

Community Energy Efficiency Program



Guide

CEEP PROCESS & CHECKLIST



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

Please contact us at 509-524-5218 or office@slcww.org if you have questions about this process.

ALL CEEP FORMS & RESOURCES ARE AVAILABLE AT: slcww.org/ceep-resources

**Date
Completed
or Received**

- 1. The customer contacts the SLC and registers for CEEP – scheduling a Home Energy Audit.
Pay the \$95 HEA fee over the phone at time of registration or on the day of the Home Energy Audit.
- 2. The SLC performs a Home Energy Audit at customer’s property and sends the Home Improvement Form with the auditor’s recommendations to the customer via email.
- 3. The customer submits an Intent to Perform Upgrades Form to the SLC.
Please have an estimate from a WA State Licensed Contractor available to upload to the form.
- 4. The SLC sends the customer an Incentive Estimate Form for each contractor.
This form gives the customer an estimate of incentives to be awarded by CEEP.
- 5. The customer accepts the incentive offer by completing the Customer Acceptance Form.
- 6. The SLC sends the customer an email notice, authorizing the installation of upgrades as listed on the Customer Acceptance Form.
- 7. The customer contacts the contractor and schedules the authorized upgrades to be installed.
 - The contractor installs the upgrades.
 - The contractor invoices the customer for the upgrades installed.
- 8. The customer sends the SLC a copy of the contractor’s invoice for the installed upgrades.
- 9. The SLC schedules and performs a final inspection of the installed upgrades.
- 10. The SLC mails the incentive reward check to the customer upon satisfactory results of inspection.
There is a 4 – 6 week processing time to receive the incentive check after the inspection.

Energy Upgrades Specifications

Energy Upgrades	Pre/Post Condition
Attic Insulation	³ R-0 to R-49 or more.
Wall Insulation	³ R-0 to R-11 or more.
Floor Insulation	³ R-0 to R-30 or more.
Duct Sealing & Insulation ²	≥ 30% of the ductwork is outside of the envelope.
High Efficiency Windows	Replaces single/double pane, wood/metal framed windows to U 0.30.
	Replaces single/double pane, wood/metal framed windows to U 0.25.
	Replaces single/double pane, any frame windows to U 0.22.
*Ductless Heat Pump ¹	Replaces baseboard or electric forced air furnace heating. HSPF 9+ & SEER 16+ or HSPF2 7.6+ & SEER2 15.2+
*Air to Air Heat Pump ¹	Replaces 10+ year old heat pump or forced air furnace. HSPF 9.5+/SEER 16+ or HSPF2 8.3+ & SEER2 15.5+ or in accordance with applicable utility rebate requirements.
Heat Pump Water Heater (DIY) ¹	Replaces 10+ year old electric water heater, with a 50 - 80 gallon electric heat pump water heater.
Smart Thermostat (DIY) ²	Thermostat features must include occupancy sensor, outdoor temperature and Wi-Fi capability.
Exterior Entry Door ²	Energy Star rated, replaces standard 32" or 36" exterior entry door.
Heat Pump Clothes Dryer (DIY) ¹	Must be on PPL's Qualified Heat Pump Clothes Dryer list at time of purchase.

1. Max one rebate per residence

2. Max two rebates per residence

3. Initial R-Value is determined through the home energy audit by the SLC Auditor.

* Incentives apply to a maximum of a single outside unit per residence and does not include cost of electrical upgrades.

• **ALL UPGRADES ARE FOR RETROFIT WORK ONLY.** New construction, additions or unconditioned spaces do not qualify for incentives.

All upgrades must be performed to Regional Technical Forum and/or utility company standards and be installed by a WA State licensed & bonded contractor, except for upgrades marked as DIY (Do-It-Yourself) - Homeowner self install.

Please share this information with your contractor to make sure your upgrades meet SLC's CEEP requirements for incentives.

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

WELCOME to the Community Energy Efficiency Program



The Community Energy Efficiency Program (CEEP) is brought to you by The Sustainable Living Center (SLC) of Walla Walla. CEEP offers a low cost home energy audit to identify recommended energy upgrades to homes in Columbia, Franklin and Walla Walla counties. Currently CEEP offers financial incentives for energy savings that result from the installation of energy upgrades listed on the previous page.

CEEP is administered state-wide by the Washington State University Energy Program. Matching funds are provided by CEEP customers, local CEEP partners, and through utility rebates. SLC's CEEP has resulted in thousands of dollars in annual energy savings for home owners in our communities since 2009. See page 11 for an outline of CEEP's community impact from 2022-2023.

