



Weatherization Assistance Program (WAP) – Expectations

The Single Family Homeowner

At application, the homeowner:

- Should know the WAP is designed to conserve energy while benefitting low-income persons, particularly the elderly, disabled, and families with young children. Eligibility is based on income but a household could also be considered eligible if they participate in another governmental program, such as HEAP, SNAP or SSI, so be sure to tell the intake person *all* the government programs in which your household participates.
- Should know that service to eligible households will be provided on a 'first-come, first-served' basis in most cases. However, priority service may be provided to households with elderly persons, households with children under 18 years of age, households that include persons with disabilities and / or HEAP recipients.
- Should be aware that if the subgrantee has a waiting list for weatherization, any applicant must be placed on the waiting list and not be moved ahead of other applicants because of any special considerations other than those available to every other applicant in similar circumstances as mentioned above.
- Should be aware that eligibility must be re-certified if more than 12 months pass before the applicant receives Weatherization services.
- Will be notified when determined eligible for the WAP and to have a visit scheduled to perform an energy audit of their home. The energy audit usually takes about two hours to complete.

Prior to Weatherization Work beginning, the homeowner:

- Will receive a written request from the Weatherization Agency for Weatherization employees to enter their home to perform weatherization work.
- Might be asked some questions about the building, (what they've noticed regarding heating / cooling, where drafts exist, etc.), as well as their energy use habits (i.e. at what do you normally set the thermostat? etc.).
- Can expect that their home will be evaluated for health and safety issues as well as energy conservation opportunities during the energy audit.



Weatherization Assistance Program (WAP) – Expectations

- Can expect Weatherization workers to perform / record all required health & safety tests / inspections and to inform the building owner / occupants of any findings.
- Must enter into a written Agreement with the Weatherization Agency to have weatherization work performed on their property.
- Must perform any actions requested (if any) specified in the Owner's Work Agreement with the Weatherization Agency. The owner should know that failure to complete these actions, or cause them to be completed, will delay performing Weatherization work until such time as the requested actions are completed.
- Will be informed of the weatherization work / measures being proposed as part of their Weatherization project before the project begins.
- Will receive, whenever possible, seven days' notice prior to the start of Weatherization work.

During Weatherization Work, the homeowner:

- Can expect to be treated courteously and have their personal property protected and treated responsibly throughout the course of the Weatherization project.
- Must cooperate with the Weatherization Agency by providing access to all parts of the building so that the Weatherization Work Scope can be installed, ensuring that occupants, pets and visitors are kept from the work area, and that a safe work environment is provided. It should be expected that the Weatherization Agency will need access to all parts of the building.
- Can expect the Weatherization employees / subcontractors to always identify themselves as such when entering the premises and that they will conduct themselves in a professional, workmanlike manner throughout the course of the Weatherization project and always leave their work area broom clean at the end of each day.
- Can expect to be provided good, quality workmanship consistent with Department Of Energy Standard Work Specifications.

At the conclusion of Weatherization Work, the homeowner:

- Will be informed of all the weatherization work that was done as part of their Weatherization project and asked to sign off, confirming the completion of the project.



Weatherization Assistance Program (WAP) – Expectations

- Will be provided all warranty information, with instruction on who to contact in the future for any possible warranted work.
- Will receive instruction on how the newly installed weatherization improvements work, how they can best be maintained to conserve energy, and will receive some educational materials from the Weatherization Agency.
- Must maintain all the weatherization improvements consistent with the instructions given by the Weatherization agency and the manufacturer's guidelines. The work should not be altered in any way, in order to continue to benefit from their optimum performance. Other than normal wear and tear, the work done and measures installed should last for years if used and maintained properly.
- Must provide the Weatherization Agency access to your electric and heating fuel / utility bills for the previous two years and for the two years immediately following completion of the weatherization work. It is expected that information will be supplied to the Weatherization Agency as soon as practical after it is received by the Owner.
- Can expect to see an improvement in the comfort and energy consumption / efficiencies of the home.