Ohio Power HELP Program Manual

Created by Resource Innovations, Inc.

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1. Introduction

The Ohio Power High Efficiency for Low-income (HELP) Program (Program) has been designed to provide technical assistance and financial incentives for qualifying low-income Ohio Power Customers, living in single and multifamily dwellings. The Program's assistance improves the energy efficiency and comfort of customers' homes through upgraded: lighting, heating and cooling equipment, water-saving measures, air sealing and weatherization, appliances, and plug loads. HELP collaborates with local agencies to complete energy assessments and direct-installs of measures. Identified and Program approved energy efficient retrofit upgrades will be installed by a Program-managed network of contractors.

1.1. Definitions

- **Community Assistance Program (CAP):** The Community Assistance Program serves low-income Customers (below 200% of the Federal Poverty Level) by providing energy efficient retrofit upgrades in single and multifamily dwellings in collaboration with local impact agencies.
- **Supplemental Low-income Program (SLP):** The Supplemental Low-income Program supplements and provides financial assistance to lower-income Customers between 201-300% of the Federal Poverty Level.
- **Energy Conservation Measure (ECM):** Measures that reduce energy consumption or improve energy efficiency.
  - **Direct Install (DI):** Measures installed during site assessment.
  - **Contractor Install:** Retrofit opportunities and other more complex installations.
- **HELP Home Energy Assessor (HHEA):** Program-approved Community Action Agency (CAA), contractor, or Program representative conducting customer's in-home assessment to identify ECMs.
- **Installation Contractor:** Program approved contractor that installs the Energy Conservation Measures (ECMs).
- **Community Action Agencies (CAA):** Local public or private non-profit agencies focused on supporting community initiatives to improve quality of life and fight poverty, particularly in low-income communities.
- **eSuite:** Software platform that HHEAs will use to track projects.

1.2. Program Implementer

Ohio Power has contracted and authorized Resource Innovations, Inc to implement and perform activities including, but not limited to:

- Managing annual program budgets.
- Marketing and promotion of the program.
- Reviewing, processing, and approving applications.
- Qualifying and providing training to local agencies and contractors.
- Inspecting customer projects.
- Issuing incentive payments to HHEAs and Installation Contractors for work performed.
- Customer support and issue resolution.
- Program performance reporting on a monthly cadence.

1.3. Program Effective Date

The Program effective dates are January 10th, 2025, through May 31st, 2028. Within this timespan, there will be the following Program years:

- **Program Year 1:** 1/10/2025 – 12/31/2025
- **Program Year 2:** 1/01/2026 – 12/31/2026
- **Program Year 3:** 1/01/2027 – 12/31/2027
- **Program Year 4:** 1/01/2028 – 5/31/2028

1.4. Program Offerings

Eligible customers will receive the following services at no cost:

1. Walkthrough Home Energy Assessment to identify both energy saving measures and necessary health and safety improvements.
2. Direct installation of low-cost energy saving devices during the assessment:
   - Specialty LED light bulbs
   - Tier 2 smart power strip
   - Faucet aerators
   - Showerheads
   - Pipe wrap
   - Water Heater Tank Wrap
   - Door Sweeps
   - Wi-Fi Enabled Smart Thermostats
   - Air Purifier/Cleaner
   - Dehumidifier
3. Follow-up installation of home energy efficiency measures:
   - Replacement of central air conditioner with air source heat pump (electric heat only)
   - Replacement of electric water heater with heat pump water heater
4. Minor health and safety repairs (case by case basis).
5. Home Energy Assessment Report containing information about energy efficient home operation and behavioral improvements.
6. Information about other applicable Ohio Power Programs.

Additionally, eligible customers will receive the following services at no cost or a discounted rate:

7. Follow-up installation of home energy efficiency measures:
   - Refrigerator Replacement
   - Freezer Replacement
   - Clothes Washer Replacement
   - Heat Pump Clothes Dryer Replacement
   - All-in-One Clothes Washer-Dryer Replacement
   - Air sealing
   - Duct sealing
   - Attic/Wall/Floor/Basement/Sidewall/Rim Joist Insulation

1.5. Program Goals

HELP will have the following annual energy and demand savings goals:

	Savings (kWh)	Peak Demand Reduction (kW)
HELP Total	**8,000,000**	**1,800**

1.6. Program Manual

This Ohio Power HELP Program Manual (Program Manual) is designed for use by the Program-approved HHEAs and Installation Contractors to provide services to eligible Ohio Power residential customers through the Program. The Program Manual outlines the specific requirements for the Program and is designed to assist HHEAs and Installation Contractors in understanding the Program process; customer and measure eligibility requirements; project services; and the HHEA/Installation Contractor role.

2. Customer Eligibility

This section outlines the customer and property eligibility requirements as well as the requirements for project pre-approvals.

2.1. Customer Eligibility Requirements

HHEAs are required to verify the eligibility of potential customers before performing an energy assessment. All customers will be required to certify income eligible for the Program by executing a Program Application form. To qualify for the Program, a customer must be a current Ohio Power customer on a residential electric rate. Customer must also meet one of the following eligibility requirements:

- Community Assistance Program: The Community Assistance Program (CAP) serves low-income Customers (below 200% of the Federal Poverty Level) by providing energy efficiency retrofit upgrades in single and multifamily dwellings in collaboration with local impact agencies.
- Supplemental Low-income Program: The Supplemental Low-income Program (SLP) supplements and provides financial assistance to lower-income Customers between 201-300% of the Federal Poverty Level.

Federal Poverty Guidelines can be found in **Appendix C Income Limits**. Both owner-occupied and renter-occupied households are eligible to participate in the Program. Eligible customers must be responsible for the electric bill (name shown on the Ohio Power electric bill) and either own the home or be able to secure permission from the property owner using a Landlord Authorization Form to perform the Program qualifying installations or improvements.

Measures receiving incentives through this Program are not eligible to receive incentives through any other Programs offered by Ohio Power. In addition, customer is eligible for one assessment per premise ID every three years while the Program is active.

By submitting a project application, the HHEA/Installation Contractor affirms that the installed measures associated with the rebate application have not been, and will not be, incentivized or otherwise financially supported by any other Ohio Power-sponsored program. Under no circumstances may a measure be incentivized twice by Ohio Power programs. This prohibition extends to any and all subcontractors engaged for work on a particular project. The managing contractor assumes any and all liability associated with subcontractors' submission for measure rebates.

2.2. Property Eligibility

Eligible customers must be living in single family residences, townhomes, mobile homes, or separately metered multi-family dwellings (apartments and condos) with electric or non-electric heating and electric cooling. Heating and cooling type determines eligibility for select measures.

Customers residing in a multi-family facility must be individually-metered and on a residential rate with the account in the applicant's name.

2.3. Multi-family Eligibility – Properties that aren't 100% Income Qualified Properties

Steps to qualification:

1. Property management representative will execute an attestation that this review has been performed. The items that must be included in the attestation are illustrated in **Appendix A Ineligible Address List and Signed Attestation**.
2. Units that do not meet the Program requirements are to be submitted on the Ineligible Address List form.
3. HHEA/Installation Contractor must complete and sign attestation on the Ineligible Address List form. See **Appendix A Ineligible Address List and Signed Attestation**, for example of the ineligible address list form and example of the signed attestation.
4. **Note:** Vacant units in properties do not qualify for Program eligibility. HHEA/Installation Contractor understands that if measures are installed, the units may not qualify for reimbursement once the unit is occupied. Exceptions may be approved on a case-by-case basis.

2.4. Direct Installs and Contractor Installs Pre-Approval

All single and multifamily direct install measures must secure approval of customer eligibility prior to performing an energy assessment. Eligibility approval allows the Program Implementer to ensure that the residents meet the Program income requirements and approve direct install measures. Direct install projects do not require pre-approval. However, proof of completed projects must be submitted via eSuite. HHEAs and Installation Contractors that do not submit completed project documents are at risk of non-payment. Use eSuite to submit the following project documents:

- Photographs of installed measures
- Final selection form
- Invoice
- Equipment Specification Sheets

All single and multifamily retrofit projects must secure **pre-approval** prior to installation of non-Direct Install equipment (i.e., "Contractor Installs") regardless of incentive amount. Pre-approval allows the Program Implementer to confirm the resident is eligible for the proposed retrofits and ensure the Program guidelines are followed. Projects that do not secure pre-approval risk non-payment. Allow up to five (5) business days for single family pre-approval and up to ten (10) business days for multi-family pre-approval. To submit a project for pre-approval, fill in the estimated budget fields on the project's eSuite entry, and then complete the approval request tab including the following documentation:

- Pre-installation photographs illustrating need
- Signed Customer Selection Form
- Equipment Specification Sheets
- Health & Safety measures only: Brief explanation

All projects will be reviewed prior to approval and payment processing. The HHEA that conducted the assessment can elect to be the installer of any customer-selected Contractor Installs. Otherwise, the Program Implementer will assign an Installation Contractor(s) from an approved contractor network to complete the installation. Projects that are not completed within 90 days of pre-approval risk non-payment. The pre-approval request must be submitted again if more than 90 days have passed since approval.

Determining eligible measures requires a site assessment. Please allow a minimum of ten (10) days when requesting a pre-qualification site assessment for multi-family properties.

Once the site assessment is complete, Resource Innovations will send the HHEA/Installation Contractor a Pre-Approval email stating which measures qualify, and in what quantities.

If the installation of a project has not begun within 30 days of the pre-approval, Resource Innovations reserves the right to re-do the pre-qualification inspection to ensure accuracy.

3. HHEA/Installation Contractor Expectations

This section outlines the roles and responsibilities of the HHEA and Installation Contractor.

3.1. Commitment and Customer Satisfaction

HHEAs and Installation Contractors are the key to success and customer satisfaction for the Program. All Program-approved HHEAs and Installation Contractors will be evaluated on performance annually. Criteria used
in evaluating performance are:

- Compliance to Program Requirements
- Participation
- Customer Satisfaction
- Realized energy savings versus anticipated energy savings

HHEAs and Installation Contractors will receive feedback from the Program Implementer throughout the year regarding their overall performance. Program-approved HHEAs and Installation Contractors who fail to meet these criteria may, at the discretion of Ohio Power and the Program Implementer, be released from the Program and may be required to reapply to participate in future years.

3.1.1. Program Training Requirements

1. **Mandatory Yearly Training:** In order to participate in HELP, all Key Personnel (Individuals conducting energy assessments for customers) from the HHEAs and Installation Contractors must attend the Annual HELP Program Training. Anyone who is unable to attend must schedule make-up training with the Program within two (2) weeks of the missed session. The Yearly HELP Program Training is offered near the start of the new Program year, typically in January.
2. **Mid-Year Training and Collaboration:** There may be a mid-year training on a topic selected by the Program, with the topic, date, and location yet to be determined. Additionally, HHEAs and Installation Contractors will have an opportunity to provide feedback on the Program. Key personnel are encouraged to attend.
3. **In-Field Training:** All Key Personnel will need to complete in-field training within their service territory and receive approval before they will be allowed to serve customers on behalf of Ohio Power's HELP. Program Outreach and Training staff will accompany HHEAs and Installation Contractors to the first three customer assessments to assist field technicians and assessors with program representation, data gathering, and assessment scope. It is the responsibility of the Installation Contractor to schedule the in-field training assessments. Up to three Key Personnel can share assessments.

- **New HELP HHEAs and Installation Contractors:** For HHEAs and Installation Contractors that are new to the Program, this will include at least three (3) assessments, or more as necessary, based on the employee's experience and in the Program Implementer's sole discretion. It is the responsibility of the HHEA/Installation Contractor to schedule the three (3) or more in-field training assessments per Key Personnel.
- **Existing HHEAs and Installation Contractors:** In-field training may be required at the sole discretion of the Program Implementer. If training is required, the contractor will be notified in writing (email is sufficient) and must complete the training prior to performing additional assessments.

4. Upon completion of any applicable Program training, HHEA/Installation Contractor is required to utilize any reporting tools provided by Program Implementer for conducting assessments or investigations for each customer application submitted. Any such tools shall remain the property of Program Implementer which retains all rights, title and interest in such tools.

3.1.2. Participation Commitment

All HHEAs accepted into the Program shall complete a mutually agreed-upon number of HELP assessments per calendar year. An assessment is defined as a site energy assessment entered into eSuite with an assessment report generated and reviewed with the customer. Only one assessment per site is counted towards the annual total. Failure to achieve this requirement may result in a twelve-month suspension from the HELP Program.

If Program determines budget allocations are required the following steps will be taken:

1. Program-qualified HHEAs are assigned a bi-annual budget allocation for the Program. On a periodic basis, participation levels are tracked and a status report will be made available on the cloud to individual HHEAs summarizing the status of the HHEAs projects.
2. Program approved HHEAs shall provide a spending plan for the assigned allocation by the communicated delivery date for that quarter. Should Program approved HHEAs not provide a spending plan, or if they fail to meet the submitted spending plan by a designated date each quarter, Ohio Power reserves the right to service eligible low-income customers via a third-party subcontractor.

3.1.3. Customer Satisfaction

Customer satisfaction is one of the top priorities of the Program. As such, it is the HHEAs and Installation Contractors' responsibility to represent the Program and interact with customers professionally and communicate Program qualification requirements accurately. HHEAs and Installation Contractors shall be solely responsible to the customer for the installation of the ECM, and are required to enter into a service agreement directly with the customers for the installation services. Failure to do so will result in removal from the Program.

3.1.4. Service Area

HHEAs and Installation Contractors may only perform Program services in the Ohio Power's electric service territory for residential customers of the utility. A territory map is provided in **Appendix D Ohio Power Territory Map**. HHEAs and Installation Contractors must verify customers' eligibility prior to performing Program services.

3.1.5. Customer Information

Program Qualified HHEAs and Installation Contractors receiving customer information shall:

- Treat a customer's personal information as confidential;
- Safeguard customer information and take all reasonable precautions to prevent any unauthorized use or disclosure;
- Use customer information **ONLY** for the purpose of performing Program related services;
- Disclose customer information **ONLY** to HHEAs and Installation Contractors directly involved in the Program, or as otherwise required by law, and comply with all legal requirements to safeguard the customer's information.
- Improper or unauthorized disclosure of customer information may result in removal from the Program.

3.2. Program Marketing Materials

HHEAs and Installation Contractors shall not use Ohio Power's or Program Implementer's corporate name, trademark, trade name, logo, identity, or any affiliation on marketing or other materials (printed copy or electronic) for any reason, including, without limitation, soliciting customers, without Program Implementer's prior written consent. Approved Program marketing materials will be provided to HHEAs and Installation Contractors with a space for a business card to be added; these materials may only be used for the sole purpose of promoting the Program and may only be used during the Program term. Any unused materials containing Program branding must be returned to the Program Implementer at the end of the Program term and/or HHEA's or Installation Contractor's exit from the Program.

