

The Verification Visit: What Homeowners Can Expect

Who is Build It Green?

Build It Green is a membership supported non-profit organization whose mission is to promote healthy, energy- and resource-efficient homes in California. Build It Green is the prime for a team of expert subcontractors who together comprise program administration for Energy Upgrade California in PG&E service territory. Build It Green leads the coordination of pre-work and post-work Quality Control (QC), an integral part of the Home Upgrade Program, of which you are a participating homeowner. Additionally, Build It Green trains contractors on how to use a whole-house approach to retrofitting homes for efficiency, comfort, durability, health and safety.

Verification Process Followed by Field QC Verifiers:

Before the field verification, the verifier will review the house data reported by the contractor. The verifier will discuss the QC process with the homeowner and the home performance work completed or planned in the home. The field verifier then visually inspects the house and uses diagnostic tools as needed to verify the contractor's data. The verifier will not discuss any inspection results with the homeowner. The homeowner may ask the contractor for the results or may call BIG directly at (510) 590-3360 ext.607 or by email to fieldQC@builditgreen.org.

Why We Conduct Verifications

All participating contractors in the Program are subject to review by Build It Green-selected QC verifiers. Our QC program ensures that the participating contractor's work meets or exceeds program requirements and each homeowner receives high quality work. Each contractor will have 5% to 15% of his/her jobs verified before or after the work is complete.

About Our Verifiers

Our QC verifiers are experienced contractors and trainers who have exceeded the requirements of our Home Performance with ENERGY STAR® program. These contractors have signed our Privacy Policy and demonstrated their commitment to high quality home performance contracting services in California.

Prepare for your verification visit by making available the following:

- 1) **Yourselves:** the verifier will have a short conversation with you about your experience with your home's energy upgrade.
- 2) **Documents:** paperwork provided to you by the contractor who did the work such as a homeowner summary report, utility bill information, proposal, homeowner agreement, etc.
- 3) **Pathways:** the verifier will need to inspect areas of the home where work was completed such as the attic, crawlspaces, utility rooms, floor/wall/ceiling registers, etc.

If you have any questions or concerns about your home verification visit, contact BIG directly at (510) 590-3360 ext.607 or by email to fieldQC@builditgreen.org

