



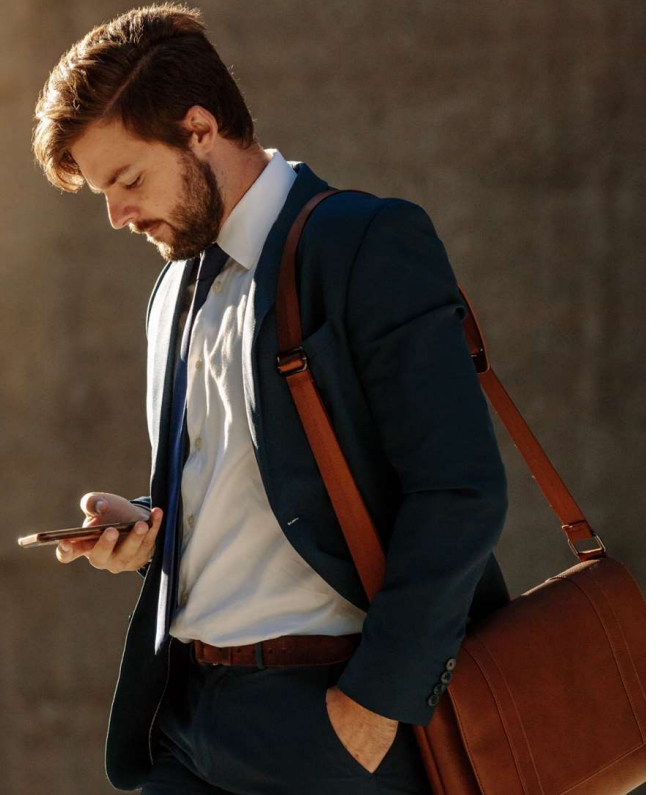
# Home Performance with ENERGY STAR®

## Trade Ally Meeting

*October 30, 2019*

## Distracted Walking

- Never walk while texting or talking on the phone.
- If texting, move out of the way of others and stop on the sidewalk.
- Never cross the street while using an electronic device.
- Do not walk with headphones in your ears.
- Be aware of your surroundings.



# Safety Message



## **Agenda**

**Introductions & Agenda Overview**

**2019 Review & 2020 Updates**

**Best Practice Topics**

**Trade Ally Score Card**

**Guest Presentations**

Green Grant Loan Program

Small Business Presentation

**Marketing Overview**

**Awards**

**Contractor feedback**

**Closing Thoughts**

**CU Facility Tour**



## Welcome and Introductions - DESEU Staff

**Tony DePrima**  
*Executive Director*

**Suzanne Sebastian**  
*Program Manager*

**Athena Bi**  
*Assistant Program Manager*

**Lisa Gardner**  
*Office Manager*

**Mike Williams**  
*Communications Manager*



## Welcome and Introductions - Franklin Energy

### ADMINISTRATIVE

- Joe Gennello, *Program Manager*
- Traci Evans, *Project Coordinator*
- Angie Bivens, *Marketing & Outreach*

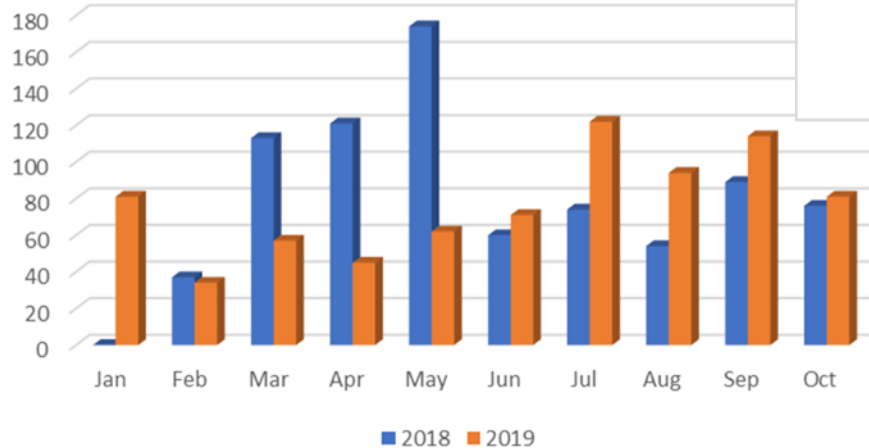
### FIELD TEAM

- Gerald (Jerry) Spaulding Jr., *Technical Lead*
- Daniel McBrien, *Energy Advisor*
- Krist Matthew, *Energy Advisor*
- Tyler Tallman, *Energy Advisor*

