VIRTUAL INSPECTION GUIDE

SRP Business Solutions

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TWO-STEP VIRTUAL INSPECTION PROCESS

As part of the rebate application review process, the program may require on-site verification of either existing or installed equipment. SRP Business Solutions offers virtual inspections to confirm project details when in-person visits are not possible. This two-step virtual inspection process may require your assistance. Here's what's involved:

1. A phone conversation with a program representative to discuss and/or verify customer account and project information
2. Collection of photos according to the project scope OR a remote tour of the facility using video conferencing tools

STEP 1 – PHONE INSPECTION

During the first phase of the verification process, a program representative will contact either the customer or Trade Ally to confirm basic details of the application.

The intent of the phone inspection is to verify application details that are not directly related to the project scope; however, the program representative may have general questions about equipment to help understand baseline assumptions OR to gain insights on how installed materials were selected.

Below are examples of what may be discussed during the phone call:

– Operating hours

– Confirmation of the project location

– Verification of the current status of the project

– Verification of customer contact information

STEP 2 – DOCUMENT THE PROJECT SCOPE

The program representative will determine which virtual inspection method is preferred (photos or video conferencing). If the customer or trade ally elects to use video conferencing to document the project scope, the program representative will provide several options for conferencing tools and schedule a remote tour of the facility.

Option 1: Remote tour using video conferencing

Remote tours using web-based video conferencing tools must be performed using a platform that has recording capabilities. Conferencing can either be provided by SRP Business Solutions OR the project representative.

Things to remember:

– Ensure a reliable internet connection.

– Use a landscape or horizontal view on a mobile device.

– Make sure devices are fully charged.

Option 2: Collect photos according to the project scope

For projects that use photos, it will be important that the pictures capture enough of the project so that the equipment can be reasonably counted and verified. Here are the types of photos that may be requested for either pre-installation or post-installation inspections:

– A macro view of each space depicting equipment to help verify quantity

– For lighting projects, a detailed view of existing and/or installed equipment displaying wattage, model number and manufacturer

– For non-lighting projects, a detailed view of installed equipment that includes model number, serial number and any additional pertinent information such as motor or pump horsepower

TAKING THE RIGHT PICTURE

Capturing photos that provide clear documentation of the project scope doesn't need to be difficult. We've outlined some recommendations that can help ensure the verification process is swift and easy.

Keep in mind that it may be necessary to take several photos of the same space from different angles and/or locations so that all the fixtures are visible. If possible, it is encouraged to get photos of any nameplates or fixture lamp wattages to help ensure accuracy.

Reference the following examples to ensure you're getting the right pictures during a virtual inspection.

EXAMPLE 1 – PRE-INSTALLATION WAREHOUSE

Macro view – verify equipment and quantities

This space required a couple of photos to capture all the fixtures. In this case, an additional photo or two may have helped to better identify all the fixtures. The picture quality provides just enough detail to verify both equipment counts and fixture type.

We recommend using a landscape or horizontal setting when taking the picture. You may also consider using a wide-angle lens option to capture as many fixtures as possible in a single image.

Pro tip: For larger spaces that need more than one photo, it is a good idea to take a few extra pictures. This can help to provide a bit more context to the space, helping the inspector get an accurate count. Panoramic or wide-angle camera settings may also be a good option for capturing more fixtures in a single photo.

EXAMPLE 1 – PRE-INSTALLATION WAREHOUSE

Fixture view – verify equipment and wattage

Incorrect identification of warehouse lights can have a significant impact on energy savings and rebate amounts. HID lamps in particular can be challenging to identify when mounted higher than 10 feet; therefore, a high-resolution image of the lamp is helpful for the verification process.

The first image is a good example of the full fixture view. In this case the lamp was identified on the rebate application as a 1,000-watt metal halide, which can be confirmed by the picture provided.

Pro Tip: If a clear fixture image cannot be obtained, you may accompany it with a picture of a replacement lamp package at the project location that shows the model number.

ADDITIONAL WAREHOUSE TIPS

– If it is safe, it may be easier to take clear pictures of lamps when lights are turned off.

– Wear personal protective equipment (PPE) if required by the facility.

– Try to ensure notable landmarks are common between multiple pictures of the same space.

WHAT PHOTOS ARE REQUIRED?

Generally, you should provide at least one image for each line item included on the rebate application.

EXAMPLE 2 – PRE-INSTALLATION OFFICE

Macro view – verify equipment and quantities

This measure was listed with 12 fixtures. Even though only 11 fixtures can be seen in the photo, it is reasonable to expect that there would be an additional fixture just out of the frame. The customer did a nice job positioning the camera so that the space was easily verified.

Lamp – verify equipment and wattage

This is a good example of a photo that shows the lamp model number.

