windows H + I are both in tub area. Window N + O are same size & height off floor Window M + N + O same size . Window M higher off floor

Window A not required to be safety glass, Window C required Window D not required to be safety glass, Window F required. Window E is not required to be safely glass, Window F required Glass B + G are same size , < 9 sq. ft. & more then 18 " off floor One is a window and 1 is for a door . Glass B required Window A not required to be safety glass, Window H required Window I not required to be safety glass, Window H required Window J + L are same size & less then 24" from door. Window j not required to be safety glass . Window L required. Window O not required to be safety glass, Window N required

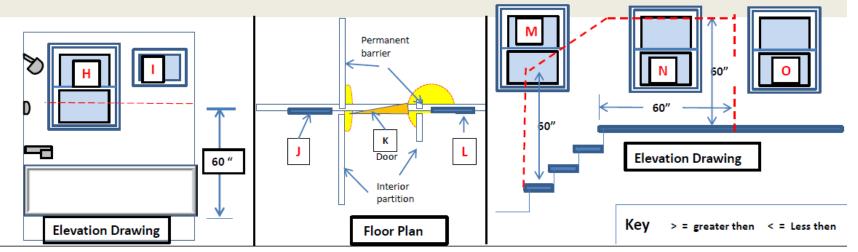
If Window M or H was a single hung style window opposed to double hung style widow Top sash stationary opposed to operable

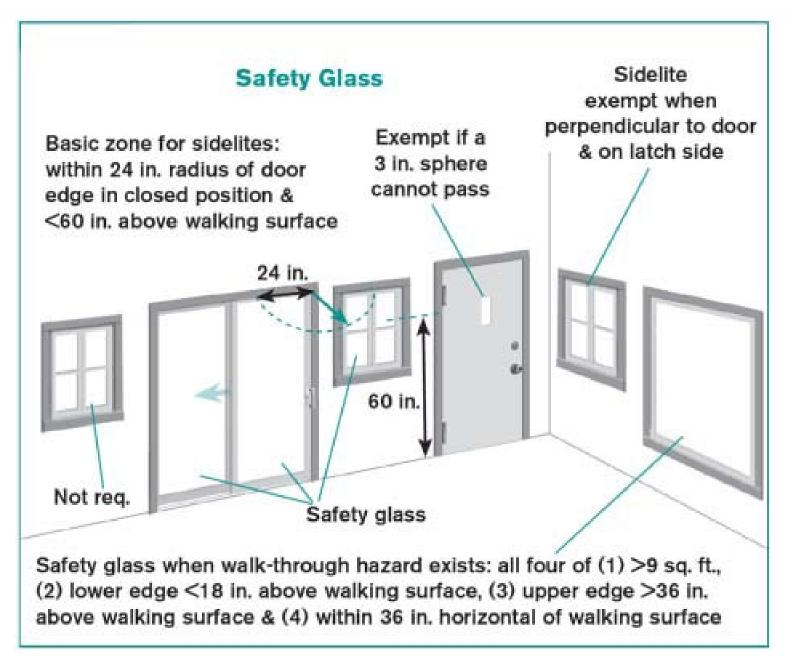
Window O not required to be safety glass, Window M + N required.

Within 24" from exterior door Combination of > then 9 sq. ft. and less then 18" off floor > then 9 sq. ft. All entrance doors required to have safety glass Combination of in a tub and less then 60" off floor

less then 60" above floor in a tub Combination of within 24" radius with no permanent barrier Within 60" floor landing (horizontal) Within 60" floor landing of steps

Only Lower sash required to be safety glass.





SAFETY GLASS

Rules (102.530)

- Within 2 foot arc of ANY door in the closed position
- May need both vent and fixed depending on direction of opening





SAFETY GLASS

(102.530)









SAFETY GLASS







FLASHING & SUPPORT SCREWS

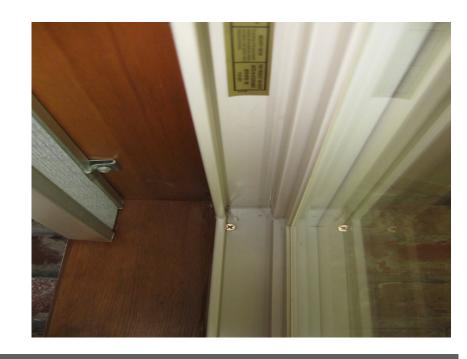
Overhangs & Flashing (102.615)

- Must be continuous
- No less than ¼" overhang



Types of Screws (Pan Head) (102.620)

Vertical edge for support





HEAD FLASHING NEEDED

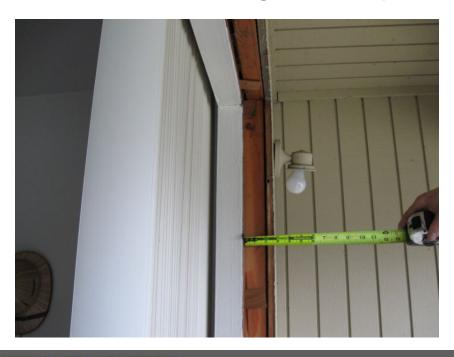






LINER CUTBACKS AND OVERHANGS

- Covering of Support Screws (102.621)
- Placement of Screws (102.635)
- Window Overhang 1" max (101.645)

