



**CEESP Goal 1: WHPA Compliance Online Permitting Working Group  
Teleconference Summary Notes  
Monday, February 12, 2017  
Scheduled for 9:00am – 10:00am PST**

**Call to Order**

Committee Co-Chair Allison Paul (CHF) called the meeting to order at 9:00 a.m. PST. The meeting was recorded.

**Roll Call**

WHPA Staff (Wendy Worrell) conducted roll call based on the current WHPA Online Permitting Working Group roster. As no voting panel has been assigned in favor of consensus voting, members are organized by voting eligibility status. The meeting was attended by 16 participants (or proxies) as clarified in the following table. There was a quorum (7+) of eligible members.

Organization	First Name	Last Name	WHPA Category	Attendance
<b>Voting Eligible</b>				
ACCA (Air Conditioning Contractors of America)	Todd	Washam	Contractor Association	P
CALBO (California Building Officials)	Mark	Meyers	Codes & Standards Official (Association or Jurisdiction)	P (Co-Chair)
CalCERTS, Inc.	Charlie	Bachand	Certifying Body	A
CalCERTS, Inc. (standing Proxy)	Susan	Davison	Certifying Body	P (last 5 min)
CHEERS	Bob	Johnson	Certifying Body	P
CHF-CIRB (California Homebuilding Foundation, Construction Industry Research Board)	Allison	Paul	Research Organization	P (Co-Chair)
DNV GL – Energy	Amber	Watkins	Energy Efficiency Program Consultant	A (Maternity Leave)
Duct Testers	Dave	Hegarty	Other Stakeholder	P
Enalasy	Eric	Taylor	Third Party Quality Assurance Providers	P
Enalasy (standing Proxy)	Michael	Thompson	Third Party Quality Assurance Providers	A
EnerGtech Experts	Brent	Locke	Other Stakeholder	P
The Energy CA, LLC	Eric	Berault	Third Party Quality Assurance Providers	P
Energy Cloud Inc.	John	Carrieri	Other Stakeholder	A
IHACI (Institute of Heating and Air Conditioning Industries)	Bob	Wiseman	Contractor Association	A
Indio Cooling & Heating Supply	Tim	Mann	Distributor	P
PG&E (Pacific Gas and Electric Company)	Jill	Marver	California IOU	A
SCE (Southern California Edison)	Gary	Shushnar	California IOU	P
<b>Not Voting Eligible</b>				
CBIA (California Building Industry Association)**	Bob	Raymer+	Codes & Standard Official (Association or Jurisdiction)	A
iPermit ERaters**	Ian	Jacoby+	Third Party Quality Assurance Providers	A
USERA	Don	Charles+	Third Party Quality Assurance Providers	A
<b>Guests</b>				
CALBO (California Building Officials)	Bob	Barks	Codes & Standards Official (Association or Jurisdiction)	P (Compliance Chair)
Conserva Alliance	Alex	Trochez	Other Stakeholder	A
CSE (Center for Sustainable Energy)	Marcus	Gilmore+	Energy Efficiency Program Consultant	P
Opinion Dynamics	Nick	McKay	Other Stakeholder	P (Speaker)
Selby Energy Inc	Brian	Selby	Educator, Trainer	A
<b>WHPA Staff</b>				
CLEAResult	Paul	Kyllo	Other Stakeholder	A
Empowered Solutions	Shea	Dibble	Energy Efficiency Program Consultant	A
InfoPlast	Wendy	Worrell	Other Stakeholder	P (Host/Scribe)
Opinion Dynamics	Ellen	Steiner	Other Stakeholder	P (Speaker)

\*\* Organization is Not a Member of the WHPA; + Individual is NOT Registered with the WHPA; (P) = Member Organization is Pending Approval from the WHPA Executive Committee.

**Agenda**

The following agenda was distributed to the Working Group by WHPA Staff prior to the meeting.

