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Editor: [Jane Pulaski](#)

The NABCEP Newsletter highlights activities about its certificants and other stakeholders. There is no fee for this newsletter which is distributed six times/year and published on NABCEP's website.

If you have comments about this newsletter, email Jane Pulaski at janep@irecusa.org.

As always, thanks for your interest in and support of NABCEP.

Jane Pulaski
Editor

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From the Chair

By Ezra Auerbach

It's been busy at NABCEP. While Pete's departure brought many changes, it also presented the Board with an opportunity to review NABCEP's operations and improve processes.

To begin with, NABCEP decided to expand its relationship with Professional Testing Services (PTI). For several years, PTI has provided NABCEP with test development and psychometric services; they make sure that our tests are fair, valid and defensible. PTI will now take on many of the administrative functions connected with the Certificant application process, including delivery of the examinations.

Karen Christopher has returned as NABCEP's Operations Manager. Karen worked for NABCEP previously, and she's extremely familiar with NABCEP program(s), services, and policies. We are fortunate to have her. Welcome back, Karen. Finally, a huge round of thanks to board members Jane Weissman (Vice Chairperson) and Les Nelson (Treasurer), both of whom have spent countless hours handling the enormous amount of administrative tasks during the transition period over the past few months. Thank you, thank you, thank you.

About those “Installed By” stickers we sent out to NABCEP PV Installers recently. They were produced for you to help with marketing. NABCEP believes it’s a good business practice to let the customer know that their system was installed by you, a nationally certified installer according to the highest professional standards. We recommend placing the installation sticker in a prominent place in the system – near one of the meters is a good choice.

One of the most important moments in the PV system sales process is the “hand off” of the system to the owner. This moment may be passive and ignored – an invoice with a note that “the system was turned on” is as passive as it gets. But it can be used as an opportunity to strengthen your tie to the customer and build referral business. Take the time to connect with your customer when the system is commissioned, point out what it looks like when the meter runs backward, and let them watch as you place the installation seal on their system. Use the occasion to explain to them the value of having chosen a NABCEP Certified PV Installer.

I encourage and welcome feedback on the installation stickers. We want to know if you find them as a useful, valuable marketing tool. If the answer is yes, we’ll continue to produce them and likely expand the program to Solar Thermal Installers.

Installer’s Corner

Use of NABCEP Certification Mark: What’s Right, What’s Not

Recently, NABCEP has received numerous requests for information concerning the proper use and appearance of NABCEP certification marks. In this regard, NABCEP would like to provide policy information related to these requests. Among other important purposes, this article identifies the NABCEP certification marks, and explains authorized uses of the marks by certificants, including the proper display of NABCEP certification marks, and related trademark symbols. NABCEP appreciates the assistance of its legal counsel, Ryan Hauck and Richard Goldberg, in preparing this article.

NABCEP Certification Marks/Authorized Users of Marks.

All trademarks and credentials related to NABCEP’s Certified Solar PV Installer and Certified Solar Thermal Installer Certification Programs are owned and controlled by NABCEP and its Board of Directors. Specifically, these marks include:



NABCEP Certified Solar PV Installer®



NABCEP Certified Solar Thermal Installer™

NABCEP has the sole and exclusive right to grant the Certified Solar PV Installer and Certified Solar Thermal Installer certifications to qualified individuals, who have met the knowledge and eligibility requirements established by the NABCEP Board of Directors. These certificants are the only authorized holders and users of the Certified Solar PV Installer and Certified Solar Thermal Installer certifications in the professional field of renewable energy and energy efficiency. No other individual, business, organization, or group may claim or represent such certification in any manner or form, including the use of the NABCEP certification mark(s).

Proper Use and Appearance of NABCEP Certification Marks.

Only those certificants who have been granted the Certified Solar PV Installer credential or the Certified Solar Thermal Installer credential may use the respective certification marks. When using or displaying a certification, it must be associated solely with the name of the certified individual, and may not be positioned, displayed or used in a way that would lead the public to believe that a company is certified, or otherwise endorsed, by NABCEP. These rules apply to all uses of the credentials and certification marks in advertising and informational materials, including telephone directory listings, advertisements, business cards, letterhead, brochures, signs, stationary, packages, or other similar marketing materials.