3.3. HHEA/Installation Contractor Role

3.3.1. Project Services

- The HHEAs/Installation Contractor role includes providing the following project services to eligible Ohio Power customers:
- Recruiting of and assistance to eligible customers participating in the Program including distribution of marketing materials; assistance in completing Program related documentation; submitting the required documentation for each measure; answering any questions asked by the customer on the Program; and answering any questions or requests for documentation by the Program Implementer or Ohio Power concerning customer projects;
- Respond to all inquiries from Program Implementer, Ohio Power and its customers within two (2) business days. HHEA/Installation Contractor shall communicate with the Program staff and Ohio Power customers, and resolve any customer issues related to a customer project in a timely, professional, and responsive manner;
- Verify customer eligibility prior to performing energy assessment and installing the proposed Program qualifying energy efficiency improvement and measures (ECM) project by:
  - Ensuring that the customer is a current Ohio Power residential electric customer,
  - Ensuring that the income qualifying customer meets the income threshold of up to 200% of the federal poverty level for CAP or within 201% - 300% of the federal poverty level for SLP as outlined in **Section 2.1** of the Program Manual; or
  - Ensuring that the account holder is otherwise qualified/participating in other approved statewide Programs.

- Completing an accurate energy assessment (in eSuite) of customer's project to identify Program eligible ECMs that would result in energy savings at the customer's dwelling;
- Reviewing the recommended improvements with the customer and obtaining customer approval for HHEA/ Installation Contractor installation of the customer selected ECMs. HHEA/Installation Contractor shall obtain a signature on an installation agreement between HHEA/Installation Contractor and the customer. Only one application may be completed for a qualifying customer dwelling;
- Installing the ECMs in a professional and safe manner, in compliance with the customer installation agreement
  and in adherence to Program requirements and limitations;
- Provide a copy of the energy assessment report to the customer;
- Purchasing and stocking necessary Program-eligible Direct Install measures;
- Submitting within 30 days of project completion, a completed eSuite entry to Program Implementer for Program Incentives, accurately reporting quantity of measures installed, and providing necessary documentation. In the case of delayed invoice submission, HHEA/Installation Contractor is to communicate reason for delay to Program Implementer. Projects that are not submitted within 90 days risk non-payment.

3.3.2. Qualifying Energy Conservation Measures (ECM)

HHEAs/Installation Contractor are required to submit ECM product technical specifications to Program Implementer for review and approval prior to placing orders, stocking inventory, and installing in customers' homes. Product specification sheet(s) must clearly indicate product and model number and contain information that illustrates the product's compliance with **Section 5.2 Measure Description and Documentation Requirements** as stated in Tables 5-2 through 5-29. As a benefit to participating HHEAs/Installation Contractors, a Procurement Portal will be made available to facilitate the purchase of Direct Install measures that meet Program requirements. While the portal is offered as a convenient resource for purchase of ECMs, its use is not mandatory.

Periodically, the Program Implementer reserves the right to pull the approved technical specifications and confirm product eligibility throughout the life cycle of the measure. This includes periodic inspection of equipment in the warehouse (or in transit to a site), inspection during installation, or inspection post-installation.

3.3.3. Project Documentation

The HHEA/Installation Contractor shall collect and submit all required Program information and documentation on customer projects. As noted under **3.1.5 Customer Information**, customer's personal information is to be treated as confidential. Accordingly, access to eSuite shall be user-specific, with unique usernames and passwords assigned to individual users and not shared. To ensure customer information is protected, the HHEA/Installation Contractor shall submit the following Program documentation through eSuite provided by the Program Implementer:

- Fill in the residential premise information in the Investigation phase.
- Fill in all the fields with an asterisk (*) on the measure entry form for the measures being entered. These are required fields.
- PDF versions of the required project documentation for each ECM installed as outlined in **Section 5.2**. Pre-approved product sheets are not required to be submitted with project applications.
- Photographs, Multi-family – Pre- and post-installation photographs must be submitted for at least 10% of the total number of units (apartments) participating in the Program and must also be distributed to cover 10% of each unit type (i.e. 1 BR, 2 BR, etc.). In addition, copies of the attic cards must be submitted for each unit where attic insulation is submitted.

- Photographs, Single Family - 100% of Single Family homes must have photos submitted.
- Each installed measure requires photo documentation. As outlined in the table below, when six (6) or fewer of the same measures are installed, six (6) photos are required. For installations involving more than six (6) of the same measure, photo sampling is allowed. Refer to the table below for required sample sizes. Inaccurate documentation can result in projects getting stuck in 'Missing Information' status or unapproved for reimbursement. To reduce file sizes, photographs may be uploaded in a JPEG format.

Number of Measures Installed	Required Sample
< 6	Total population
7 – 9	5
10 – 13	6
14 – 19	7
20+	8

- A copy of the customer-signed Program Agreement.
- Emailing documents is not permitted. They must be uploaded to eSuite.
- All project applications must be complete prior to submitting on eSuite. Incomplete applications will be sent back to the HHEA/Installation Contractor for additional information.
- Project applications that cannot be processed as a result of Missing Information must be resolved within 90 days or risk non-payment.
- The HHEA/Installation Contractor has the ultimate responsibility for reviewing and providing feedback to the Program Implementer concerning accuracy and completeness of information on the Projects tab viewable on eSuite.

3.3.4. Site Inspections and Subcontractors

HHEAs and Installation Contractors are required to perform a final inspection of a project before the job is submitted for rebate. In situations where a subcontractor is used to perform a portion or all of the work, the HHEA/Installation Contractor is responsible for inspecting and certifying that the work has been completed to the Program standards.

3.3.5. Other HHEA/Installation Contractor Responsibilities

- Spend the annual budget allocation consistently throughout the Program year. Failure to participate and serve eligible customers will result in assignment of a third-party contractor to ensure Ohio Power's customers are served.
- Use the proper personal protective equipment. All Program services shall be performed by HHEA/Installation Contractor in compliance with all applicable local, state, and federal laws, regulations, and ordinances.
- Assume full responsibility for removal of old equipment from the customer facility and for sorting, storage, recycling and proper disposal of equipment and waste material in compliance with all applicable laws and regulations and the prevailing local jurisdiction.
- Provide additional information and documentation, and right to inspect retained Program records, with respect to Program and customers and ECM pertaining to Program when requested by Program Implementer or Ohio Power.
- Conduct professional and ethical business at all times.

3.3.6. HHEA/Installation Contractor Tracking Responsibilities

- Any potential customer receiving work through Ohio Power's HELP Program should be entered into eSuite within 48 hours of the customer's initial contact to the provider, in order that the project status can be appropriately tracked. In short, all projects should be made known to Resource Innovations so that pipeline of projects and spend can be monitored precisely at all times.
- Customer assessment schedule (including attempts at contact) should be kept and provided to Resource Innovations on a mutually defined basis. The expectation is that customers will understand their opportunities to participate and the relative timeframe that they might expect to be able to participate if they properly complete needed application information and meet Program eligibility requirements. Note: certified low-income properties are allowed to just provide property certificate of such status, as well as a signed and dated application form from a proper representative (owner or manager) of the property, with position/title included.
- Resource Innovations will continue to provide HHEAs/Installation Contractors regular information on the status of rebates and projects missing additional information from providers.

3.3.7. HHEA/Installation Contractor Non-Compliance Process

- HHEAs/Installation Contractors are expected to meet the Program service expectations which include, but are not limited to:
  - Commitment to servicing customers and promoting the Program,
  - Customer satisfaction and education,
  - Accurate and timely project document submissions,
  - Performing quality workmanship,
  - Providing a safe work environment, and
  - Conducting business in accordance with all applicable laws.
- HHEAs/Installation Contractors will promote an atmosphere of respect and fair business dealings with Ohio Power's customers, suppliers, business partners and competitors in compliance with applicable law. HHEAs/Installation Contractors will not take unfair advantage of any individual or company through manipulation, concealment, abuse of privileged information, misrepresentation of material facts, or any other unfair practices. HHEAs/Installation Contractors shall deal fairly with all customers and competitors and will not enter into any type of agreement, understanding or arrangement between customers or competitors, whether written or oral, formal or informal, express or implied, that limits or restricts competition.
- Program Implementer may terminate or suspend HHEA's/Installation Contractor's right to participate in the Program if Program Implementer determines that there is non-compliance with Program requirements. Upon notice of termination or suspension, all HHEA's/Installation Contractor's rights with regards to the Program Benefits will be terminated during the period of suspension which may include Program customer acquisition and installation work.
  - Program Benefits:
    - Payment for approved Incentives
    - Program promotional materials
    - Customer referrals
    - Program-related training

- If HHEA/Installation Contractor's work is not in conformance with project pre-approval documents, the HHEA/Installation Contractor shall correct such work, at its own expense, within seven (7) calendar days of written notice of non-compliance from Program Implementer. If the HHEA/Installation Contractor fails or refuses to correct such non-conformance within seven (7) days after such notice, Program Implementer shall have the right to withhold the funds from the HHEA/Installation Contractor.
- If HHEA/Installation Contractor fails to comply with the guidelines outlined in this Program Manual or those in the HHEA/Installation Contractor Application and Agreement, Program Implementer may provide HHEA/Installation Contractor with written notice of non-compliance. The written notice of non-compliance shall contain:
  - A summary of the non-compliant action;
  - Expectations for resolution;
  - A time frame for resolution; and
  - Scheduling of a resolution follow-up meeting, if required.
- Program Implementer may terminate this Agreement for any HHEA/Installation Contractor who receives two (2) or more notices of non-compliance, or immediately for egregious non-compliance issues.
- If the Program Implementer determines, in its sole discretion, that HHEA/Installation Contractor is involved in fraudulent activity, the Program Implementer may immediately terminate this Agreement and remove HHEA/Installation Contractor from the Program. Such fraudulent activity that may result in immediate termination and removal include:
  - Falsifying invoices;
  - Invoicing for more measures than actually installed;
  - Providing inaccurate information in a customer application, project documentation, or invoice in order to obtain or increase incentive amounts;
  - Misrepresenting the eligibility requirements for the Program to the customer;
  - Misrepresenting its relationship to third parties; or
  - Improper disclosure or use of customer information.
- Program Implementer may withhold payment to HHEA/Installation Contractor for any of the reasons noted below. Program Implementer shall give HHEA/Installation Contractor written notice, by email is sufficient, stating the specific reasons for disapproval of HHEA/Installation Contractors submission for incentive payment. When the reason for withholding payment is removed or corrected, payment will be made.
  - HHEA/Installation Contractor fails to submit project documentation or deliverables in accordance with Program documentation submission requirements;
  - Nonconforming or defective work has not been corrected in a timely fashion; or
  - Program Implementer has reasonable suspicion that HHEA/Installation Contractor is involved in fraudulent activity.

3.3.7.1. Removed HHEAs/Installation Contractors

- In the event the HHEA/Installation Contractor is removed from the Program, HHEA/Installation Contractor shall:
  - Not perform any Program customer acquisition or installation work after the termination date or a date approved by the Implementing Contractor in writing (email is sufficient).
  - Cooperate with Program Implementer in the Project Close-out Procedures provided below.
  - Immediately cease promoting its participation in the Program.
- A removed HHEA/Installation Contractor is not permitted to perform any work on Program projects as a subcontractor, either under the same name or other entity name, to any other HHEA/Installation Contractor.

3.3.7.2. Project Close Out Procedures

- After notice of termination, HHEA/Installation Contractor will not be able to submit any projects to the Program Implementer for project pre-approval.
- For previously approved projects, HHEA/Installation Contractor shall complete the pre-approved scope and submit final project documentation to Program Implementer within ninety (90) calendar days of the date of the termination notice in order to be considered for payment of incentives, regardless if a pre-approval notice has stated otherwise. NO PROJECT CLOSE-OUT TIMEFRAME EXTENSION REQUESTS WILL BE GRANTED. If HHEA/Installation Contractor fails to submit the required documentation within the specified timeframe, Program Implementer has the right to reassign the customer application and project to another HHEA/Installation Contractor for completion of any outstanding work.
- All pre-approved projects with completed final documentation will be inspected by the Program Implementer and incentives will be paid on actual measures installed that are in compliance with Program requirements.
- The above remedies are in addition to any other remedies that are available to Implementing Contractor and Utility under this Agreement or by law.

4. HHEA/Installation Contractor Participation Requirements

HHEAs/Installation Contractors participating in the Program are required to comply with the below participation requirements throughout the term of their agreement. HHEA/Installation Contractor is responsible for submitting all required participation documentation to the Program Implementer annually and for updating any changes or additions to their information immediately. During the term of its agreement, HHEA/Installation Contractor shall provide to Program Implementer satisfactory evidence that it continues to be fully licensed and insured along with quality and timely submission of appropriate materials, consistent with the terms of its agreement, within (15) fifteen days of any request by Program Implementer for such verification.

4.1. Background Investigation Requirements

Prior to permitting any individuals to perform Program services on HHEA/Installation Contractor's behalf, HHEA/Installation Contractor is required to perform background investigations on all HHEA/Installation Contractors employees, and require their subcontractors to perform for their employees, who will have access to Ohio Power's customer information and/or will be performing services at a customer's residence through the Program. Background investigations shall include a seven (7) year criminal history check for misdemeanor and felony convictions in each state where the individual has resided, as well as, for felonies in federal court. HHEA/Installation Contractor must conduct all background investigations in accordance with applicable federal and state laws.

If any background investigation reveals or indicates that an individual has been convicted of a felony crime, then the Contractor must notify Program Implementer and Ohio Power prior to the individual commencing Work. Program Implementer or Ohio Power in its sole discretion shall have the option of barring from any Work Site any individual who has a reported felony conviction. Program Implementer or Ohio Power may audit or review specific Contractor screening files to ensure compliance with the Contract. HHEA/Installation Contractor must certify to Program Implementer that background investigations have been completed for all applicable HHEA/Installation Contractor employees and subcontractors prior to performing any services for the Program by submitting the HHEA/Installation Contractor Background Investigation Certification and Key Personnel List.

If at any time after the Certification has been provided to Program Implementer, HHEA/Installation Contractor becomes aware of new felony convictions for employees or subcontractors who were listed in the Key Personnel List as part of the Certification, HHEA/Installation Contractor shall notify Program Implementer immediately and shall discontinue use of such individual in performance of the Program services until Program Implementer or Ohio Power has authorized the individual for commence work.

