

CONTRACT REQUEST FORM (CRF)

CEC-94 (Revised 11/10)

CALIFORNIA ENERGY COMMISSION



New Contract - - Amendment to Existing Contract: 400-09-032 Amendment Number: 1

Division	Contract Manager:	MS-	Phone	CM Training Date
400 Efficiency Renewable Energy Division	Jenny Wu	26	916-651-3738	7/26/10

Contractor's Legal Name	Federal ID Number
City of Fresno	94-6000338

Title of Project
Fresno Regional Comprehensive Residential Retrofit Program

Term	Start Date	End Date	Amount
New/Original Contract	06 / 30 / 10	06 / 14 / 12	\$ 1,899,899

Line up the Amendment information as best as possible in the following boxes

Amendment #	End Date (mm/dd/yy)	Amount
1	06/14/12	\$500,000

Business Meeting Information			
Proposed Business Meeting Date	9/7/11	<input type="checkbox"/> Consent	<input checked="" type="checkbox"/> Discussion
Business Meeting Presenter	Jenny Wu	Time Needed:	5 minutes

Agenda Item Subject and Description
Possible approval of Amendment 1 to Contract 400-09-032 with the City of Fresno Sustainable Fresno Division to add \$500,000 to the Program to support existing program activities and further program coverage in the San Joaquin area to include Tulare County.

Business Meeting approval is not required for the following types of contracts: <i>Executive Director's signature is required in all cases.</i>
<input type="checkbox"/> Contracts less than \$10k (<i>Policy Committee's signature is also required</i>)
<input type="checkbox"/> Amendment for a no-cost time extension. Must be first extension, less than one year and original contract less than \$100k.
<input type="checkbox"/> Contracts less than \$25k for Expert Witness in Energy Facility licensing cases and amendments.

Purpose of Contract or Purpose of Amendment, if applicable
Possible approval of Amendment 1 to Contract 400-09-032 with the City of Fresno to add \$500,000 to further program footprint in the San Joaquin region. Currently, the contract promotes residential retrofit projects in Fresno and Kern Counties by offering California HERS Whole-House Rating services to homeowners, Building Performance Institute certification training for contractors, and public education of the whole-house approach to consumers and program partners. The additional funding will support existing program activities and further program coverage in the San Joaquin area to include Tulare County.



- The Services Contracted:
 - are not available within civil service
 - cannot be performed satisfactorily by civil service employees
 - are of such a highly specialized or technical nature that the expert knowledge, expertise, and ability are not available through the civil service system.
- The Services are of such an:
 - urgent
 - temporary, or
 - occasional nature

that the delay to implement under civil service would frustrate their very purpose.

Justification:

The Program is federally funded under the American Recovery and Reinvestment Act of 2009. The Program is designed to stimulate job creation and generate energy savings through energy efficiency improvements. The funding is one-time only, for specific purposes and is to be deployed within a short period (by mid-June 2012)

Payment Method

- A. Reimbursement in arrears based on:
 - Itemized Monthly Itemized Quarterly Flat Rate One-time
- B. Advanced Payment
- C. Other, explain:

Retention

- 1. Is contract subject to retention? No Yes
- If Yes, Do you plan to release retention prior to contract termination? No Yes

Justification of Rates

The City of Fresno is a local government agency and their compensation is determined by civil service classifications.

Disabled Veteran Business Enterprise Program (DVBE)

- 1. Not Applicable
- 2. Meets DVBE Requirements DVBE Amount:\$ _____ DVBE %: _____
 - Contractor is Certified DVBE
 - Contractor is Subcontracting with a DVBE: _____
- 3. Requesting DVBE Exemption (attach CEC 95)

Is Contractor a certified Small Business (SB), Micro Business (MB) or DVBE?

- No Yes
- If yes, check appropriate box: SB MB DVBE

Is Contractor subcontracting any services?

- No Yes
- If yes, give company name and identify if they are a Small Business (SB), Micro Business (MB) and/or DVBE:
- ConSol No SB MB DVBE
- Strategic Energy Innovations No SB MB DVBE
- Staples Communications No SB MB DVBE

Miscellaneous Contract Information

- 1. Will there be Work Authorizations? No Yes
 - 2. Will there be IT expenditures? No Yes
 - 3. Is the Contractor providing confidential information? No Yes
 - 4. Is the contractor going to purchase equipment? No Yes
 - 5. Check frequency of progress reports
 - Monthly Quarterly Per invoice period
 - 6. Will a final report be required? No Yes
 - 7. Is the contract, with amendments, longer than a year? If yes, why? No Yes
- Funding for ARRA EECBG contracts end on June 14, 2012

CONTRACT REQUEST FORM (CRF)



The following items should be attached to this CRF			
1. Scope of Work, Attach as Exhibit A.	<input type="checkbox"/> N/A	<input checked="" type="checkbox"/> Attached	
2. Budget Detail, Attach as Exhibit B.	<input type="checkbox"/> N/A	<input checked="" type="checkbox"/> Attached	
3. CEC 96, NCB Request	<input type="checkbox"/> N/A	<input type="checkbox"/> Attached	
4. CEC 30, Survey of Prior Work	<input type="checkbox"/> N/A	<input type="checkbox"/> Attached	
5. CEC 95, DVBE Exemption Request	<input type="checkbox"/> N/A	<input type="checkbox"/> Attached	
6. Draft CEQA Notice of Exemption (NOE)	<input type="checkbox"/> N/A	<input type="checkbox"/> Attached	
7. Resumes	<input type="checkbox"/> N/A	<input type="checkbox"/> Attached	

 Contract Manager Date Office Manager Date Deputy Director Date

The following signatures are only required when contract approval is delegated to the Executive Office and not approved at a Business Meeting. See Business Meeting Information Section.

 Presiding Policy Committee Date Associate Policy Committee Date Executive Director Date

Exhibit A

SCOPE OF WORK

TECHNICAL TASK LIST

Task #	CPR	Task Name
1	N/A	Administration
1.1		Attend Kick-off Meeting
1.2		CPR Meetings
1.3	x	Final Meeting
1.4		Monthly Progress Reports
1.5		Final Report
1.6		Identify and Obtain Leverage Funds
1.7		Identify and Obtain Required Permits
1.8		Electronic File Format
1.9		Submission of Waste Management Plan Framework and Waste Management Plan
1.10		Historical Preservation Consultation
2		Program Delivery
2.1		Overall Program Development and Management
2.2		Program Assessment and Infrastructure Development
2.2.1		Financing
2.2.2		Rebates
2.2.3		Free HERS Ratings/Energy Audits (Test-in)
2.3		Workforce Development and Contractor and Rater Training and Support and No-cost HERS Whole-House Audits
2.3.1		Workforce Development
2.3.2		No-cost HERS Ratings/Energy Audits
2.4		Program Marketing and Communication
2.4.1		Marketing Strategy
2.4.2		Marketing Collateral
2.4.3		Marketing Outreach
2.5		Testing and Implementation of HERS II HERS Whole--House (HERS II) beta-energy audit tool <u>pilot</u>
2.6		Program Recruitment
2.6.1		Homeowner Recruitment
2.6.2		Retrofit Contractor Recruitment
2.7		Customer Service
2.7.1		Call and E-mail Center
2.7.2		Customer Satisfaction Surveys
2.8		Report Installations
2.9		Quality Assurance Process
2.10		Verification of Energy Savings
2.10.1		Utility Bill and HERS II HERS Whole--House Energy Savings Database Input

GLOSSARY

Specific terms and acronyms used throughout this work statement are defined as follows:

Acronym	Definition
ARRA	American Reinvestment and Recovery Act
BPI	Building Performance Institute
CPR	Critical Project Review
DOE	U.S. Department of Energy
EECBG	Energy Efficiency Community Block Grant
EEM	Energy Efficiency Mortgage
EM&V	Energy Measurement and Verification
FHA	Federal Housing Administration
FRCRR	Fresno Regional Comprehensive Residential Retrofit
HERS	Home Energy Rating System
IOU	Investor Owned Utility
MOU	Memorandum of Understanding
NEPA	National Environmental Policy Act
NHPA	National Historic Preservation Act
PACE	Property Assessed Clean Energy
SEP	State Energy Program
UCC.1	Uniform Commercial Code (Financing Statement)
WIB	Workforce Investment Board

DEFINITIONS

The following definitions apply throughout this Agreement:

“Contractor” means the entity that receives funding directly from the Energy Commission under this Agreement. The Contractor is defined as a “subrecipient” under Federal law (see Office of Management and Budget (OMB) Circular A-133, Subpart A, Section .105 and Subpart B, Section .210).

“Subaward” means an award made by the Contractor to a subawardee or vendor.

“Subawardee” means any entity other than a vendor that receives funding from the Contractor to carry out or support any portion of this Agreement.

“Subcontractor” means a subawardee or vendor.

“Vendor” means any entity defined as such by OMB Circular A-133 (see Subpart A, Section .105 and Subpart B, Section .210).

FUNDING SOURCE

This Agreement is being funded by the California Energy Commission (Energy Commission), under the American Recovery and Reinvestment Act of 2009 (ARRA) by the U.S. Department of Energy (DOE) through the Energy Efficiency and Conservation Block Grant (EECBG), number DE-EE0000905. It is hereby understood and agreed that this Agreement shall be governed by the laws of the State of California (State) as to interpretation and performance.

