



COMFORTABLE
H O M E
R E B A T E S

Comfortable Home Rebates Program

Participant Handbook

For Pacific Gas and Electric Company (PG&E) territory

Version 3.1, August 2021

Welcome to Comfortable Home Rebates, an innovative program that advances energy efficiency in existing homes through shell and HVAC Improvements.

As a Participating Trade Pro, you are critical to the success of the Comfortable Home Rebates Program. Your expertise enables Customers to make their homes more energy efficient and helps the State reach its greenhouse gas reduction goals.

The Comfortable Home Rebates Program will help you by growing the market for energy efficient retrofit projects and providing training and education to improve the quality of the services you provide.

This handbook provides information about the Program and the processes and procedures you need to follow to perform energy efficiency upgrade projects in the Program. The handbook serves as a supplement to any trainings or site visits that are offered.

The Participant Handbook is a living document. Franklin Energy can revise the document at any time during the term of the Program. The most current version will be available at www.comfortablehomerebates.com.

The Comfortable Home Rebates Program provides assistance and incentives for home-improvement projects that can reduce energy use and make homes more comfortable. This program is managed locally by PG&E and directed by the California Public Utilities Commission in collaboration with the California Energy Commission. Funding comes from utility customers under the auspices of the California Public Utilities Commission. Incentives are offered on a first-come, first-served basis and are effective until funding is expended or the Program is discontinued. Programs may be modified or terminated without prior notice. Trademarks are property of their respective owners. All rights reserved.

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Section 1: About the Program

Comfortable Home Rebates is a pay-for-performance Program to help customers of PG&E save money, reduce demand on the electricity grid, make their homes more comfortable, improve indoor air quality, and build the local workforce through Program projects that strengthen communities and provide jobs.

The Program provides rebates to encourage PG&E customers to undertake shell and HVAC retrofit projects.

The Program is administered locally by PG&E. The Program is supported by an alliance of California investor-owned utilities (IOUs), Regional Energy Networks (RENs), the California Public Utilities Commission, the California Energy Commission, local governments, businesses, and nonprofits to help communities meet state and local energy and climate action goals. Funding for Comfortable Home Rebates comes from PG&E customers under the auspices of the California Public Utilities Commission.

Franklin Energy is the implementer of the Comfortable Home Rebates Program for PG&E.

Our role:

- Recruit, enroll, and train high quality home performance contractors.
- Ensure appropriate licensing and insurance are current.
- Mentor contractors and encourage additional skills & training.
- Develop and maintain project tracking systems.
- Conduct technical and administrative reviews of rebate applications.
- Pay rebates to qualifying projects.
- Conduct quality control and field verification.

Program Model – Pay for Performance

Comfortable Home Rebates is a pay-for-performance model program, also referred to as an NMEC (Normalized Metered Energy Consumption) program. Savings for this program are recorded in real-time at the customer meter instead of through energy modeling or work paper defined savings.

There are several different business models that pay-for-performance programs can use; each business model involves financial risk and reward. In the Comfortable Home Rebates program all financial risk is borne by Franklin Energy and all rewards for success also go to Franklin Energy. Franklin Energy pays out upfront rebates for measures installed and is investing in the customer project with the hope of a return on that investment.

In short: if the project we invest in saves energy, we invoice PG&E for those proven savings and make back our money. If the project we invested in does not save energy, we lose our upfront investment.

Funding projects that are going to save energy is critical for us.

The CPUC has issued rules around how savings may be claimed in NMEC programs, and those rules include:

1. Occupancy
2. Fuels
3. Other programs or measures that change the baseline

Each of these rules has a common purpose in making sure we can verify customer energy use prior to installation of Program measures and track changes in energy use after the installation of measures. We must be able to prove the energy savings in order to get paid for them. These rules will be covered in detail in [Section 3: Customer Eligibility](#).

Program Overview

The Comfortable Home Rebates Program is based upon building science principles. Many homes—particularly those built before Title 24 was enacted in 1978— can have leaky building enclosures, causing homeowners to use more heating or air conditioning to maintain a comfortable indoor temperature. The Program encourages homeowners to think about their house as a complete system, a “whole house,” rather than focusing on individual elements. The concept is to seal and insulate the house first, and then install heating and cooling systems that are correctly sized for the upgraded condition of the home. The Program is “above code”; our goal is to exceed code standards and deliver the highest quality equipment and services possible. We are not permitted to rebate measures that are “to code,” since that is a legal requirement for installation. Rebates may only be given for above code equipment and installations.

Comfortable Home Rebates has four key components:

- Educate customers on the house-as-a-system concept to promote the *whole house* approach.
- Install measures in accordance with the *whole house* approach to reduce customer energy use.
- Offer incentives and financing to reduce the upfront cost of energy efficiency projects.
- Educate Trade Pros in applied building science and quality installation of whole-house measures, as well as sales and marketing, to improve installation services provided.

Customer Benefits include:

- Lower energy bills
- More comfortable home with even air temperatures
- Enhanced indoor air quality
- Increased home value
- Safety of having gas appliances tested and a CO2 monitor installed

Section 2: Participating Trade Pros

Contractor Trade Pros are the delivery mechanism for the program. Trade Pros market the program to their customers and submit rebate applications on behalf of the customer.

Our Trade Pros are partners, and partners of any kind should be chosen with care to make sure goals and standards are in alignment. We want our Trade Pro partners to be successful both in delivering energy efficiency results to customers and in growing their businesses by increasing market demand for energy efficiency improvement projects.

Trade Pro Participation Types

There are two types of Trade Pros in the program:

1. Participating Contractors – Contractors with experience in energy efficiency retrofits do the work of installing measures supported by the Program.
2. Participating Independent Building Analysts - BPI certified Building Analysts who provide services to Participating Contractors, which may include:
 - a. CAS testing
 - b. Diagnostic services
 - c. Application submission and management

To qualify for participation, your company must meet the enrollment requirements, execute the Trade Ally Participation Agreement, and complete the Program on-boarding process. Contractors working with Independent Building Analysts must also submit a Building Analyst/Contractor Collaboration form.

Trade Pro Business Requirements

For contractors to participate in Comfortable Home Rebates, you and/or your company must meet the requirements as described below. All CSLB licenses must be kept up to date in order to maintain participation.

Participating contractors in good standing are listed on the Comfortable Home Rebates Contractor Directory, if they've had a completed (paid) incentive application within the past year. Contractors who are new to the Program will be given a grace period of 6 months to complete their first paid application and still be listed on the Program website.

Contractor certifications such as BPI credentials, Home Energy Score, HERS II, CAEI, and High Performance HVAC Installer are listed on the Program website as well.

Table 1. Trade Pro Requirements

CONTRACTORS	
CSLB License and proof of licensure	<p>Class “B” General Building <i>or</i> Class “C” license appropriate to project scope and installation. Acceptable licenses include C-2, C-4, C-20, C-36 and D-65.</p> <p>Proof of licensure includes license number, classification, certification date, and expiration date.</p> <p>License status and compliance with CSLB contractor bond requirements will be verified online and checked yearly for compliance.</p> <p>License renewal must be completed and submitted prior to expiration.</p>
2 years of Work Experience	<p>2-year history for relevant CSLB license (services provided, and equipment, products, or materials installed as indicated on CSLB license)</p> <p>OR</p> <p>Documentation of BPI certification, two years of similar work experience, and two professional references</p>
BPI Certification	<p>Combustion Appliance Safety (CAS) and diagnostic testing must be performed by a BPI-certified* employee. This BPI certified professional can be employee with the contractor company or may be an Independent Building Analyst.</p> <p>*Proof of certification includes copies of certification identification cards, certification number, and expiration dates.</p>
Contractor Participation Agreement	<p>Signed Trade Ally Participation Agreement and agreement to all terms and conditions.</p> <p>Company represents and warrants that employees with access to Customer homes have no prior felony or misdemeanor conviction, as well as no lawsuit or lien filed against the company or its leadership within the past 7 years.</p> <p>See Participation Agreement on the Program website: https://comfortablehomerebates.com/program-documentation.</p>

**Background
Checks**

Program participants conduct background checks 'at-hire' and annually on all employees with access to Customer homes.