Thank You TO OUR SPONSORS!

PLATINUM SPONSORS \$3000

Cascade Natural Gas
Smith Insulation Inc.

GOLD SPONSORS \$2000

American Air Heating & Cooling LLC
Puget Sound Cooperative Credit Union



Please Note: As part of the sponsorship package for CEEP, the SLC provided ad space for sponsors as a benefit of sponsorship. Ads included in this guide are not an endorsement or recommendation of services provided.

PLEASE READ

IMPORTANT CEEP NOTICE

1. **The incentive reward is paid directly to the customer. The customer is wholly responsible for the full payment of the total job cost of installing the energy upgrades to the contractor. The Sustainable Living Center has no part in the agreement between the contractor and the customer with regard to the payment terms for the installed energy upgrades.**
2. The incentive reward is based on the scope of work for the energy saving upgrades to be completed at the customer's registered property as stated on the submitted estimates by a WA State licensed contractor. If the scope of work changes during the installation process, the SLC will recalculate the incentive reward based on the eligible CEEP worked completed and will provide a revised copy of the Incentive Estimate Form, with the new incentive estimate amount to be rewarded to the customer.
3. Completed energy upgrades are subject to post-work testing, and a quality assurance final inspection(s), to verify completion of energy upgrades at the customer's registered property.
4. The utility rebate amount stated on Incentive Estimate Form, is an estimated rebate amount based on the respective utilities' online information. The SLC does NOT guarantee that the customer will receive the rebate from the utility provider. It is the responsibility of the customer to apply for the utility rebates within the specified timeframes required by the utility provider.



Scan the QR Code to go the Utility Rebate Page
or visit: slcww.org/utility-rebates.



What You Should Know About

Hiring a Contractor...*

Are you planning to hire 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, L&I 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. But they also would agree that consumers 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. All information is available online: www.Lni.wa.gov/Contractors.

What work requires a registered contractor?

A list of work that must be done by registered construction contractors can be found at 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.

Steps for your project *(detailed version on next page)*

1. Create a detailed plan.
2. Find potential contractors.
3. Check out potential contractors.
4. Compare written bids.
5. Finalize your written agreement.
6. Be careful of how and when you pay.

Find more information at L&I

- www.ProtectMyHome.net
- www.Lni.wa.gov/HiringAContractor or Call toll-free: 1-800-647-0982

*Adapted from L&I PUBLICATION F625-084-000 [02-2021]



ProtectMyHome.net



Washington State Department of
Labor & Industries



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 only cash, 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 help ensure 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 to verify registration to ensure they are bonded, have liability insurance and no outstanding infractions. Then check out their online reputation.

Step 4: Compare bids submitted by the screened contractors only.

Compare the written bids carefully. But 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.** (Signed copy of 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
- **Don't make a large deposit or pay in cash. Then 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 will want 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 on the L&I website at 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. (This is commonly referred to as a punch list.)



*Steps are from the ProtectMyHome.net
WA L&I PUBLICATION F625-111-000 [09-2021]

Learn more about how to hire the right contractor: www.ProtectMyHome.net ■ 1-800-647-0982