**AGENDA ITEMS**

- 1) **Roll Call** – WHPA Staff (Wendy Worrell) – 5 min
- 2) **Survey Status Updates** – Co-Chairs - 8 min
  - a) Jurisdictional Survey Pilot Results Overview – Opinion Dynamics (Nick McKay) and WHPA Staff (Ellen Steiner)
  - b) Contractor Survey



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- 3) **Minimum Legal Requirements Update** – Subgroup Lead (Eric Beriault) – 15 min
- 4) **Legislative and Regulatory Policy Issues Update** – Subgroup Lead (Allison Paul) – 15 min
- 5) **Best Practices in Online Permitting Update** – Subgroup Lead (Allison Paul) – 15 min
- 6) **Meeting Next Steps Overview** – Co-Chairs - 2 min
  - a) Next Meeting (Expected): **Monday, February 27, 2017 from 9:00am – 10:00am PST**
  - b) Next Agenda (TBD)
- 7) **Adjournment** by 10:00am PST – Co-Chairs

#### **Prior Meeting Notes**

The January 23, 2017 summary meeting notes were email distributed to the roster for approval prior to the meeting.

**ACTION:** WHPA Staff to post the final version of the January 23, 2017 meeting notes reflective of any received edits to the [WHPA Online Permitting Webpage](#).

#### **Survey Status Updates**

Co-Chair Allison Paul (CHF) reported that Nick McKay (Opinion Dynamics) and Ellen Steiner (WHPA Staff) conducted a survey pilot study with some jurisdictional contacts Allison provided to them from her database.

Nick McKay (Opinion Dynamics) provided a high-level overview of the Jurisdictional Survey Pilot results. The survey was conducted with four building department staff. Two of the building departments had online permitting systems. Opinion Dynamics Staff read the survey out loud to respondents to ensure understanding. The following reflect the primary feedback results:

1. Increase the text box size.
2. Indicate estimated time for completion at the start of the survey with acknowledgement that those who have an existing online permitting system will take longer to complete it.
3. Further clarify what a change out is.
4. Clarify confusion over what is included in an online permitting system.
5. Adjust the survey to address the lack of comfort with the compliance related questions.
6. Provide timeline estimates.
7. Respond to the very negative reaction to answering inquiry about the estimation of changeouts without a permit.

Ellen Steiner (WHPA Staff) reported that the overview report makes some recommendations on how to update the jurisdictional survey.

In response to Dave Hegarty's (Duct Testers) puzzlement as to why respondents did not know definitions for HERS and change out, Ellen Steiner (WHPA Staff) clarified that the terms can be defined more clearly on the survey. Dave questioned why those responding do not know their jobs.

Co-Chair Allison Paul (CHF) suggested that Permit Techs responded who mostly know clerical work. They do not know the terminology as they are only trained to know the software. Staff in smaller departments would know the terminology better. She suggested that the survey be updated for anyone to answer the questions.

Dave Hegarty (Duct Testers) felt that surveying should only be done with people who would know how to answer the questions. "Shouldn't we screen to the right level person?" Co-Chair Allison Paul (CHF) reminded that we were trying for a more well-rounded list and that we were asking for job title for correlation to the right level.

Co-Chair Mark Meyers (CALBO) commented that the survey needs to be asked and answered by decision makers so they can answer if an online permitting system would be used and accepted statewide. Otherwise, "we will not have the answers we need." He does understand that all may not be able to answer how it will work since we are still defining that.

Brent Locke (EnerGtech Experts) asked if one survey is being designated per jurisdiction or if multiple personnel within the jurisdiction are being approached for response. Co-Chair Mark Meyers (CALBO) felt it should be one since conflicting information within a jurisdiction would question the validity of the response.



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Brent Locke (EnerGtech Experts) reported that in his experience with small jurisdictions, many do not know what HERS is. He suggested that getting a cross section of those dealing with permitting would provide a better result.

Dave Hegarty (Duct Testers) felt that those who do not know about HERS would be a small percentage.

