

# Community Energy Efficiency Program



# Handbook



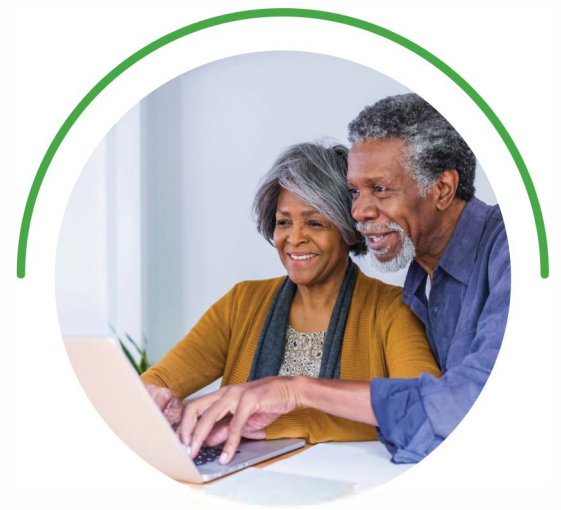
# WELCOME

The Sustainable Living Center's (SLC) Community Energy Efficiency Program (CEEP) offers financial incentives for energy efficiency upgrades to homeowners in Columbia, Franklin, and Walla Walla counties. Customers, local partners, and utility rebates contribute with matching funds. Since 2009, CEEP has saved homeowners millions in energy costs, positively impacting the local economy and enhancing comfort in thousands of homes. See page 5 for a ten year summary of the SLC's CEEP impact from 2013-2023. This CEEP handbook is provided to help you navigate the program and access additional resources. Our dedicated team looks forward to working with you toward a more sustainable and energy efficient home!





# Weatherization Process & Checklist



**PLEASE READ THIS PROCESS THOROUGHLY AND COMPLETE IN NUMERICAL ORDER AS LISTED. FAILURE TO DO SO MAY VOID INCENTIVES.**

Date  
Completed  
or Received

- \_\_\_\_\_ 1. The customer contacts the Sustainable Living Center (SLC), registers for CEEP and schedules a Home Energy Audit (HEA). [\\$95 HEA fee due.](#)
- \_\_\_\_\_ 2. SLC performs the HEA at customer's property and emails the [Home Improvement Form](#) with the auditor's prioritized recommendations to the customer.
- \_\_\_\_\_ 3. The customer submits an [Intent to Perform Upgrades Form](#) to the SLC.  
[Please have an estimate from a WA State licensed contractor available to upload via the form.](#)
- \_\_\_\_\_ 4. The SLC sends the customer an [Incentive Estimate Form](#) for each applicable contractor.  
[This form gives the customer an estimate of incentives to be awarded by CEEP.](#)
- \_\_\_\_\_ 5. The customer accepts the incentive offer by completing the [Customer Acceptance Form](#).
- \_\_\_\_\_ 6. The SLC emails the customer an approval notice to schedule upgrades listed on the Customer Acceptance Form.
- \_\_\_\_\_ 7. The customer schedules the upgrades with the contractor.  
The contractor installs the upgrades.  \_\_\_\_\_  
The contractor invoices the customer for installed upgrades.  \_\_\_\_\_
- \_\_\_\_\_ 8. The customer sends a copy of the invoice for the installed upgrades to the SLC.
- \_\_\_\_\_ 9. The SLC schedules and performs a final inspection of the installed upgrades.
- \_\_\_\_\_ 10. The SLC issues the incentive reward check to the customer upon satisfactory inspection results.  
[There is a 4-6 week processing time to receive the incentive check after the inspection.](#)

**Please contact us at 509-524-5218 or [admin@slcww.org](mailto:admin@slcww.org) if you have questions about this process.  
ALL CEEP FORMS & RESOURCES ARE AVAILABLE AT: [slcww.org/ceep-resources](http://slcww.org/ceep-resources)**

## Energy Upgrade

- Attic Insulation
- Wall Insulation
- Floor Insulation
- Duct Sealing & Insulating<sup>2</sup>
- High Efficiency Windows
- Ductless Heat Pump<sup>3\*\*</sup>
- Air to Air Heat Pump<sup>3\*\*</sup>
- Heat Pump Water Heater<sup>3\*\*</sup>  
(DIY)
- Smart Thermostat<sup>2</sup>(DIY)
- Exterior Entry Door<sup>2</sup>
- Heat Pump Clothes Dryer<sup>3\*\*</sup>  
(DIY)

1 - Initial R-Value is determined through the home energy audit by the SLC Auditor

2 - Max two rebates per residence

3 - Max one rebate per residence

\*Regional Technical Forum

\*\*This equipment is subject to additional specifications.

