



SERC: Technical Assistance

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**Project Leader: NREL
Technical Assistance**

**SERC Grantee Overview
Presentation**

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Presentation Overview

- What is Technical Assistance?
- What can I ask?
- How can I access Technical Assistance?
- How Long Will it Take?

For SERC Technical Assistance: SERC_TA@nrel.gov

Q: What is Technical Assistance?

A: Short-term, unbiased expertise from the National Labs, providing you the tools and resources you need to implement successful SERC programs.

One on one assistance in answering your technical/technology/program design questions.

Types of Questions:

- Program development,
- Project financing strategies
- Technology applicability and use,
- Project siting: system sizing and design
- RFP development (technical specs) and review (technical evaluation),



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Q: What Technologies are covered

- Building Controls
- CHP
- Cool Roofs
- Efficient Heat Pump Water Heaters
- Efficient Hot Water Systems
- Energy Conservation Monitoring
- Geothermal Heat Pumps
- Masonry Foam Insulation
- Mini-split heat pumps
- PV
- Solar Air Heating System
- Solar Hot Water Systems
- Space Conditioning System Retrofits
- Tankless Water Heaters
- Whole Building Performance
- Wind Systems
- Windows

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Q: What can I ask?

- Resource Questions: Is this a good location for renewable energy installations?
- Technology Questions: Under what circumstances is this technology viable?
- Certification questions: If we are installing 150 solar hot water heaters, is there a primary certification program for installers?
- Healthy homes measures: What are the practical and proven steps to assure safety of homes and occupant health?
- RFP questions: What are the technical specifications for geothermal heat pumps that I can incorporate into my RFP?
- Replicability Questions: How have others implemented this type of program? How can others replicate ours?

When in doubt, ASK!

Q: How do I access technical assistance

A. Email your question to **SERC_TA@nrel.gov**. Include:

- Name
- Phone number
- Email contact(s)
- Grantee (State) and Subgrantee (Agency) names
- As much detail as you can on your request
- Name of requested expert (if any)
- Timeline for your request



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Q: What can I expect?

A:

- Unbiased, technology neutral expertise
- Prompt acknowledgement of your request and a follow up phone call within 48 business hours
- If it's a quick question – expect a quick response
- Larger questions will be scoped with you and a schedule worked out

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In addition to responsive technical assistance:

- Development of frequently asked questions and project successes posted on the SERC

webpage:http://www1.eere.energy.gov/wip/serc_ta.html

- Webinar Series:

<http://www.surveymonkey.com/s/5P37FHY>

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Questions?

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