

Congratulations!

You've made the right choice in choosing a BPI GoldStar Contractor.



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

Are your energy bills too high?

Are ice dams, mold, mildew, or moisture damage threatening the safety and durability of your home?

The symptoms are obvious but the solutions not always apparent.

Is it the furnace, the air conditioning, or the windows?

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. Your house is a system.

The thermal envelope, insulation, HVAC systems, appliances and lighting all contribute to the comfort, health and safety of occupants and energy efficiency of the home. Rather than focusing on a single problem, like leaky windows or not enough insulation, the house-as-a-system approach looks at how improvements throughout your home work together to give you the best results.

GoldStar Contractors have the skills to complete a whole-house comprehensive home assessment, with an energy audit at its core. The assessment identifies the root causes of comfort issues and/or 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 you and your family. Ask your contractor to explain the purpose of these tests; you have a right to know.

2. When 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 specified, but sit down with your contractor and discuss how you can make the most educated decision. You should discuss which measures would be most beneficial to your family's comfort, health and safety, and which would save the most energy and money.

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 and who will be performing the work.

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

This is required from all BPI GoldStar Contractors 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, and you've had a chance to review the results, 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 GoldStar Contractors can give you what you want by providing real solutions based on whole house-as-a-system building science, not quick fixes.