

Energy Upgrade California
Industry Requests and Issues Resolution

INDUSTRY REQUEST	Status	PG&E	SoCalGas Only	SCE/SCG	SDGE	SMUD	Follow Up Questions to IOUs
1. 72 Hr Pre-Project Approval.	A-5	It is our goal that all complete applications are reviewed and returned within 72 hours. We are currently operating within this timeframe.	SoCalGas is implementing an expedited approval process. Currently a five day approval is the best we can do.	SCE/SCG is implementing an expedited approval process.	Yes, Guaranteed	Our average pre-retrofit review response time is 0-1 business days.	What is SCE timeframe for compliance? SCE - How long is the turnaround?, PG & E - How long until you make a decision
2. 24 hr decision if going to be on-site inspection.	A-1	We currently do not have a hold for pre-inspections. Post inspections are based on the contractor's tier which is visible on the individual contractor's Green Energy Compass portal. If a job is selected for QA it will be flagged during the 72 hour review window and scheduled per the customer's convenience. All jobs will have a follow up combustion safety test by PG&E unless declined by the customer.	A pre on-site inspection e-mail/letter is sent out as soon as SoCalGas receives the projects from ICF after their completion of the desktop review. ICF must first review the Reservation Form and then verify SCG account information prior to issuing a Notice of On-site Verification letter.	A pre on-site inspection e-mail/letter is sent out as soon as SCE receives the projects from ICF after their completion of the desktop review.	Yes, Guaranteed	Yes.	
3. Immediate Pre-Approval for emergency HVAC and DWH replacement.	B	We are evaluating the current process to see if we can offer an expedited approval for these types of jobs based on contractors historic performance and knowledge. Currently a contractor can move forward prior to the end of the 72-hour period with a retrofit without a "notice to proceed" issued however they take on the risk if a customer is deemed ineligible. We only recommend this if a contractor is proficient and comfortable with their job submission and EnergyPro processes so that the risk is minimal. Customers should not be "promised or guaranteed" any rebates.	Emergency HVAC/DWH Replacement Policy is under development in coordination with SCG. Draft policy will be presented to program management on 12/13/2011.	This is under discussion	Yes, but must notify QAC vendor by phone and take photos	Yes (for HVAC replacement work; non-emergency upgrades subject to conventional review and approval process)	PG & E/SCE When is a decision to be determined?
4. Waiving energy model corrections that do not affect incentive tier.	A	If an error is found in the energy model or other job reporting fields we will continue to ask for them to be corrected. We are working with contractors to help them submit accurate models the first time to expedite review and approval. We have published our review criteria, tips for submission and frequently made mistakes documents to try to address these issues. PG&E has also performed a webinar and is beginning to do on-site visits to further contractor	This is currently under discussion and a draft variance policy is under development.	A +/- variance has been put in place for tests that can be affected by weather conditions. The contractor number and energy model will be used if it falls within the +/- variance.	Not at this time	No.	What are the parameters for the discussion? It was identified at one point that the margin of error was +/- 3%.
5. Provide one list of corrections and do not add subsequent items.	A	Yes, unless the contractor makes additional changes to the job submission or a health and safety issue is identified.	Agree	Agree	Yes, unless contractor makes changes or a health and safety issue is identified	Agree, with same caveat as PG&E	FULL AGREEMENT
6. Fast Track approval process for qualified contractors.	B	We are evaluating the current process to see if we can offer an expedited approval for jobs based on contractors historic performance and knowledge.	Not at this time	Not at this time	Not at this time	Yes, after contractor has met desktop and field verification criteria.	Is there any possibility that this will be done? If not, why not? If yes, when?

