

Appendix A:

Cool Comfort Financing Quality Control Plan

Contractor and Homeowner Involvement

Participating contractors must agree to and sign the Cool Comfort Financing **Contacto**r Participation Agreement (“Agreement”) prior to applying for Cool Comfort Financing. The Agreement outlines permit compliance expectations, document requirements, the quality control (QC) process, consequences of permit non-compliance, contact information and indemnification expectations; contractor signature of the Agreement indicates acceptance of the QC requirements.

Permit Compliance Verification

CSE will verify permit compliance on 575 projects.

Upon receipt of the Certificate of Completion, the Center for Sustainable Energy (CSE) will verify permit number is on file at local building department and assess status of compliance (permit issued, pending final inspection, closed, etc.).

- If permit number is not found to be registered or moving towards close, CSE will discuss barriers to compliance, next steps necessary to close permit with contractor and if needed, **issue a written warning** to the contractor.
- If contractor unresponsive, CSE will reach out to homeowner and will **issue a written warning** to the contractor.

Field Inspections

CSE will conduct field inspections on 125 projects.

In conjunction with permit compliance verification, CSE will contact contractor to schedule a field inspection to verify equipment listed on scope of work and/or invoice matches unit(s) physically installed, this will be documented with photos.

- CSE will attempt to schedule the field inspection in conjunction with the Building Inspector final field inspection and/or Home Energy Rating System (HERS) verification.
- If scheduling is organized by homeowner, CSE will work with homeowner to schedule CSE field inspection and coordinate attendance at Building Inspector or HERS inspection.
- If equipment specifications do not match information listed, CSE will discuss discrepancy with contractor and **issue a written warning**.

Equipment Verification via Compliance Form Review

CSE will conduct equipment verification via compliance form (CF) review on 450 projects.

CSE will request CF-1R and CF-3R (Post 7/1/2014) or CF-4R (Pre 7/1/2014) Title 24 installation and field verification documents from contractor and/or HERS verification rater.

- If equipment specifications listed in Title 24 documents do not match scope of work and invoice, CSE will discuss discrepancy with contractor and **issue a written warning**.
- Projects chosen for equipment verification via CF review will not receive CSE field inspection.

Permit Non-Compliance and 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 termination** as a Cool Comfort Financing participating contractor.

- CSE will notify contractor and remove company from online Cool Comfort Financing [Participating Contractor List](#).

Program Contacts

For information or questions regarding **contractor enrollment** or **QC requirements** contact Natasha Eygenhuysen at CSE:

- Call: (858) 634-4731
- Email: natasha.eygenhuysen@energycenter.org
- Visit: www.energycenter.org/CoolComfort

For information or questions regarding the **loan application process** or **eligible measures** contact **The Energy Network**:

- Call: (877) 785-2237
- Email: coolcomfort@bki.com
- Visit: www.action.theenergynetwork.com/ccf