



Center for
Sustainable Energy™

Cool Comfort Financing



Agenda

- **What is Cool Comfort Financing?**
 - Qualifying Upgrades & Eligibility
 - Financing: Terms, Details & Process
 - Quality Control Process
- **Becoming a Participating Contractor**
- **Participating Contractor Resources**
- **Program Contact Information**
- **Q&A**

What is Cool Comfort Financing?



The flyer features the Energy Network logo at the top left, a photo of a family, and a yellow box stating "Rates as low as 2% APR Available for a limited time". The main heading is "Cool Comfort Financing". Below it, text describes the program as a low-interest financing option for HVAC upgrades. It lists benefits such as staying warmer in winter and cooler in summer, and a quick pre-approval process. A four-step process is outlined: 1. Contact a Cool Comfort Financing contractor, 2. Complete the loan application, 3. Upgrade your HVAC system, and 4. Save money with Cool Comfort Financing. Contact information and the Matadors Community Credit Union logo are at the bottom.

- Residential HVAC Change-Out Financing Program
- Competitive low-interest option for homeowners
- Program goals:
 - Level the playing field for compliant contractors
 - Promote HVAC permit compliance
 - Asses permit compliance barriers

Project Eligibility Requirements



- Projects must be completed by a Cool Comfort Financing Participating Contractor.
- The property is served by a **qualifying utility**.
- The property is a **single family home** (attached or detached).
- Home has a central, forced-air HVAC system and is not heated by propane fuel.
- Projects are compliant with applicable **local permitting requirements**.

Qualifying HVAC Upgrades

Qualifying Projects



Air Conditioner

Min. 15 SEER & 12 EER



Furnace

Min. 92% AFUE



Heat Pump

Min. 8 HSPF, 15 SEER & 12 EER

All projects must include duct improvements to ensure HVAC optimum performance:

- **Duct sealing** \leq 10% leakage **and** insulated to \geq R-8
- **Duct replacement** sealed to \leq 6% leakage **and** insulated \geq R-8

