



Energy Star[®]

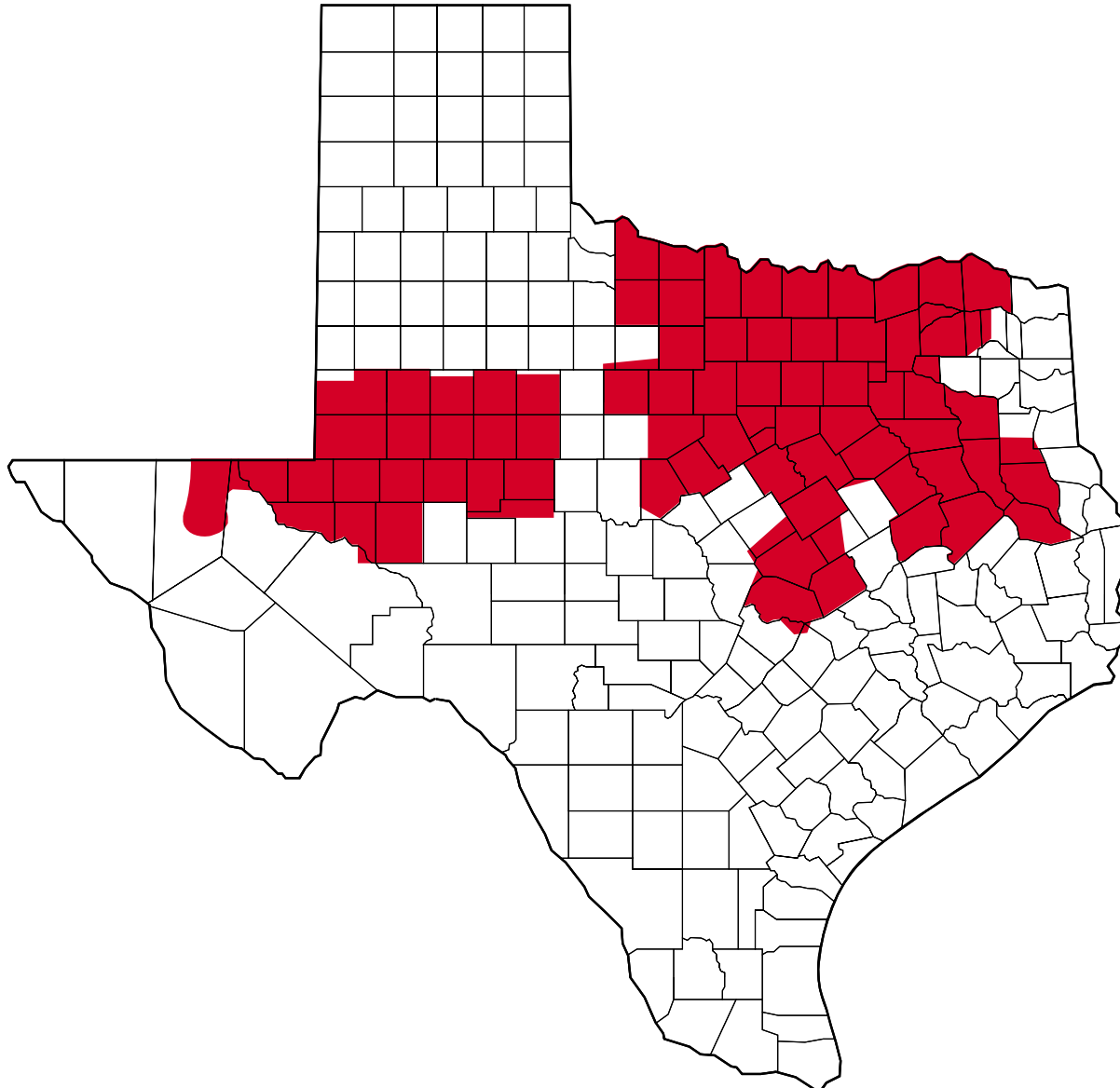
HVAC Quality Installation (QI) Program

A Texas Perspective

May 2008

Price Robertson

Service Territory



Oncor A/C Installer Program



Oncor first developed and implemented an AC installer Program in 2004

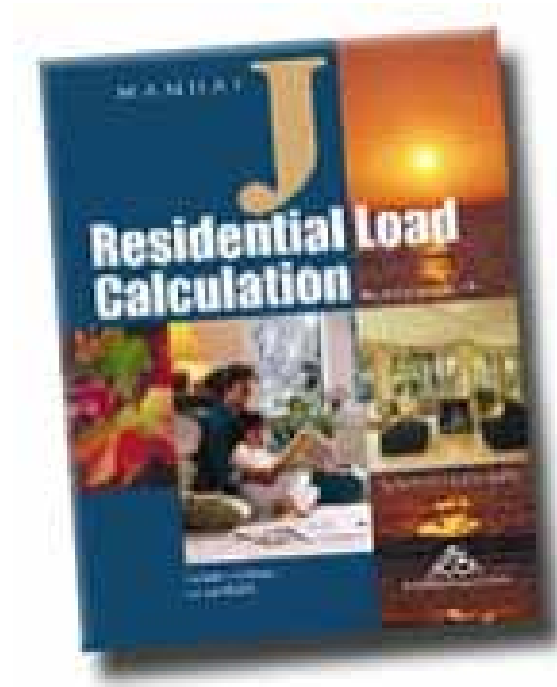
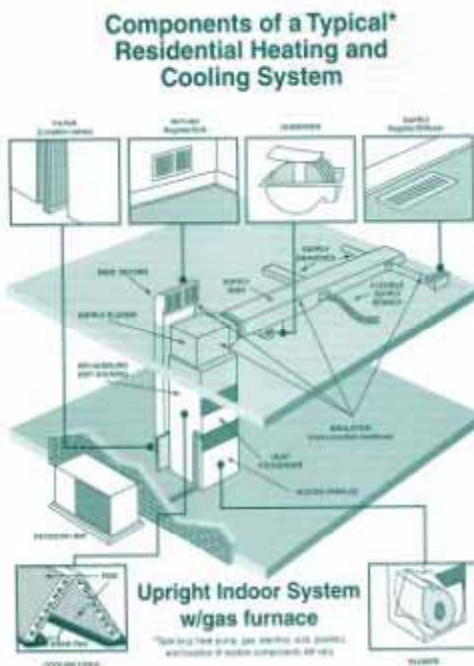
- **Based on a statewide program template from the Public Utility Commission of Texas we partnered with Air Conditioning Contractors of America (ACCA) North Texas Chapter, as the Program Implementer**
- **Program offered training and education in conjunction with incentives paid to dealer for qualifying installations.**



Qualifying Installation Training



- Training sections were conducted on
 - Heat gain and heat loss calculations
 - Correct sizing of equipment



Qualifying Installation Training



- **Correct duct design and air flow and sealing**



Qualifying Installation Training



- Correct refrigerant charging



2007 QI Pilot



Oncor implemented an Energy Star QI pilot in conjunction with the EPA. They were testing the feasibility of using the Energy Star Quality Installation Specs as a standard for quality installation.

- Pilot consisted of four contractors
- Pilot ran from April thru August of 2007
- First verified system was completed in May with an Energy Star certificate presented in June
- 29 installations were verified

AC Participants

AirRite

Stark Air

Tempo Mechanical

Total Heat and Air



2007 Pilot



The pilot showed that there are obstacles, even when contractors embrace the QI Program

- **Weather-dependency of the AC industry (affects charging and sealing the system)**
- **Contractor/tech experience a high learning curve to be able to adjust to technical protocols**
- **Accurate completion of system commissioning reports (paperwork)**
