

# Community Energy Efficiency Program



# Handbook



# WELCOME

The Sustainable Living Center's (SLC) Community Energy Efficiency Program (CEEP) offers financial incentives for energy efficiency upgrades to homeowners in Columbia, Franklin, and Walla Walla counties. Program participants, local partners, and utility rebates provide matching funds. Since 2009, CEEP has saved homeowners millions in energy costs, positively impacting the local economy and enhancing comfort in thousands of homes. See page 8 for a summary of the impact of SLC's energy efficiency programs from 2015-2025.

This CEEP handbook is provided to help you navigate the program and access additional resources. Our team looks forward to working with you to improve your home's comfort and energy efficiency!



**Our goal is to provide you with the support and tools you need to successfully receive program incentives but we need your help!**



# PLEASE NOTE:

- 1** The Sustainable Living Center's Community Energy Efficiency Program incentive is paid directly to the program participant. Participants are solely responsible for paying the total job cost to the contractor for installing the upgrades. The SLC does not play a role in the payment agreement between the contractor and the participant.
- 2** The incentive is based on the outlined scope of work for energy saving upgrades, as per estimates submitted by participants, from a WA State licensed contractor for their registered property. If the scope of work changes during installation, participants must contact the SLC for approval. Incentive rewards may be adjusted based on the approved completed work.
- 3** Completed energy upgrades undergo a quality assurance/final inspection to confirm their implementation at the participant's registered property. Once the final inspection is complete, the incentive check will be mailed to the program participant.
- 4** The utility rebate amount listed on the [Incentive Estimate Form](#) is an estimate derived from the respective utility's online data. The SLC does not guarantee that participants will receive utility rebates. The participant's contractor must be a Trade Ally of the utility provider in order to be eligible for utility rebates. It is the participant's responsibility to apply for utility rebates within the specified parameters set by their utility provider.



**Scan the QR Code to go the Utility Rebate Page or visit:**  
**[slcww.org/utility-rebates](http://slcww.org/utility-rebates)**

- 5** Program participants may forfeit incentive rewards if the CEEP process is not completed as outlined on page 3 and/or if upgrades are started without prior approval. CEEP incentives are not issued retroactively for completed energy upgrades.



**PLEASE READ THIS PROCESS THOROUGHLY AND COMPLETE THE STEPS IN NUMERICAL ORDER AS LISTED. FAILURE TO DO SO MAY VOID INCENTIVES.**

# My Energy Upgrades Roadmap



## PHASE 1: Pre-Upgrade

- 1. Homeowner contacts the Sustainable Living Center, registers for CEEP and schedules a Home Energy Audit (HEA). [\\$95 HEA fee due.](#)
- 2. SLC performs the HEA at participant's property and emails the [Home Improvement Form](#) with the auditor's prioritized recommendations to the participant.
- 3. The participant submits an [Intent to Perform Upgrades Form](#) to the SLC.  
Please have an estimate from a WA State licensed contractor available to upload via the form.

## PHASE 2: Upgrade Installation

- 4. The SLC sends the participant an [Incentive Estimate Form](#) for each applicable contractor.  
This form gives the participant an estimate of incentives to be awarded by CEEP.
- 5. The participant accepts the incentive offer by completing the [Incentive Acceptance Form](#).
- 6. The SLC emails the participant an approval notice to schedule upgrades listed on the incentive acceptance form.
- 7. The participant schedules the upgrades with the contractor.
  - The contractor installs the upgrades.
  - The contractor invoices the participant for installed upgrades.

## PHASE 3: Post-Upgrade

- 8. The participant sends a copy of the invoice for the installed upgrades to the SLC.
- 9. The SLC schedules and performs a final inspection of the installed upgrades.
- 10. The SLC issues and mails the incentive reward check to the participant upon satisfactory inspection results. There is a 4-6 week processing time to receive the incentive check after the inspection.