All work and/or the expenditure of funds (Commission-reimbursed and/or match share) must occur within the approved term of this Agreement. The Commission cannot authorize any payments until all parties sign this Agreement.

PROBLEM STATEMENT

The California Energy Commission (Energy Commission) is implementing multiple strategies to promote energy efficiency statewide, including regional, comprehensive residential energy efficiency retrofit programs for existing single- and multi-family residences. Comprehensive residential energy efficiency retrofit projects are proven to reduce energy consumption, dependence on fossil fuels, and greenhouse gas (GHG) emissions. The Energy Commission has received funding for the EECBG Program under ARRA to advance these goals and to stimulate the economy. A critical strategy of the Energy Commission is to ensure that at the regional level, local communities have the capacity, expertise and leadership to implement current and anticipated energy efficiency retrofit programs, including energy efficiency programs consistent with AB 758, Property Assessed Clean Energy (PACE) financing authorized in California under AB 811, and HOME STAR Energy Retrofit Act of 2010 as proposed by Congress. Because the viability of PACE programs is in question at the time of the execution of this Agreement, the Energy Commission is further seeking to ensure that local and regional programs include alternative financing options in addition to PACE. The Energy Commission is also initiating *Energy Upgrade California*, a statewide energy retrofit program designed to facilitate energy retrofits in residential and commercial buildings.

The San Joaquin Valley region has high rates of unemployment and a shortage of skilled professionals to effectively address comprehensive energy efficiency retrofits for residences. The Fresno Regional Comprehensive Residential Retrofit Program (FRCRR Program) is designed to expand energy efficiency ratings ~~in the Fresno and Kern county areas and to train and to develop a highly skilled workforce to perform whole-house~~ home energy retrofits in the San Joaquin region, with Fresno, Kern and Tulare counties as key target areas.

Goals and Objectives of the Agreement

The goals of FRCRR Program mirror those of the American Recovery and Reinvestment Act of 2009 (ARRA): (a) energy savings, (b) job creation/ preservation, and (c) economic recovery. The proposed program has been designed to create jobs and stimulate the economy through a comprehensive program to implement energy retrofits in existing residential buildings.

The goals and objectives of this Agreement are to establish a comprehensive residential building energy efficiency retrofit program as a regional priority ~~in Fresno and Kern Counties~~[±] with the following key components:

[±] ~~Any funding in excess of \$1.5 million under this Agreement shall be used for expansion of the FRCRR Program into Kern County.~~

- Targeted information to recruit residential building owners to participate;
- Training and support for the workforce needed to provide whole-house retrofits;
- Access to and facilitation of retrofit financing through municipal financing district programs and other Federal Housing Administration (FHA) and Housing and Urban Development (HUD) financing and private financing, and other utility and local incentives;
- Support and engagement of the local infrastructure of building performance contractors and home energy raters to provide energy audits, ratings and quality assurance of retrofits.

The comprehensive program will build on the concepts of HERS II and Home Performance with Energy Star to deliver comprehensive, whole-house energy efficiency measures that consider the interactive nature of the energy features of a home. The FRCRR Program will collaborate with local entities in the region to ensure program success, including local and regional training and education and job placement initiatives, workforce investment boards, community colleges and organizations receiving ARRA State Energy Program (SEP) Clean Energy Workforce Training Program grants; local and regional programs providing ARRA SEP and HUD financing, including PACE (when not inhibited by the Federal Housing Financing Agency (FHFA)) and other secured and unsecured financing, Neighborhood Stabilization Program (NSP), Energy Efficiency Mortgage (EEM) and FHA 203K financing. The FRCRR Program will collaborate with national and state comprehensive residential building energy efficiency retrofit programs, including Home Performance with Energy Star, Building Performance Institute standards, certification and accreditation, and utility whole-house retrofit programs. The program will maximize program success by leveraging other funding available throughout the region, including local EECBG direct grants and other local programs targeting residential energy efficiency retrofits.

The funding provided under this Agreement will support activities associated with increasing the capacity, expertise and readiness of FRCRR Program to accomplish comprehensive residential retrofits, including but not limited to: 1) targeted information to recruit residential building owners to participate; 2) training and support for the workforce needed to provide whole-house/whole-building retrofits; 3) access to and facilitation of retrofit financing through municipal financing programs utilizing PACE and other financing mechanisms, and/or other FHA and HUD financing and other utility or local incentives; and 4) support and engagement of the local infrastructure of building performance contractors and home energy raters to provide energy audits, ratings and quality assurance of retrofits.

TASK 1.0 ADMINISTRATION

MEETINGS

Subtask 1.1 Attend Kick-off Meeting

The goal of this task is to establish the lines of communication and procedures for implementing this Agreement.

The Contractor shall:

- Attend a “kick-off” meeting with the Commission Contract Manager, the Contracts Officer, and a representative of the Accounting Office. The Contractor shall bring their Project Manager, Contracts Administrator, Accounting Officer, and others designated by the Commission Contract Manager to this meeting. The administrative and technical aspects of this Agreement will be discussed at the meeting. Prior to the kick-off meeting, the Commission Contract Manager will provide an agenda to all potential meeting participants.

The administrative portion of the meeting shall include, but not be limited to, the following:

- Terms and Conditions of the Agreement
- CPRs (Subtask 1.2)
- Leverage fund documentation (Subtask 1.6)
- Permit documentation (Subtask 1.7)
- Training on ARRA reporting requirements
- Waste Management Plan Requirements (Subtask 1.9)
- Historic Preservation and Consultation Requirements (Subtask 1.10)
- Prohibition on activities that would require compliance with the Davis-Bacon Act
- Coordination with the Energy Commission’s Statewide ARRA branding effort – *Energy Upgrade California*
- Use of *Energy Upgrade California* Identity Mark/Logo, as specified in Exhibit D
- Prohibition on KEMA Inc. or its subsidiary known as KEMA Services Inc. from performing services as a subcontractor or other lower-tier contractor to achieve the objectives of this Agreement
- Access to and use of intellectual property
- Restriction on activities that would trigger an initial study or environmental analysis under the California Environmental Quality Act

The technical portion of the meeting shall include, but not be limited to, the following:

- The Commission Contract Manager’s expectations for accomplishing tasks described in the Scope of Work
- An updated Schedule of Deliverables
- An updated Gantt Chart
- Progress Reports (Subtask 1.4)
- Technical Deliverables
- Final Report (Subtask 1.5)

The Commission Contract Manager shall designate the date and location of this meeting.

Contractor Deliverables:

- An Updated Schedule of Deliverables
- An Updated Gantt Chart
- An Updated List of Leverage Funds
- An Updated List of Permits

Commission Contract Manager Deliverables:

- Final Report Instructions
- Commission Contract Manager Approval of Contractor Deliverables

Subtask 1.2 CPR Meetings

The goal of this task is to determine if the project should continue to receive Energy Commission funding to complete this Agreement and if it should, are there any modifications that need to be made to the tasks, deliverables, schedule or budget.

CPRs provide the opportunity for frank discussions between the Energy Commission and the Contractor. CPRs generally take place at key, predetermined points in the Agreement, as determined by the Commission Contract Manager and as shown in the Technical Task List above and in the Schedule of Deliverables. However, the Commission Contract Manager may schedule additional CPRs as necessary, and any additional costs will be borne by the Contractor.

Participants include the Commission Contract Manager and the Contractor, and may include the Commission Contracts Officer, other Energy Commission staff and Management as well as other individuals selected by the Commission Contract Manager to provide support to the Energy Commission.

The Commission Contract Manager shall:

- Determine the location, date and time of each CPR meeting with the Contractor. These meetings generally take place at the Energy Commission, but they may take place at another location.
- Send the Contractor the agenda and a list of expected participants in advance of each CPR. If applicable, the agenda shall include a discussion on both leverage funding and permits.
- Conduct and make a record of each CPR meeting. One of the outcomes of this meeting will be a schedule for providing the written determination described below.
- Determine whether to continue the project, and if continuing, whether or not to modify the tasks, schedule, deliverables and budget for the remainder of the Agreement, including not proceeding with one or more tasks. If the Commission Contract Manager concludes that satisfactory progress is not being made, this conclusion will be referred to the Energy Commission's ARRA Committee for its concurrence.
- Provide the Contractor with a written determination in accordance with the schedule. The written response may include a requirement for the Contractor to revise one or more deliverable(s) that were included in the CPR.

The Contractor shall:

- Prepare a CPR Report for each CPR that discusses the progress of the Agreement toward achieving its goals and objectives. This report shall include recommendations and conclusions regarding continued work of the projects. This report shall be submitted along with any other deliverables identified in this Scope of Work. Submit these documents to the Commission Contract Manager and any other designated reviewers at least five (5) working days in advance of each CPR meeting.
- Present the required information at each CPR meeting and participate in a discussion about the Agreement.

Contractor Deliverables:

- CPR Report(s)
- CPR deliverables identified in the Scope of Work

Commission Contract Manager Deliverables:

- Agenda and a List of Expected Participants
- Schedule for Written Determination
- Written Determination
- Commission Contract Manager Approval of Contractor Deliverables

Subtask 1.3 Final Meeting

The goal of this task is to closeout this Agreement.

