

**APPENDIX B- Statement of Work**  
**Policies and Procedure for Delivery of the Quick Home Energy Check-up Program**

**Procedures for Delivery of the Quick Home Energy Check-up (QHEC)**

All QHEC Analysts should have a copy of this set of Policies and Procedures at their disposal during the delivery of QHECs.

**1.0 Check-up Basic Description**

The Quick Home Energy Check-up is a one-hour walkthrough of a home that assesses its:

- Insulation levels
- Air tightness
- Heating and cooling systems
- Windows and doors
- Lighting and appliances

Following the Check-up, the customer receives a report summarizing important findings, recommending improvements, and suggesting opportunities to reduce energy usage and costs. Energy saving measures are also installed, at no cost.

A Building Performance Institute certified Building Analyst will deliver a BGE Quick Home Energy Check-up (QHEC) of the home. Quick Home Energy Check-ups will help BGE customers understand their home's energy consumption and how to make it more comfortable and energy efficient. The QHEC analyst will leave customers with a complete Summary Report that contains specific actions the customer can take to improve their home, as well as recommendations for participating in one or more of BGE's Smart Energy Savers programs. The delivery of this Check-up is expected to include a one-hour energy audit walk-thru with interaction and education of the customer, delivery of a Summary Report noting important findings and recommendations, and then the additional time necessary to install measures described in Section 4.0.

**1.1 Quick Home Energy Checkup Activities**

- 1) Look-up customers' energy consumption in a spreadsheet provided by ICF. Data enter consumption into the Beacon Home Energy Advisor Software for use in the analysis and computer-based Summary Report to be provided to the customer. (This process will be initiated during a transition from the paper Summary Report in June, 2010.)
- 2) Visual inspection of the home (air tightness, insulation levels, HVAC equipment, ductwork, lighting, appliances, and health and safety).
- 3) Installation of no-cost energy savings improvements (up to 6 CFLs, up to 2 faucet aerators, 1 efficient-flow showerhead, water heater tank wrap, lower water heater temperature setting (if above medium or 120 degrees with customer consent), and water heater pipe insulation)
- 4) Review the Summary Report with the customer. Offer customers suggestions for ways to reduce energy consumption, energy-related improvement opportunities, energy-saving tips, and customer education. Pre-qualifying the customer for the Home Performance with ENERGY STAR<sup>®</sup> Program is the main goal of every QHEC delivered to single-family homes.

**2.0 Scheduling**

Contractor will utilize an online scheduling system for the QHEC appointments with BGE customers. BGE customers will schedule through the Smart Energy Saver Call Center and/or visit the BGE Smart Energy Savers Web site ([www.smartenergysavers.com](http://www.smartenergysavers.com)) to use Quick Home Energy Check-up Scheduler.

- 1) Customer contacts Call Center and/or visits the Web site to use the Check-up Scheduler system.