4.2. Insurance Requirements

HHEA/Installation Contractor shall cause its insurers to provide valid proof of insurance to Program Implementer of the applicable coverage and endorsements or copies of the applicable policy language affecting coverage as required before performance of any Program Services. Such insurance will remain in full effect for the term of the agreement. Failure of Program Implementer to enforce the minimum insurance requirements will not relieve the HHEA/Installation Contractor of responsibility for maintaining the coverage(s). HHEA/Installation Contractor is solely responsible for all premiums and deductibles for insurance required by the agreement.

- Business/commercial automobile Liability Insurance for coverage of owned, non-owned, hired or rented, autos used in the performance of Program Services with minimum combined single limits of $1,000,000 per accident for bodily injury, including death, and property damage.
- Workers' Compensation Insurance for HHEA/Installation Contractor's employees to the extent required by applicable state statutory limits where services are performed or, as required by law, anywhere else a HHEA/Installation Contractor's employee performing services is normally employed. (If HHEA/Installation Contractor is a non-subscriber to workers' compensation, evidence of insurance equivalent to workers' compensation must be provided);
- Employers' liability in an amount not less than $1,000,000;
- Commercial General Liability Insurance covering claims of bodily injury and property damage in an amount not less than $5,000,000 per occurrence. Such coverage shall also include blanket contractual coverage, products and/or completed operations coverage and contain no exclusion for explosion, collapse, or underground property damage (XCU coverage).

Additional Insurance Provisions

Any insurance required to be carried by HHEA/Installation Contractor will be primary and is not contributing with any other insurance carried by Program Implementer.

Ohio Power, Program Implementer, and their respective subsidiaries and each of their officers, directors, and employees shall be named as additional insureds on Commercial General Liability and Automobile Liability policies by a policy provision or endorsement.

HHEA/Installation Contractor's insurer will provide Program Implementer with thirty (30) days prior written notice of cancellation, non-renewal or any material change of its insurance coverage.

HHEA/Installation Contractor hereby grants to Program Implementer a waiver of any right to subrogation

which any HHEA/Installation Contractor insurer may acquire by virtue of the payment of any loss under such insurance against (i) the beneficiary, (ii) all additional insureds, (iii) Program Implementer and its subsidiaries, and (iv) the Utility. HHEA/Installation Contractor agrees to obtain any endorsement that may be necessary to effect and permit waiver of subrogation, but this provision applies regardless of whether or not Program Implementer has received a waiver of subrogation endorsement from the insurer.

HHEA/Installation Contractor shall ensure that HHEA/Installation Contractor insurance covers the actions of any HHEA/Installation Contractor subcontractors providing installation services and shall require its subcontractors at all tiers, if any, providing services to Program customers, to comply with these insurance requirements. HHEA/Installation Contractor shall provide proof of insurance for such subcontractors, as requested by Program Implementer.

Program Implementer reserves the right to modify these requirements, including limits, based on the nature of the risk, prior experience, insurer, coverage, or other special circumstances.

4.3. Licensing and Certification Requirements

HHEA/Installation Contractor licensing and certification requirements are specified below. HHEA/Installation Contractor shall provide copies of all required licenses and certifications to Program Implementer for all applicable HHEA/Installation Contractor employees and subcontractors.

HHEA/Installation Contractor's field staff and subcontractors performing Program services must meet current Ohio Weatherization Assistance Program requirements.

- HHEA/Installation Contractor's performing home energy assessments and direct install measures are required to have the certifications listed in the Assessor category.
- HHEA/Installation Contractor's performing retrofit measures are required to have the certifications listed in the Energy Auditor and Retrofit Installer category. If the retrofit measure is a heating system repair or replacement, HHEA/Installation Contractor must hold certifications under the Heat Technician category.
- HHEA/Installation Contractor's conducting final inspections, are required to have the certifications listed in the Quality Control Inspector category.

These requirements are specified in more detail below:

Required for Assessors (required within 12 months of employment):

- Consumer Energy Education
- Baseload Energy Course

Required for WAP Energy Auditors (required within 12 months of employment):

- Lead Renovation, Repair, & Paint Initial
- Basic Math
- Introduction to Inspection
- Blower Door Use
- Basic Weatherization Tactics
- Consumer Energy Education
- Heating Unit Inspection
- Initial Inspection
- National Energy Audit Tool/Mobile -Home Energy Audit
- OSHA 10 Construction Safety Course
- Energy Auditor Inspector Certification

Required for WAP Retrofit Installers (required within 12 months of employment):

- Lead Renovation, Repair, & Paint Initial
- Blower Door Use
- Basic Weatherization Tactics
- OSHA 10 Construction Safety Course

Required for WAP Crew Leaders (required within 12 months of employment):

- Lead Renovation, Repair, & Paint Initial
- Blower Door Use
- Basic Weatherization Tactics
- OSHA 10 Construction Safety Course
- Crew Leader Operations

Required for WAP Quality Control Inspectors (required within 12 months of employment):

- Current Energy Auditor Certification
- BPI Quality Control Inspector
- Certification

Required for WAP Heat Technicians (required within 12 months of employment):

- Heating Unit Inspection
- Heat Technician
- Heat Pump/Air Conditioner
- Lead Renovation, Repair, & Paint Initial
- OSHA 10 Construction Safety Course

Required for WAP contractor personnel repairing or replacing heating systems:

- OSHA 10 Construction Safety Course
- Heat Pump/Air Conditioner
- Lead Renovation, Repair, & Paint Initial

4.4. Safety Requirements

HHEA/Installation Contractor is responsible for ensuring that all individuals performing Program services on behalf of HHEA/Installation Contractor comply with reasonable safety practices and protocols required to perform the services. HHEA/Installation Contractor is required to have a safety Program to be used as guidelines and direction for HHEA/Installation Contractor employees and subcontractors, as applicable. The safety Program must meet all federal, state, and local laws. HHEA/Installation Contractor shall provide a copy of HHEA/Installation Contractor written safety policy to Program Implementer.

HHEA/Installation Contractor's safety Program must include the following minimum requirements:

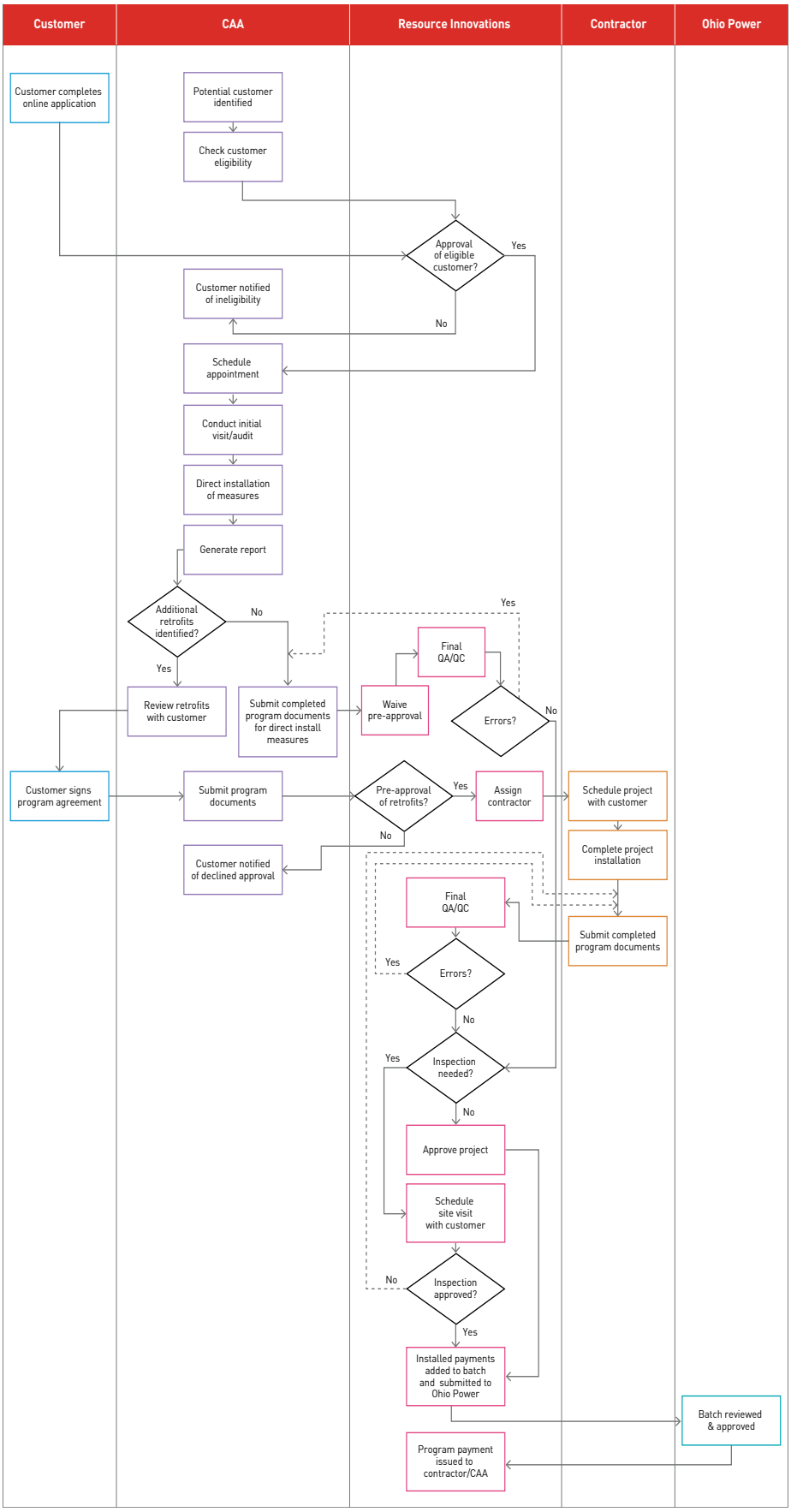
- Safety policy and procedures which address all required local, state and federal occupational safety and health standards and trade-specific licensing and certification requirements and a safety officer responsible for Program implementation;
- Safety rules and safe working practices which must be followed by employees at any location for the prevention of illness and injury;

- Processes addressing identification, prevention and control, and communication of safety and health hazards;
- Employee training which includes addressing site specific safety and health requirements;
- Tools, instruments, and safety equipment that meet minimum safety specifications (e.g., ASTM and ANSI standards) which are available and provided to employees by Contractor;
- Requirements for the use of appropriate personal protective equipment in all operations where there is an exposure to hazardous conditions or where regulations indicate the need for using such equipment;
- An injury and incident response and reporting procedure including Whistleblower protections and emergency action planning and enforcement procedures to address violations.

5. Program Process

5.1. Process Flow Diagram

Figure 5-1. Process Flow Diagram



5.2. Measure Description and Documentation Requirements

Energy saving products – i.e., energy conservation measures (ECM) – selected for the Program are aimed to target the most common lighting, space conditioning and water heating related measures that income qualifying customers typically use. The Program includes free and discounted installation (dependent customer annual income) of the following selected ECM identified in Table 5-2 through Table 5-29 on the following pages.

Table 5-2. Specialty LED Lighting

Specialty LED Lighting	
Description	ENERGY STAR® qualified specialty LED light bulbs (screw base and tubes)
Applicability	Up to 18 specialty LED light bulbs per dwelling unit that must replace incandescent light bulbs (CFL are not eligible) installed in high-use applications. T8 and T12 Fluorescent Tubes are also eligible for replacement. Approval may be requested for installation of more than 18 specialty LED light bulbs per dwelling on a case-by-case basis. • Lamps in permanent fixtures are eligible for replacement. Lamps in portable fixtures are eligible for replacement if there is no permanent fixture in the room, and they are the main light source. • Burnt out lamps or empty sockets may be replaced by an equivalent-lumen LED bulb to the burnt-out bulb, or to the wattage rated for the fixture. • Installation of LEDs in closets, storage rooms, or exterior fixtures is not allowed. • Hall corridors are not typically designated as high-use areas. Applicable to homes with electric or non-electric space or water heating.
Bulb Eligibility	LED lights must meet the following requirements: • **Rating:** Lumen output must be equivalent to that of the bulb the socket is rated to be installed • **Certification:** ENERGY STAR (For screw base LEDs) • **Rated Life:** 15,000 hours • **Efficacy:** 61 lumens per watt (LPW) for directional, and 65 LPW for decorative lights • **CRI minimum:** 80 **A19 bulbs are not eligible measures under the program and may not be installed or replaced, regardless of bulb type or base**
Required Documentation	**Pre-approved ECM:** submit lighting technical specifications for review and approval prior to placing orders, stocking inventory, and installing in customers' homes. See **Section 3.3.2 Qualifying ECMS**. **Photographic Documentation of Product Installation:** Pre- and post-installation photographs are detailed in **Appendix B**. For multifamily buildings, photographs of 10% of each unit type must be submitted. Pre-qualification email must be submitted with the application when more than 18 specialty LEDs have been approved. • Document existing bulb wattage • Document new bulb wattage **Weatherization Agency Use of Subcontractors:** Agencies are required to inspect each multi-family project where installation has been performed by a subcontractor.

Lighting Eligibility Question and Answer:

1. The customer has mixed 40- and 60-Watt bulbs in single fixture. If the sockets are rated for 60 watt bulbs, 9W LEDs can be used in each socket.

2. **Can incandescent bulbs other than 40 or 60 Watt be replaced?**

The following replacements are allowed with proper photo documentation required:

Incandescent Lamp Rating, Watts	Allowed LED Replacement
25 watt	2.5 watt or 25 W equivalent
38 watt, 40 watt, 43 watt, 53 watt	6 watt or 40 W equivalent
60 watt, 65 watt, 72 watt	9 watt or 60 W equivalent
75 watt or above	10.5-13 W or 75 W equivalent

Fluorescent Tube Rating, Watts	Allowed LED Replacement
T8 (4 ft linear) fluorescent, 32 watt	15 watt or 32 W equivalent
T12 (4 ft linear) fluorescent, 40 watt	15 watt or 40 W equivalent

3. **Can Hollywood bulbs or candelabra bulbs be replaced?**

Yes, if the Wattage rating stamped in the brass base is 40 or 60 Watts, the bulb is eligible for replacement. If wattage rating is not stamped on brass base, assume the lamp is 40W for replacement.

4. **Can unmarked bulbs be replaced?**

Yes, if a light bulb(s) is illegible in a multi-bulb fixture and the other light bulbs are legible, you may replace the illegible bulb(s) to match the same wattage of the legible bulbs. If a bulb is illegible in a single fixture, you may either replace the bulb with a 40 watt equivalent LED or install a LED equivalent based on the rated wattage on the fixture.

