



CASE STUDY

ENERGY STAR®

HVAC Quality Installation

Finally Finding Comfort

Moreno Valley, CA

Soon after Linda and her family bought their new house 25 years ago they found that two rooms were consistently either too cold or too hot. A few years ago, they upgraded to new double-paned windows, with the hopes that it would solve their comfort problems. But they found that the improvement was minor. Those rooms were “driving us nuts,” said Linda.

Last year, the family decided to upgrade the home’s furnace and air conditioner. Linda looked to her electric utility company, Southern California Edison (SCE), to help find a quality contractor. SCE offers an ENERGY STAR Quality Installation program to provide maximum efficiency and comfort in heating, ventilation and air conditioning (HVAC) systems. On the utility’s website, www.ac-quality.com, customers can see a list of participating contractors who have been trained to offer this specialized service. Linda called several contractors from the list and also checked with the Better Business Bureau. Ultimately, she selected JBS Mechanical, based in San Bernardino, CA.

JBS Mechanical staff began by conducting a comprehensive assessment of Linda’s home and the existing HVAC system. This assessment included collecting information about the home to determine the appropriate equipment size and measuring air flow and leakage in the duct system.

In Linda’s home, JBS technicians found that the air conditioner was oversized and the ductwork was undersized and leaking 30% of the air into the attic. As a result, conditioned air was not being well distributed throughout the entire house. So, in addition to replacing the old air conditioner and furnace with new, properly

sized, high efficiency models, they also redesigned and replaced ductwork to provide adequate air flow throughout the house and reduce leakage. During installation, the technicians also made sure that the system refrigerant was properly charged and air flow in the system was correct. “It now works great! Changing the ductwork made a big difference,” Linda said. JBS submitted the installation file to SCE and Linda earned a rebate toward the cost of her new installation.

After the system was installed, SCE conducted independent testing to verify that the system passed the ENERGY STAR Quality Installation requirements. “With the ENERGY STAR program, we felt we had back up people with us to make sure the system that was installed correctly. We had the program on our side,” said Linda.

Now, Linda and her family are comfortable in their entire home all year round. Linda highly recommends the Quality Installation program, “It’s just great. It’s not just the rebate money. It’s the confidence it gives you in the company putting the system in.”

The ENERGY STAR Quality Installation program is offered by EPA in partnership with utility companies in several states. Benefits of the program include:

- Up to 30% savings on heating and cooling costs
- Increased comfort throughout the home
- Improved system efficiency and air distribution

To find out more about HVAC Quality Installation, visit www.energystar.gov/HVACQI