



Request for Proposals

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Peninsula Clean Energy, a California Joint Powers Authority, is seeking proposals from licensed contractors for single-family electrification installation services.

Responses are due **September 4, 2025 by 8pm Pacific Time.**

1 RFP OVERVIEW

Peninsula Clean Energy (PCE) is the not-for-profit locally led electricity provider for San Mateo County and Los Banos. Our mission is to reduce greenhouse gas emissions by expanding access to sustainable and affordable energy solutions. The agency serves over 300,000 customers.

PCE issues this Request for Proposals (RFP) to seek responses from experienced licensed contractors for the installation of electrification upgrades in single-family homes across PCE service territory.

This RFP-

- Describes the services sought (scope of work)
- Outlines proposal requirements
- Provides an opportunity for contractors to describe their qualifications, experience, and pricing

1.1 Program Overview and RFP Objective

Building electrification¹ is a critical component for PCE'S decarbonization strategy. PCE's [Home Upgrade Services](#) (HUS) offers various incentives and services to help residential customers electrify their homes, including rebates, zero interest loan, and personalized support.

¹Defined as the replacement of methane "natural" gas equipment for space heating, domestic hot water, stove/oven, and clothes drying with efficient electric alternatives.

While customers may work with any contractor to access PCE incentives, Home Upgrade Services also includes two installation services for single-family homes that offer a more hands-on, comprehensive experience through fixed or free pricing options depending on customer eligibility, services delivered by PCE-vetted contractors, and expedited installations for emergency situations. This RFP seeks a provider to furnish the following services:

1. **Full-Service Installation** – Whole-home electrification delivered by PCE-vetted contractors, using fixed pricing for standard measures. There are two levels of incentives available depending on the customer type:
 - a. “Income-Qualified”: Homes meeting income and other qualifications receive no-cost whole-home electrification services, fully paid by PCE.
 - b. “Market-Rate”: Non-income-qualified customers can access fixed standard measure pricing and PCE’s rebates and loans.
2. **Emergency Water Heater Replacement** – Rapid replacement of failing gas water heaters with a heat pump water heater (HPWH) (or use of temporary loaner if longer remediation is needed), installed within 48 hours, serving both income-qualified and market-rate customers at no-cost or fixed standard pricing, respectively.

The purpose of this RFP is to select contractors to serve as PCE’s installation partners for both Full-Service Installation and Emergency Water Heater Replacement. PCE plans to select at least two contractors for the Full-Service Installation and at least one contractor for the Emergency Water Heater Replacement. Contractors may submit proposals for one or both services.

Details of the expected services to be provided by a qualified contractor are outlined in the Project Scope and Contractor Tasks section (“Section 4”). PCE will select contractors based on qualifications, experience, and provided pricing.

1.2 Goals and Objectives

1. Electrify at least 200 income-qualified homes and 100-150 market-rate homes per year.
2. Ensure an affordable, accessible, and timely option for customers to electrify their homes, including for emergency replacements.
3. Deliver high-quality customer experience through a network of trusted, experienced installers using advanced strategies to minimize PG&E service upgrades.

1.3 Budget and Term

PCE’s residential building electrification budget is approximately \$12M per year. Approximately \$6M is for general rebates available to all customers and \$6M is for no-cost installations for income-qualified homes.

The contract amount for each of the selected contractors is expected to be \$6M to \$12M over three years, depending on number of contractors selected. *Actual amount paid to the contractor will depend on the number of installations completed.* The anticipated contract term is three years with the potential for renewal by written agreement.

1.4 Vendor Requirements

1. Must be a California licensed contractor experienced in electrification projects in single-family homes including the specific skills of heat pump installation for space and water heating.
2. Preference will be given to multi-trade contractors capable of delivering electrical, plumbing, and HVAC work and ancillary trades such as carpentry. The objective is to provide comprehensive installation for the customer with a single point of contact.
 - a. If prime contractor is planning to use sub-contractors to deliver all trades, they must be clearly identified in the proposal. The prime contractor is responsible for project coordination to ensure customer has a single point of contact throughout the process and a single in-house project assessment.
3. Contractor must be capable of handling 8-15 installations per month. Contractors that are not at this capacity are welcomed to apply as long as plan to ramp up capacity is in place.
4. It is important to PCE that electrification workforce jobs are high road jobs. As such, installation staff for PCE projects must be paid equivalent to prevailing wage rates. See tables below for prevailing wage-equivalent rates San Mateo County and Merced County based on CA Department of Industrial Relations (DIR).
 - a. NOTE: The program will not require DIR registration or submission. PCE will verify wage compliance through internal processes, including review of employee paystubs, and benefit packages offered by contractors. The table listed below has been provided for the convenience of potential bidders. It is up to each Contractor to verify prevailing wage rates, including typical requirements for overtime, health and benefits as outlined by the CA DIR. The table below is based on DIR requirements for basic hourly rates. It is the expectation that any overtime accrued would be paid the appropriate overtime rate.