Regarding proper placement and display of the certification marks, the marks must be positioned immediately above or below the name of the certified individual, but may not appear above, below, or otherwise adjacent to, a certificant's employer or company name and/or logo. Additionally, the appropriate trademark symbol, i.e., ® or ™, which identifies NABCEP's ownership of the mark, must always appear adjacent to the certification mark. Finally, the marks must remain separate and distinct from the credentials or logos of other organizations.

To review the complete NABCEP "Certification Mark Use Policy," including specific examples of proper use and appearances of the NABCEP certification marks, please visit the "Policies" section of the NABCEP Internet site, located at www.nabcep.org.

Certificant Reporting Responsibilities.

NABCEP certificants have the responsibility to notify NABCEP of any unauthorized use, misuse, or other violation(s) of NABCEP "Certification Mark Use Policy." For example, if a certificant becomes aware that a non-certified person or organization is using or displaying a NABCEP certification mark, or if a certificant is improperly using a mark,

please contact NABCEP immediately. NABCEP will communicate directly with the individual or organization concerning the apparent mark infringement or mark misrepresentation issue(s).

If you have any additional questions concerning NABCEP certification marks, or wish to report a violation of NABCEP's "Certification Mark Use Policy," please call Karen Christopher, NABCEP Operations Manager, at (518) 899-8186.

Featured Certificant:

Chris LaForge, Great Northern Solar (<http://www.cheqnet.net/~gosolar>)



From Antigua to Alaska, Chris LaForge has spent the last 18 years of his renewable energy career selling and installing a variety of renewable energy technologies. From small, stand-alone communication systems to large wind/PV hybrid systems, LaForge designs, specifies, sells and installs PV, wind, micro hydro technologies. "Of all the technologies we deal with, PV, by far, generates the lion's share of our work," he says.

He's busy.

"The demand on our services has dramatically increased," he remarks, "and interestingly, we're finding our customers are more informed than ever before."

In addition to installations, LaForge, an ISPQ Certified Instructor, spends a lot of time in the classroom. "More than 60% of my work is spent teaching with the Midwest Renewable Energy Association (MREA)

<http://www.the-mrea.org/workshops.php?id=1150730105>

<http://www.the-mrea.org> and the Northern Futures Foundation," he says. "I teach all kinds of people, from the general public to electrical contractors, master electricians, electrical inspectors, utility staff, state and local administrators, corporate types. I especially love teaching people to become NABCEP certified," he admits.

LaForge was a highlight at the recent Midwest Renewable Energy Association's Energy Fair where he was a huge draw for NABCEP's booth where he answered questions from potential certificants, and was heard discussing PV with a Ghanaian official. He says his passport is current.

Special Report: NABCEP Goes to MREA

For this issue, the “Manufacturer’s Musings” section of the newsletter will step aside as we feature NABCEP’s Operations Manager, Karen Christopher, and her experience representing NABCEP at the MREA Energy Fair in June. “Manufacturer’s Musings” will return in the next issue.

The MREA Energy Fair, held this year June 15-17 in Custer, WI, drew more than 19,000 attendees. NABCEP was one of 232 exhibitors.

Karen took the NABCEP booth to MREA where it lived for three days. How did she man the booth?

“I had lots of help,” she laughed. “In fact, before I left for the fair, I emailed our Midwest certifiants ahead of time and asked for their help,” she said. “There were a few workshops I wanted to attend, and other booths I wanted to check out” she said.



Many NABCEP certifiants, Board members and Committee members took turns at the NABCEP booth while manning their own booths and also teaching workshops.

Dean Wolff, Dave Merrill, Roy Butler, Shawn Young, Darryl Thayer and Zeus Stark deserve special thanks. Other certifiants dropped by just to say “hi” or spend some time when things got hectic.

Chris LaForge and Bob Ramlow also logged time in the booth. In fact, Karen said they were a huge draw. “Whenever they were in the booth, the place would swarm with people,” she smiled. “They answered lots of questions from potential certifiants as well as the general public. They’ve got star power.”

Karen said visitors to the booth picked up handouts and asked lots of questions about training, particularly at the entry level.

In addition to having the booth, NABCEP also was on the agenda for the NABCEP



Certification and Consumer Guidance Roundtable. “The roundtable featured Chris LaForge, Shawn Young, Bob Ramlow, Roy Butler, and myself,” said Christopher. “We discussed all of NABCEP programs, including solar thermal, PV, PV Entry Level, and

our hopes for a future small wind program. The tent was packed to overflow capacity.”

