



ThermWise Authorized Contractor Meeting



AGENDA

- Reason for an Authorized Contractor Agreement
- Timeline for Implementation
- Requirements to be a ThermWise Authorized Contractor
- Disciplinary Action
- Other program changes



PROGRAM ESSENTIALS

- **Mission:** To reduce overall Questar Gas customer energy consumption and improve energy efficiency
- **Method:** Program provides cash incentives to customers that upgrade home weatherization
- **Program Funding:** Rate payer dollars
- **Quality Control:** Ensures customer satisfaction



Effective January 1, 2011, duct and insulation rebates will only be paid to the customer if work was installed by a ThermWise Authorized Contractor.



Reasons for Authorized Contractors

- Ensure that the ThermWise Weatherization Programs achieve verifiable energy savings.
- Ensure customers understand that contractors are not affiliated with Questar Gas Company.
- Ensure that rebate application information is complete and accurate.
- Ensure that installation meets code requirements and manufacturer's specifications.



Timeline for Implementation

Authorized Contractor Approval

- Request for approval was filed with the Utah Public Service Commission October 6, 2010 in Docket No. 10-057-15.
 - This request is still pending.
- Requested effective date of January 1, 2011.
- Packets will be sent to active contractors within the first week of November 2010.
- Expect at least 30 days from the time of submittal of all required documentation to receive approval to participate as an Authorized Contractor.
- To ensure you will be eligible to perform work as an Authorized Contractor on January 1, 2011, completed applications must be submitted by November 30, 2010.



Requirements to be a ThermWise Authorized Contractor

- Must sign ThermWise Authorized Contractor Agreement and agree to comply with all of its terms and conditions (i.e. marketing standards, quality installation, customer complaint procedures, provide accurate program information, accuracy in applications).
- Must carry a minimum of \$2 million in general liability insurance (with Questar Gas Company as a named insured), as well as Workman's Compensation and auto liability insurance.
- Must be licensed (including subcontractors) and in good standing to do business in the State of Utah.



Attic, Wall and Floor Insulation Licensing Requirements

- Must maintain one or more of the following licenses:
 - B100-General Building Contractor
 - R100-Residential and Small Commercial Contractor
 - R101-Residential and Small Commercial Non-structural remodeling and Repair
 - S250-Insulation Contractor
 - S280-General Roofing Contractor



Duct Sealing and Duct Insulation Licensing Requirements

- Must maintain one or more of the following licenses:
 - B100-General Building Contractor
 - R100-Residential and Small Commercial Contractor
 - R101-Residential and Small Commercial Non-structural remodeling and Repair
 - S250-Insulation Contractor
 - S280-General Roofing Contractor
 - S450-Mechanical Insulation Contractor

- In addition to having an appropriate license Authorized Contractors must also have BPI certification, RESNET certification, or other pre-approved equivalent training.



Disciplinary Action

- What actions may result in removal from the Authorized Contractor list?
 - Misrepresenting your relationship with Questar Gas Company;
 - Falsifying information on rebate applications;
 - Conveying inaccurate program information;
 - Failing to respond to customer complaints;
 - Failing to maintain licensing and insurance as required by the contract;
 - Performing work that does not meet installation specifications; or
 - Otherwise violating the Authorized Contractor Agreement or program requirements.

Legal Dept.	<input type="checkbox"/>
Contractor	

2006 IRC Code Requirements

- Installers shall provide a certification listing the type, manufacturer and R-value of insulation installed in each element of the building thermal envelope. For blown or sprayed insulation the installed thickness, settled thickness, settled R-value, installed density, coverage area and number of bags installed shall be listed on the certificate. The insulation installer must sign, date and post the certificate in a conspicuous location on the job site.
- Attic markers shall be installed at least every 300 ft² throughout the attic space, facing the opening.
- All materials, systems and equipment shall be installed in accordance with the manufacturer's installation instructions and the provisions of this code.



ThermWise Weatherization Program Changes

- Insulation rebates will only be paid to the customer if work was installed by a ThermWise Authorized Contractor.
- Rebates are only available for one per-premise except in the case where additional insulation is recommended by a ThermWise Home Energy Audit or Home Performance with Energy Star audit.
 - Tier 2 only (\$0.07 per sq.ft.)



ThermWise Duct Sealing/Duct Insulation Program Changes

- Work must be performed to Questar Gas 2011 duct sealing and duct insulation specifications
 - COMBINED REBATE MEASURE: Must seal and insulate ducts.
 - Rebate is scaled based upon the size of the system
 - Two part rebate. \$100 plus \$5.25 per LF, not to exceed \$450 (\$250 multifamily).
 - Continued pre-inspection of all multifamily jobs
 - Customers will be required to have all duct measures installed by a ThermWise Authorized Contractor
 - Insulate and seal 100% of exposed ductwork in unconditioned spaces
 - Duct sealing must reduce duct leakage to the outside by 50%, with at least a 100 CFM leakage reduction
 - Ducts must be pressure tested to 25 Pascals
 - Ducts must be sealed using mastic and/or industry-standard products
 - Duct insulation materials must have an R-value of R-6 or greater and include a vapor/air barrier
 - Copy of complete proposed standard available (will be posted on Thermwise.com)



NEW APPLICATION EXAMPLE

Installations must be completed by an Authorized Contractor to qualify for rebates



UTAH

ThermWise® Weatherization Rebates
Insulation Application

If you can conserve, you can save.®

IMPORTANT: Carefully read all pages of the application before submitting for rebates. It is the applicant's responsibility to complete the application and submit it with the required supporting documentation. Rebates are available only for customers living in **EXISTING** single family dwellings (not newly constructed homes) of up to and including four units that have primary gas heating. Measures must be installed prior to requesting a rebate. The application must be signed by the customer holding the Questar Gas® account. Rebates will not be paid for ineligible or incomplete applications.

Customer Information

(Please print clearly in each box)

If you are a property owner not listed on the account and would like the rebate check to be made payable to you, please check the box below and attach a completed Property Owner Addendum. Otherwise, all rebate checks will be sent to the name and mailing address listed on the Questar Gas account at the installation address. Visit ThermWise.com to download and print this form or call 1-800-323-5517 to have one mailed to you.

Check this box if you have attached a completed property owner addendum (if applicable)

Account Number* Service Agreement Number*

Customer Account First Name

Customer Account Last Name

Installation Address

City State Zip

Day Phone - - Evening Phone - -

*Account and Service Agreement numbers are located on your Questar Gas bill. See example below. Applications cannot be processed without both.



Questions & Feedback



Contact Information

Questar Gas ThermWise Programs

Authorized Contractor Contact

888-324-3221

E-mail: Weatherization@ThermWise.com

Multifamily

801-324-5159

Brian Ward

Marketing Specialist

E-mail: brian.ward@questar.com

Zach Brown

801-324-5147

Marketing Representative

E-mail: Zach.brown@questar.com

Molly Araktingi

801-324-3135

Marketing Representative

E-mail: Molly.araktingi@questar.com

Legal

Jennifer Nelson

801-324-5392

Attorney

E-mail: Jennifer.nelson@questar.com





Thank You