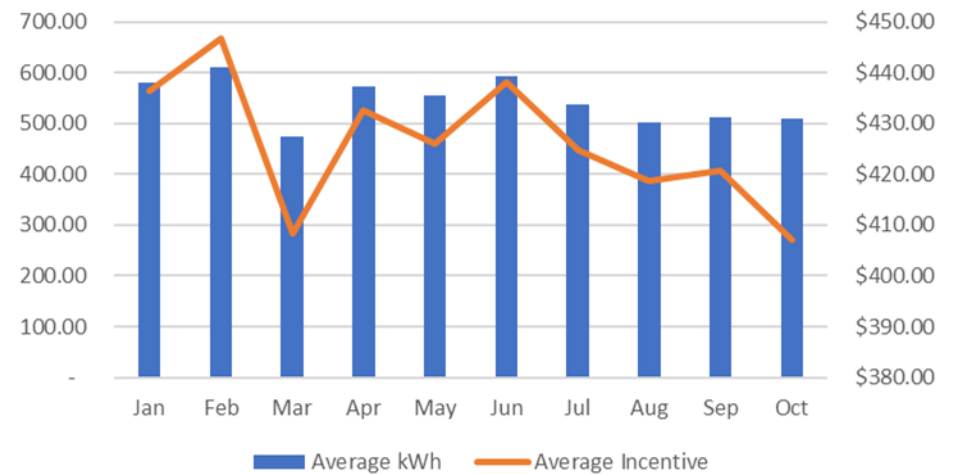


## 2019 Program Overview

2019 vs 2018 Completed Projects

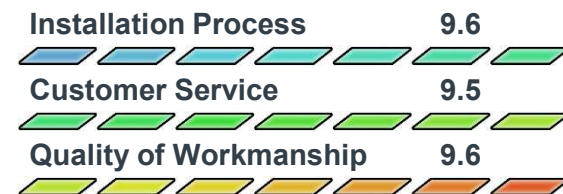


2019 Completed Assessments



## 2019 Program Overview Key Metrics

### Customer Satisfaction



### Aging

2019	Assessment Backlog
Jan	2
Feb	1
Mar	6
Apr	10
May	12
Jun	15
Jul	14
Aug	14
Sep	9
Oct	66
<b>Grand Total</b>	<b>149</b>

	Days to Process	Days to Pay
<i>Assessments</i>	<i>2.4</i>	<i>12.7</i>
<i>Projects</i>	<i>17.8</i>	<i>12.5</i>
<b>Grand Total</b>	<b>8.6</b>	<b>12.6</b>

### Average Time to Serve

**22.4 Days**

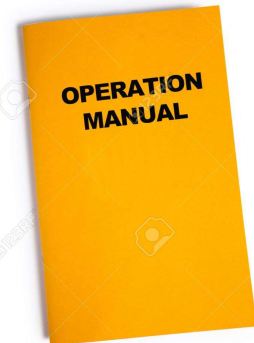
### Average Project Incentive

**\$1,502**

## 2020 Updates

### *Contractor Operations Manual Updates*

- Minimum required R-value for installing appliances is R20 Homes with R19 and below will require additional insulation or require a pre-approved waiver from Franklin Energy
- Ventilation Requirements - The Program will comply with BPI's Building Airflow Standard (BAS)
- Defined program Trade Ally roles  
Primary Contractor & Installation Contractor
- Trade Ally Scorecard – More on this later
- Direct Install Measures – Key to initial savings, must be documented for both installed and non-installed





## 2019 Review & 2020 Updates

### *Contractor Operations Manual Updates*

#### Test Out Requirements

- Customers that receive air sealing and insulation will be provided the new Program Participation Certificate signed by the Inspector following the final test out
  - Includes CFM 50
  - Initial and Final R values

#### Mini Splits

- HPwES rebate cap \$3,000.00
- AHPwES rebate cap \$4,000.00

#### Loan Spiff

- \$200 for contractor who initiated the loan
- Loan Spiffs distributed monthly

Portable space conditioning appliances are not eligible for rebates

- No window AC units
- No portable space heaters




**CERTIFICATE OF COMPLETION**

**Jane Doe**  
**123 Main St Anytown, DE**

for completing the  
**Home Performance with ENERGY STAR® Program**  
This property has successfully made energy efficiency improvements that meet the standards of the Home Performance with ENERGY STAR® Program.

INSULATION IMPROVEMENTS							BUILDING AIRFLOW REDUCTION	
Measures	Attic Insulation	Knee Wall Insulation	Wall Insulation	Basement Insulation	Blm Joist Insulation	Other Insulation	Initial CFM50	Final CFM50
Initial R-Value								
Final R-Value								

DATE \_\_\_\_\_ SIGNATURE \_\_\_\_\_



## Best Practice Topics

### *Communicating Correct and Accurate Information*

#### ***Trade Ally to Customer***

- Review CEAR with the customer make sure they understand the report. Discuss the available incentives
- Maintain communication with the customer and the Installation contractors
- Installation Contractors - Provide ample time for primary contractor to complete the assessment
- The test out MAY NOT be the final inspection
- Explain the entire process and review all next steps

## Best Practice Topics

### *Communicating Correct and Accurate Information*

#### ***Trade Ally to Energize Delaware***

- Verify customer information for accuracy prior to submission (Payment mailing address & site address)
- All required documentation must be signed by the homeowner
- Keep open lines of communication with the Franklin Energy Staff



## Best Practice Topics

*How to maximize rebates and incentives?*

Direct Installation Measures should be maximized up to \$200 per assessment. Use multiple LED types to address all savings opportunities.