Trade / Classification	San Mateo County	Los Banos (Merced County)
General Laborer	\$38.45	\$38.45
HVAC Installer (Residential A/C Pro / Sheet Metal Worker Level 4)	\$39.13	\$31.79
Electrician (Inside Wireman)	\$88.15	\$52.15
Plumber	\$88.54	\$57.20

1.5 RFP Schedule

Event	Date
RFP released	August 11, 2025
Pre-proposal webinar (recommended, but not required)	August 20, 2025 at 3pm PST
Deadline to submit questions	August 22, 2025 at 8pm PST
Answers to submitted questions are posted	August 27, 2025
Deadline to submit proposals	September 4, 2025 at 8pm PST
Notification of shortlisted proposers	September 9, 2025
Interviews (1-hour virtual)	September 12, 2025
Award selection	September 15, 2025
Contract execution	October 23, 2025

Webinar Attendance: [Register here](#). The webinar will provide an opportunity to ask questions. Attendance is optional but encouraged.

Question & Answers: Direct all questions pertaining to this RFP to programsolicitations@peninsulacleanenergy.com with the email subject line "Questions – <Vendor Name> – Single-Family Residential Electrification Installation Services RFP". Questions and answers will be posted on the Peninsula Clean Energy RFP page.

1.6 Proposal Requirements

Interested contractors must submit the following documents to be considered for awarding of this proposal.

1. Statement of Qualification (2-page maximum)
 - Description of contractor's qualification for this program
2. [Completed Contractor Questionnaire \(click to download\)](#)
3. [Completed Pricing sheet \(click to download\)](#)

4. Acceptance of PCE Agreement Terms (see section 1.8)

1.7 Evaluation & Selection

Proposals will be evaluated based on a combination of quantitative and qualitative criteria, as shown in the table below:

Component	Description	Max Points
Meets proposal requirements	- Complete responses to the contractor questionnaire and pricing table - Acceptance of PCE's standard contract, with any exceptions noted and acceptable to PCE	Pass /Fail
Experience with single-family electrification	- Number of homes proposer has fully electrified - Overall electrification project experience, specifically with HPWH and HP HVAC - Experience with residential load management and right-sizing strategies	40
Costs	Cost competitiveness of fixed pricing for standard measures	35
Customer satisfaction ratings and experience working with diverse communities	- Demonstrated positive customer satisfaction ratings - Experience working with low-income households - Experience with non-English speaking households (e.g. Spanish, Mandarin, Cantonese, Vietnamese)	15
Firm and staff qualifications	- Qualifications and experience of company, program staff, and installation crews - Ability to scale services	10
Total points		100

1.8 Agreement Terms

Awardees will be required to enter into a contract using Peninsula Clean Energy's standard contract terms. Modification of the contract terms may be proposed by the proposer for consideration by Peninsula Clean Energy but are not guaranteed to be accepted. Rejection of the final terms from Peninsula Clean Energy is grounds for disqualification.

Peninsula Clean Energy's standard contract terms are available for review here:

- [Contract 3 NON-STANDARD Template WITH EQUIPMENT OR CONSTRUCTION May 2021 \(click to download\)](#)
- [PCE Customer Data Confidentiality Agreement Template v2019.10 \(click to download\)](#)

These terms may be subject to change at PCE's discretion.

1.9 Proposal Submittal

Proposals must be received on or before the above deadline and submittal must be by email to programsolicitations@peninsulacleanenergy.com with the subject "Proposal - <Vendor Name> - Single-Family Residential Electrification Installation Services RFP". Peninsula Clean Energy may request clarifications on submitted proposals by email or phone. Prompt responses will be requested.

