

## Weatherization Program Frequently Asked Questions

- 1. What is this program?**
  - a. Way for REMC members to have easy access to a certified energy auditor to diagnose and suggest repairs to home comfort and energy issues.
  - b. Service the REMC can offer their members to improve their home comfort and energy usage.
  
- 2. Who is the REMC's partner in this program?**
  - a. Community Action Association of Western Indiana (CAP)
  
- 3. What is CAP's background in this area? Why did we select them?**
  - a. CAP agencies have provided government funded low-income weatherization programs in Indiana for many years.
  - b. They have a statewide training program for their auditors and technicians to ensure they are using a building science approach to diagnosing and fixing comfort and energy issues in homes.
  - c. We selected them because of their commitment to a building science "whole house approach"
  - d. Additionally, they want to expand from their low-income program into a for-fee program for those who do not meet the low-income guidelines. Doing this will help CAP keep their crews busy more of the time and enable them to be less dependent on government funding.
  - e. CAP is a not-for-profit agency. Their motto is "Helping people. Changing lives". They are not in business for profit.
  
- 4. How will REMC members find out about this program?**
  - a. Brochures in lobby area
  - b. Bill inserts
  - c. Newsletter Articles
  - d. Booth at our annual meeting on 9/13/07
  - e. When they call in for high bill complaints and we offer the program to them.
  - f. Website
  - g. Radio
  
- 5. When do we suggest that a member call CAP for an audit and repair work?**
  - a. When they ask for an energy audit
  - b. When they ask for an infrared camera inspection
  - c. When they ask for a blower door test
  - d. When we've helped them to the best of our ability
  - e. When they call in for a high bill complaint
  
- 6. How much money will an audit and repairs save me on my utility bills?**
  - a. Each home is different so the amount of savings can and will vary.
  - b. The auditor will be happy to talk with you about your specific lifestyle and home performance affects your energy bills.

- c. Since energy costs are rising, it is important to look at the energy consumption of your home (the kWhs, gallons or therms), not the actual dollar amounts, when comparing usage against specific time frames.

**7. How does a member contact CAP?**

- a. REMC suggests that they might want to consider having a professional audit done. The REMC will provide the phone number to CAP and the member can then discuss their issues with the auditor and if needed, can set up an appointment directly with him.

**8. How quickly can an auditor come to my home?**

- a. The auditor will schedule you as quickly as he can. Usually within two weeks.

**9. How much does an audit cost?**

- a. The cost for the very thorough, 3 to 5 hour audit is \$350.
- b. Families at, or below, 150% of poverty level will be eligible for a no-cost audit and repairs through the low-income weatherization program. A call to CAP can give the member more information.

**10. What is the benefit to paying for an audit and repairs?**

- a. Increased comfort in your home
- b. Decreased energy bills
- c. Potential for better resale value of the home due to increased energy efficiency

**11. Do I need to be present during the audit?**

- a. In order to best describe the issues with your home and take advantage of the auditor's knowledge - yes!

**12. What is the process for the audit? What will happen during the audit?  
How long will it take?**

- a. During a 3 to 5 hour audit, the auditor will:
  - Discuss homeowner's concerns and reason for the visit
  - Inspects outside of home
    - Building stability
    - Grading away from foundation
    - Condition of roof
    - Condition of cladding (siding, brick, etc)
    - Condition/type of windows/doors
    - Looks for construction style/architectural features that could indicate a by-pass area
  - Draws diagram
  - Inspects inside of home
    - Looks for areas where air/thermal by-passes are common
    - Looks for water damage
    - Assess any health & safety issues

- Lead hazards
    - Carbon monoxide issues
  - Gets bearings for attic inspection
  - Inspects gas appliances for safety
    - If appliances are not safe then repairs **MUST** be made prior to work being done
  - Assesses performance of heating/cooling system
- Performs a blower door test
- May also use an infrared camera
- Conducts pressure tests in various areas of home - this is used to figure out what is “inside” the home and what is “outside” the home. Sometimes due to construction methods the space inside interior walls are connected to the outside and allow unconditioned outside air to flow in the walls. This causes significant comfort issues and can increase energy costs.
  - House to crawlspace/basement
  - House to attic
  - Bulkheads and soffits
- Conducts a pressure test for duct leakage
- Performs an inspection of crawlspace (if applicable)
- Measures home
- Provides results and recommendations via U.S. mail or e-mail at a later date

**13. If the auditor finds “problems” what does he do?**

- a. He’ll discuss any issues he finds with you
- b. He’ll also help you prioritize the repair of that issue in terms of safety, importance and your budget. Working with the low income weatherization program for many years, the auditors understand getting the most bang for the buck and can suggest the lowest cost, most effective way to solve your issues
- c. Any repairs suggested and/or quoted will be in addition to the \$350 for the initial audit. Families at, or below, 150% of poverty level will be eligible for a no-cost audit and repairs through the low-income weatherization program. A call to CAP can give the member more information.

**14. Who will do the repairs the auditor recommends?**

- a. CAP has access to crews that are well trained to make comfort and energy related repairs using a whole house approach and building science principles. Once they have completed their work, these crews will perform testing to ensure they have achieved the desired results. The value of this testing is \$175 - but is included in the cost of their repairs.
- b. You may also use a non-CAP/INCAA contractor of your choice. However, in that case we highly recommend that you be sure they are trained to treat your entire house as a whole system and not just look at specific

pieces. Additionally, we'd recommend that you have the auditor return to check their work. The cost for that check will be an additional \$175.

**15. How much do repairs cost?**

- a. Each home repair cost is different because each home has different comfort and energy issues. The auditor will help you prioritize his recommendations based on safety, building structure, improved comfort, energy efficiency payback and, most importantly - your budget!
- b. Any repairs suggested and/or quoted will be in addition to the \$350 for the initial audit. Families at, or below, 150% of poverty level will be eligible for a no-cost audit and repairs through the low-income weatherization program. A call to CAP can give the member more information.
- c. An estimate of repairs will be provided.