- 2) Customer signs up for the Check-up selects top 3 choices for dates and times to receive the Check-up, or may select "Contact me directly to schedule the first available appointment".
- 3) Customer will provide a contact phone number and an email address unless they schedule through the Call Center and do not have access to email.
- 4) Scheduler will assign the lead to a QHEC Contractor based on the area of BGE's service territory and availability of appointments. The QHEC contractor will check the system and within 1 business day respond to the request for scheduling by confirming the appointment or by contacting the customer via phone. If the customer is not available, the QHEC contractor must leave a voice message regarding their attempt to schedule the appointment and provide a contact number for the customer to return the call.
- 5) Scheduler will allow the QHEC Contractor to respond to the request via email (if an email is provided) and to offer a specific date and time window for an appointment. This appointment will then be moved to the status "Unconfirmed" by Scheduler. A customer must click a link in the email to make the appointment change to the status of "Confirmed".
- 6) Alternatively, if the customer is contacted via phone and the appointment is confirmed verbally with them, then the appointment can be moved directly to "Confirmed" status by the Contractor.
- 7) If an appointment with a status of "Unconfirmed" is within 3 business days of the requested appointment date, then the QHEC Contractor must contact the customer via phone to either confirm or reschedule the appointment. The QHEC Contractor may not let the date of scheduled delivery come to pass without contacting the customer to confirm the date/time. If done over the phone then the Scheduler must be updated to the "Confirmed" status and appointment date/time.
- 8) If the homeowner provided an email address, the homeowner will receive a reminder email 48 hours in advance of their receipt of the Check-up.
- 9) One business day before the delivery of the Check-up, the subcontractor will phone the homeowner to verify/remind the homeowner of the scheduled QHEC appointment.
- 10) During the reminder call or during the day of delivery, the QHEC Contractor will contact the customer to give them an approximate time of arrival – this can still be a window of time, but must be restricted to a maximum time frame of 2 hours.
- 11) The QHEC Contractor must attempt to schedule an appointment with a customer at least 3 times. On the first attempt, if the customer is not reached, then a voice message should be left, and the appointment should be saved as "Contacted" status. All three attempts should include contact information for the contractor and must be made within a 2-week period. A Note must be added to the Appointment record in the scheduler denoting the date and time of each attempted contact and the result (such as "left message on x date at y time").
- 12) If the customer has not responded to at least 3 attempts, across a 2 week period, to schedule the appointment, then it may be moved to an "Inactive" status, and a final voice message must be left with the customer that would give them an option to call and re-activate the appointment request at any time.
- 13) If upon being contacted to set up or confirm an appointment the customer cancels the appointment, or later decides to cancel the appointment, the record should be changed to "Cancelled" status. The customer should be asked for the reason for the cancellation, and a note must be added to the appointment record indicating the customer's reason for the cancellation.
- 14) Upon delivery of a QHEC Appointment, the scheduler must be updated within 2 business days to show the appointment in "Completed" status.

## **2.1 Generation of QHEC Leads**

- 1) Subcontractor is allowed to market the delivery of Quick Home Energy Check-ups to BGE customers to increase participation rates. Any resulting appointments would be scheduled by the contractor creating the program lead. All marketing activities must be approved by ICF/BGE before their initiation.

## **3.0 Technical Delivery Process**

### **3.1 Introduction by QHEC Contractor**

- 1) Proper Dress: Slacks/khakis (no jeans), collared shirt (polo or button down – no t-shirts). Proper footwear (no sandals, etc.)
- 2) Introduce one's self
- 3) Show BGE ID Card
- 4) Inform customer that you work for an independent contractor working in support of BGE
- 5) If not invited, ask if you may come in

- 6) Review the process for delivery, direct installation, request their involvement with the Check-up delivery
- 7) Educate homeowner on energy savings associated with direct install items
- 8) Remind homeowner of requirement of accepting 3 direct install measures to waive the \$40 Quick Home Energy Check-up fee.
- 9) Ask the homeowner to review the terms and conditions for the delivery of the QHEC prior to initiating any delivery of the QHEC.
- 10) Homeowner signs terms and conditions associated with QHEC and direct install measures. If no signature is provided the QHEC can not continue.

### **3.1.1. Guidance on Charging \$40 Fee**

- 1) If homeowner only accepts two measures but has pre-existing equivalent measures installed in their home (e.g. already have an efficient-flow showerhead, existing pipe insulation or tank wrap) then the \$40 fee will also be still be waived.
- 2) The homeowner may choose to change out an offered measure to receive an additional 4 CFLs as a measure qualifying towards the acceptance of 3 measures.
- 3) If the water heating setting allows for a temperature turn down of at least 10 degrees (e.g., a turndown from 130 to 120 degrees), it will also qualify as an acceptance of 1 measure.
- 4) If there is a potential to break the pipe (based on visual condition) by replacing the existing showerhead with an efficient-flow showerhead then the showerhead may be left with the homeowner and still qualify as one of the three required measures to waive the \$40 fee.
- 5) If homeowner is charged for the QHEC, check should be made payable to BGE and given to contractor.
- 6) Flexibility is key: When in doubt, err on the side of not charging the customer for the QHEC.