The Contractor shall:

- Meet with the Energy Commission to present the findings, conclusions, and recommendations. The final meeting must be completed during the closeout of this Agreement.

This meeting will be attended by, at a minimum, the Contractor, the Commission Contracts Officer, and the Commission Contract Manager. The technical and administrative aspects of Agreement closeout will be discussed at the meeting, which may be two separate meetings at the discretion of the Commission Contract Manager.

The technical portion of the meeting shall present findings, conclusions, and recommended next steps (if any) for the Agreement. The Commission Contract Manager will determine the appropriate meeting participants.

The administrative portion of the meeting shall be a discussion with the Commission Contract Manager and the Contracts Officer about the following Agreement closeout items:

- What to do with any state-owned equipment (Options)
- Need to file UCC.1 form re: Energy Commission's interest in patented technology
- Energy Commission's request for specific "generated" data (not already provided in Agreement deliverables)
- Need to document Contractor's disclosure of "subject inventions" developed under the Agreement
- "Surviving" Agreement provisions, such as repayment provisions and confidential deliverables
- Final invoicing and release of retention
- Prepare a schedule for completing the closeout activities for this Agreement.

Contractor Deliverables:

- Written documentation of meeting agreements and all pertinent information
- Schedule for completing closeout activities

Commission Contract Manager Deliverables:

- Commission Contract Manager Approval of Contractor Deliverables

REPORTING

See Exhibit D, Reports/Deliverables/Records and Exhibit E, Reporting and Registration Requirements Under Section 1512 of ARRA.

Subtask 1.4.1 Monthly Progress Reports

The goal of this task is to periodically verify that satisfactory and continued progress is made towards achieving the program implementation objectives of this Agreement. This task includes the mandatory reporting activities listed in the “Reporting and Registration Requirements under Section 1512 of ARRA” paragraph of Exhibit E. This task will incorporate other reports described below as agreed to in the Implementation Plan.

The Contractor shall:

- Prepare progress reports which summarize all Agreement activities conducted by the Contractor for the reporting period, including an assessment of the ability to complete the Agreement within the current budget and any anticipated cost overruns. Each progress report is due to the Commission Contract Manager within ten (10) working days after the end of the reporting period. Attachment A-2, Progress Report Format, provides the recommended specifications. In addition to the above requirements, the Contractor shall comply with Reporting and Registration Requirements under Section 1512 of ARRA.

Contractor Deliverables:

- Monthly Progress Reports, to include meeting minutes and program status updates

Commission Contract Manager Deliverables:

- Commission Contract Manager’s approval of Contractor Deliverables

Subtask 1.4.2 Invoices

The goal of this task is to tender all invoices in a timely fashion and in conformity with Energy Commission invoicing procedures.

The Contractor shall:

- Prepare and submit all contract expenses at each stage identified in the program schedule to the Energy Commission’s Accounting Office
- Monitor payment of all subcontractor invoices and disburse funds as appropriate

Contractor Deliverables:

- Invoices for all allowable project expenses
- Documentation as needed to support the invoices

Commission Contract Manager Deliverables:

- Commission Contract Manager’s approval of Contractor Deliverables

Subtask 1.5 Final Report

The goal of this task is to prepare a comprehensive written Final Report that describes the original purpose, approach, results and conclusions of the work done under this Agreement. The Commission Contract Manager will review and approve the Final Report. The Final Report must be completed on or before the termination date of the Agreement.

The Final Report shall be a public document. If the Contractor has obtained confidential status from the Energy Commission and will be preparing a confidential version of the Final Report as

well, the Contractor shall perform the following subtasks for both the public and confidential versions of the Final Report.

Subtask 1.5.1 Final Report Outline

The Contractor shall:

- Prepare a draft outline of the Final Report.
- Submit the draft outline of Final Report to the Commission Contract Manager for review and approval. The Commission Contract Manager will provide written comments back to the Contractor on the draft outline within ten (10) working days of receipt. Once agreement has been reached on the draft, the Contractor shall submit the final outline to the Commission Contract Manager. The Commission Contract Manager shall provide written approval of the final outline within 5 working days of receipt.

Contractor Deliverables:

- Draft Outline of the Final Report
- Final Outline of the Final Report

Commission Contract Manager Deliverables:

- Commission Contract Manager Approval of Contractor Deliverables

Subtask 1.5.2 Final Report

The Contractor shall:

- Prepare the draft Final Report for this Agreement in accordance with the approved outline
- Submit the draft Final Report to the Commission Contract Manager for review and comment. The Commission Contract Manager will provide written comments within ten (10) working days of receipt.
- Submit one bound copy of the Final Report with the final invoice

Contractor Deliverables:

- Draft Final Report
- Final Report

Commission Contract Manager Deliverables:

- Commission Contract Manager Approval of Contractor Deliverables

LEVERAGE FUNDS, PERMITS, AND ELECTRONIC FILE FORMAT

Subtask 1.6 Identify and Obtain Leverage Funds

The goal of this task is to ensure that the leverage funds planned for this Agreement are obtained for and applied to this Agreement during the term of this Agreement.

The costs to obtain and document leverage fund commitments are not reimbursable through this Agreement. While the budget for this task will be zero dollars, the Contractor may utilize leverage funds for this task. Leverage funds shall be spent concurrently or in advance of local ARRA direct EECBG funds during the term of this Agreement. Leverage funds must be identified in writing, and the associated commitments obtained before the Contractor can incur any costs for which the Contractor will request reimbursement.

The Contractor shall:

- Prepare a letter documenting the leverage funding committed to this Agreement and submit it to the Commission Contract Manager at least two (2) working days prior to the kick-off meeting:
 1. If no leverage funds were part of the proposal that led to the Energy Commission awarding this Agreement and none have been identified at the time this Agreement starts, then state such in the letter
 2. If leverage funds were a part of the proposal that led to the Energy Commission awarding this Agreement, then provide in the letter

A list of the leverage funds that identifies the:

- Amount of each cash leverage fund, its source, including a contact name, address and telephone number and the task(s) to which the leverage funds will be applied
- Amount of each in-kind contribution, a description, documented market or book value, and its source, including a contact name, address and telephone number and the task(s) to which the leverage funds will be applied. If the in-kind contribution is equipment or other tangible or real property, the Contractor shall identify its owner and provide a contact name, address and telephone number, and the address where the property is located.
- Discuss leverage funds and the implications to the Agreement if they are significantly reduced or not obtained as committed, at the kick-off meeting. If applicable, leverage funds will be included as a line item in the progress reports and will be a topic at CPR meetings.
- Provide the appropriate information to the Commission Contract Manager if during the course of the Agreement additional leverage funds are received
- Notify the Commission Contract Manager within ten (10) working days if during the course of the Agreement existing leverage funds are reduced. Reduction in leverage funds may trigger an additional CPR

Contractor Deliverables:

- A letter regarding source of all Leverage Funds
- Letter that Leverage Funds were Reduced (if applicable)

Commission Contract Manager Deliverables:

- Commission Contract Manager Approval of Contractor Deliverables

Subtask 1.7 Identify and Obtain Required Permits

The goal of this task is to obtain all permits required for work completed under this Agreement in advance of the date they are needed to keep the Agreement schedule on track.

Permit costs and the expenses associated with obtaining permits are not reimbursable under this Agreement. While the budget for this task will be zero dollars, the Contractor shall show any leverage funds used for this task. Permits must be identified in writing and obtained before the Contractor can incur any costs related to the use of the permits for which the Contractor will request reimbursement.

The Contractor shall:

- Prepare a letter documenting the permits required to conduct this Agreement and submit it to the Commission Contract Manager at least 2 working days prior to the kick-off meeting:
 1. If there are no permits required at the start of this Agreement, then state such in the letter.
 2. If it is known at the beginning of the Agreement that permits will be required during the course of the Agreement, provide in the letter:
 - A list of the permits that identifies the:
 - Type of permit
 - Name, address and telephone number of the permitting jurisdictions or lead agencies
 - Schedule the Contractor will follow in applying for and obtaining these permits. The list of permits and the schedule for obtaining them will be discussed at the kick-off meeting, and a timetable for submitting the updated list, schedule and the copies of the permits will be developed. The implications to the Agreement if the permits are not obtained in a timely fashion or are denied will also be discussed. If applicable, permits will be included as a line item in the progress reports and will be a topic at CPR meetings.
 - If during the course of the Agreement additional permits become necessary, then provide the appropriate information on each permit and an updated schedule to the Commission Contract Manager.
 - As permits are obtained (including air quality), send a copy of each approved permit to the Commission Contract Manager.
 - If during the course of the Agreement permits are not obtained on time or are denied, notify the Commission Contract Manager within five (5) working days. Either of these events may trigger an additional CPR.

Contractor Deliverables:

- A letter documenting the Permits or stating that no Permits are required
- Updated list of Permits as they change during the Term of the Agreement
- Updated schedule for acquiring Permits as it changes during the Term of the Agreement

Commission Contract Manager Deliverables:

- Commission Contract Manager Approval of Contractor Deliverables

Subtask 1.8 Electronic File Format

The goal of this task is to unify the formats of electronic data and documents provided to the Energy Commission as contract deliverables. Another goal is to establish the computer platforms, operating systems and software that will be required to review and approve all software deliverables.

