



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

Call to Order

Committee Co-Chair Allison Paul (CHF-CIRB) called the meeting to order at 9:05 a.m. PDT. The meeting audio 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 the following 13 participants (or proxies) as clarified in the following table. A quorum (8+) of eligible members was reached.

Organization	First Name	Last Name	WHPA Category	Attendance
Voting Eligible				
Air Conditioning Guys	Louis	Fuentes	Contractor	P (Co-Chair)
CalCERTS, Inc. (standing Proxy)	Russ	King	Certifying Body	P
CEC (California Energy Commission)	Judy	Roberson	Government (Other than CPUC)	A (requested recording)
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	P (last 30 min)
Duct Testers	Dave	Hegarty	Other Stakeholder	P
Enalays	Eric	Taylor	Third Party Quality Assurance Providers	P
EnerGtech Experts	Brent	Locke	Other Stakeholder	P
The Energy Guy CA, LLC	Eric	Beriault	Third Party Quality Assurance Providers	P
Energy Cloud, Inc. (standing proxy)	Nancy	Kennedy+	Other Stakeholder	P
Guests				
CALBO (California Building Officials)	Bob	Barks	Codes & Standards Official (Association or Jurisdiction)	P (Compliance Chair)
Charles F Segerstrom Consulting (Consultant to SDG&E)	Charles	Segerstrom	Energy Efficiency Program Consultant	P (last 39 min)
WHPA Staff				
CLEAResult	Paul	Kyllo	Other Stakeholder	P (Work Product)
InfoPlast	Wendy	Worrell	Other Stakeholder	P (Host/Scribe)

*** 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; I = IOU representatives informed WHPA Staff on April 19, 2017 that the IOUs are not allowed to vote on compliance related work products. For this reason, IOU representatives who may otherwise meet WHPA voting eligibility, are listed under the "Not Voting Eligible" status.*

WHPA Staff (Wendy Worrell) announced that Louis Fuentes with Air Conditioning Guys was appointed Co-Chair. Louis Fuentes (Air Conditioning Guys) introduced himself. He is a native to Imperial Valley but grew up along the California Coast. He has been an HVAC contractor for almost 16 years. His wife’s family has been in the industry for 66 years. He is also on the ACCA Board. He has been a City Councilman, Mayor, on the Air Quality Board, and on the County Board of Supervisors appointed by Governor Schwarzenegger. He was also on a California Marketing Board in the past. He believes in using technology to make an impact, which is one of the reasons he was interested in this Working Group.

Co-Chair Allison Paul (CHF-CIRB) announced she will be taking maternity leave in a couple of months (estimated start in September).

Agenda

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

GENERAL REMINDERS

- Adherence to the WHPA **Code of Conduct** is required.
- Disclose any potential conflicts of interest as it relates to meeting content, particularly prior to any votes that may occur.
- Identify yourself prior to speaking, clarifying the organization on whose behalf you are speaking, or if you are making a personal comment.
- Mute yourself when not speaking. (*6 will take you on and off mute.)

AGENDA ITEMS

- 1) **Roll Call** – WHPA Staff – 7 min



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

- a) Co-Chair Welcome and Introduction
- 2) **Facilitated Best Practices Memo Development** – Co-Chairs and Subgroup Lead – 50 min
- 3) **Meeting Next Steps Overview** – Co-Chairs - 3 min
 - a) Next Meeting: Monday, June 19th -OR- 26th from 9:00am – 10:00am PDT
 - b) **Next Agenda:**
 - i) Best Practices Memo Finalization
 - ii) Update: Contractor and Jurisdictional Surveys
- 4) **Adjournment** by 10:00am PDT – Co-Chairs

Prior Meeting Notes

The May 22, 2017 meeting minutes were email distributed to the roster for approval.

ACTION: WHPA Staff to post the final version of the May 22, 2017 meeting notes reflective of any received edits to the [WHPA Online Permitting Webpage](#).

Facilitated Best Practices Memo Development

The Draft Best Practices Memo dated 5-28-17 was email distributed to the roster for review prior to the meeting.