### **3.2 Homeowner Discussion**

- 1) Age of home, years that family has lived there, number of occupants.
- 2) Remodeling, additions, window replacement, bonus rooms.
- 3) Basic information about HVAC system(s), type of fuel, age of systems (if known). This includes use of room air conditioners in summer if Check-Up is conducted in winter.
- 4) Comfort complaints (cold rooms/hot rooms, drafts, moisture and humidity).
- 5) Discuss any concerns the homeowner may have about their home.
- 6) Review of historical energy usage (depending on availability of data; data may be available through BGE)

### **3.3 Exterior walk**

- 1) Look for signs of moisture or ice dam damage (if applicable) on walls and soffits that may have resulted from building performance problems.
- 2) Check for roof moisture damage (stains, soft or rotted deck or rafters, wet or moisture-damaged insulation) from roof leaks or inadequate ventilation.
- 3) Note any issues with shading or exposure to sun (linked to issues with hot/cold rooms and can help prioritize window-related measures).
- 4) Note any grading features, downspout terminations, or sprinklers that may direct water towards the foundation or affect the performance of an exterior wall.

### **3.4 Interior walk of the home**

Conduct a walk-through with the homeowner to ascertain additional information (homeowner has opportunity to bring up any issues or concerns that s/he has with any major items in the assessment). The contractor can take this opportunity to inspect major appliances and lighting with the customer and educate them on the benefits of replacing older appliances and lighting with ENERGY STAR qualified products.

- 1) Record approximate age, type and condition of major appliances and showerheads. If applicable, determine number, age and condition of room air conditioners (check with homeowner if the check-up is performed outside of the cooling season and they could be in storage).
- 2) If homeowner has any older (>10 years) appliances, discuss benefits of replacing them with ENERGY STAR qualified appliances.

- 3) If there is a second refrigerator in the home, discuss the Refrigerator and Freezer recycling program that pays \$50 for removal of a refrigerator or freezer.
- 4) Inspect high-use lighting areas for any obvious opportunities to upgrade to ENERGY STAR compact fluorescent lamps (CFLs) or fixtures. Check with homeowner to get estimated daily burn-time for lighting to be recommended for replacement (important for CFL direct install).
- 5) Install up to 6 CFL bulbs to replace incandescent bulbs in high-use fixtures/lamps.
- 6) Educate the homeowner on the opportunity to purchase appliances or additional CFLs through many participating local retailers. Refer the customer to [BGESmartEnergy.com](http://BGESmartEnergy.com) to find retailers.

### **3.5 Envelope Inspection**

- 1) Record house square footage, type and condition.
- 2) Note key features of home typical of house type (porch roof, multiple roof lines, cantilevers, bay windows, dormers, kneewall attics, attic access, crawlspaces, basements, attached garages).
- 3) Determine the thermal boundary of the home and identify thermal bypasses.
- 4) Record type(s), amount and condition of insulation in all components of the thermal boundary as are visibly accessible.
  - Attic flats, slopes, knee walls, knee wall flats, dropped soffits, etc., as appropriate for type of home and per configuration of additions.
  - Basement and crawlspace walls or ceilings.
  - Rim joists.
  - Attic staircase walls.
- 5) Window inspection: Note condition of windows, type, age, signs of moisture damage and air infiltration around windows.
- 6) Door inspection: Note type and condition of all doors to exterior (including garage) – especially note if doors are un-insulated, in poor condition, or if they are leaky and in need of weather-stripping or door sweeps.
- 7) Envelope air leakage characteristics
  - Visual Inspection of attic and basement/crawlspace to identify paths of air leakage
  - Look for visual signs of air leakage such as discoloration of insulation
  - Attic: openings in wall top plates, electrical and plumbing runs, open areas around flues and chimneys, recessed light housings, around exhaust fans, open framing cavities, dropped soffits and ceilings.
  - Basement/Crawl: openings around electrical and plumbing runs and around flue pipes and chimneys, accessible sill plate areas, basement windows, exterior doors, and accessible rim/band joist areas.

### **3.6 Heating, Ventilation, and Air Conditioning (HVAC) and Domestic Hot Water (DHW) Systems Visual Inspection**

The HVAC and DHW systems can offer dramatic comfort and energy savings opportunities. Therefore, QHEC Subcontractors will perform a basic visual inspection of the HVAC and DHW systems in the home as follows:

- 1) Determine number and type of thermostats:
  - Note number of heating and/or cooling zones.
  - Note whether thermostats are programmable or manual.
    - If programmable, check status of setback periods and, if not being used, educate homeowner on the benefits of scheduled setbacks based on their lifestyle.
    - Peak Rewards Program should be mentioned as an opportunity
- 2) Visually inspect heating system:
  - Verify system information: age, model, general condition and maintenance history.
  - Check for evidence of back draft/flame roll-out.
  - If boiler, verify that pressure relief valve is present and not obstructed.
  - Check if exhaust vents are vented to the outside.
- 3) Visually inspect air conditioning system:
  - Verify system information: age, model, capacity (sometimes available on nameplate).

