

Home Performance Energy Assessment FAQs

Appalachian Power Program



What is the Home Performance Assessment?

With a Home Performance Assessment from Appalachian Power, an energy specialist from our Participating Contractor Network will examine your home to help you identify areas that may be wasting energy. You'll receive a detailed report on ways to save, plus you'll qualify for substantial rebates for implementing improvements suggested for saving valuable energy.

The Home Performance Assessment can help reduce costs while improving the efficiency of your home. Appalachian Power makes it easy to participate and customize the recommendations to maximize the benefits for you, the customer. The assessment provides you with:

- An on-site assessment of your energy use
- A home energy report containing cost-effective options and recommendations to help you reduce your energy use
- Mail-in rebate of up to \$250 for energy-efficient measures installed by a participating contractor

What measures are included in the Home Performance Assessment?

In addition to the Home Energy Improvements report, these measures may be included in the assessment and installed by a participating APCo contractor:

- Energy-efficient light bulbs
- Kitchen and bathroom faucet aerators
- Low-flow showerhead
- LED night-lights
- Water heater temperature adjustment
- Water heater pipe insulation
- 7 outlet advanced smart power strip
- Heat pump filter
- Water heater tank wrap

Who conducts the energy assessment?

An Appalachian Power participating contractor will conduct the walk-through assessment and perform the installation of appropriate energy efficiency measures. Each energy specialist carries an Appalachian Power identification badge.

Are there any charges (or hidden charges) involved with this assessment?

Participating contractors are able to set their assessment visit fee based on the comprehensiveness of their overall service, and customers are able to choose from a range of service levels from different providers.

How do I find a participating contractor and schedule an assessment?

You can speak with a Home Performance customer service representative by calling 855-422-5510 or find a contractor at takechargeva.com/contractors.

When will I receive my personalized home energy report?

The Appalachian Power participating contractor will review the report with you immediately after your assessment is completed. The report will provide information on additional energy improvements that can be made and will be left with you following the assessment and improvements. In the unlikely event the assessment cannot be reviewed the day of the assessment, the energy specialist will contact and review the report with you within five business days.

How long will the assessment take? How long will it take to make the improvements?

The participating contractor will perform a 2- to 4-hour assessment of your home, perform energy-saving improvements and provide personalized recommendations. Time can vary based on size of home and breadth of energy improvements needed.

Will the improvements be made the same day as my assessment?

Yes, the participating contractor will complete the installation of the energy-saving measures on the same day as the assessment. Recommendations for more extensive follow-up energy conservation measures can be scheduled by you on a different date.

Should I be home during the energy assessment?

Yes, it is required that an Appalachian Power account holder be home during the assessment. If you cannot be there, you will need to coordinate a new appointment time with the contractor you choose to perform the assessment.

If you are not the homeowner, we require homeowner authorization. You can find the homeowner authorization form at takechargeva.com/hp or by calling 855-422-5510.

What areas in my home will the participating contractor need access to during the assessment?

The participating contractor will need access to every room in the home excluding closets (unless there is a hole in the closet wall that is allowing outside air to infiltrate into the interior of the home), the exterior of the home, the attic, and the basement and/or crawlspace.

Participation and Eligibility

Who is eligible?

All owner-occupied, single-family residential detached home customers (including townhomes, mobile homes, and duplexes) and single-family, non-owner occupied, residential detached homes where the electrical service is in the occupant's name and with written consent of the owner. You must be an active Appalachian Power customer in Virginia. Homes do not have to be all electric to qualify for the free walk-through assessment. Homes that are not all electric can receive an assessment and will receive rebate incentives for the energy assessment measures. Blower door assessments require households to be all electric. Condominiums, apartment complexes and commercial residents do not qualify.

Is a Home Performance Assessment really worth it?

Yes. Heating and cooling costs make up approximately 40% of your electric bill. For every air or duct leak you seal, you keep the warm or cold air produced inside your home from leaking to the outside, saving you money in heating and cooling bills and improving your comfort level.

What are some cost-effective improvements that I can make to my home?

Depending on the home, improvements may include sealing gaps, cracks and other leaks that let outside air into your home. Recommendations for subsequent work may include adding attic insulation, and sealing and insulating ductwork that runs through the attic or crawlspace. Improvements may also include repairing or replacing old or poorly functioning heating systems and water heaters.