**ALL UPGRADES ARE FOR RETROFIT WORK ONLY.** New construction, additions or unconditioned spaces do not qualify for incentives. All upgrades must be performed to RTF and/or utility company standards and be installed by a WA State licensed & bonded contractor, except for upgrades marked as Do-It-Yourself(DIY)self install.

**Share these specifications with your contractor to ensure your upgrades meet SLC's CEEP requirements for incentives.**

## Pre & Post Condition



R-0 to R-49 or more<sup>1</sup>

R-0 to R-11 or more<sup>1</sup>

R-0 to R-30 or more<sup>1</sup>

≥ 30% of the ductwork is outside of the envelope; sealed and insulated to utility or RTF\* standards

Replaces single or double pane, wood or metal framed windows to ≤ U .30; vinyl windows to ≤ U .22

Replaces baseboard or electric forced air furnace heating. HSPF 9+ and SEER 16+ or HSPF2 7.6+ and SEER2 15.2+

Replaces 10+ year old heat pump or forced air furnace. HSPF 9.5+ and SEER 16+ or HSPF2 8.3+ and SEER2 15.5+ or in accordance with applicable utility rebate requirements

Replaces 10+ year old electric water heater, with a 50 - 80 gallon electric heat pump water heater

Thermostat features must include occupancy sensor, outdoor temperature, and Wi-Fi capability

ENERGY STAR<sup>™</sup> rated; replaces standard 32" or 36" exterior entry door

Must be on PacifiCorp's Qualified Heat Pump Clothes Dryer list at time of purchase

# IMPORTANT NOTICE



- 1** The Sustainable Living Center's (SLC) Community Energy Efficiency Program (CEEP) incentive reward is paid directly to the customer. The customer is solely responsible for paying the total job cost to the contractor for installing the upgrades. The SLC does not play a role in the payment agreement between the contractor and the customer.
- 2** The incentive reward is based on the outlined scope of work for energy saving upgrades as per estimates submitted by a WA State licensed contractor for the customer's registered property. If the scope of work changes during installation, customers must contact the SLC for approval. Incentive rewards will be adjusted based on the approved completed work.
- 3** Completed energy upgrades undergo a quality assurance inspection to confirm their implementation at the customer's registered property.
- 4** The utility rebate amount listed on the [Incentive Estimate Form](#) is an estimate derived from the respective utility's online data. The SLC does not guarantee that customers will receive utility rebates. The customer's contractor must be a Trade Ally of the utility provider in order to be eligible for utility rebates. It is the customer's responsibility to apply for utility rebates within the specified parameters set by the utility provider.



Scan the QR Code to go the Utility Rebate Page  
or visit: [slcww.org/utility-rebates](http://slcww.org/utility-rebates).

- 5** Customers may forfeit incentive rewards if the CEEP process is not completed as outlined on page 2 and/or if upgrades are started without prior approval. CEEP incentives are not issued retroactively for completed energy upgrades.



# *Celebrating* **10+ YEARS** of Energy Efficiency!

## **2013 – 2023 CEEP Community Impact** (October 2013 through December 2023)

Total Cost of Energy Upgrade Work  
Completed through CEEP:

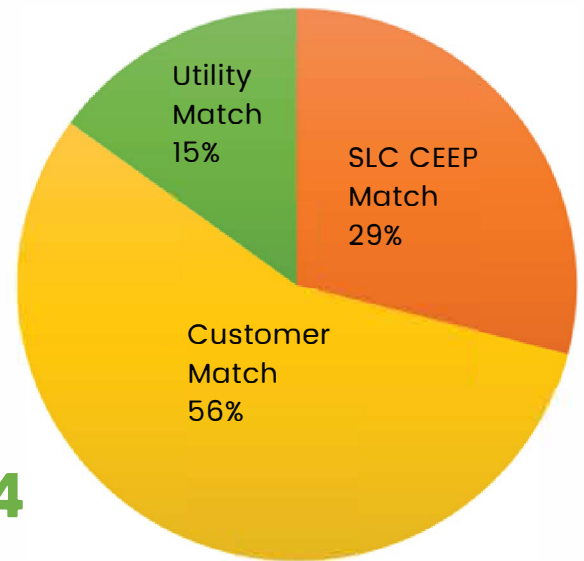
**\$11,447,402.00**

Of this total

Customers Paid **\$6,358,986**

SLC CEEP Paid **\$3,420,212**

Utility Providers Paid **\$1,668,204**



**2,515** energy saving measures were installed through CEEP by over **50** different contractors, who completed **1,253** jobs. **80%** of customers were Walla Walla County residents, **14%** of customers were Franklin County residents, and **6%** of customers were residents of Columbia County. Of the 1,253 jobs completed, **569** (45%) of the jobs received the higher tier of incentive rewards. **1,656,032** square feet of insulation were installed through CEEP, accounting for **54%** of the total installed energy upgrades. CEEP had **2,453** registered customers and performed **1,653** audits during this time period.

### **Upgrade Type & Total Installed**

Insulation – 1,656,032 sq. ft.

Duct Sealing & Insulating – 191 jobs

Windows – 5,129 windows

Ductless Heat Pumps – 344 units

Ducted Heat Pumps – 192 units

Other\* – 169 units





# What You Should Know About Hiring a Contractor

**Are you planning on hiring someone to work on your home or property? You need to Hire Smart.**

We don't usually think about financial risks when planning a home repair or remodeling project. Yet each year, the Department of Labor & Industries (LNI) hears from hundreds of homeowners who've hired someone claiming to be a "contractor." The vast majority of Washington contractors are honest, skilled, and focused on satisfying their customers; however, consumers still need to be careful. The financial consequence of a bad or abandoned job can be devastating for any homeowner.

## What can you do to protect yourself?

**Make sure you hire a registered contractor.**

### What is a registered contractor?

A registered contractor must maintain a surety bond, carry liability insurance, and have a Washington business license. This information is available online: [www.lni.wa.gov/Contractors](http://www.lni.wa.gov/Contractors).

### What work requires a registered contractor?

A list of work that must be done by a registered construction contractor can be found at [www.lni.wa.gov/RegisterAsAContractor](http://www.lni.wa.gov/RegisterAsAContractor) and clicking on "63 specialties." If your project is listed, verify that you're hiring a registered contractor at [www.lni.wa.gov/Verify](http://www.lni.wa.gov/Verify).

## Be Wary of Contractors Who:

- Provide credentials or references that can't be verified.
- Offer a special price only if you "sign today" or use other high-pressure sales techniques.
- Accept cash only, require large deposits, or the entire cost upfront.
- Ask you to pay in their name, rather than the name of a business.
- Do not provide a written contract or complete bid.
- Ask you to pick up the building permit, usually a contractor requirement (Permits are for your protection - they ensure that you'll meet building codes).
- Offer exceptionally long warranties.
- Want to do most or all the work on weekends and after-hours.
- Give you an offer that sounds "too good to be true."



# Hire Smart\*...

## **STEP 1: Create a detailed plan for your project.**

The better you can communicate to your contractor what you need, the less chance there will be for miscommunication or cost overruns.

## **STEP 2: Find potential contractors.**

Get recommendations from trusted friends, work colleagues, insurance brokers, real estate agents, and local homebuilder associations. Interview several contractors. You will want to end up with at least three written bids from registered contractors.

## **STEP 3: Check out potential contractors online.**

Go to [www.lni.wa.gov/HiringAContractor](http://www.lni.wa.gov/HiringAContractor) to verify registration to ensure they are bonded, have liability insurance, and have no outstanding infractions. Then check out their online reputation.

## **STEP 4: Compare bids submitted by the screened contractors only.**

Compare the written bids carefully. Don't just look for the lowest price!

## **STEP 5: Finalize your written agreement with the chosen contractor.**

- Review the contract, ask questions and sign only when you're comfortable with it (A signed copy of the written bid OK for small projects). Does the contract include required permits? Sales tax? Payment terms, retainage clause, and final payment requirements? Specific description of work and materials? Warranties? Start and end dates?
- Read, sign, and get a copy of the Notice to Customer. The Notice informs you of your rights, including your "right to retainage" – a percentage of the contract price you can withhold until you are satisfied. Your contractor is required to provide this before work starts. Sample notice: [www.lni.wa.gov/ModelDisclosureStatement](http://www.lni.wa.gov/ModelDisclosureStatement)
- Don't make a large deposit or pay in cash. Pay only as work is completed. Example: Demolition complete? Make a payment. Framing done? Make a payment. Contractor requesting large deposit for materials? You may pay the supplier directly.
- Ask if there will be subcontractors. Tell your contractors you expect only licensed companies on your project and request a list of all subcontractors.
- Agree to a regular check-in plan and how you'll handle any changes to your original bid or contract. Check-in by phone? Log book? Regular meetings? Make sure all change orders are in writing.