- **Scheduling and executing the verification process in advance – must consider the technician, verifier and customer schedules**

The independent onsite verifier at system installation was Tradewinds.



Contractor Feedback



What does it take for a contractor to make this work?

- **Requires strong contractor commitment and accountability**
- **Must be accepted by everyone in the contracting company**
- **Willingness to make an investment in additional in house training and diagnostic tools (air flow equipment and good electronic gauges)**
- **Must always focus on educating the consumer about QI benefits**
- **Solicit ongoing feedback from the installers**
- **Must be flexible, changes are inevitable!**
- **Above all, tenacity – stick with it, it's a process**



Conclusions from 2007 Pilot



- **Adoption of QI as a standard business practice requires a significant change in the AC contractor's business philosophy and company culture**
- **Program must provide proper classroom and field training for contractors**
- **There must be ongoing communication among contractors, implementer, program manager, and verifier**
- **Verifiers must be flexible and able to be on the installation site on short notice**

Moving Forward in 2008



The Oncor A/C Installer Program now requires Energy Star QI specs on all 2008 Residential Replacement installation

- **Our 2008 goal is 400 systems**
- **Consumers will benefit greatly from the energy savings. This fact needs to be stressed to the consumer so they will ask for QI**
- **HVAC contactors who capitalize on the ENERGY STAR QI initiative will ultimately become market leaders and can positively impact their growth, market share and profitability, but they also need training and resources (marketing and incentives) to motivate them to participate**



Close



**Thank you for the opportunity to present
this material to you.**

Are there any questions?