- Note any issues around compressor/fan unit in yard, such as recirculation/air flow obstruction from built features or plantings or problems with coil blockage from leaves, twigs or other debris.
- Record number of window or wall units, model and SEER if available.

4) Visually inspect distribution systems:

- Inspect air filter(s) and ask homeowner how frequently they are replaced.
- Note the presence of any ducts or air handlers in garages (this requires a recommendation to re-locate or create air-tight enclosures to isolate them from garage and prevent transportation of carbon monoxide and other fumes from the garage to the living space).
- Record levels of insulation on ducts in unconditioned spaces.
- Check for visual signs of ductwork leaks, disconnects, crimps, moisture presence, return leaks near combustion equipment, damage or other atypical conditions. (accessible areas only)
- For hydronic systems, record insulation levels and note opportunity for pipe insulation if practical, especially on long pipe runs if there are comfort issues.
- For baseboard systems, check for condition and positioning of covers and for presence of dust, webs and other material on the fins.

5) Visually inspect DHW system:

- Record approximate age, model, capacity, condition.
- Check for evidence of back draft/flame roll-out.
- Verify that pressure relief valve is present and not obstructed.
- Note temperature setting on water heater. This is a good opportunity to educate homeowner on standby losses and scalding threats if it's above 120 degrees F, and reduce the setting if homeowner approves. (check temperature at nearest faucet)
- Check for signs of leakage from water heater tank vessel.
- Conduct visual inspection of water heater and hot water pipes for efficiency improvements (presence or lack of insulation, convective loop, and feasibility of retrofitting insulation on tank and/or pipes.)
- Install tank wrap if R-value of the tank is less than an R-12 and if the tank is electrically heated. (Do not install tank wraps on oil-fired, gas, or propane water heaters.)
- Install pipe insulation on the first six feet of hot and cold pipes from the water heater, but be sure to keep at least a 6" separation from combustion vent pipe

6) Combustion appliance zone (CAZ) safety inspection:

- Make sure that there are no flammable or explosive materials near any combustion source. This is a good opportunity to recommend moving them to a safe place.

7) Living space safety inspection:

- Note number, location and operability of CO detectors and smoke detectors in living space. Codes in some jurisdictions may require them. Suggest the purchase of a CO and or/smoke detector in all appropriate spaces if not present, and especially if there are any visual signs of backdrafting of combustion appliances. Be sure to note this suggestion on the Summary Report.
- Note presence of unvented gas fireplaces and propane or kerosene space heaters, and discuss with and educate the homeowner.

8) Inspect mechanical exhaust ventilation:

- Check whether mechanical exhaust venting systems in bathrooms and kitchen, if present, and terminated properly to the outside (as visibly accessible).
- Note presence and operability of power attic or whole-house exhaust fans and inform homeowner of correct operation.

### 3.7 Moisture Inspection

- 1) Visually check basement and crawlspace for moisture deposition or damage on basement floors, walls, sill plate area, around basement windows and bulkhead doors.
- 2) Determine whether there is continuous moisture barrier in the crawlspace.
- 3) Check around exterior of foundation for signs of moisture deposition from such sources as faulty gutters or from watering too close to the foundation.
- 4) Check attic for moisture deposition or damage on roof deck, rafters, joists, and insulation (wet or moisture-compacted insulation).

- 5) Inspect condition of windows and look for signs of condensation or other conditions that could cause damage or affect durability.
- 6) If there is evidence of high moisture levels in the living space, check for discoloration on walls behind headboards, furniture – corners of closets on exterior walls, and other areas of stagnation and cold temperature for moisture deposition or damage and conditions that promote fungal growth.