## **STEP 6: Before you make a final payment...**

- Check with permitting departments to make sure your contractor has obtained all required building, electrical, health, or environmental permits, as agreed. Then check that all inspections took place and that you have completed copies to document them.
- Obtain any lien waiver/release your contractor agreed earlier to provide. These should be signed off by subcontractors and/or suppliers to verify they have been paid for work on your property. A sample lien waiver can be found at: [www.lni.wa.gov/go/F625-029-000](http://www.lni.wa.gov/go/F625-029-000).
- Make sure you are satisfied. Do a final walk-through with the contractor to identify any remaining items that must be completed.



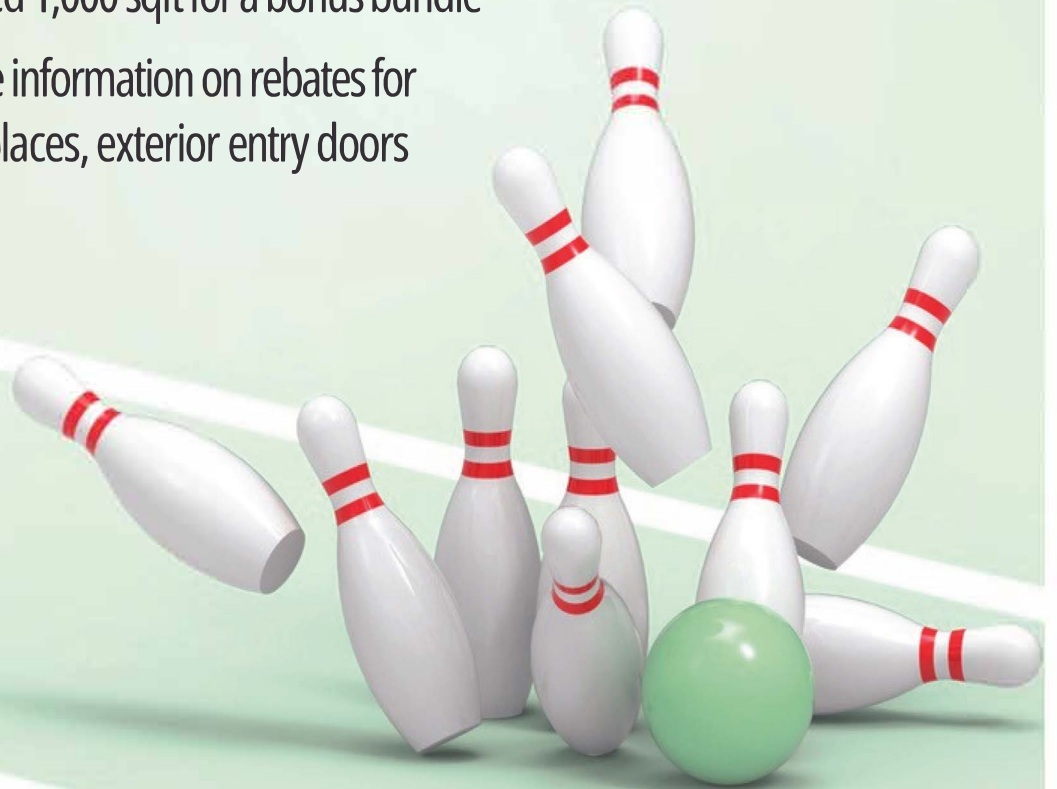
# BOWLED OVER BY ENERGY COSTS? TRY OUR REBATES

Cascade Natural Gas partners with the Sustainable Living Center to ensure customers score big for making an energy investment in their home.

## Feeling lucky?

Hit a spare by completing any two weatherization measures with a combined 1,000 sqft for a bonus bundle

Visit our website for more information on rebates for windows, furnaces, fireplaces, exterior entry doors and so much more!



