



## Appendix 3

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# Utah Measure Installation Verifications

## Utah Measure Installation Verification

### Low Income Weatherization

All projects

- All measures are qualified through US Department of Energy approved audit tool or priority list.
- 100 percent inspection by agency inspector of all homes treated, reconciling work completed and quality prior to invoicing Company.
- State inspectors randomly inspect 5-10 percent of completed homes.

### Home Energy Savings

Site inspections are performed by Program Administrator staff for retrofit and/or new homes measures. Inspections are performed on  $\geq 5$  percent of single family homes,  $\geq 5$  percent of manufactured homes, and 100 percent of multifamily projects. Measures include:

- Air sealing
- Central air conditioner best practice installation & proper sizing
- Ductless heat pumps
- Duct sealing
- Duct sealing and insulation
- Electrically commutated motor (ECM) retrofit on existing gas furnace
- Gas furnace with ECM
- Heat pumps
- Heat pump water heaters
- Insulation
- Windows

Pre and post site inspections are performed on 100 percent of all whole home ducted evaporative coolers by Program Administrator staff.

Site inspections are not performed for some measures. However all post-purchase incented measures undergo a quality assurance review prior to the issuance of the customer/dealer incentive. The quality assurance includes verification of proof of purchase receipt review and eligible equipment review. Additionally, customer accounts and customer addresses are verified to ensure the Company does not double pay for the same measure or double count measure savings. The following measures do not receive a site inspection:

- Central air conditioners
- Clothes washers
- Electric water heaters

- Evaporative coolers (excluding whole home ducted)
- Freezers
- Light fixtures
- Refrigerators

Site inspections are not performed on measures that are upstream, manufacturer buy-down model. Promotion agreement contracts are signed with manufacturers and retailers to set incentive levels, final product prices, and limits to the total number of units that can be purchased per customer. The Program Administrator verifies measures for product eligibility and correct pricing. Pricing is also verified by Program Administrator field visits to retail locations. These measures include:

- CFL bulbs
- LED bulbs
- Room air conditioners
- Advanced power strips

Customer eligibility for *wattsmart* Starter Kits is verified using the customer's account number and last name, and cross-verifying with the current PacifiCorp customer database.

### **Refrigerator Recycling**

The Company hired independent inspectors to phone survey  $\geq 5$  percent program participants and to site inspect  $\geq 5$  percent of program participants. The survey's verify program participation, eligibility of equipment, that vendor pick-up procedures were followed (equipment is disabled at site, kits distributed, etc.) and to survey customer experience.

### **New Homes**

Site inspections by Program Administrator staff for the following measures ( $\geq 5$  percent):

- 15 SEER AC
- Evaporative Cooling Equipment
- Ground Source Heat Pumps
- 2x6 Walls – R20 insulation
- ENERGY STAR Lighting
- Refrigerator – CEE Tier 3
- HVAC-Quality Installation
- ECM Motor
- R-5 Windows
- IECC Energy Code Certification
- ENERGY STAR Certified Home
- High Performance ENERGY STAR Certified Home

### ***wattsmart* Business**

For projects delivered by third part program administrator

Lighting projects

- Retrofits - 100 percent pre- and post-installation site inspections by third party consultant of all projects with incentives over a specified dollar amount. Project cost documentation reviewed for all projects.
- New construction - 100 percent post-installation site inspections by third party consultant of all projects with incentives over a specified dollar amount.
- A percent of post-installation site inspections by program administrator of projects with incentives under a specified dollar amount.

Non-lighting projects (typical upgrades/listed measures, custom measures)

- 100 percent of applications with an incentive that exceeds a specified dollar amount will be inspected (via site inspection) by program administrator.
- A minimum of a specified percent of remaining non-lighting applications will be inspected, either in person or via telephone interview, by program administrator.

For Company in-house project manager delivered projects

Lighting and non-lighting

- 100 percent pre/post-installation site inspections by third party consulting engineering firms, invoice reconciled to inspection results.
- No pre-inspection for new construction

**All Programs**

As part of the third-party program evaluations (two-year cycle) process, the Company is implementing semi-annual customer surveys to collect evaluation-relevant data more frequently to cure for memory loss and other detractors such as customers moving and data not be readily available at evaluation time). This will serve as a further check verifying customer participation and measures installed.

Additional record reviews and site inspections (including metering/data logging) is conducted as part of the process and impact evaluations, a final verification of measure installations.