



## Rebate & Loan Instructions for Contractors

### Residential Energy Efficiency Program

#### Permits:

Heating systems, water heaters, and windows/doors must be permitted through Development Services:

<https://www.ci.richland.wa.us/departments/development-services/building-permitting>. Permit payments are online at (509) 942-7794 Option 1.

#### Inspections:

Schedule inspections through the Richland Building Department using the automated system at (509) 942-7565.

#### Richland Energy Efficiency Program Contact: Jackie Carpenter (942-7436)

When submitting rebate and loan packets by email to: [EnergyServices@ci.richland.wa.us](mailto:EnergyServices@ci.richland.wa.us), please include the "Customer's Last Name" and "Address" in the subject line.

#### Contractor info and Energy Efficiency Program forms on the web:

<https://www.ci.richland.wa.us/departments/energy-services/energy-efficiency/contractor-info-and-forms>

#### Residential Program Qualifiers:

- Homes must be electrically heated with permanent heating equipment.
- Measures must be installed by a Contractor on the City of Richland's **Authorized Contractor List**.

#### Available Measures

- **Insulation:** Ceiling Insulation, Floor Insulation, Wall Insulation, Prescriptive Air Sealing
- **Heating & Cooling:** Air Source Heat Pumps, Ductless Heat Pumps
- **Windows & Doors:**
  - ✓ Upgrades from existing single- or double-pane (any frame) with NFRC Rating of  $\leq U.30$  or  $\leq U.22$ .
  - ✓ Energy Star exterior doors (Pre-hung Energy Star door replacing non-insulated existing door).
- **Hybrid Electric Water Heaters (HPWH)**
- **Other Measures:** Upgrades not on the utility's rebate list are decided on a case-by-case basis at the utility's discretion.

#### Definitions:

- **Single Family**
  - ✓ Single Family includes single family dwellings, townhouses (*not condos*) and buildings with four or fewer residences.
  - ✓ More than one rebate may be available per residence. Consult a City of Richland energy advisor for multiple rebate approval.
- **Multi-Family**
  - ✓ Multi-Family includes buildings with more than four residences and three or fewer stories. All multi-family projects with rebates must be approved by City of Richland.
- **Customer Invoices** - Customer Invoices must reflect the following:
  - ✓ The total cost of each measure,
  - ✓ Separate line-item stating "City of Richland Rebate" for each measure, that has been credited to the customer,
  - ✓ The total cost to the customer,
  - ✓ Manufacturer and model number of equipment being installed, and
  - ✓ Tax applied to the total job cost prior to deducting the rebate.
- **Participation Agreement** - Required only on rebate jobs:
  - ✓ Name must be homeowners name, and address needs to be the project address.
  - ✓ Must be signed by the homeowner.
- **Home** - The word "Home" as used in this document refers to the electrically heated living space within the residence. It does not include attached garages, unheated basements, porch areas or outbuildings.

## REBATE PROCESS

- Step 1. Refer to **Rebate Checklist & Requirements – HVAC & Weatherization** document for equipment requirements, rebate amounts, and required documentation.
- Step 2. **Rebate Packet:** After a job is complete, Contractor emails a PDF of required documents to [EnergyServices@ci.richland.wa.us](mailto:EnergyServices@ci.richland.wa.us).
- Step 3. If Rebate Packet documentation is approved, Energy Efficiency staff will issue payment. If packet is incomplete, the packet will be returned for corrections and will require a complete resubmittal. Be sure to use current documents located on the [Contractor Info & Forms webpage](#).

## LOAN PROCESS

- Step 1. Contractor prepares a proposal on Richland's proposal forms. Rebates will be applied as a down payment on the loan and do not impact the Contractor, so DO NOT deduct any rebates from a loan proposal.
- ✓ Window proposals should be filled out completely including square footage, U-Values, window “Type,” and primary heating source.
  - ✓ Insulation proposals should be filled out completely including square footage and R-Values.
  - ✓ Heat pump proposals are to be filled out completely and include heat loads, balance point, and AHRI certification documents.
- Step 2. Email proposal to [EnergyServices@ci.richland.wa.us](mailto:EnergyServices@ci.richland.wa.us).
- Step 3. Richland Energy Efficiency Staff coordinates a loan closing with the homeowner then emails a Notice to Proceed (NTP) and the accepted Proposal to the Contractor.
- Step 4. After the completed job is inspected (excluding insulation projects), the Contractor emails an Invoice Packet to [EnergyServices@ci.richland.wa.us](mailto:EnergyServices@ci.richland.wa.us).

### **Loan Invoice Packet** should include:

- ✓ City of Richland Invoice:
    - must match the agreed upon full “proposal” amount
    - must reference:
      - customer’s name,
      - jobsite address,
      - desired payment terms (e.g., due on receipt).
      - Description of items installed, costs, and model nos., if applicable.
  - ✓ Supporting documentation, as applicable:
    - Windows:
      - U-Value documentation,
      - manufacturer’s warranty,
      - contractor’s warranty.
    - Insulation:
      - R-Value Insulation Certification,
      - Contractor’s warranty.
    - Heat Pump:
      - pictures of pre-existing equipment prior to new installation.
      - AHRI Cert, heat loads, and balance point, if not previously submitted with Proposal.
- Step 5. City issues payment to the Contractor.