#### 4.0 Direct Installation of Measures

##### 1) Compact Fluorescent Lamps

- Ask the customer about their lighting usage, and explain the savings potential from switching to compact fluorescent lamps (CFLs).
- Demonstrate a CFL bulb to the customer if they are unsure about replacing their incandescent bulbs.
- Select the type of CFL and its wattage, according to its use and the light level to which the customer is accustomed.
- Turn on each CFL after installation to ensure that it operates and that the customer is satisfied with the lighting level.

##### 2) Water-Heater Pipe Insulation

Perform this measure to slow convection of hot water into the water lines near the tank.

- Insulate the first 6 feet of both hot and cold water pipes for electric or gas water heaters.
- Use pipe wrap of a minimum of R-2. Cover elbows, unions, and other fittings to the same thickness as pipe.
- Pipe insulation should be kept at least 6" away from a combustion vent pipe.
- Use the correct diameter of insulation sleeve so it fits tightly.
- Fasten with zip ties or wire. Tape seams, joints, and ends of pipe sleeves.

##### 3) Electric Water-Heater Tank Wrap

- Installation on tanks with less than an R-12 insulation.
- Minimum R-6.7 insulation wrap/blanket.
- Cut the blanket around the thermostat and heating element access plates.
- Do not cover the pressure relief valve.
- Cover the top of the water heater with insulation if it doesn't obstruct the pressure relief valve.
- Typically you can see the depth and type of insulation around the gap where hot and cold pipes enter the tank.
  - Fiberglass 1 inch – assume an R-3
  - Fiberglass 2 inches – assume an R-6
  - Isocyanurate 1 inch – assume an R-6.5
  - Isocyanurate 2 inches – assume an R-13
  - Isocyanurate 3 inches – assume an R-19.5
- Do not install tank wraps on oil-fired, gas, or propane water heaters.

##### 4) Measuring and Adjusting Hot Water Temperature

- Measure the water heater's water temperature at the nearest faucet to the water heater, and reduce the temperature to 120 degrees with the customer's consent.
- Make a mark at the current setting and move the control to a lower temperature. Note difference between electric and gas controls. Gas water heaters have a warm-hot control and electric water heaters typically have temperatures listed.
- Set both upper and lower thermostats to the same temperature on water heaters. Shut off power to the water heater before opening thermostat access panels.

##### 5) Efficient-flow Shower heads

- Use a 1 gallon bucket to measure the flow rate of the existing shower head. If it fills within 20 seconds, the flow rate is more than 3 gallons per minute and may be replaced.

- Replace high-flow shower heads with a water-saving shower head rated for a flow of 1.5 gallons per minute.
- Use caution removing the existing showerhead; fragile plumbing systems could break during removal. Clarify and warn the customer of the potential for breakage and discontinue installation if pipe seems likely to break.
- Do not remove the neck that connects the shower head to the fitting inside the wall, but replace just the showerhead itself. Have additional necks available in case of breaking.

#### 6) Faucet Aerators

- Install faucet aerators (rated at 1.0 or 1.5 gallons per minute based on customer preference) in high use fixtures; typically targeting the kitchen and master bathroom faucets (3 aerators may be installed if there is a double sink in master bath).

### 5.0 Quick Home Energy Check-up Multifamily

The QHEC Multifamily initiative is a component of the Quick Home Energy Check-up. In order for a multifamily complex to be considered for the program, it must meet the following criteria:

1. Residents must have an active BGE electric and/or gas account.
2. Each residence must be separately metered.
3. The property manager must give approval for the units to receive a QHEC. Customers must also give individual approval of some sort, either in the affirmative or via an “opt out” process.
4. Each residence will have a minimum number of measures installed, as follows:
  - a. At least two aerators
  - b. At least one showerhead
  - c. At least three CFLs

In cases where there are not enough fixtures to support these minimums, BGE must approve the QHEC for the property, to ensure that the QHEC is worthwhile from a cost-benefit standpoint.