The Contractor shall:

- Deliver documents to the Commission Contract Manager in the following formats:
 - Data sets shall be in Microsoft (MS) Access or MS Excel file format
 - PC-based text documents shall be in MS Word file format
 - Documents intended for public distribution shall be in PDF file format, with the native file format provided as well
 - Project management documents shall be in MS Project file format
 - Request exemptions to the electronic file format in writing at least 90 days before the deliverable is submitted

Contractor Deliverables:

- A letter requesting exemption from the Electronic File Format (if applicable)
- Filing of reports and invoices in electronic format

Commission Contract Manager Deliverables:

- Commission Contract Manager Approval of Contractor Deliverables

Subtask 1.9 Submission of Waste Management Plan Framework and Waste Management Plans

The goal of this task is to ensure that the Contractor submits a Waste Management Plan Framework, and applicable waste management certification and compliance forms, to the Commission Contract Manager prior to project activities under this Agreement that may generate any sanitary or hazardous waste. While the EECBG funding under this Agreement does not directly support any activities that will generate waste, the retrofits carried out under Task 2.4 will generate waste. Therefore, Contractor will initially prepare a Waste Management Plan Framework that provides a process and assurance that Contractor will obtain and submit to the Commission Contract Manager project-specific Waste Management Plans, or certification and compliance forms, from subcontractors and partners which are responsible for carrying out those retrofits. The Waste Management Plan Framework must describe the Contractor's plan to ensure that disposal of any sanitary or hazardous waste generated by any proposed project activities complies with all federal, state and local laws. Sanitary and hazardous waste includes, but is not limited to: construction and demolition debris, old light bulbs, fluorescent ballasts and lamps, piping, roofing material, discarded equipment, debris, and asbestos. Attachment A-2 is offered as guidance in preparing the Waste Management Plan Framework. Any subcontractor, partner or other entity carrying out retrofits under this Agreement will need to complete a Waste Management Plan by completing, signing and submitting to the Commission Contract Manager the certification and compliance form included as Attachment A-3, as that form may be updated by the Energy Commission to assist Contractor with compliance with DOE guidance and federal, state and local waste management laws.

Contractor Deliverables:

- Waste Management Plan Framework
- Waste Management Certification and Compliance Forms

Commission Contract Manager Deliverables:

- Commission Contract Manager Approval of Contractor Deliverables

Subtask 1.10 Historic Preservation Consultation

The goal of this task is to ensure that the Contractor complies with the requirements of Section 106 of the National Historic Preservation Act (NHPA) prior to expenditure of EECBG funds under this Agreement to alter any structure or site. The Energy Commission has executed a Programmatic Agreement with the California State Historic Preservation Officer (SHPO) to streamline the Section 106 consultation process. Under the Programmatic Agreement, the Energy Commission will evaluate projects to determine whether they are categorically excluded from the SHPO's direct review and consultation.

While the EECBG funding under this Agreement does not directly support any activities that will alter any structure or site, the retrofits carried out under Task 2.4 will alter structures and sites. Therefore, the requirements of Section 106 apply to all retrofits accomplished under this Agreement.

The Contractor shall:

- Consult with the Energy Commission (and with the SHPO and the Tribal Historic Preservation Officer, if applicable) to ensure that the proposed project(s) will have no adverse effects on historic resources.
- Prepare a Consultation Package as specified by the Energy Commission no later than thirty (30) days after the execution of this Agreement or the identification of the project structure(s) or site(s) to be retrofitted under the Agreement, whichever is later. The Energy Commission may specify an earlier time for submittal of the Consultation Package if retrofit work is expected to begin within less than thirty (30) days of project identification.

Contractor Deliverables:

- Consultation Package

Commission Contract Manager Deliverables:

- Commission Contract Manager Approval of Contractor Deliverables

TECHNICAL TASKS

Unless otherwise specified in the individual task in this section, the contractor shall submit a draft of each deliverable listed in the Technical Tasks to the Commission Contract Manager for review and comment in accordance with the approved Schedule of Deliverables. The Commission Contract Manager shall provide written comments back to the Contractor on the draft deliverable within ten (10) working days of receipt. Once agreement has been reached on the draft, the Contractor shall submit the final deliverable to the Commission Contract Manager. The Commission Contract Manager shall provide written approval of the final deliverable within five (5) working days of receipt. Key elements from the Technical Task deliverables shall be included in the Final Report for this project.

TASK 2.0 - PROGRAM DELIVERY

Compliance with the 10% Loading Order Requirement before HERS II is Available

In the event the term for this Agreement begins before certified HERS II Raters are available in the Contractor's performance region, Contractor shall use either the Energy Commission prescriptive list (see below) or an Energy Commission interim performance approach for residential buildings (also explained below), to meet the requirement of achieving at least a 10% energy efficiency improvement at each proposed project site before renewable projects are eligible for financing.

To comply with the Energy Commission prescriptive list, residential buildings will be required to install all of the following measures (Combustion Safety and CO alarm not required if already performed/installed), consistent with Energy Commission technical specifications for each measure (such as Annual Fuel Utilization Efficiency rating of furnace, R-value of insulation, when measures are feasible, etc.):

- a. Air Sealing,
- b. Attic insulation,
- c. Duct test and seal or replacement,
- d. Insulation of Domestic Hot Water or replacement,
- e. Combustion Safety (requires BPI Building Analyst), and
- f. CO Alarm

For residential buildings where it is not feasible to install all of the first four measures (measures a through d) in the Energy Commission prescriptive list, including when some of the measures have been previously installed or when measures are otherwise not feasible as indicated in the technical specifications, the Energy Commission-approved prescriptive list cannot be used. In these cases, an Energy Commission interim performance approach for the building must be used to determine compliance with the 10 percent energy improvement requirement prior to financing renewable projects for the building. The Energy Commission may consider alternate approaches to achieve the Energy Commission's loading order policy for each residential renewable project site. If the Energy Commission approves an alternate approach, the Commission Contract Manager shall provide this approved approach to the Contractor in writing.

From January 1, 2011 through the end of this Agreement, energy audits shall comply with HERS II standards and software. This date may be extended upon Energy Commission approval, to adjust for delays in HERS II availability.

For proposed multifamily building sites outside the scope of HERS II, the Commission Contract Manager shall consider in consultation with the Contractor an energy audit methodology to be used by the Contractor to meet the 10% energy improvement requirement prior to financing renewable projects. The Commission Contract Manager shall provide an approval in writing of the methodology.

Subtask 2.1 Overall Program Development and Management

The goal of this task includes four components, each with separate goals, activities and deliverables, to document the activities and determine the schedule required to complete the FRCRR Program. These subtask components are:

- a. Implementation Plan
- b. Partnership Management
- c. Program Accounting and Reporting
- d. Program Risk Management

a. Implementation Plan

The goal of this subtask component is to develop a comprehensive program implementation plan that details all of the processes required to implement the FRCRR Program.

The Contractor shall:

- Develop a complete Implementation Plan that will include, but not be limited, to the following:
 - A statement of objectives
 - Program Design
 - Identification of program components and task/subtask assignments, with resource and time commitments by Contractor, subcontractors, and partners to reach goals and milestones
 - Deployment schedule for the subtask activities described in this Scope of Work
 - Roles and responsibilities of FRCRR Program subcontractors and participants
 - Contracts with all subcontractors that are receiving ARRA funding under this Agreement
 - MOUs with all partners not receiving ARRA funding under this Agreement,
 - An expected expenditure schedule for the FRCRR Program components
 - An estimated deployment schedule of completed capital needs assessments, audits, and scopes of work.
 - Program policies and procedures manual; quality assurance and consumer protection policies; contractor/rater qualifications and certification requirements; minimum energy efficiency thresholds and verification protocols, including California Energy Commission developed prescriptive package and alternative performance approach for use prior to the availability of HERS II (local direct EECEBG grant)
 - Plan for compliance with National Historic Preservation Act
 - Waste Management Plan Framework
 - Identification of leveraged funding (source and use)
 - Marketing plan and interaction with the *Energy Upgrade California* branding effort, as specified in Exhibit D
 - Program reporting and M&E data collection procedures, consistent with ARRA and Energy Commission requirements

- Risk assessments, including, but not limited to, financing availability, program participation and sustainability, workforce development and training, retrofit quality, and deployment schedule
 - Monthly review to compare planned and actual FRCRR Program accomplishments to analyze any variances
 - A risk management plan to identify problems and deploy mitigation strategies
 - Contingency plans for critical program components, including participant recruitment and retrofit installations.
 - Engaging Energy Commission staff in identifying corrective action and problem-solving strategies
- A Quality Assurance Plan that will include, but not be limited to:
 - Verification that necessary retrofit permits were obtained
 - Confirmation of all HERS II verifications required for compliance with California Code of Regulations Title 24, Part 6
 - Verification of energy savings
- Program Data and its Use/Protection
- Applicability of federal procurement provisions, and if necessary how the program will comply

Contractor Deliverables:

- Draft Implementation Plan, including schedule and detailed program budget
- Final Implementation Plan, including schedule and detailed program budget

b. Partnership Management

The goal of this subtask component is to manage the program partners as they fulfill program implementation responsibilities and coordinate among the partners to ensure smooth transitions and progress.

