

BayREN Home+

2021 BayREN Single Family Program FAQ

2021 Single Family Program FAQ

This document outlines frequently asked questions for the BayREN Single Family Home Program implemented by the Bay Area Regional Energy Network (BayREN). Guidance in this document only pertains to BayREN Home+ projects performed in the 9 county BayREN territory and is subject to change at any time.

If you have any questions, please contact BayREN Contractor Support by emailing support@bayren.org or calling (866) 878-6008.

Contents/Quick Links

BayREN – General	Page 2
Project Eligibility	Page 3
Incentive Measure Requirements / Testing	Page 5
Project Review / Inspections / Quality Control	Page 10
Program Documentation Submittal	Page 11



BayREN Home+

2021 BayREN Single Family Program FAQ

BayREN – General

Q What is the maximum amount of rebates a customer can receive?

A A customer may receive up to \$5,000 in rebates through BayREN Home+ (this includes all bonus rebates and the \$150 CAS rebate). The customer must not have previously received a rebate for the same product or equipment from more than one energy-efficiency program offering rebates, financing or other rebates funded with PG&E ratepayer dollars within the past eight years.

Q What services does BayREN Home+ offer?

A BayREN Home+ offers the following services to qualifying customers located within the 9 bay area counties:

1. Energy Advising & individualized energy data analysis
2. Online Home Self-Evaluation & tailored recommendations
3. Free Energy Efficiency Kits (may include LEDs, high efficiency water saving devices, or a Tier II Advanced Power Strip)
4. Rebates for single measure projects and bonus rebates for more comprehensive projects (\$5,000 cap)
5. Ongoing quality assurance and quality control checks for Participating Contractors

Q How is this program different from the PG&E Advanced Home Upgrade (AHU) program?

A BayREN Home+ does not require an initial test in to receive a rebate. BayREN Home+ does not require a minimum number of measures to be eligible for rebates as stand-alone upgrade measures will be accepted.



BayREN Home+

2021 BayREN Single Family Program FAQ

Q Where can I learn more about the BayREN Programs?

A Contact a BayREN Energy Advisor by calling 866.878.6008. As an unbiased third party, the Energy Advisor will evaluate the customers motivations, goals, and budget and present options that work best to meet the customer's unique needs.

Project Eligibility

Q What types of buildings are eligible to participate in BayREN Home+?

A The following building types are eligible:

1. Single family detached buildings (row houses included regardless of how many are in a row so long as they are single family)
2. 2-4 unit buildings (Owner-occupied Condominiums or Townhomes with more than 4 units may be able to qualify. Check with BayREN Support to verify)
3. Modular homes (must be on a fixed foundation; manufactured or mobile homes do not qualify)

Q In a 2-4 unit building, is each individual unit eligible to receive rebates through BayREN Single Family Program?

A Yes. Each home or unit in a building of up 4 units is eligible to receive rebates.

Q How does BayREN handle rebates for in-law or granny units that are not on a separate meter?

A In this scenario, BayREN treats the in-law or granny unit as part of the main PG&E account and "home". Customers are only eligible for one measure per PG&E account or "home" and cannot receive a rebate for more than one heating measure.



BayREN Home+

2021 BayREN Single Family Program FAQ

Q Does the replacement of a heating system in an in-law or granny unit qualify for rebates?

A Yes, however only one heating measure per PG&E account or “home” is permitted. If the customer chooses to replace equipment in an in-law or granny unit they would not be eligible for that same measure again per BayREN program participation guidelines. Remember, the total rebate may not exceed the measure cost and all other measure requirements must be met.

Q How many eligible measures does a homeowner need to complete to qualify for a rebate?

A One or more. Although a homeowner can receive a rebate for an individual measure, it is recommended that measures be “bundled” together in-order to maximize savings.

Q Can a project receive a rebate for a home that replaces a wall/floor furnace with a central ducted system?

A No. The replacement must be a “like for like” replacement and be replacing a central ducted system.

Q If a home is all-electric or has only electric PG&E service (no gas PG&E service), is it eligible to participate?

A The home is eligible for all electric-related measures as long as a central air conditioning system or existing electric heat or heat pump system is present in the home. All-electric homes with no gas or propane are not eligible for the \$150 post-CAZ incentive.

Q If a home has gas service from PG&E but does not have electric service from PG&E, is it eligible to participate?

A The home is eligible for all gas-related measures if a gas heating system is present in the home.



