

What to Expect – PG&E’s AC Quality Care Program

Overview for Contractors

Congratulations on your decision to become a participating contractor in the Pacific Gas and Electric Company (PG&E) AC Quality Care Rebate Program. Now that you’ve completed the enrollment process, here is what to expect as you move forward.

Performing the work

Program eligibility is based on single family homes or duplexes that receive electricity through PG&E. A residence may have more than one HVAC system requiring a unique rebate application and sticker for each system. Please note that if there is already an existing sticker on a unit, call Build It Green to verify if ACQC rebates have been previously issued for the unit before performing any work. If submitting additional measures please handwrite the sticker number on the rebate application **(See Appendix 1)**.

Obtaining rebates

Customer rebates will be based on the qualified measures the homeowner selects. Rebates may be signed over to you by the customer. Please recall that prices charged **MUST** be at least the rebate amount or greater. To ensure energy savings and customer satisfaction, Build It Green and PG&E will review the completed rebate application to confirm that all necessary information has been provided. These guidelines have been designed to ensure your maximum success in processing requests. Any application discrepancies will be returned for correction prior to processing. Onsite inspections (see “Quality Control” below) and follow up corrections may be necessary. Here’s what you can expect:

1. The AC Quality Care Rebate Application must be completely filled out with: **(See APPENDIX 1)**
 - The Measures performed checked
 - Customer Signature and Date Captured
 - PG&E 10 digit SAID # from Electric Account Detail **(See APPENDIX 2)**
 - “Small” PG&E Sticker Number barcode placed on application OR for follow up visits hand write the sticker number on the application.

If Customer is signing over rebate to the contractor:

- Payment Release Authorization section must be filled out.

2. The Invoice

- IF the customer is receiving the rebate:
The Invoice must include an itemized description of the individual measures performed along with their associated charges. A Subtotal Cost calculation and Final Cost amount indicating total price paid by the customer must be demonstrated. **(See APPENDIX 3)**
- IF the customer has released the rebate to the contractor:
The Invoice must include an itemized description of the individual measures performed along with their associated charges. The immediate rebate discount must be demonstrated, along with a Subtotal Cost calculation and Final Cost amount indicating total price paid by the customer. **(See APPENDIX 4)**

Quality Control: Verifying the work

An inspector from Build It Green and/or PG&E may schedule an in-person visit with a homeowner to ensure that your energy efficiency measures were installed correctly. Build It Green will notify you when an inspection is being conducted and you will have the option of meeting the verifier during the inspection to ask questions. This inspection includes:

- Validating that all measures selected in the application were completed.
- Holding the application from submission to PG&E until either the inspection passes or you make the necessary corrections to problems found during the verification.

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.

APPENDIX 1

Completed Application Rebate Form

Please indicate the measures your contractor has performed and/or installed to Program Requirements

HVAC Quality Maintenance Measure (installed to Program Requirements)	Rebate
<input checked="" type="checkbox"/> Full ACCA Standard 4 HVAC System Assessment Must precede any other measures	\$75
<input checked="" type="checkbox"/> Refrigerant Charge Adjustment	\$50
<input type="checkbox"/> Efficient Fan Delay Rebate	\$50
<input type="checkbox"/> Replacement Blower Motor	\$300
<input checked="" type="checkbox"/> Airflow Correction Rebate	\$350
<input checked="" type="checkbox"/> One-Year Quality Maintenance Agreement Must complete Refrigerant Charge Adjustment OR Efficient Fan Delay OR Replacement Blower Motor OR Airflow Correction.	\$50
<input checked="" type="checkbox"/> Comprehensive Kicker Available with One-Year Maintenance Agreement and completion of two (2) Energy Savings Measures. Measures include Refrigerant Charge Adjustment, Efficient Fan Delay, Replacement Blower Motor, or Airflow Correction.	\$100
TOTAL REBATE PAYMENT	\$625

Customer Signature

I am applying for Rebates based on the information above. I have read and understood the Terms and Conditions (on reverse). I understand my Contractor is responsible for submitting this application to PG&E for processing.

By checking this box, I confirm that I have used a licensed, participating contractor, as appropriate, and followed applicable permitting requirements for the installation of the measure referenced above.


John Smith
PG&E ACCOUNT HOLDER (print)
j.smith@...com
EMAIL ADDRESS

SIGN HERE

John Smith
SIGNATURE
6/1/15
DATE

5 5 5 5 5 5 5 5 5
SERVICE AGREEMENT ID NUMBER from "Details of Electricity Charges"

SERVICE AGREEMENT ID NUMBER from "Details of Gas Charges" (Optional)



Place Sticker Here

Complete the following section ONLY if payment is going to your contractor

Payment Release Authorization (if applicable)

I authorize the payment of my rebate check to the contractor named below, and I understand that I will not be receiving the rebate check from PG&E. I also understand my release of the rebate payment to my contractor does not exempt me from complying with the requirements outlined in this application.