Co-Chair Allison Paul (CHF-CIRB) reported that the Draft Best Practices Memo template was generated by WHPA Staff from prior versions. There are still some sparse areas that were not getting enough email input so the Co-Chairs and WHPA Staff agreed that facilitated meeting discussion was needed to ensure productivity toward the month-end deliverable expectation.

There was general discussion about permit closure requirements and suggestion for how to help facilitate the process.

- Co-Chair Louis Fuentes (Air Conditioning Guys) asked for input on if the “closure of permitting” was more recent than some of the programs being reviewed in the Best Practices Memo. He noted that when he was part of the Green It Forward Online Permitting System Pilot in Imperial Valley, he did not believe the closure side was part of the law at that time.
- Eric Taylor (Enalasy) commented that it is mandatory to close a permit, but there was not something that required Utilities to “push it”. It has been a topic between municipalities and IOUs. When SB 1414 came out, all were provided with some direction for mandated permit closure when rebate money is used to implement a quality install program. Prior to that, Utilities were not absolutely required to include permit closure for incentives. He believes that the responsibility is on Industry to show proof that the permit closure has been done for incentives.
- Bob Barks (CALBO and the WHPA Compliance Committee Chair) clarified that permit closure authority is with the local jurisdiction. It is a requirement that all permits must be closed, although he acknowledged that not all permits get closed. In the jurisdiction he worked in, during very busy times not all were closed because there were no resources to follow up and it was expected that the homeowner or contractor would call to notify of closure. However, with the economy turned down in 2008-9, the jurisdiction had more time and went back and closed backlogged permits. The current process depends on Industry to follow the rules and notify of project completion so the jurisdiction can sign or and close the books on it. The real-world situation is that there are a lot of permits where if nobody calls, it does not get closed and is not legally complete. A process that is simpler, easier and more reliable will be more valuable.
- Nancy Kennedy (Energy Cloud) helped to administer the Green It Forward Pilot in Imperial Valley. One of the pluses was the ability to send communication to the Building Department within the last few days of the month notifying them of the number of outstanding permits.
- In reply to Co-Chair Louis Fuentes’ (Air Conditioning Guys) inquiry about if technologies are available for calendar integration for reminders, Nancy Kennedy confirmed that GreenNet has that capability. She also noted that per Louis Fuentes’ suggestion that the Best Practices Memo include recommendation for calendar notification reminders, it should probably start at the building department level where the permit is pulled and with the contractor/homeowner as the first lines of communication.
- Bob Barks (CALBO and the WHPA Compliance Committee Chair) clarified that a good system would send a tickler to the responsible party at the building department and to the contractor/homeowner half-way through the 180-day life of a permit.



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

ACTION: WHPA Staff/Co-Chair Allison Paul (CHF-CIRB) to add a recommendation to the Best Practices Memo for building departments to send “tickler” notifications via the preferred method (calendar notice/email/text) to contractors/homeowners starting half-way through the life of the permit when there has been no activity to facilitate permit closure.

Co-Chair Allison Paul (CHF-CIRB) facilitated discussion about the **California Solar Permitting Guidebook** portion of the Draft Best Practices Memo.

- Brent Locke (EnerGtech Experts) confirmed that the bullets in the draft covered the key points of his presentation.
- Russ King (CalCERTS) asked if there was information about how well the Business Departments received this, particularly for the statewide standardization of fees concept.
- Bob Barks (CALBO and the WHPA Compliance Committee Chair) clarified that it was “a mixed bag”. It was something he could hand to contractors/homeowners to clarify the minimums. Some jurisdictions thought it affected their authority because the State was telling them how they had to do things. The statewide standardization of fees was not an issue for his jurisdiction because it was within \$20 of what they had concluded were appropriate. Others had more issues. The last bullet on “providing a scheduling time window for on-site inspection of no more than two hours” was not realistic because of travel time. They could only commit to morning or afternoon on a specific day. Other jurisdictions were able to commit to specific times based on their resources.
- Russ King (CalCERTS) summarized that it sounds like the Guidebook is a guide but not a mandate.
- Co-Chair Louis Fuentes (Air Conditioning Guys) suggested that cities do not always think in terms of contractor business practices.
- Bob Barks (CALBO and the WHPA Compliance Committee Chair) agreed, but reminded that authority is delegated down from regulatory policy. Jurisdictions do not appreciate people coming in to tell them how to run their businesses. They focus on the norms of the local community as well. Jurisdictions have politicians lobby them to do things certain ways that they have to balance with the budget assigned for them to use. If you create a benefit for the jurisdictions, they are receptive to solutions. They do not want dictates unless it comes with the money to fund it.
- Co-Chair Louis Fuentes (Air Conditioning Guys) believed that a solution that allows contractors to do everything upfront so the inspector comes in at the end for city/staff time to incur costs should not cause as much issue for jurisdictions to implement, especially if it generates more revenue for the city.