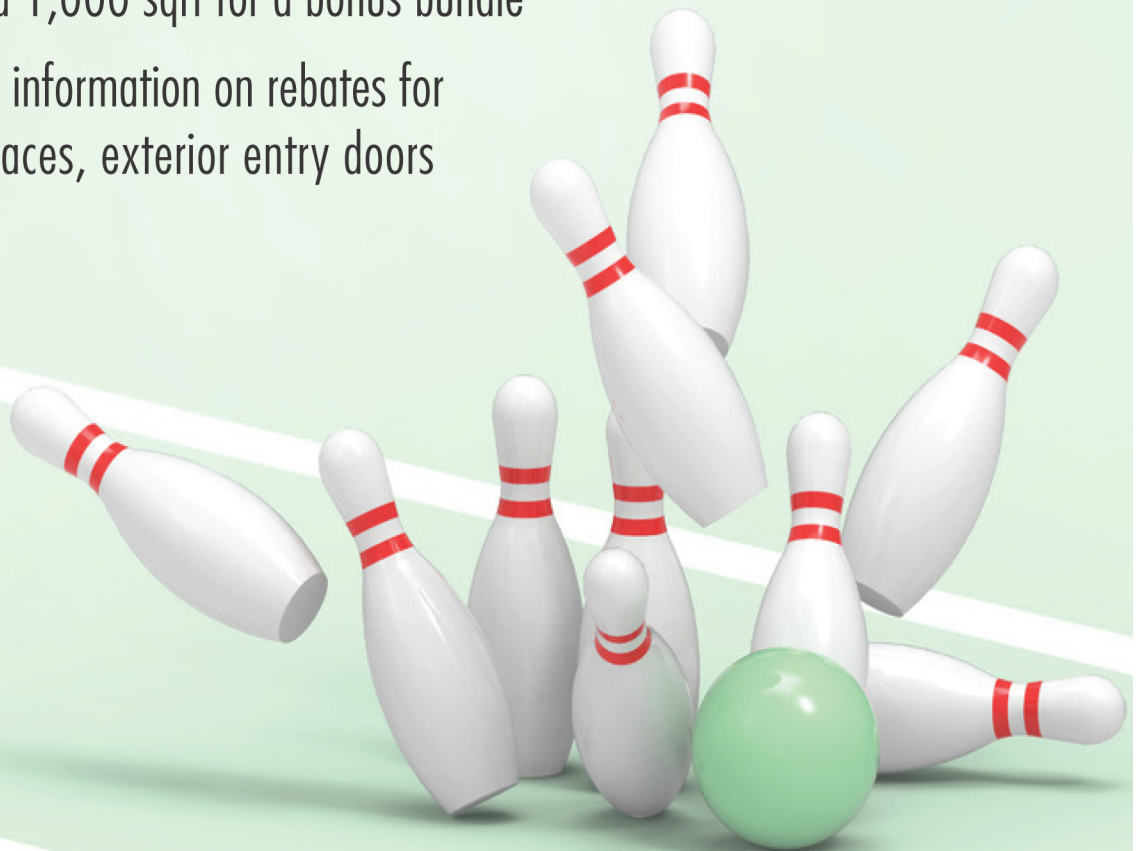
BOWLED OVER BY ENERGY COSTS? TRY OUR REBATES

Cascade Natural Gas partners with the Sustainable Living Center to ensure customers score big for making an energy investment in their home.

Feeling lucky?

Hit a spare by completing any two weatherization measures with a combined 1,000 sqft for a bonus bundle

Visit our website for more information on rebates for windows, furnaces, fireplaces, exterior entry doors and so much more!



In the Community to Serve®

Ready to get started?
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or call
866-626-4479

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49 Wallula Avenue
Walla Walla, WA 99362



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Email: sii@my180.net

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Kennewick, WA 99336



(509) 586-0408



Email: emma@smithinsulationinc.com

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Looking to save money and improve your energy efficiency?

An Energy-Smart Loan from PSCCU can make it affordable!

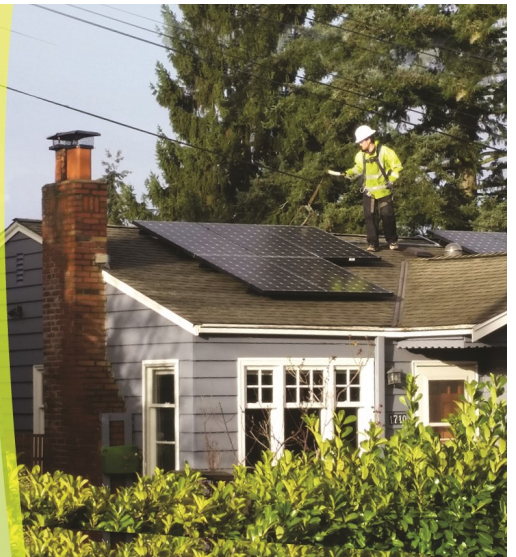
- ☑ Solar panels
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- ☑ Air sealing & weatherization
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- ☑ Emergency generators
- ☑ Wind turbines
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Visit us at pscuc.org/EnergySmart*

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- 💰 Terms up to 15 years
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- 💰 No pre-payment penalties

*See pscuc.org/EnergySmart for details Equal Housing Lender • Insured by NCUA



"We've got a ductless heat pump, rain garden, 1375 gallons of rooftop water capture, a yard renovated using permaculture principles...and solar panels—lots and lots of solar panels.... An Energy Smart loan from PSCCU was just what we needed.