W-9

Contractors must have a W-9 on file with Franklin Energy in order to receive incentives properly assigned by the Customer.

Independent Building Analyst Requirements

BPI*-certified professionals may participate as Independent Building Analysts when working independently from a Participating Contractor company. You must meet the requirements in Table 2 below.

Table 2. Independent Building Analyst Requirements

INDEPENDENT BUILDING ANALYSTS	
2 years of Work Experience	Documentation of BPI certification (individual Analyst), two years of similar work experience, and two professional references
BPI Certification	Combustion Appliance Safety (CAS) and diagnostic testing must be performed by a BPI-certified* employee. This BPI certified professional can be an employee with the contractor company or can be an Independent Building Analyst. *Proof of certification includes copies of certification identification cards, certification number, and expiration dates.
Contractor Participation Agreement	Signed Trade Ally Participation Agreement and agreement to all terms and conditions. Company represents and warrants that employees with access to Customer homes have no prior felony or misdemeanor conviction, as well as no lawsuit or lien filed against the company or its leadership within the past 7 years.
Background Checks	Program participants conduct background checks 'at-hire' and annually on all employees with access to Customer homes.

Building Performance Institute (BPI) Certification

BPI professional certifications that qualify for enrollment requirements in the Program include:

- Building Analyst
- Envelope Professional

- Manufactured Housing
- Heating
- Air Conditioning and Heat Pump

A BPI professional certification that includes a Combustion Appliance Safety (CAS) field examination is required for conducting CAS testing. Please refer to www.bpi.org for more detailed information.

BPI GoldStar Companies

We encourage companies to become BPI GoldStar Contractors for the marketing value in showcasing commitment to quality and building science principles. Please refer to the www.bpi.org website for more specific information on how to enroll in the GoldStar Program.

Subcontractors

Participating Contractors must hold the primary contract/scope of work with the Customer for all energy upgrade measures installed on a given project. Subcontractors working for Participating Contractors must meet enrollment and participation requirements as described above and must follow all Program processes and procedures.

If the subcontractor is performing CAS testing, they must be a Participating Independent Building Analyst.

Marketing

All Program marketing is done by Participating Trade Pros. PG&E does occasionally send out emails to customers highlighting the Program. Franklin Energy maintains the Comfortable Home Rebates website, which has customer-facing rebate information, as well as a Contractor Directory.

Contractors may use the Program logo on their websites – the Program logo is a cobrand with PG&E – and on print marketing. The Program may be mentioned in videos or other marketing done by contractors. Please contact us for web or print logos.

At no time should contractors suggest they are employees of either PG&E or Franklin Energy. Contractors should also not market any component of the Program as “free” to Customers, even if the Customer has signed over the rebate to the contractor.

We strongly suggest all contractors utilize badges for employees or field canvassers. Customers call both Franklin Energy and PG&E on a regular basis to complain about canvassers in their neighborhood who say they work for PG&E. With the level of fraud present in our daily life it is always good to make sure

your staff are **clearly badged**, with a Program phone number for customers to call and confirm. Your CSLB license number is also a good touch.

Marketing Materials

The Program offers contractors tri-fold brochures. These brochures have a space on the back for contractor contact information. We will print brochures for contractors who wish to sticker the brochures with their information, or we will send a print file if the contractor would like to custom print their contact information.

Trade Pro On-boarding

The onboarding process assists contractors with program overview, expectations, deliverables, and training. The first phase will cover customer eligibility, application processing, marketing, customer service, and Quality Control. The contractors will be given a review of processes related to application processing through the portal and the protocols related to corrections, deadlines, and rebate processing, as well as a review of marketing protocols with the marketing team and a sample of digital marketing.

The next two phases of onboarding will include an Operations meeting and a Technician/Sales meeting. In the Operations meeting, portal access will be discussed, along with a summary of the ideal customer journey through the process. In the Sales/Technician meeting, best practices that align to the company's process and model will be discussed to assist with optimized results.

During onboarding, all required documentation will be collected, and contractor staff brought into the partnership with the program. At the conclusion of onboarding the contractor will be able to begin uploading jobs to the submission portal.

Table 3. Documentation Required

PARTICIPATION DOCUMENTATION	DUE
Trade Ally Participation Agreement	When joining the Program
BPI Credentials	When joining the Program, updated on expiration
Background Check Confirmation	When joining the Program, updated as staff changes
Collaboration Form (if partnered with Building Analyst)	When joining the Program, or when a new partnership is undertaken
W-9	When joining the Program

Make Safe Training

All staff working in customer residences should be familiar with and able to execute PG&E Make Safe Training in the event of natural gas leaks. Make Safe Training will be part of on-boarding. More detail on Make Safe is in [Section 5: Health and Safety](#).

BPI Combustion Safety and Depressurization Training

This training is required for all Trade Pros who will be performing Combustion Appliance Safety testing. This free, one-day course is eligible for 3 BPI CEUs through the PG&E Energy Center and focuses on BPI combustion safety protocols, types of combustion venting for gas water heaters and furnaces, and the principles and practice of worst-case depressurization according to BPI protocols.

This course is offered multiple times a year. Upcoming trainings can be found at:

<https://pge.docebosaa.com/learn/course/external/view/classroom/264/BPICombustionSafetyandDepressurization>.

If no classroom training is available during the onboarding timeline, Trade Pro can take the online Combustion Safety and Efficiency course at

<https://pge.docebosaa.com/learn/course/external/view/elearning/102/CombustionSafetyandEfficiency> to temporarily comply with CAS training requirements until an in-person course is available.

Once Trade Pro has completed the course, they should submit a copy of the course completion certificate to their Account Manager. Trade Pro should note that Field QC will do a Witness CAS Test-Out for the first 1-2 jobs. Please work with Field Quality Control (fieldqc@franklinenergy.com) to schedule Test-Outs accordingly.

Required and Recommended Equipment

All Program participants should have the following equipment available for diagnostic testing. Successful participation is dependent on having all the equipment needed to conduct a comprehensive and accurate home diagnosis.

Required diagnostic/testing equipment:

- Blower Door and Duct Tester Manometer(s) – digital pressure and flow gauge
- Digital Carbon Monoxide or Combustion Analyzer equipped with NOx filter, displays ‘air free’ and ‘as measured’, 1ppm resolution, +/- 5% or 10ppm accuracy
- Digital camera
- Small flashlight
- Digital Combustible Gas Leak Detector (UL 913, tick rate/tone change indicator and LEL percentage display)
- Industry-approved Gas Leak Detector Solution ‘bubble solution’
- Diagnostic smoke or hand mirror
- Personal CO monitor
- Duct mask/blue painters’ tape
- Ambient thermometer

Recommended diagnostic/testing equipment:

- Ladders (step and telescoping)
- Digital psychrometer
- Flow hood
- Contact moisture meter
- Exhaust fan flow meter
- Pressure pan(s)
- Flow plate
- Thermal imaging (Infrared) and/or duct cameras

Good sources for equipment purchase include the Energy Conservatory (www.energyconservatory.com) and Inspector Tools (www.inspectortools.com).

Software: for Manual J and Manual D calculations, please refer to the ACCA-approved software <https://www.acca.org/standards/approved-software>

In-Field Mentoring

The purpose of mentoring and feedback is to ensure new Program participants follow Program processes and procedures, including Combustion Appliance Safety Testing protocols and procedures, and provide quality installation services to Customers. Each Participating Independent Building Analyst or Contractor is eligible for

up to two mentoring sessions, free of charge. Installation staff has priority for in-field mentoring. However, if arrangements allow, additional staff may be included.

Field Mentoring is required for the first two jobs. In-field mentoring may also be scheduled to coincide with Test-Out assessments. To schedule field mentoring, first identify an available home, then contact Franklin Energy (844-818-7204 or fieldqc@franklinenergy.com) to schedule an appointment.