Rebates are capped at 50% of the total measure cost. Where applicable, breaking down costs into multiple measures can maximize the customer incentive. Air Sealing examples include:

- Foam insulation materials should be categorized as both an air sealing measure and an insulation measure
- Dense packing a wall cavity with insulation will also aid with air sealing

# MAXIMIZE

## **2019 Review & 2020 Updates**

*Contractor Participation Renewal Process*

- The CPA & COM must be signed annually and the signature page uploaded.
- All other documents (licenses, certifications, insurance) must be up-to-date and valid
- Trade specific certifications must be current and on file with the program



***For assistance, please contact Traci***

302-203-6243 ext 4418

[tevans@franklinenergy.com](mailto:tevans@franklinenergy.com)

The background of the slide is a night-time photograph of a city skyline, likely New York City, with various skyscrapers illuminated. In the center of the image is a large, bright yellow oval with a blue outline. Overlaid on this oval is the text 'TOP TEN' in a large, red, serif font with a black outline. Two blue rounded rectangular boxes are positioned above and below the central oval, containing yellow text.

**Home  
Performance's**

**For Admin Delays**



# HOME PERFORMANCE Top Ten Admin Delays

## CERTIFICATIONS AND SIGNATURES

### Contractor Statement and Signature

I attest that all of the information entered above is correct to the best of my knowledge. I agree to complete any items noted above for follow-up corrective action and will submit an additional Post-Installation Tests and Inspections Form that verifies the successful completion of those items and records required follow-up tests or inspections.

Contractor Signature: \_\_\_\_\_

Date: \_\_\_\_\_

### Customer-Member Statement

I attest that I am the owner of the property specified above and that all materials and equipment included in my home improvement contract with the above contractor have been furnished and installed by the contractor, and that the work has been completed pursuant to the contract. I agree that all information is true and that I have conformed to all program energy-efficient improvements and equipment requirements listed.

Customer-Member Signature: \_\_\_\_\_

Date: \_\_\_\_\_

SEU will review and process your rebate application upon receipt of this completed test-out form. You can choose to have your rebate paid to your contractor or directly to you. Please check the box (Customer, Contractor) where you would like your rebate sent. ☐ Customer ☐ Contractor

### Rebate Check Should be Payable to the Following Name/Entity if different from Customer/Contractor Name:

Mailing Address if Different from Site Address:

Street: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

ZIP: \_\_\_\_\_

## #10 - Confirm where rebate check is to be sent at bottom of test-out form



# **HOME PERFORMANCE**

## **Top Ten Admin Delays**



**#9 - Verify test-out inspection has  
been scheduled**



# HOME PERFORMANCE **Top Ten Admin Delays**



**#8 - Submit project in a timely manner  
upon receipt of test-out form**

# HOME PERFORMANCE **Top Ten Admin Delays**



**#7 - Verifying smart t-stat qualifies**



# HOME PERFORMANCE Top Ten Admin Delays



**#6 - Include make & model of t-stats  
on proposal**



# HOME PERFORMANCE Top Ten Admin Delays

<b>Sub-Total</b>	\$17,671.81
<b>Tax</b>	\$0.00
<b>Total Due</b>	\$17,671.81
<b>Payment</b>	\$17,671.81
<b>Balance Due</b>	\$0.00

**#5 - Include paid-in-full receipt in final submission**



# HOME PERFORMANCE **Top Ten Admin Delays**



**#4 - Upload all documents in PDF format**

# HOME PERFORMANCE Top Ten Admin Delays

## Equipment Information

Quantity \*

1

New Equipment AFUE Rating \*

This field is required.

New equipment Manufacturer Make \*

This field is required.

New Equipment Measure Installed Cost \*

This field is required.

New Equipment Furnace Input Size (btu) \*

This field is required.

New Equipment Manufacturer Model \*

This field is required.

New Equipment Serial Number

## #3 - Verify all HVAC measures are accurately submitted

# HOME PERFORMANCE **Top Ten Admin Delays**



**#2 - Verify system qualifies before  
submitting for rebate**



# HOME PERFORMANCE Top Ten Admin Delays

**AHRI CERTIFIED®**  
www.ahridirectory.org

This combination qualifies for a Federal Energy Efficiency tax Credit placed in service between Feb 17, 2009 and Dec 31, 2016.

## Certificate of Product Ratings

AHRI Certified Reference Number : 201803329      Date : 09-19-2019      Model Status : Production Stopped

AHRI Type : HRCU-A-CB  
Series : PLATINUM XM  
Outdoor Unit Brand Name : AMERICAN STANDARD  
Outdoor Unit Model Number (Condenser or Single Package) : 4A6H7048A1  
Indoor Unit Model Number (Evaporator and/or Air Handler) : 4PX\*CD60BS3  
Furnace Model Number : S9V2C100D5PSA

The manufacturer of this AMERICAN STANDARD product is responsible for the rating of this system combination.

Rated as follows in accordance with the latest edition of ANSI/AHRI 210/240 with Addenda 1 and 2, Performance Rating of Unitary Air-Conditioning & Air-Source Heat Pump Equipment and subject to rating accuracy by AHRI-sponsored, independent, third party testing:

Cooling Capacity (A2) - Single or High Stage (95F), btuh : 48000  
SEER : 17.00  
EER (A2) - Single or High Stage (95F) : 12.50  
Heating Capacity (H12) - Single or High Stage (47F) : 47500  
HSPF (Region IV) : 9.00

**AHRI CERTIFIED®**

**#1 - All required AHRI's must be accurate and included in final submission**



## Trade Ally Scorecard

- Designed to help customers select participating trade allies in the program
- Posted on the Energize Delaware website
- Simple, easily understood criteria based on data collected from assessments and completed projects

### PARTICIPATING CONTRACTORS PERFORMANCE SCORES

3 = excellent, 2 = good, 1 = fair.

