



# EBEWE Audits & Retro-Commissioning Compliance Instructions



## Correct or Change a Denied Request

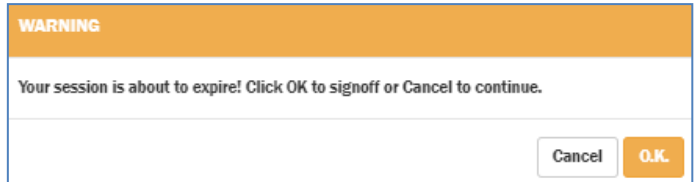
Created 6/9/2021

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### INTRODUCTION

A submitted Declaration of Completion or Exemption is not always approved. Submissions of such declarations must be reviewed by staff and supervisors and if approved, that portion of the compliance process has been completed. If the submission is denied, that portion of the compliance process is considered incomplete and must be corrected and resubmitted or the type of request must be changed. An example of changing the type of request would be if the original request was for an Exemption from doing an Energy Audit and Retro-Commissioning (A/RCx), but it was denied. The owner would need to change the type of request for the Energy portion to a Declaration of Completion of a A/RCx **after** the A/RCx had been performed.

**USER NOTE:** For security purposes, idle sessions on this site will timeout after 30 minutes of inactivity and the message to the right will appear. At that point there will be a 3-minute period where the user can respond. If the user does not respond within this time frame, the user will be automatically logged out of the system.



### INSTRUCTIONS

*In addition to these detailed instructions, a process flow diagram has been provided at the end of this document.*

1. The email account used to register the building will be the main source of contact for all matters regarding A/RCx. Once the request has been denied by a supervisor, the designated email account will receive an email notifying them of the denial along with the reason(s) the request was denied as in the following sample email:

**Compliance Year:** xxxx  
**LADBS Building ID:** 123456789453  
**Building Address:** 1234 SOMEWHERE ST  
**LADBS Response Date:** 07-07-2021

Dear Building Owner/Owner Representative,

The Department of Building and Safety (LADBS) has completed its review of your Declaration of Completion for an Energy Audit and Retro-Commissioning. Based on our review of the following information you provided, the Declaration of Completion was rejected (denied):

Item	Description of Item(s) Declared that were Rejected:
4(b)	License Expiration Date

**Additional Comments:** Licensed professional must renew license prior to requesting record to be unlocked.

For instructions on updating/revising data related to a denied request, please refer to [Instructions for Correcting A/RCx Related to Denied/Rejected Requests](#). For other questions regarding this notification, please reply directly to this email and we will respond as soon as possible.

If you would like to know more about the EBEWE Program, visit [www.ladbs.org/ebewe](http://www.ladbs.org/ebewe)

Sincerely  
EBEWE Team



## Correct or Change a Denied Request

2. Determine what needs to be done to the original request:

A. Correct and Resubmit

The initial request can be corrected if minor edits are needed to resolve the reason(s) it was denied. For example, the signature on the Declaration of Completion didn't match the name provided on the Licensed Professional screen.

B. Change Request Type

The Request Type must be changed if the initial request was denied and the reason(s) for denial cannot be resolved. For example, a Request for Exemption from doing an Energy A/RCx was denied because the two years that the building was Energy Star Certified occurred outside of the allowable time period (i.e., must have been certified 2 of the 3 years preceding the Compliance Year) and no other exemption applied.

Valid Change Request Types:

Initial Request	Must be Changed to	Advisory Notes
Exemption - Energy	Declaration of Completion - Energy	Must complete an Energy A/RCx prior to changing to this request.
Exemption - Water	Declaration of Completion - Water	Must complete a Water A/RCx prior to changing to this request.
Declaration of Completion - Energy	Exemption - Energy	Verify that exemption requested is valid before changing to this request.
Declaration of Completion - Water	Exemption - Water	Verify that exemption requested is valid before changing to this request.

3. Email a request to unlock the portion of the A/RCx building record that was denied (Energy or Water) to the EBEWE A/RCx Team at [ladbs.arcx@lacity.org](mailto:ladbs.arcx@lacity.org).

The EBEWE Team will respond to the email (see Sample A and B on the next page) to let the requestor know when the applicable portion of the record has been unlocked. **The status of the unlocked portion of the record (Declaration of Completion or Exemption for Energy or Water) will be changed from DENIED to PENDING.**

The record will only remain unlocked for 72 hours from the sent date of the EBEWE email response, then it will be automatically relocked. Further changes will require another request to unlock the record.



