

BPI's national quality assurance program was created to ensure the work performed by your Accredited Company was done according to BPI standards. Under this nationally recognized program, we conduct periodic inspections of each contractor's documentation, as well as their work in the field. Each home should deliver on the energy efficiency, durability, comfort, health and safety promises made.

I have received and understand the enclosed information as discussed with my contractor.

\_\_\_\_\_  
CLIENT SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
CONTRACTOR REPRESENTATIVE SIGNATURE

\_\_\_\_\_  
DATE

### Receive a \$100.00 Gift Card when you participate in BPI's Quality Assurance Program.

BPI conducts random Quality Assurance Audits of our companies' work, to ensure that work is conducted according to BPI standards. If your home is selected at random for the audit, you will receive a gift card to the retailer of your choice: **Home Depot, Lowes, Ace Hardware, or ACO.** This audit typically takes 2 hours. If you would like to participate in the Quality Assurance Program, please include the following information in an email and send to: [qualityassurance@bpi.org](mailto:qualityassurance@bpi.org).

- |   |  |   |
|---|--|---|
| <input type="checkbox"/> Name   | <input type="checkbox"/> Building Performance Institute (BPI) Accredited Company that performed the work | <input type="checkbox"/> Indicate your Choice of Gift Card: |
| <input type="checkbox"/> Phone Number   |  | - Home Depot  |
| <input type="checkbox"/> Full Address<br>(Include: Street Address, City, State, Zip Code) | <input type="checkbox"/> Name and contact information of company representative                          | - Lowes   |
| <input type="checkbox"/> Email Address  |  | - Ace Hardware  |
|   |  | - ACO Hardware  |

You will be contacted if your home is selected to schedule the audit. The gift card will be mailed to you after completion of the Quality Assurance Audit.

107 Hermes Road, Suite 110  
Malta, New York 12020  
PHONE: 877-274-1274 | 518-899-2727  
FAX: 866-777-1274 | 518-899-1622  
[www.bpi.org](http://www.bpi.org)



## The Homeowners Guide to the BPI Accredited Company

Raising the bar in building performance contracting.

Standards.  
Certification.  
Accreditation.  
Quality Assurance.



# Congratulations!

You've made the right choice in choosing a BPI Accredited Company.

Do you have drafts or rooms that are hard to heat or cool?

High energy bills?

Ice dams, mold, mildew, or moisture damage?

The symptoms are obvious but the solutions not always apparent.

Is it the furnace?

Should we tighten the house?

Do we need more insulation?

All of these questions can affect the health of you and your family as well as the condition of your home.

## 1. BPI Accredited Companies start with a comprehensive home assessment, including an energy audit.

The assessment identifies the root causes of high energy bills, such as leaky gaps in walls or ducts, inadequate insulation and/or poorly performing HVAC systems. It also includes diagnostic tests for carbon monoxide and all gas and/or oil appliances that might pose a combustion risk, to ensure the health and safety of occupants. Ask your contractor to explain why he is performing these tests; you have a right to know.

## 2. Once completed, you will be offered an assessment report.

This includes all retrofit measures recommended

by your contractor. You are not required to accept all measures, but please ask your contractor how you can make the most educated decision. You should discuss which measures would save the most energy and money and be most beneficial to your family's health and safety.

## 3. Next, review the detailed contract presented to you.

Any changes that arise as the work is being performed should be put in writing. Do not sign anything unless you have a full understanding of what you and the contractor are looking to gain from the work.

## 4. After the work has been completed, your contractor will perform all diagnostic tests again – called a 'test out'.

This is required from all BPI Accredited Companies to ensure changes made to the heating or cooling system or the insulation of the home have been done correctly.

## 5. Confirmation that the work was done right

- Before leaving the site
- Before sending the bill

You have the right to be present at the test out of the home and to receive an explanation of the tests' results. Once the test out is finished, please sign off that the project was completed to your satisfaction.

You want your home to be energy efficient as well as healthier, safer and more comfortable.

BPI Accredited Companies provide real solutions based on house-as-a-system building science, not quick fixes.