



## 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) 942-7565 Option 1.

#### Inspections:

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

#### Richland Energy Services Program Contacts:

Dawn (942-7436) or Jackie (942-7431)

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.
- ✓ 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:**
  - ✓ Upgraded from existing single-pane, single-pane with storms; or double-pane with metal frames with NFRC Rating of  $\leq$  U.30 and  $\leq$  U.22, respectively.
  - ✓ Energy Star exterior doors (Pre hung energy star door replacing non insulated existing door).
- **Hybrid Electric Water Heaters**
- **Other Measures:** Upgrades not on the utility's rebate list are decided on a case-by-case basis at the utility's discretion.

REBATE & LOAN PROCESSES ON NEXT PAGE

## REBATE PROCESS

- Step 1. Refer to Residential Program Rebates document for equipment requirements and rebate amounts.
- Step 2. After a job is complete, Contractor emails PDF packet of required documents to [EnergyServices@ci.richland.wa.us](mailto:EnergyServices@ci.richland.wa.us). (Refer to [Rebate Checklist](#))
- Step 3. If Rebate Packet of documents is complete, Energy Efficiency staff will issue payment. If packet is incomplete, the packet will be returned for corrections and will require a complete resubmittal.

## LOAN PROCESS

- Step 1. Contractor prepares a proposal on Richland's proposal forms. Rebates are applied against 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 and U-factors.
  - ✓ Insulation proposals should be filled out completely including square footage and R-Values.
  - ✓ Heat pump proposals are to include heat loads, balance point, and AHRI certification.
- 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 jobs), the Contractor emails an Invoice Packet to [EnergyServices@ci.richland.wa.us](mailto:EnergyServices@ci.richland.wa.us).  
Loan 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)
  - ✓ Supporting documentation as applicable:
    - Windows:
      - U-factor documentation,
      - manufacturer's warranty,
      - contractor warranty;
    - Insulation:
      - R-Value certification
      - contractor warranty;
    - Heat Pump:
      - pictures of existing equipment prior to installation
      - AHRI Cert, heat loads, and balance point if not previously submitted with Proposal.
- Step 5. City issues payment to the Contractor.