

# Appalachian Power eScore Program

## Frequently Asked Questions



TAKE CHARGE™

### eScore™ Overview

**Q: What is eScore™?**

**A:** eScore™ allows homeowners to work toward a score of 10 for their home at their own pace. Customers earn rebates on qualified energy efficiency upgrades and re-engage with the program as many times as needed to achieve their home's best possible eScore™.

**Q: Why assign a “score” to a home?**

**A:** The score is a visible symbol and reward for the progress made whether the homeowner's individual path to a score of 10 happens quickly or over a period of time.

**Q: When will eScore™ launch?**

**A:** eScore™ will launch in Virginia on January 1, 2019.

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

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

**Q: What is an energy assessment?**

**A:** An energy assessment can help you understand how much energy your home uses and evaluate what steps you can take to improve efficiency. A professionally trained energy advisor will come to your home and gather information on the current condition of the home, air conditioning and heating systems, appliances, and how you use energy in the home. All information will be analyzed and presented to you at the time of the assessment.

**Q: Why would I want to do this quality assurance evaluation (Inspection)?**

**A:** Appalachian Power cares about its customers and wants to ensure that your upgrade meets Appalachian Power's guidelines for energy savings and quality installation. This gives you the peace of mind that the job was done correctly. In addition, an Appalachian Power certified advisor can provide you with valuable information on how your home performs when it comes to energy savings. You might qualify for rebates if you choose to perform additional upgrades.

**Q: What's the difference between an eScore™ evaluation and an eScore™ inspection?**

**A:** An eScore™ evaluation provides the homeowner with a score of 1 to 10 on their own home with an easy to follow path to work towards a score of 10. An eScore™ inspection reviews, scores, and verifies energy upgrades meet program standards.

**Q: Is an energy assessment worth it?**

**A:** Yes. Heating and cooling can 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.





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## Customer Participation and Eligibility

### **Q: Who is eligible?**

**A:** eScore™ is available to single-family homeowners served by Appalachian Power (Virginia). All owner occupied, single-family residential detached home customers, including mobile homes and duplexes, or single-family non-owner occupied residential detached homes where the electrical service is in the occupant's name and with a signed agreement to participate from the owner. Town homes, apartments, and commercial customers are not eligible. Homes that are not all electric can receive an assessment, but they do not qualify for a rebate if additional measures are installed.

### **Q: Are there any charges (or hidden charges) involved with this eScore™ evaluation?**

**A:** The eScore™ evaluation along with the instant savings measures, are free of charge to Appalachian Power customers.

### **Q: Will the improvements be made the same day as my eScore™ evaluation?**

**A:** Yes, the eScore™ Energy Advisor will complete the installation of the energy saving measures the same day. Recommendations for more extensive follow-up energy conservation measures will be scheduled by you with a member of Appalachian Power Quality Contractor Network.

## eScore™ Evaluation, Report and Website Questions

### **Q: What will the eScore™ Energy Advisor inspect as part of the home eScore™ Evaluation?**

**A:** There are ten areas of your home the eScore™ Energy Advisor will evaluate, including attic insulation, duct systems, air sealing, wall insulation, lighting, heating and cooling systems, appliances and electronics, water heating, refrigerator, and windows and doors. Appalachian Power's wants to make you aware of how much energy is being wasted in your home, and what you can do to reduce your energy consumption. An eScore™ evaluation takes stock of the energy consumption in your home. It's one of the first steps you can take to understand your home's energy usage, airflow and the functionality and efficiency of your heating and cooling systems.

### **Q: What you can expect from an eScore™ Evaluation?**

**A:** The eScore™ Energy Advisor will review the history of your home, such as age, construction type, size, etc. If you are unsure the eScore™ Energy Advisor can help determine this information. The eScore™ Energy Advisor will conduct a visual inspection which may include going into the attic and examining dark corners of your roof and basement carefully. The eScore™ Energy Advisor will use the buildup of moisture as a measuring stick – if there's condensation on the inside of your house, chances are you've got an energy leak. The eScore™ Energy Advisor will check your insulation which may reveal weaknesses in the barrier and, in some cases, a lack of insulation altogether.

