



QUALITY CONTRACTOR NETWORK (QCN)

# Quick Reference Guide

## What is eScore™?

- eScore is a home energy improvement opportunity that encourages homeowners to install one or more eligible upgrades.
- eScore offers the customer two paths to achieve a score of 10 on their home:
  - Scheduling work with a QCN member
  - Scheduling an eScore evaluation by calling the contact center at 888-261-4567 or registering online at [TakeChargeVA.com/eScore](http://TakeChargeVA.com/eScore)
- eScore includes expert recommendations and inspections of work performed.
- An in-home evaluation is not required prior to making upgrades.

## QCN Participation

### Who can participate?

If you are a current QCN member servicing customers in Appalachian Power's service area in Virginia, 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 work with homeowners to install eScore qualified upgrades in existing, single family homes with electric service provided by Appalachian Power.



## 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 Appalachian Power service area in Virginia. For more information, visit [TakeChargeVA.com](http://TakeChargeVA.com) or call 888-261-4567.
- 2** Complete the registration process: QCN members must register for eScore and upload the required documents through the eScore contractor portal at [TakeChargeVA.com/eScore](http://TakeChargeVA.com/eScore).
- 3** Install qualified upgrades in single family homes with electric service provided by Appalachian Power Virginia.



TAKE CHARGE™

## eScore Process

Homeowner registers online via the eScore customer portal at [TakeChargeVA.com/eScore](http://TakeChargeVA.com/eScore).

- 1** Customer accesses the QCN list on the eScore customer portal.
  - 2** Customer contacts one or more QCN members to get estimates for potential upgrades.
  - 3** Selected QCN member installs qualified upgrade(s).
  - 4** Customer Contact Center will call the customer to schedule an inspection at the home to ensure the qualified improvement was installed properly (if applicable).
  - 5** An eScore evaluation is performed at no additional charge on the same visit as the inspection.
  - 6** Homeowner receives:
    - An eScore card that ranks the home from 1 to 10.
    - A detailed eScore report with photos of the areas evaluated.
    - Instant energy-saving items (LED light bulbs, efficient showerheads, and fixtures that can help save energy associated with water heaters).
  - 7** QCN member receives eScore Rewards dollars from Appalachian Power for installed energy efficiency improvements.
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