



COMFORTABLE
HOME
REBATES

The Verification Visit: What Homeowners Can Expect

Why We Conduct Verifications

All participating contractors in the Program are subject to review by Franklin Energy-selected QC verifiers. Our QC program ensures that the participating contractor's work meets or exceeds program requirements and each homeowner receives high quality work. Each contractor will have 5% to 15% of his/her jobs verified before or after the work is complete. Our QC verifiers are experienced contractors and trainers who have exceeded the requirements of our Program. These contractors have signed our Privacy Policy and demonstrated their commitment to high quality home performance contracting services in California.

Who is Franklin Energy?

Franklin Energy is the third-party implementor who operates the Comfortable Home Rebates Program for PG&E. Franklin Energy designs and implements grid optimization programs for utility, state, and municipality clients nationwide and into Canada, leveraging over two decades of experience in energy efficiency and demand response. Franklin Energy trains contractors on how to use a whole-house approach to retrofitting homes for efficiency, comfort, durability, health and safety.

Verification Process Followed by Field QC Verifiers:

- When a Program project has been selected for Field Verification the Customer will be notified in advance to arrange a date for the inspection.
- Before the field verification, the verifier will review the house data reported by the contractor.
- When at the customer residence, the verifier will discuss the QC process with the homeowner and the home performance work completed or planned in the home.
- The field verifier then visually inspects the house and uses diagnostic tools as needed to verify the contractor's data. The verifier will not discuss any inspection results with the homeowner. The homeowner may ask the contractor for the results or may call Franklin Energy directly at (844) 818-7204 or by email to fieldQC@franklinenergy.com.

Prepare for your verification visit by making available the following:

- 1) **Yourself:** the verifier will have a short conversation with you about your experience with your home's energy upgrade.
- 2) **Documents:** paperwork provided to you by the contractor who did the work such as a homeowner summary report, utility bill information, proposal, homeowner agreement, etc.
- 3) **Pathways:** the verifier will need to inspect areas of the home where work was completed such as the attic, crawlspaces, utility rooms, floor/wall/ceiling registers, etc.

If you have any questions or concerns about your home verification visit, contact us directly at (844) 818-7204 or by email to fieldQC@franklinenergy.com.