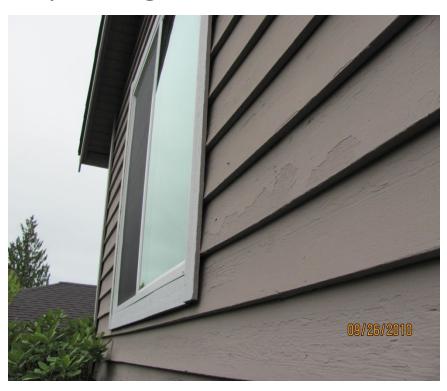






CAULKING REQUIREMENTS

Lap Siding Trim



Wood Stopped Install

(106.622)



CAULKING







IMPROPER CAULKING AND CUTTING



Caulking (102.648, .650)



IMPROPER CAULKING AND CUTTING



Caulking (102.648, .650)



GARDEN WINDOW







STUCCO INSTALLATIONS



- Stucco Requirements (102.652)
- Nails & Coverage (102.657)



INSTALLATION WITH NAIL FLANGE INTACT

- Caulk Behind Flange (102.665)
- Build Out Material (102.670)
 - Material shall be one piece & shall fill entire cavity
- Flange Left Exposed {mobile} (102.672)
- Caulking (102.675, .680)
 - Gaps of ¼" or greater will be filled with non-expanding foam or backer rod







WINDOW WITH FLANGE & TRIM







CLEAN ALL GLASS



Stickers **(102.697)**





SLIDING GLASS DOORS

- .30 or better required (103.205.4)
- Center mullion must interlock in closed position
- Solid Threshold Support (103.307)
 - Any Wood Treated or Cedar (103.310)
- Screen must have latch and catch installed



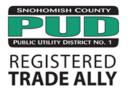




SLIDING GLASS DOORS



- 4 screws per vertical edge
- Handle screws do not count





QUALITY CONTROL



INSPECTION REQUIREMENTS

- All jobs subject to verification* before rebate payment is made
- Inspection will result in
 - Payment is authorized
 - Major or minor deficiency
 - Must be corrected within 30 days
- High pass rate may lead to lower rate of inspection

*NOTE: Photographs are required as proxy for on-site verification during COVID-19 restrictions



COMMON ERRORS - WINDOWS

Major

- Safety glass not installed
- Free fall hazard
- Not supported properly
- Does not meet U-value requirement
- Locks don't work properly
- Not flashed

Minor

- Wrong number or type of support screws
- Vent does not slide easily
- Caulking gaps, missing, messy
- Does not interlock
- Damage to window components





MEETING PROGRAM REQUIREMENTS



WARRANTY REQUIREMENTS

- 2-year minimum all inclusive labor and materials required (101.040)
- 10-year minimum on all glass (101.040)
- Leave warranty information with homeowner







RESOURCES



PUD ENERGY ADVISOR LINE

For timely help with

- Eligibility you have a scenario that isn't covered by our standard eligibility requirements or customer qualification description
- Specifications you have an installation or equipment question that isn't covered in the specification guide
- Sizing Calculator you have a special situation or are having trouble

Unsure? Call before you install! (425) 229-5598



IMPORTANT: TRADE ALLY RESOURCES

www.snopud.com/TAResources

- ALL Application Forms
- Supporting Docs Sizing Calculator, Start-up Checklist, Insulation Certificate, Extension Request...
- Technical Specifications: Weatherization, Heating, Venting
- Sample Rebate Applications
- Newsletters, Bulletins, Logo Usage guidelines
- Contractor Agreement & Monitoring procedures





FINANCING OPTIONS



Snohomish County Energy Smart Loans

Puget Sound Cooperative Credit Union

www.psccu.org/efficiency.php askus@psccu.org 1-800-273-1550



Banner Bank

www.bannerbank.com

1-800-272-9933







Puget Sound Cooperative Credit Union

Energy Smart Loans www.psccu.org/efficiency.php



Umpqua Bank

GreenStreet Lending

www.umpquabank.com

Tim Corrigan | 206-694-5441

timcorrigan@umpquabank.com



Opening doors to a better life





CONTACT INFO

Program Managers

John Petosa 425-783-8254 office jfpetosa@snopud.com

425-530-6603 cell

Kevin Watier 425-239-1050 cell kjwatier@snopud.com

Inspectors

Aaron Stewart 425-315-6185 cell <u>apstewart@snopud.com</u>

Ed Walstad 425-231-2797 cell <u>edwalstad@snopud.com</u>

Energy Advisor Line 425-229-5598





CONTACT INFO

PRIMARY Email

CE@snopud.com

Office Coordinators

- Kim Anderson
- Andrea Duffy
- Carol Jodock

Fax

Mailing Address

425-267-6762

Residential Programs

PO BOX 1107 MS E2 Everett, WA 98206-1107





Questions?

THANK YOU

... for helping our customers save energy!