2-4 Unit In-Field Mentoring

The “2-4 Unit Approved” designation is issued to the BPI-certified professional that has been field verified by Franklin Energy Field Quality Control (FQC). The “2-4 Unit Approved” designation is listed in the credentials section of the Comfortable Home Rebates contractor search page.

Section 3: Customer Eligibility

As mentioned in the Pay-for-Performance Model section, customer eligibility for Comfortable Home Rebates revolves around being able to prove energy savings – without verified energy savings recorded at the meter, this program does not exist.

In order to provide verified energy savings, there are significant rules around customer eligibility. Those rules include:

- Occupancy
- Fuels
- Other programs or measures
- Metering

Each of these rules has a common purpose in making sure we can verify customer energy use prior to installation of Program measures and track changes in energy use after the installation of measures.

Table 5. General Participation Requirements

Customer Requirements
✓ Must be PG&E Electric and/or PG&E Gas Customer. This can be verified by an active Service Account ID (SAID). SAIDs can be found on a customer's bill.
✓ Must be living at their current address for at least one (1) year. Customer may not be expecting a change in occupancy or to move within two (2) years of participating in the Program.
✓ Must share their PG&E data: Basic Information, Account Information, Usage Information
✓ Must live in a single family detached or 2-4 unit residence (stationary, not mobile)
✓ Mobile homes may be eligible if they are on a foundation, off the axle and without a license plate – basically no longer mobile.
✓ Home must have been built prior to 2012.
✓ Solar Customers must submit the system generational capacity.
✓ If electric vehicles at the residence must have been in service for more than one year.
✓ Must not have participated in Home Upgrade or Advanced Home Upgrade.
✓ Must not have participated in ESA (Energy Savings Assistance) or any other ratepayer-funded program energy saving program in the past year and may not participate in ESA or any other ratepayer-funded program energy saving program for 24 months after this Program.

Franklin Energy will screen your potential customers in advance to avoid serving a customer who doesn't qualify for the Program. Please send us lists of customers you plan to solicit at least 48 hours in advance to allow us time to run an eligibility check.

Owners and Renters - Authority to make Improvements

The Program requires the permission of the property owner to make improvements to the property. Renters may participate with permission from the property owner. Property owner signature is required on the

contractor Scope of Work.

Occupancy

Occupancy is now one of the defining characteristics of a Participating Customer in this Program.

In order to verify energy savings, a “baseline” must be constructed of the customers’ previous 12 months of energy use at the residence. This translates into a requirement that the customer needs to have been in the residence for **12 months prior to the installation of program measures**.

The savings from a Program project are tracked for 24 months after installation to show savings from Program measures. Franklin Energy invoices PG&E to be paid for the savings from their investments.



The occupancy rules again:

- Customers must have been in the residence for 12 months prior to program measure installation.**
- Customers must be planning to stay in the residence for 24 months after program measure installation.**
- During this entire period, customers cannot participate in any ratepayer-funded programs, including ESA.**

Customers who do not meet the 12-month occupancy criteria will not be allowed to participate in the program.

Franklin Energy realizes that life happens, and some customers are going to experience job or family changes that entail a residence change. When a customer leaves the residence before the 24-month tracking period is over, we will take a loss on our investment and not be able to recoup the money we paid for the upfront rebate. We will not be able to force the customer to return the money, so it records as a loss for us.

We expect our Participating Trade Pros to tell customers who are already planning on moving before the 24-month tracking period is over that they are not eligible to participate. There isn't anything we can do if the customer is untruthful about their intent, but please be aware that if we take too many losses it will have negative consequences for the status of Comfortable Home Rebates.

Fuel Types & Utility Providers

Customers installing program measures are eligible based on which fuels they receive from PG&E (see Table 5 below). Customers who only receive one type of fuel from PG&E are eligible for rebates for any equipment

selected as part of the combined measures, as long as PG&E supplies the fuel for it. Customers must receive gas or electric service from PG&E with respect to the measure installed for any given project to be eligible for a rebate.

For example, a customer must receive gas service from PG&E to qualify for a gas water heater rebate and/or gas heating (furnace) measure. A customer must receive electric service from PG&E to qualify for an electric water heater rebate, pool pump, lighting, heat-pump heating and/or the electric cooling (Air-Conditioning) measures. PG&E electric Customers who use propane fuel for water heating or space conditioning (heating and/or cooling) are only eligible for rebates for electric savings.

HVAC system rebates (heating, cooling, ductwork, right sized return) are only available to customers who have an HVAC system using at least one PG&E fuel (gas or electric).

Additionally, customers must have existing air-conditioning, electric baseboard heating or heat-pump if they only have PG&E electric service or an existing natural gas furnace if they only have PG&E gas service, regardless of whether the equipment is selected as a measure as part of an incentive application. Customers with either PG&E electric or gas service are eligible for shell measures, as long as their heating or cooling equipment fuel is supplied by PG&E.

Fuel types requirements for different measures (see Table 5 for specific measures) breakdown in greater detail as follows:

1. All electric: PG&E all electric customers with no PG&E gas qualify for all electric fuel measures (no propane fuel equipment)
2. PG&E electric: Customers receiving electricity from PG&E qualify for all measures that utilize electric fuel
3. PG&E gas: Customers receiving gas from PG&E qualify for all measures that utilize natural gas fuel
4. Other providers:
 - a. Customers receiving electricity from PG&E but gas from another gas provider (including SoCalGas) qualify only for electric fuel measures
 - b. Customers receiving gas from PG&E but electric from another provider qualify only for gas-fueled measures

Fuel Substitution

Upgrading an existing appliance, water heater, or HVAC equipment from gas to electric is allowed within the program if both fuels (gas and electric) are served to the customer by PG&E. We cannot track baseline usage and savings across different utilities (i.e. SMUD) so PG&E must serve both fuels in this Program.

Examples:

Gas water heating to electric water heating: allowed if PG&E supplies both gas and electric service

Gas space heating to electric space heating: allowed if PG&E supplies both gas and electric service

PG&E must provide the fuel type for the measures claim when doing any of the following: duct replacements/sealing, smart thermostats, and right-sized return.

Fuel switching from propane is not eligible for a rebate because savings cannot be tracked by PG&E.

Home Specifications

Eligible homes:

- Single family **detached** homes. Homes must be greater than 800 square feet in size.
- Manufactured, modular or factory-built homes transported and assembled on site in conformance with state and local building code. In addition, homes must be greater than 320 square feet in size.
- Single-family **attached** homes including townhomes, condominiums, and apartments up to four units (2-4 Units) are eligible (see below).
- Homes must have been built prior to 2012.
- Mobile homes may qualify if on a foundation. The axle must have been removed as well as the license plate. Pictures will be required.
- Only existing equipment and fixtures are eligible for upgrades. All upgrades must be an improvement over existing equipment, fixtures, and/or building assemblies and meet or exceed measures' efficiency and requirement specifications. Full details can be found on our Installation Specifications Guidelines under Resources on our website.

Ineligible Homes:

- Mobile homes on an axle constructed under HUD codes or that have a State of California Community Services Department sticker indicating status as a licensed mobile home do not qualify.
- Buildings with five (5) or more units with attached or shared building assemblies are **not eligible for this Program**. These homes may be eligible for the multifamily program. Please see <https://multifamilyupgrade.com> or contact Franklin Energy for more information.

2-4 Unit or Single-Family Attached Homes

"2-4 Unit" (Single-family attached) homes are eligible for the Program. To participate, these projects must meet the following criteria:

- All property/unit owners must agree to participate in Combustion Appliance Safety (CAS) at time of install. All electric units are exempt from CAS testing. CAS failures identified in any unit must be corrected for any unit in the 2-4 Unit building to be eligible for a Program rebate. BPI Analysts should complete the CAS reporting form for each unit.
- Each unit must be metered separately for electric and gas service and submit a separate application.
- Only existing equipment and fixtures are eligible for upgrades. All upgrades must be an improvement over existing equipment, fixtures, and/or building assemblies and meet or exceed measures' efficiency and requirement specifications. Full details can be found on our Installation Specifications Guidelines under Resources on our website.
- Upon job completion, all combustion appliances must be located outside the building envelope, power-vented or closed/sealed-combustion, or sealed off from the living (conditioned) space such that there is adequate combustion air and combustion gases are appropriately exhausted.