By participating in Peninsula Clean Energy's RFP process, a Proposer acknowledges that it has read, understands, and agrees to the terms and conditions set forth in these RFP instructions. Peninsula Clean Energy reserves the right to reject any offer that does not comply with the requirements identified herein. Furthermore, Peninsula Clean Energy may, in its sole discretion and without notice, modify, suspend, or terminate the RFP without liability to any organization or individual. The RFP does not constitute an offer to buy or create an obligation for Peninsula Clean Energy to enter into an agreement with any party, and Peninsula Clean Energy shall not be bound by the terms of any offer until Peninsula Clean Energy has entered into a fully executed agreement. Only electronic submittals will be accepted.

2 PENINSULA CLEAN ENERGY LEGAL OBLIGATIONS

Peninsula Clean Energy is not obligated to respond to any offer submitted as part of the RFP. All parties acknowledge that Peninsula Clean Energy is a public agency subject to the requirements of the California Public Records Act, Cal. Gov. Code section 6250 et seq. Peninsula Clean Energy acknowledges that another party may submit information to Peninsula Clean Energy that the other party considers confidential, proprietary, or trade secret information pursuant the Uniform Trade Secrets Act (Cal. Civ. Code section 3426 et seq.), or otherwise protected from disclosure pursuant to an exemption to the California Public Records Act (Government Code sections 6254 and 6255) ("Confidential Information"). Any such other party acknowledges that Peninsula Clean Energy may submit to the other party Confidential Information. Upon request or demand of any third person or entity not a party to this RFP ("Requestor") for production, inspection and/or copying of information designated as Confidential Information by a party disclosing such information ("Disclosing Party"), the party receiving such information ("Receiving Party"), as soon as practical but within three (3) business days of receipt of the request, shall notify the Disclosing Party that such request has been made, by telephone call, letter sent via email and/or by US Mail to the address or email address listed on the cover page of the RFP. The Disclosing Party shall be solely responsible for taking whatever legal steps are necessary to protect information deemed by it to be Confidential Information and to prevent release of information to the Requestor by the Receiving Party. If the

Disclosing Party takes no such action, after receiving the foregoing notice from the Receiving Party, the Receiving Party shall be permitted to comply with the Requestor's demand and is not required to defend against it.

3 GENERAL TERMS AND CONDITIONS

1. **Peninsula Clean Energy's Reserved Rights:** Peninsula Clean Energy may, at its sole discretion: withdraw this Request for Proposal at any time, and/or reject any or all materials submitted. Respondents are solely responsible for any costs or expenses incurred in connection with the preparation and submittal of the materials for this RFP.
2. **Public Records:** All documents submitted in response to this RFP will become the property of Peninsula Clean Energy upon submittal and will be subject to the provisions of the California Public Records Act and any other applicable disclosure laws.
3. **No Guarantee of Contract:** Peninsula Clean Energy makes no guarantee that a contractor and/ or firm added to the qualified vendor list will result in a contract.
4. **Response is Genuine:** By submitting a response pursuant to this RFP, Respondent certifies that this submission is genuine, and not sham or collusive, nor made in the interest or on behalf of any person not named therein; the submitting firm has not directly or indirectly induced or solicited any other submitting firm to put in a sham bid, or any other person, firm or corporation to refrain from submitting a submission, and the submitting firm has not in any manner sought by collusion to secure for themselves an advantage over any other submitting firm.

4 PROJECT SCOPE AND CONTRACTOR TASKS

Overview

Peninsula Clean Energy (PCE) mission is to reduce greenhouse gas emissions and reinvest in the San Mateo County and Los Banos community. PCE's Home Upgrade Services (HUS) offers various incentives and services to help residential customers electrify their homes. This includes a Full-Service Installation and Emergency Water Heater Replacement offering for single-family homes that this Agreement is for.

1. **Full-Service Installation** –Whole-home electrification delivered by PCE-vetted contractors, using fixed pricing for standard measures. There are two levels of incentives available depending on the customer type:

- a. “Income-Qualified”: Homes meeting income and other qualifications receive no-cost whole-home electrification services, fully paid by PCE.
 - b. “Market-Rate”: Non-income-qualified customers can access fixed standard measure pricing and PCE’s rebates and loans.
2. **Emergency Water Heater Replacement** – Rapid replacement of failing gas water heaters with a heat pump water heater (or use of temporary loaner if longer remediation is needed), installed within 48 hours. Serves income-qualified and market-rate customers.

