

# Appalachian Power eScore Program

## Frequently Asked Questions



TAKE CHARGE™

### Trade Ally (Contractor) Specific Situation Questions – Home Performance Transition

**Q: Does Appalachian Power offer a home energy assessment program?**

**A:** As of January 1<sup>st</sup>, 2019, Appalachian Power will transition the Home Performance Program to Take Charge eScore™. eScore allows homeowners to work toward a score of 10 for their home at their own pace, earning rebates on qualified energy efficiency upgrades and re-engaging with the program as many times as needed to achieve their home's best possible energy performance.

**Q: Can customers still schedule in home assessments?**

**A:** Yes. Beginning in mid-December 2018, customers can schedule assessments to participate in Appalachian Power's Take Charge eScore program beginning on January 2<sup>nd</sup>, 2019.

**Q: From a contractor perspective, how is eScore different from the current Home Performance program?**

**A:** The eScore program model is different in several ways. First, most customers will receive an assessment AFTER installing a major measure. Second, the eScore program will have an online portal for the customers and contractors to interact with. Third, contractors will receive an incentive for each rebate processed through the eScore program equal to 10% of the measure rebate. Finally, eScore Energy Advisors will perform the eScore assessment rather than a member of the Trade Ally Community.

**Q: When will eScore launch?**

**A:** eScore will launch on January 1, 2019. We will be happy to process rebate applications on the day of launch under the eScore program design. Visit [www.TakeChargeVA.com](http://www.TakeChargeVA.com) or call 888-261-4567 to learn more.

**Q: Does the customer need to have an eScore Evaluation prior to performing an upgrade?**

**A:** No. One of the benefits of eScore is that Appalachian Power is working in partnership with Trade ally's, who can bring customers directly into the program. Once a rebate is submitted on behalf of the customer, an eScore assessment with quality inspection will be performed in the home.

**Q: As a contractor, can I continue to perform work?**

**A:** All Appalachian Power Home Performance program projects must be completed according to the guidelines established for the Home Performance

**Q: How will current Home Performance rebates be processed after December 14, 2018?**

**A:** Rebates for the Home Performance Program will not be accepted after December 14, 2018.

**Q: How do the customers sign up for an eScore assessment?**

**A:** Customers can sign up by visiting [TakeChargeVA.com/eScore](http://TakeChargeVA.com/eScore) or by calling our call center at 888-261-4567 and speak with a customer service representative.

**Q: How can a Contractor become a member of the Quality Contractor Network?**

**A:** Contractors can sign up by visiting [TakeChargeVA.com/eScore](http://TakeChargeVA.com/eScore) or by calling our call center at 888-261-4567 and speak with a customer service representative. Contractors can also contact Melvin Ross at 304-960-1830 or [Melvin.ross@cleareresult.com](mailto:Melvin.ross@cleareresult.com).

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**Q: What measures will be included in the Appalachian Power's Take Charge eScore program?**

**A:** See chart below for a list of eligible measures and incentive levels.

eScore Virginia - Measure Name	2019 eScore Rebate	Contractor Incentive
ASHP - 17 SEER replacing Electric Resistance heat	up to \$400	up to \$40
High Efficiency Furnace Fan Motor	\$75	\$7.50
Mini Splits - 19 SEER - replacing ASHP	up to \$300	up to \$30
Mini Splits - 19 SEER - replacing Elec Resistance	up to \$675	up to \$67.50
Smart Thermostats - Heat Pump heat/cool, Electric Resistance + Central AC cool	\$75	up to \$30
Air Sealing Air Source Heat Pump (30% reduction), CAC and Electric Resistance (30% reduction)	up to \$150	up to \$15.00
R-30 Attic Insulation, CAC + Electric Resistance Heat	up to \$400	up to \$40.00
R-30 Attic Insulation, Air Source Heat Pump	up to \$350	up to \$35.00
Duct Sealing CAC and Electric Resistance (10% reduction), Air Source Heat Pump (10% Reduction)	up to \$175	up to \$17.50
Peak Reduction	\$40 annually per unit	
Bring your own Thermostat (BYOT)	\$50 at enrollment plus an additional \$25 annually	

\*must be ENERGY STAR certified

\*\*Value represents the R-value increase (New R-value - Old R-value)