



Residential Energy Fitness Program (REF)

Pacific Gas and Electric Company (PG&E) has contracted with Richard Heath and Associates, Inc. (RHA) to offer a no-cost energy assistance program for PG&E residential customers.

The Residential Energy Fitness Program uses customer billing data to identify and target customers who can benefit most from program participation. Customers receive innovative and cost-effective energy saving measures, customized energy education, continued energy usage reporting along with referrals for additional programs and energy saving tips. This customized approach empowers customers to save energy and reduce their overall utility costs.

Energy efficiency measures and services

The REF program is designed specifically to help customers with high energy use obtain energy savings through direct install energy efficiency upgrades. The program helps customers:

- Understand their energy use
- Reduce energy consumption and demand
- Save money on utility bills
- Improve their quality of life
- Improve the comfort of the home

What do customers participating in REF receive?

- Direct installation of eligible program measures
- Referrals to other PG&E programs
- Improve the comfort of the home
- Energy conservation education and saving tips
- Quarterly Energy Snapshot Report (optional service)

MEASURE OR SERVICE	QUALIFIED PRODUCTS INCLUDE:
LED Lighting	Candelabra, BR Bulbs (recessed can lighting)
HVAC Services (in specified climate zones)	AC tune-up, refrigerant charge, high efficiency blower motor, enhanced time delay relay, and Smart Thermostat
Power Saving Measures:	Energy Efficient Tier II Power Strip
Quarterly Snapshot Reporting	Provides insight into energy consumption and energy savings achieved since participation in the program





Eligibility requirements

Eligible customers will be sent an introductory program letter and flyer.

An RHA Customer Service Representative will follow up with customers within one week of receiving the letter and flyer to determine interest.

If interested, the RHA Customer Service Representative will schedule an appointment with the customer. The customer must meet the following qualifications to be enrolled in the program:

- Must be a residential customer
- Reside within PG&E service territory in a single-family home
- Must not have solar

Program process

- An Energy Advisor will provide an overview of the REF program, perform a home assessment and provide the customer with a list of qualifying upgrades.
- If the customer wishes to proceed with the upgrades, the Energy Advisor will install all feasible measures at that time.
- After energy-efficiency upgrades are installed, the Energy Advisor will provide completed work order for the customer's records.
- Customers who opt in will receive a quarterly energy report outlining energy usage and energy saving tips.

Program benefits

The REF program achieves energy saving objectives by providing no-cost home upgrade services and energy efficiency measures along with customized information and education to eligible high energy users:

The program's goals are to:

1. Promote reductions in electric and gas
2. Conserve energy
3. Reduce energy costs
4. Improve customer's health, comfort and safety.

Next steps

Call the REF toll-free line at 1-866-455-0898. The RHA Customer Service Representative will determine eligibility and schedule an appointment with an Energy Advisor.