## Correct or Change a Denied Request

Provide the information from the table below in the email. “A” and “B” correspond to Step 2 above; “BID” refers to the LADBS Building ID (replace #s with the actual ID); CY refers to the Compliance Year (i.e., CY 2021) for which you are processing the request (sample emails follow the table below):

<b>Subject Line (select one):</b>	A	A/RCx Correct Water Reqst for BID #####, CY####
	B	A/RCx Change Water Reqst Type for BID #####, CY####
<b>Building Address</b>	A and B	Address of the A/RCx building
<b>Name and Phone Number</b>	A and B	For the registered contact
<b>Request Details and Affirmation Statement (select one):</b>	A	<ul style="list-style-type: none"> <li>Briefly describe what needs to be corrected and why they are needed.</li> <li>Include the following statement on a separate line in your email: I affirm that no other information needs to be corrected.</li> </ul>
	B	<ul style="list-style-type: none"> <li>Specify what the request needs to be changed <u>from</u> and <u>to</u> and briefly explain why it needs to be changed.</li> <li>Include the following statement on a separate line in your email: I affirm that I am aware that changing the Request Type means that the request must be completely resubmitted. This includes completing each screen (except registration), printing, signing, and uploading a new Declaration and paying any fees owed.</li> </ul>

### SAMPLE EMAIL A – Correct and Resubmit

Subject: A/RCx Correct Water Reqst for BID 123456789101, CY2021

Building Address: 1234 SOMEWHERE ST  
Contact: John Doe, (213) 456-8910

Details: Need to change only the signature on the Declaration as it was signed by the incorrect licensed professional.

I affirm that no other information needs to be corrected.

### SAMPLE EMAIL B – Change Request Type

Subject: A/RCx Change Water Reqst Type for BID 123456789101, CY2021

Building Address: 1234 SOMEWHERE ST  
Contact: John Doe, (213) 456-8910

Details: Need to change the Request Type from a Request for Exemption from a Water A/RCx to a Declaration of Water A/RCx because my building doesn’t qualify for the exemption initially submitted.

I affirm that I am aware that changing the Request Type means that the request must be completely resubmitted. This includes completing each screen, printing, signing, and uploading a new Declaration and paying any fees that are owed.



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## Correct or Change a Denied Request

4. Locate the original request that needs to be corrected or the request type changed.

These instructions will only work after the record has been unlocked (see Step 3 above). If the record has not been unlocked, please notify the EBEWE Team at [ladbs.arcx@lacity.org](mailto:ladbs.arcx@lacity.org).

a. Retrieve the building record (Energy or Water) through the Customer Status Screen ([www.ladbs.org/ebeweregistration](http://www.ladbs.org/ebeweregistration)) and click the PENDING button under the appropriate column heading based on the reason the record has been unlocked.

LADBS Building ID  Building Zip Code  Year

Guidelines for compliance:  
 1) Register your building: Enter information on top line or search for a previously-registered record  
 2) Submit payment of \$183 for Audits & Retro-Commissioning Compliance Year  
 3) Submit Energy Declaration of Completion or Exemption  
 4) Submit Water Declaration of Completion or Exemption

Search for Registered Buildings:

Address	Year	Building ID	Payment	Energy Audit and Retro-Commissioning			Water Audit and Retro-Commissioning			Overall Status
				Declaration of Completion	Declaration of Exemption	Compliance Status	Declaration of Completion	Declaration of Exemption	Compliance Status	
1234 SOMEWHERE ST	XXXX	123456789453	07/07/2021	06/30/2021	Exemption Submitted		<input type="button" value="Pending"/>	<input type="button" value="Pending"/>	Pending	Not Complied

For example, if the initial request was for an Exemption from doing a Water A/RCx and it was denied, one of the following actions must be taken to fix the request:

1) Correct and Resubmit

Select PENDING from the Water Declaration of Exemption column. Then edit only the screens that require corrections. For example, if a reason for exemption other than the one that was denied can be applied, click the RESET button on the Request for Exemption screen and enter another applicable reason for exemption and supply the required proof (e.g., permit number and issue date, Demand Response Account, etc.). If the exemption was denied because of an error on the Licensed Professional screen, make the appropriate edits on that screen.

2) Change the Request Type

If the reason(s) for denying the exemption from a Water A/RCx cannot be remedied, select PENDING from the Water Declaration of Exemption column. Complete all of the screens.

b. Print, sign and upload a new declaration.

c. Pay fees if they are due. The only time fees are due at this point are:

1) They were not paid initially for reasons other than what is listed in "2)" below.

2) A request for exemption was submitted for both Energy and Water and no fees were paid. Fees are not due if LADBS approves requests for both Energy and Water for the building for the same Compliance Year. However, if at least one of the requests for exemption is denied and the reason(s) cannot be resolved, the owner must resubmit the unresolved denied request(s) as a Declaration of Completion and pay the required fees.

**Note:** Declarations of Completion require that an A/RCx be performed prior to submitting them.



## Correct or Change a Denied Request

### CORRECT AND RESUBMIT OR CHANGE REQUEST TYPE PROCESS FLOW DIAGRAM

- Blue/Green boxes – Actions Initiated by the Customer
- Orange boxes – Actions Initiated by the EBEWE Team

