



QUALITY CONTRACTOR NETWORK (QCN)

Quick Reference Guide

What is eScore?

- eScore is a home energy improvement offer that encourages homeowners to improve the energy efficiency of their existing home by choosing to install one or more energy efficiency upgrades.
- eScore allows the customer two paths to achieve a score of 10 on their home:
 - Contacting a QCN member to schedule work
 - Calling the contact center or registering at www.2eScore.com to schedule an eScore evaluation.
- eScore includes expert recommendations, inspections of work performed, and now rebates.
- An in-home evaluation is not required prior to making home energy efficiency upgrades.

QCN Participation

Who can participate?

If you are a current QCN member in a participating local power company service area, you're eligible for eScore. There will be new contractor training opportunities made available to become a QCN member.

How do I take part?

Attend training, complete the required paperwork and then work with homeowners to install eScore qualified upgrades in existing, single family homes with electric or gas service provided by the local power company.

What are the rebates?

Rebates are reimbursements on upgrades provided to the homeowner. There are varying rebates available on qualified upgrades. See the Participant Rebate Schedule for more detail.



Getting Started

What do I need to do to get started?

It's pretty simple. In order to start extending rebates through the program, the QCN member must:

- 1** Be a current QCN member working in the participating local power company service area. For more information, visit www.2eScore.com.
- 2** Complete the registration process: QCN member must register for eScore and upload the required documents through the eScore contractor portal at www.2eScore.com.
- 3** Install qualified energy efficiency upgrades in single family homes with electric service provided by the local power company.
- 4** Complete the rebate submission form via the eScore contractor portal at www.2eScore.com.



eScore Process

Homeowner registers online via eScore customer portal at www.2escore.com.

- 1** Homeowner contacts a local QCN member and schedules work to be completed (or calls the contact center).*
- 2** Customer accesses the QCN list on the eScore customer portal.
- 3** Customer contacts one or more QCN members to get estimates for potential upgrades.
- 4** Selected QCN member installs qualified energy efficiency upgrade(s).
- 5** QCN member applies for customer rebate and QCN rewards via the eScore contractor portal at www.2eScore.com.
- 6** Customer Contact Center will call the customer to schedule an inspection at the home to ensure the qualified energy efficiency improvement was installed properly (if applicable).
- 7** An eScore evaluation* is performed at no additional charge on the same visit as the inspection.
- 8** Homeowner receives:
 - An eScore card that ranks the home from 1 to 10.
 - A detailed eScore report with photos of the areas evaluated.
 - A list of rebate options for additional qualified energy efficiency improvements.
 - Instant energy saving fixtures (CFLs and low-flow showerheads).

- 9** Customer receives rebates and QCN Member receives eScore Rewards dollars from local power company for installed energy efficiency improvements.**

Payment Process

- 1** Payments will be made after all required data is collected on the upgrade(s) installed and job passes inspection (if applicable).
- 2** Payments will be made to the customer by TVA's Third-Party Administrator for Turnkey local power companies and by the local power company in LPC-managed programs.

*Homeowners may choose to have an evaluation performed on their home prior to making improvements for a nonrefundable fee of \$75.

**Available only in participating local power company areas.