

**Whole House Action Guidelines**  
**for Pacific Gas and Electric Company's (PG&E) Whole House Rebate Program**  
**12/23/2011**

The purpose of these Action Guidelines is to describe the actions participating contractors and/or inspectors should take in the event they encounter a safety issue. If any of the items below (e.g. vent termination rules and clearances, or combustion air rules) conflict with the current version of the California Mechanical Code, use the most stringent rule or interpretation.

**Gas Service Representative (GSR) Call Procedures:** Participating contractors may attempt to repair any conditions that caused a Combustion Appliance Safety (CAS) test to fail provided they are properly licensed to do so. If the participating contractor is unable to repair any conditions that caused a CAS test to fail, the participating contractor must call a PG&E Gas Service Representative (GSR) as required by the Action Guidelines below.

If a GSR call is required, contact the GSR immediately (before leaving the customer's home). To contact the GSR and schedule a visit, the participating contractor must call PG&E Central Inspection Program (CIP) Dispatch at 1-800-813-1975 during normal business hours or the PG&E Customer Service Line at 1-800-743-5000 after 5:30 PM or on weekends. The participating contractor must also notify the customer of the need for a GSR visit.

For situations where a GSR call is not required and the participating contractor is not properly licensed to make the appropriate repair, the participating contractor must arrange for a properly licensed technician to repair the hazard.

Line #	Condition Checked?	Condition Found?	Existing Conditions and/or Fail Reasons	GSR Call Required?	Install Air Sealing or HVAC Air Flow Correction?
<b>Pre Weatherization Evaluation</b>					
1			COMBUSTION APPLIANCE (includes NON PG&E sources) <u>NOT affecting the living space</u> . Exception--water heater with vent safety issue, see Line #34.	No	Yes
2			CVA IS INADEQUATE (Include capped Furnace and AWH) or CVA Measure is <u>NOT FEASIBLE</u> to install.	No	No
3			DAMPER CLIP MISSING on gas log fireplace, if primary heat source.	No	No
4			INACCESSIBLE APPLIANCE is found. Safe access cannot be gained to test any gas appliance, or no access to any appliance in a locked cabinet or room.	No	No
5			NON PG&E Natural Gas (i.e. propane) COMBUSTION APPLIANCE <u>that affects the living space</u> .	No	No
6			OPEN COMBUSTION WATER HEATER located in <u>sleeping area</u> .	No	No
7			UN-VENTED GAS HEATING APPLIANCE BY DESIGN (including catalytic heaters and oven/range top/broiler -- only when used to heat home) in all areas other than sleeping areas.	No	No
8			WHOLE HOUSE FAN when gas appliances with standing pilot (water heater/furnace) are in the attic.	No	No

Line #	Condition Checked?	Condition Found?	Existing Conditions and/or Fail Reasons	GSR Call Required?	Install Air Sealing or HVAC Air Flow Correction?
9			ACCESS DOORS BOTH MISSING from automatic water heater.	Yes	No
10			COMMUNICATION AT Forced Air Unit (FAU) between cold air return and products of combustion that <u>CANNOT be fixed by Contractor.</u>	Yes	No
11			COMPONENTS MISSING ON FURNACE -- appliance doors, combustion chamber door(s), and/or roll out shields.	Yes	No
12			GAS LEAK found for any appliance.	Yes	No
13			MICA GLASS/INSPECTION COVER on floor furnace or room heater missing or damaged.	Yes	No
14			NOX ROD EQUIPED FURNACES: -- <u>Listed NOX Rod equipped horizontal furnace (1)</u> -- <u>Vertical Furnaces</u> with NOX Rods not properly mounted in saddles (laying on top of burners). (1)	Yes	No
15			SOLDERED FLEX CONNECTOR found.	Yes	No
16			UNCAPPED GAS LINE found and Contractor is unable to cap. (1)	Yes	No
17			FURNACE / UN-VENTED GAS HEATING APPLIANCE BY DESIGN (including catalytic heaters) in sleeping area.	Yes	No
18			COMMUNICATION AT FORCED AIR UNIT (FAU) between cold air return and products of combustion that <u>CAN be fixed by Contractor.</u>	Yes-If Communication is NOT repaired	No until after communication is repaired
19			COMBUSTION VENTILATION AIR (CVA) IS INADEQUATE (Include capped Furnace and AWH) and CVA Measure is <u>FEASIBLE</u> to install.	No	No until CVA is installed.
20			NON OPERATING APPLIANCE found. -- <u>Pilot Light off</u> included. -- <u>Fireplace non op</u> included. -- <u>Oven/Broiler/Range Top</u> appliance group must have <u>all burners non op</u> before calling a GSR.	No	No
21			ABANDONED APPLIANCE found (Flex line removed and valve/pipe capped).	No	Yes
22			CVA IS INADEQUATE (Include capped Automatic Water Heater or AWH) and CVA Measure is <u>NOT FEASIBLE</u> to install on AWH <u>not affecting living space.</u>	No	Yes

