

Frequently Asked Questions

This document is intended to provide program specific information for utilities, PTCS certified technicians and companies about the BPA PTCS (heat pump and duct sealing) and Prescriptive duct sealing program. *Utility programs determine their own reimbursement criteria, which may include additional requirements above and beyond what BPA requires. Contractors should be aware of their customers' utility requirements before starting work.* Answers provided below may be revised if the program, BPA Implementation Manual, or PTCS specifications change.

How to Participate

How can I become a certified PTCS technician?

1. Get Trained

- PTCS Technician (heat pump and duct sealing): Attend and pass a training with a [BPA-approved trainer](#), or show proof of completing an approved [alternative training](#) (See *Program Requirements, Section 2*).
- Prescriptive Duct Sealing Technician: Complete the Prescriptive Duct Sealing training, a link can be found in the [Prescriptive Duct Sealing Program Requirements](#).

2. Create an online account on the [PTCS Online Site Registry](#) if you have not previously done so. Click on "Register" in the top right-hand corner to get started.

3. Submit completed [Certified Technician Application](#) along with dated proof of training by email to ResHVAC@bpa.gov, or fax to 1-877-848-4074.

How can I get a PTCS Technician ID?

After the technician creates an [online account](#), the PTCS team has received the complete [application](#), and approved the training; the team will activate the account. The PTCS Technician ID will be sent to the email on file with the account.

I have an industry certification. Can I get a certification without additional training?

We accept several industry certifications. A list of all approved alternative certifications in the [PTCS Duct Sealing and Heat Pump Program Participation Requirements](#) is available.

What if I change companies?

Submit a new [Certified Technician Application](#) with your new company information and an explanation of what was updated to ResHVAC@bpa.gov. Do not enter jobs completed with your new company before your account has been updated.

How do I update my account if I get an additional certification?

Submit a new [Certified Technician Application](#) to ResHVAC@bpa.gov and include your new certification and relevant training information.

Do I need a new online account for each new certification I obtain?

No. We will update your existing account with the additional certifications listed on your application.

If I get locked out of my account or forget my password, should I create a new account?

No. Please don't create another account since it will generate a duplicate account. Contact the customer service team by email at ResHVAC@bpa.gov or by phone at 1-800-941-3867 and we can help you get the information you need.

How do I become a trainer and/or inspector?

Start by reviewing the [Program Participation Requirements](#), [Trainer Participation Application](#), and [Quality Assurance Inspector Application](#). Contact the PTCS Program if you have any questions.