Solar Customers

If Customer has self-generation equipment (solar), Customer will be required to provide system size information prior to the installation services delivered through the Program. If Customer installs self-generation equipment during their 2-year Program Participation period, Customer agrees to notify Franklin Energy of the installation and its production capacity.

Electric Vehicle Customers

If Customer has an electric vehicle (EV), the vehicle must have been in service at the Customer home for 12 months prior to Program participation. Pending approval, Customer may continue participation if they purchase an EV, provided they enroll in a PG&E EV rate and verify enrollment with Franklin Energy.

Previously Installed Measures

Measures may only be installed once per residence based on the expected useful life of the measure.

Examples:

- Insulation can only be rebated once during a 15-year expected lifespan.
- HVAC systems replacement can only be rebated once during a 15-year expected lifespan.
- Duct systems replacement may only be rebated once during a 15-year expected lifespan.
- Duct sealing may be rebated once every 5 years.
- Air Sealing may be rebated once during the lifetime of the home.
- LED Recessed Lighting may only be rebated once during the life of the home.

Projects are checked for previous rebates during Application Review and prescreening.

We will notify you that these measures can't be claimed at an address during prescreening.

Additionally, Customers are not eligible for single-measure rebates from PG&E for the same type of measure as included in a project rebated under this Program. For example: a customer who received a Smart Thermostat rebate directly from PG&E is ineligible to receive a Smart Thermostat rebate through this Program. For a list of available single-measure rebates and incentives visit www.pge.com/rebates.

Other Program Participation

Customers who have participated in any PG&E Programs within the 12-month baseline period are not eligible because those programs impact energy savings.

The list of programs that render a customer ineligible includes (but is not limited to):

- ESA (Energy Savings Assistance)

- HER (Home Energy Rewards)
- Cool Savers
- Energy Fitness
- CHES (Custom Home Energy Solutions)
- WatterSaver
- Green House Calls
- Any PG&E individual rebates (water heaters, pool pumps, etc.)
- Other ratepayer-funded programs such as BayREN Home+, and MCE programs

Customers who participate in Comfortable Home Rebates will be ineligible to participate in any other program during the 24-month savings tracking period after Program measures installation.

It is the responsibility of the Participating Contractor or Independent Building Analyst to ensure the Customer is eligible for a rebate or incentive. PG&E and Franklin Energy are not liable for projects that are not eligible. Please contact Franklin Energy (at 844-818-7204 or contact@comfortablehomerebates.com) **before** starting a project if you have any questions regarding customer eligibility.

Section 4: Program Measures

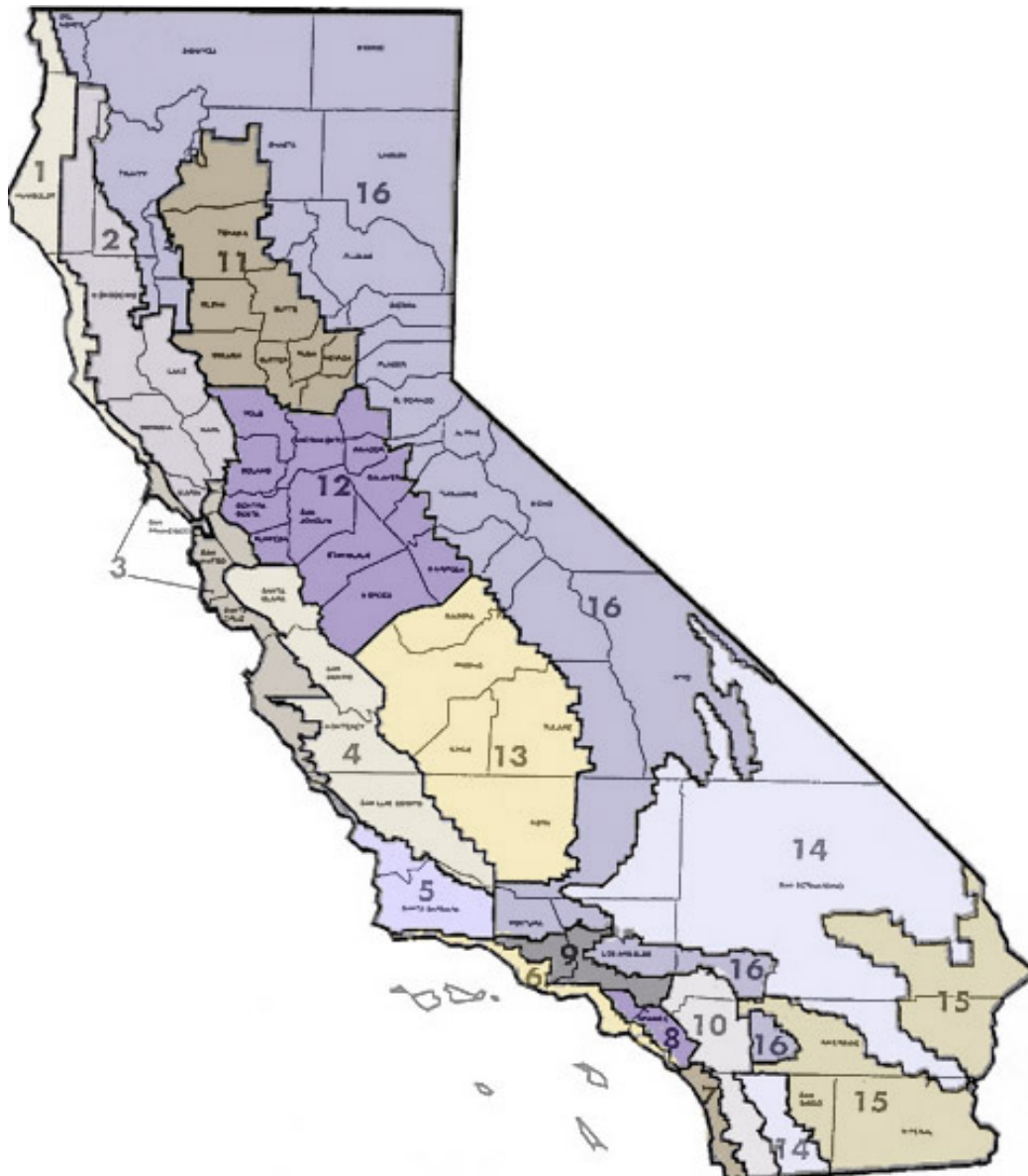
California Energy Commission (CEC) Climate Zones (CZ)

Program rebates are divided into two California Energy Commission (CEC) climate zone groups. These two groups represent the high energy using regions of the inland region and the lower energy using regions of Coastal California. Higher energy using regions have higher rebates, because the energy savings potential is much greater than the more temperate coastal regions.

For more information on the CEC Climate zones:

https://www.energy.ca.gov/maps/renewable/building_climate_zones.html

Zip Code CZ Lookup: <https://comfortablehomerebates.com/comfort-improvements-rebates/>



Rebate Amounts

Rebates amounts are subject to change and funds availability.

