

# What to Expect

Congratulations on your decision to participate in the Pacific Gas and Electric Company (PG&E) Energy Upgrade California™ Program. You're on your way to creating a more energy-efficient home and potentially lowering your monthly energy bills. Now that you've chosen a participating contractor who has helped you determine the scope of your energy upgrade, here is what to expect as you move forward.



## Performing the work

Certain steps need to be taken before work begins. For example, you are responsible for working with your contractor to obtain any necessary city and/or county planning or building permits.

In addition, before and after work is completed, your contractor will have a certified Building Performance Institute (BPI) Building Analyst perform a “combustion appliance safety test”. This test includes checking for carbon monoxide and natural gas leaks from appliances such as stoves, furnaces, and hot water heaters. If a carbon monoxide, natural gas or ventilation issue is detected, the contractor will notify you and either correct the issue or contact a PG&E Gas Service Representative to address the matter immediately.

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

## Calculating your rebate

Your contractor will use a computer software tool to calculate the expected energy savings resulting from your upgrades. This estimate will determine the amount of your rebate. After the work is completed and final combustion appliance safety test is performed, your contractor will then prepare the rebate application and submit it to PG&E for processing.

As part of the application review, a Program representative from Build It Green will call you to ensure that all necessary combustion appliance safety testing was performed. Build It Green is a non-profit, residential green building organization working with PG&E to implement the Program in PG&E’s service territory.

Upon receipt of the completed rebate application, PG&E will review it and confirm that all the necessary information has been provided. Once your application has been approved by PG&E, you should expect to receive a rebate check in about 6 to 8 weeks.

## Verifying the work

PG&E or Build It Green may contact you to ask about your level of satisfaction with your contractor, and request feedback to further improve the Program. A Program representative or a PG&E employee may also schedule an in-person visit to ensure that your energy efficiency measures were installed correctly. This inspection will last between 2 to 4 hours and include:

- Accessing your attic, basement, crawlspace or garage to validate that all measures were completed
- Performing diagnostic tests to measure air leakage
- Confirming combustion safety test results for gas appliances

These site visits help PG&E confirm that contractors are 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 contact PG&E’s Smarter Energy Line at **1-800-933-9555** or send an email to [smarter-energy@pge.com](mailto:smarter-energy@pge.com).

The program will be offered on a first come, first-served basis until funding is expended or the program is terminated, whichever occurs first. Pre and post inspections may be required to qualify for the incentives. Participation is limited to one incentive payment per household. Incentive checks will be mailed six to eight weeks after application is processed. This program is funded by California utility ratepayers and administered by investor-owned utilities under the auspices of the California Public Utilities Commission.

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