#### The process for scheduling multifamily QHEC is as follows:

1. The ICF account manager meets with the property manager(s) and explains the QHEC program. During this meeting, the account manager will also ascertain the size of the property (number of residences), the heating fuel type, and confirm that all residences are separately metered.
2. The property manager(s), account manager and QHEC subcontractor walk through a typical residence to decide on the number and type of measures each residence should receive, if different than stated in requirement #4 above. In such cases, BGE must approve the list of measures that will be installed during the QHEC.
3. Once an installation date has been agreed upon, a notice is sent out to the residents describing the program, with an option for each resident to decline the QHEC by actively opting out of the program. This notice must be approved by BGE before it is distributed to tenants. Customers who do not opt out are considered to having agreed to the QHEC for their respective unit. As an alternative method, the property manager may require customers to actively sign up for a QHEC.
4. The property manager is responsible for giving the ICF account manager a complete list of all the participating residents, including the resident’s name, address, and phone number. Either the delivering contractor or the account manager is responsible for verifying the active nature of each customer utility account in Vision.
5. Vacant units with active residential accounts will also receive a QHEC.
6. Any unit with an inactive account is not eligible for a QHEC.

#### Performing the Quick Home Energy Check-up:

In most cases, a crew of four to six QHEC technicians will administer Check-ups to a multifamily property. Normally, approximately 40 to 60 Check-ups can be delivered per day. All units will receive the agreed-upon measures, plus any additional measures the Check-up technician sees as opportunities when

making the QHEC. All measures must be installed; no measures can be left behind or given to property management personnel.

When a tenant is not home, one or more property management personnel will accompany the QHEC technician to open the apartment. The property management representative will remain in the unit with the QHEC technician during the entire QHEC.

The QHEC Summary Report will be signed by the tenant per normal process, unless the tenant is not home. In that case, the Summary Report will be signed by the property manager. The tenant will receive a copy of the Summary Report, along with the other materials in the QHEC leave behind folder. The property manager will also receive a copy of each individual Summary Report, as well as a full report of estimated overall savings after all of the units are completed.

## **6.0 Quick Home Energy Check-up Summary Report**

Reviewing the findings with the customer is the culmination of the Quick Home Energy Check-up, and is a vital part of the Check-up process. This is the opportunity to present the homeowner with the improvement opportunities discovered during the Check-up and solutions for improving the performance of the customer's home. The participating contractor will also review the Smart Energy Savers Program<sup>SM</sup>, and which programs match up best with the recommendations of the Check-up.

Initially, the homeowner will be provided a written copy of the Summary Report, but after the Beacon HEA tool starts being used, the report will be emailed to the homeowner, printed on site, or a printed copy will be mailed to the customer. If a printed copy is mailed to the customer, then it should be completed and mailed within 2 business days; otherwise, a printed copy or emailed report should be provided/sent the day of the inspection.

Do not merely hand the report to the customer; review it with them in detail, so that any questions can be answered or any recommendations explained.

Thank the customer at the end of your visit.

## **7.0 Administrative Processes**

### **7.1 Reporting**

- 1) ICF will provide utility bill / energy usage information to the subcontractor delivering the Quick Home Energy Check-up.
- 2) A standard Quick Home Energy Check-up Summary Report, along with the Beacon Home Energy Advisor (HEA), will be used to deliver the Check-up.
  - The Summary Report form will be 2 pages, with carbonless copies to deliver to the homeowner, the QHEC Analyst's employer, and the program administrator (ICF).
  - Beacon HEA will be delivered with either a Tablet PC or an Apple iPad with 3G capability to generate a report and review it on-site if 3G service is available. The Terms and Conditions page will still be provided to the customer for their sign-off.
- 3) The Vision Conservation Management Database will be used by subcontractors to data enter the delivery of the QHEC and direct install items. Additionally, electronic copies of the Check-up checklist will be uploaded to the system.(Scan and upload). Data Entry Procedures are included in the Vision Data Entry Guidance document. After implementation of the Beacon HEA delivery system, this process will be automated with a data feed into Vision, and a login into the Vision database will no longer be necessary.
- 4) Send any \$40 checks (if homeowner does not accept at least 3 direct install measures per guidance in Section 3.1.1; payable to BGE) to ICF on a bi-weekly basis. Indicate the customer's BGE Account ID on a separate note attached to the check.



## 7.2 Incentive Processing

ICF processes payments based on the Check-ups delivered and associated direct install items as entered and verified in the Vision Conservation Management Database. These invoices will be provided to subcontractors for their own documentation at regular intervals.

