

# **Energy Friendly Homes Program Contacts**

# Contractor Care Team

Energy Specialist + Project Coordinator

## When to contact your Energy Specialist:

- Any questions
- Attending your first 3 assessments
- Entering your first 3 Snugg Pro models
- Questions about the Home Walk-Through
- Questions about Eligible Measures, technical requirements, costs
- Support with QA questions
- Installation in-progress - change orders
- Project is complete and ready for QA



## When to contact your Project Coordinator:

- Any questions
- Submitting paperwork
- Updating insurance, certifications, licensing
- Questions on payments
- Questions on Energy Trust paperwork
- Questions on file sharing, access to Snugg Pro
- Questions on other programs & program updates
  - Equipment Grants, Lending Library, OJT Program

# Client Navigator

## When to Include CNs

- Tier 1 projects or when a CN has been specially assigned
- When the project is assigned to you, the email will indicate which Client Navigator
- CNs will connect with contractors with any important accommodations, when needed, as soon as possible after assignment
- Include in all updates to the client
- Invite to Home Visits
  - Home Energy Assessment
  - Installation
  - Quality Assurance Field Visit

## How CNs Can Support

- Language Services
  - Phone call (on demand)
  - In-person professional interpreters
- Client Communications
  - Process and Timeline Updates
  - Getting ahold of clients for next steps and scheduling
  - Questions or miscommunications
- Client Education
  - Program process overview
  - Walk-through SOW
  - Measure-specific information

Do you need this support for non-CN projects?  
Contact your Care Team.

# QA Provider

**QAP will include the ES in all communications so that the ES can provide support**

## SOW Stage

- After you have reviewed the SOW with your ES, enter a Scope of work submittal ticket in Snugg Pro
- QAP will reply within 5 business days
- QAP will provide detailed list of required updates and/or approval

## QA Stage

- After the install is complete, notify your ES
- Submit a Final QA - Retrofit completed ticket in Snugg Pro along with your invoice
- QAP will reply and schedule the QA site visit within 5 business days
- QAP will provide a QA Report identifying required corrections and/or approval

# Contacts

Contractor Care Team			
Energy Specialists	Project Coordinators	Client Navigators	QA Providers
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