

Notes to Raters – 3-2-10

Good day Raters,

I want to pass on a few notes and reminders.

The Energy Rebate Program is still in hibernation. All the names of customers who were signed up on the list prior to December 31<sup>st</sup> 2009 have been dispatched. (exception being rural AK) You should not be doing any 'as is' ratings for anyone who was not on the list prior to the first of the year. We are tracking down a list of customers in our database who have received recent 'as is' ratings but don't have a record of ever being on the dispatch call center list. There are a few possible reasons for this, signing up under a different name/different address/different phone number etc. or, raters not following current protocol. Make absolutely sure you are only doing ratings for customers who have been dispatched to you!

I do not have a definitive date when more names will be dispatched.

With energy ratings being slow, many raters are returning to other types of work. One of which is weatherization work. If you are doing so, I advise you to be familiar with policy A-8, Energy Rater Service and Ethics. We encourage Energy Raters to keep separate the performance of energy ratings from other products or services the energy rater may provide. ***An Energy Rater who performs work on the home of one of their rating customers may not under any circumstance perform the 'post rating' on that home.*** Read policy A-8 thoroughly before you commence any weatherization work in conjunction with this program.

I have been receiving emails consistently from raters who are amending 'as is' files. Thank you to those of you who have been notifying us of these changes. When editing the 'as is' rating will affect the amount of rebate a customer will potentially qualify for, we must know in advance about the change. Please follow the instructions below when editing the rating. If you do not, you will spend additional time correcting the rating and re-submitting it.

***-There absolutely, must be a note in the akwarm file as to why you have edited the rating.***

1. open the akwarm file.
2. click on the 'General' tab
3. click on the 'notes to AHFC' tab
4. write a note describing why you are editing the file. Begin the note by including the current date. State why you are editing the file. End the note by including your initials, or name, so we know who edited the file.

Example:

*3-2-10. I have edited this file because I accidentally entered the primary heating system as a furnace. The primary heating system is a boiler. The official 'as is' rating score is 61 points, 2 star +. JGD*

**DO NOT CHANGE THE DATE OF THE RATING!! DO NOT CHANGE THE DATE OF THE RATING!! CUSTOMERS DO NOT GET A NEW 18 MONTH TIMELINE BECAUSE YOU HAVE EDITED THE RATING! DO NOT CHANGE THE DATE OF THE RATING!! IT COULD CAUSE CONFUSION HERE WHILE PROCESSING APPLICATIONS!**

Fina will be following up on edited ratings if there is a problem. She will gladly request you make corrections if you did not properly edit the rating.

Rater renewal is fast approaching. Faye George will be tracking your classes and certifications. If you have completed all the required training and classes, please send a copy of your certificates to Faye at [fgeorge@ahfc.state.ak.us](mailto:fgeorge@ahfc.state.ak.us) Or mail them to her, PO Box 101020, Anchorage, AK 99510-1020, fax is 907-338-1747.

The following classes and certifications are required for rater renewal July 1<sup>st</sup> 2010, and must have been completed after

July 2008:

- combustion safety class
- advanced blower door class
- Moisture Control – Ventilation/ BEES class. (Current BEES compliance certification meets the requirement)
- advanced akwarm
- BPI Building Analyst (must pass the following 2 tests)
  - BPI Building Analyst written exam
  - BPI Building Analyst field exam

- Please be sure to submit copies of your certificates for Combustion Safety, Advanced Blower Door, Advanced AKWarm, BEES, and a copy of your BPI Building Analyst card, showing that the course was completed AFTER March 2008. In addition, please provide proof of completion of Cold Climate training. Cold Climate is a 1-time course, and the date of completion does not matter. You may submit a copy of your residential endorsement as proof of Cold Climate training, or a certificate from any other approved Cold Climate course.

Please note, BPI currently has a back up and delay in processing Building Analysts. Don't wait until the last minute to fulfill this requirement.

Please review the FAQ email you received recently regarding test options for BEES and Advanced AKWarm

There will be 2 tests required for rater renewal as well. One is an advanced akwarm test. You may test out of the above required advanced akwarm class by passing this test. The second test will be a cold climate test. These tests will be available online through Wisdom and Associates online testing program. I will send a notice when the tests have been posted and available on the Wisdom and Associates website.

Miscellaneous notes:

'Some customers call in stating that their rater told them they need to call us before they start any improvement or turn in their reimbursement forms.' [Please don't tell your customers this.](#)

'Some customers tell us they were told by their rater not to send in any paperwork or reimbursement forms until they complete their post rating.' [If they don't send in their reimbursement form, they are not registered in the program. They could miss out on their rebate.](#)

Please include complete addresses when entering data in the akwarm file. Include 'street', 'avenue', 'road' etc.

Please remind customers that they can also participate in the federal tax credits along with the home energy rebate program. This can help them choose a high efficiency heating system when akwarm recommends a lower model. Refer customer to [www.energystar.gov](http://www.energystar.gov) for more info.