The Contractor shall:

- Provide partner coordination (point person to work with partners and ensure smooth relationships, positive progress, issue resolution)
- Track performance, accomplishments, milestones, and deliverables produced by program partners and subcontractors
- Obtain monthly reports from partners to ensure program progress is on schedule
- Develop Memorandums of Understanding and work with partner members to ensure that training schedules and workforce deployment sequences are coordinated

Contractor Deliverables:

- Draft subcontracts for all first-tier subcontractors that are receiving ARRA funding, including contribution of leverage funding and/or sub-grants from those subcontractors
- Copies of all final subcontracts for all first-tier and lower tier subcontractors receiving ARRA funding.
- Copies of Memoranda of Understanding, contracts or sub-grants with all partners that are not receiving ARRA funding, including commitments to provide leverage funding and in-kind services
- Program partner tracking and reporting
- Implementation status of the FRCRR Program to be included in the monthly progress reports

- Coordinated training schedules and workforce deployment, to be included in the monthly progress reports

c. Program Accounting and Reporting

The goal of this subtask component is to ensure that the Accounting structure, process, documentation, and reporting are in compliance with California law, Energy Commission requirements, ARRA and US DOE regulations and audit requirements, as well as the program structure and schedule.

The Contractor shall:

- Manage the activities of subcontractors to fulfill accounting and reporting requirements
- Review ARRA, U.S. DOE, Federal, State of California, Energy Commission, and SEP Accounting and Reporting requirements in accordance with:
 - American Recovery and Reinvestment Act of 2009, Title XV, Section 1512(c)
 - 10 CFR Ch. II Part 600: DOE Financial Assistance Regulations
 - Title 10 CFR Part 420: Energy Commission Energy Program
 - Energy Commission Energy Program Funding Opportunity Announcement DE-FOA-0000052, CDFA Number 81.041
 - OMB Circular A-102: Common Rule for Uniform Administrative Requirements for Grants and Cooperative Agreements to Energy Commission and Local Governments
 - OMB Circular A-110: Uniform Administrative Requirements for Grants and Agreements with Institutions of Higher Education, Hospitals, and Other Non-Profit Organizations (also applicable to private entities)
 - OMB A-87: Cost Principles for Energy Commission, Local and Tribal Governments
 - OMB A-21: Cost Principles for Educational Institutions
 - OMB A-122: Cost Principles Applicable to Grants, Contracts, and Other Agreements with Non-Profit Organizations (non-profit organizations and individuals, except for those specifically exempted)
 - OMB A-133: Audits of Energy Commission, Local Governments, and Non-Profit Organizations
- Based on review of accounting and reporting requirements, draft comprehensive schedule of reporting requirements and deadlines
- Determine applicability of Davis-Bacon Act (DBA) to program participants and ensure compliance as applicable
- Provide NHPA, NEPA and other Templates and Instruction to subcontractors
- Provide NHPA, NEPA and other Templates and Instruction to Installation Contractors and assist with systems and reporting compliance
- Develop and implement Reporting Systems to US DOE in compliance with Federal regulations
- Provide Monthly Reports to the Energy Commission
- Maintain relevant accounting and reporting records throughout program and final report roll-up

Contractor Deliverables:

- Schedule of reporting requirements and deadlines
- Davis-Bacon Act compliance report, if applicable
- Accounting templates
- Monthly and final accounting reports

d. Risk Management and Deployment Schedule

The goal of this subtask component is to manage and mitigate risks that affect program performance and successful outcome. The fundamental risk is that the funding awarded for the FRCRR Program will not be fully expended and will have to be returned to the federal government for failure to recruit the participants required to enable the large number of HERS II ratings and retrofit installations that are the objective of the FRCRR Program. To mitigate this fundamental risk, a deployment schedule of all activities that contribute to successful completion of HERS II ratings and retrofit installations shall be developed, and the Contractor shall actively monitor progress against this deployment schedule, identify problems with progress and corrective actions that can be taken to address those problems and keep the Commission Contract Manager actively informed, so that Critical Program Review meetings can be called as necessary.

The Contractor shall:

- Continuously monitor program activities to identify and mitigate detected risks, such as:
 - **Participant Recruitment.** Identify the incentive dollars planned for each subprogram (e.g., prescriptive level incentives, performance-based incentives, etc.) and establish a deployment schedule to ensure the proper tracking and timely expenditures of these funds throughout the Agreement period
 - **Financing Availability.** Develop and maintain relationship with lending partners to offer financial products to homeowners to complete home retrofits to enhance the menu of retrofit financing available through *Energy Upgrade California*
 - **Retrofit Installations.** Monitor, evaluate, and ensure participant recruitment success for each subprogram to effectively and timely complete the retrofit installations throughout the Agreement period
 - **Financial Records.** Ensure accurate, independent financial records management to integrate ARRA and Energy Commission accounting and reporting requirements throughout the FRCRR Program
 - **Workforce.** Develop and maintain required levels of workforce availability throughout the FRCRR Program
 - **Leverage Contributions.** Ensure that leverage contributions are met in a timely and comprehensive way by working closely with program partners to meet schedule and deliverables
 - **Labor Costs.** Avoid the effects of rising or volatile labor costs by training and hiring staff that will be paid uniformly during the Agreement period
 - **Schedule.** Schedule training and implementation activities to avoid schedule lag and to complete final verification and reporting requirements by March 31, 2012
 - **Retrofit Quality.** Assure retrofit performance quality by engaging and assisting installation contractors in securing appropriate training and Building Performance Institute (BPI) accreditation. The FRCRR Program will rely heavily on *Energy Upgrade California*, the statewide energy efficiency program, to ensure the quality of retrofits and the correction of any deficiencies in the implemented retrofit measures.
 - **Customer Care.** Scrutinize performance of all entities to avoid customer complaints

Contractor Deliverables:

- Monthly risk management reporting to identify perceived risks and actions taken (or to be taken) to mitigate these risks, to be included in progress reports

Subtask 2.2 Program Assessment and Infrastructure Development

The goal of this task is to lay the groundwork for the FRCRR Program. The FRCRR Program is striving to become the first successful large scale retrofit program in the San Joaquin Valley and to establish a model for further deployment within the region. Much of the program infrastructure has been developed within the city limits by the City of Fresno. The FRCRR Program is designed to leverage the existing efforts to build capacity in the private sector to carry successful large scale deployment of residential energy efficiency retrofits throughout the region. This subtask shall have the following three components to organize and simplify available rebates, ~~provide free HERS II test in energy audit of homes~~, and financing options.

Subtask 2.2.1 Financing

The FRCRR Program has been developed to leverage *Energy Upgrade California*, the statewide energy efficiency program. Neither program is contingent upon the other, but the success of one will be of benefit to the other. The FRCRR Program will collaborate with *Energy Upgrade California* to provide a streamlined application process to homeowners interested in financing home retrofits. The FRCRR Program will place a priority on ensuring that all persons marketing and providing residential energy efficiency retrofits to homeowners understand the eligibility criteria and financing options offered through *Energy Upgrade California*. To encourage the broadest possible access to retrofits, the FRCRR Program also will identify other forms of financing for participating homeowners, including FHA 203K mortgage loans, private bank credit, and refinancing using EEMs. The FRCRR Program will collaborate with the major lenders in the region to identify and maximize the use of all financing options.

The Contractor shall:

- Design program that aligns with the requirements of *Energy Upgrade California*
- Develop MOUs with *Energy Upgrade California*, HUD financing providers and other private providers of financing options regarding how each financing option will be incorporated into the Program. Notify CCM regarding financing providers who do not agree to MOUs to determine alternative evidence of collaboration with the Program
- Compile a list of underwriting criteria for each of the finance options and identify target audience that the Program will pursue for each financing option
- Research existing loan-to-value rates of homes in Fresno and Kern Counties and develop a targeted marketing plan to reach homeowners with equity levels that meet financing underwriting criteria
- Work with lenders, real estate appraisers and agents, and multiple listing service providers to recognize increased value from retrofit work to support special underwriting criteria for energy improvement retrofits

Contractor Deliverables:

- Formalized guidelines and qualification parameters for homeowner application to the *Energy Upgrade California* program
- Real estate market analysis of the Fresno and Kern County region to determine existing loan-to-value rates of individual properties in the region and target homes that meet underwriting criteria
- MOUs with key financing providers explaining roles and responsibilities for maximizing the use of all financing options through collaboration with the program, or alternative proposed evidence of collaboration
- List of available financing options by lender and the associated underwriting criteria for targeted audiences

Subtask 2.2.2 Rebates

The FRCRR Program shall coordinate with *Energy Upgrade California* to identify all incentives available through IOUs and other state and federal program rebates or tax credits. Incentives available to homeowners considering retrofitting their homes shall be presented in a clear, organized manner. The incentives will provide the FRCRR Program with essential leverage to encourage homeowner participation.

The Contractor shall:

- Coordinate with *Energy Upgrade California* to link the Sustainable Fresno webpage to the statewide portal, and provide local or regional content on the Sustainable Fresno webpage.
- Clearly identify and organize all rebates, tax credits or program incentives available to participants in the FRCRR Program region
- Meet with IOUs in the FRCRR Program region to ensure program compatibility with rebate programs
- Update the FRCRR Program portion of the Sustainable Fresno webpage monthly with any changes to available rebates

Contractor Deliverable:

- ~~Monthly updates of FRCRR Program portion of the Sustainable Fresno webpage~~

Subtask 2.2.3 Leverage Building Supply Chain Stores

The FRCRR program shall design and develop partnership with building supply stores to leverage HERS II and BPI audits for driving whole-house retrofits.