BayREN Home+

2021 BayREN Single Family Program FAQ

Q What home build years are eligible for the BayREN Home+ Program?

A Homes built in 2016 or earlier are eligible to receive rebates under BayREN Home+. Homes built after 2016 are not eligible for rebates.

Incentive Measure Requirements / Testing

Q Is a computer software assessment required?

A No. However, the Participating Contractor must upload pre- and post-project data and required documentation to the Energy Portal.

Q Is Combustion Appliance Safety (CAS) Testing required for all measures?

A Projects requiring a CAS test-out must be assessed by a BPI certified Building Analyst

Projects that require a CAS test-out:

- The presence of one of the following measures in a project
 - Attic or exterior wall insulation
 - Air sealing or Duct sealing /replacement
 - Natural gas water heater or furnace
- Any project where a gas appliance is changed to electric, and the original unit shared an exhaust/flue pipe with a gas appliance that is left in operation.

Projects that do not require a CAS test-out (CAS test-out is still strongly recommended):

- All electric homes (no gas service(s) on site)
- Projects that remove all gas appliances from the home, but leave the gas meter on site
- Projects with electric-only upgrades that don't meet the above criteria
- Projects that do not include building shell-tightening measures or gas appliance measures



BayREN Home+

2021 BayREN Single Family Program FAQ

Q If a homeowner plans to do two projects at two separate times (insulation in February then a new furnace in July), can they receive can they receive the bonus rebate for a building shell and HVAC measure?

A No. The bonus rebate requires that both measures are completed within 60 days of each other. It is important that you work with a BayREN Energy Advisor if you plan to split up a project.

Q If a homeowner completes two projects at different times and has two CAS tests, can they receive a CAS rebate for both projects?

A No. Each homeowner is eligible for only one (1) CAS rebate.

Q When completing an air sealing project, can the vintage table be used as the test in?

A Yes and no. If a project includes more than just air sealing, then yes, the vintage table may be used as a test in. If a project is purely air sealing with no additional eligible measures, then a test in will need to be completed by doing a blower door test and the vintage table may not be used in place of the initial blower door test.

Q How are air sealing and duct sealing verified when relevant test-out diagnostics cannot be performed?

A Diagnostic test-out is required for verification of installed measures. When a hazardous or potentially hazardous condition in a home prevents testing related to the measures installed/to be performed, professional remediation must be included in the project's scope of work prior to testing. In the case of asbestos, all disposal or containment must follow the laws and regulations mandated by the governing agencies. BayREN does not accept alternative HERS testing verification.

Q If a 30% reduction in building air leakage is achieved through attic plane air sealing alone, can we count both attic insulation with attic plane air sealing and whole building air sealing measures?



BayREN Home+

2021 BayREN Single Family Program FAQ

A Yes. So long as both the attic insulation is \geq R44 and the 30% building leakage reduction are achieved, a customer can receive a rebate for both measures. The participating contractor must also itemize the air sealing measure on the associated invoice.

Q What qualifies as “Downsize heating and/or cooling system compared to existing system”?

A For a furnace, the downsize will be based on the input being at least 12 kBTU less than the current system. For an air conditioner or heat pump, the downsize will be based on the system size being at least 1 ton less than the current system.

An example below shows an eligible furnace downsize where the output ends up roughly the same when considering the 20 kBTU decrease for the input.

Project Status	System Size (kBTU)	AFUE %	BTU Output
Pre-Project	100	80	80,000
Post-Project	80	96	76,800

Q When performing the $\leq 10\%$ duct sealing measure on a home with two duct systems, must both systems be sealed to the leakage goal or can the two systems be averaged to gain the leakage goal?

A If a project is proposing $\leq 10\%$ sealing of existing ducts, a weighted average of the duct blaster results for the two systems must be $\leq 10\%$. Date stamped photos of the duct blaster manometer readings are required for both duct systems.

Q When performing the duct replacement $\leq 5\%$ leakage measure on a home with two duct systems, must both systems be replaced and sealed to the leakage goal or can the two systems be averaged to gain the leakage goal?

A If a project is proposing duct replacement $\leq 5\%$ leakage, then at a minimum the larger of the 2 duct systems must be replaced, and a weighted average of the duct blaster results

BayREN Home+

2021 BayREN Single Family Program FAQ

for the two systems must be $\leq 5\%$. Date stamped photos of the duct blaster manometer readings are required for both duct systems.

Q Is it mandatory to replace the entire duct system in order to receive the $\leq 5\%$ duct replacement measure?