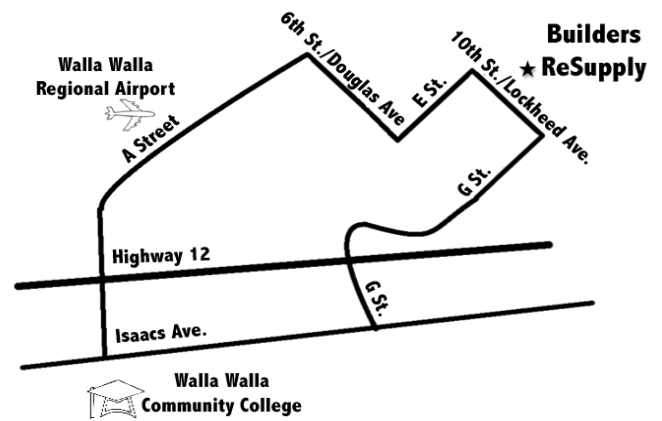
Thanks PSCCU. You made the financial end so easy, and helped us reach our goal!"

—David C., PSCCU member



pscuc.org/EnergySmart
800.273.1550

Builders ReSupply



Products for Donation & Resale:

Productos para Donación y Reventa:

- **Appliances** - *Accesorios*
- **Bath** - *Bañera*
- **Blinds** - *Persianas*
- **Cabinets** - *Gabinetes*
- **Carpeting** - *Tejido de alfombra*
- **Doors** - *Puertas*
- **Drywall** - *Paneles de yeso*
- **Flooring** - *Piso*
- **Light Fixtures** - *Lamparas*
- **Lumber** - *Tablas de madera*
- **Mirrors** - *Espejos*
- **Moulding** - *Moldura*
- **Pipes** - *Tubería*
- **Roofing** - *Techumbre*
- **Shutters** - *Persianas*
- **Siding** - *Revestimiento*
- **Sinks** - *Fregaderos*
- **Tile** - *El azulejo*
- **Tools** - *Instrumentos*
- **Windows** *Ventanas*
- **& More!** - *! y Más!*

Please Note:

1. All donations are subject to store associate approval. 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 during business hours only.

Tenga en cuenta :

1. Todas las donaciones están sujetas a la aprobación del asociado de la tienda. Por favor, llame si tiene alguna pregunta.
2. No podemos aceptar materiales peligrosos o tóxicos, o artículos que puedan presentar un peligro para la salud.
3. Las donaciones se aceptan solo durante el horario comercial.



Hours of Operation:

Spring & Summer Hours

(April - September)

Wed. through Sat.: 10 am to 6 pm

Fall & Winter Hours

(October - March)

Thur. through Sat.: 10 am to 4 pm

Horas de Operación:

Horario de Primavera y Verano

(abril - septiembre)

Miercoles a Sabado: 10 am a 6 pm

Horario de Otoño e Invierno

(octubre - marzo)

Jueves a Sábado: 10 am a 4 pm

551 Lockheed Avenue Walla Walla | (509) 525-2728

2022 - 2023 CEEP Community Impact

(February 2022 through December 2023)

Cost of Energy Upgrades

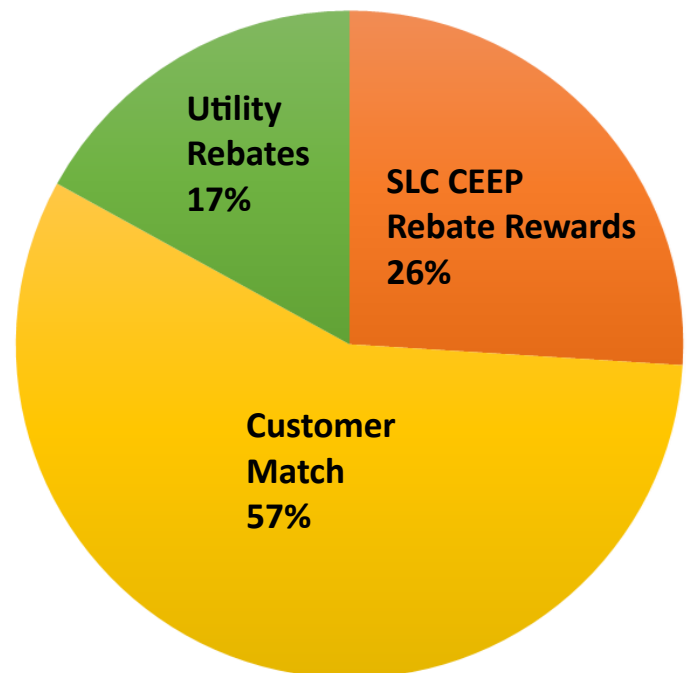
Total Cost of Energy Upgrade Work Completed through CEEP: **\$2,735,777**

Of \$2,735,777

Customers Paid - **\$1,555,116**

SLC CEEP Paid - **\$728,973**

Utility Rebates Paid - **\$451,688**



Energy Upgrades Installed

498 energy saving measures were installed through CEEP by

44 contractors, with **281** contracted jobs, through **247** new, transfer

or returning customers. **83%** of customers were Walla Walla County

residents, **11%** of customers were Franklin County residents and

6% of customers were residents of Columbia County.