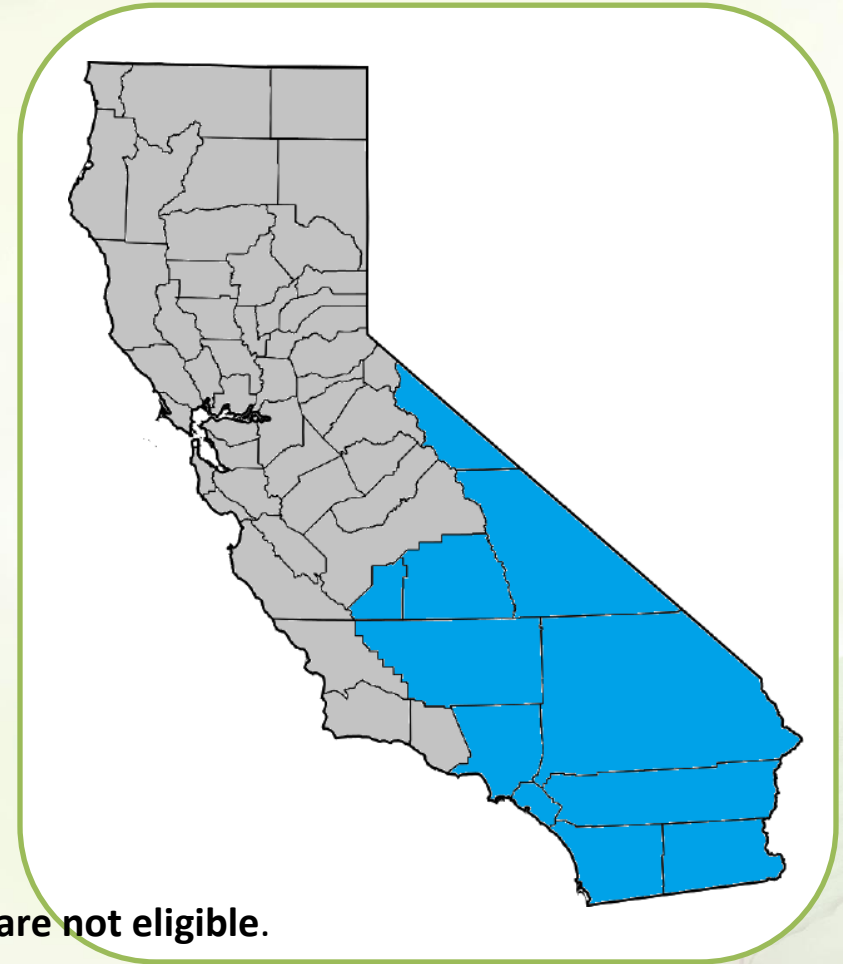
Cool Comfort Financing: Availability

Properties served by **at least one of the following utilities**: Southern California Edison, Southern California Gas Company or San Diego Gas and Electric.

This includes the following counties*:

- San Diego
- Los Angeles
- San Bernardino
- Riverside
- Inyo
- Imperial
- Mono
- Portions of:
 - Orange
 - Kern
 - Tulare
 - Kings

*Santa Barbara, Ventura, and San Luis Obispo Counties **are not eligible**.



Cool Comfort Financing: Benefits

Contractor Benefits



Increase HVAC sales



Payment in-full following installation



Quick 24-hr loan preapproval process



Make energy efficiency more affordable for your customers

Homeowners

- Flexible loan payback options.
- Quality installations guaranteed by compliance with building codes and standards.

Local building departments

- Increased HVAC permit compliance.
- Higher likelihood of achieving statewide energy savings goals tied to HVAC alterations.

State of California

- Gain deeper knowledge of permit compliance barriers.
- Increased compliance = higher likelihood of achieving statewide energy savings goals tied to HVAC alterations.

Financing Terms

energy network
making life easy at 2% APR*
Available for a limited time

Cool Comfort Financing
Take advantage of low interest financing to pay for your heating and cooling home upgrade project. In collaboration with The Energy Network, Palmdale Community Credit Union offers eligible homeowners the low financing on residential heating, ventilation and air conditioning (HVAC) systems.

Start your HVAC upgrade today with Cool Comfort Financing.

Why upgrade?
Comfort – Improve your home to stay warmer in the winter and cooler in the summer.
Healthy Living – Improve indoor air quality with a residential HVAC upgrade.

Why now?
Special Financing – Take advantage of low rates on projects that our experts advise.
Fast Approval Process – Benefit from our quick and low-fee approval process.

It's easy to get started with Cool Comfort Financing.

- 1 Contact a Cool Comfort Financing contractor.
- 2 Complete the loan application.
- 3 Upgrade your HVAC system.
- 4 Save money with Cool Comfort Financing.

Call (877) 486-2227 to learn more or visit <http://www.theenergynetwork.com> or call to find a Cool Comfort Financing contractor.

Payback Periods:



5 Years

4.99%
APR*

10 Years

5.99%
APR*

Financing Details

Finance projects from \$2,500 with a maximum of \$15,000.

At stated rates, monthly payments per \$1,000 funded are:

- **5 year term: 4.99% - \$18.87**
- **10 year term: 5.99% - \$11.10**

- Membership required.
- Borrower must meet credit and income criteria.
- Loan value may equal amount of qualifying scope of work.
- Rates subject to scope of work review.



Financing Application Process



Contractor provides homeowner with the scope of work.



Homeowner submits financing application packet to Matadors Credit Union, coolcomfort@theenergynetwork.com, for review:

- Loan application
- Income verification
- Scope of work

Matadors Community Credit Union and The Energy Network will review application

REQUIREMENT: Submit a revised SOW if the approved SOW changes

Financing Application Process



Complete project installation. Homeowner or contractor sends closing documents to Matadors Community Credit Union:

- Certificate of Completion
- Customer Information Release Form
- Final invoice



Funds are disbursed.



Quality Assurance

- 100% of loan applications are subject to desktop quality assurance review.
- Review will be based on the initial scope of work submitted.
- Efficiency of the equipment and work performed must be specified on the invoice.
 - i.e. SEER, AFUE, HSPF, EER, R-value, Energy Factor
- Work performed should not be visible from the **public right-of-way**. Please note on the invoice that work is not visible from the public right-of-way.