The Contractor shall:

- Design partnership between FRCRR and building supply store(s) to provide leveraged pricing for FRCRR participants and facilitate HERS audit results to retrofit contracts
- Develop program augmentation for building supply store outreach, such as coordinate FRCRR participation with BPI-certified contractors, develop mass purchase/discount program for FRCRR participants and/or develop vendor neutral kiosks in stores to promote FRCRR program
- Provide partnership management, such as coordinate program logistics between FRCRR, building supply store and contractors, leverage building supply store program with *Energy Upgrade California*.

Contractor Deliverable:

- Monthly reporting of energy savings and program results

2.2.3 Free HERS Ratings/Energy Audits (Test-in)

The FRCRR Program shall contract with all qualifying local HERS II raters to provide free HERS II ratings/energy audits (test-in) for participating homeowners to develop a market for home energy efficiency upgrades in the San Joaquin Valley. The parties anticipate that audits will cost approximately \$500/each.

~~The FRCRR Program shall contract with all qualifying local HERS II raters to provide free HERS II ratings/energy audits (test-in) for participating homeowners to develop a market for home energy efficiency upgrades in the San Joaquin Valley.~~

~~**The Contractor shall:**~~

- ~~• Identify and enter into contracts with local HERS II raters to perform HERS II ratings/energy audits (test-in) for homes participating in the FRCRR Program~~
- ~~• Provide a dispatch service for homeowners to facilitate the HERS II ratings being completed in a timely manner~~
- ~~• Gather data from HERS II database to determine cost-effective measures for participating homeowners~~
- ~~• Provide follow-up contact with homeowners to encourage implementation of recommended measures~~

~~**Contractor Deliverable:**~~

- ~~• Contracts with local HERS II raters to provide free HERS II ratings/energy audits (test-in) services~~
- ~~• Monthly reporting of how many homes have been tested, square footage, estimated energy savings per home, carbon savings per home, what action has been taken since the test-in report, amount of loan~~

Subtask 2.3 Workforce Development ~~and Contractor and Rater Training and Support~~ and no-cost HERS Whole-House audits

The goal of this subtask is to provide coordination with existing local opportunities for workforce training for potential installation contractors and HERS II raters and to provide no-cost HERS Whole-House test-in energy audit of homes. The FRCRR Program shall help installation contractors find and participate in effective training in whole-house retrofit concepts, consistent with HERS ~~II~~ Phase II, Home Performance with Energy Star, and BPI accreditation and certification requirements, ensuring that retrofit projects qualify for *Energy Upgrade California* and IOU incentive and rebate programs. The FRCRR Program also will identify, encourage, and assist installation contractors in locating training related to requirements for complying with state law, including Title 24 requirements for alterations to existing buildings, pulling permits and working within the scope of licenses, and training related to utility rebate/incentive program requirements. The Program will offer HERS whole-house audits as an education tool to promote and encourage whole-house retrofits.

The FRCRR Program will maintain ongoing contact with installation contractors, HERS whole-house ~~II~~ raters, and individual firms and homeowners to assess the needs for additional training, technical assistance or small business development support. Increasing the number of trained installation contractors and HERS II raters in the region will create new trained workers to help market the FRCRR Program, and will enable the home energy retrofit market to be sustained in the region after the ARRA funding time period has terminated.

2.3.1 Workforce Development

The FRCRR Program will collaborate with workforce development organizations in the region, including Workforce Investment Boards, community colleges, and other training and placement providers to identify training needs for installation contractors and HERS II raters. The Program will provide resources to enhance training effectiveness in collaboration with local training providers ~~such as community colleges and the California Building Performance Contractors~~

~~Association (CBPCA) to address those needs.~~ The Program will also host training events, as necessary, and provide feedback to workforce development organizations regarding the effectiveness of their programs.

The Contractor shall:

- Identify and assess training needs for installation contractors and HERS II raters participating in the Program
- ~~Identify existing and applicable training being conducted by the utilities, Green Jobs Training programs, colleges, Workforce Investment Boards, HERS II Providers, BPI training affiliates or other sources~~
- Identify training gaps and collaborate with training and workforce providers to fill the gaps, which may include, but not be limited to, production of multi-lingual training videos and hosting of training sessions; collaborate through implementation of MOUs with training providers and Workforce Development organizations
- Provide feedback to workforce development organizations regarding effectiveness of their respective training programs in meeting the needs of local contractors
- Contact installation contractors and HERS II raters to identify needs for additional training, technical assistance, or small business development support, and ways current training programs can be modified to increase the placement of graduates

Contractor Deliverables:

- List of added training curriculum and resources provided by FRCRR Program and report on how those are being incorporated by local workforce development providers
- List of training events hosted by FRCRR Program and/or provided by workforce development providers
- Data tracking of the number of installation contractors ~~by certification type by county~~, to be included in the monthly progress reports
- Summary of the feedback that is given to workforce development organizations included in monthly progress reports

2.3.2 Free HERS Ratings/Energy Audits (Test-in)

The FRCRR Program shall contract with all qualifying local HERS II raters to provide free HERS II ratings/energy audits (test-in) for participating homeowners to develop a market for home energy efficiency upgrades in the San Joaquin Valley. The parties anticipate that audits will cost approximately \$500/each.

The Contractor shall:

- Identify and enter into contracts with local HERS II raters to perform HERS II ratings/energy audits (test-in) for homes participating in the FRCRR Program
- Provide a dispatch service for homeowners to facilitate the HERS II ratings being completed in a timely manner
- Gather data from HERS II database to determine cost-effective measures for participating homeowners
- Provide follow-up contact with homeowners to encourage implementation of recommended measures

Contractor Deliverable:

- Contracts with local HERS II raters to provide free HERS II ratings/energy audits (test-in) services
- Monthly reporting of how many homes have been tested, square footage, estimated energy savings per home, carbon savings per home, what action has been taken since the test-in report, amount of loan

Subtask 2.4 Program Marketing and Communication

The goal of this subtask is to create a comprehensive marketing strategy, including development of a web presence, marketing collateral and outreach activities that target local partner organizations, retrofit contractors/HERS raters, and homeowners. This subtask will be performed with coordination with *Energy Upgrade California*, as specified in Exhibit D.

Subtask 2.4.1 Marketing Strategy

The goal of this subtask is to establish a marketing strategy, in coordination with *Energy Upgrade California*, as appropriate, to engage homeowners, partner organizations and retrofit contractors. The FRCRR Program shall use a broadcast marketing campaign to promote the program to the general public, conduct partner-driven outreach leveraging existing relationships between key partners and other potential supporting entities, and provide a direct outreach component targeted to specific homeowners that have sufficient home equity to qualify for statewide municipal financing program offered through *Energy Upgrade California* in each community.

The Contractor shall:

- Assess information needed by the homeowner to make the retrofit purchase decision
- Assess information needed by the retrofit contractors/HERS raters to inform their decision to become BPI certified and/or accredited
- Select media consultant with knowledge of the Fresno County market to assist with media buys
- Identify and obtain contact information of potential supporting entities
- Identify fairs, trade shows, and community events in which to participate
- Develop and maintain the FRCRR Program webpage on the Sustainable Fresno website

Contractor Deliverables:

- Marketing Strategy Plan to include:
 - Details of broad-based general campaign to inform homeowners of the FRCRR Program
 - Details of direct community/homeowner outreach

Subtask 2.4.2 Marketing Collateral

The goal of this subtask is to produce marketing collateral that effectively communicates the cost-effective and consumer-friendly nature of the FRCRR Program for homeowners and communicates the value of participation to retrofit contractors.

The Contractor shall:

- Create the FRCRR Program logo
- Create the “look and feel” for program documents, website and advertising
- Develop informational collateral targeted to homeowners

- Develop informational collateral targeted to retrofit contractors/HERS II raters

Contractor Deliverables:

- Program logo to be coordinated with the statewide branding effort
- Homeowner collateral, e.g.
 - Program fliers (Partner, Events, Neighborhood)
 - Doorknob hangers
 - Yard signs
 - Customer satisfaction survey
- Retrofit contractor/HERS II rater collateral, e.g.
 - Marketing collateral that can be customized and downloaded from the website
 - Retrofit contractor survey
- Program website design

Subtask 2.4.3 Marketing Outreach

The goal of this subtask is to coordinate with partners, including *Energy Upgrade California*, to develop co-branded marketing materials targeted towards community groups and neighborhoods, reflecting the latest successes and endorsements received by the program.

The Contractor shall:

- Identify entities in the FRCRR Program region with existing programs, retrofit contractor and community organizations that would be candidates to create partnerships for co-branding
- Coordinate media buys with partners
Identify and establish contact with organizations that can perform direct outreach
- Coordinate and organize neighborhood events highlighting the program

Contractor Deliverable

- Summary of all events attended and planned, including pertinent details such as dates and locations, to be included in the monthly progress reports

Subtask 2.5 Testing and Implementation of HERS II Beta Energy Audit Tool

The goal of this task is to test and implement an Energy Commission-developed beta HERS II energy audit tool.