Program Goals and Objectives

1. Electrify at least 200 income-qualified homes and 100-150 market-rate homes per year.
2. Ensure an affordable, accessible, and timely option for customers to electrify their homes, including for emergency replacements.
3. Deliver high-quality customer experience through a network of trusted, experienced installers using advanced strategies to minimize PG&E service upgrades.

Contractor Service Level Expectations (SLE)

PCE aims to provide high-quality customer service through timely project completion and clear, proactive communication throughout the process. The below Service Level Expectations (SLEs) define the key requirements Contractors must meet. Additional SLEs for specific customer touchpoints are outlined in the Contract Tasks section below.

1. Provide customer with home assessment visit within ten (10) days of initial customer enrollment.
2. For homes receiving a single electrification measure, install and energize equipment within thirty (30) days of customer participation agreement signature, barring demonstrated PG&E service upgrade or permitting delays outside of Contractor’s control.
3. For homes receiving two (2) or more electrification measures, install and energize all equipment within sixty (60) days of customer participation agreement signature, barring demonstrated PG&E service upgrade or permitting delays outside of Contractor control.
4. Electric replacements must be installed, functional, and operating within forty-eight (48) hours of the gas appliance(s) removal.
5. For Emergency Water Heater Service, heat pump water heater or loaner equipment (in cases when immediate installation isn’t feasible) must be installed within forty-eight (48) hours of customer call, including weekends and holidays.
6. Achieve 90% satisfaction rating from customer surveys collected by PCE.

Contractor Tasks**1 Program Set Up****1.1 Kickoff and Check-in Meetings**

Contractor will attend in-person program kickoff meeting with PCE to review program goals and objectives, contractor expectations, and procedures at a mutually determined date within two weeks of contract execution.

Task 1.1 Deliverable: Attend in-person PCE kick off meeting

1.2 Finalize Program Documents & Procedures

Contractor will assist PCE in finalizing program documents and implementation procedures. While PCE will lead the development of internal and external program documentation, the Contractor is expected to review and provide feedback as requested. Prior to program launch, the Contractor will:

- 1.2.1 Review PCE's Program Handbook, which outlines contractor procedures and expectations such as SLEs for customer communications, equipment procurement protocols, and other relevant guidelines.
- 1.2.2 Develop templates for customer-facing documents, including the project proposal, change order forms, final project sign-off form, and any electrification education materials.
- 1.2.3 Finalize the list of data points to be collected during initial site assessments and post-installation (e.g., existing equipment, electrical infrastructure, home conditions) and determine how and when this information will be provided to PCE.
- 1.2.4 Review and provide input on PCE's Technical Design Guidelines for residential building electrification. These guidelines shall be used to inform the development of customer's proposals.
- 1.2.5 Finalize load calculation strategy to minimize service capacity upgrades.

Task 1.2 Deliverables:

- *Review and acceptance of PCE's Program Handbook including contractor procedures and expectations*
- *Review of and acceptance of customer-facing document templates*
- *Review of and acceptance of complete list of data points to be collected for every project*
- *Documentation of load calculation strategy to minimize service capacity upgrades*

1.3 Enroll in State or Local Programs

Complementary regional and state electrification incentive programs ("third-party programs") may be available during the program term, including but not limited to TECH Clean CA, CA

Smart Energy Homes, Golden State Rebates, GoGreen Financing. Maximizing third-party program incentives is necessary to reduce project costs for both PCE and customers. As such:

- 1.3.1 Contractor shall enroll in third-party programs as directed by PCE and provide PCE with proof of enrollment.
- 1.3.2 Although PCE will submit rebate applications to third-party programs on behalf of the customer and contractor, the Contractor must collect required documentation in the field (e.g., photos, forms) and submit it to PCE.

Task 1.3 Deliverables:

- *Proof of enrollment in other incentive programs as directed by PCE*
- *Required project documentation for third-party program submissions*

2 Ongoing Program Activities

2.1 Schedule Customer Home Assessment & Proposal Visit

Customers will apply for the program directly through PCE. PCE will screen customers, verify their eligibility, and categorize them as income-qualified or market-rate. Once eligibility is verified, PCE will assign the project to the Contractor and schedule an in-person home assessment and proposal visit. Contractor will:

- 2.1.1 Provide an interface with an automated scheduling system or contact the customer within two (2) days to schedule the initial assessment. The assessment shall take place within ten (10) days of customer contact, unless the customer requests a later date.
- 2.1.2 Provide customer with an overview of what to expect and answer questions about process or electrification in general.
- 2.1.3 Serve as the customer's principal point of contact for the Program.