Of the 247 customers **112** (45%) received the higher tier of incentive

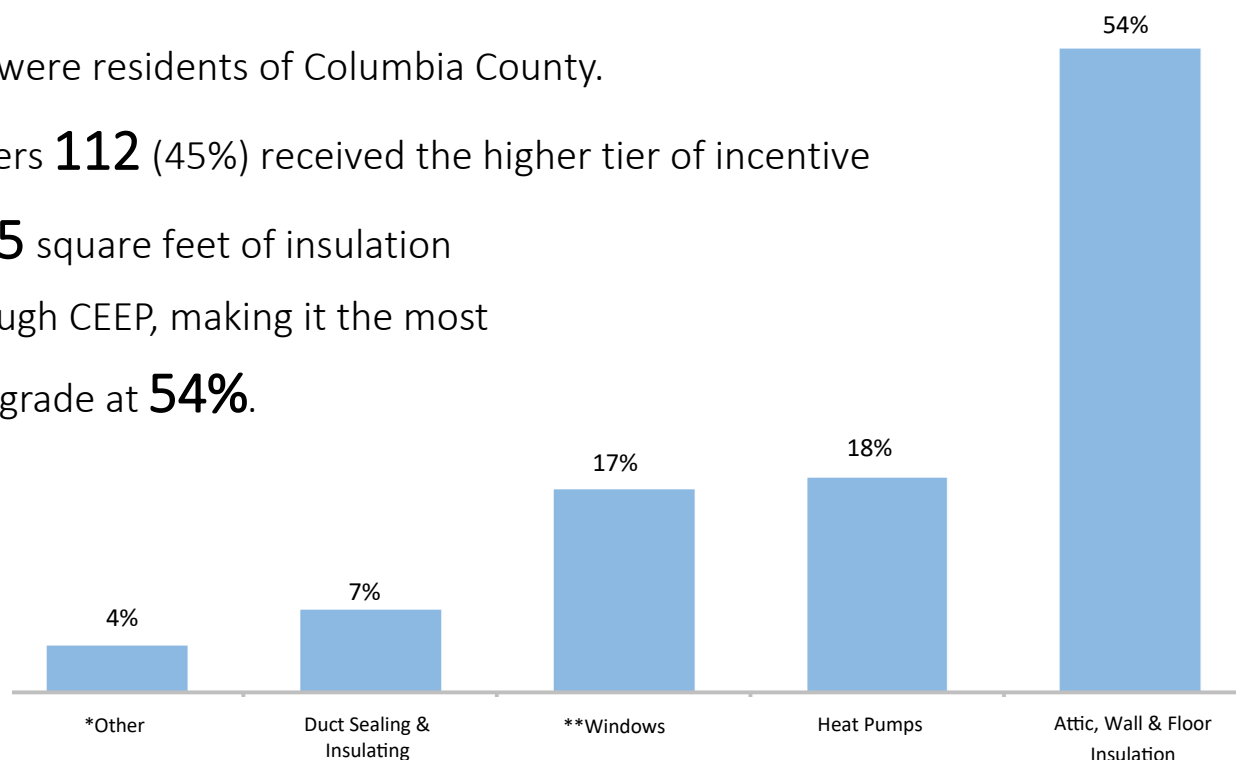
rewards! **311,455** square feet of insulation

were installed through CEEP, making it the most

installed energy upgrade at **54%**.

** Other Upgrades included: smart thermostats, heat pump water heaters, heat pump clothes dryers and exterior entry doors.*

*** Windows were installed in conjunction with insulation upgrades only.*



TYPES OF ENERGY UPGRADES

Sustainable Living Center

Mailing Address:
500 Tausick Way
Walla Walla, WA 99362
Office: 509.524.5218
Email: info@slcww.org
Website: www.slcww.org

Special

Thanks to our Partners! *¡Un agradecimiento especial a nuestros socios!*



Energy Program

WASHINGTON STATE UNIVERSITY

BMAC:



In the Community to Serve®



POWERING YOUR GREATNESS