Louis Fuentes facilitated discussion about the “Streamlined Online HVAC Permitting Program for Cities and Counties” resources in the Draft Best Practices Memo.

- Co-Chair Louis Fuentes (Air Conditioning Guys) indicated that he knows jurisdictions prefer a no cost system. As a contractor, he used the system which was a simple process that saved them time, money and headaches so someone in their office did not have to spend hours each day pulling permits at the jurisdiction office. He noted that cities in the Imperial Valley are very spread out so going to each office to pull permits is almost a full-time job. An online system makes it easier. He has trouble understanding why an online permitting system is not more widely adopted.
- Nancy Kennedy (Energy Cloud) confirmed that the goal is to streamline the process and automate all of it with a state mandate for it to be across the State. The technology is available to automate the process.
- Co-Chair Louis Fuentes (Air Conditioning Guys) commented that if any software does the process, it should be used to educate the statewide agencies on how integration can be done for process simplification.
- Eric Taylor (Enalaysys) asked if a Utility representative or someone else with more knowledge than him could clarify content in SB 1414 Section 399.4 stating that proof of permit is required for issuance of a rebate, but that the Public Utility is not responsible for verifying proof of permit closure and how discussion could be opened on building something like this into the streamlined, online permitting process.
- Co-Chair Allison Paul (CHF-CIRB) directed that the SB 1414 discussion was better suited to the Legislative Issues Memo that was already approved, but suggested that the general point could be added to the Best Practices Memo conclusions.
- Eric Taylor’s (Enalaysys) confirmed that his point was that there should be an interface when a Utility rebate is involved with a quality installation so the Utility can easily access permit closure information for verification purposes.
- Bob Barks (CALBO and the WHPA Compliance Committee Chair) confirmed his agreement with the bullets presented in this section of the Memo as the best practices to note. He suggested that the Memo also include clarification that any interested party with a link to the permit should be able to use SMART technology to verify permit status and if all documentation has been completed. Bob reported that CALBO is working with the CEC to find a way to reduce the high level of documentation building departments currently are responsible for collecting and making sure are filled in



CEESP Goal 1: WHPA Compliance Online Permitting Working Group

Teleconference Summary Notes

Monday, June 12, 2017

Scheduled for 9:00am – 10:00m PDT

properly. He pointed out that building departments want to get back to their intended focus of making sure they are doing inspections and ensuring things are done correctly and safely.

ACTION: WHPA Staff to update the Best Practices Memo to include the suggestion that any party interested in a particular permit should be able to login to the system (via smartphone, tablet, or other) and validate permit closure.

Co-Chair Allison Paul (CHF-CIRB) facilitated discussion of the Energy Code Ace section of the Best Practices Memo Draft.

- Eric Taylor (Enalasy) voiced support for an online permitting system integrating with Energy Code Ace so the needed manuals, etcetera are readily available in a portal scenario regardless of what system is used.
- Bob Barks (CALBO and the WHPA Compliance Committee Chair) agreed that Energy Code Ace is very valuable in finding your path through the code requirements. It is an educational system that helps people find their way through the energy code. If there is an online permitting system, there will need to be similar support for that it. You cannot “just throw a system out without the necessary education”. In his own jurisdiction, they had one tech responsible for processing information coming from the system who then forwarded content to Bob. They spent months with engineers and people integrating with that system so that all could get up to speed through the educational process. Best practices need to include regular education. That includes organization and funding for the education. He clarified that it needs to go through the same model process as Energy Code Ace but it needs to be specific to the online permitting system. If it is an application, it needs the same dedication.