A Yes. All accessible ducts must be replaced in order to receive the duct replacement $\leq 5\%$ leakage rebate. The only exception is in homes with more than one duct system, as stated above.

Q Can we claim the $\leq 10\%$ duct sealing or the duct replacement $\leq 5\%$ leakage measures when the furnace, air handler, or FAU are in the garage, but there are no ducts in the garage?

A If any ducts are exposed in the garage, or the furnace, air handler/FAU are located in the garage, then the $\leq 10\%$ duct measure is ineligible. However, the replacement $\leq 5\%$ measure would still be eligible.

Q There is inaccessible ductwork making it difficult to reach the $\leq 10\%$ duct sealing or the duct replacement $\leq 5\%$ leakage measure requirement. Can all accessible ductwork be sealed to receive a rebate?

A No. The duct system *must* result in $\leq 5\%$ leakage for the duct replacement measure, or $\leq 10\%$ for the sealing measure. If inaccessible ductwork prevents the system from reaching this mark, it is not eligible.

Q What combustion safety testing protocols should be utilized?

A BayREN Home+ utilizes the Building Performance Institute (BPI) 1200 S Building Standards.

Q What are the required testing methods for duct leakage and air leakage?



BayREN Home+

2021 BayREN Single Family Program FAQ

A For duct leakage, the leakage to outside method is preferred but total leakage will also be accepted. For air leakage, positive and negative pressure testing are both accepted.

Q I'm installing attic insulation in an attic with knee walls. Do the knee walls need to be insulated as well?

A Yes, all knee walls need to be sealed and insulated as part of the R44 Attic & Air Sealing. These walls should be insulated with R19 insulation or better.

Q What is the minimum requirement of attic insulation in order to qualify for the Attic Insulation incentive at \$0.75/sq ft?

A At least 50% of the attic needs to be insulated to R44. For homes with vaulted ceilings, any existing "traditional" attic will need to be fully insulated to the standards. However, the rebate may NOT exceed the installation cost.

Q What is the minimum requirement of wall insulation in order to qualify for the Wall Insulation incentive at \$0.70/sq ft?

A At least 50% of the walls need to be treated to R-13. However, the rebate may NOT exceed the installation cost.

Q I am insulating the attic in a shared attic space of a 2-4 unit eligible structure, can the unit being insulated get a rebate for attic insulation?

A Yes, the unit being directly affected can received a rebate. If the units are stacked, a rebate for attic insulation can NOT be given to the bottom unit as it will not be directly affected by the work.

Q I am insulating a unit in a 2-4 unit eligible building, can I get wall insulation rebates?

A Yes, you can get rebates for all walls that are not shared in this scenario.



BayREN Home+

2021 BayREN Single Family Program FAQ

Q I am working on insulating a garage wall that separates the garage from the home, can I get a rebate for this wall insulation?

A Yes, you can get wall insulation rebates for insulating the garage walls that are adjacent to the living space. The rebate can NOT exceed the installation cost of this work.

Q Can I install a split central 16 SEER air conditioner if the combined system efficiency results in a system that meets or exceeds the minimum SEER requirement?

A The minimum requirement for the air conditioner measure is 17 SEER, however if the contractor provides a valid AHRI certificate for the installed combination of equipment that exceeds 17 SEER or 13.3 EER, BayREN will honor the air conditioner rebate.

Q Do ductless mini-splits qualify for the heat pump measure?

A Yes. This style of heat pump is allowed; however, it must meet the heat pump measure requirements.

Q What is the HSPF requirement for heat pumps?

A 9.4 HSPF

Q Are packaged systems allowed?

A Yes. A central packaged system qualifies for an AC rebate only as long as it replaces another packaged system and meets all other measure requirements.

Q I am replacing an existing Air Conditioner and a Gas Furnace with a Heat Pump, but also installing a new High Efficiency Gas Furnace as a backup heat source. What BayREN Home+ measures would this project be eligible for?



BayREN Home+

2021 BayREN Single Family Program FAQ

A If the Heat Pump is replacing a Gas Furnace and Air Conditioner, the project is NOT eligible for the Heat Pump measure. In order to receive the Heat Pump measure, the Heat Pump must be replacing an electric heating system (served by PG&E). In this scenario, the Heat Pump replacing the Air Conditioner would qualify for the High Efficiency Air Conditioner rebate of \$800 (assuming all other requirements are met) and the High Efficiency Gas Furnace would qualify for the Gas Furnace rebate of \$300 (assuming all other requirements are met).

