



**CEESP Goal 1: WHPA Compliance Online Permitting Working Group
Teleconference Summary Notes
Monday, May 22, 2017
Scheduled for 9:00am – 10:00m PDT**

Call to Order

Committee Chair Allison Paul (CHF-CIRB) called the meeting to order at 9:04 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 22 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				
ACCA (Air Conditioning Contractors of America)	Todd	Washam	Contractor Association	P
CALBO (California Building Officials)	Mark	Meyers	Codes & Standards Official (Association or Jurisdiction)	P
CalCERTS, Inc.	Charlie	Bachand	Certifying Body	
CalCERTS, Inc. (standing Proxy)	Susan	Davison	Certifying Body	
CEC (California Energy Commission)	Judy	Roberson	Government (Other than CPUC)	P
CHEERS	Bob	Johnson	Certifying Body	P
CHF-CIRB (California Homebuilding Foundation, Construction Industry Research Board)	Allison	Paul	Research Organization	P (Chair)
DNV GL – Energy	Amber	Watkins	Energy Efficiency Program Consultant	P
Duct Testers	Dave	Hegarty	Other Stakeholder	
Enalasy	Eric	Taylor	Third Party Quality Assurance Providers	P
Enalasy (standing Proxy)	Michael	Thompson	Third Party Quality Assurance Providers	P
EnerGtech Experts	Brent	Locke	Other Stakeholder	P
The Energy CA, LLC	Eric	Beriault	Third Party Quality Assurance Providers	P
Energy Cloud Inc.	John	Carrieri	Other Stakeholder	P (Speaker)
Energy Cloud, Inc. (standing proxy)	Nancy	Kennedy+	Other Stakeholder	P
IHACI (Institute of Heating and Air Conditioning Industries)	Bob	Wiseman	Contractor Association	P
Indio Cooling & Heating Supply	Tim	Mann	Distributor	P
SCE (Southern California Edison)	Gary	Shushnar	California IOU	P
Not Voting Eligible				
CBIA (California Building Industry Association)**	Bob	Raymer+	Codes & Standard Official (Association or Jurisdiction)	A
USERA	Don	Charles	Third Party Quality Assurance Providers	P
PG&E (Pacific Gas and Electric Company)	Jill	Marver	California IOU	A
SDG&E (San Diego Gas & Electric)	Jeremy	Reefe	California IOU	A
SDG&E (San Diego Gas & Electric)	Paul	Thomas	California IOU	A
Guests				
Air Conditioning Guys	Louis	Fuentes	Contractor	P
CALBO (California Building Officials)	Bob	Barks	Codes & Standards Official (Association or Jurisdiction)	P (Compliance Chair)
Charles F Segerstrom Consulting	Charles	Segerstrom	Energy Efficiency Program Consultant	P (Consultant to SDG&E)
CHEERS	Jim	Hodgson+	Certifying Body	A
CSE (Center for Sustainable Energy)	Marcus	Gilmore+	Energy Efficiency Program Consultant	A
WHPA Staff				
Better Buildings, Inc	Mark	Lowry	Energy Efficiency Program Consultant	P (Contract Mgr)
CLEARresult	Paul	Kyllo	Other Stakeholder	P (Work Product)
Empowered Solutions	Shea	Dibble	Energy Efficiency Program Consultant	A (Monthly Report)
InfoPlast	Wendy	Worrell	Other Stakeholder	P (Host/Scribe)
Opinion Dynamics	Ellen	Steiner	Other Stakeholder	A (Surveys)

** 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.

WHPA Staff (Wendy Worrell) reported that a potential Co-Chair has been identified and is expected to be appointed prior to the next meeting.



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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
 - a) Co-Chair Status Update
- 2) **Update: Contractor and Jurisdictional Surveys** – Chair & WHPA Staff – 5 min
- 3) **Presentation: Green It Forward Online Permitting System Pilot Results** – Energy Cloud (John Carrieri) – 20 min
 - a) Presentation
 - b) Q&A
- 4) **Facilitated Best Practices Memo Development** – Chair (Allison Paul) & Subgroup Lead (Eric Taylor) – 25 min
- 5) **Meeting Next Steps Overview** – Chair (Allison Paul) - 3 min
 - a) Next Meeting: Monday, June 5th from 9:00am – 10:00am PDT
- 6) **Adjournment** by 10:00am PDT – Chair (Allison Paul)

Prior Meeting Notes

The May 8, 2017 meeting minutes were email distributed to the roster for approval.

ACTION: WHPA Staff to post the final version of the May 8, 2017 meeting notes reflective of any received edits to the [WHPA Online Permitting Webpage](#).

Update: Contractor and Jurisdictional Surveys

The Chair provided an update on the status of the Contractor and Jurisdictional Surveys. As of May 18th, the jurisdictional survey had 62 responses and the contractor survey had 36 responses. Additional efforts are in process to encourage more contractor participation. Analysis of the survey responses will be gathered into a more formal summary for use in Best Practices Memo development as well as for the overall report clarifying feasibility of the market accepting an online permitting system.

In reply to Brent Locke's (EnerGTech Experts) inquiry, the Chair confirmed that these are digital responses.

WHPA Staff reported that the WHPA Master Roster is being cross referenced with the provided CSLB email list to determine additional contractors for survey distribution and that additional reminders are expected to encourage more participation.

Presentation: Green It Forward Online Permitting System Pilot Results

John Carrieri (Energy Cloud) presented the results of the Green It Forward Online Permitting System Pilot that was conducted in partnership with Enalasis.

PRESENTATION

(As authorized, WHPA Staff email distributed the slide deck to the roster post meeting.)