Co-Chair Allison Paul (CHF) responded that some jurisdictions are knowledgeable and some are not. She directed that terminology needs to be clarified to cover all bases even if the assumption is that it is known.

Co-Chair Mark Meyers (CALBO) suggested that the jurisdictional survey be sent to the broader titles for Building Official, Permit Tech, Plans Examiner, and Inspector for evaluation of internal knowledge. WHPA Staff, Ellen Steiner agreed that categorization would be good.

Eric Taylor (Enalasy) commented that based on his experience with building departments about online permitting implementation, he has never talked with anyone without the building department requesting the head building official be included in the meeting. He recommended getting the survey to the top person.

Mark Meyers (CALBO) commented that he would be greatly concerned if those who are not knowledgeable or those who are not enforcing requirements are the ones responding. Brent Locke (EnerGtech Experts) agreed and suggested leaving it open ended to “put people on point” for the different levels. “If we are going to be more pointed, we need to be more focused to not have open ended questions on the survey.”

The Compliance Committee Chair, Bob Barks (CALBO), likes the suggestion to gather. He pointed out that in the real world, survey completion may be designated by a decision maker to someone who is not the decision maker. Cross referencing the answers across job categories will give better understanding of how people understand permitting, which could give insight for implementation development. It will clarify gaps in understanding between departments that will need to be addressed.

**ACTION:** WHPA Staff to combine the CIRB list and building official list for jurisdictional survey use.

**ACTION:** WHPA Staff (Ellen Steiner as lead) and Co-Chair Allison Paul (CHF) to update the jurisdictional survey to incorporate pilot result suggestions, including clarification of all acronyms, plus the addition of screening questions to target the correct respondents, and the addition of job category options for Building Official, Permit Tech, Plans Examiner, and Inspector.

Per Co-Chair Allison Paul’s (CHF) inquiry about the jurisdictional survey timeline, WHPA Staff (Ellen Steiner) clarified that proceeding with the survey is still a priority with the hope of finalization by February 24<sup>th</sup>.

#### **CONTRACTOR SURVEY**

WHPA Staff (Ellen Steiner) reported that contractor survey testing is starting this week with the same pilot methodology used for the jurisdictional survey.

Dave Hegarty (Duct Testers) voiced the need to ensure the contractor survey has a pointed response person.

In terms of the contractor survey distribution list, WHPA Staff (Ellen Steiner) confirmed that for a completed past surveying project with contractors, she already established a database of the correct level personnel that she is offering to use with the Online Permitting Working Group’s contractor survey. She also confirmed that due to cost, contractor surveying will be by email rather than phone.

Eric Beriault (EnerGtech Experts) commented that the results may show that owners do not know as much as the general managers, etcetera at the mid to large size contractor organizations.

#### **Minimum Legal Requirements Update**

*REFERENCE DOCUMENTS: “Minimum Legal Requirements for a Permit” and “EnerGuy Building Department Survey for Mechanical Permits”.*

Eric Beriault (EnerGuy) provided a high-level overview of the draft chart he developed clarifying minimum legal requirements for a building department permit application based on AB 2335 passed in June 2008 as cross-referenced to CF-1R requirements.



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Eric Beriault (EnerGy) also presented a result chart for EnerGy's evaluation of building department requirements in relation to online permitting based on information they gathered from 105 building departments in 26 counties throughout California. Eric reported that despite the October 15, 2010 requirement for information to be registered, many still are not doing it.

In reply to Eric Taylor's (Enalasy) question about potential roadblocks to using the CF-1R form for an online permitting system, Eric Beriault (EnerGy) suggested that there should not be any major stumbling blocks as it currently creates a duplication of information.

**Legislative and Regulatory Policy Issues Subgroup Progress Update**

Co-Chair Allison Paul (CHF) reminded that memos are due March 31<sup>st</sup> so those who have not contributed to their subgroups should submit content.