Table 5. Program Measures and Incentives

Name	Standard	Quantity	PG&E Fuel Required	Rebate CZ 1, 4, 11, 12, 13, 16	Rebate CZ 2, 3, 5
Attic Insulation	"Effective" R-44 or better, installed per CEC QII standards.	100% of accessible attic area (minimum 50% of total attic area)	Gas and/or electric		
	<1800 sq ft Conditioned Area			\$400	\$300
	≥1800 sq ft Conditioned Area			\$600	\$500
Air Sealing	0.35 or better ACHn target, 0.5 ACHn minimum performance, achieved in accordance with BPI standards and ventilated per ASHRAE 62.2. (installation of balanced Heat Recovery Ventilation recommended)	800 square foot conditioned area (at 8 ft average ceiling height) minimum	Gas and/or electric		
	< 1800 sq ft Conditioned Area			\$300	\$200
	≥ 1800 sq ft Conditioned Area			\$500	\$300
Duct Sealing	Seal existing ducts to 5% or 10% leakage or less. Total leakage or DLTO accepted to accommodate bi-levels.	Up to 2 systems (total) per dwelling unit	Gas and/or electric		

	Add ducting where cavities have been used or seal cavities such as platform returns.				
	10%			\$200	\$200
	5%			\$300	\$300
Duct Replacement	Replacement only; R-8 All CZs @ 5% leakage or less.	100% of accessible ducts; up to 2 systems (total) per dwelling unit	Gas and/or electric	\$500	\$500
Heat Pump Space Conditioning	15 SEER Cooling or better, 9.0 HSPF or better Heating (14.5 & 8.5 or greater for packaged units or other unique site conditions. Call us for unusual applications.) Must have existing AC	Up to 2 HVAC systems (total) per dwelling unit	Gas AND electric	\$750	\$750
	Multi-Stage System			\$100	\$100
	16 SEER or Greater System			\$100	\$100
	Manual J Verified	Installed equipment matches Manual J specification within 3,000 Btu rating at equipment.		\$100	\$100
	Manual D Verified	Installed duct work matches Manual D design. .5 total SP or lower.		\$150	\$150
	Cash for Clunkers	Old unit 10 SEER or lower		\$200	\$200
Heat Pump Water Heater	3.24 EF / 3.09 UEF or better	Up to 2 DHWs (total) per dwelling unit	Gas AND electric	\$750	\$750
Whole House Fan	Ducted and/or insulated lid design, ECM motor required, and doors that	Two per home, subject to sizing conditions.	Electric	\$100	\$100

	automatically seal when not in use.				
Smart Thermostat	ENERGY STAR rated or proprietary to manufacturer, DR capable, customer education on use	Up to 2 per dwelling unit	Gas and/or electric	\$50	\$50
Multi-Measure Kicker	Paid for every additional measure (1-7) on a project. (Excludes kickers and Smart Thermostat)	No limit.		\$100	\$100

BayREN Customers

Customers who live in the BayREN counties (Alameda, Contra Costa, Marin, Napa, San Francisco, San Mateo, Santa Clara, Solano, and Sonoma) are better served by participating in the [BayREN Home+ Program](#).



Incentive Payments

Franklin Energy can only issue rebates or incentives to the PG&E Utility Account Holder on record. The Account Holder may transfer their rebate to another party such as a Contractor or Third Party (property owner)

Options for rebate payments:

- Account Holder (default)
- Property Owner
- Contractor

Sending the rebate to anyone other than the Account Holder requires a Rebate Assignment Form (RAF) to transfer the rebate to the Participating Contractor or to a third party (i.e. a property owner if the residence is a rental). The RAF must be signed by the PG&E Account Holder.

Section 5: Health and Safety

Combustion Appliance Safety

Combustion Appliance Safety (CAS) is an integral part of the Program. The Program has adopted core CAS protocols from BPI and the PG&E *Natural Gas Appliance Test (NGAT) Action Guidelines* and the *PG&E Make Safe Procedure* to expedite gas safety calls to PG&E Gas Service Representatives. Reference PG&E's *Whole House Combustion Appliance Safety Test Procedure* for Program-specific CAS protocols. Visit the [Document Library](#) for more information on any of the above referenced documents. **The Customer may not waive CAS testing and/or repair of any combustion safety deficiencies identified during the course of upgrading the home.**

CAS testing is required whenever gas appliances are in use in the home, even if they are not being replaced. Any failures or repairs necessary should be completed on site during the project installation. All-electric projects do not need CAS testing.

"If gas is being combusted, it must be tested"

Table 6. Health/Safety and Diagnostic Testing Requirements

Measure Installed	Conclusion of Install CAS	Blower Door Test-out	Duct Test-out
Air Sealing	X	X	
Attic Insulation	X		
Duct Sealing or Replacement	X		X
Heat Pump Water Heater	F		
Heat Pump Space Conditioning	F		
Whole House Fan	X		

Table Color Key:

X = Required

F = Required if any gas appliances are in use

Make Safe

All Program contractors should be trained on Make Safe Procedure and make sure all field staff working in Customer residences are trained as well. Make Safe Procedure are PG&E's guidelines for reporting and responding to gas leaks. Knowing when to call a GSR is the responsibility of all every contractor in the field.

[Make Safe Documentation](#)

Heat Producing Devices

Heat Producing Devices include, but are not limited to, can lights, exhaust fans, and appliance flues. Heat Producing Devices that are not specifically Insulation Contact (IC) rated, or wire that carries electrical current, or vent pipe that conveys hot flue gases into and through an attic can pose a fire risk to homes with attic insulation.

Carbon Monoxide Detectors

To comply with CA SB-183 (the "Carbon Monoxide Poisoning Prevention Act"), all projects must include permanent installation of at least one CO alarm meeting UL-2034 or CO detector meeting UL-2075, installed according to manufacturer's instructions in all dwelling units intended for human occupancy. Existing CO alarms or detectors less than five years old that meet code requirements are allowed. If the property does not have a functioning and sealed battery CO alarm the contractor is required to install one.

Recommended Installation:

- On a wall about five feet above floor level.
- It is recommended installing the detector at least six inches from all exterior walls and at least three feet from HVAC vents.
- Carbon monoxide detectors can be installed on ceiling; however, wall installation is recommended.
- Each floor needs its own set of carbon monoxide detectors when required by building codes.
- It is recommended installing carbon monoxide detectors near the sleeping area.
- Follow manufacturer's recommendations or follow guidelines by Standard 720 of the National Fire Protection Association.

Participant Health and Safety

Participating Contractors and Independent Building Analysts must abide by BPI health and safety standards, carry required documentation (e.g., licenses, certifications, GHS Safety Data Sheets [SDSs], etc.) and use all necessary personal safety equipment required by federal, state and local laws, including, but not limited to, the "Occupational Safety and Health Standards" implemented by the U.S. Department of Labor (OSHA) and the California Division of Occupational Safety and Health (Cal-OSHA).

For more information, visit Cal-OSHA at www.dir.ca.gov/title8/sub4.html or OSHA at www.osha.gov/law-regs.html. For OSHA and Cal-OSHA occupational exposure limits visit www.osha.gov/dsg/annotated-pels/tablez-1.html.

Hazardous Materials

Program participants may encounter hazardous materials while completing work. If any hazardous materials are encountered during the course of a project, only Program participants with the required certification may remove, dispose, abate or remediate hazardous materials. Certification in the identification, removal, disposal, abatement and remediation of hazardous materials is outside of the scope of the Program.

Program participants shall be solely responsible for the identification, removal, disposal, abatement and/or remediation of hazardous materials encountered on a job site. Neither Franklin Energy nor PG&E shall have any liability arising out of, resulting from or regarding a Program participant's detection, identification, inspection, removal, disposal, abatement, and/or remediation of hazardous materials.

Under current California state law, aerosol cans, batteries, paint, stains, thinners, and solvents are considered hazardous and cannot be placed in the trash or recycled using curbside recycling Programs. They must be recycled by a specialty recycler. Visit <https://dtsc.ca.gov/managing-hazardous-waste/> for a list of Household Hazardous Waste Collection Facilities.

Installation Best Practices for Health and Sustainability

A project can be enhanced by including measures that enhance indoor air quality, water efficiency, resource conservation, and possible environmental advantages based on the home's location.

Indoor Air Quality: In addition to combustion safety concerns, airtight homes may be potential hazards as a result of existing building materials that emit toxic particles and can impact occupant health. It is recommended that Program participants incorporate low toxicity or low-VOC materials and mechanical ventilation into upgrade projects to mitigate potential toxicity of new or existing building materials.

For reference:

- California's Residential 01350 standard for testing building product emissions
- 30-percent (or better) post-consumer recycled content in insulation products
- California Air Resources Board (CARB) composite wood products
- Greener Options for Fiberglass and Cellulose Insulation

Water Efficiency: Lower hot water consumption translates to lower energy and water bills. Lower water consumption also translates to reduced energy required to pump water for distribution and reduced energy and other inputs required at water treatment facilities.