5. **Can bulbs be de-rated?**

Yes, up to a 72 W lamp can be de-rated to a 60W equivalent. If a fixture has different bulb wattages (three 40s and two 60s), HHEA/Installation Contractor may replace the bulbs to match the majority of the bulbs in a fixture (40 watts). Please request approval from homeowner before derating bulbs.

Table 5-3. LED Outdoor Lighting

LED Outdoor Flood Lighting	
Description	LED Outdoor Flood Light Fixture
Applicability	• Up to four (4) LED Outdoor Flood light bulbs per dwelling unit • Only available for replacement of existing incandescent/halogen bulbs • Install in applications likely to have a minimum use of 2 hours per day • For exterior applications, available for front and back porch lights, and garage lights • Available to install in empty sockets
Bulb Eligibility	• LED Outdoor. 15W – 18W PAR30 Flood Light • Minimum 20% wattage reduction from current bulb
Required Documentation	**Pre-approved ECM:** Submit lighting technical specifications for review and approval prior to placing orders, stocking inventory, and installing in customers' homes. See **Section 3.3.2 Qualifying ECMS**. **Photographic Documentation of Product Installation:** Pre- and post-installation photographs are detailed in **Appendix B**. For multi-family buildings, photographs of 10% of each unit type must be submitted. • Document existing bulb wattage • Document new bulb wattage **Weatherization Agency Use of Subcontractors:** Agencies are required to inspect each multi-family project where installation has been performed by a subcontractor.

Table 5-4. Low Flow Showerhead

Low Flow Showerhead	
Description	Energy and water savings showerhead
Applicability	• Only applicable for homes with electric water heating • Must replace standard showerhead with flow of 2.0 gallons per minute (GPM) or greater • Two (2) showerheads per dwelling unit maximum (regardless of showerhead type)
Showerhead Eligibility	Showerhead with a flow of 1.5 GPM or less at 80 PSI
Required Documentation	**Pre-approved ECM:** Submit showerhead technical specifications for review and approval prior to placing orders, stocking inventory, and installing in customers' homes. See **Section 3.3.2 Qualifying ECMS**. **Photographic Documentation of Product Installation:** Pre- and post-installation photographs are detailed in **Appendix B**. For multi-family buildings, photographs of 10% of each unit type must be submitted. • Document existing showerhead GPM • Document the number of people in the household • Document new showerhead GPM **Weatherization Agency Use of Subcontractors:** Agencies are required to inspect each multi-family project where installation has been performed by a subcontractor.

Showerhead Eligibility Question and Answer:

1. How is a device determined to be eligible when the GPM marking is damaged or illegible?

- Perform a flow test to confirm GPM of existing device.
- Place a bucket or container under the fixture
- Turn cold water faucet on for exactly 10 seconds (use stopwatch or cellphone)
- Determine number of ounces of water captured in 10 seconds
- Compute GPM:

$$\frac{\text{\# of ounces x 6}}{128} = \text{GPM rating}$$

2. How is eligibility determined for unmarked devices?

Unmarked devices are treated the same as illegible devices UNLESS unmarked devices are identified and measured during pre-qualification of multi-family projects. If unmarked devices identified during pre-qualification are determined to be eligible as a result of the flow test, then any unmarked devices located in the remaining units will be deemed eligible.

Table 5-5. Standard Flow Showerhead with Thermostatic Restrictor Shower Valve (TSV)

Standard Flow Showerhead with Thermostatic Restrictor Shower Valve (TSV)	
Description	Energy and water savings showerhead
Applicability	• Only applicable for homes with electric water heating • Must replace non-TSV standard showerhead • Two (2) showerheads per dwelling unit maximum (regardless of showerhead type)
Showerhead Eligibility	Thermostat to be 95 degrees or lower
Required Documentation	**Pre-approved ECM:** Submit showerhead technical specifications for review and approval prior to placing orders, stocking inventory, and installing in customers' homes. See **Section 3.3.2 Qualifying ECMS**. **Photographic Documentation of Product Installation:** Pre- and post-installation photographs are detailed in **Appendix B**. For multifamily buildings, photographs of 10% of each unit type must be submitted. • Document existing showerhead GPM • Document the number of people in the household **Weatherization Agency Use of Subcontractors:** Agencies are required to inspect each multi-family project where installation has been performed by a subcontractor.

Table 5-6. High Efficiency Faucet Aerator

High Efficiency Faucet Aerator	
Description	High efficiency faucet aerator
Applicability	• Only applicable for homes with electric water heating • Must replace standard faucet aerator with flow of 2.2 GPM or greater • Three (3) faucet aerators per dwelling unit maximum
Faucet Aerator Eligibility	Faucet Aerator with a flow of 1.5 GPM or less
Required Documentation	**Pre-approved ECM:** Submit faucet aerator technical specifications for review and approval prior to placing orders, stocking inventory, and installing in customers' homes. See **Section 3.3.2 Qualifying ECMS**. **Photographic Documentation of Product Installation:** Pre- and post-installation photographs are detailed in **Appendix B**. For multifamily buildings, photographs of 10% of each unit type must be submitted. • Document existing aerator GPM • Document the number of people in the household • Document the number of faucets in the household • Document new aerator GPM **Weatherization Agency Use of Subcontractors:** Agencies are required to inspect each multi-family project where installation has been performed by a subcontractor.

Faucet Aerator Eligibility Question and Answer:

1. How is a device determined to be eligible when the GPM marking is damaged or illegible?

- Perform a flow test to confirm GPM of existing device
- Place a bucket or container under the fixture
- Turn cold water faucet on for exactly 10 seconds (use stopwatch or cellphone)
- Determine number of ounces of water captured in 10 seconds
- Compute GPM:

$$\frac{\text{\# of ounces x 6}}{128} = \text{GPM rating}$$

2. How is eligibility determined for unmarked devices?

Unmarked devices are treated the same as illegible devices, UNLESS unmarked devices are identified and measured during pre-qualification of multi-family projects. If unmarked devices identified during pre-qualification are determined to be eligible as a result of the flow test, then any unmarked devices located in the remaining units will be deemed eligible.

Table 5-7. Pipe Wrap

Pipe Wrap	
Description	½" foam pipe wrap insulation for domestic hot water pipes (3' sections)
Applicability	• Only applicable for homes with electric water heating • Only applicable to exposed hot water pipes with no previous insulation • Existing insulation that is worn or torn is not eligible for replacement • Limited to 15' total
Pipe Wrap Eligibility	Self-sealing pipe wrap insulation for hot water pipes. Pipe insulation shall be taped (using a high-quality tape with good adhesion), zipped tied, or glued at all joints.
Required Documentation	**Pre-approved ECM:** Submit pipe wrap technical specifications for review and approval prior to placing orders, stocking inventory, and installing in customers' homes. See **Section 3.3.2 Qualifying ECMS**. **Photographic Documentation of Product Installation:** Pre- and post-installation photographs are detailed in **Appendix B**. For multifamily buildings, photographs of 10% of each unit type must be submitted. **Weatherization Agency Use of Subcontractors:** Agencies are required to inspect each multi-family project where installation has been performed by a subcontractor.

Table 5-8. Heat Pump Water Heater

ENERGY STAR® Heat Pump Water Heater	
Description	ENERGY STAR® Heat Pump Water Heater
Applicability	• Existing water heater must be operational or in need of minor repairs • Existing water heater must be ≥ 10 years • Existing water heater must be heated by electric
Heat Pump Water Heater Eligibility	• Majority of manufactured homes will not qualify for a Heat Pump Water Heater due to space and clearance requirements but there may be exceptions where a "ducted" Heat Pump Water Heater can be installed OR if the Heat Pump Water Heater is relocated to where there is enough clearance space for the unit to be installed. Contractors need to clearly show that the proposed system can be installed, meeting the manufacturer's technical specifications and requirements. • New heat pump water heater should be sized based on household size and not based on existing water heater capacity • Certification: Must be ENERGY STAR Certified
Required Documentation	**Pre-approved ECM:** Submit heat pump water heater technical specifications for review and approval prior to placing orders, stocking inventory, and installing in customers' homes. See **Section 3.3.2 Qualifying ECMS**. **Photographic Documentation of Product Installation:** Pre- and post-installation photographs are detailed in **Appendix B**. The nameplate of the existing unit must be submitted, along with photos of the existing unit and surrounding area to document available space for the replacement unit. For multifamily buildings, photographs of 10% of each unit type must be submitted. • Existing unit model number and tank size • Document the number of people in the household • New unit UEF rating • New unit tank size • Photo of new unit and nameplate or customer sign-off form that states the new unit model and serial number

Table 5-9. Heat Pump

ENERGY STAR Heat Pump	
Description	ENERGY STAR Heat pump with a 16 SEER2+ unit
Applicability	• One heat-pump per dwelling unit that must replace an existing heat pump or other electric heat source • Must not replace a functional gas heating system • A functional duct system must be in place (program will cover minor ductwork repairs but will not accept costs for duct installation) • Existing and installed unit must be below 65,000 Btu/h • Existing heat pump must be permanently removed from service • Exceptions may be approved on a case-by-case basis for homes with other heating and cooling source
Heat Pump Eligibility	Heat Pumps must meet the following requirements: • **Efficiency:** Heat Pump, packaged units and split systems must be 16 SEER2 or greater and HSPF2 must be 8.5 or above • **Certification:** Must be ENERGY STAR & AHRI Certified • If existing unit is a heat pump, efficiency must be equal to or below 10 SEER • Submit new unit recommendation (including both indoor & outdoor unit if applicable) and price quote for preapproval to assess program coverage Work must be completed by properly certified personnel (DPOR Master HVAC-licensed individual on staff). Heat pump warranty information must be left with the customer or apartment management organization.

Required Documentation	**ENERGY STAR & AHRI Certificate:** Submit ENERGY STAR & AHRI Certificate for review along with application.
	Pre-approved ECM:
	• If more than one (1) heat pump is installed, pre-approval must be secured from Resource Innovations before the installation takes place
	• ENERGY STAR & AHRI Certificate(s) must be submitted along with pre-approval request
	Photographic Documentation of Product Installation: Pre- and post-installation photograph requirements are detailed in **Appendix B**. The nameplates of the existing indoor and outdoor units must be submitted along with photos of the existing units and surrounding area to document available space for the replacement units.
	For multifamily buildings, photographs for 10% of each unit type must be submitted:
	• Existing unit model number and efficiency rating (SEER and HSPF)
	• New heat pump cooling capacity (tons)
	• New heat pump heating capacity (Btu/h)
	• New heat pump efficiency (SEER and HSPF)
	• Photos of new indoor and outdoor units and nameplates or customer sign-off form that states the new unit model and serial numbers
	Invoice: Material, labor, and admin costs must be submitted
	• Breakdown of contractor material and labor costs
	• Admin costs broken into the following buckets (may not all be applicable):
	  • HVAC contractor management
	  • Overhead
	  • eSuite Entry/Paperwork
	  • Transportation
	  • Admin costs may not exceed 15% of total project cost for single-family projects, or 12.5% in multi-family projects

Table 5-10. Upgrade to Mini-Split/Ductless Heat Pump

Upgrade to Mini-Split/Ductless Heat Pump	
Description	Replace existing inefficient heating/cooling system with a ductless mini-split heat pump
Applicability	One ductless mini-split heat pump per dwelling unit that must replace an existing heat pump or other electric heat source. • Must not replace a functional gas heating system • Existing and installed unit must be below 65,000 Btu/h • Existing heat pump must be permanently removed from service Exceptions may be approved on a case-by-case basis for homes with other heating and cooling source.
Mini-Split Heat Pump Eligibility	Ductless mini-split heat pumps must meet the following requirements: • **Efficiency:** Ductless mini-split heat pump and split systems must be 16 SEER2 or greater and HSPF2 must be 8.5 or above • **Certification:** Must be ENERGY STAR & AHRI Certified • If existing unit is a heat pump, efficiency must be equal to or below 10 SEER Submit new unit recommendation and price quote for preapproval to assess program coverage. Work must be completed by properly certified personnel (DPOR Master HVAC-licensed individual on staff). Heat pump warranty information must be left with the customer or apartment management organization.

Required Documentation	**ENERGY STAR & AHRI Certificate:** Submit ENERGY STAR & AHRI Certificate for review along with application.
	Pre-approved ECM:
	• If more than one (1) heat pump is installed, pre-approval must be secured from Resource Innovations before the installation takes place
	• ENERGY STAR & AHRI Certificate(s) must be submitted along with pre-approval request
	Photographic Documentation of Product Installation: Pre- and post-installation photograph requirements are detailed in **Appendix B**. The nameplates of the existing indoor and outdoor units must be submitted along with photos of the existing units and surrounding area to document available space for the replacement units.
	For multifamily buildings, photographs for 10% of each unit type must be submitted:
	• Existing heating system unit model number and efficiency rating (SEER and HSPF)
	• New heat pump cooling capacity (tons)
	• New heat pump heating capacity (Btu/h)
	• New heat pump efficiency (SEER2 and HSPF2)
	• Photos of new indoor and outdoor units and nameplates or customer sign-off form that states the new unit model and serial numbers
	Invoice: Material, labor, and admin costs must be submitted
	• Breakdown of contractor material and labor costs
	• Admin costs broken into the following buckets (may not all be applicable):
	  • HVAC contractor management
	  • Overhead
	  • eSuite Entry/Paperwork
	  • Transportation
	  • Admin costs may not exceed 15% of total project cost for single-family projects, or 12.5% in multi-family projects

Table 5-11. Air Sealing

Air Sealing	
Description	This measure is aimed at reducing excess air leakage by 20% or more in an existing home by sealing gaps in the home's envelope (i.e., attic, floors, walls, etc.), sealing areas around ductwork boots with mastic or mastic tape (no foil tape), and repairing the thermal barrier/insulation. Blower door tests must be used to determine the level of air changes before and after air sealing measures are implemented, in accordance with industry best practices. There is only one approved approach to receive rebates for air sealing: 1. **Air Sealing Only** – When additional mechanical ventilation is not required for compliance with current ASHRAE Standard 62.2 Mechanical ventilation costs are not covered by the program. If air sealing cannot be completed due to the need for additional mechanical ventilation to meet ASHRAE 62.2 requirements, the project will be considered a "non-project." In such cases, a Contractor Inspection Fee will be issued as outlined in **Section 5.3**.
Applicability	Homes with electric space heating plus electric cooling systems (Central AC, Room AC, or Heat Pumps)
Air Sealing Eligibility	• Work must be completed by properly certified personnel (BPI or equivalent) • Pre- and Post-blower door tests must be performed on all air-sealed units • In single family homes, air sealing should be performed in conjunction with the attic insulation measure if existing insulation is insufficient • In multifamily homes, air sealing is recommended to be performed in conjunction with attic insulation measures, where applicable (i.e., in the topmost floors of qualifying homes)
Required Documentation	**Proof of Product Installation:** Proof Pre- and post-installation photographs of the unit number or front of home, and illustrating actions taken: • Air sealing around pipe penetrations, construction components • Weather stripping around windows and doors • Attic access cover • Knee wall door insulation and air sealing • Pre and post CFM blower door readings from pressure gauge • For multifamily buildings, photographs of 10% of the units must be submitted Complete ASHRAE Calculator such as Red Calc ASHRAE 62.2-2016 Ventilation calculator and submit screenshot with submission.