Co-Chair Allison Paul (CHF) clarified that she has been trying to pull together what she could related to the legislative and regulatory policy issues affecting online permitting, but that she needs input from her subgroup. No updates have been added since this was presented at the last meeting.

The next step is to create a bare bone outline and then convert it into a memo.

Todd Washam (ACCA) commented that the document was well done so far and was not missing anything. He was unaware of any newer legislation that would affect online permitting. Tim Mann (Indio Cooling & Supply) agreed.

**ACTION:** Legislative and Regulatory Policy Issues subgroup members to convert the outline into draft memo format with conclusions.

**Best Practices in Online Permitting Update**

*REFERENCE DOCUMENT: "WHPA Best Practices Working Group Research for March 2017".*

Co-Chair Allison Paul (CHF) pulled content from the Working Group's defined applicable reference and research materials to start the best practices in online permitting outline.

Co-Chair Allison Paul (CHF) questioned if the Energy Code Ace document is applicable to this area. Gary Shushnar (SCE) clarified that most EnergyCodeAce documents are for the mandatory code or the prescriptive information so it would be better suited to the legal materials rather than to best practices.

**ACTION:** Move the Energy Code Ace documents from Best Practices' to Minimum Legal Requirements' resources.

Co-Chair Allison Paul (CHF) reported that she included testimonials from jurisdictions she deals with who currently utilize online permitting systems noting that she wants at least three testimonials. The issues raised so far relate to internet connection and the speed of that connection.

WHPA Staff and Marcus Gilmore reminded the Working Group of the CSE Best Practices Study and the link to the presentation of the results in the resources' section of the WHPA Online Permitting Working Group webpage.

**ACTION:** Marcus Gilmore (CSE) to follow up on the release status of the final Best Practices in Online Permitting Study.

Co-Chair Mark Meyers (CALBO) suggested using the Residential Trigger Code sheet since it specifically clarifies what is needed. Gary Shushnar (SCE) clarified that page 3 shows what forms are needed and when.

**ACTION:** Marcus Gilmore (CSE) to help secure a guest speaker to update the impact of the California Solar Permitting Guidebook for best practices research assistance.



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**MEETING NEXT STEPS OVERVIEW**

Assuming enough progress has been made, the next Online Permitting Working Group meeting is planned for February 27, 2017 from 9:00am – 10:00am PST. Prior to the meeting and once it has been finalized, the agenda will be distributed to the roster. (WHPA Staff Note: The meeting was pushed back to March 20, 2017 from 9:00am – 10:00am PDT.)

**CLOSING COMMENTS/ADJOURNMENT**

Co-Chair Allison Paul (CHF) adjourned the meeting at 9:59 am PST.

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**SUMMARY OF ACTION ITEMS AND KEY DECISIONS (from above)**

**ACTION ITEMS**

- 1) **ACTION:** WHPA Staff to post the final version of the January 23, 2017 meeting notes reflective of any received edits to the [WHPA Online Permitting Webpage](#).
- 2) **ACTION:** WHPA Staff to combine the CIRB list and building official list for jurisdictional survey use.
- 3) **ACTION:** WHPA Staff (Ellen Steiner as lead) and Co-Chair Allison Paul (CHF) to update the jurisdictional survey to incorporate result suggestions, including clarification of all acronyms, plus the addition of screening questions to target the correct respondents, and the addition of job category options for Building Official, Permit Tech, Plans Examiner, and Inspector. (In Process)
- 4) **ACTION:** Legislative and Regulatory Policy Issues subgroup members to convert the outline into draft memo format with conclusions. (In Process)
- 5) **ACTION:** Move the Energy Code Ace documents from Best Practices' to Minimum Legal Requirements' resources.
- 6) **ACTION:** Marcus Gilmore (CSE) to follow up on the release status of the final Best Practices in Online Permitting Study. (In Process)
- 7) **ACTION:** Marcus Gilmore (CSE) to help secure a guest speaker to update the impact of the California Solar Permitting Guidebook for best practices research assistance. (In Process)