



Better Buildings Workforce Peer Exchange *Quality Assurance Strategies*

Call Slides and Discussion Summary

November 17, 2011



Agenda

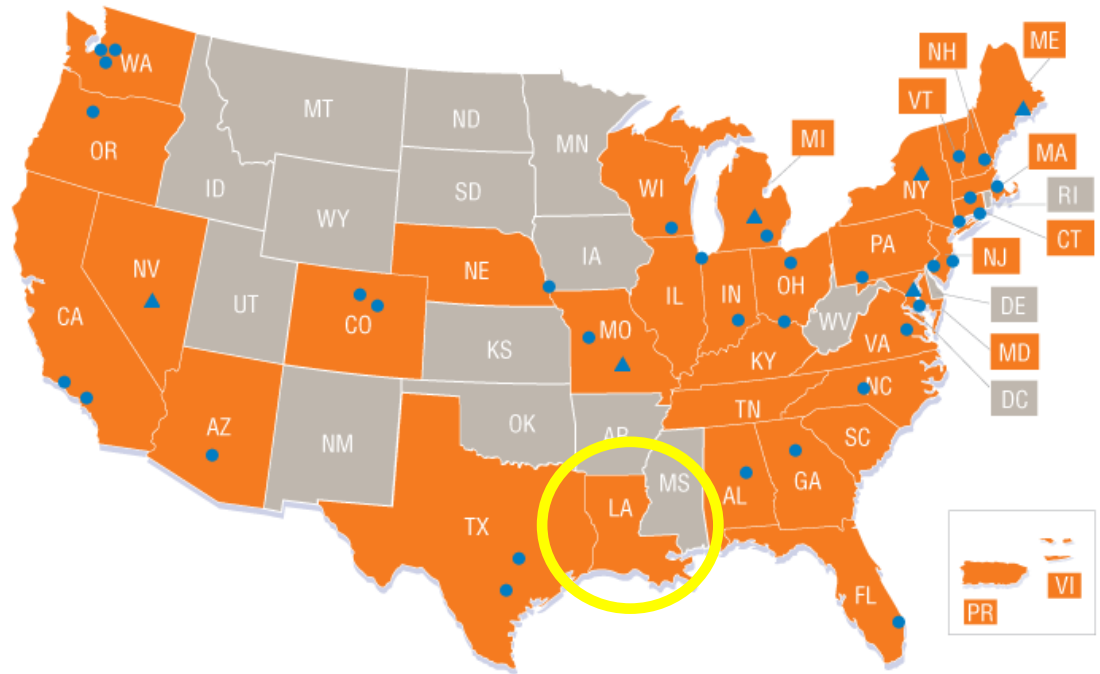
- Call Logistics and Introductions
 - What is your program doing to ensure quality work?
 - Featured Guests:
 - Reuben Teague and Ryan Smith, Green Coast Enterprises, New Orleans, LA
 - Chris Jones, Greater Cincinnati Energy Alliance
 - Discussion:
 - What quality assurance challenges are programs facing?
 - What quality assurance strategies—or combination of strategies—are most effective?
 - What implementation lessons can programs share?
 - Future Call Topics
-

Participating Programs



- Austin, TX
 - Babylon, NY
 - Chapel Hill, NC
 - Chicago, IL
 - Cincinnati, OH
 - Connecticut
 - Energy Upgrade California
 - Jacksonville, FL
 - Kansas City, MO
 - Maryland
 - Michigan Saves
 - New Orleans, LA
 - New York
 - Omaha/Lincoln, NE
 - Southeast Energy Alliance
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New Orleans (Southeast Community Consortium)



- City/County Level Grant
- ▲ Statewide Grant
- States With Grant Activity



Contractor Qualifications

- Contractor's License
- Proof of Liability and Workers Compensation Insurance
- Central Contractor Registration with DUNS Number
- Specific evidence of business capacity:
 - a completed W-9
 - three satisfactory professional/trade references
 - three satisfactory customer references
 - banking reference, business history/credit scores
- Obtain and maintain BPI Accredited Contractor status
- EPA lead paint certification
- Criminal Background Check