Table 5-12. Duct Sealing

Duct Sealing	
Description	This measure will involve sealing of ducts within unconditioned space in an existing home using mastic sealant or mastic tape.
Applicability	Homes with electric space heating plus electric cooling systems (Central AC or Heat Pumps) only

Duct Sealing Eligibility	• Work must be completed by properly certified personnel (BPI or equivalent)
	• Rebates are based on pre- and post-duct sealing leakage reductions as measured in CFM25 or CFM50
	• Acceptable methods of duct leakage testing include:
	  • Preferred: Duct Blaster (CFM25)
	  • Optional: Modified Blower Door Subtraction Method (CFM50)

Required Documentation	• Photo documentation of the pre and post duct sealing pressure readings. See **Appendix B** for detailed photo examples.
	  • **Duct Blaster:** CFM25 pre and post, PA pre and post
	  • **Modified Blower Door Subtraction Method:** CFM50 Whole house pre and post, CFM50 Envelope pre and post, Duct PA pre and post

Table 5-13. Refrigerator Replacement

Refrigerator Replacement	
Description	Replace inefficient, operational refrigerator with ENERGY STAR equivalent
Applicability	• Existing unit must be the primary unit • Existing unit must be operational or in need of minor repairs • Replacement unit must be a residential type refrigerator • Existing unit must be ≥ 10 years old • Replacement unit must be like-for-like, including features such as through-door ice and water, if applicable • Refrigerator must be owned by the property owner at time of replacement. Renters can replace unit with landlord written approval • Water line repair, replacement, or modification is not covered by the program. Any required water line work must be addressed by the customer prior to installation • Approval may be requested for non-operational units or units in need of major repairs on a case-by-case basis
Refrigerator Eligibility	• ENERGY STAR, Consortium for Energy Efficiency (CEE) Tier 2 or Tier 3 rating • New unit size must be equal or less than size of removed unit in ft^3 • **Existing equipment must be removed from the property** • **Existing equipment must be disabled (i.e., cut the power cord)**
Required Documentation	• ENERGY STAR Certificate: Submit ENERGY STAR Certificate for review along with application. • Photo of existing refrigerator including the surrounding clearance and nameplate • Confirmation of a minimum 3' wide clear path for delivery • Photo of the access path • Measurements of the available opening space (width, height, depth) • Installed refrigerator type • Installed refrigerator model number • Installed refrigerator serial number • Installed refrigerator manufacturer • Installed refrigerator size (cubic feet) • Baseline Unit Energy Consumption (UEC) • Installed Unit Energy Consumption (UEC) • Photo of new refrigerator and nameplate or customer sign-off form that states the new unit model and serial number **Photographic Documentation of Product Installation for Multifamily Buildings:** Photographs of 10% of each unit type must be submitted. See **Appendix B** for detailed photo examples.

Table 5-14. Freezer Replacement

Freezer Replacement	
Description	Replace inefficient, operational freezer with ENERGY STAR equivalent
Applicability	• Existing unit must be the primary unit • Existing unit must be operational or in need of minor repairs • Replacement unit must be a residential type freezer • Existing unit must be ≥ 10 years old • Replacement unit size must be like-for-like • Freezer must be owned by the property owner at time of replacement. Renters can replace unit with landlord written approval • Approval may be requested for non-operational units or units in need of major repairs on a case-by-case basis
Freezer Eligibility	• ENERGY STAR, Consortium for Energy Efficiency (CEE) Tier 2 or Tier 3 rating • New unit size must be equal or less than size of removed unit in ft^3 • **Existing equipment must be removed from the property** • **Existing equipment must be disabled (i.e., cut the power cord)**
Required Documentation	• **ENERGY STAR Certificate:** Submit ENERGY STAR Certificate for review along with application • Photo of existing freezer including the surrounding clearance and nameplate • Confirmation of a minimum 3' wide clear path for delivery • Photo of the access path • Measurements of the available opening space (width, height, depth) - * if applicable • Installed freezer type • Installed freezer model number • Installed freezer serial number • Installed freezer manufacturer • Installed freezer size (cubic feet) • Baseline Unit Energy Consumption (UEC) • Installed Unit Energy Consumption (UEC) • Photo of new freezer and nameplate or customer sign-off form that states the new unit model and serial number **Photographic Documentation of Product Installation for Multifamily Buildings:** Photographs of 10% of each unit type must be submitted. See **Appendix B** for detailed photo examples.

Table 5-15. All-in-One Clothes Washer-Dryer Replacement

All-in-One Clothes Washer-Dryer Replacement	
Description	Replace inefficient, operational washer and dryer with ENERGY STAR equivalent
Applicability	• Existing units must be the primary units • Existing units must be operational or in need of minor repairs • Existing units must be ≥ 14 years old • Only applicable for homes with electric water heating • Existing dryer unit must be heated by electric • Washer and dryer must be owned by the property owner at time of replacement. Renters can replace unit with landlord written approval, and the new appliance must remain in the unit after installation • Water line repair, replacement, or modification is not covered by the program. Any required water line work must be addressed by the customer prior to installation. • Approval may be requested for non-operational units or units in need of major repairs on a case-by-case basis
Clothes Washer-Dryer Eligibility	• ENERGY STAR or ENERGY STAR Most Efficient • **Existing equipment must be removed from the property** • **Existing equipment must be disabled (i.e., cut the power cord)**
Required Documentation	• ENERGY STAR Certificate: Submit ENERGY STAR Certificate for review along with application • Photo of existing units including the surrounding clearance and nameplate • Confirmation of a minimum 3' wide clear path for delivery • Photo of the access path • Measurements of the available opening space (width, height, depth) • Installed clothes washer-dryer model number • Installed clothes washer-dryer serial number • Installed clothes washer-dryer manufacturer • Installed clothes washer-dryer size (cubic feet) • New clothes washer-dryer integrated modified energy factor of efficient equipment • New clothes washer-dryer load (lbs) • Photo of new unit and nameplate or customer sign-off form that states the new unit model and serial number **Photographic Documentation of Product Installation for Multifamily Buildings:** Photographs of 10% of each unit type must be submitted. See **Appendix B** for detailed photo examples.

Table 5-16. Heat Pump Clothes Dryer Replacement

Heat Pump Clothes Dryer Replacement	
Description	Replace inefficient, operational dryer with ENERGY STAR equivalent
Applicability	• Existing unit must be the primary unit • Existing unit must be operational or in need of minor repairs • Existing unit must be ≥ 14 years old • Existing unit must be heated by electric • Dryer must be owned by the property owner at time of replacement. Renters can replace unit with landlord written approval, and the new appliance must remain in the unit after installation • Approval may be requested for non-operational units or units in need of major repairs on a case-by-case basis
Heat Pump Clothes Dryer Eligibility	• ENERGY STAR Most Efficient • New unit size must be equal or less than size of removed unit in ft^3 • **Existing equipment must be removed from the property** • **Existing equipment must be disabled (i.e., cut the power cord)**
Required Documentation	• **ENERGY STAR Certificate:** Submit ENERGY STAR Certificate for review along with application • Photo of existing unit including the surrounding clearance and nameplate • Confirmation of a minimum 3' wide clear path for delivery • Photo of the access path • Measurements of the available opening space (width, height, depth) • Installed heat pump clothes dryer model number • Installed heat pump clothes dryer serial number • Installed heat pump clothes dryer manufacturer • New heat pump clothes dryer product class • New heat pump clothes dryer load (lbs) • Photo of new unit and nameplate or customer sign-off form that states the new unit model and serial number **Photographic Documentation of Product Installation for Multifamily Buildings:** Photographs of 10% of each unit type must be submitted. See **Appendix B** for detailed photo examples.

Table 5-17. Clothes Washer Replacement

Clothes Washer Replacement	
Description	Replace inefficient, operational washer with ENERGY STAR equivalent
Applicability	• Existing unit must be the primary unit • Existing unit must be operational or in need of minor repairs • Existing unit must be ≥ 14 years old • Only applicable for homes with electric water heating • Washer must be owned by the property owner at time of replacement. Renters can replace unit with landlord written approval, and the new appliance must remain in the unit after installation • Water line repair, replacement, or modification is not covered by the program. Any required water line work must be addressed by the customer prior to installation • Approval may be requested for non-operational units or units in need of major repairs on a case-by-case basis
Clothes Washer Eligibility	• ENERGY STAR or CEE TIER 2 • New unit size must be equal or less than capacity of the removed unit (measured in cu.ft.^{3}) • **Existing equipment must be removed from the property** • **Existing equipment must be disabled (i.e., cut the power cord)**
Required Documentation	• **ENERGY STAR Certificate:** Submit ENERGY STAR Certificate for review along with application • Photo of existing unit including the surrounding clearance and nameplate • Existing unit Integrated Water Factor • Confirmation of a minimum 3' wide clear path for delivery • Photo of the access path • Measurements of the available opening space (width, height, depth) • Installed clothes washer model number • Installed clothes washer serial number • Installed clothes washer manufacturer • Installed clothes washer capacity (cubic feet) • New clothes washer Integrated Water Factor • New clothes washer Integrated Modified Energy Factor • Photo of new unit and nameplate or customer sign-off form that states the new unit model and serial number **Photographic Documentation of Product Installation for Multifamily Buildings:** Photographs of 10% of each unit type must be submitted. See **Appendix B** for detailed photo examples.

Table 5-18. Smart Power Strip

Smart Power Strip	
Description	Replace a standard power strip with an advanced (Tier 2) power strip
Applicability	• Existing power strip must not include power-saving features, if applicable • Must be replace existing high use power strips or be installed in high use outlets such as in entertainment centers or home offices • New equipment must be a Tier 2 power strip that will shut off items plugged into the controller power-saver sockers when the appliance plugged into the master socket has been turned off • Limit of 1 per home
Smart Power Strip Eligibility	Replacement must be a Tier 2 power strip that will shut of items plugged into the controlled power-saver sockets when the appliance plugged into the master socket has been turned off
Required Documentation	**Pre-approved ECM:** Submit advanced power strip technical specifications for review and approval prior to placing orders, stocking inventory, and installing in customers' homes. See **Section 3.3.2 Qualifying ECMS**. **Photographic Documentation of Product Installation:** Pre- and post-installation photographs are detailed in **Appendix B**. Photos should show power strips with all items plugged in, both pre and post, to demonstrate that it is high use.

Table 5-19. Wi-Fi Enabled Smart Thermostat

Wi-Fi Enabled Smart Thermostat	
Description	Replacement of manual-only thermostat with a Wi-Fi enabled smart thermostat
Applicability	• Homes with central air conditioning and electric space heating systems (AC or Heat Pumps) • Homes with or without WiFi

Thermostat Eligibility	• New thermostat must have the ability to adjust temperature set-points according to a schedule without manual intervention
	• An existing programmable thermostat is eligible if not currently set to a schedule
	• For single family homes, CAA or contractor must work with the homeowner or renter to set up a schedule for the thermostat
	• For multi-family homes, CAA should set the thermostat up with a generic schedule agreed upon by the management organization and leave behind instructions in each unit on how to customize the thermostat to the renter's schedule. Thermostat is not to be left unprogrammed
	• When setting the schedule with the customer or management organization:
	  • Determine a temperature set-point for occupied hours
	  • For unoccupied hours, the temperature set-point must be:
	  • ≥ 3°F warmer than the occupied set-point in the summer
	  • ≤ 3°F cooler than the occupied set-point in the winter

Required Documentation	**Pre-approved ECM:** Submit thermostat technical specifications for review and approval prior to placing orders, stocking inventory, and installing in customers' homes. See **Section 3.3.2 Qualifying ECMS**. **Photographic Documentation of Product Installation:** Pre- and post-installation photographs are detailed in **Appendix B**. For multifamily buildings, photographs of 10% of each unit type must be submitted. • Existing manual thermostat • Installed and set up Wi-Fi Enabled Smart Thermostat • Document if existing thermostat was programmable and if it was programmed

Table 5-20. Air Purifier/Cleaner

Air Purifier/Cleaner	
Description	Replace an existing Air Purifier/Cleaner with an ENERGY STAR Air Purifier/Cleaner
Applicability	Only replacement units same size or smaller are eligible
Air Purifier/Cleaner Eligibility	• **Certification:** Must be ENERGY STAR Certified • Replacement unit must be the same size or smaller than the unit being replaced • Existing ENERGY STAR Certified units are not eligible for replacement
Required Documentation	**Pre-approved ECM:** Submit air purifier/cleaner technical specifications for review and approval prior to placing orders, stocking inventory, and installing in customers' homes. See **Section 3.3.2 Qualifying ECMS**. **Photographic Documentation of Product Installation:** Pre- and post-installation photographs are detailed in **Appendix B**. For multifamily buildings, photographs of 10% of each unit type must be submitted. • Existing Air Purifier/Cleaner • Installed and set up ENERGY STAR Air Purifier/Cleaner • Document existing unit Clean Air Delivery Rate (CADR) • Document replacement unit Clean Air Delivery Rate (CADR)

Table 5-21. Water Heater Tank Wrap

Water Heater Tank Wrap	
Description	Application of 3" thick wrap to storage tank water heaters
Applicability	Must be applied to an existing electric tank style water heater located in conditioned or unconditioned space with an insulation value < 10
Water Heater Tank Wrap Eligibility	• Electric tank style water heaters are eligible • Aluminum tape or nylon wraps must be used to secure tank wrap • Tank wrap must fully cover the storage tank, including the top of the unit, unless manufacturer instructions specify otherwise • Manufacturer's instructions for wrapping tank are to be followed • Limit of one (1) per home
Required Documentation	**Pre-approved ECM:** Submit air water heater tank wrap technical specifications for review and approval prior to placing orders, stocking inventory, and installing in customers' homes. See **Section 3.3.2 Qualifying ECMS**. **Photographic Documentation of Product Installation:** Pre- and post-installation photographs are detailed in **Appendix B**. For multifamily buildings, photographs of 10% of each unit type must be submitted. • Photograph(s) of water heater without insulation • Photograph(s) of water heater with tank wrap installed