The Contractor shall:

- Work with Energy Commission staff to implement use of the tool by local retrofit contractors/HERS II raters
- Make user information and training available
- Create a data management plan that includes methods for handling of confidential or sensitive data
- Test and provide feedback to Energy Commission on beta HERS II energy audit tool

Contractor Deliverables:

- ~~Data management plan~~
- ~~Training sessions provided on the beta HERS II tool~~
- Feedback to Energy Commission on how beta HERS II could be improved

Note: The Contractor will continue its current energy survey program using the ConSol designed estimator tool until such time as the Energy Commission releases the beta HERS II software in order to comply with DOE EECBG direct formula grant reporting requirements. Once the Contractor is fully trained with the new beta HERS II software, the Contractor will seek DOE approval for use of the HERS II software for reporting to DOE under the direct EECBG grant, and thereafter the HERS II software will be used exclusively. Throughout this Agreement, the term "HERS II" is used to ensure that all audit and retrofit activities funded under this Agreement comply with HERS II after January 1, 2011. Prior to that time, however, the term HERS II may be interpreted consistent with this provision describing Contractor's use of ConSol and the beta HERS II software.

Subtask 2.6 Program Recruitment

The goal of this task is to ensure participation in the FRCRR Program by homeowners and retrofit contractors. The task shall implement the FRCRR Program's marketing strategy to first build awareness of the program and then attract retrofit contractors and homeowners. The FRCRR Program's success depends on providing homeowners with information and analysis of potential energy cost savings and retrofit contractors with identification of training opportunities, targeted training resources, and support to facilitate their success in providing comprehensive, whole-house retrofits through a program that promotes efficient contractor investment of time and acceptable costs of sale.

Subtask 2.6.1 Homeowner Recruitment

The goal of this task is to disseminate FRCRR Program information to educate and support homeowners in energy improvement retrofit decisions.

The Contractor shall:

- Participate in community events to discuss FRCRR Program services with residents
- Provide direct outreach efforts to targeted homeowners eligible for the *Energy Upgrade California* program
- Link FRCRR Program website to other local housing and community development government agencies and non-profit groups
- Solicit feedback on FRCRR Program services
- Provide homeowners with access to all available information on the *Energy Upgrade California* program and utility incentive/rebate programs and how they can use the FRCRR Program to accomplish proper installation of cost-effective measures

Contractor Deliverables:

- Monthly Progress Report will include report of all homeowner recruiting activities
- Analysis of reasons why homeowner used or didn't use FRCRR Program services

Subtask 2.6.2 Contractor Recruitment

The goal of this subtask is to ensure a high level of retrofit contractor participation in the FRCRR Program. There are many retrofit contractors in the FRCRR Program area, but few have BPI training, certification and/or accreditation required for the statewide municipal financing program and to complete whole-house retrofits (SEP Guidelines for Tier III) under HERS II and utility rebate/incentive programs. The FRCRR Program shall assist local retrofit contractors in making

a smooth transition to whole-house retrofits by providing ongoing contractor support and through gradual investment to maintain acceptable contractor “costs of sales.”

The Contractor shall:

- Use FRCRR Program marketing collateral to recruit retrofit contractor participation
- Partner with local union or trade groups in the construction industry to promote FRCRR Program
- Attend industry events
- Collaborate with existing utility programs to recruit potential FRCRR Program retrofit contractors

Contractor Deliverables:

- Lists of all participating contractors to be included in the monthly progress reports
- Contractor recruitment activity report to be included in the monthly progress reports

Subtask 2.7 Customer Service

The goal of this task is to establish and maintain clear communication with homeowners. The FRCRR Program is focused on creating a simplified homeowner experience that encourages home retrofits by presenting information and options in a straightforward manner. To achieve this goal, the program shall establish a Dispatch Center and Website through which customers may obtain information and assistance regarding the FRCRR Program.

Subtask 2.7.1 Dispatch Center/Website Information

The goal of this subtask is to create mechanisms to respond to customer questions, complaints or inquiries in a timely manner.

The Contractor shall:

- Obtain and publicize toll free FRCRR Program free HERS II test-in request number
- Provide dispatch service representative to assist homeowners with scheduling of the free-HERS II Test-in service M-F between 8 AM and 5 PM and attempt to respond to a request to schedule free HERS II test-in for homeowners within 24 hours of receipt of request.
- Maintain and update a Frequently Asked Questions (FAQ) section on the website.
- Conduct regular customer service training to update key staff of changes to program information and response guidelines
- Provide customers with on-line links and information describing the submittal process and receiving utility rebates

Contractor Deliverables:

- Create FAQ section on FRCRR Program website
- Maintain customer service response guidelines
- Report of utility rebates processed based on information available from the IOUs

Subtask 2.7.2 Customer Satisfaction Surveys

The goal of this subtask is to obtain feedback from FRCRR Program participants to improve program customer service. After receiving notice of a completed retrofit through the statewide municipal financing program, the FRCRR Program shall send an e-mail to the homeowner

asking them to complete a customer satisfaction survey. The FRCRR Program shall also mail surveys to those homeowners entering the program through a paper application.

The Contractor shall:

- Include automated Customer Satisfaction Survey on website
- Track and send the Customer Satisfaction Survey to homeowners requesting correspondence in paper
- Monitor survey results and recommend program modifications to respond to the survey results

Contractor Deliverables:

- Aggregate survey results to be included in the monthly progress reports
- Program modification suggestions and summary

Subtask 2.8 Monitor Installations

The goal of this subtask is to monitor the participation of qualified homeowners in the FRCRR Program and *Energy Upgrade California* for energy efficiency retrofits. The FRCRR Program has a goal of approximately 1,830 audits being completed resulting in 700 homes being retrofitted in Fresno County and Kern County using the targeted marketing approach in combination with a free HERS II test-in analysis to develop a demand for energy efficiency within the region.

~~The goal of this subtask is to monitor the participation of qualified homeowners in the FRCRR Program and *Energy Upgrade California* for energy efficiency retrofits. The FRCRR Program has a goal of approximately 1,830 audits being completed resulting in 700 homes being retrofitted in Fresno County and Kern County using the targeted marketing approach in combination with a free HERS II test-in analysis to develop a demand for energy efficiency within the region.~~

The Contractor shall:

- Monitor and maintain data showing number of homeowners receiving free HERS II test-in analysis and percentage of those homeowners who have work completed using financing offered though *Energy Upgrade California*
- Monitor and maintain data on number of retrofits done using other financing sources, based on MOUs with specific financial institutions
- Monitor and maintain data on number and amount of permit fees collected based on the FRCRR program

Contractor Deliverables:

- Monthly Progress Reports will include aggregate data of all work completed

Subtask 2.9 Quality Assurance

The goal of this subtask is to monitor and collaborate with Quality Assurance (QA) through post-retrofit, HERS II rater verification inspections (test-out) and ratings, and data analysis carried out in the *Energy Upgrade California* program with the FRCRR Program activities. *Energy Upgrade California* will have exclusive responsibility for QA on retrofits funded through them. To ensure retrofit quality, a HERS rater shall perform mandatory verification (test-out) inspections and

ratings on participating homes. If the post-retrofit HERS rater verifications find improper measure installation, the retrofit contractor will be required by the *Energy Upgrade California* Program Administrators to correct the deficiencies. FRCRR Program administrators will monitor QA information from *Energy Upgrade California*. The FRCRR Program will also monitor permit activity associated with retrofits derived from the free HERS test-in audits. The FRCRR Program will provide homeowners who receive the free HERS test-in service with an educational packet of information about the value of using retrofit contractors with BPI certification and/or credential and Home Performance with Energy Star standards, along with a list of questions that homeowners should ask contractors to assure quality retrofit performance. For participating homeowners who are not eligible for financing through *Energy Upgrade California*, the FRCRR Program will rely on the IOUs to conduct quality assurance on qualified retrofits. Through FRCRR Program -retrofit contractor education, training enhancement and outreach activities, overall retrofit quality assurance will be enhanced and a greater pool of qualified retrofit contractors will be available to participate in the *Energy Upgrade California* program and utility rebate programs.

The Contractor shall:

- Provide educational materials to homeowners using the free HERS II test-in service to inform them of the value of using BPI certified and/or accredited retrofit contractors and Home Performance with Energy Star standards
- Monitor permit activity associated with the FRCRR Program free HERS II test-in service and the *Energy Upgrade California* program
- Monitor the Quality Assurance from the *Energy Upgrade California* program that uses HERS II raters to accomplish the following:
 - Identify deficiencies in measure installations and work with retrofit contractor to ensure that deficiencies are corrected
 - Determine energy savings associated with the measures that are properly installed and compare to energy savings expected from installation of all measures recommended by the pre-retrofit HERS II rating/energy audit
 - Perform verification inspections as needed to address customer satisfaction issues

Contractor Deliverables

- Copy of QA procedures from *Energy Upgrade California*
- Copy of educational materials that will be presented to homeowners using the free HERS II test-in service
- Table showing permit activity associated with FRCRR free HERS II test-in service and loans funded through *Energy Upgrade California* to be included in the monthly progress reports

Subtask 2.10 Verification of Energy Savings

The goal of this subtask is to ensure the FRCRR Program database captures program information and provide reports on program performance. The program data shall be used to improve savings estimations, improve quality assurance, and comply with tracking and reporting requirements. The FRCRR Program shall facilitate Energy Commission and/or DOE program audits and EM&V.