Contractors	Projects	Customer Service	Work Quality	Timeliness	Overall
[REDACTED]	120	★ ★ ★	★ ★ ★	★ ★ ★	★ ★ ★
[REDACTED]	50	★ ★	★ ★ ★	★ ★ ★	★ ★ ★
[REDACTED]	36	★	★ ★	★ ★	★ ★
[REDACTED]	34	★ ★	★ ★ ★	★ ★	★ ★
[REDACTED]	34	★ ★ ★	★ ★	★ ★	★ ★ ★
[REDACTED]	26	★	★ ★ ★	★ ★ ★	★ ★
[REDACTED]	17	★	★	★ ★ ★	★ ★
[REDACTED]	13	★ ★ ★	★ ★	★	★ ★ ★
[REDACTED]	9	★ ★ ★	★ ★	★ ★	★ ★

- Star rating system in three key areas and an overall score:
  - Customer Service
  - Work Quality
  - Timeliness
- Number of Projects Completed
- Updated Quarterly
- TYD Preview roll-out to Trade Allies now, First web publishing in January

## Trade Ally Scorecard

### *Measurement Criteria & Ratings*


- Completed Assessments or Projects
- Assessment Time to Serve
- Customer Complaint Rate
- QC Inspection Failure Rate
- Customer Ratings
  - Installation Process Score
  - Customer Service Score
  - Quality Workmanship Score



Key Measurement	3 Stars		2 Stars		1 Stars	
	Min	Max	Min	Max	Min	Max
Assesment Time to Serve	0	20	20.1	35	35.01	10000
Complaint Rate	0.0%	1.0%	1.1%	2.0%	2.1%	100.0%
Failure Rate	0.0%	1.0%	1.1%	2.0%	2.1%	100.0%
Average Installation Process Score	9	10	7.1	8.99	0	7.99
Average Customer Service Score	9	10	7.1	8.99	0	7.99
Average Quality Workmanship Score	9	10	7.1	8.99	0	7.99

## Energy Efficiency Loan Program

### Update as of September

- 57 applications totaling \$529,085
  - 42 have been completed and paid to contractors totaling \$505,945
  - 2 under construction totaling \$23,140
  - 12 rejected due to high debt to income ratio
  - 2 loan payments are outstanding
  - 2 loans have been repaid in full.
  - 25 Loan Incentives Paid to Trade Allies Totaling \$4,800
- 

# Energy Efficiency Loan Program

## COMMON QUESTIONS

- What documents does the contractor need to provide for Part I?
- How long is the approval process?
- What documents does the contractor need to provide for Part II?
- When does the contractor get paid?
- How does the contractor get paid?

Rachel Land InClime, Inc.  
Greengrantedelaware.com  
410-231-3996

[rachel.land@inclimesolutions.com](mailto:rachel.land@inclimesolutions.com)





# Delaware Division of Small Business

Small business. Big support.

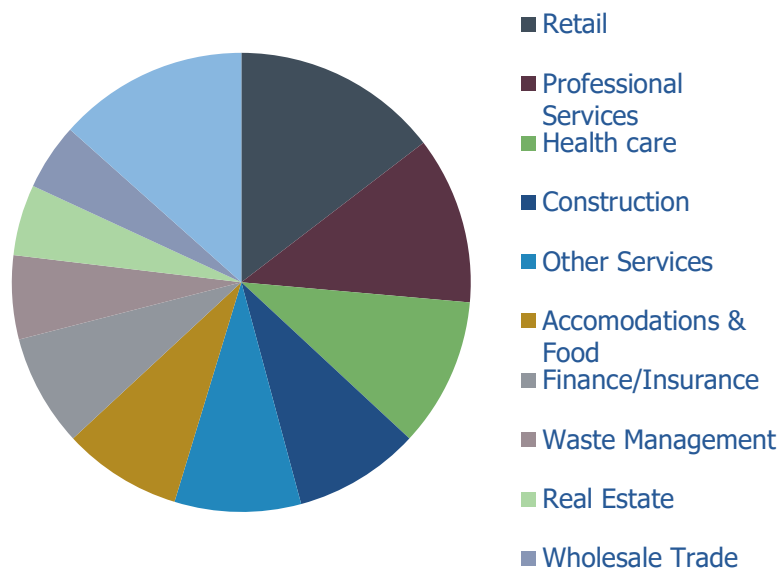
# Overall Landscape

- “Small Business” means  
    <100 employees
- 98% of Delaware businesses
- Employ 55% of Delawareans
- 2,600 new jobs annually  
    (1977-2017)
- Wages - \$9.7 billion a year

