



**CITY OF RICHLAND  
ENERGY SERVICES DEPARTMENT**

Telephone (509) 942-7431  
625 Swift Blvd  
Richland, WA 99352  
[www.ci.richland.wa.us](http://www.ci.richland.wa.us)

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## Energy Efficiency Rebate & Loan Program Contractor Instructions

**Permits:** Heating systems & windows/doors must be permitted through the Development Services Department: <https://www.ci.richland.wa.us/departments/community-development-services/building-permitting/building-applications>

**Inspections:** Schedule all energy efficiency (EE) loan or rebate inspections through Richland Energy Services (RES) (509) 942-7431 or [EnergyServices@ci.richland.wa.us](mailto:EnergyServices@ci.richland.wa.us)

**RES Contacts:** Dawn Senger (942-7436) or Diana Steagall (942-7431) – Submit documents by email to [EnergyServices@ci.richland.wa.us](mailto:EnergyServices@ci.richland.wa.us).

**Contractor info and EE forms on the web:** <http://www.ci.richland.wa.us/departments/energy-services/energy-efficiency-programs/information-for-contractors>

### Rebates

1. After a job is complete, Contractor submits by email to [EnergyServices@ci.richland.wa.us](mailto:EnergyServices@ci.richland.wa.us) the rebate packet using the Contractor Checklist as verification.
2. If all rebate documents are complete, RES support staff schedules an inspection and emails the results to the Contractor. If changes are required, it is the Contractor's responsibility to notify RES that the job is ready for re-inspection.
3. Once the job passes inspection, the City remits the rebate amount to the Contractor.

### Loans

1. Contractor prepares a proposal on [Richland's forms](#). Rebates are applied against the loan and do not impact the Contractor, so *don't deduct any rebate* from the proposal.
  - Window proposals are to include the square footage and U-factors.
  - Heat pump proposals are to include heat load calculations, balance point, and AHRI certification.
2. Email proposal to [EnergyServices@ci.richland.wa.us](mailto:EnergyServices@ci.richland.wa.us).
3. RES closes the loan and emails to Contractor a Notice to Proceed (NTP).
4. After the job is completed, Contractor notifies RES by email that the job is ready for inspection. Inspection results will be emailed to the Contractor. If the job fails inspection and Contractor is required to make changes, it is the Contractor's responsibility to notify RES that the job is ready for re-inspection.
5. Contractor invoices the City for the full proposal amount, referencing customer's name, jobsite address, desired payment terms (e.g., due on receipt) and:
  - Window U-factor documentation
  - Insulation R-Value certification
  - Heat Pump hand-written & approved PTCS forms
6. City remits payment to the Contractor.