Line #	Condition Checked?	Condition Found?	Existing Conditions and/or Fail Reasons	GSR Call Required?	Install Air Sealing or HVAC Air Flow Correction?
23			NON OPERATING APPLIANCE found. -- <u>Oven/Broiler/Range Top Appliance Group</u> , if one burner is operative then none of these appliances are considered non operative -- <u>Appliance not affecting living space</u> .	No	Yes
24			UNCAPPED GAS LINE found and Contractor is able to cap.	No	Yes
			<b>Pre Weatherization Evaluation - Appliance Vent</b>	<b>ONLY INSTALL Air Sealing AFTER VENT REPAIRED</b>	
25			SOLID FUEL CHIMNEY has a flue/vent connection to it.	No	No
26			VENT OR FLUE TERMINATION DISTANCE <u>from a door or an operable window</u> of a <u>Dual Pack or Pool Heater</u> is less than 4 ft below, 4 ft horizontally or 1 ft above. 65 Furn.	No	No
27			WATER HEATER OR FURNACE - VENT OR FLUE TERMINATION DISTANCE <u>from a door or an operable window for a direct vent appliance</u> is less than 9 in for inputs up to 50,000 BTU or 12 in for inputs greater than 50,000 up to 65,000 BTU <u>or forced draft systems</u> are less than 12 in. 50 AWH. 50 Furn.	No	No
28			CHARRING of combustibles caused by appliance vent other than a furnace and/or water heater vent.	Yes	No
29			HEATER OR TRASH BURNER IN A RANGE/OVEN/BROILER that is not vented to the outside.	Yes	No-until after Vent Repaired
30			CHARRING of combustibles caused by furnace and/or water heater vent.	Yes-if Vent NOT Repaired see (1)	No-until after Vent Repaired
31			DISCONNECTED, MISSING, GAPS, DAMAGED, RUSTED OUT OR INCORECTLY INSTALLED VENT on gas appliances such as water heater / furnace.	Yes-if Vent NOT Repaired see (1)	No-until after Vent Repaired
32			DRAFT DIVERter MISALIGNED. When all components (vent, draft diverter, etc.) are in place, but have been knocked out of alignment and can be realigned easily. Includes minor work such as installing tape or screws.	Yes-if Vent NOT Aligned	No-until after Vent Aligned
33			DRAFT DIVERter MISSING on natural draft appliances such as water heater.	Yes-if Vent NOT Repaired see (1)	No-until after Vent Repaired
34			WATER HEATER <u>not affecting the living space</u> with a vent or flue safety issue: --Charring of combustibles --Missing/damaged/rusted out --No draft diverter	Yes-if Vent NOT Repaired see (1)	Yes