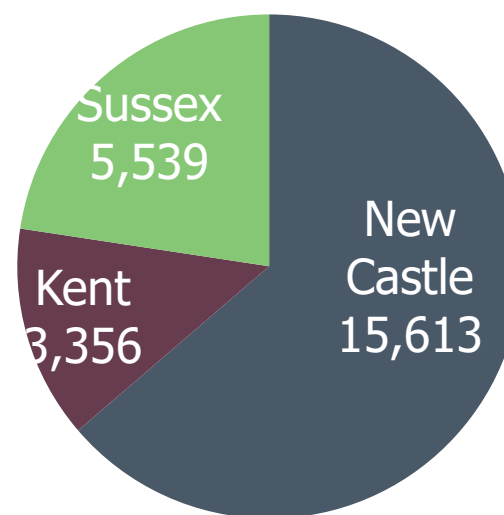


# Local Landscape

## Largest Industries



## Small Business by County



\*Note – Small businesses account for a larger part of the total economies



# Mission Statement

The Division of Small Business is a service-focused agency committed to helping small businesses start and grow in Delaware.

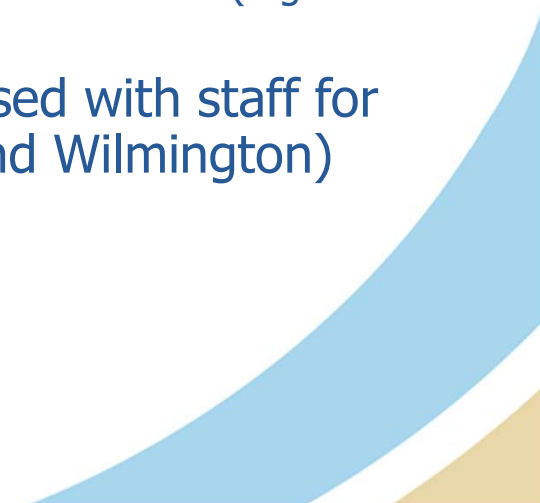




# Regional Business Managers



- “Account managers,” serving as end-to-end point of contact
- Services to fit business needs, assisting with:
  - Navigating government processes
  - Connecting with resource organizations
  - Accessing capital
  - Targeting support to MWVBE (e.g. Councils)
- Regionally-focused with staff for each county (and Wilmington)

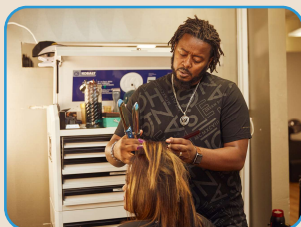


# EDGE Grants



- Program Specifics
  - Up to 10 awards per round
  - \$100,000 or \$50,000
  - STEM and Entrepreneur
  - 5 years old or younger
  - \$3 to \$1 match required
- 10 winners announced in Sept.
- 2<sup>nd</sup> application round just closed
- Open again in early 2020
- Preparation assistance available

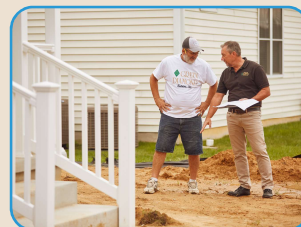
# Office of Supplier Diversity



Minority  
Fewer  
than US  
avg.



Woman  
Fewer  
than US  
avg.



Veteran  
More  
than US  
avg.

- Office of Supplier Diversity moved from OMB to Division of Small Business
- Opportunities to expand support for Delaware's MWVBEs



# Other Division Units

- Business Finance runs grant, loan and incentive programs
  - Examples:
    - EDGE Grants
    - Angel Investor Tax Credit
    - State Small Business Credit Initiative
    - Workforce Training Program
    - Delaware Strategic Fund
- Delaware Tourism Office
  - Markets state to out-of-state visitors
  - 9 million visitors annually
  - \$3.4 billion industry



# The Division on Social

**Take a  
moment  
right now to  
follow us!**



@delawaresmallbusiness



@delbiz



# Contact the Division

- Online
  - Visit **[www.delbiz.com](http://www.delbiz.com)**
  - Fill out contact form, get to right person
- Email
  - **[business@state.de.us](mailto:business@state.de.us)**
- Phone
  - Main number – 302-739-4271
- Key Staff
  - Damian DeStefano, Director
  - Jordan Schulties, Deputy Director
  - Regina Mitchell, Business Finance Director
  - Liz Keller, Tourism Director
  - Michael Chesney, Communications Director





Thank you!  
Questions?

# Home Performance & Marketing

*Angie Bivens*





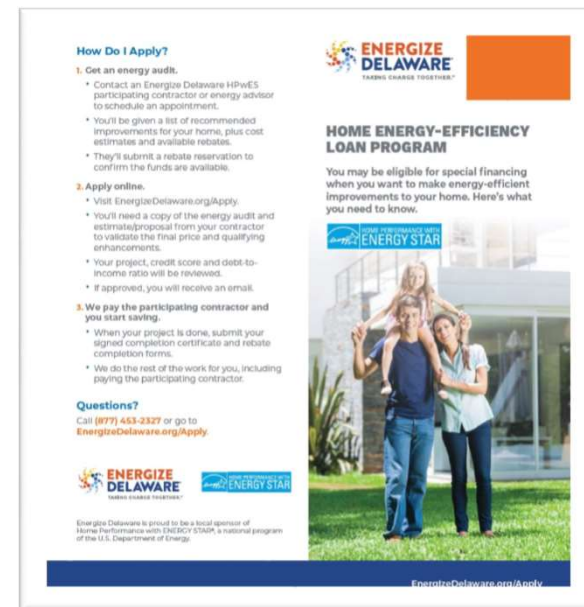
# Home Performance & Marketing *Program Marketing Tools*