Many municipal water districts offer rebates and incentives for water efficiency measures, which can be combined with an energy upgrade to offer greater levels of incentives and value to Customers.

Resource Conservation: This element of green building addresses issues and approaches that contribute to a green building certification or label.

- Proper handling of household hazardous waste (lead, asbestos, mercury, etc.)
- Recycled content materials (e.g. post-consumer recycled insulation)
- Waste Management Plan – may be required for major upgrades and remodels

For more information regarding beyond-code green building standards and practices, visit the CALGreen website at www.bsc.ca.gov/Home/CALGreen.aspx.

For green building certification program information, including detailed best practices, visit Build It Green at www.builditgreen.org/greenpoint-rated (California-specific certification standard) or LEED for Homes at www.usgbc.org/guide/homes.

Section 6: Job Completion and Rebate Application Submission

This Program is designed around the Participating Contractor submitting a rebate application on behalf of the Customer. Customers do not apply for rebates – the Contractor who does the work submits the application.

In order to process a rebate, we require what seems to be a large amount of information on the Customer Property and the measures installed through the Program. This level of detail is required because the Program is funded by Ratepayer funds under the auspices of the CPUC, and everyone involved in spending Ratepayer funds takes the appropriate use of those funds very seriously. There are also a number of validation processes and impact studies that Franklin Energy will have to comply with, and those entities require data on the legitimacy of how the Ratepayer funds were spent.

Customer Survey

Franklin Energy will email Customers a web-based Customer survey to measure Customer Satisfaction with the Program and overall experience. Contractors should supply Customer email contact information with rebate application submission to assist in survey completion.

Application Submission Deadlines

All rebate applications must be submitted to the online Portal within two weeks from the date that all Program installation work was completed.

Application anomalies may trigger field verification to confirm accuracy of submittals. For more information on Quality Assurance and Quality Control refer to [Chapter 7 of this document](#).

Rebate Application Returns

Franklin Energy may request additional information when necessary to complete the review. Returned applications will be communicated to you by email. **Application corrections are expected to be completed within two weeks of return.** Scenarios that could trigger a rebate application return for revision include:

- The SAID, address, or documentation is associated with a different account holder
- The customer has already claimed one or more measures listed on the application within the past 12 months
- The measures on the electronic application do not match the measures on the application form or the invoice
- A Customer complaint warrants follow-up

Inquiries about returned applications should be directed to our Quality Assurance review team (desktopqareview@franklinenergy.com) or your Contractor Support Manager (contractorsupport@comfortablehomerebates.com).

Customer Verification Leave-behind

Before leaving the home, provide the Customer with *The Field Verification Visit: What Homeowners Can Expect* available at in the [Document Library](#). Inform the Customer that a Program representative from either Franklin Energy or PG&E may call to arrange a verification inspection.

Rebate Approval and Payment

Once the application review is complete, Franklin Energy will process the rebate application for payment. Franklin Energy will notify the Contractor via email of the approved rebate amount. Rebate checks are processed in six to eight (6-8) weeks. Please manage customer expectations accordingly.

Account Holders and/or Customers must be informed of the 'Post-Installation Application Approved' rebate amount by the Participating Contractor, regardless of who is receiving the rebate.

Performing Jobs in the Program

Job Submission

All Program jobs go through a standard workflow, and the first portion will be familiar to all contractors: selling the job and submitting a customer bid. During this early negotiation with the customer, we advise Participating Contractors to adhere to the following suggestions:

- Do not promise the customer a rebate - rebates are dependent on the customer meeting the Program qualifications.
- Go over the rules of the Program with the customer, including the Data Share requirement
- Use the Program benefits in your marketing:
 - Lower energy bills
 - More comfortable home with even air temperatures
 - Enhanced indoor air quality
 - Increased home value
 - Reduced impact on the environment
 - Safety of having gas appliances tested and a CO2 monitor installed
- Make the safety requirements (CAS and CO monitor) a benefit and not a burden
- Make the permitting requirements a benefit: the customer will have an official validation that the install meets all requirements. Remind the customer that they legally need to pull a permit for certain types of work
- Inform the Customer that the project may be selected for a verification visit from either Franklin Energy or PG&E's Central Inspection Program (CIP)

Scope of Work and Customer Bid

Once your bid has been accepted by the Customer, the Program will need a Scope of Work (SOW) signed by the Customer as part of our Program documentation upload. A Customer Participation Agreement will also need to be signed by the Customer. The Data Share should be completed as soon as possible to ensure quick application processing. Include correction of any combustion appliance safety issues in your proposal. All combustion appliance safety repairs must be corrected in order to receive a rebate.

Customer Data Sharing

PG&E customers are required to share meter data with Franklin Energy as part of their participation in the Program. Data sharing allows us to track realized savings after measure installation and is used to evaluate program improvements, measure value, and long-term results of the Program. The Customer Participation Agreement includes notification that Franklin Energy will have access to the customer's use data.

Job Pictures

Pictures are a Best Practice and should be a standard operating procedure for your field teams. Pictures are your backup in case of a customer lawsuit, can be part of your sales process to show the customer the value in what they paid for, and can be used as part of the pre-sale process for new customers.

Permits

All jobs must still pull and close permits based on rules in the local jurisdiction. Permits should be pulled at the start of work when required as directed in AB-1414 for all Ratepayer funded utility programs. Homeowners are advised that they must pull permits on their projects in the Customer Participation Agreement.

We expect permit number references in submitted CF3R documents. Final permits are required during FQC inspections.

Submitting Jobs for Review

The Franklin Energy Technical Review inspects all rebate applications:

- Confirm Customer eligibility
- Confirm project is eligible for Program rebates
- Document that the work was performed safely and in accordance with all applicable laws, best practices, and Program requirements
- Demonstrate that project measures are installed

Create and Submit an Application

Participating Contractors will follow the detailed instructions in the Job Submission Instructions in the [Document Library](#).

The following documents are required:

1. Signed Customer Participation Agreement
2. Signed Customer Scope of work or contract - must include the total project cost of all the energy efficiency measures installed, **and only the energy efficiency measures installed**
3. CAS tests results if there are any combustion appliances in use
4. Diagnostic Test-out as dictated by measure selection
5. HERS CF3R Report (if applicable)
6. Rebate Assignment Form (if applicable)
7. AHRI certificate, photos, equipment specs (if applicable)
8. Manual J and D Calculation Reports from eligible software (if applicable)
(<https://www.acca.org/standards/approved-software>)

Please contact Franklin Energy (844-818-7204 or desktopqareview@frankinenergy.com) if you have questions regarding any of these requirements, prior to submitting a rebate application.

Data required for Rebate Application submission:

- Customer Name, address, contact information
- Building details: year built, conditioned square footage, # of floors, foundation type, attic
- Customer utility SAID's
- Rebate payee information
- Existing equipment detail, depending on measures selected
- Proposed SOW cost, completed SOW cost (only EE improvements)
- Detail on costs of individual measures

Application anomalies may trigger field verification to confirm the contents of submittals. For more information on Quality Assurance and Quality Control refer to [Chapter 7 of this document](#).

Chapter 7: Technical Review and Quality Control

Technical Review and Field Quality Control (FQC) ensures Customer health and safety, work quality, building performance, verifiable energy-efficiency installations and correlated savings. Program QA/QC also enables Franklin Energy to evaluate the effectiveness of Program training and provide feedback to Program participants. Consistent standards will be applied whenever possible. FQC includes third-party field verifications of randomly sampled projects, Customer surveys, and Program participant feedback, as well as corrective measures (as needed). Every Program participant is required to comply with all components of Quality Assurance and Quality Control.

The Technical Review and FQC requirements comply and/or align with similar protocols from existing building performance Programs and standards including Building Performance Institute (BPI), California Home Energy Rating System (HERS I and II), and Home Performance with Energy Star (HPwES).

Quality Control will select a sample of projects for field inspection. Projects will be inspected by Franklin Energy or PG&E's Central Inspection Program (CIP). Health or safety issues identified during inspections must be corrected before a rebate can be issued.