An inspection of your heating system and stoves will be performed to determine whether duct cleaning or tune-ups are needed. Throughout most of this time you will be very much involved and are encouraged to accompany the eScore™ Energy Advisor as your home is inspected top to bottom. This allows you to bring problems to the attention of the eScore Energy Advisor that you may have forgot to mention and allows us to point out things as we go. Following the thorough walk-through, the eScore™ Energy Advisor will sit down with you and review the findings. You will receive an eScore™ report which will illustrate approximately how much you spend on each



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energy-use source in your home. If it runs on electricity we will determine what it costs you based on your personal usage, not just an average. The eScore™ Energy Advisor will also review with you the amount of heating fuel you use. Once the eScore Evaluation is complete, you will have a greater understanding of how energy is used in your home. Most importantly, you will have recommendations on how to improve the efficiency of your home and any rebates you may qualify for.

#### **Q: Where will the energy advisor need access to during the eScore™ evaluation?**

**A:** The eScore™ Energy Advisor 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.

#### **Q: What do homeowners need to do to prepare for an eScore™ evaluation?**

**A:** The homeowner will need to relocate items that may prohibit access to the areas listed above. We also ask that all pets are restrained for their safety, as well as the safety of the eScore™ Energy Advisor.

#### **Q: How long will the eScore™ Evaluation take?**

**A:** The eScore™ evaluation should take between one and a half to two hours for the average home.

#### **Q: Who conducts the eScore™ Evaluation?**

**A:** Appalachian Power has qualified eScore™ Energy Advisors to conduct eScore Evaluations at no charge to the customer. The eScore™ energy advisor will conduct the eScore™ Evaluation and perform the installation of appropriate energy efficiency measures at no charge. Each eScore™ Energy Advisor carries an Appalachian Power identification badge.

#### **Q: How can I trust the advisor you are sending?**

**A:** The eScore™ Energy Advisors are background checked certified home inspectors, with an Appalachian Power identification badge.

#### **Q: What is the eScore™ report?**

**A:** The eScore™ report is a part of the eScore™ evaluation and defines a clear path for the individual homeowner to reach a score of 10. The report includes photos of the areas evaluated and a customized list of what to do to make an individual home as energy efficient as possible.

#### **Q: When will I receive my eScore™ report?**

**A:** The eScore™ Energy Advisor will review the report with you immediately after the eScore™ Evaluation is completed. The report will provide information on additional energy improvements that can be made and will be left with you following the eScore™ Evaluation and improvements. In the unlikely event the eScore™ report cannot be reviewed the day of the eScore™ Evaluation, our energy advisor will contact and review the report with you within five business days.

#### **Q: What is the eScore™ customer portal (website)?**

**A:** The eScore™ customer portal is a secure program website that serves as a point of entry for program participation, data collection, and reporting. Visit [TakeChargeVA.com/eScore](http://TakeChargeVA.com/eScore) for more information.

#### **Q: Will homeowners receive a copy of their eScore™ card and eScore™ report?**

**A:** Yes. The eScore™ Energy Advisor will review the results of the eScore™ report at the end of the evaluation and each inspection (when necessary). At that point, all data will be available to the homeowner on the eScore™ customer portal or available to be mailed or emailed upon request.





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### Customer Specific Situation Questions

**Q: What happens if the eScore™ Inspection fails?**

**A:** Your trusted eScore™ Energy Advisor will work with your contractor to resolve any issues with your installation. Often corrections can be made the same day.

**Q: How long will customers have to make recommended upgrades on their home?**

**A:** Energy upgrades can be made at any time over the life of the program. eScore™ was designed to allow for continuous improvement on the homeowner's path to an eScore™ of 10, whether that happens quickly or over a period of time.