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7. Implement contractor advocate to answer QA/QC questions and resolve disputes.	A	Contractors can always contact the PG&E Program Manager (Joanne Panchana) or the Build It Green Director of Programs (Bruce Mast) if they would like to raise an escalated complaint. There is also a contractor hotline line that is staffed by CSRs (not QA verifiers or Program staff) that can accept inquiries and comments without bias.	Currently implemented via one-on-one account management process. The contractor can contact ICF or their account manager at anytime regarding issues or concerns.	Currently being implemented	Contractor training provider is expected to act as advocate; QA plan contains appeals process	Contractors contact BGI for desktop job review/modeling/rebate-related technical questions and contact CBPCA for technical questions related to work scope/installation techniques/testing procedures and receive answers usually within 2 hours, always within 1 business day.	Sounds like this is happening; can we publish this as specific direction on materials for contractors?
8. Take a team approach and assume contractor is innocent until proven guilty.	A	Agree	Agree	Agree	Agree	Agree.	
9. Acknowledge when QA/QC doesn't have answer to modeling question and is seeking guidance from Energy Soft.	A	Agree	Agree	Agree	Agree	Agree.	
10. Fund mentoring to support contractors new to the pre and post approval processes.	A	PG&E offers 5 free mentoring sessions and a contractor can have additional sessions at a reduced cost. Additionally we offer one-on-one assistance for job processing.	Mentoring activities are ongoing. Additional web based learning is available to the contractors online via the Learning Center.	Mentoring activities are currently being implemented. Additional web based testing are also available for contractors.	SDGE has Mentoring Program for all contractors	Five free mentoring sessions per contractor that can occur during test-in, installation, or test-out. Also offering 1-day company mentoring sessions.	Can the IOUs consider reaching out to contractors more to let them know about this availability?
11. Provide incentive to contractors after test out to compensate for office staff needed for EUC paperwork.	B	PG&E is working to streamline the approval process. At this time we do not have any additional funds to allocate towards incentives.	Online submittal process significantly reduces the level of effort and prior redundancy of the reservation/application process. Not needed.	Not at this time	Launched on-line submittal tool to streamline administrative processes for contractors.	Not at this time	Is this something anyone will be doing in the future?
12. Perform QC site inspections to coincide with test out when possible but no longer than 72 hrs of job completion.	B	The mentoring sessions on test-out can double as a QA verification.	Not at this time	Not at this time	Can discuss this, but still must be independent so may not always be enough time in a day. Customer schedules are usually the reason for delayed inspections.	Same as PG&E	Need to discuss further and see if we can align
13. Make QC on-site inspections available for Saturdays.	A	Agree	SoCalGas currently has QC on-site inspection available on Saturdays at the customer's request	SCE/SCG have QC on-site inspection available on Saturdays at the customer's request	SDGE does one Sat per month. Willing to do more to justify scheduling a Sat employee.	Yes; currently holding some Saturday sessions depending on verifier availability	Sounds like this is an available option.
14. Develop task force to create standard QA/QC guidelines.	A-2	PG&E has created and published our QA procedures and Technical Specifications. We are working with the other utilities to drive consistency. This is also being reviewed through the Energy Upgrade California Steering Committee.	SoCalGas has developed a QA/QC testing procedures to outline how our third party inspectors inspect projects. This document has been shared with the participating contractors.	SCE/SCG has developed a QA/QC testing procedures to outline how our third party inspectors inspect projects. This document has been shared with the participating contractors.	SDGE as developed a clear and concise QA/QC plan that documents and makes transparent to all parties the protocols, processes and expectations of all parties. SDGE allowed contractors to input in this process and has shared the QA/QC inspectors	SMUD has Quality Assurance Program documents as well as Verifier Instructions available to contractors online. Also being reviewed by the EUC Steering Committee	QA/QC task force has been launched and should be focused on some of these issues.
14a. Contractors are unclear on what is being evaluated during pre and post approval process. Contractors and verifiers need to work from same playbook.		This is included in the Contractor Handbook, QA Policies and Job Submission Guidelines. All of these are available in the Document Library.	A QA/QC checklist for Contractors is currently being approved.			The JRT (jobs reporting template) provides the playbook for what verifiers check for and compare to in the field during an inspection.	
14b. Contractors feel projects are measured by differing standards.		The projects should be evaluated consistently based on the program guidelines. If a contractor feels this is not the case please escalate the issue so we can address it.	SoCalGas is exploring the development of checklist for program QA/QC consistency.			Contractors may contact CBPCA/BKI via the Vision system, email or phone to discuss concerns at any time	
16. QC inspectors make inappropriate comments to customers about contractors or their work.	A	This should not occur. Please report this type of activity immediately.	Inspectors are not allowed to comment about the contractor's work to customers. Contractors are to notify regarding this type of issue.	Inspectors are not allowed to comment about the contractor's work to customers	Not allowed an spelled out in QA/QC plan	The Verifier instructions clearly note how verifiers are to interact with contractors. Complaints from contractors or customers are dealt with following our dispute resolutions policy.	Agreement across the board. Is there a mechanism for contractors to report issues with QA/QC folks?

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17. Acknowledge that customers will sometimes choose to not buy the whole job regardless of contractor recommendations.	A	Yes, as long as all health and safety elements are remedied as part of the job scope.	Contractors will be required to document areas not addressed due to customer budget limitations or customer declining the recommended installed measure(s).	Agree	Agreed but in spirit of collaboration QA/Agree will note items in case they were missed.	Agree. We do not interact with customers unless they contact us directly.	
18. Allow contractors to maintain client communications and relationships.	A-3	Agree	Agree	Agree	Agreed and in QA/QC plan	Same as PG&E	Can we articulate a clear and consistent policy? Seems like a lot of agreement but it would be good to have a streamline approach.
19. Create fast track approval process for all inspections to take place at completion of work.	B	The mentoring sessions on test-out can double as a QA verification. To remain subjective and due to scheduling most in-field QA will occur without the contractor present and not on the test-out date.	Not at the moment	Not at the moment.	As the program does not have 100% inspections, Fast Track eliminates the random inspection necessary for QA OC integrity. For contractors who are able to demonstrate competencies, they will move into lower inspection rate tiers quickly (after first 25 jobs) in which case only 10% pre and 5% post	Not as part of JRT/model review process.	
19a. Use pre and post retrofit photos		We encourage using photo documentation as part of job submissions and in some cases it is required. We can't however substitute this for onsite inspections.	SocalGas encourages using photo documentation as part of the job submission process and in some cases (HVAC or WH replacement on fail) requires it.	SCE/SCG are collecting photos as provided by the contractor for documentation purposes.			
19b. Only for contractors who do a minimum of 10 retrofits per month		N/A	Agree				
19c. Contractors must maintain satisfactory QA/QC scores on pre and post inspections.		N/A	Agree. In addition, SCG will provide mentoring to contractors who need assistance in improving program performance.				
20. Inspections take too long to schedule. 2 1/2 weeks	A-4	We strive to have QA visits within 2 weeks of job completion depending on customer availability.	Pre and post inspections are scheduled with the customer within 5 days of reservation/application receipt and are dependent on the customer's availability. All attempts are made to ensure these inspections occur in a timely manner with minimal impact on the customer.	This will depend on the customer's availability. SCE/SCG tries to go out to perform an inspection within 5 business days	A customer schedule is often the reason. SDGE can usually do it in 1-2 days if customer available.	Jobs are selected for verification on a weekly basis. The QA visits typically take place within two weeks and the verifier coordinates the visit directly with the homeowner.	Is there any alternative solution for this? Scheduling inspection at the beginning of the job for instance?
21. Financing	C						
22. EnergyPro Software	C						
23. Marketing Coop	C						
24. Bridge Year	C						
25. Change the EUC rule of a contractor being in business for 2 yrs. to having 2 yrs. experience in home performance	C						