Customers scheduled for a Quality Control inspection can contact a Program representative via phone at 844-818-7204 or via email at fieldqc@franklinenergy.com for questions or to reschedule an appointment.

Field Quality Control Inspections

Field Quality Control inspections (FQCs) inspections evaluate the quality of the work performed including home performance diagnostic testing, Combustion Appliance Safety testing, and ensure measures in the rebate application are installed according to technical specifications.

PG&E and Franklin Energy reserve the right to conduct FQC visits at any time to ensure Customer health and safety. FQCs may be triggered by the following:

- Random sampling (as described below)
- Review of rebate application identifies anomalies, including unusual claims or specifications
- Customer survey or Customer complaint identifies a job performance issue that warrants further investigation
- Combustion Appliance Safety testing was not performed
- Participating Contractor has outstanding corrective actions, a record of failures from previous jobs, or the Contractor is under disciplinary action

Sampling Protocol

FQC inspections are performed to obtain a representative sample of work quality. Independent Building Analysts and Contractors working on the same project will both be evaluated during FQC. Each new Program participant will have three of their first five jobs inspected. Subsequently, the sampling rate will drop to 5% of projects completed.

Participants who consistently fail inspections are subject to higher sampling percentages on a fee-based rate and can ultimately risk dismissal from the Program.

Please Note: In addition to Comfortable Home Rebates FQC, five percent (5%) of all projects submitted to the Program are selected randomly for inspection by PG&E's Central Inspection Program (CIP).

Inspection Process

Before leaving the home, provide the Customer with *The Field Verification Visit: What Homeowners Can Expect* available at in the [Document Library](#). Inform the Customer that a Program representative may call to arrange an FQC inspection.

FQC inspections or PG&E CIP inspections will be scheduled after a rebate application has been submitted for payment. If selected for inspection, Franklin Energy or PG&E will contact the customer to schedule the inspection.

The FQC verifier may request additional job information such as proposals, recommendations, photos, permits or Customer agreements from the Participant that completed the project. The purpose is to allow the FQC verifier to gain an entire picture of the project completed and evaluate how the information was presented to the Customer.

The rebate application will be held until the Franklin Energy FQC inspection is complete. If field inspection identifies the need for corrective action, the rebate payment will be held until corrections are completed and verified by Franklin Energy.

Participants must immediately notify customers of hazards found during FQC or CIP inspections. Corrections must be completed and proof of correction photos emailed to fieldqc@franklinenergy.com within seven (7) calendar days. Failure to complete corrections and submit photos may result in disciplinary action and/or fee-based inspections.

Mentoring FQC

An FQC verifier may witness an project Test-Out in lieu of an FQC inspection to minimize the number of visits to the Customer. The Mentoring FQC is an opportunity to receive 1-on-1 mentoring from Franklin Energy and improve installation.

Participants can schedule up to two (2) mentoring FQCs per year. Participants will have an opportunity to correct any deficiencies identified before an FQC score is determined. If any issues identified require corrective action, correction(s) must be completed before the application can be processed for payment.

Project FQC

The FQC verifier or CIP Inspector will complete an introductory discussion with the Customer prior to beginning the inspection. The FQC verifier or CIP Inspector will ask the Customer for a tour of the home to point out where improvements were made and to visually verify measures installed.

FQC verifiers will take digital photos and notes to capture the quality of the installation. Pictures and notes will be used to provide feedback and document any deficiencies needing correction.

For all Program projects, the FQC verifier will:

- Conduct visual survey
- Review measures installed and assess that each is *new* or *existing* in the home

- Compare installation of each measure against Program technical specifications
- All health and safety issues encountered during the verification will be communicated to the customer, and if necessary, reported to PG&E Gas Safety Representative.
- Prepare an FQC Report and offer suggestions and feedback for the Program participant
- Replicate diagnostic tests and validate reported Test-Out results.
- Replicate CAS tests and validate Test-Out results.
- Report missed opportunities for energy savings not reflected in the Test-In assessment or recommendations. This information is used for qualitative evaluation.

FQC verifiers will instruct the Customer to contact the Participating Contractor directly for the verification results. The FQC verifier will not discuss any details of the inspection with the Customer unless a health and safety issue is identified. If replication of the CAS test reveals a problem that requires a call to a PG&E Gas Service Representative (GSR) or other immediate response in accordance with *NGAT Action Guidelines*, the FQC verifier will immediately disclose the health and safety findings that require Customer action or consent.

FQC Inspection Score

Field verification scores are based on a scale of Fail, Discrepancy, and Pass categories. The field verification scoring methodology is based on BPI Technical Standards and incorporates PG&E-specific Natural Gas Appliance Testing (NGAT) requirements from Advanced Technical Training. This scoring structure allows Franklin Energy to identify common issues and target additional mentoring and training opportunities accordingly. Table 6 (below) details the field verification scores.

Table 7. Field Verification Scoring Summary

Score	Finding
Fail 'F'	Contractor has left the home in an unsafe condition that threatens occupants' health and safety and requires immediate corrective action (per BPI and NGAT). Verifier has notified the homeowner of the unsafe conditions and has called PG&E to assess the situation. Follow-up is required for all CAS failures and corrective action is mandatory.
Discrepancy 'D'	The contracted scope of work does not meet home performance standards and/or Program requirements; significant discrepancies were found in the testing data submitted in the post-installation application and areas of technical performance need improvement. Corrective action is strongly recommended and may be required.
Pass	

'P'

Exceptional work completed. The job passes all program health & safety and technical requirements. Test-out data was accurately reported. A comprehensive home performance work scope met quality installation standards and high priority items have been installed.

It is possible to receive multiple scores on a project, as each measure is evaluated. The lowest score a contractor receives on a project will be their final score.

Corrective and Disciplinary Action

When enforcing project and rebate application corrections, Franklin Energy and PG&E will maintain a zero-tolerance policy for fraud. This section lists feedback, intervention and enforcement mechanisms that will be used.

Disciplinary Actions for Failures

If an FQC inspection results in a fail, Franklin Energy will communicate required corrective actions, deadlines, and documentation protocols required of the Program participant to demonstrate resolution. Field verification failures, customer complaints and rebate application anomalies will trigger corrective action if intervention protocols are unsuccessful in improving a Program participant's performance. Based on a Program participant's pattern of failed field verification results, there are two levels of 'failure' that can trigger increasingly stringent disciplinary actions. Participants must immediately notify Customers of hazards found during FQC or Central Inspection Program (CIP) inspections.

Table 8. Disciplinary Actions and Triggers

Discipline Level	Triggers	Disciplinary Actions
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First Offense and Second Offense	Failure to resolve corrective action in seven (7) calendar days	An immediate suspension until corrective action is completed. All rebate applications will be held until corrective action is completed.
	Review of an application identifies anomalies	If corrective action impacts customer health and safety, FQC rates will increase higher than 5%. FQC functions may become fee-based for the first 5 inspections.
	Customer complaint warrants further investigation	
	Customer survey identifies a job performance issue	
Repeat Offense or Escalated Issues	Repeated incidents requiring disciplinary action or FQC failures from previous jobs	Suspension or Termination from the Program based upon the circumstance. All FQC inspections will become fee-based and up to 100% of projects may be inspected.
	Fraudulent application documents or data	All rebate applications will be held until FQC inspections are complete.
	Lack of CAS Testing	After suspension is lifted 3 of the first 5 jobs will be selected for FQC.
	Delinquency in remitting FQC fees	Name removed from Participant Directory.

FQC field verifications can become fee-based when conducted in response to:

- Review of a project or rebate application identifies anomalies
- Customer survey identifies a job performance issue or lack of combustion appliance safety testing
- Customer complaint warrants further investigation
- Outstanding disciplinary action from previous jobs
- Participant is suspended from the Program

Fee-based field verification will be charged at a rate of \$500 per FQC visit plus travel costs. Delinquency in remitting verification fees will be cause for suspension.