Contractor Recruiting

- Networking Events
- Disadvantage Business Enterprises
- Women's Owned Enterprises
- Veteran & Service-Disabled Veteran Owned
- Community Outreach Projects
- Organizations w/interest in Green Building
- HVAC contractors



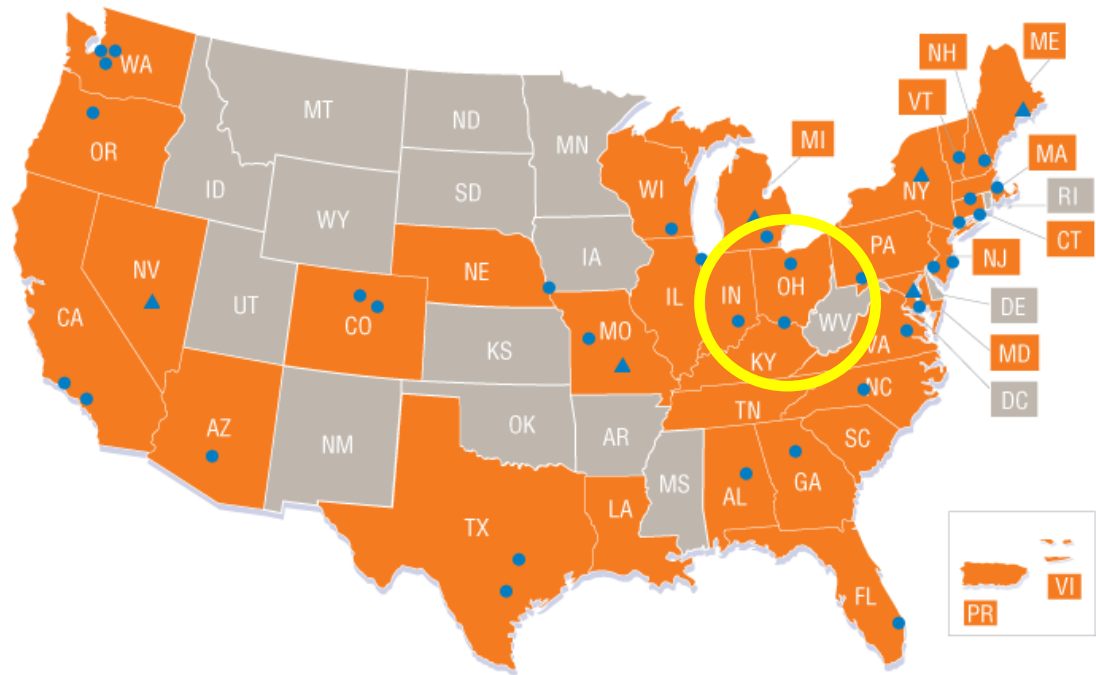


Contractor Recruiting

- We have sent five business owners and ten crew members to BPI training on scholarship to date.
- Encouraged contractors in surrounding areas to also attend BPI training
- Six Contractors made it through the entire process and five remain in the program.



Greater Cincinnati Energy Alliance



- City/County Level Grant
- ▲ Statewide Grant
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- What quality assurance challenges are programs facing?
- What quality assurance strategies—or combination of strategies—are most effective?
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Discussion Themes

- Upfront QA and screening can occur when selecting contractors
 - Look for well-qualified and respected contractors
 - Contractors willing and capable of completing the full application process demonstrate their commitment to the program
- Higher standards = better contractors
 - Try not to burden the contractor, but it's important to uphold standards and OK to draw the line in the sand
 - Better contractors want to elevate themselves from competition and typically do higher quality work
- Do test in and test out
- Tiered approach to QA inspections works well
- Mentor contractor for the first few jobs
- Arrange for QA inspection on the final day of the job
 - Avoids having to schedule separate follow-up QA inspection (homeowners can be reluctant)

Potential Future Calls Topics

- Contractor Coordination Strategies
- Training Curriculum and Examples
- Lessons about Coordinating Contractor Recruitment and Customer Demand
- How to Run/Manage a Contractor Business
- Engaging Local Efficiency First chapters
- Third party Incentives, Contractor Incentives
- Contractor Pricing (vote)
- Contractor-based Revenue Streams
- What should program managers be on the look out for?
“Anticipated Gotchas”
- Auditor and Contractor (marrying the two)