



## INCOME-ELIGIBLE WEATHERIZATION

**You may qualify for home weatherization with WarmChoice®**

### **WHAT CAN I EXPECT ONCE I'M APPROVED FOR WEATHERIZATION SERVICES?**

#### **Step 1: Initial Inspection**

One of our certified Initial Inspectors will visit your home to conduct an inspection of your home. They will need to have clear access to the attic, basement, garage, bedrooms, closets and all other rooms of living space. This step may take anywhere from four hours on depending on the home. Every home is different.

#### **Q: Why do they need to go through the whole house?**

**A:** The inspector(s) need to take wall and window measurements. They need to identify if there are any reasons which could keep us from being able to continue in providing you weatherization services. They are also making the appropriate recommendations of what needs to be done in the home according to the programs requirements.

#### **Q: What are all the testing their doing?**

**A:** They are testing the furnace, water heater and stove to make sure they are in proper working condition and there are no gas leaks which could harm you. They are testing the air pressure in the home to see how much air is "moving in, out and through-out" your house. They are testing the quality of the air, to make sure the home is safe and healthy for you. It is important that you have the right amount of air movement throughout the entire home (from attic to basement). If there is not enough air movement, it can be addressed. If there is too much air, it can be addressed.

#### **Step 2: HVAC Work (Heating, Ventilation, Air Conditioning)**

This work is what we in industry refer to as Health and Safety work. We are providing you with preventative and corrective measures to address issues identified by our Initial Inspector.

#### **Q: Who will be doing the HVAC work?**

**A:** It could be assigned to one of our in-house heating crews, or we might assign it to one of our approved licensed contractors to do the work for us. You will be contacted in either case to arrange a time convenient for you to perform the required work. This work may take a few days depending what is being done. The scheduler can give you an estimate when they contact you.



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### **Q: What if I don't want any HVAC work?**

**A:** Unfortunately, if you don't want any required HVAC work we have to walk-away from your home. Our programs require that we MUST perform all HVAC work before we can do any insulation work.

### **Q: Why does the HVAC work be done first?**

**A:** This is because any HVAC work is directly related to Health or Safety issues found by our Inspector in your home. We have to make you home safe. If you still do not want HVAC work, you MUST sign documentation releasing us, however, your file will be closed without any additional services.

### **Q: If I allow the HVAC work do I have to have insulation work? Why?**

**A:** Yes. Remember all the testing the Initial Inspector did regarding air movement and sealing? If we don't do the insulation and air sealing work you will not have the proper air movement which can cause problems in the future.

### **Q: What kind of problems can occur from not receiving all recommended services?**

**A:** Not enough air movement can cause poor air quality and mold spores can grow and too much movement can cause draftiness which won't keep your home warm in the winter or cool in the summer.

### **Step 3: Insulation and Air Sealing (Weatherization)**

This work is done by one of six in-house crews we have of technicians. They will provide the recommended insulation that the Initial Inspector called for. It might be blown cellulose (non-toxic, fire-retardant material) or rolled insulation in the attic and sidewalls of the home. The crews will also provide wind jammers on your entry/exit doors, air seal around windows, air cracks, and possibly insulate the water heater (depending on type). This work may take a few days to complete.

### **Q: Do I have to be present while the insulation work is being done?**

**A:** Yes and Not necessarily. A trusted friend or relative can be there while the work is performed as long as they are over the age of 18.

### **Q: Is this the last step of the Weatherization process?**



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**A:** Almost.

### **Final Step: Post Inspection (Sign-off)**

The last step is for our Quality Control Certified Inspector to conduct a complete walk-through your home to double check all the work that was done to make sure we didn't miss anything and that everything was done according to standards. The "Final Inspector" will run the same test as our Initial Inspector conducted to measure the reduction of air movement after you received all of the recommended work. You will be required to give one last signature as your approval for all the work you have just received to make your home healthy and safe. This may take up to two hours.