Table 5-22. Door Sweeps

Door Sweeps	
Description	Installation of a door sweep on a door between conditioned and unconditioned space
Applicability	• Only applicable for homes with electric space heating • Applies to existing doors only • Doors to small spaces such as closets and pantries are not applicable
Door Sweeps Eligibility	• Door sweep must be installed between conditioned and unconditioned space
Required Documentation	**Pre-approved ECM:** Submit door sweep technical specifications for review and approval prior to placing orders, stocking inventory, and installing in customers' homes. See **Section 3.3.2 Qualifying ECMS**. **Photographic Documentation of Product Installation:** Pre- and post-installation photographs are detailed in **Appendix B**. For multifamily buildings, photographs of 10% of each unit type must be submitted. • Photograph(s) of door without door sweep • Photograph(s) of door with door sweep installed

Table 5-23. Dehumidifier

Dehumidifier	
Description	Replace an existing Dehumidifier with an ENERGY STAR Dehumidifier
Applicability	Only replacement units same size or smaller or eligible
Dehumidifier Eligibility	• **Certification:** Must be ENERGY STAR or ENERGY STAR Most Efficient and meet the specifications listed below: • Replacement unit must be the same size or smaller than the unit being replaced • Existing ENERGY STAR Certified units are not eligible for replacement
Required Documentation	**Pre-approved ECM:** Submit dehumidifier technical specifications for review and approval prior to placing orders, stocking inventory, and installing in customers' homes. See **Section 3.3.2 Qualifying ECMS**. **Photographic Documentation of Product Installation:** Pre- and post-installation photographs are detailed in **Appendix B**. For multifamily buildings, photographs of 10% of each unit type must be submitted. • Photograph(s) of existing dehumidifier • Photograph(s) of installed dehumidifier

Portable Unit Capacity (pints/day)	Federal Standard Criteria (L/kWh)	ENERGY STAR (L/kWh)	ENERGY STAR Most Efficient (L/kWh)
≤ 25	≥ 1.30	≥ 1.57	≥ 2.20
> 25 to ≤ 50	≥ 1.61	≥ 1.80	≥ 2.20
> 50	≥ 2.80	≥ 3.30	N/A

Whole House Unit Product Case Volume (cu ft)	Federal Standard Criteria (L/kWh)	ENERGY STAR (L/kWh)	ENERGY STAR Most Efficient (L/kWh)
≤ 8	≥ 1.77	≥ 2.09	≥ 2.30
> 8	≥ 2.41	≥ 3.30	N/A

Table 5-24. Attic Insulation

Attic Insulation	
Description	Attic insulation addition
Applicability	• Existing insulation is R-19 or less • Homes with central air conditioning and electric space heating systems (Central AC or Heat Pumps)
Attic Insulation Eligibility	• Insulation type may be fiberglass or cellulose • Total installed insulation is R-49 for homes with electric space heating
Required Documentation	**Pre-approved ECM:** Submit attic insulation technical specifications for review and approval prior to placing orders, stocking inventory, and installing in customers' homes. See **Section 3.3.2 Qualifying ECMS**. **Photographic Documentation of Product Installation:** Pre- and post-installation photographs are detailed in **Appendix B**. For multifamily buildings, photographs of 10% of each unit type must be submitted. • Exterior image of unit number on apartment door/wall or front of home. • Document existing insulation R-value • Document existing square footage of area insulated • Attic space with no insulation or with damaged insulation • Installed insulation • Document new insulation bag/label with legible R-value • Document new square footage of area insulated • Document installed insulation rulers in post-installation photographs • Document the completed insulation certificate displayed at the installation site **Weatherization Agency Use of Subcontractors:** Agencies are required to inspect each multi-family project where installation has been performed by a subcontractor.

Table 5-25. Floor Insulation

Floor Insulation	
Description	Floor insulation
Applicability	• Existing insulation is R-5 or less • Homes with central air conditioning and electric space heating systems (Central AC or Heat Pumps) • Home must have a crawl-space • Belly insulation for manufactured homes is not eligible
Floor Insulation Eligibility	**New insulation must be:** • R-19 batt applied to the underside of the floor • Batts must be neatly installed, fitting tightly together at joints, fitting closely around obstructions, and filling all the space within the floor cavity • Batts must be cut accurately and squarely and installed in continuous contact with the subfloor. Hanging batts risk non-payment until corrected • Batts must be supported by twine, wire, wood lath, or lighting rods/tiger teeth (friction fit method is not acceptable for fiberglass batts) • Fasteners for floor insulation must resist gravity, the weight of insulation, and the potential for moisture condensation
Required Documentation	**Pre-approved ECM:** Submit floor insulation technical specifications for review and approval prior to placing orders, stocking inventory, and installing in customers' homes. See **Section 3.3.2 Qualifying ECMS**. **Photographic Documentation of Product Installation:** Pre- and post-installation photographs are detailed in **Appendix B**. Photos showing: • Exterior image of unit number on apartment door/wall or front of home • Document existing insulation R-value • Document existing square footage of area insulated • Crawl space with no insulation or crawl space with damaged insulation • Installed insulation • Document new insulation bag/label with legible R-value • Document new square footage of area insulated • For multifamily buildings, photographs of 10% of the units must be submitted

Table 5-26. Wall Insulation

Wall Insulation	
Description	Wall insulation
Applicability	• Existing insulation is R-5 or less • Single Family Homes with central air conditioning and electric space heating systems (Central AC or Heat Pumps). Multi-family projects may be reviewed on a case-by-case basis
Wall Insulation Eligibility	**New insulation must be:** • Fiberglass, cellulose, or spray foam • Total installed insulation is R-13 or greater • Only exterior walls are eligible
Required Documentation	**Pre-approved ECM:** Submit wall insulation technical specifications for review and approval prior to placing orders, stocking inventory, and installing in customers' homes. See **Section 3.3.2 Qualifying ECMS**. **Photographic Documentation of Product Installation:** Pre- and post-installation photographs are detailed in **Appendix B**. Photos showing: • Exterior image of unit number on apartment door/wall or front of home • Document existing insulation R-value • Document existing square footage of area insulated • If possible, wall interior space with no insulation or with damaged insulation • If possible, installed insulation • Document new insulation bag/label with legible R-value • Document new square footage of area insulated • For multifamily buildings, photographs of 10% of the units must be submitted

Table 5-27. Basement/Sidewall Insulation

Basement/Sidewall Insulation	
Description	Basement/Sidewall insulation
Applicability	• Existing insulation is R-5 or less • Homes with central air conditioning and electric space heating systems (Central AC or Heat Pumps) • Home must have a basement
Basement/Sidewall Insulation Eligibility	**New insulation must be:** • Fiberglass, cellulose, foam board, or spray foam • Total installed insulation is R-15 or greater
Required Documentation	**Pre-approved ECM:** Submit basement/sidewall insulation technical specifications for review and approval prior to placing orders, stocking inventory, and installing in customers' homes. See **Section 3.3.2 Qualifying ECMS**. **Photographic Documentation of Product Installation:** Pre- and post-installation photographs are detailed in **Appendix B**. Photos showing: • Exterior image of unit number on apartment door/wall or front of home • Document existing insulation R-value • Document existing square footage of area insulated • If possible, basement/sidewall interior space with no insulation or with damaged insulation • If possible, installed insulation • Document new insulation bag/label with legible R-value • Document new square footage of area insulated • For multifamily buildings, photographs of 10% of the units must be submitted

Table 5-28. Rim Joist Insulation

Rim Joist Insulation	
Description	Rim Joist insulation
Applicability	• Existing insulation is R-5 or less • Homes with central air conditioning and electric space heating systems (Central AC or Heat Pumps)
Rim Joist Insulation Eligibility	**New insulation must be:** • Fiberglass, cellulose, or spray foam • Total installed insulation is R-20 or greater
Required Documentation	**Pre-approved ECM:** Submit rim joist insulation technical specifications for review and approval prior to placing orders, stocking inventory, and installing in customers' homes. See **Section 3.3.2 Qualifying ECMS**. **Photographic Documentation of Product Installation:** Pre- and post-installation photographs are detailed in **Appendix B**. Photos showing: • Exterior image of unit number on apartment door/wall or front of home • Document existing insulation R-value • Document existing square footage of area insulated • If possible, areas with no insulation or with damaged insulation along the rim joist • If possible, installed insulation • Document new insulation bag/label with legible R-value • Document new square footage of area insulated • For multifamily buildings, photographs of 10% of the units must be submitted

Table 5-29. Health & Safety

Health and Safety	
Description	This measure allows HHEAs/Installation Contractors flexibility in leveraging assigned Program funds to address safety issues when necessary to support the installation of an eligible measure or to help improve the effectiveness or efficiency of a measure installed under this program.
Applicability	Homes must participate in at least one energy saving measure
Safety Eligibility	Pre-approval is required. Please submit a quote and a completed health and safety assessment for approval.
Required Documentation	**Proof of Product Installation:** • Copy of completed health and safety assessment • List of Health and Safety measures installed along with their cost • Pre- and post-installation photographs of each measure • Invoices/receipts

5.3. Incentives

HHEAs/Installation Contractors are required to fund the resources, procure the workforce and material (via a Procurement Portal or preferred HHEAs/Installation Contractor procurement method), and install Program qualifying measures at customer households. HHEA/Installation Contractor will be issued a rebate for the total cost of ECMs purchased via the Procurement Portal. For Ohio Power customers with incomes up to 200% of the federal poverty level (CAP), the Program will cover 90% to 100% of ECM costs. For customers with incomes between 201% and 300% of the federal poverty level (SLP), the Program will cover 65% to 100% of ECM costs. Coverage varies by measure, and any remaining costs will be paid by the customer or through braided Program funding. Table 5-30 outlines the measure costs and incentive amounts for Program ECMs installed according to Program rules and requirements.

Table 5-30.1 HELP Program ECMs and Incentives

Measure Name	Unit	Measure Cost	Labor Cost	CAP Incentive Per Unit	SLP Incentive Per Unit
Advanced Power Strip (Tier 2)	Per power strip replaced	$52.00	$10.00	$62.00	$62.00
LED Outdoor 15W PAR38	Per bulb installed	$7.00	$10.00	$17.00	$17.00
LED BR30	Per bulb installed	$4.00	$10.00	$14.00	$14.00
T8 LED	Per bulb installed	$5.00	$10.00	$15.00	$15.00
Globe LED	Per bulb installed	$3.00	$10.00	$13.00	$13.00
Candelabra LED	Per bulb installed	$2.50	$10.00	$12.50	$12.50
MR16GU10	Per bulb installed	$3.00	$10.00	$13.00	$13.00
Specialty LED (other)	Per bulb installed	$5.00	$10.00	$15.00	$15.00
Kitchen Aerator Swivel 1.5 GPM	Per faucet aerator installed	$2.50	$13.00	$15.50	$15.50
Bathroom Aerator 1.0 GPM	Per faucet aerator installed	$1.50	$13.00	$14.50	$14.50
Fixed Low-flow Showerhead 1.5 GPM	Per low-flow showerhead installed	$7.00	$13.00	$20.00	$20.00
Handheld Showerhead 1.5 GPM	Per low-flow showerhead installed	$19.00	$13.00	$32.00	$32.00
Fixed Showerhead with TSV 1.5 GPM	Per low-flow showerhead with TSV installed	$29.00	$13.00	$42.00	$42.00
Evolve ShowerStart TSV3	Per low-flow showerhead with TSV installed	$29.00	$13.00	$42.00	$42.00
Pipe Insulation Pipe Wrap ½"	Per linear foot of pipe wrap installed	$0.56	$13.00	$13.56	$13.56
Wi-Fi Enabled Smart Thermostat	Per Wi-Fi enabled smart thermostat installed	$100.00	$80.00	$180.00	$180.00
Air Purifier/Cleaner	Per air purifier/cleaner replaced	$75.00	$13.00	$88.00	$88.00
Dehumidifier	Per dehumidifier replaced	$180.00	$20.00	$200.00	$200.00
Water Heater Tank Wrap	Per tank wrap installed	$50.00	$15.00	$65.00	$65.00
Door Sweeps	Per door sweep installed	$5.00	$10.00	$15.00	$15.00

Table 5-30.2 HELP Program ECMs and Incentives

Measure Name	Unit	Measure Cost	Labor Cost	Total Incentive Per Unit	CAP Incentive Per Unit	SLP Incentive Per Unit
*Heat Pump Water Heater	Per home	$4,500.00	$500.00	$5,000.00	$5,000.00	$5,000.00
*Heat Pump	Per heat pump	$11,500.00	$3,500.00	$15,000.00	$15,000.00	$15,000.00
*Upgrade to Mini-Split/ Ductless Heat Pump	Per mini-split/ ductless heat pump system installed	$16,500.00	$3,500.00	$20,000.00	$20,000.00	$20,000.00
Refrigerator Replacement 20-22 Top Freezer (includes icemaker if required)	Per home	$890.00	$225.00	$1,115.00	$1,003.50	$724.75
Refrigerator Replacement 19-22 Bottom Freezer (includes icemaker if required)	Per home	$1,150.00	$225.00	$1,375.00	$1,237.50	$893.75
Refrigerator Replacement 20-23 Side by Side or French Door (always includes icemaker)	Per home	$1,300.00	$225.00	$1,525.00	$1,372.50	$991.25
Refrigerator Replacement 24-26 Side by Side (always includes icemaker)	Per home	$1,325.00	$225.00	$1,550.00	$1,395.00	$1,007.50
Refrigerator Replacement 24-26 French Door (always includes icemaker)	Per home	$1,500.00	$225.00	$1,725.00	$1,552.50	$1,121.25
Freezer Replacement	Per home	$675.00	$225.00	$900.00	$900.00	$585.00
Air Sealing	Per 100 CFM reduced	$300.00		$300.00	$300.00	$195.00
*Duct Sealing	Per 25 CFM reduced	$200.00		$200.00	$200.00	$130.00
Attic Insulation	Per 100 sq ft	$200.00		$200.00	$200.00	$130.00
Floor Insulation	Per 100 sq ft	$400.00		$400.00	$400.00	$260.00
Wall Insulation	Per 100 sq ft	$300.00		$300.00	$300.00	$195.00
Basement/Sidewall Insulation	Per 100 sq ft	$200.00		$200.00	$200.00	$130.00
Rim Joist Insulation	Per 100 sq ft	$450.00		$450.00	$450.00	$292.50
All-in-One Clothes Washer-Dryer	Per home	$2,300.00	$200.00	$2,500.00	$2,500.00	$1,625.00
Heat Pump Clothes Dryer	Per home	$1,500.00	$200.00	$1,700.00	$1,530.00	$1,105.00
Clothes Washer	Per home	1,000.00	$200.00	$1,200.00	$1,200.00	$780.00

[1]Costs do not include tax or shipping and handling.