Please note: When fixtures have a lens that obscures the lamps, it may be necessary to open the lens for an additional photo. This will help to ensure correct lamp and fixture wattage.

Ballast – verify ballast factor

Existing T8 fluorescent fixtures can come with different ballast factors. Although normal ballast factor is the most common, it is recommended to double check to ensure accuracy.

ADDITIONAL OFFICE OR RETAIL TIPS

– Try to capture the number of lamps within a fixture. This can be accomplished by focusing the camera directly on the light source.

– Only remove the fixture lens if you feel comfortable doing so.

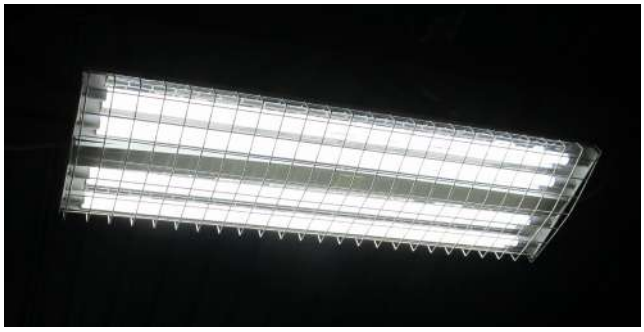
– Take pictures of any sensors that control the lights.

– Provide a picture of an emergency/egress map that shows the various spaces within the facility.

TRANSFERRING IMAGES FROM A MOBILE DEVICE

We recommend using a cloud-based tool for transferring images from a mobile device to a computer; explore a couple of platforms to identify one that best supports your needs. It's possible that your mobile device already has the ability to store images on the cloud, which can be accessed across multiple devices.

EXAMPLE 3 – POST-INSTALLATION LED TUBES



Macro view – verify equipment and quantities

This is a good photo of the space, but there are more fixtures outside the frame on the right. The number of fixtures in this space would be challenging to count if a single macro view is provided; therefore, take several photos of larger spaces, especially spaces where equipment or ductwork may obstruct the view of the fixtures.

Fixture view – verify equipment and wattage

When taking a picture like this, it is typical for the areas around the fixture to be dark, but we can still see that there are TLED lamps installed in the fixture.

ADDITIONAL LED TUBE TIPS

– Try to capture the number of lamps within a fixture. This can be accomplished by focusing the camera directly on the light source.

– Have the installation crew take close-up images if possible.

– Take pictures of any sensors that control the lights, especially if these were installed as part of the project.

NAMING IMAGE FILES

If original image files are shared with the program, they should be labeled using this format: line item – space name (e.g, "1 – Office.jpg").

EXAMPLE 4 – NON-LIGHTING EQUIPMENT

Macro view – verify equipment and quantities

A macro view of the mechanical equipment room serves to verify the quantity of systems installed. A photo of each individual nomenclature plate is also required for all equipment listed on the application.

Nameplate & Accessory view – verify model and accessory components

Nameplate: This photo clearly shows the model number and horsepower for a VFD. Photos must be provided of the nameplate of all systems on the project.

Accessory: Make sure you include a close-up view of the installed equipment. This example is a VFD.

ADDITIONAL NON-LIGHTING EQUIPMENT TIPS

– The program representative will provide details about what images are needed for non-lighting equipment. A macro view of the space, nameplate and accessory image may not be required for each item installed.

– Keep pictures organized by following the same process for each system. For instance, capture the nameplate image of the equipment prior to capturing images of any accessories.

SHARING IMAGES WITH THE PROGRAM

Including individual images as attachments on an email is not recommended for file sharing. Instead, consider placing all images in a Word document and label each one according to the application line item, space name and/or model number. This ensures program staff can easily compare images with the equipment listed on the rebate application. Send the Word document as an attachment to the program representative conducting the review.

EXAMPLE 5 – ROOFTOP UNITS

Macro view – verify equipment and quantities

This project was submitted with five package units listed. This photo was positioned to clearly show all five systems on the roof in one picture. If there is no access to see all the systems in one shot, multiple pictures may be needed to verify equipment quantities.

Nameplate & Accessory view – verify model and accessory components

Nameplate: This photo clearly shows the model number and serial number of the equipment. Photos must be provided of the nameplates of all systems on the project.

Accessory: This photo clearly shows the economizer installed. If it is not feasible to open panels on a system, a photo may be taken from outside of the unit. If visible from the macro view, we do not need a picture of every economizer.

ADDITIONAL ROOFTOP UNIT TIPS

– You may provide satellite images of a rooftop to help identify units in conjunction with macro view pictures.

– Keep pictures organized by following the same process for each unit. For instance, always capture the nameplate image prior to any accessories.

HAVE QUESTIONS?

A program representative will provide assistance throughout the verification process; however, you may also contact the program administrator at (602) 236-3054 OR email us with questions about your project at savewithsrpbiz@srpnet.com.

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