Quality Control Process

Permit & Compliance Verification

Upon receipt of approved SOW, CSE will:

1. Verify permit number is on file at local building department; assess status of compliance (pending final inspection, etc.)
 - If permit number is not found to be registered, CSE will contact the contractor and discuss barriers to compliance and next steps necessary to close permit.
 - If contractor is unresponsive or fails to pull a permit, CSE will **issue a written warning**.

Quality Control Process cont'd

Permit & Compliance Verification

Upon receipt of Certificate of Compliance, CSE will:

2. Assess permit status at local building department (e.g. pending final inspection, finalized, etc.)
 - If permit is not moving toward closure, CSE will contact the contractor and discuss barriers to compliance and next steps necessary to close permit.
 - If contractor is unresponsive or fails to close a permit, CSE will **issue a written warning**.

*All projects will be verified for permit compliance.

Quality Control Process cont'd

CSE Field Inspections*

1. In conjunction with permit compliance verification, CSE will contact contractors to coordinate CSE's attendance at HERS verification and/or the Building Inspector's final field inspection.
 - If scheduling is organized by homeowner, CSE will work with homeowner to coordinate attendance at HERS or building inspection.
2. At field visit CSE will verify equipment listed on scope of work and invoice matches unit(s) physically installed, including photo documentation.
3. If equipment specifications do not match information listed on the approved SOW or final invoice, CSE will **issue a written warning** and discuss discrepancy with contractor.

*All first-time participating contractor projects will undergo a field inspection.

Quality Control Process cont'd

CSE Desktop Inspections*

1. For projects not selected for field inspection, CSE will perform HERS (Title 24, Part 6) compliance form verification
 - Provided by contractor
2. CSE will verify equipment listed on SOW matches FV/DT unit(s) on CF-3R
3. If equipment specifications do not match information listed on the approved SOW or final invoice, CSE will **issue a written warning** and discuss discrepancy with contractor

*All projects that **do not** receive a field inspection will undergo a desktop inspection.

Quality Control Process cont'd

Contractor Warnings

If contractor accumulates **three warnings** as a result of any QC review process throughout course of program, **contractor will be given written notice of removal** as a Cool Comfort Financing participating contractor.

Contractor Enrollment

Path A - CSE

1. Participating contractor in good standing with one of the following programs in SCE, SoCalGas or SDG&E territory:
 - Energy Upgrade California™ Home Upgrade
 - Investor-Owned Utility Quality Installation Program
 - Home Performance with ENERGY STAR
2. Sign the Cool Comfort Financing Program Contractor Participation Agreement

OR

Path B – The Energy Network

1. Hold a current C-20 license in good standing.
2. Submit current certificate of insurance that meets Program requirements, meet additional insured endorsement and submit additional insured endorsement certificates.
3. Sign the Cool Comfort Financing Program Contractor Participation Agreement.

Contractor Enrollment

CSE will verify contractor eligibility with the following steps:

1. Cross-reference company name with list of Home Upgrade, HPwES and QI Program participating contractors.
 - If company name is not present in eligible program lists CSE will inform contractor and provide appropriate points of contact for eligible program participation
 - CSE will send notice of eligibility to contractor via email

1. Contractor will be posted on CCF website within 5 business days.
 - <http://energycenter.org/coolcomfort/participating-contractors>

Participating Contractor Resources

www.energycenter.org/coolcomfort/contractors



Search...

HOME PROGRAMS EDUCATION POLICY ABOUT JOBS NEWS EVENTS CONTACT

COOL COMFORT FINANCING

- + About the Program
- + Participating Contractors
- + Contractors: How to Participate
- + Homeowners: Get Started

CONTRACTOR WEBINAR

Learn about Contractor Enrollment, 24-hr Loan Application Process, Qualifying Upgrades, Marketing Tools, and more.