2.2 Perform Home Assessment and Develop Project Proposal

Contractor will perform the in-person visit at the scheduled time per Section 2.1. Contractor will:

- 2.2.1 Gather required data as defined in Task 1.2.3.
- 2.2.2 Develop a Proposal with complete scope of work and costs that are consistent with the PCE Pricing and Technical Design Guidelines.
- 2.2.3 Within three (3) days of the visit, deliver Proposal to customer using template developed per Task 1.2.2 and address any questions customer may have on it.
- 2.2.4 Provide Proposal to PCE. PCE will send the Program Participation Agreement to customer for signature.

2.3 Install Measures and Close Out Permit

Contractor will be notified when customer signs the Program Participation Agreement. From that point, Contractor will:

- 2.3.1 Within two (2) days, contact customer to go over next steps for installation.
- 2.3.2 Within ten (10) days, apply for building permits with the local Authority Having Jurisdiction (AHJ,) on behalf of the customer.
- 2.3.3 Oversee installation and manage subcontractors, if any, installing measures outlined in the Participation Agreement.
 - 1. All equipment must be installed in accordance with all applicable federal, state, and local laws, building codes, manufacturer's specifications and permitting requirements.
 - 2. Installation must be completed within 30 days (single-measure projects) or 60 days (multi-measure projects) per the Contractor SLEs. Contractor must notify PCE of any delays that may impact SLE compliance.
 - 3. Contractor, customer, or PCE may request changes in the scope of work as outlined in customer's Participation Agreement. Such changes shall be initiated by a written change order signed by the customer, PCE, and the Contractor. The change order shall include a description of the change, the cost impact, and any necessary adjustments to the contract time. No changes shall be compensated without a written and signed change order.
- 2.3.4 Within five (5) days after installation, initiate project close-out by scheduling inspection with AHJ for the soonest available date. Contractor will work with AHJ to resolve any inspection issues and ensure permit closure.
- 2.3.5 Immediately after installation, educate customer in successfully operation and maintenance of the newly installed equipment.
- 2.3.6 Provide customer with technical manuals, equipment and installation warranty documentation, and register equipment with manufacturer as applicable.

2.4 Update PCE CRM & Provide Supporting Documentation for Completed Projects

Maintaining accurate records in PCE customer relationship management (CRM) system is critical to manage the project pipeline, respond to inquiries, and assess program performance. While Contractor may use its own CRM internally, it must also keep PCE's CRM updated. Contractor must:

- 2.4.1 Update PCE CRM at least once per week with projects' details. This includes key dates (home assessment visit, Proposal sent date, permit applied date, others) and current project status.

- 2.4.2 Upload completed project documentation within 5 days of installation. This includes installation data (e.g., previous and new equipment info), photos, and permits. Projects may be submitted prior to inspection close-out to expedite payment, but Contractor is still responsible for completing the inspection and ensuring permit closure.
- 2.4.3 PCE will review completed projects within five (5) days of submission and issue payment within thirty (30) days of approval via ACH.

2.5 Regular Check-Ins

- 2.5.1 Meet with PCE team once per week to discuss customer issues and review the project pipeline.
- 2.5.2 Meet with PCE annually for a deep dive to review program elements and technical design refinement needs; this meeting is expected to be in person.

2.6 Work with PCE Auditing

- 2.6.1 PCE may request site visits of approximately 10 homes per year receiving services. Contractor shall participate in project site visits with the designated PCE staff member(s), or PCE Consultant, at a mutually determined date.
- 2.6.2 Provide paystubs to PCE or PCE Consultant for prevailing wage auditing. This is anticipated to occur twice per year.

2.7 Workmanship and Warranty

- 2.7.1 Provide industry guarantees for workmanship. Respond to workmanship warranty calls as needed and assist customers in navigating product warranty issues. All warranty-related issues must be addressed to the reasonable satisfaction of the customer. Contractor is expected to provide a minimum one-year labor warranty from the date of installation completion. The final labor warranty term will be confirmed during contracting, based on the warranty information provided in the Contractor's Proposal.