Can a customer use any contractor or only a participating contractor?

The work must be completed by a contractor who has registered with our network. Appalachian Power has built a contractor network of approved and qualified professionals to complete the work eligible for rebates. This contractor network is searchable at takechargeva.com/contractors or call us to find a participating contractor at 855-422-5510.

What are the requirements a contractor must satisfy to participate in the Home Performance Assessment?

- Contractors must keep 100% documentation of rebate projects and are subject to randomly selected site visits from APCo. In addition:
 - The first 3 projects completed are 100% assessed by APCo to ensure quality.
 - 10% of all additional projects are assessed by APCo to ensure continued quality.
- Technicians must meet the minimum requirements by the state of Virginia, which include testing in one of the following areas: Energy Analyst, RESNET and/or BPI standards.
- Participating contractors must provide evidence of general liability insurance coverage of at least \$1 million.
- Evidence of workers compensation insurance with at least statutory minimum limits.
- Evidence of business/contractor's license.
- No unresolved conflicts on file with the Better Business Bureau.

Site visits will include interviews with the resident of the home, as well as completion of blower door tests, combustion safety tests, and other measurements necessary to confirm that contractor installations meet BPI Building Envelope standards. Quality assurance protocols will also include procedures for visiting some projects prior to project completion to view installations in process, for collecting customer feedback, and allow energy specialists and subcontractors to contest and/or remediate results not meeting program standards.

Does the rebate go to the contractor or the customer?

The rebate incentive is paid to the customer but can be assigned to the contractor by customer as partial assessment payment.

Do I still qualify for the rebate if I buy my electric energy from a supplier other than Appalachian Power?

To qualify, the homeowner must be an individually metered residential customer of Appalachian Power with an active account in Virginia.

I am a commercial customer. Can I get an upgrade of my HVAC equipment?

At this time the Home Performance Assessment is open to residential customers only. Appalachian Power offers rebates for commercial customers. Details can be found at takechargeva.com/business.

Can a customer complete the rebate application online?

No, the rebate must be mailed to:

Appalachian Power Home Performance Program
100 Roxalana Business Park
Dunbar, WV 25064

Is there a deadline to apply for the rebate incentives?

Rebate application must be submitted within 45 days of the service date. Failure to provide any of the required information will delay processing of application and could result in non-payment.

How much will I receive for participating?

You will receive a rebate dependent upon the Performance Assessment Rebate Savings chart and direct measures installed during your visit. See last page for savings chart.

Specific to Contractors

How are savings determined?

Savings are determined based on the kWh range of installed measures. Review the Performance Assessment Rebate Savings chart on the last page of the FAQ document to determine your savings and the rebate amount.

How can I use the APCo participating contractor logo?

A participating contractor logo is provided to qualified contractors when full status is achieved. The participating contractor logo may not be used on any materials other than pre-approved advertising and promotional materials. Contact your program contractor liaison to check your contractor status, request the authorized contractor logo, and to finalize approval on marketing materials.

Where do I send the rebate forms?

Mail your completed application and other required documents to:
Appalachian Power Home Performance Program
100 Roxalana Business Park
Dunbar, WV 25064

Is air sealing required before insulation?

The goal for insulation is to bring the customer's existing R-values to a minimum of R38. To get the full benefit of insulation, air sealing before you insulate is recommended but not required.

I am a solar contractor; will I benefit from providing assessments to my customers?

Yes, solar contractors who have a valid energy analyst license or RESNET/BPI license through the state of Virginia will be able to participate and pass along rebate savings to their customers.

Do I need an energy auditor/analyst license?

Yes, to be a participating contractor in the Home Performance Program, a valid energy analyst license or RESNET/BPI license is required through the state of Virginia.

Can customers combine this program with other APCo energy efficiency programs?

The Home Performance Program is not combined with any other programs. Customers eligible to participate in the APCo Weatherization Program must complete the Weatherization Program prior to participation in the Home Performance Program. To check eligibility requirements in the APCo Weatherization Program please visit takechargeva.com/residential/weatherization.

How long will it take to receive a rebate check?

Please allow up to 60 days from the date all required information is received to process your rebate.