Q If an electric baseboard heating system is replaced with a heat pump, will the measure qualify for a rebate?

A Yes. A customer is eligible for the heat pump measure as long as replaces an existing electric heating system, the customer receives electric service from PG&E, the new heat pump replaces the entire existing electrical heating load, and a date and time stamped photograph of the existing electric heating system is provided. Also, the system must be 'Like for like', so if there is no ducting currently, then only ductless heat pumps (mini-splits) would qualify.

Q Can a home receive more than one rebate for the same measure?

A No. Only one rebate per measure per customer. If a home has more than one heating or cooling system, you can only get one rebate for the replacement. This meaning if there are two furnaces only one will be rebated.

Project Review / Inspections / Quality Control

Q How do I know if one of my projects has been selected for Quality Control (QC) verification?

A BayREN performs Field Quality Control inspections with and without contractors: (1) If you are ready to test-out your first project during Provisional status, send an email to BayREN Contractor Support by emailing support@bayren.org to inform the team of your pending test-out. Once this email is received, you should receive a response with the info of your QC inspector and available times for scheduling a time when you, your BPI analyst, and the QC inspector can all be present. The inspector observes testing procedures as well as quality of installation to ensure everything meets program requirements and expectations. (2) If a project has been selected for a QC inspector to independently test the home, a program representative will schedule this inspection directly with the homeowner, and you will be cc'd on the notification to the homeowner. It is highly recommended that you explain the QC process to your customer at the start of every job and provide their correct email and phone number to avoid delays, as these projects will be held in Pending Inspection status until the inspection passes.

Q How often will inspections occur?

A The minimum FQC inspection rate is set at 5% (1 in every 20 jobs). The Program has also established an adjustable on-site inspection rate for contractors based on job experience and performance. This inspection rate reduces as the contractor gains experience in the Program and as on-site inspections and the Participating Contractor score (described in "Evaluation of Participating Contractor" above) show the contractor is performing well. Contractors may drop down a tier if performance slips.

- Tier 3 or below - The first 3-5 jobs will be inspected on-site or mentored;
- Tier 2 - 20% of the next 20 jobs are inspected on-site (4 out of 20);
- Tier 1 - 5% of all jobs inspected on-site (1 in 20).

Q What happens after the inspection?

BayREN Home+

2021 BayREN Single Family Program FAQ

- A QC inspection failure(s) will trigger corrective action(s) to the job. Sampling rates may be increased, or other penalties introduced if inspections produce unsatisfactory results.

Program Documentation Submittal

Q Does an Incentive Enrollment Form need to be signed by each customer wishing to receive a Single Family Incentive?

- A Yes, the Incentive Enrollment form must be signed by each customer who intends to participate in the program. Submission of the Enrollment form using the EnergyPortal is optional. However, BayREN may request a copy of the form.

Q What needs to be shown on invoice documentation when a customer's ducts are replaced for the duct replacement \leq 5% leakage or less?

- A Ducts replaced to \leq 5% leakage are required to be itemized on the invoice (e.g., "Ducts replaced and sealed to \leq 5%"). As a general rule, all measures installed need to be itemized on the invoice separately, including the CAZ testing. The final invoice submitted is also required to be marked "Paid in Full." If the project is financed, the contractor will need to outline the financing terms. If the contractor is designated as the incentive payee, the final incentive amount must be deducted from the invoice subtotal.

Q Who can receive the incentive payment?

- A Anyone can receive the incentive payment. However, if the recipient (payee) is not the PG&E account holder, a W-9 form must be submitted for the payee, including for the contractor. Applications marked as 'contractor payee' when there is no W-9 form on file will be flawed until the W-9 is completed, submitted, and the contractor set up for payment in the Portal.

Q What amount should be entered for "aggregate project cost" on the Data Collection form?



BayREN Home+

2021 BayREN Single Family Program FAQ

A Aggregate project cost is the total cost for all incentivized Single Family measures plus the CAZ test-in. This means that any measures for which the customer will not be receiving incentives should not be included.

Q What amount should be entered for “itemized measure cost” on the Data Collection form?

A Itemized measure cost is the total cost, including all materials and labor, for the measure. In cases when contractor pricing is bundled or not typically itemized, the approximate customer cost for the measure is acceptable.

Q What documentation is required to receive the HVAC System Sizing (downsizing) rebate?

A A photo of the existing condenser label showing the model number or a Manual S report stating the recommendation.