Key content beyond slide content follows.

Slide 7: Best Practices for Building Departments

Even though everyone would like to streamline and make it the simplest process across all building departments, the experience shows that each Building Department has their own processes, so customization was required. A system like this could be implemented in place with the Building Department keeping their own internal numbering systems as a critical component. They automated the certification process in cases where it was not done before, including .pdf generation of documents with the permit



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number already on them, which were emailed to the contractor, so they did not have to call or come into the Building Department office.

Slide 8: Best Practices for Contractors

In one case, they enabled the Building Department to accept major credit cards where they were not able to in the past. They took the merchant fees out of the permit fees and transferred the permit fee to the Building Department.

Slide 9: Additional Best Practices for Streamlined OP to Succeed

Building Departments need to check the contractor license and insurance requirements so a live checking of the CSLB site is an important feature.

Slide 10: Pilot Best Practices & Lessons

The Pilot included the bigger cities but not the county. It will be important to show that this can coexist with other programs, such as SunGard and Acela software that manage other areas for the city. They tested it to show that no matter what system a Building Department has, they can integrate to it through open API (Application Programming Interface). A challenge for the industry is figuring out where to officially go to find information so it can be automated.

Slide 11: Pilot Best Practices & Lessons Continued

There is a need to make it easier for contractors to pull permits without days of delay which costs them money. The Pilot was done without significant support, which would help give legitimacy to whatever online permitting system would be implemented statewide.

Slide 13: Future Pilot

GreenNet has already built a serial number tracking feature into their system.

Q&A

The Chair asked if there were any issues with Building Department Staffing for the Pilot, noting that per her own experience, she is aware that there may be an issue of installing a system because of short staff.

- John Carrieri (Energy Cloud) confirmed that with their Pilot a larger city hosted the smaller city in the Pilot. They are co-existing and providing an additional online option.
- Eric Taylor (Enalasy) reported that per his discussion with Building Departments in Imperial Valley, even though they are understaffed, when the system was put on fully automated, it kept a list of all the permits that were pulled so Staff could see status at any time, enabling action to be taken and not lost in a file somewhere. He noted that system alerts can be built into the system to help monitoring as well, which also helps the Building Department. Eric clarified that their system is free to Building Departments.
- John Carrieri (Energy Cloud) commented that the automatic link to the CSLB for license checking also reduced Staff time since it was already pulled through the system as a live check.
- Eric Taylor (Enalasy) noted that the City of Calexico requires a license in the city before they can pull a permit. Instead of the City having to check that prior to the permit, the technology was able to automate that process and reduce human time to do that.

Louis Fuentes (Air Conditioning Guys) provided the contractor perspective in the Imperial Valley. He reported that the amount of time to get a permit is an issue and that sometimes Building Department Staff is not there to give the needed permit. He clarified that given the high heat, many contractors cannot wait for delayed permits when the customer needs it.

Don Charles (USERA) commented that no one seems to question that online permitting will streamline the process. He asked the presenter for more information about the one stop process concept, fees for those extra costs, how many permits were actually closed versus expired, if Building Departments are still using the system, etcetera.

- John Carrieri (Energy Cloud) responded that this is not a discussion about the HERS registries.
- Don Charles (USERA) said the questions were from the Committee based on the one stop shop concept that Enalasy has promoted.
- The Chair requested that discussion “stick to the path we are on without going too far in another direction as the other questions may be answered more fully in the Best Practices Memo review”.
- John Carrieri (Enalasy) drew attention to the letter of recommendation from the City of El Centro from 2015.



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- Following discussion about whether all the questions posed were answered, WHPA Staff noted that the additional list of questions included more specific content and suggested that the questions be further evaluated offline. Reminder was made that the focus of the Best Practices Memo is for the minimum requirements. The Pilot included a large degree of customization that should be noted for concept, but may not be applicable for the general scope overview as the OPWG is making recommendations on what is important to include but is not evaluating nor endorsing a specific system.

The Compliance Committee Chair, Bob Barks (CALBO), commented that from his BD perspective, while there is more that could be covered, the content in the presentation is accurate for what needs to be covered. He stressed agreement that there must be support from the State and the Jurisdictions administratively and financially.

The Chair directed that anyone who has additional comments about the presentation handle those offline.

Facilitated Best Practices Memo Development

The Chair reported that she has sent several emails to the Best Practices Memo Development group, but has not yet received any feedback on the draft content.

Nancy Kennedy (Energy Cloud) commented that based on their experience, customer service with the Building Department Staff is most critical for integration of any system. Every 30 days, she evaluated what was outstanding to help them with the system.

Brent Locke (EnerGTech) voiced agreement with the concept of customer service. He also clarified that education and training is needed. He suggested that the Building Departments from the Green It Forward Pilot be brought to the OPWG to discuss their experiences. He noted that a whole other set of problems arises with a third party collecting fees, and indicated that, “We need to look at all sides.”

Eric Taylor (Enalasy) reported that Mike Thompson (Enalasy) got more information from Mark Meyers (CALBO) for additional information to flush out conversation from the last meeting.

WHPA Staff reported that a draft template matching the other approved memos has been started and recommended that all the content received be consolidated into that version going forward.

MEETING NEXT STEPS OVERVIEW

The next Online Permitting Working Group meeting was confirmed for June 5, 2017 from 9:00am – 10:00am PDT.

CLOSING COMMENTS/ADJOURNMENT

The Chair adjourned the meeting at 10:04 am PDT.

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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 May 8, 2017 meeting notes reflective of any received edits to the [WHPA Online Permitting Webpage](http://www.performancealliance.org).