Rebate application must be submitted within 45 days of the service date. The contractor or customer can submit the rebate application for the Home Performance Program. The contractor *should not* submit the request for a rebate until they have sent the customer a report. It is the responsibility of the contractor and customer to assure that all requirements for the rebate are met. Failure to provide any of the required information will delay processing of application and could result in non-payment. Payment will be issued to the account holder at the mailing address on record with the utility unless the customer has authorized payment be made to the contractor specified in this document.

Performance Assessment Rebate Savings

| Savings KWh Range | Rebate Amount* |
|-------------------|----------------|
| 100-250 | \$50 |
| 251-500 | \$100 |
| 501-750 | \$150 |
| 751-1000 | \$200 |
| 1001+ | \$250 |

*Customer responsible for audit fee payment. Incentive paid to customer but can be assigned to contractor by customer as partial audit payment.

Direct Install Measures

| Measure | Limit Per Home Assessment | Unit | Annual KWh Savings Per Unit | Appliance Fuel Source Limitations |
|---|---------------------------------------|------|-----------------------------|-----------------------------------|
| Water Heater (WH) and Pipe Insulation | | | | |
| ¾" WH Pipe Insulation | Any Combination Up to 20 FT (Maximum) | Foot | 26.0 | Electric Water Heaters Only |
| ½" WH Pipe Insulation | | Foot | 17.2 | Electric Water Heaters Only |
| WH Tank Wrap | 1 | Each | 234.4 | Electric Water Heaters Only |
| WH Turn Down 10 Degrees | 1 | Each | 54.4 | Electric Water Heaters Only |
| Energy Efficient Lighting (Maximum of 9 Bulbs) | | | | |
| 3-way CFL | Mix of Any 9 Bulbs (Maximum) | Each | 48.8 | None |
| CFL 13W | | Each | 29.4 | None |
| CFL 19W (20W) | | Each | 33.9 | None |
| CFL 23W | | Each | 48.8 | None |
| CFL Floodlight 14W (R20) | | Each | 35.8 | None |
| CFL Floodlight 16 W (R30) | | Each | 48.8 | None |
| CFL Floodlight 23W (R40) | | Each | 58.8 | None |
| Globe Decorative CFL 14W | | Each | 25.9 | None |
| LED 0.5W Night Light (7W) | | Each | 25.5 | None |
| LED 11W Flood (65W) | | Each | 56.0 | None |
| LED 11W Standard (75W) | | Each | 45.8 | None |
| LED 15W Standard (100W) | | Each | 61.3 | None |
| LED 5.0W Candelabra (25-40W) | | Each | 36.1 | None |
| LED 6W Globe (40W) | | Each | 50.1 | None |
| LED 8W Globe (60W) | | Each | 76.6 | None |
| LED 9.0W Standard (60W) | | Each | 38.0 | None |
| Efficient Faucets and Aerators | | | | |
| Showerhead (2.0 GPM Max) | Mix of Any 6 Aerators (Maximum) | Each | 246.2 | Electric Water Heaters Only |
| Bathroom Aerator (1.5 GPM Max) | | Each | 28.7 | Electric Water Heaters Only |
| Kitchen Aerator (2.0 GPM Max) | | Each | 21.8 | Electric Water Heaters Only |
| Miscellaneous | | | | |
| Heat Pump Filter Replacement | 1yr Supply/Unit | Each | 35.6 | Eligible to All Homes |
| Smart Strip (7 outlet) | 2 | Each | 47.4 | Eligible to All Homes |

Additional Rebates

When you make improvements suggested during the assessment, you can earn substantial money-saving rebates.

| Measure | Criteria | Rebate Level |
|--|----------------------------------|--------------------------------|
| Attic Insulation | Achieve at least R-38 | \$0.30 per sq. ft. up to \$300 |
| Wall Insulation | Achieve at least R-13 | \$0.30 per sq. ft. up to \$300 |
| Air Sealing | Achieve at least a 30% reduction | 50% of cost up to \$150 |
| Air Sealing | Achieve at least a 40% reduction | 50% of cost up to \$200 |
| Duct Sealing | Achieve at least a 10% reduction | 50% of cost up to \$100 |
| Programmable Thermostat Installation* | | 50% of cost up to \$95 |
| Heat Pump Replacing Electric Baseboard or Electric Furnace | SEER >15 8.7 HSPF | \$100 per ton up to \$300 |

*Programmable thermostat will only be eligible for a rebate if installed during a heat pump installation where existing thermostat was not programmable. For complete information and to apply for rebates, visit takechargeva.com/rebates.