



## What to Expect: PG&E's AC Quality Care Program

Thank you for considering participation in the Pacific Gas and Electric Company (PG&E) AC Quality Care Rebate Program. You're on your way to creating a more energy efficient heating, ventilation, and air conditioning (HVAC) system and potentially lowering your monthly energy bills. The first step is to choose a participating contractor, found on our website at [www.acqualitycarerebate.com](http://www.acqualitycarerebate.com), who will help you determine the scope of your HVAC work. Here is what to expect as you move forward.

### Performing the work

Certain steps need to be taken before work begins. For example, your contractor is responsible for obtaining any necessary city and/or county planning or building permits. Most HVAC maintenance measures do not require permits, but they may be required for more extensive renovations.

Be sure that your contractor completes all of the work agreed upon in your contract. It's important that the work has been done to your satisfaction.

### Obtaining your rebate

Your rebate will be based on the qualified measures you adopt. Here's what you can expect after you have completed and signed the Customer Rebate Application:

- Your contractor will submit the application for processing to Build It Green, a third party company contracted by PG&E to implement the Program. You should expect to receive a rebate check in about 6 to 8 weeks after all work has been completed.
- To ensure energy savings and customer satisfaction, Build It Green and PG&E will review the completed rebate application to confirm that all the necessary information has been provided. Onsite inspections (see "Verifying" below) and follow up corrections by your contractor may also be necessary.

### Quality assurance: verifying the work

An inspector from Build It Green and/or PG&E may schedule an in-person visit to ensure that your energy efficiency measures were installed correctly. This inspection typically lasts about an hour and includes:

- Accessing your attic, basement, crawl space, or garage to validate that all measures were completed

PG&E or Build It Green may also contact you to ask about your level of satisfaction with your contractor and request feedback to further improve the Program. These site visits and calls help PG&E confirm that contractors are providing excellent customer service and making energy improvements that meet the Program's quality standards. Your cooperation is greatly appreciated!

### For more information

It's a win-win-win! You're upgrading your home, helping to reduce California's energy demand, and saving money in the process. If you have questions about any of the steps outlined above or would like more information about the program, please call (510) 306-2272 (ACQC) or send an email to [acqualitycare@builditgreen.org](mailto:acqualitycare@builditgreen.org).

Also visit our website at: [www.acqualitycarerebate.com](http://www.acqualitycarerebate.com)