Subtask 2.10.1 Utility Bill and HERS II Energy Savings Database Input

The goal of this subtask is to ensure the accurate input of all participating homeowners' electricity and natural gas use and energy savings estimated by HERS II ratings/audits and

verifications into a database. The FRCRR Program shall work with utilities to automate utility bill data transfer for homes that receive services from the program.

The Contractor shall:

- Input energy savings estimates for each property from HERS II ratings/audits for summary and inclusion in monthly progress reports
- Coordinate with utilities to automate bill entry where possible
- Request bill authorization forms from homeowners and forward them to utility
- Input bill data into FRCRR Program database where automated process does not exist
- Compare by jurisdiction the average participant kWh and therms after the retrofit to the average participant kWh and therms for the same month in the year prior to the retrofit.

Contractor Deliverables:

- HERS II rating/audit energy savings to be included in monthly progress reports
- Summary tables for energy bill data aggregating all participants for each jurisdiction

Subtask 2.10.2 Facilitation of Energy Commission/DOE Program Audits and Evaluating Program Effectiveness

The goal of this subtask is to provide assistance to facilitate CEC/DOE program audits and EM&V, and provide information for program evaluation. Energy bill data from homes participating in the program in combination with HERS II energy savings estimates will be available for evaluating program success and providing feedback for improving methods for estimates of home energy savings.

The Contractor shall:

- Provide support and assistance to facilitate Energy Commission/DOE program audits and EM&V
- Review HERS II energy savings estimates and utility bill data
- Compare participating homes' energy usage to average city-wide energy usage

Contractor Deliverables:

- Table displaying the average pre and post energy bill data for electricity and gas use of the program participants

Subtask 2.10.3 Provide Test-out Services for Homeowners

The goal of this subtask is to quantify energy savings generated through the Program that are no captured by *Energy Upgrade California*.

The Contractor shall:

- Provide test-out services for qualified homeowners in the FRCRR Program that do not participate in *Energy Upgrade California* or the ARRA-funded CHF loan program

Contractor Deliverables:

- Monthly reporting of energy savings and test-out services performed

SCHEDULE OF DELIVERABLES – Attachment A-1

Task	Deliverable	Due Date
1.1	An Updated Schedule of Deliverables	09/03/10
	An Updated Gantt Chart	09/30/2010
	An Updated List of Leverage Funds	09/30/2010
	An Updated List of Permits	09/30/2010
1.2	CPR Report - first	12/07/10
	CPR Report - second (optional)	06/29/11
	CPR Report - final	03/30/12
	Other CPR deliverables as identified in the Scope of Work	Ongoing
1.3	Written documentation of meeting agreements and all pertinent information	05/25/12
	Schedule for completing closeout activities	05/25/12
1.4	Monthly Progress Reports, to include meeting minutes and program status updates	Within 10 working days each month
	Invoices for all allowable project expenses, including any needed supporting documentation	Monthly
1.5.1	Draft Outline of the Final Report	03/06/12
	Final Outline of the Final Report	03/13/12
1.5.2	Draft Final Report	05/14/12
	Final Report	06/13/12
1.6	A letter regarding source of all Leverage Funds	09/30/2010
	Letter that leverage funds were reduced (if applicable)	Ongoing
1.7	A letter documenting the permits or stating that no permits are required	09/30/2010
	An updated list of permits as they change during the term of the Agreement	09/30/2010
	An updated schedule for acquiring permits as it changes during the term of the Agreement	09/30/2010
	A copy of each approved permit (including air quality) and any documents prepared pursuant to CEQA	09/30/2010
1.8	A letter requesting exemption from the Electronic File Format (if applicable)	09/30/2010
	Filing of reports and invoices in electronic format	Ongoing
1.9	Submission of Waste Management Plan Framework and Waste Management Plans	10/29/10
1.10	Historic Preservation Consultation	10/29/10
2.1	Draft Implementation Plan	10/13/10
	Final Implementation Plan	10/29/10
	Program implementation schedule	10/29/10
	Detailed program budget	09/30/2010
	Copies of Contracts with all subcontractors that are receiving ARRA funding, including contribution of leverage funding and/or sub-grants from those subcontractors	11/01/10
	Copies of Memorandums of Understanding, contracts or sub-	11/01/10

	grants with all partners that are not receiving ARRA funding, including commitments to provide leverage funding, and in-kind services	
	Program partner tracking and reporting	11/01/10
	Implementation status of the FRCRR Program to be included in the monthly progress reports	Monthly
	Coordinated training schedules and workforce deployment, to be included in the monthly progress reports	Monthly
	Schedule of reporting requirements and deadlines	11/01/10
	Davis-Bacon Act compliance report, if applicable	11/01/10
	Accounting templates	11/01/10
	Monthly and final accounting reports	Monthly
	Monthly risk management reporting to identify perceived risks and actions taken (or to be taken) to mitigate these risks, to be included in progress reports	Monthly
2.2.1	Formalized guidelines and qualification parameters for homeowner application to the <i>Energy Upgrade California</i> program financing	Within 30 days of receipt of guidelines and qualification parameters from the <i>Energy Upgrade California</i> program
	List of major lenders in region	11/01/2010
	List of financing options and the associated underwriting criteria for targeted audiences	12/1/2010 and then updated as options change
	Real estate market analysis of the Fresno and Kern County region to determine existing loan-to-value rates of individual properties in the region and target homes that meet underwriting criteria	11/15/2010
	MOUs with key financing providers explaining roles and responsibilities for maximizing the use of all financing options through collaboration with the program, or alternative proposed evidence of collaboration	11/01/10
2.2.2	List of all rebates in Monthly Progress Reports	Monthly
	Monthly updates of FRCRR Program portion of the Sustainable Fresno webpage	Monthly
2.2.3	Contracts with local HERSII raters to provide free HERS II ratings/energy audits (test-in) services	02/01/2011
	Monthly reporting of how many homes have been tested, square footage, estimated energy savings per home, carbon savings per home, what action has been taken since the test-in report, amount of loan	Monthly
2.3	List of added training curriculum and resources provided by FRCRR Program and report on how those are being incorporated by local workforce development providers	01/05/2011
	List of training events hosted by FRCRR Program and/or provided by workforce development providers	01/05/2011 for initial list; schedule revisions will be noted in monthly

		reports
	Data tracking of the number of contractors by certification type by county, to be included in the monthly progress reports	Monthly
	Summary of the feedback that is given to workforce development organizations included in monthly progress reports	Monthly
2.4.1	Marketing Strategy Plan to include: <ul style="list-style-type: none"> o Details of broad-based general campaign to inform homeowners of the program o Details of direct community/homeowner outreach 	12/01/2010
2.4.2	Program logo to be coordinated with the <i>Energy Upgrade California</i> branding effort	12/01/2010
	Homeowner collateral <ul style="list-style-type: none"> o Program fliers (Partner, Events, Neighborhood) o Doorknob hangers o Yard signs o Customer satisfaction survey 	01/14/2011 Ongoing
	Contractor/rater collateral <ul style="list-style-type: none"> o Marketing collateral that can be customized and downloaded from the website o Contractor Survey 	Ongoing 01/05/2011
	Program website design	12/15/2011 Q3 2011
2.4.3	Summary of all events attended and planned, including pertinent details such as dates and locations, to be included in the monthly progress reports	Monthly
2.5	Data management plan	Within 30 days of release of CEC beta HERS II software
	Training sessions provided on the beta HERS II tool	Within 60 days of release of CEC beta HERS II software
	Feedback to Energy Commission on how beta HERS II could be improved	Within 120 days of release of CEC beta HERS II software
2.6.1	Monthly Progress Report will include report of all homeowner recruiting activities	Monthly
	Analysis of reasons why homeowner used or didn't use FRCRR Program services	Monthly
2.6.2	Lists of all participating contractors to be included in the monthly progress reports	Monthly
	Contractor recruitment activity report to be included in the monthly progress reports	Monthly
2.7.1	Create FAQ section on FRCRR Program website	01/05/2011
	Maintain customer service response guidelines	01/05/2011
	Report of utility rebates processed based on information available from the IOUs	Monthly
2.7.2	Aggregate survey results to be included in the monthly progress reports	Monthly
	Program modification suggestions and summary	7/1/2011
2.8	Monthly Progress Reports will include aggregate data of all work completed	Monthly
2.9	Copy of QA program procedures from the <i>Energy Upgrade</i>	Within 30 days of

	California program	receipt of QA program procedures from the <i>Energy Upgrade California</i> program
	Copy of educational materials that will be presented to homeowners using the free HERS II test-in service	Q3 2011
	Table showing permit activity associated with FRCRR free HERS II test-in service and loans funded through the <i>Energy Upgrade California</i> program to be included in the monthly progress reports	Monthly
2.10.1	HERS II rating/audit energy savings to be included in monthly progress reports	Monthly
	Summary tables for energy bill data aggregating all participants for each jurisdiction	Monthly
2.10.2	Table displaying the average pre- and post energy bill data for electricity and gas use of the program participants	Monthly