*In the Community to Serve\**

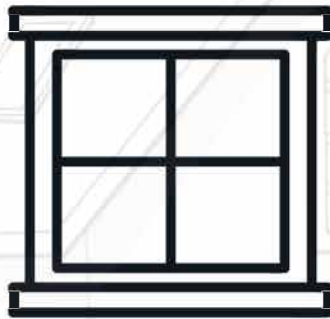
Ready to get started?  
Visit [www.cngc.com/energy-efficiency](http://www.cngc.com/energy-efficiency)  
or call  
866-626-4479

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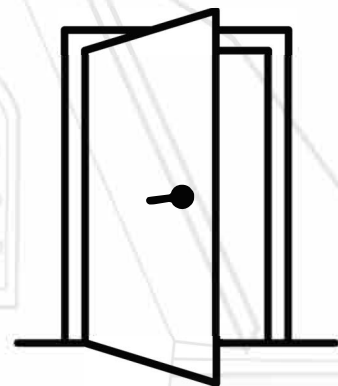
**Smith** Insulation, Inc.  
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**Walla Walla Office**

**509-529-7506**

49 Wallula Ave.

Walla Walla WA 99362

[office@smithinsulationinc.com](mailto:office@smithinsulationinc.com)



**Kennewick Office**

**509-586-0408**

331 W Columbia Dr.

Kennewick WA 99336

[emma@smithinsulationinc.com](mailto:emma@smithinsulationinc.com)

**09**

Smith Insulation is a SLC 23-25 CEEP Platinum Sponsor helping to advance energy efficiency in our community!



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- ✓ Window Upgrades
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\*See [pscuc.org/EnergySmart](http://pscuc.org/EnergySmart) for details • Equal Housing Lender • Insured by NCUA

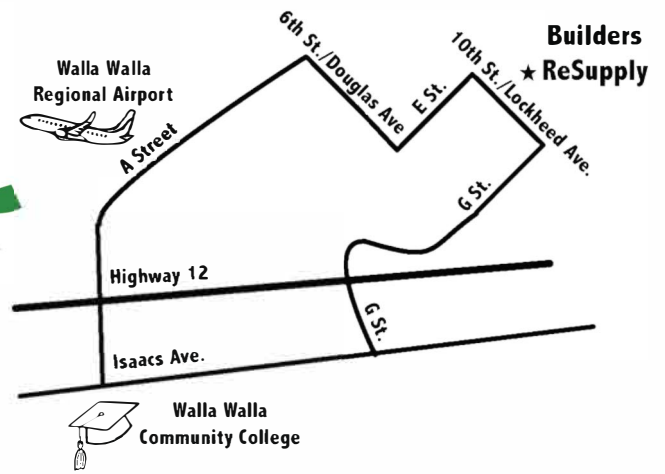


[pscuc.org/EnergySmart](http://pscuc.org/EnergySmart)  
800.273.1550





# Builders ReSupply



## Products for Donation & Resale:

Productos para Donación y Reventa:

- Appliances - Accesorios
- Bath - Bañera
- Blinds - Persianas
- Cabinets - Gabinetes
- Carpeting - Tejido de alfombra
- Doors - Puertas
- Drywall - Paneles de yeso
- Flooring - Piso
- Light Fixtures - Lámparas
- Lumber - Tablas de madera
- Mirrors - Espejos
- Moulding - Moldura
- Pipes - Tubería
- Roofing - Techumbre
- Shutters - Persianas
- Siding - Revestimiento
- Sinks - Fregaderos
- Tile - El azulejo
- Tools - Instrumentos
- Windows - Ventanas
- & More! - ¡y Más!

### Please Note:

1. All donations are subject to approval by store staff. Please call 509-525-2728 if you have any questions.
2. We cannot accept hazardous or toxic materials, or items that may present a health hazard.
3. Donations are accepted only during business hours.

### Tenga en cuenta :

1. Todas las donaciones están sujetas a la aprobación del personal de la tienda. Llame al 509-525-2728 si tiene alguna pregunta.
2. No podemos aceptar materiales peligrosos o tóxicos, o artículos que puedan presentar un peligro para la salud.
3. Se aceptan donaciones únicamente durante el horario comercial.



### Hours of Operation:

Spring & Summer Hours  
(April - September)  
Wed. through Sat.: 9 am to 6 pm

Fall & Winter Hours  
(October - March)  
Thur. through Sat.: 9 am to 4 pm

### Horas de Operación:

Horario de Primavera y Verano  
(abril - septiembre)  
Miércoles a Sábado: 9 am a 6 pm

Horario de Otoño e Invierno  
(octubre - marzo)  
Jueves a Sábado: 9 am a 4 pm

Thank you

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GRACIAS A NUESTROS PATROCINADORES



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