Avoiding Conflict of Interest

Franklin Energy strives to deliver Quality Assurance and Field Quality Control that is objective and fair. FQC provides an opportunity to give feedback on home performance upgrades and enables you to continually improve the quality of your work. FQC verifiers **shall** adhere to the following Code of Ethics:

- Avoid conflicts of interest or activities that compromise, or appear to compromise, professional independence, objectivity, or integrity of work including, but not limited to:
- Work on any property in which the FQC verifier or FQC verifier's company has any financial interest in the ownership or transfer of the property, either as a lender or equity investor.
- Work on any property in which the FQC verifier or FQC verifier's company has any financial or familial ties with the builder, general contractor, rater, subcontractors, architect, or owner.
- Offer or deliver any compensation, inducement or reward to the owner of the sampled property, the broker, or agent, for the referral of any business to the FQC verifier or FQC verifier's company.
- Accept compensation, directly or indirectly from product or service supplier for recommending those businesses to Program participants or Customers.
- Act in good faith toward each Program participant and Customer.
- Perform services and express opinions based on honest conviction and only within their areas of education, training, or experience.
- Be objective in reporting and not knowingly understate or overstate the significance of reported findings.
- Not disclose to third parties other than Franklin Energy any personal or Confidential Information about the project, client, seller, tenant, or others involved in the project without the approval of the individual(s) affected.
- Not disclose FQC results to anyone other than Franklin Energy and the Program participant or the Program participant's agent without the approval of the Program participant unless required to do so based on health and safety issues.
- Avoid activities that harm the public, discredit themselves, or reduce public confidence in the profession or in the Comfortable Home Rebates Program.
- Maintain professional relationships with Program participants, colleagues and others associated with the Quality Control activities without regard to race, color, national origin, gender, religion, age, sexual orientation, or disability.
- Abide by the Program rules and guidelines in the use of the Program logo and other Program materials.
- Respond professionally to Program participant, Customer or Franklin Energy concerns and complaints about FQC results.
- Report substantial and willful violations of this Code to Franklin Energy

Section 8: Training Resources

BPI Affiliates	
Association for Energy Affordability, Inc. (AEA)	www.aea.us.org
Build It Green	www.builditgreen.org
Building Performance Center, Inc.	www.buildingperformancecenter.org/
CalCERTS, Inc.	www.calcerts.com
ConSol	www.consol.ws
Consumnes River College	www.crc.losrios.edu
Efficiency First California	www.encyfirstca.org
Sutech School of Vocational and Technical Training	www.sutechschoool.com

HERS Providers	
CalCERTS, Inc.	www.calcerts.com
CHEERS (ConSol Home Energy Efficiency Rating Services)	www.cheers.org

Additional Resources	
Air Conditioning Contractors of America (ACCA)	www.acca.org
Association for Energy Affordability, Inc. (AEA)	www.aea.us.org

Build It Green	www.builditgreen.org
Cal-OSHA	www.dir.ca.gov/dosh/dosh1.html
Energy Star®	www.energystar.gov
National Association of the Remodeling Industry (NARI)	www.nari.org
PG&E Energy Training Center (ETC)	www.pge.com/training
DOE Home Energy Score	https://betterbuildingsolutioncenter.energy.gov/home-energy-score

Section 9: Glossary of Terms

Assessment: Visual evaluation and any applicable diagnostic tests, specifically excluding installation or other work performed by Participating Trade Pros.

Building Performance Institute (BPI): The organization headquartered in Malta, New York that supports the development of a highly professional building performance industry through individual and organization credentialing and a rigorous quality assurance Program.

California Whole-House Home Energy Rater (HERS Whole House Rater or 'HERS II' Rater) means a person who has been trained, tested, and certified by a HERS Provider to properly gather information on the energy consuming features of a home, perform diagnostic testing at the home, evaluate the validity of that information, simulate and perform analysis for a California Whole-House Home Energy Rating or a California Home Energy Audit using an Energy Commission-approved HERS rating software program to estimate the energy consumption of a home using the information gathered on site, and complete all of the cost-effectiveness evaluations described in the HERS Technical Manual.

Central Inspection Program (CIP): PG&E's internal group responsible for conducting inspection verification of Energy Efficiency Measures.

Combustion Appliance Safety (CAS): The concept (adopted by BPI, PG&E, and others) that addresses safety policies, standards, protocols and procedures regarding the safe installation, maintenance, and removal of Combustion Appliances and the detection and repair of gas leaks and Carbon Monoxide spillage.

Confidential Information: Customer energy usage and billing data, together with all data or information that is marked "confidential" or verbally identified as "confidential" or "proprietary" by Franklin Energy or PG&E. Confidential Information shall not include information that Program participant can prove: (i) was in the public domain at the time of the disclosure; (ii) is subsequently made available to the general public without restriction and without any breach of the Agreement by said Program participant; or (c) was lawfully received by said Program participant from a third party who was not under any written confidentiality or non-disclosure obligations.

Corrective Action(s): Response action(s) required of Program participant(s) in order to correct performance and/or safety deficiencies, at a given Comfortable Home Rebates project, discovered by Field Quality Control (QC) verifier or CIP verifier/inspector.

CSLB: Contractors State License Board (of California)

Customer: Any current PG&E account holder.

Disciplinary Action(s): Action(s) taken by Franklin Energy in order to incentivize and/or enforce Program participant compliance with Program rules, requirements terms and/or conditions.

ENERGY STAR®: A joint Program of the U.S. Environmental Protection Agency and the U.S. Department of Energy helping us all save money and protect the environment through energy efficient products and practices. ENERGY STAR is a registered trademark and use of the ENERGY STAR logo must meet strict guidelines.

Energy Training Center: PG&E's Energy Training Center located in Stockton, California.

EPA means the U.S. Environmental Protection Agency, an agency of the federal government.

Home Energy Rating System (HERS) Program: California Energy Commission (CEC), as required by Public Resources Code Section 25942, established this statewide home energy rating program for residential dwellings. California HERS regulations also established the requirements for Field Verification and Diagnostic Testing services used to show compliance with the Title 24, Part 6; Building Energy Efficiency Standards, and established the basic framework for HERS Rater training, certification, and quality assurance. A recent update to HERS established a systematic process for the delivery of California Whole-House Home Energy Ratings to provide California homeowners and prospective home buyers with information about the energy efficiency of the homes they live in or are considering for purchase. The Ratings also provide an evaluation of the cost-effectiveness of options that can improve the energy efficiency in these homes.

Natural Gas Appliance Testing (NGAT): A protocol for testing natural gas appliances in PG&E service territory. The NGAT Action Guidelines use this protocol for determining when a CAS testing individual can 'Make Safe' any CAS issues or needs to contact PG&E to send a Gas Service Representative (GSR) to further assess specific site issues.

Participating Contractor: A CSLB licensed contractor that has been approved for participation in the Program by successful processing of a PG&E Comfortable Home Rebates Program enrollment application.

Performance-based Measure: An energy-efficiency upgrade installation measure that requires diagnostic testing (e.g., blower-door and duct-leakage testing). The results of this diagnostic testing must be input to Test Measurements/CAS form and reported during rebate application submission.

Participating Independent Building Analyst: A Building Performance Institute (BPI) certified individual or company that has been approved for participation in the Program by successful processing of a PG&E Comfortable Home Rebates Program enrollment application.

R-Value: Insulation is rated in terms of thermal resistance, called R-value, which indicates the resistance to heat flow. A greater R-value corresponds with a greater insulating effectiveness.

San Francisco Bay Area Regional Energy Network (BayREN): The program administrator, created by the Association of Bay Area Governments (ABAG) to manage funding and implementation of residential energy efficiency programs within the nine Bay Area counties.

Test-In: Combustion Appliance Safety and/or building diagnostics measurement assessment conducted prior (pre-installation) to commencing prospective rebate project site-work.

Test-Out: Combustion Appliance Safety and/or building diagnostics measurement assessment conducted after completion (post-installation) of all rebate-eligible project site-work, per customer- signed scope of work/contract.

Trade Pro (ally): A CSLB-licensed contractor that has been approved for participation in the Program.

Work: Goods and services supplied by Contractors and/or subcontractors to Customers.