Please contact us at 509-524-5218 or [admin@slcww.org](mailto:admin@slcww.org) if you have questions about this process. ALL CEEP FORMS & RESOURCES ARE AVAILABLE AT: [slcww.org/ceep-resources](http://slcww.org/ceep-resources)

# WA State HEAR Energy Upgrade Specifications

Home Electrification and Appliance Rebates

## Eligible Equipment

- Ductless or Ducted Heat Pumps
- Heat Pump Water Heaters
- Electrical service and panel upgrades and wiring if necessary for the installation of equipment

## Incentive Requirements

### All Equipment:

- must be ENERGY STAR™ or AHRI Certified
- must follow the statutory GWP limits from the Washington State Department of Ecology and the EPA. Where technically and economically feasible, equipment must use low GWP refrigerants listed by the EPA's Significant New Alternatives Policy Program, or the California Air Resources Board
- must remove all fossil fuel equipment where technically and economically feasible

### All Heat Pumps:

- must meet the Cold climate technical specifications of NEEP ccASHP or
- must meet the ENERGY STAR Cold Climate Heat Pump designation

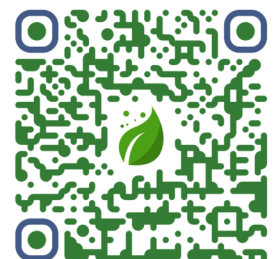


The HEAR Program is supported with funding from Washington's Climate Commitment Act. The CCA supports Washington's climate action efforts by putting cap-and-invest dollars to work reducing climate pollution, creating jobs, and improving public health. Information about the CCA is available at [www.climate.wa.gov](http://www.climate.wa.gov).

## FEDERAL IRA REBATES

The Inflation Reduction Act (IRA) provide rebates for home improvements like energy efficiency and home electrification measures through the following two programs in WA state.

- **Home Appliance Rebate Program (HARP):** This program provides rebates at the point of sale for income-eligible consumers on a range of highly efficient electric equipment and electrification projects.
- **Whole Home Efficiency Rebates (HOMES):** This program provides rebates to homeowners for whole-house energy savings retrofits. Rebates will vary by amount of energy savings and income qualification.



For more information on the IRA rebate programs scan the QR code above or visit:

<https://www.commerce.wa.gov/energy-incentives/ira-home-energy-rebates/>



Community Energy Efficiency Program **CEEP**  
**Energy Upgrade Specifications**

## Energy Upgrade

## Pre & Post Condition

Attic Insulation

R-0 to R-49 or more

Wall Insulation

R-0 to R-11 or fill capacity

Floor Insulation

R-0 to R-30 or more

Duct Sealing & Insulating<sup>2</sup>

≥ 30% of the ductwork is outside of the envelope; sealed and insulated to utility or Regional Technical Forum standards

High Efficiency Windows

Replaces single or double pane, wood or metal framed windows to ≤ U .30; vinyl windows to ≤ U .22

Ductless Heat Pump<sup>1\*\*</sup>

Replaces baseboard heating or electric forced air furnace, ≥ 8.1 HSPF2

Ducted Heat Pump Upgrade<sup>1\*\*</sup>

Replaces 10+ year old ducted heat pump, ≥ 8.3 HSPF2

Ducted Heat Pump Conversion<sup>1\*\*</sup>

Replaces forced air furnace, ≥ 8.5 HSPF2

Heat Pump Water Heater<sup>1\*\*</sup>

Replaces electric water heater; 50-80 gal.

Exterior Entry Door<sup>2</sup>

ENERGY STAR<sup>™</sup> rated; replaces standard 32" or 36" exterior entry door

ALL UPGRADES ARE FOR RETROFIT WORK ONLY. New construction, additions or unconditioned spaces do not qualify for incentives. All upgrades must be performed to RTF and/or utility company standards and be installed by a WA State licensed & bonded contractor, except for heat pump water heaters incentivized through CEEP.

**Share this sheet with your contractor to ensure your upgrades meet the programs' energy upgrade specifications.**

Two single half page sheets with this information are provided in the front pocket of this handbook.

