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| 2010-2011Washington Conservation ReportAppendix 3 |
| PacifiCorp Measure Installation Verifications |
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| Pacific Power |

**PacifiCorp Measure Installation Verifications**

**Low Income Weatherization**

All projects

* All measures are qualified through US DOE approved audit tool.
* 100% inspection by agency inspector of all homes treated reconciling work completed and quality (corrective action includes measure verification) prior to invoicing company.
* State inspector follows with random inspections.
* Company hires independent inspector to inspect between 5%-10% of homes as well (post treatment and payment).

**Home Energy Savings**

Site Inspections by Program Administrator staff for the following retrofit measures (>=5%)

* Insulation
* Windows
* CAC/HP Installs and Tune ups
* Duct Sealing

Site inspections by Program Administrator staff of all new homes measures (100%)

* Insulation
* Windows
* CAC/HP Best Practice Install, Sizing
* Duct Sealing
* CFLs

No site inspections are conducted for the following measures (unless part of new homes inspection process) however all post purchase incented measures undergo a quality assurance review prior to the issuance of the customer incentive and recording of savings i.e. proof of purchase receipt review, model number/eligible equipment review, and serial numbers are checked to ensure the Company does not double pay for the same measure or double count measure savings.

* Refrigerators
* Dishwasher
* Ceiling fans
* Light fixtures
* Clothes washers
* Water heaters
* Evaporative coolers
* Air conditioners

Other measures

* CFLs – retail channel, manufacturer agreements and program administrator sales record reviews of qualifying equipment. Invoicing and retail pricing is administered by program administrator.

**Refrigerator Recycling**

Company hires independent inspector to phone survey >=5% program participants and site inspect >=5% (minimum review of 10% of program participants) verifying program participation, eligibility of equipment, vendor pick-up procedures are followed (equipment is disabled at site, kits distributed, etc.) and customer experience.

**FinAnswer Express**

For trade ally program administrated projects

Lighting projects

* 100% pre/post site inspections by 3rd party consultant of all projects with incentives over $X,000
* 5% post site inspections by program administrator of projects with incentives under $X,000

Non-lighting projects

* 100% of applications with an incentive that exceeds $X,000 (irrigation dairy/farm and compressed air) and $XX,000 (all others) will be inspected (via site inspection) are made by program administrator.
* A minimum of 5% of remaining non-lighting applications will be inspected in accordance with an agreed upon inspection protocol, either in person or via telephone interview, by program administrator.

For Company project manager delivered projects (lighting and non-lighting)

Lighting and non-lighting

* 100% pre/post installation site inspections by 3rd party consulting engineering firms, invoice reconciled to inspection results.

**Energy FinAnswer**

All projects

* 100% pre and/or post site (no pre inspection for new construction) inspections by 3rd party engineering consultant, inspection is reconciled with project invoice for energy efficiency retrofit measures provided by customers.
* Most have a commissioning requirement.

**All Programs**

As part of the third-party program evaluations (two year cycle) process, the company is implementing semi-annual customer surveys to collect evaluation relevant data (cure for memory loss – customers moving and data not be readily available at evaluation time). This will serve as a further check verifying customer participation and measures installed.

Additional record reviews and site inspections (including metering/data logging) is conducted as part of the impact and process evaluations, a final verification of measure installations.