3 Emergency Water Heater Replacement Tasks (Applicable only to selected contractor)

Most water heater replacements are performed after the equipment has failed, and customers expect access to hot water within one (1) to three (3) days of failure. The Emergency Water Heater Replacement element is available to both Income-Qualified and Market-Rate customers. When a gas water heater fails, there are three common emergency replacement scenarios:

1. **On-Site Electrification** – This scenario allows for immediate installation of a heat pump water heater on the day of the site visit.
2. **Gas Loaner Electrification** – Electrification is not feasible on the day of the site visit, typically due to the need to coordinate with an electrician. In this scenario, PCE envisions an installation of a temporary gas loaner unit while electrical services are coordinated.

3. **Infeasible** – Electrification is infeasible at the site due to criteria developed in Technical Design Guidelines (e.g., physical constraints, constrained PG&E service line, or other factors).

The following approach is one way to create an emergency replacement program, however, PCE invites Proposers to propose the most effective approach.

3.1 Coordinate Emergency Water Heater Replacement Services

Contractor will:

- 3.1.1 Provide a dedicated phone number (i.e., hotline) with dedicated PCE branded messaging for customers to call and schedule emergency water heater replacements. The hotline will be managed by Contractor 7 days a week, including holidays, during regular business hours.
- 3.1.2 When customers call the hotline, Contractor will immediately perform an over-the-phone initial screening to determine if an emergency replacement is feasible. If feasible, Contractor will schedule site visit.
- 3.1.3 Perform in-person site visit within 24 hours of customer call to determine the emergency replacement scenario and applicable approaches.

3.2 Install Heat Pump Water Heater for On-Site Electrification Scenario

If Contractor determines it is feasible to install a heat pump water heater on the day of the customer site visit, Contractor will:

- 3.2.1 Select equipment sizing, model, and configure in accordance with Technical Design Guidelines.
- 3.2.2 Perform electric load calculations or other assessments as needed.
- 3.2.3 Propose a Scope of Work for the heat pump water heater including pricing services with information on all relevant third-party program rebates and financing options.
- 3.2.4 Coordinate installation of system within 48 hours of customer call.
- 3.2.5 Install heat pump water heater in accordance with all applicable federal, state, and local laws, building codes, manufacturer's specifications and permitting requirements.
- 3.2.6 Apply for building permit and coordinate with the AHJ to obtain final inspections and complete job closure paperwork.
- 3.2.7 Immediately after installation, educate customer in successfully operating and maintaining the new equipment installed.
- 3.2.8 Provide customer with technical manuals, equipment and installation warranty documentation, and register equipment with manufacturer as applicable.

3.2.9 Respond to workmanship warranty calls as needed and assist customers in navigating product warranty issues. All warranty-related issues must be addressed to the reasonable satisfaction of the customer. Contractor is expected to provide a minimum one-year labor warranty from the date of installation completion. The final labor warranty term will be confirmed during contracting, based on the warranty information provided in the Contractor's Proposal.

3.2.10 Refer Customer to Full-Service Installation offering as applicable.

3.3 Install Loaner Gas Water Heater for Gas Loaner Electrification Scenario

If Contractor determines it is feasible to install heat pump water heater after additional upgrades to the home are made, Contractor will:

3.3.1 Install a temporary gas water heating "loaner" equipment.

3.3.2 Invoice Market-Rate customer for emergency loaner deposit. The deposit will be put towards the cost of the heat pump water heater installation. In the rare event that the heat pump water heater installation does not move forward, the deposit will cover the labor cost of installing loaner. Income-Qualified customers will not need to pay a deposit.

3.3.3 If heat pump water heater installation does not move forward, Contractor will:

1. Keep emergency loaner deposit for Market-Rate customer.
2. Remove gas water heating loaner equipment and return to loaner stock.
3. May provide estimate and coordinate with customer on installation of replacement equipment as a service outside the scope of this Program.

3.3.4 Within 6 weeks of loaner installation, create and provide to customer a Scope of Work for heat pump water heater installation.

3.3.5 Coordinate heat pump water heater installation as specified in Task 3.2. Remove gas water heating loaner equipment and return to loaner stock.

3.4 Referral for Infeasible Scenario

If Contractor determines it is infeasible to install a heat pump water heater, Contractor will:

3.4.1 Provide information to resident, including reason why installation of heat pump water heater is infeasible.

3.4.2 If there is a local code requirement, complete future, PCE-developed worksheet recording that site was considered infeasible for electrification and provide to customer as required.

3.4.3 Provide a referral to a qualified installer for a replacement gas unit. If Contractor is able to install a replacement gas unit, Contractor may offer this service outside the scope of this Program.