## 7.3 Quality Assurance

- 1) Subcontractors are prohibited from selling or recommending their services or products during the Quick Home Energy Check-up, and from any direct marketing of their services or products to the customer subsequent to Check-up delivery. Any contractor found to be proactively selling services or products to the customer will be removed from the Quick Home Energy Check-up program.
- 2) Every customer will receive a satisfaction survey; this survey will either be online or hard copy depending on whether the customer has provided an email address. If the customer does not provide an email address, the QHEC Analyst will provide a hard copy satisfaction survey postcard during the delivery of the QHEC. Otherwise, customers will receive an email request to complete the online satisfaction survey.
- 3) In-field inspections may be utilized to address specific customer concerns and/or to facilitate resolution. Inspector will record inspection notes in the Vision Conservation Management Database.
- 4) ICF runs reports to analyze contractor performance
  - Number of customers referred to other programs, by program type
  - Number of customers participating in another program after QHEC
  - Number of direct install items per Check-up
  - Completeness of the Checklist
  - Energy savings per check-up
  - Average scoring on customer satisfaction surveys

## 8.0 Health and Safety

- 1) Personal Protective Equipment - QHEC subcontractors are responsible for having their staff follow BPI Standards and OSHA Regulations regarding the use of Personal Protective Equipment (PPE) during the delivery of a QHEC. This equipment should include, but is not limited to, the use of eye protection, head protection, and respiratory protection when entering areas such as an attic and/or crawlspace to inspect for air sealing, duct sealing, and insulation opportunities.
- 2) Asbestos – If the presence of asbestos is suspected during a QHEC delivery, the QHEC Analyst should use the following policy in their interaction with the customer.

Some materials that look like asbestos may not actually be asbestos. However, where the presence of asbestos is suspected, all relevant state and federal (EPA) guidelines must be followed to ensure technician and occupant safety. If you suspect the presence of asbestos, you may inform the homeowner that a material is suspected to contain asbestos, but make it clear to the homeowner that the only way to know definitely is to have the material tested by an accredited laboratory. Tell the homeowner that they should not touch it, and should consider contacting an asbestos professional. You can refer the customer for additional information to the Web sites listed below and/or suggest that the customer contact the Maryland Department of Environment's Division of Asbestos Licensing and Enforcement at 410-537-3200 to find a Licensed Asbestos Contractor. You can continue with the QHEC unless you feel that your or the homeowner's health or safety is in jeopardy. Refer customer to the following Web sites of more information:

### **Asbestos in Your Home (good information for homeowners)**

<http://www.epa.gov/asbestos/pubs/ashome.html>

### **List of Licensed Asbestos Contractors**

[http://www.mde.maryland.gov/assets/document/licensed\\_contractors.pdf](http://www.mde.maryland.gov/assets/document/licensed_contractors.pdf)

### **Maryland Department of Environment Web page for Air Programs**

<http://www.mde.maryland.gov/Programs/AirPrograms/Asbestos/home/index.asp>

- 3) Gas Leak Policy - Following is the policy for Gas Leak Testing and Reporting for any energy auditor in a customer's home performing work under BGE's Quick Home Energy Check-Up.

**If the energy auditor smells a gas leak:**

If the energy auditor or customer smells gas, consistent with BGE's current guidance, the energy auditor and customer shall leave the home immediately and call BGE from the nearest telephone. The energy auditor is prohibited from conducting any portion of the audit, including diagnostic testing. Even homes that don't use gas could experience gas leaks coming through walls from the outside.

Calls for emergency gas service will be answered 24 hours a day, seven days a week. A BGE service person will come to the home free of charge. The energy auditor is required to stay with the customer until BGE arrives.

(Natural gas is colorless, tasteless, and odorless. An unpleasant odor is added to the gas so you will know if natural gas is escaping.)

**Call BGE at 410-685-0123 or 1-800-685-0123 to report a gas leak.**

**9.0 Customer Complaints**

If the contractor receives a complaint from a customer regarding the QHEC Program, the customer should be referred directly to ICF, Krystina Bryant, at (443) 718-4838. If the customer insists on contacting BGE directly, then the QHEC Analyst should provide the Call Center number, 1-877-685-7377.

If any damage to customer's property occurs during the course of the QHEC delivery, the QHEC Analyst should immediately inform the proper contact at his or her employer, and this information should also be relayed to ICF, Krystina Bryant, at (443) 718-4838.