1 - Max one rebate per residence | 2 - Max two rebates per residence

\*\*This equipment is subject to additional specifications if applying for WA State HEAR rebates. Please see page 4 for details.

# What You Should Know About Hiring a Contractor

**Are you planning on hiring someone to work on your home or property? You need to Hire Smart.**

We don't usually think about financial risks when planning a home repair or remodeling project. Yet each year, the Department of Labor & Industries (LNI) hears from hundreds of homeowners who've hired someone claiming to be a "contractor." The vast majority of Washington contractors are honest, skilled, and focused on satisfying their customers; however, consumers still need to be careful. The financial consequence of a bad or abandoned job can be devastating for any homeowner.

**What can you do to protect yourself? Make sure you hire a registered contractor.**

## **What is a registered contractor?**

A registered contractor must maintain a surety bond, carry liability insurance, and have a Washington business license. This information is available online: [www.lni.wa.gov/Contractors](http://www.lni.wa.gov/Contractors).

## **What work requires a registered contractor?**

A list of work that must be done by a registered construction contractor can be found at [www.lni.wa.gov/RegisterAsAContractor](http://www.lni.wa.gov/RegisterAsAContractor) and clicking on "63 specialties." If your project is listed, verify that you're hiring a registered contractor at [www.lni.wa.gov/Verify](http://www.lni.wa.gov/Verify).

## **Be Wary of Contractors Who:**

- Provide credentials or references that can't be verified.
- Offer a special price only if you "sign today" or use other high-pressure sales techniques.
- Accept cash only, require large deposits, or the entire cost upfront.
- Ask you to pay in their name, rather than the name of a business.
- Do not provide a written contract or complete bid.
- Ask you to pick up the building permit, usually a contractor requirement (Permits are for your protection - they ensure that you'll meet building codes).
- Offer exceptionally long warranties.
- Want to do most or all the work on weekends and after-hours.
- Give you an offer that sounds "too good to be true."



# Hire Smart\*...

## **STEP 1: Create a detailed plan for your project.**

The better you can communicate to your contractor what you need, the less chance there will be for miscommunication or cost overruns.

## **STEP 2: Find potential contractors.**

Get recommendations from trusted friends, work colleagues, insurance brokers, real estate agents, and local homebuilder associations. Interview several contractors. You will want to end up with at least three written bids from registered contractors.

## **STEP 3: Check out potential contractors online.**

Go to [www.lni.wa.gov/HiringAContractor](http://www.lni.wa.gov/HiringAContractor) to verify registration to ensure they are bonded, have liability insurance, and have no outstanding infractions. Then check out their online reputation.

## **STEP 4: Compare bids submitted by the screened contractors only.**

Compare the written bids carefully. Don't just look for the lowest price!

## **STEP 5: Finalize your written agreement with the chosen contractor.**

- Review the contract, ask questions and sign only when you're comfortable with it (A signed copy of the written bid OK for small projects). Does the contract include required permits? Sales tax? Payment terms, retainage clause, and final payment requirements? Specific description of work and materials? Warranties? Start and end dates?
- Read, sign, and get a copy of the Notice to Customer. The Notice informs you of your rights, including your "right to retainage" – a percentage of the contract price you can withhold until you are satisfied. Your contractor is required to provide this before work starts. Sample notice: [www.lni.wa.gov/ModelDisclosureStatement](http://www.lni.wa.gov/ModelDisclosureStatement)
- Don't make a large deposit or pay in cash. Pay only as work is completed. Example: Demolition complete? Make a payment. Framing done? Make a payment. Contractor requesting large deposit for materials? You may pay the supplier directly.
- Ask if there will be subcontractors. Tell your contractors you expect only licensed companies on your project and request a list of all subcontractors.
- Agree to a regular check-in plan and how you'll handle any changes to your original bid or contract. Check-in by phone? Log book? Regular meetings? Make sure all change orders are in writing.