Christopher was pleased with NABCEP’s presence at the fair. “Next year, I’ll bring more handouts, and find more folks to help man the booth longer,” she said. “But I loved it, I just loved being there. It helped me reconnect to what’s really important about NABCEP,” she said, “and that’s the people!”

**Featured Board/Technical Committee Member: Mary Germershausen
NECA and NABCEP Secretary**

Currently Director of Systems Technology with the National Electrical Contractors Association (NECA), Mary Germershausen has been a NABCEP board member since 2003. She comes to the board with a perfect combination of skills to educate the states about NABCEP’s certification programs and to expand those programs to meet the needs of the industry.



In addition to having a BS in Industrial Education from Rhode Island College and an MA in Education from Ball State University (IN), Mary graduated from an NECA/IBEW four-year electrical apprenticeship program in 1988.

"As a journeyman wireman (from 1988-1995), I worked for contractors specializing in temperature control systems, fire alarm and voice data/systems," she said. She became the Telecommunications Training Director for IBEW Local Union 99 Joint Apprenticeship Training Committee in 1995. In 1998, when NECA national was looking for someone with experience in low voltage controls and voice/data systems to develop programs to assist NECA members entering these niche markets, Mary signed on.

"Part of my job is educating NECA members about important industry certification programs," said Mary. "I work with our Chapter managers providing them with educational presentations/materials for their membership meetings to better help them understand the value of a NABCEP certification in their work," she said.

At NECA, Mary is the staffer assigned to work with the NJATC on industry certification programs. "I report to the Vice President of Labor Relations, where I am responsible for handling questions pertaining to apprenticeship, workforce development, industry certification programs and state licensing," said Mary. "I also work with the management education institute to develop programs for our specialty contractor members."

Entry Level Certificate Program Update

By Karen Christopher

Cape Cod Community College has been approved as our newest Entry Level Provider, bringing the total number of institutions to 25. In addition, 44 new Entry Level Certificate of Knowledge holders were added in the month of June, bringing the grand total to 316.

The East Los Angeles Skills Center (ELASC) became an approved NABCEP provider earlier this year.

Brian Hurd, ELASC PV instructor and Program Coordinator, reports that their PV class offerings are full with waiting lists for the next two class sessions. Brian reports an overwhelming positive response to their NABCEP affiliation.

The ELASC has received tremendous support from area PV contractors, the IBEW, and the City of Los Angeles Dept. of Water & Power (LADWP). NABCEP contractors Fred Cherrick, Stoli Jagger and Bob Bower have been especially generous in their support. Bob Bower also serves as a part-time instructor and program adviser.

Brian Hurd will be a panelist and presenter at U.S. Representative Hilda Solis' "Global Warming Forum" which will be held at Cal State/LA on August 16th.

Although there will be many industry and government representatives at the event, Hurd is the only PV educator on the panel. At the forum, there will be a focus on creating educational opportunities with a direct link to green technology jobs. Not surprisingly, Brian will promote NABCEP.

They will also have a booth at the exhibit which will follow the morning conference to promote their instructional program in PV. If you're at the conference, stop by and say hello.

Continuing Education/Recertification

By Karen Christopher

NABCEP certificants who earned their certificates in September 2004 need to recertify by September 2007.

To become recertified, NABCEP PV certificants must install at least three (3) systems over the course of their three-year certification cycle, and obtain 18 contact hours of continuing education.

The 18 hour continuing education requirement consists of:

- at least six (6) hours on the latest version of the National Electric Code (NEC);
- at least six (6) hours of technical PV related to the most recent version of the NABCEP PV Installer Task Analysis;
- an additional six (6) hours of instruction related to PV or renewable energy that may be technical or non-technical.

The good news is that there are two upcoming opportunities to help you fulfill the six-hour NEC requirement.

On August 25th, Chris LaForge will be teaching an all-day class in Hudson, MA. And on September 18-19, NYSERDA is sponsoring a webcast with John Wiles. You can find details about both training opportunities on the NABCEP website.

For more information, including a Recertification Application, visit the Continuing Ed/Recertification page of the NABCEP website.

Employment Opportunities

Looking for work or qualified employees in the solar thermal or PV industry?

Whether potential employee or employer, this is where NABCEP will help you match your need under the [NABCEP Job Board](#)

Send any and all job announcements to Jane Pulaski at janep@irecusa.org.

About this Newsletter/How to Subscribe

The NABCEP News, an electronic newsletter published six times/year, serves the NABCEP-certificant and stakeholder community. There is no fee for this newsletter.

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