*Measure costs for heat pump water heater, heat pump & mini-split heat pump are an average, actual costs and rebates will vary from project to project. Submit recommendation and price quote for preapproval to assess program coverage. Please refer to **Table 5-31** for project cost caps.

*Duct sealing projects with less than 100 CFM reduction with receive a minimum incentive payment of $800 per project.

Cost caps will apply to the measures listed below. If a project exceeds the applicable cap, the customer will be responsible for the remaining balance, regardless of customer eligibility type (CAP or SLP). Exceptions may be considered and reviewed on a case-by-case basis.

Table 5-31. Project Cost Caps

Measure	Cost Cap
Heat Pump Water Heater 50-gallon tank	$6,000
Heat Pump Water Heater 65-gallon tank	$7,000
Heat Pump Water Heater 80-gallon tank	$8,000
Heat Pump	$15,000
Mini-Split/Ductless Heat Pump	$20,000

In addition to the measure and labor incentives listed above, HHEAs and Installation Contractors will receive payments for conducting in-home energy assessments based on the residence's water heating and fuel type. The payment structure is outlined as follows:

Table 5-32. HELP Program Energy Assessment Fee

Residence Heating Fuel Type	Residence Water Heating Type	Home Energy Assessment Payment
Electric	Electric	$325
Electric	Natural Gas	$310
Natural Gas	Electric	$310
Natural Gas	Natural Gas	$200

A $25 additional payment will be provided for site assessments located more than 20 miles from the HHEA/ Installation Contractor office (main or satellite).

A $400 Contractor Inspection Fee will be provided for air sealing, duct sealing, or insulation "non-projects" to ensure you are compensated for your time and travel. Non-projects are situations where a visit is scheduled but work cannot be completed due to site conditions or eligibility requirements. Successful reductions or installations will receive standard incentive payments as outlined in **Table 5-30**. Evidence supporting reason(s) why project cannot be completed must be submitted as documentation for "non-project" compensation.

ASSESSMENT PAYMENT EXAMPLES:

Table 5-33. Electric Heat & Water Residence Assessment

Measure	Installed Units	Measure Incentive	Labor Incentive	Total Incentive
Assessment Fee	—	—	—	$325.00
Advanced Smart (Tier 2) Power Strip	1	$52.00	$10.00	$62.00
LED Outdoor Flood Light Fixture	1	$7.00	$10.00	$17.00
Globe LED	3	$9.00	$30.00	$39.00
Pipe Wrap (Hot Water)	3	$1.68	$39.00	$40.68
Kitchen Low Flow Aerator	1	$2.50	$13.00	$15.50
Fixed Low Flow Showerhead	1	$7.00	$13.00	$20.00
TOTAL	**8**	**$79.18**	**$115.00**	**$519.18**

5.4. QA/QC Inspection Process & Requirements

The field component of the QA/QC process includes random on-site inspections to verify (1) installation of incentivized measures and (2) that measures were installed to meet Program guidelines. RI will work with HHEAs to contact customers, schedule, and conduct the inspections. Inspections may take place on the day equipment is being installed to minimize the burden on the customer.

As an implementation subcontractor to Program Implementer, HHEAs conduct home energy assessments and manage work through completion. The implementation subcontractor is also responsible for participating in trainings, providing feedback for Program improvement opportunities, and addressing remediation needs identified by Inspectors within the expected time frame. The implementation subcontractor is authorized to utilize subcontractors to install any Program measures that are not part of their typical service offerings. HHEAs/Installation Contractors are responsible for installing measures as specified in scope of works, adhering to requirements set by the Program.

5.4.1. Inspection Objectives

- Ensure that all products/equipment were installed and are functioning properly.
- Ensure that all counts and measurements are correct and match what was claimed.
- Identification of re-training opportunities among the HHEAs and Installation Contractors.
- Ensure Program messaging was properly communicated to customers.
- Ensure that HHEA/Installation Contractor provided a superior level of customer service.
- Documenting post inspection findings.

5.4.2. QA/QC Inspection Requirements

- ≥ 5% of projects will receive in-field post inspections. Inspection rates will be monitored and reported internally, must be ≥ 90% passing rate beginning after the first three months of services being delivered to customers.
- Inspection results will be recorded in eSuite by RI inspectors.
- Major issues will be escalated to Program Management and immediately.
- All quality issues requiring mitigation by the implementation subcontractor will be recorded, including a description of the issue and pictures where possible, and queued for Resource Innovations to manage the mitigation process through the installation subcontractor.
- Inspection results will be reviewed with the field staff if issues arise.
- No project will receive more than one inspection unless an issue is identified.

5.4.3. Selecting Projects for Inspections

Resource Innovations is responsible for identifying, scheduling and completing, and reporting the results of all QA/QC inspections.

- Homes will be randomly selected from a list of completed projects or projects with scheduled assessments. These randomly selected homes will then be inspected.
- RI staff will work with HHEAs to reach out to the customers and schedule the inspections.
- RI staff will appear on site on the scheduled date to complete the inspection.

5.4.4. Reporting Results

The inspector will record all inspection results on the Program's standard inspection report, as well as any positive **or** negative feedback based on inspection findings. Completed forms will be stored on eSuite. Pictures of measures requiring mitigation may be recorded in eSuite for reference.

Table 5-34. Post Inspection Guidelines

Inspection Categories	Items Evaulated
Customer Service	• Presentation and professionalism • Scale of overall satisfaction
Customer Education	• Explanation of Program and services • Referrals to other Programs
Install Procedures	Procedures followed
Missed Opportunities	Opportunities where additional product could have been installed, or additional savings recommendations that could be made to customer
Installation Verification	• Installed product/equipment description matches Workorder • Installed product/equipment quantities match Workorder • Equipment ratings (size, capacity, etc.) match Workorder • No product was left behind uninstalled • Products are installed in accordance with Program Installation Standards

5.5. Program Timeline

The Ohio Power HELP Program Year is from January 1 - December 31st and will run through May 31st, 2028 unless an extension is granted. The associated rebates outlined in this manual are effective starting January 2026.

To ensure a project is processed in the current calendar year, the cutoff date for submitting applications is the last Friday in November. This allows the processing team time to review and submit projects to Ohio Power for approval. Projects submitted after the cutoff date will continue to be accepted and processed by Resource Innovations. These projects may be processed in the following Program year and be applied against the following year's Program funds.

Rebate applications are transmitted by the Program Implementer to Ohio Power on a weekly basis. To ensure a project is processed in the current calendar year, complete project documentation must be received by Program Implementer by the last Friday in November of each year.

Project applications that cannot be processed as a result of missing information must be resolved within 90 days or risk non-payment.

Projects submitted in December may be processed with the next year's allocation.

5.6. Project Application Approval Timeline

Providers are encouraged to submit projects through eSuite as they are completed. This will be considered the final application to receive incentive funding. Details of the required documents are contained in section **3.3.3 Project Documentation**. Applications submitted by HHEAs/Installation Contractors are reviewed in eSuite on a weekly basis.

The quality and accuracy of submitted applications has a direct effect on processing times. Providers submitting applications that are error-free, have an active Ohio Power account, are eligible to participate in the Program, and have included all of the required documentation are processed quickly. Applications submitted with partial information take longer to review and process.

The expected turnaround time for incentive payment checks is 4 to 6 weeks from the date of approved project application submission. Providers will be set up for ACH payments.

Appendix A. Ineligible Address List and Signed Attestation

Ineligible Address List

Property Information

We certify that we have met with the property management firm and witnessed their review of tenant eligibility. We attest that of the total units at this property, the units noted in the list below do not qualify for the Ohio Power HELP Program.

Program Rep Signature: _____

Date: _____

Please list the tenant addresses that do not meet the income or other program qualification requirements below.

Address	Unit Number

Appendix B. Photographic Documentation

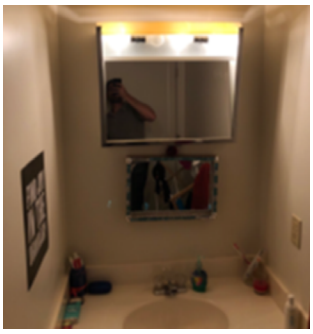
Examples of photographic documentation of product installation:

- An exterior photo of each home, building and unit number. The photos must allow visual confirmation that the home, building and unit number match the submitted application.

Pre- and post-installation photos per measure:

Lighting:

- Photo of incandescent lamps(s) turned ON, covers removed. It is encouraged to capture the wattage if legible.
- For lamps that are unmarked or manufacturer's rating is not legible, the incandescent will be assumed to be rated at 40 Watts
- Photo of LED lamp wattage encouraged
- Photo of fixture with LED(s) installed and turned ON, covers removed



Room, Lamps On

Lamp Wattage

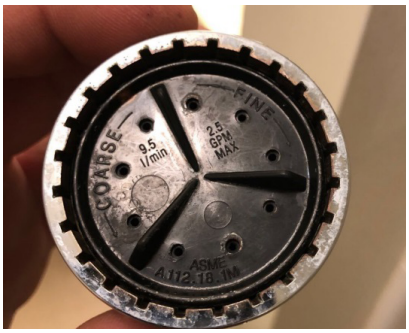
LED Wattage

New LEDs

Showerheads:

- Photo of room with showerhead
- Photo of existing showerhead GPM rating
- Shower enclosure with new showerhead

Old Showerhead



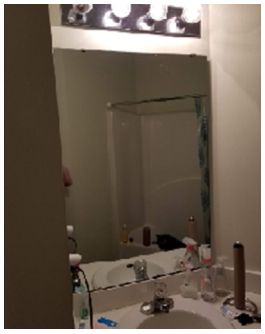
Existing Showerhead GPM

New Showerhead

Aerators:

- Photo of room and sink
- Photo of existing aerator GPM. Aerator should be unscrewed and GPM ratings photo-documented if the rating on the installed faucet cannot be captured.
- Photo of faucet with new aerator GPM. Aerator GPM may be captured before placement if needed. Photo of aerator on faucet still needed in this case.

Bathroom:

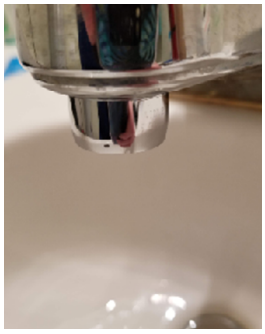


Room

Existing Aerator

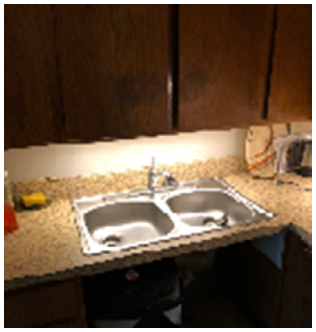
Existing Aerator Closeup (if needed)

New Aerator Closeup (if needed)



New Aerator

Kitchen:



Room

Old Aerator

New Aerator GPM

New Aerator

Photo of ineligible Aerator to be replaced:

Water Heater Pipe Wrap:

- Photo of water heater in room/space, including uninsulated pipe
- Photo of insulated hot water line (wrapped with tape)

Room

Uninsulated

Insulated

Hot Water Tank Wrap:

- Photo of tank without insulation
- Photo of tank with tank wrap added

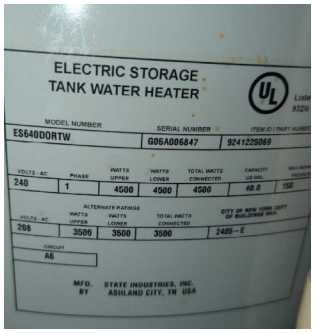
Existing Water Heater Before Wrap

Water Heater with Wrap

Heat Pump Water Heater:

- Photo of existing water heater
- Photo of existing water heater nameplate/label
- Photo of new heat-pump water heater properly installed
- Photo of new heat-pump water heater nameplate/label

Exisiting Water Heater



Exisiting Water Heater Label

New Heat-Pump Water Heater

New Heat-Pump Water Heater Label

Attic Insulation, single family home:

- Photo(s) of space to be insulated
- Photo(s) of existing insulation levels at attic ruler
- Photo(s) of installed insulation levels at attic ruler

Attic Existing
(Note: Ruler is legible in submitted image)

Attic Existing

Attic New

Attic Insulation, multifamily units, 10% requirement:

- Exterior photo identifying building within property
- Photo(s) of space to be insulated
- Photo(s) of existing insulation levels at attic ruler
- Photo(s) of installed insulation levels at attic ruler

Attic Insulation, multifamily units, all building requirement:

- Photos of insulation certificate for each insulated space
- Certificate must capture the address / unit number(s) for each space

Floor Insulation:

- Photo of space to be insulated
- Photo of space after insulation in installed
- Photo of insulation bag with legible R-value

Wall Insulation:

- Photo of space to be insulated
- Photo of space after insulation is installed
- Photo of insulation bag with legible R-value

Space to be Insulated

Insulation Installed

Insulation Installed

Insulation Label and R-Value

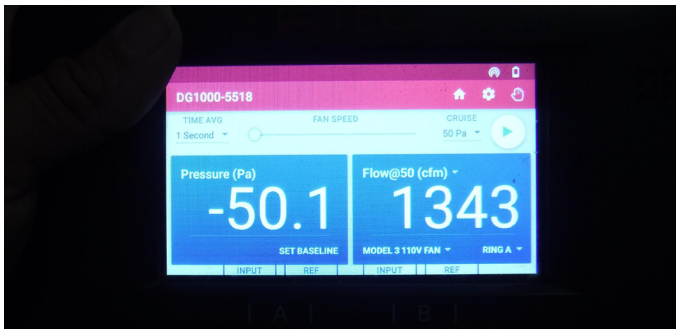
Air Sealing:

- Before and after photos of air sealing around pipe penetrations

Before Air Sealing

After Air Sealing

- Before and after photos of weather stripping around windows and doors
- Legible pre- and post-CFM blower door readings



Air Seal Blower Door Before

Air Seal Blower Door After

Duct Sealing:

- Photo(s) of duct and/or registers before sealing
- Photo(s) of duct and/or registers after sealing
- Pre and Post CFM Blower Door readings

Duct Sealing Before

Duct Sealing After

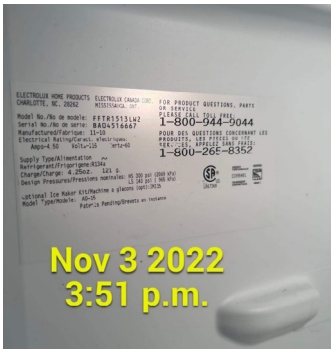
Duct Sealing Reading Before

Duct Sealing Reading After

Refrigerator Replacement:

- Existing Refrigerator nameplate
- New Refrigerator nameplate

Before



Nameplate Before

After

Nameplate After

Smart Power Strip:

- Existing power strip
- New power strip

Existing Power Strip

New Smart Power Strip

Appendix C. Income Limits

- Customers with household incomes at or below 300% of the Federal Poverty Level may be eligible to receive Program-offered ECMs.
- Federal Poverty Level guidelines are subject to change.

