



## Quality Assurance Review Frequently Asked Questions

- 1. What if we can't obtain the service ID #'s to input in the Utility Service Information section?**

Any homeowner that has received a utility bill should be able to provide you with a copy. If you absolutely can't find them, the homeowner can call PG&E customer service at 1-800-743-5000 to retrieve them. We can try to track them down, but it may delay the processing of your job.
- 2. Are we required to provide pictures?**

We require photos of all claimed measures. This includes existing conditions and upgraded measures. Required photos are listed in the 2019 Job Submission Guide.
- 3. How are we supposed to test sealed combustion units?**

You are supposed to test worst case depressurization in the Combustion Appliance Safety (CAS) and test for carbon monoxide (CO) if possible at the flue termination.
- 4. Do we need to start submitting invoices now?**

We will accept an un-signed scope of work with the test-in submission, but you must submit a signed proposal or other signed proof of a financial and contractual agreement between you and the occupants/homeowner with the test-out documentation.
- 5. Do we still test homes that have asbestos tape around the joints of the duct work?**

BPI protocols say to not negatively depressurize the house with a blower door under those circumstances. Running a forced air unit can also negatively depressurize parts of a house, pulling asbestos into the living space. We don't require that you do a blower door test or duct testing when asbestos is present, but you should still be doing combustion testing. We encourage you to use your professional judgment to determine the appropriate testing. If you do limit testing, make sure you explain what you skipped and why in the Test Measurements form notes section.
- 6. If asbestos is present and a duct test or blower door test is not performed can the customer still receive a rebate if they decide to not remove the asbestos?**

No, a customer would not be able to receive a rebate if they choose not to remove the asbestos. In order to participate in Advanced Home Upgrade, a customer must do a minimum of 4 measures, 2 of which are building shell and 1 HVAC (minimum of 5 measures in BayREN territory, including Ultimate Comfort). Per Program requirements, a blower door test must be completed for any shell measures and duct testing must be completed for any HVAC measures by test-out. However, if leakage is not verified at test-in, savings related to a reduction in leakage cannot be claimed at test-out.



7. **Which duct leakage test do you want?**  
Must use the same testing method at test-in and test-out, either Duct Leakage to Outside (DLTO) or Total Duct Leakage (TDL).
8. **Is CAS testing still required if the owners are not going to replace the furnace and water heater?**  
Yes, you still need to do full combustion testing. There may be existing dangerous conditions. BPI requires that you test before doing any work.
9. **In SMUD service area the verification has been done by Efficiency First CA. Will there ever be a case of both Efficiency First CA and BIG doing verification?**  
Build It Green (BIG) and Efficiency First CA are coordinating the Quality Assurance Field Verifications. In the instance where a homeowner is contacted twice for a PG&E Whole House Rebate Program field verification, they can contact BIG to decline a second one.
10. **Can you go back and add additional building details on a post-install application if you did not add them initially to the pre-install application and have already uploaded the documents?**  
Once the pre-application has been submitted and approved, you will not be able to change the building details. Be sure to double check your application before submitting it.
11. **What if an incentive doesn't show in the Home Upgrade Portal?**  
If you enter all the required data, add an incentive, and follow all the steps on the QA Review Checklist, and there is still no incentive, contact us at [desktopqareview@builditgreen.org](mailto:desktopqareview@builditgreen.org) for assistance.
12. **Is it better to pressurize or depressurize for building leakage testing?**  
There is no correct answer. Different people advocate different approaches. If there is asbestos, you don't want to depressurize. If there are ashes in the fireplace, you don't want to depressurize unless you seal the fireplace.
13. **Are you supposed to do CAS testing on a dryer?**  
You should do limited CAS testing on gas fuel dryers — check for CO at the flue termination and take an ambient CO measurement in the vicinity of the dryer.
14. **Can you speak to Combustion Ventilation Air (CVA) in more detail?**  
The BPI standards and our [Whole House Combustion Appliance Safety Protocols](#) explain how to calculate CVA in detail. Please refer to those documents.



15. **Does the Building Permit need to be "finalized" before submission?**

Yes. PG&E requires Build It Green to collect finalized building permits for all Air Conditioning and Heat Pump upgrades.