## PROGRAM BROCHURES

- Do not alter or change the brochures and the contents
- Limited quality provided by the program
- To request brochures email [DEGeneral@FranklinEnergy.com](mailto:DEGeneral@FranklinEnergy.com)



Home Performance program brochure




Home Energy Loan program brochure

# Home Performance & Marketing

## Program Marketing Tools

### CONTRACTOR LEAVE BEHIND DOCUMENT

- This is intended to be left at the client's home
- The bottom of the document has slots for a Contractor to insert their business card
- Doc is provided by the program
- To request the Leave Behind email [DEGeneral@FranklinEnergy.com](mailto:DEGeneral@FranklinEnergy.com)



**Home Performance with ENERGY STAR® Program**

After your Home Performance with ENERGY STAR assessment is complete, your program-approved contractor will recommend a variety of energy efficiency improvements for your home that may qualify for significant rebates:

Measures	Home Performance with ENERGY STAR®	Assisted Home Performance & Disincentive Development Desired Rebate
Assessment Customer Incentive	75% up to \$300	75% up to \$350
Customer Co-Pay for Assessment	\$100	\$50
<b>Weatherization Measures</b>		
Air Sealing 20% Improvement	\$700	\$800
Air Sealing 30% Improvement	\$950	\$1,350
Air Sealing 40% Improvement	\$1,300	\$1,350
Duct Sealing 20% Improvement	\$500	\$600
Add R-19 Attic Insulation	\$900	\$1,100
Add R-30 Attic Insulation	\$1,000	\$1,200
Knee Walls	\$300	\$500
Rim Joist	\$150	\$200
Floor/Crawlspace Insulation	\$600	\$800
Wall Insulation (min 50% of walls)	\$1,600	\$2,100
<b>HVAC and Water Heating Measures</b>		
Heat Pumps Tier 1 (H1 SEER and H2.5 EER and H8.5 HSPF or H2.5 COP)	\$600	\$900
Heat Pumps Tier 2 (H7 SEER and H2.5 EER and H9.0 HSPF or H2.6 COP)	\$800	\$1,200
Mini-Split HP (H7 SEER and H2.5 EER and H9.0 HSPF or H2.6 COP)	\$400	\$900
Mini-Split HP (H7 SEER and H2.5 EER and H10.0 HSPF or H2.9 COP)	\$600	\$1,000
CAC Tier 1 (H6 SEER and H2.5 EER)	\$500	\$900
CAC Tier 2 (H7 SEER and H2.5 EER)	\$600	\$1,000
Furnace Tier 1 (H4-AFUE w/ECM)	\$500	\$900
Furnace Tier 2 (H6-AFUE w/ECM)	\$650	\$1,000
Boiler (H5-AFUE)	\$650	\$1,000
Boiler (H9-AFUE)	\$800	\$1,100
Heat Pump Water Heater	\$750	\$900
Tankless Water Heater (Gas/Propane)	\$600	\$800
ENERGY STAR® Certified Smart Thermostat	\$150	\$200
Direct Vent LPNG Water Heater (H55 gallons EF, H0.67 & UEF, H0.64 / >55 gallons EF, H0.67 & UEF, H0.85)	\$100	\$150
Condensing Boiler with On-Demand Hot Water (H9+ AFUE)	\$1,000	\$1,200
Mechanical Ventilation Equipment (ERV/HRV/Continuous Exhaust)	\$300	\$500
Hybrid Heat Pump & Furnace System Tier 1 (H6 SEER and H2.5 EER and H8.5 HSPF or H2.5 COP and H4-AFUE w/ECM)	\$1,000	\$1,200
Hybrid Heat Pump & Furnace System Tier 2 (H7 SEER and H2.5 EER and H9.0 HSPF or H2.6 COP and H6-AFUE w/ECM)	\$1,300	\$1,500

**Insert Contractor business card here**

For more information on rebate eligibility and the reservation process, contact your program-approved contractor or visit [EnergizeDelaware.org/Performance](http://EnergizeDelaware.org/Performance).

Energize Delaware: An initiative of the Delaware Sustainable Energy Utility, a 501(c)(3) non-profit organization. © 2014 Energize Delaware.

[EnergizeDelaware.org/Performance](http://EnergizeDelaware.org/Performance)

Contractor Leave Behind

## Home Performance & Marketing *Program Marketing Tools*



### Contractor's Newsletter

- Bi-Monthly e-newsletter
- The newsletter is a way for the program to communicate program updates and events to all the contractors
- To be added to the newsletter mailing list, send an email to [DEGeneral@FranklinEnergy.com](mailto:DEGeneral@FranklinEnergy.com)