[View Webinar](#)

CONTRACTOR RESOURCE



Download the

Contractors: How to Participate in Cool Comfort Financing

Interested contractors that meet the eligibility criteria above must complete the following:

- Read the [Cool Comfort Financing Contractor Manual](#) for all information about the program's eligible equipment, quality control standards and fund disbursement.
- Read and sign the [Cool Comfort Financing Participation Agreement](#), and send the digital signed document to Marissa Spata.
- Read the [Quality Control Plan](#), mentioned in the Participation Agreement as Appendix A.
- View the [Cool Comfort Financing Contractor Webinar](#), which includes the Cool Comfort Financing frequently asked questions. Please note, the maximum loan amount was lowered to \$15,000 after this webinar had occurred, the \$15,000 cap is not reflected in the slides.

CSE will review the [Cool Comfort Financing Participation Agreement](#) and ensure the contractor is in good standing with one of the programs mentioned above. Once approved, CSE will let the contractor know the business's name has been added to the Cool Comfort Financing [Participating Contractors](#) list.

At this point you are ready to offer Cool Comfort Financing to homeowners! You and your homeowners can download the [Financing Application Packet](#)* and get started.

Contact [Marissa Spata](#) with any participating contractor questions at 858-244-1177. Contact [The Energy Network](#) with any loan application questions at 877-785-2237.

Are you a homeowner interested in [getting started](#)?

* Loan applications will not be accepted if the contractor is not listed on the Cool Comfort Financing Participating Contractor list.

Participating Contractors Resources



Cool Comfort Financing

Contractor Manual

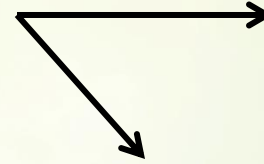


Last revised
September 2014

(877) 785-2237
coolcomfort@theenergynetwork.com

The Energy Network is Administered by the County of Los Angeles and funded by California utility rate-payers under the auspices of the California Public Utilities Commission.

Marketing Starter Kit!



Rates as low as 2% APR*
Available for a limited time

Cool Comfort Financing

Take advantage of low-interest financing to jump-start your heating and cooling home upgrade project. In collaboration with The Energy Network and the Center for Sustainable Energy, Matadors Community Credit Union offers eligible homeowners low rate financing on residential Heating, Ventilation and Air Conditioning (HVAC) projects.

Start your HVAC upgrade today with Cool Comfort Financing.

<p>Why upgrade?</p> <p>Comfort — Improve your home to stay warmer in the winter and cooler in the summer.</p> <p>Healthy Living — Improve indoor air quality with a residential HVAC upgrade.</p>	<p>Why now?</p> <p>Special Financing — Take advantage of low rates so you can start your upgrade sooner.</p> <p>Fast Approval Process — Benefit from our quick 24-hour loan pre-approval process.</p>
--	--

It's easy to get started with Cool Comfort Financing.

- Contact a Cool Comfort Financing contractor
- Complete the loan application
- Upgrade your HVAC system
- Save money with Cool Comfort Financing

Call (877) 785-2237 to learn more or visit action.theenergynetwork.com/ccf.

Visit energycenter.org/CoolComfort to see the list of Cool Comfort Financing participating contractors.

Place business card here.

Cool Comfort Participating Contractor

Can't stand the heat?

Take advantage of low-interest financing to jumpstart your HVAC upgrade with Cool Comfort Financing!

Program Contacts

Center for Sustainable Energy (CSE)

- **Path A Contractor Enrollment**
 - Energy Upgrade California™ Home Upgrade
 - Investor-Owned Utility Quality Installation Program
 - Home Performance with ENERGY STAR
- **QC Process**

Contact Information

Natasha Eygenhuysen
(858) 634-4731

Natasha.Eygenhuysen@energycenter.org
www.energycenter.org/CoolComfort

OR

The Energy Network

- **Path B Contractor Enrollment**
 - Current C-20 license
 - Certificate of insurance
- **Loan Application Process**
- **Scope of Work Review**

Contact Information

(877) 785-2237

coolcomfort@theenergynetwork.com
action.theenergynetwork.com/ccf

Thank you for joining us!

Questions?