

Uplight Training

Frequently Asked Questions

Q: How do I log into Uplight?

A: Go to smud.energysavvy.com and enter your username and password.

Q: I forgot my Uplight password

A: Click the link to reset your password, a notice will be sent to the user account email in Uplight to reset your password.

Q: I didn't receive a notice to reset my password from Uplight

A: Check your spam box. If you don't see it there, call contractor support at 916-209-5117.

Q: Where do I upload documents?

A: When finished with the Final Scope input, click the 'send now' button, and you will proceed to the Measure Attachment stage. Click the "select files" button for each document you need to upload until you add all files. Click the "Send now" button to send the project to EFCA for review.

Q: How do I upload documents and images?

A: Document uploads are only allowed in the measure attachment and signed rebate application stages. To upload documents and images in the measure attachments stage, click the 'select file' button and upload your document. Repeat that step until you have uploaded all files, and then click 'send now' to send to the EFCA review team.

Q: I forgot to upload a document. How can I go back?

A: Call contractor support at 916-209-5117, send an email to contractorsupport@efficiencyfirstca.org, or leave a note in Uplight asking to roll the job back to you to complete your document upload. Complete the steps outlined earlier.

Q: I didn't add all the measures. How can I go back and add one?

A: Call contractor support at 916-209-5117, send an email to contractorsupport@efficiencyfirstca.org, or leave a note in Uplight asking to roll the job back to you to add additional measures.

Q: What if the homeowner doesn't want a wi-fi thermostat?

A: Answer the question about the thermostat in Final Scope correctly and click the "requires an exception" button, state the reason, then proceed as usual.

Q: Why do I get an error when I report a 15 SEER system?

A: Package units are the only systems where 15 SEER is allowed. Be sure you have chosen Package as the new system type in Final Scope.

Q. When do I need an exception in Uplight?

1. There are two scenarios in which you need to request an exception in Uplight:
 - a. In the Project Information Stage, click "requires an exception" to request an exception if the measure you are installing does not show on the eligible measure list for that address and explain why it should. I.e., installing the second of two systems at a premise that already received a rebate for the first system.
 - b. In the Final Scope stage, click "requires an exception" to request an exception if reported results fall outside program requirements and you see an error message. I.e., SEER ratings, duct leakage for Seal & Insulate, for not installing a qualifying thermostat - click the required exception and enter the reason why and the solution. NOTE: all exceptions in the Final Scope except thermostats count against the contractor rating.
 - i. Note - if you do not have and cannot get the required photos, you must request an exception and explain why the required photo(s) are missing in the Final Scope stage.

Q: What if I am not able to supply all of the required photos?

A: If you do not have all the required photos and cannot get them, you must click "requires an exception" at the end of the Final Scope data entry fields. State the exception reason and proposed alternative before closing out the Final Scope stage and progressing to the Measure Attachments stage.

Q: I got a project back asking for more documents, but I don't see where to upload them. How do I add additional documentation?

A: When a job is returned for more documents or photos to be uploaded, you are in the Final Scope Stage. Press the "Send now" button to advance to the Measure Attachments stage, where you upload the additional documents. Click the 'select file' button and upload your document. Repeat that step until you have uploaded all files, and then click 'send now' to send to the EFCA review team.

Q: How long does it take to get the SMUD rebate?

A: It varies depending on the method of payment:

1. If paid to Contractor via Direct Deposit: SMUD releases automatic deposits to contractors within 24-48 hours after the job is closed/completed in Uplight. Contractors need to contact the business office to set up automatic payments. To set up an automated check deposit account for your company, contact the SMUD Rebate Center at 916-732-7550 or email rebatecenter@smud.org.
2. If paid to Homeowner or Contractor via check: SMUD cuts checks to homeowners and contractors every Thursday. Given the once-weekly check processing cycle, it can take up to three weeks to receive the rebate check, depending on when the project was closed/completed in Uplight. Please note: Federal holiday closures can delay rebate payments.
3. If you have questions about the status of a rebate, please get in touch with contractorsupport@efficiencyfirstca.org.

Q: Who do I call for questions about Uplight and the SMUD rebate program?

A: Contact SMUD Contractor Support at contractorsupport@efficiencyfirstca.org or call 916-209-5117, 9 a.m. - 5 p.m. M-F

HERS related FAQs:

Q: Why do I need a HERS 3R report, won't the 1 & 2R be sufficient?

A: The HERS Title 24 3R report is the declaration of verification by an impartial third party that the information the contractor provided is correct and that the project passes HERS requirements which is code and mandated by the CPUC.

Q: What is the difference in the HERS reports you require?

A: We require: HERS 3R MCH20 for actual tested duct leakage verification, the HERS MCH23 for actual tested airflow verification and the MCH25 for the model number and refrigerant weigh-in verification.

Q: When am I exempt from providing any of the HERS 3R reports?

A: If the system is a ductless mini-split, we do not need the 3R MCH20 or the 3R MCH23 because since there are no ducts, no duct leakage or airflow tests can be performed. We still need the 3R MCH25 to verify the refrigerant weigh-in observation.

If the system is a package unit, we do not need the 3R MCH25 because package units do not need the refrigerant weigh in observation, that is done at the factory.