Line #	Condition Checked?	Condition Found?	Existing Conditions and/or Fail Reasons	GSR Call Required?	Install Air Sealing or HVAC Air Flow Correction?
35			WATER HEATER DRAFT DIVERTERS -- MULTIPLE are present.	No	No-until after Vent Repaired
36			EVAPORATIVE COOLER has a <u>water heater vent or flue termination</u> within 10 ft and not 3 ft above.	No	No-until after Vent Repaired
37			EVAPORATIVE COOLER has a <u>furnace vent or flue termination</u> within 10 ft and not 3 ft above, and an Evap Cooler Cover (this includes damper on shared duct system or exterior cover) is not pre-existing, and an <u>Evap Cooler Cover</u> is <b>feasible</b> .	No	No-until after Evap Cooler Cover Installed
38			EVAP COOLER has a <u>furnace vent or flue termination</u> within 10 ft and not 3 ft above, and an <u>Evap Cooler Cover</u> is <b>NOT feasible</b> or there is <b>NO damper</b> on a shared duct system. NOTE: If Vent not repaired, advise Customer not to run Furnace and Evap at same time.	No	No-until after Vent Repaired
39			GAS CLOTHES DRYER located within the living space: a. not exhausted to the outside of the building. b. exhausted into another appliance vent system	No	No-until after Exhaust Fan Vent Repaired
40			WATER HEATER OR FURNACE VENT OR FLUE TERMINATION DISTANCE is <u>8 ft or more from a vertical wall</u> or similar obstruction and it does not extend at least 1 ft above the roof. <u>INCLUDES OUTDOOR WATER HEATER</u> that affects the living space and is within 8 ft of a first floor wall, and the vent pipe does not terminate at least 1 ft above the first floor roof.	No	No-until after Vent Repaired
41			WATER HEATER OR FURNACE VENT OR FLUE TERMINATION DISTANCE is <u>less than 8 ft from a wall</u> above the roof it penetrates, and does not terminate at least 2 ft above any portion of the building/obstruction within 10 ft.	No	No-until after Vent Repaired
<b>Appliance on Testing (Pre or Post Weatherization)</b>					
42			ALDEHYDE ODOR. (1)	Yes	No
43			APPLIANCE AMBIENT for <b>furnace</b> is 2 ppm or greater than Room Ambient. Includes Gas Log Heater (Freestanding, Insert, and Direct Vent). (1)	Yes	No
44			APPLIANCE AMBIENT for <b>Oven or Range Top or Broiler</b> is 10 ppm or greater. Test appliance with controls at their highest setting. WIS 24-28	Yes	No
45			APPLIANCE AMBIENT for <b>Water Heater or Gas Dryer</b> is 10 ppm or greater.	Yes	No

Line #	Condition Checked?	Condition Found?	Existing Conditions and/or Fail Reasons	GSR Call Required?	Install Air Sealing or HVAC Air Flow Correction?
46			FURNACE CHAMBER CHECK found defective heat exchanger, i.e., cracks and or holes, signs of metal fatigue, excessive rust or soot, or burned out recirculation baffles.	Yes	No
47			DELAYED IGNITION.	Yes	No
48			EVIDENCE OF INCOMPLETE COMBUSTION. Excessive amounts of <b>yellow flame</b> (more than 50%), <b>carbon (soot)</b> , or <b>rust</b> .	Yes	No
49			FLAME INTERFERENCE or distortion when FAF or counter flow wall furnace fan comes on.	Yes	No
50			FLAME ROLL OUT. Continuous and/or Excessive Rollout. Water Heaters and Furnaces only.	Yes	No
51			FLUE READ exceeds CO Standard for Appliance Type based on Addendum 1: --FURNACE: Flue read for forced air furnace, gravity furnace, wall furnace, wall furnace direct vent, floor furnace, vented room heater, gas log heater (freestanding, insert, or direct vent), water heater or gas dryer is 101 ppm or greater (air free) <sup>(1)</sup> ; --OVEN AND BROILER: Flue read is 226 ppm or greater (as measured) ; --RANGE TOP BURNERS, GRIDDLE and GAS LOG FIREPLACE: Flue read is 26 ppm or greater (as measured). Test appliance with controls at their highest setting.	Yes	No
52			RADIANTS BROKEN on Room Heater.	Yes	No
53			ROOM AMBIENT is 10 ppm or greater.	Yes	No
54			SHORT CYCLING main burner on furnace.	Yes	No
55			SPILLAGE at draft diverter.	Yes	No

**Footnote:**

(1) Gas Service Representative (GSR) call required **if unable** to make same day Vent Repair.

<b>Job Address</b>	
<b>EUC Participating Contractor</b>	
<b>Contractor CSLB License Number</b>	

Line #	Condition Checked?	Condition Found?	Existing Conditions and/or Fail Reasons	GSR Call Required?	Install Air Sealing or HVAC Air Flow Correction?
CAS Test Date					
BPI-Certified Professional					
BPI ID Number					
BPI Professional Phone					

By signing above, I hereby attest that I am certified as a BPI Professional, that I personally conducted or supervised the Combustion Appliance Safety test documented on this form, and that reported test results are consistent with observed field conditions. I understand that reporting fraudulent test results may be grounds for exclusion from the PG&E Whole House Rebate Program and that I and/or my company may be held liable for any damages stemming from fraudulent test results.

Instructions. This form is intended for use as a CAS data collection form for clipboard field evaluations. It is suitable for either test-in or test-out evaluations. Please enter all field data into the Data Form and upload the completed Excel file with your job submittals.