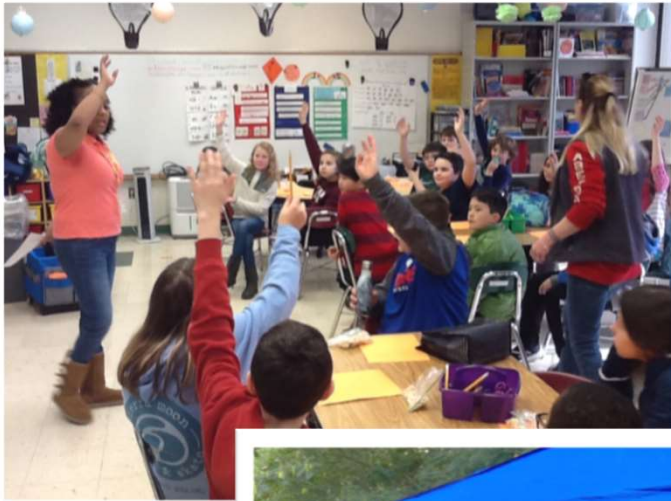
*Trade Ally Newsletter*

## Home Performance & Marketing

### *Program Marketing Tools*

### Community Outreach Events

- Since the Fall 2018 – Present, the program has attended over 30 community related events and workshops
- These events allow the program to teach energy conservation and market the programs



*Pictures of Outreach Events*

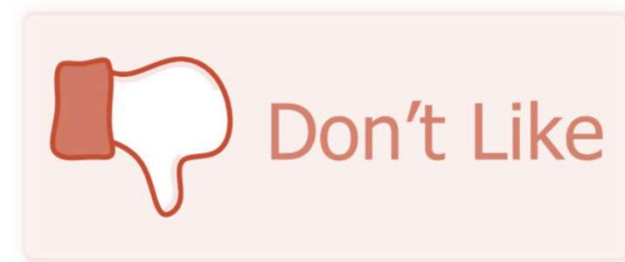
## Home Performance & Marketing

*Advertising Do's & Dont's*

### USING THE PROGRAM NAME



Do refer to the program as  
**Energize Delaware's  
Home Performance with  
ENERGY STAR® Program**



Do not refer to the program as

- DE SEU Home Performance...
- Delaware Sustainable Energy Utility's Home Performance...



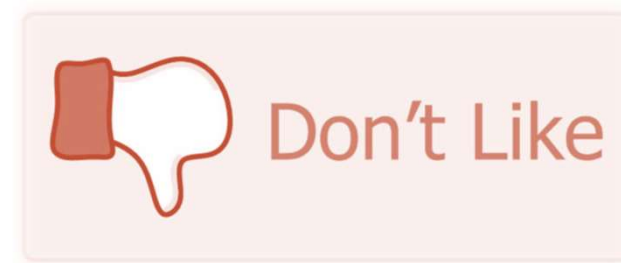
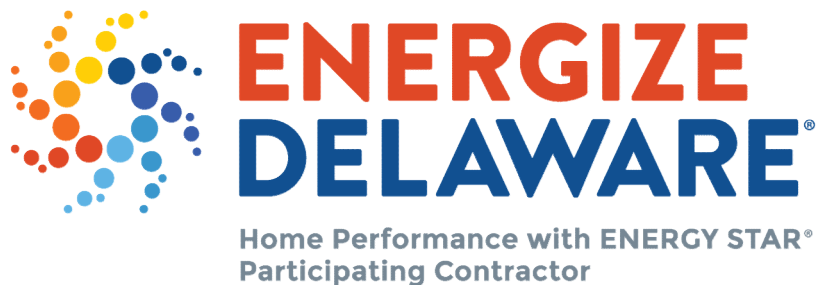
## Home Performance & Marketing

*Advertising Do's & Don'ts*

### USING THE PROGRAM LOGO



Do use the Participating Contractor logos:



Do not use any previous logos:



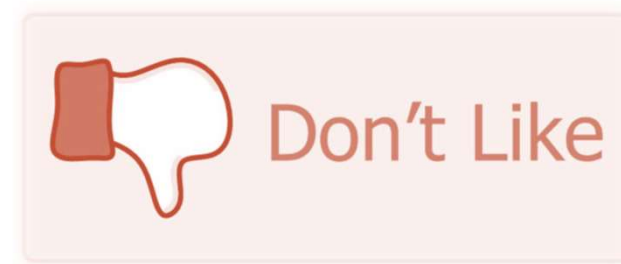
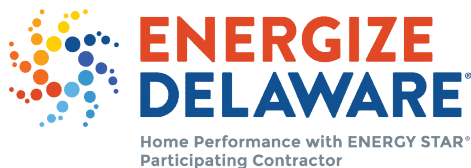
# Home Performance & Marketing

## *Advertising Do's & Dont's*

### USING THE PROGRAM LOGO



Do use the logos provided in full color or black:



Do not edit the color or text of the logo provided:





# Home Performance & Marketing

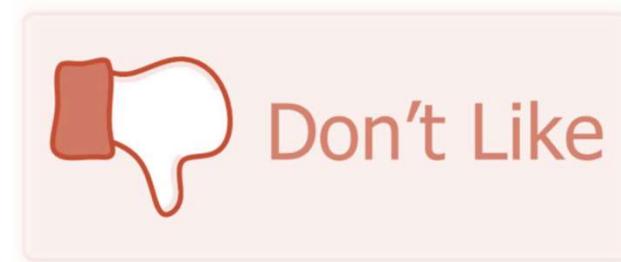
## *Advertising Do's & Dont's*

### USING THE PROGRAM LOGO



Do use the Participating Contractor logo on your company's:

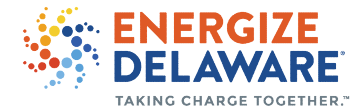
- **Website**
- **Marketing Materials**
- **Advertisements**



Do not use the Participating Contractor logo on your company's:

- **Business Cards**
- **Clothing Apparel** (i.e. hats, shirts, badges, etc.)
- **Physical Displays** (i.e. lawn signs, vehicles or products that are in connection with your company)

*\* Any exceptions must be approved by the Program in writing.*



## **2018 DOE Century Awards**

*Energize Delaware staff*

## Home Performance with ENERGY STAR Century Club Award Winner Guidance



## Home Performance with ENERGY STAR Century Club Award Winner Guidance

### Incorrect

- [Company name] is an approved U.S. Department of Energy/U.S. Environmental Protection Agency (EPA) vendor.
- [Company name]'s products/services are certified green by the U.S. Department of Energy/ENERGY STAR program.
- The U.S. Department of Energy/U.S. Environmental Protection Agency (EPA) recognizes [company name] as a leader in energy efficiency.
- The U.S. Department of Energy/U.S. Environmental Protection Agency (EPA) recognizes [company name] as a leader in energy efficiency.

### Next Steps

- Acquire the Century Club Award mark from your Home Performance with ENERGY STAR Sponsor.
- Add the mark and descriptive text to your marketing materials, including your website and the ENERGY STAR Web Linking Policy.
- Email [homeperformance@energystar.gov](mailto:homeperformance@energystar.gov) with a link to your website meeting the ENERGY STAR Web Linking Policy.

### Questions

Please direct any questions or comments to [homeperformance@energystar.gov](mailto:homeperformance@energystar.gov).

### Congratulations on your Century Club Award!

The Home Performance with ENERGY STAR Century Club Award recognizes participating contractors who improved the energy efficiency of 100 or more homes in a calendar year. Century Club Award winners will be able to market their award using the Century Club Award mark and by featuring Home Performance with ENERGY STAR on their websites.

### Be Featured Online

The Home Performance with ENERGY STAR website will include links to winners' sites that comply with the [ENERGY STAR Web Linking Policy](#). A link from a .gov site such as [www.energystar.gov](http://www.energystar.gov) can improve a website's search engine optimization. The policy consists of three requirements:

1. Display the Home Performance with ENERGY STAR name and mark. The Century Club Award mark is acceptable.
2. Reference or provide a reciprocal link to an ENERGY STAR site. Examples include [www.energystar.gov](http://www.energystar.gov) and [www.energystar.gov/homeperformance](http://www.energystar.gov/homeperformance).
3. Include a brief description describing your participation in the Home Performance with ENERGY STAR program. For example:  
[Company name] is proud to work with the [Sponsor's name] Home Performance with ENERGY STAR program in [geographic region] to deliver whole-house energy savings to improve comfort.

If your company meets these requirements send an email to [homeperformance@energystar.gov](mailto:homeperformance@energystar.gov) with a link to your website.

### Use of the Century Club Award Mark

Every winner has access to Century Club Award marks via their Home Performance with ENERGY STAR Sponsor. Contact your Sponsor with questions about accessing the mark.

### USING THE MARK CORRECTLY

This mark is designed to recognize organization-wide leadership; therefore it cannot be used on or near ENERGY STAR certified products, homes, or buildings. This promotional mark highlights what an organization has done to receive the award.

This mark may be used on promotional materials, advertisements, and websites. Winners of this award may use the mark on smaller awards or certificates after receiving approval from [Home Performance with ENERGY STAR](#).

This mark, like all ENERGY STAR marks, must be used in accordance with the [ENERGY STAR Brand Book](#). The mark may not be altered and the proportions of the mark must be maintained in print and online materials. For additional guidance on how to properly use ENERGY STAR marks visit [www.energystar.gov/brandbook](http://www.energystar.gov/brandbook).

### WRITING ABOUT THE AWARD

The following are correct and incorrect examples of describing the Century Club Award.

### Correct

- [Company name] has earned/received the Home Performance with ENERGY STAR 2019 Century Club Award.
- [Company name] was awarded the Home Performance with ENERGY STAR Century Club Award for work performed in 2018.
- In 2019, [company name] was recognized by Home Performance with ENERGY STAR as a Century Club Award winner.

ENERGY STAR® is the simple choice for energy efficiency. For more than 20 years, EPA's ENERGY STAR program has been America's resource for saving energy and protecting the environment. Join the millions making a difference at [energystar.gov](http://energystar.gov).

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## 2018 DOE Century Award

The Department of Energy Century Club Award recognizes Home Performance with ENERGY STAR contractors that have improved the energy efficiency of more than 100 homes in the past year.

### Assessment Trade Ally

- Energy Efficient Earth
- Energy Solutions LLC



### Installation Trade Ally

- Burns & McBride Home Comfort
- Maichle's Heating & Air, Inc.

## Trade Ally Feedback



- What is Working Well
- What Needs Improvement
- How Can We Reach More Potential Customers
- How Can We Increase the Energy Savings per Project