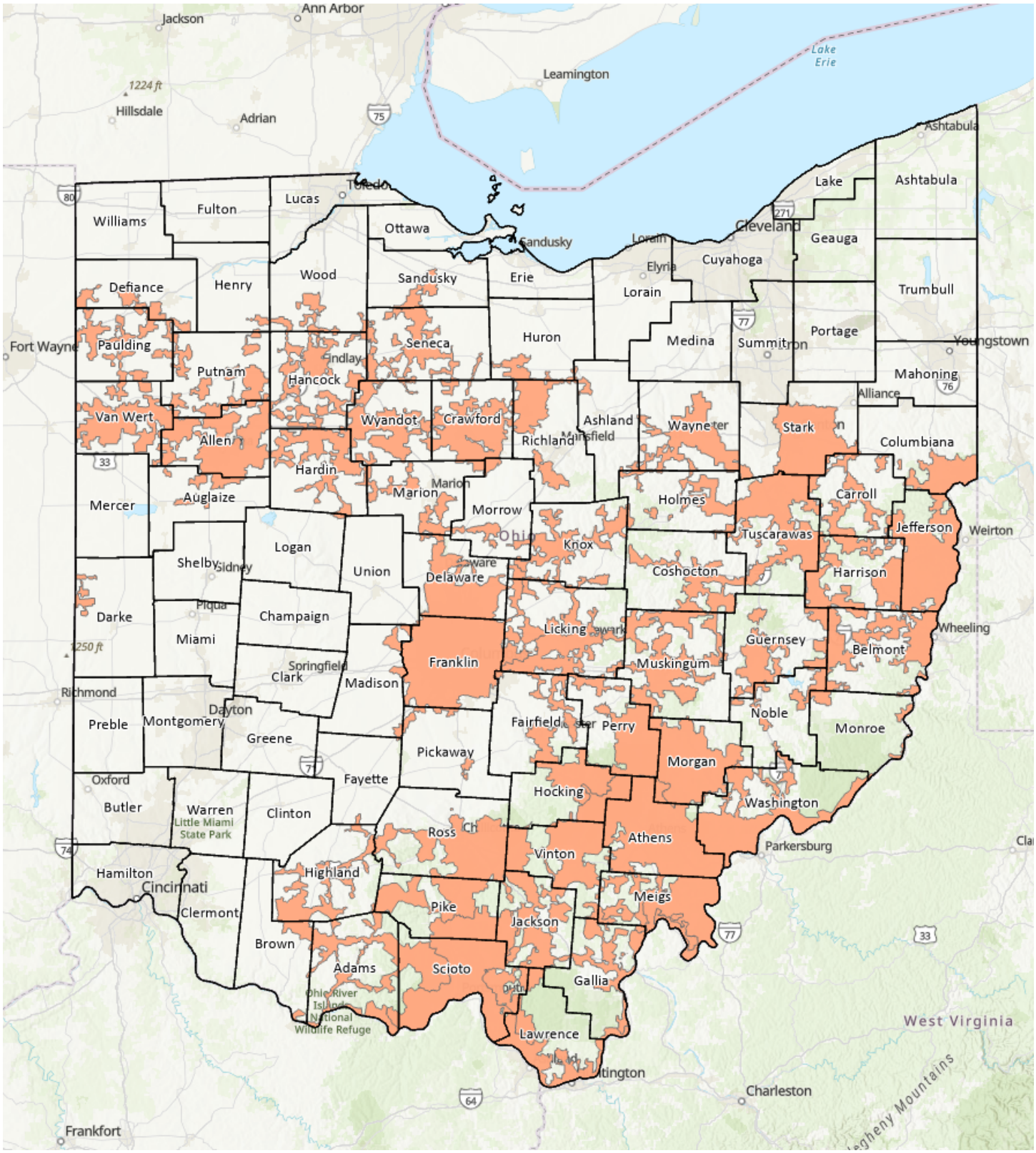
Table C-1. Federal Poverty Level (FPL) Guidelines

2026 Federal Poverty Level (Annual Income)			
Household Family Size	**100%**	**200%**	**300%**
1	$15,960	$31,920	$47,880
2	$21,640	$43,280	$64,920
3	$27,320	$54,640	$81,960
4	$33,000	$66,000	$99,000
5	$38,680	$77,360	$116,040
6	$44,360	$88,720	$133,080
7	$50,040	$100,080	$150,120
8	$55,720	$111,440	$167,160
Each person over 8, add	$5,680	$11,360	$17,040

Table C-2. 2025 Ohio Area Median Income (AMI) Guidelines (Low-Income Limit):

Ohio Median Family Income = $91,300				
Household Family Size	**80% of Median**	**FPL Range**	**50% of Median**	**FPL Range**
1	$51,150	325% - 350%	$32,000	200% – 225%
2	$58,450	275% - 300%	$36,550	175% – 180%
3	$65,750	250% - 275%	$41,100	150% – 175%
4	$73,050	225% - 250%	$45,650	138% – 150%
5	$78,900	200% - 225%	$53,000	125% – 130%
6	$84,750	200% - 225%	$56,650	135% – 138%
7	$90,600	185% - 200%	$60,300	100% – 125%
8	$96,450	180% - 185%	$32,000	200% – 225%

Appendix D. Ohio Power Territory Map



Appendix E. Eligibility Matrix

Eligibility Matrix	Website QR Codes	Program Funding	Age/Other Requirements	Income Requirements	Services Provided	CAP 200% of FPL	SLP 201%-300% of FPL
Medicaid		Federally funded	1) Adults (19-64) 2) Children (age dependent) & Pregnant Women 3) Elderly, Blind, or Disabled	1) ≤ 138% of the federal poverty level (FPL) 2) ≤ 200% of the federal poverty level (FPL) 3) ≤ 100% of the federal poverty level (FPL)	Provides no-cost or low-cost healthcare coverage	X	
Home Energy Assistance Program (HEAP)		Federally funded		Household income ≤ 175% of the FPL	*One time payment for most Public Utilities Commission of Ohio (PUCO)-regulated utility customers reflecting their usage for the current winter heating season	X	
Home Weatherization Assistance Program (HWAP)		Federally funded	Homeowners & renters are eligible	Household income ≤ 200% of the FPL	Provides nutrition & breastfeeding support, education, and counseling	X	
IRA Program Participation		State funded		Household income ≤ 80% of the AMI	Assists low-income customers in managing their energy bills year-round	*Depends on household family size, refer to table C-2*	*Depends on household family size, refer to table C-2*
Percentage of Income Payment Plan Plus (PIPP)		State funded		Household income ≤ 175% of the FPL	Provides high-quality early learning services to children to help prepare them for success in kindergarten	X	
Community Housing Improvement Program (CHIP)		Federally funded	Applicants must own the home (both single-family & certain types of multi-family)	Household income ≤ 80% of the AMI	Provides funding to improve and provide affordable housing	*Depends on household family size, refer to table C-2*	*Depends on household family size, refer to table C-2*
Supplemental Nutrition Assistance Program (SNAP)		Federally funded		*Gross Income Limit ≤ 130% of the FPL *Net Income Limit ≤ 100% of the FPL	Provides nutrition benefits to supplement the food budget of needy families so they can purchase healthy food	X	

High Efficiency for Low-income Program (HELP)

Landlord Authorization Form

Landlord Authorization Form		
Property Owner's Name		
Property Owner's Mailing Address		
City	State	Zip
Email	Phone Number	
Rental Property Address		
City	State	Zip

As the owner or authorized representative of the property listed above, I confirm all energy-saving products provided or installed through the Ohio Power HELP Program will not be resold.

I authorize the Ohio Power HELP Program representative to complete a home energy assessment and install no or low-cost, energy-saving products in the property listed above. This program is offered by Ohio Power. Findings from the home energy assessment determine which products are applicable to the specific home; potential products to be installed include:

- ENERGY STAR® certified LED bulbs
- LED Outdoor Flood Lights
- Advanced Tier 2 Power Strip
- Low Flow Aerator
- Low Flow Showerhead
- Standard Flow Showerhead with Thermostatic Restrictor Valve (TSV)
- WiFi Enabled Smart Thermostats
- Pipe Wrap Insulation
- Air Sealing
- Door Sweeps
- Water Heater Tank Wrap
- Duct Sealing
- Attic/Wall/Floor/Basement/Sidewall/Rim Joist Insulation
- ENERGY STAR® Freezer
- ENERGY STAR® Refrigerator
- ENERGY STAR® Heat Pump
- ENERGY STAR® Mini Split Heat Pump
- ENERGY STAR® Heat Pump Water Heater
- ENERGY STAR® Air Purifier / Cleaner
- ENERGY STAR® Clothes Washer
- ENERGY STAR® Heat Pump Clothes Dryer
- ENERGY STAR® All-in-One Clothes Washer-Dryer
- ENERGY STAR® Dehumidifier

I further agree that if requested, I will permit an Ohio Power HELP Program representative to visit my property to perform quality assurance on the work provided to me by the program. I agree equipment may be removed from property and recycled; provided, however Ohio Power HELP Program representatives **shall not have any responsibility for the discovery, presence, handling, removal, disposal of, or exposure to hazardous materials of any kind in connection with the property, including without limitation, asbestos, asbestos products, polychlorinated biphenyls (PCBs), or any other toxic substance**. As the Property Owner, I agree that I will inform and communicate with tenants what home energy measures are to be installed in their unit. Communication includes coordinating with the Ohio Power HELP Program representative on when they need to be in units conducting Ohio Power Program work. I agree that any tenant communication will be done in a manner that complies with timeframes as required by applicable local, state, and federal law. I understand that if a tenant needs to vacate a unit for the home energy measures to be installed, I will coordinate with the tenants and Ohio Power HELP Program representatives on **vacating the premises**. I will be in the primary position of ensuring that any **request to vacate** complies with all applicable local, state, and federal laws.

I AGREE TO RELEASE AND DISCHARGE OHIO POWER, IMPLEMENTING CONTRACTOR, AND ITS AUTHORIZED CONTRACTORS FROM ANY AND ALL CLAIMS OR DAMAGES WHATSOEVER CAUSED BY SUCH PRODUCTS INSTALLED AND THE SERVICES PERFORMED AT OR IN THE PREMISES. Property Owner shall independently evaluate any information provided by Ohio Power (**"Utility"**), Resource Innovations, Inc. ("**Implementing Contractor"**), or an Installation Contractor related to estimates of energy savings or costs for the selection of equipment or measures to be installed or implemented. THE UTILITY AND IMPLEMENTING CONTRACTOR DO NOT MAKE ANY WARRANTIES OR REPRESENTATIONS OF ANY KIND WITH RESPECT TO THE DESIGN, MANUFACTURE, CONSTRUCTION, SAFETY, OPERATION, PERFORMANCE, INSTALLATION, EFFECTIVENESS OR ANY POTENTIAL ENERGY OR COST SAVINGS OF EQUIPMENT INSTALLED, MEASURES IMPLEMENTED, AND/OR SERVICES RENDERED BY ANY PERSON OR ENTITY IN CONNECTION WITH THE OFFERING. THE UTILITY AND IMPLEMENTING CONTRACTOR DISCLAIM ALL WARRANTIES, EXPRESS OR IMPLIED, TO THE MAXIMUM EXTENT PERMITTED UNDER LAW, WHETHER STATUTORY OR OTHERWISE, INCLUDING WITHOUT LIMITATION ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, USE, ENERGY SAVINGS, AND NON-INFRINGEMENT.

I authorize and acknowledge that the Ohio Power HELP Program representative may duplicate, disseminate, release and disclose my information relating to this Authorization (including the entirety of its contents), and any other information related to my participation in Ohio Power HELP Program, including but not limited to contact information, account information and billing data, energy usage, and tax identification numbers to Ohio Power HELP Program staff and representatives, as applicable, and any other third party utilized by Ohio Power HELP Program for the purpose of providing Ohio Power HELP Program services including but not limited to reviewing and processing this Authorization, confirming eligibility for participation in the Ohio Power HELP Program, verifying equipment installation or service implementation, operation and results, issuing payment on behalf of the Ohio Power HELP Program, monitoring compliance with Ohio Power HELP Program requirements and terms; or as required to comply with state and/or federal law, fraud prevention, regulation, and other legal action. In those cases, Ohio Power HELP Program staff and its service providers shall comply with all legal requirements of the jurisdiction of the individual whose data would be disclosed before making such disclosure.

Property Owner's Signature: _____

Date: _____

Appendix G. Procurement Portal

The Procurement Portal can be accessed via the following link: Ohio-Power-contractor-portal.com

The following measures are available for bulk purchase on the Procurement Portal:

- Specialty LED Lighting
- LED Outdoor Flood Lighting
- Advanced Smart (Tier 2) Power Strips
- Low flow aerators
- Low flow showerheads
- Standard showerheads with Thermostatic Restrictor Valves (TSV)
- Pipe wrap for hot water insulation
- Wi-Fi Enabled Smart Thermostats
- ENERGY STAR Air Purifier/Cleaner
- ENERGY STAR Dehumidifier
- Water Heater Wrap
- Door Sweeps

Appendix H. Resource Hub

The Resource Hub can be accessed via the following link: HELP Resource HUB | ohiopowerhelp.com

The Resource Hub serves as a centralized location for all HELP program materials and reference documents used by HHEAs and Installation Contractors. The Resource Hub includes the following:

- Customer application and enrollment forms
- Program manual and training materials
- Assessment and in-field documentation tools and templates
- Contractor and HHEA enrollment forms
- Marketing and outreach materials
- Access links to eSuite
- Program contact and support information