**Q: I will not be available for the visit. Can someone else be there instead?**

**A:** Yes, but an agreement to participate must be signed by you and whoever you choose to be present at the time of eScore™ Inspection. This agreement must be available at the time of visit.

**Q: Can a customer use any contractor or only a participating contractor?**

**A:** The eScore™ program requires the work to be completed by a contractor who has registered with the Quality Contractor Network (QCN). Appalachian Power has built a QCN for customers to identify potential contractors who can perform work eligible for rebates. This QCN is searchable on [www.TakeChargeVA.com/eScore](http://www.TakeChargeVA.com/eScore).

**Q: Does the rebate go to the contractor or the customer?**

**A:** The rebate is paid directly to the customer, after it has been submitted and managed by the contractor.

**Q: Can a customer complete the Rebate Application online?**

**A:** Only an approved contractor can complete an online application.

**Q: Do I still qualify for the rebate if I buy my electricity from a supplier other than Appalachian Power?**

**A:** In order to qualify for the eScore™, you must be an individually metered residential customer of Appalachian Power with an active account in Virginia.

**Q: How many times may the homeowner be eligible to receive an eScore™ rebate?**

**A:** Homeowners can only receive one rebate per qualifying energy improvement throughout their path to achieve a score of 10.

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

**A:** At this time, the eScore™ program is open to residential customers only. Appalachian Power offers rebates for commercial customers. Details can be found at [www.TakeChargeVA.com/Business](http://www.TakeChargeVA.com/Business).

**Q: Is there a deadline to apply for the rebate incentives?**

**A:** The contractor must submit the rebate form within 45 days of completing energy-saving improvements. The rebate must be inspected by an eScore™ Energy Advisor within 90 days from the date of installation.

**Q: If a house is sold, may the new owner participate in eScore™ if the previous owner participated as well?**

**A:** Yes. Participation is defined by the homeowner and property address. If the new homeowner would like to participate in eScore™, they should visit the website at [www.TakeChargeVA.com/eScore](http://www.TakeChargeVA.com/eScore) or call the contact center at 1-888-261-4567 for full program details and restrictions.



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**Q: Can a landlord who owns several homes enroll all of their homes in eScore™?**

**A:** Yes, as long as the homes are single-family homes and both the landlord and tenant sign the Agreement to Participate for every home. Please note, will need a separate login and password for each electric account.

**Q: If the work on a home is self-installed, may this work qualify for a rebate?**

**A:** No, self-installed work is not eligible for rebate in the eScore Program.

**Q: If a homeowner makes upgrades not recommended on the evaluation report, may they receive the rebate?**

**A:** Yes, a homeowner can receive rebates for upgrades not recommended on the report. However, these upgrades only qualify if they are on the chart below.

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

**A:** Depending on the home, improvements may include sealing gaps, cracks and other leaks that let outside air into your home. Recommendations for energy saving 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.

**Q: How much will I receive for participating?**

**A:** You will receive a rebate dependent upon the follow-up improvement measure(s) installed based on the following chart:

eScore Virginia - Measure Name	2019 eScore Rebate
ASHP - 17 SEER replacing Electric Resistance heat	up to \$400
High Efficiency Furnace Fan Motor	\$75
Mini Splits - 19 SEER - replacing ASHP	up to \$300
Mini Splits - 19 SEER - replacing Elec Resistance	up to \$675
Smart Thermostats - Heat Pump heat/cool, Electric Resistance + Central AC cool	\$75
Air Sealing Air Source Heat Pump (30% reduction), CAC and Electric Resistance (30% reduction)	up to \$150
R-30 Attic Insulation, CAC + Electric Resistance Heat	up to \$400
R-30 Attic Insulation, Air Source Heat Pump	up to \$350
Duct Sealing CAC and Electric Resistance (10% reduction), Air Source Heat Pump (10% Reduction)	up to \$175
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)