ACTION: Co-Chair Allison Paul (CHF-CIRB) to update the Energy Code Ace section of the Best Practices Memo to clarify that “a best practice would be to integrate Energy Code Ace into the building department OPS and/or department websites and use the various resources available to ensure consistency of code requirements and checklist information. This educational tool is a valuable resource and needs to be made more accessible to all parties interacting with online permitting.”

There was brief discussion about Section 5 for testimonials from Jurisdictions currently using Online Permitting Systems.

- WHPA Staff reported that the Contractor and Jurisdictional Surveys are now closed and that Ellen Steiner and Opinion Dynamics are consolidating results. WHPA Staff suggested that Co-Chair Allison Paul (CHF-CIRB) might talk with Ellen Steiner about the results as it might relate to Best Practices Memo development of Section 5 (Building Departments that currently utilize an Online Permitting System).
- Brent Locke (EnerGtech Experts) commented that aside from the technical aspects of a system, the people and relationships are also important, particularly since third parties are collecting fees. He suggested that for balanced perspective, input is needed from Building Departments involved in the Pilots.
- Nancy Kennedy (Energy Cloud) reminded of the letter of recommendation from the City of El Centro presented during the last meeting and asked that it be connected to the Best Practices Memo.
- WHPA Staff reported that communication had been received from multiple resources after the last meeting which indicated that the person who wrote the recommendation letter in 2015 was now using another system. To ensure balanced perspective, WHPA Staff suggested that the Co-Chairs reach out to the El Centro Building Department contact to get direct information for use in the Best Practices Memo.

ACTION: Co-Chair Allison Paul (CHF-CIRB) to further follow up with additional Building Departments that currently utilize an Online Permitting System (for Best Practices Memo section 5 development), including her tech contacts within the Imperial Valley Jurisdiction.

MEETING NEXT STEPS OVERVIEW

ACTION: The Co-Chairs to determine if the next Online Permitting Working Group meeting will be June 19th or June 26th from 9:00am – 10:00am PDT. (*WHPA Staff Note: The meeting was scheduled for June 26th.*)

The next meeting agenda is expected to include vetting of the Draft Best Practices Memo Sections 4, 5 and Conclusions, plus an update on the Contractor and Jurisdictional Survey results.

CLOSING COMMENTS/ADJOURNMENT

The Co-Chairs adjourned the meeting at 10:09 am PDT.

* * * * *



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

SUMMARY OF ACTION ITEMS AND KEY DECISIONS (from above)

ACTION ITEMS

1. **ACTION:** WHPA Staff to post the final version of the May 22, 2017 meeting notes reflective of any received edits to the [WHPA Online Permitting Webpage](#).
2. **ACTION:** WHPA Staff/Co-Chair Allison Paul (CHF-CIRB) to add a recommendation to the Best Practices Memo for building departments to send “tickler” notifications via the preferred method (calendar notice/email/text) to contractors/homeowners starting half-way through the life of the permit when there has been no activity to facilitate permit closure. (DONE)
3. **ACTION:** WHPA Staff to update the Best Practices Memo to include the suggestion that any party interested in a particular permit should be able to login to the system (via smartphone, tablet, or other) and validate permit closure. (DONE)
4. **ACTION:** Co-Chair Allison Paul (CHF-CIRB) to update the Energy Code Ace section of the Best Practices Memo to clarify that a best practice would be to integrate Energy Code Ace into the building department OPS and/or department websites and use the various resources available to ensure consistency of code requirements and checklist information, and that this educational tool is a valuable resource and needs to be made more accessible to all parties interacting with online permitting. (DONE)
5. **ACTION:** Co-Chair Allison Paul (CHF-CIRB) to further follow up with additional Building Departments that currently utilize an Online Permitting System (for Best Practices Memo section 5 development), including her tech contacts within the Imperial Valley Jurisdiction. (DONE)
6. **ACTION:** The Co-Chairs to determine if the next Online Permitting Working Group meeting will be June 19th or June 26th from 9:00am – 10:00am PDT. (DONE: The meeting was scheduled for June 26th.)