## **STEP 6: Before you make a final payment...**

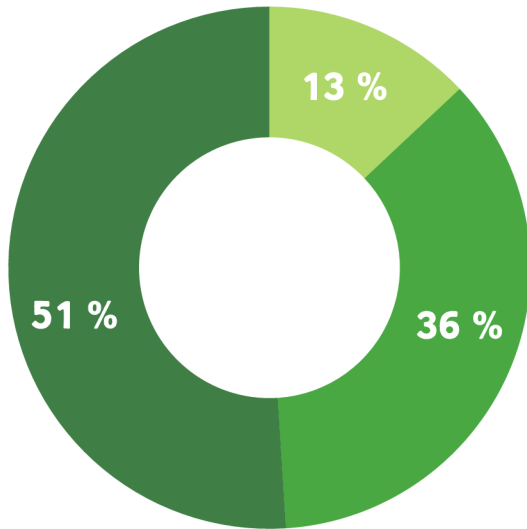
- Check with permitting departments to make sure your contractor has obtained all required building, electrical, health, or environmental permits, as agreed. Then check that all inspections took place and that you have completed copies to document them.
- Obtain any lien waiver/release your contractor agreed earlier to provide. These should be signed off by subcontractors and/or suppliers to verify they have been paid for work on your property. A sample lien waiver can be found at: [www.lni.wa.gov/go/F625-029-000](http://www.lni.wa.gov/go/F625-029-000).
- Make sure you are satisfied. Do a final walk-through with the contractor to identify any remaining items that must be completed.

# Sustainable Living Center's

## TEN YEAR ENERGY EFFICIENCY

# IMPACT!

(October 2015 through October 2025)



Total Cost of Energy Upgrade Work Completed through CEEP, HEAR & SOLAR programs:

## \$17,897,550.00

of the \$17.8M impact...

Program Participants matched **\$9,150,994**

SLC Efficiency Programs matched **\$6,477,656**

Utility Providers matched **\$2,268,900**

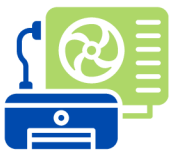
## Types of Measures & Total Installed



**1,455,740**  
square feet of  
insulation installed



**5,000**  
high efficiency  
windows installed



**525**  
ductless heat pumps  
installed



**248**  
ducted heat pumps  
installed



**64**  
Solar PV systems  
installed  
**(802.28 kW)**



**179**  
duct sealing &  
insulating jobs  
completed

**234\***  
Other measures installed

*\*Other Upgrade measures includes: coil cleaning, smart thermostats, heat pump water heaters, heat pump clothes dryers and exterior entry doors.*



# Builders ReSupply



Scan QR Code for map

## Hours of Operation:

Spring & Summer

Wed., Thur. & Sat.: 9:30 am to 6 pm

Fri.: 7:30 am to 4 pm

Fall & Winter

Thur., Fri., & Sat.: 9:30 am to 4 pm

**551 Lockheed Avenue**

**Walla Walla**

**(509) 525-2728**

## Products for Donation & Resale:

- Bath
- Blinds
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- Doors
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- Flooring
- Light Fixtures
- Lumber
- Mirrors
- Moulding
- Pipes
- Roofing
- Shutters
- Siding
- Sinks
- Tile
- Tools
- Windows
- & More!

### Please Note:

1. All donations are subject to approval by store staff. Please call if you have any questions.
2. We cannot accept hazardous or toxic materials, or items that may present a health hazard.
3. Donations are accepted only during business hours.

## Our Partners



# Home Energy Upgrades

**New rebates for furnaces,  
insulation, and clothes washers**

Scan the QR code below to learn more



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**SPONSORS**

We're deeply grateful to our sponsors who chose to invest in expanding energy efficiency and energy savings across our region. Their sponsorship strengthens the Sustainable Living Center's Community Energy Efficiency Program—helping us reach more households, teach more community members, and provide pathways to incentives and rebates that make energy-saving upgrades more within reach. Their generosity empowers change. **Thank you for making a difference!**



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