AUTHORIZED BY:

John Smith
CUSTOMER NAME (printed, as appears on PG&E bill)

J Smith
CUSTOMER SIGNATURE
6/1/15
DATE

CHECK SHOULD BE MADE PAYABLE TO:

Build It Green
CONTRACTOR NAME

55555
CONTRACTOR LICENSE NUMBER

Measures Performed Checked

Sticker Number on application matches SA Portal

Payment release information filled out if signed over to contractor

Signature, Date and SAID number captured

APPENDIX 2

Locating PG&E Electric Service ID # from Utility Bill

Standard Energy Statement: Page 3

ENERGY STATEMENT
www.pge.com/MyEnergy

16 **Details of Electric Charges**
08/13/2013 - 09/12/2013 (31 billing days)
Service For: 1234 Main Street
17 **Service Agreement ID: 5067654321**
18 Rate Schedule: E1 99 Residential Service

	Your Tier Usage			
	1	2	3	4
Tier 1 Allowance	474.30 kWh	(31 days x 15.3 kWh/day)		
Tier 1 Usage	474.300000 kWh	@ \$0.19230	\$92.75	
Tier 2 Usage	142.290000 kWh	@ \$0.15040	21.40	
Tier 3 Usage	40.410000 kWh	@ \$0.31114	12.57	
Energy Commission Tax			0.19	
Total Electric Charges			\$96.91	

Account No: 1023456789-0
Statement Date: 09/12/2013
Due Date: 10/03/2013

22 **Service Information**
Meter # 1098765432
Current Meter Reading 41,880
Prior Meter Reading 41,023
Total Usage 657.000000 kWh
Baseline Territory S
Heat Source Not Electric
Serial Q
Rotating Outage Block 50

21 **Electric Usage This Period: 657.000000 kWh, 31 billing days**

Visit www.pge.com/MyEnergy for a detailed bill comparison.

16. Details of Electric Charges: Includes your rate plan

This section describes the service period and confirms the address at which electricity is received. Your service agreement ID number is different from your account number. A service agreement documents your particular arrangement with PG&E (including rate plan, billing days metering information, and other factors) in order to calculate applicable charges. This section also includes your rate plan information, which identifies the type of utility service you receive and how PG&E calculates your bill.

Please have the customer call the smart energy line if SAID cannot be obtained from bill:
Smart Energy Line: 1-800-933-9555

APPENDIX 3

Rebate Paid to Customer

[Your Company Name]
[Your Company Slogan]

INVOICE

[Street Address]
[City, ST ZIP Code]
Phone [(111) 123-1234] Fax [(111) 123-1235]

INVOICE #[100]
DATE: JUNE 3, 2015

TO:
[Name]
[Company Name]
[Street Address]
[City, ST ZIP Code]
[Phone]

FOR:
[Project or service description]
[P.O. #]

DESCRIPTION	HOURS	RATE	AMOUNT
1 ACCA 4 Standard 4 Assessment			\$75.00
1 Refrigerant Charge Adjustment			\$50.00
1 Blower Motor Replacement			\$350.00
1 One-Year Quality Maintenance Agreement			\$50.00
Labor			\$100.00
*Note: Customer applying for PG&E AC Quality Care Rebates for ACCA 4 Standard Assessment, Refrigerant Charge Adjustment, Airflow Correction, and One-year QM Service Agreement plus eligible for Comprehensive Kicker.			
SUBTOTAL COSTS			\$575.00
FINAL COSTS			\$575.00

Make all checks payable to [Your Company Name]

Thank you for your business!

APPENDIX 4

Rebate Signed Over to Contractor

[Your Company Name]
[Your Company Slogan]

INVOICE

[Street Address]
 [City, ST ZIP Code]
 Phone [(111) 123-1234] Fax [(111) 123-1235]

INVOICE #**[100]**
 DATE: JUNE 3, 2015

TO:
 [Name]
 [Company Name]
 [Street Address]
 [City, ST ZIP Code]
 [Phone]

FOR:
 [Project or service description]
 [P.O. #]

DESCRIPTION	HOURS	RATE	AMOUNT
1 ACCA 4 Standard 4 Assessment			\$75.00
PG&E Rebate – ACCA 4 Standard Assessment			-\$75.00
1 Refrigerant Charge Adjustment			\$50.00
PG&E Rebate – Refrigerant Charge Adjustment			-\$50.00
1 Replacement Blower Motor			\$300.00
PG&E Rebate - Replacement Blower Motor			-\$300.00
1 One-Year Quality Maintenance Agreement			\$50.00
PG&E Rebate – One-Year Quality Maintenance Agreement			-\$50.00
Comprehensive Kicker			\$100.00
PG&E Rebate – Comprehensive Kicker			-\$100.00
SUBTOTAL COSTS			\$575.00
REBATE AMOUNT			-\$575.00
FINAL COSTS			\$0.00

Make all checks payable to [Your Company Name]

Thank you for your business!