

Home Performance Program Overview

Q: What is the Home Performance Program?

A: Appalachian Power's Home Performance Program allows homeowners to work toward a score of 10 for their home at their own pace, earning rebates on qualified energy efficiency upgrades and re-engaging with the program as many times as needed to achieve their home's best possible energy performance.

Q: Why assign a "score" to a home?

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

Q: How do the customers sign up for a Home Energy Assessment (HEA)?

A: Customers can sign up by visiting www.TakeChargeWV.com/HomePerformance or calling our call center at 888-261-4567 to speak with a customer service representative.

Q: What is a Home Energy Assessment (HEA)?

A: A Home Energy Assessment can help you understand how much energy your home uses and evaluate what steps you can take to improve efficiency. A professionally trained energy advisor will come to your home and gather information on the current condition of the home, air conditioning and heating systems, appliances, and how you use energy in the home at no cost to you. All information will be analyzed and findings will be presented to you at the time of the assessment. An emailed report will follow within five (5) days.

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

A: Appalachian Power and American Electric Power in West Virginia care about their customers and want to ensure that your upgrade meets Appalachian Power's guidelines for energy savings and quality installation. This gives you the peace of mind that the job was done correctly. In addition, an Appalachian Power certified energy advisor can provide valuable information on how your home performs regarding energy savings. You might qualify for rebates if you choose to perform additional upgrades. If you make upgrades using a Quality Contractor Network (QCN) member prior to a Home Energy Assessment, you must complete an inspection before qualifying for any rebates.

Q: What's the difference between a Home Energy Assessment and an inspection?

A: A Home Energy Assessment provides homeowners with a score of 1 to 10 on their homes with an easy-to-follow path to work towards a score of 10. An inspection reviews and verifies that energy upgrades meet program standards.

Q: Why do Appalachian Power or American Electric Power in West Virginia want me to lower my power bill?

A: Appalachian Power wants its customers to use electricity efficiently in their homes. Using electricity efficiently saves our customers money and reduces the stress on the energy grid.

Q: Is a Home Energy Assessment worth it?

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

Customer Participation and Eligibility

Q: Who is eligible to participate in Appalachian Power's Home Performance Program?

A: Home Performance is available to single-family homeowners served by Appalachian Power or American Electric Power in West Virginia. All owner-occupied, single-family residential detached home customers, including mobile homes and duplexes, or single-family non-owner occupied residential detached homes where the electrical service is in the occupant's name and with a signed agreement to participate from the owner. Townhomes, apartments, and commercial customers are not eligible. Homes do not have to be all-electric to qualify for the free in-home Home Energy Assessment. Homes that are not all electric can receive an assessment but do not qualify for a rebate if additional measures are installed.

Q: Are there any charges (or hidden charges) involved with a Home Energy Assessment?

A: The Home Energy Assessment, along with the direct install measures, are free of charge to Appalachian Power or American Electric Power customers in West Virginia.

Q: Will the improvements be made on the same day as my assessment?

A: Yes, our energy advisor will complete the installation of the energy saving measures the same day during the Home Energy Assessment. Recommendations for more extensive follow-up energy efficiency measures will be scheduled by you with a member of the Appalachian Power Quality Contractor Network (QCN).

Home Performance Program, Home Performance Report and Website Questions

Q: What will the advisor inspect as part of the Home Energy Assessment (HEA)?

A: There are 10 areas of your home the advisor will evaluate. Attic insulation, duct systems, air sealing, wall Insulation, lighting, heating and cooling systems, appliances and electronics, water heating, refrigerator, and windows and doors. Appalachian Power's goal is to make you aware of how much energy is inadvertently being wasted in your home, and what you can do to reduce your energy consumption. An energy assessment takes stock of the energy consumption in your home. It's one of the first steps you can take to understand your home's power usage, functionality, and efficiency. The energy advisor will also take photos of the key areas of your home to document any needed energy improvements.

Q: What can you expect from a Home Energy Assessment?

A: The home energy advisor will go over the total history of your home, such as age, construction type, size, etc. If you don't know we may be able to help you determine this information. The energy advisor will conduct a visual inspection. This may include poking into the attic and examining dark corners of your roof and basement carefully. The advisor will use the buildup of moisture as a measuring stick – if there's condensation inside your house, chances are you've got an energy leak. Your insulation also will be checked. An insulation check will reveal weaknesses in the barrier and, in some cases, a lack of insulation altogether. Infrared light may be used during the insulation check.

An inspection of your heating system and stoves will be performed. The energy advisor will then tell you whether you need to perform any duct cleaning or tune-ups. Throughout most of this time, you will be involved and are encouraged to accompany the energy advisor as he/she goes over your house from top to bottom. This allows you to bring many problems to our attention that perhaps you forgot to mention. It also allows us to point out things as we go. Following our thorough in-home assessment, we will sit down with you and review many items. You will receive a Home Performance report and see firsthand how much you spend on each energy-use source in your home. If your home runs on electricity, we will determine what it costs you based on your personal usage, not just an average. We will also review with you the amount of heating fuel you use. With the aid of our diagnostic tools, we will be able to tell where your home may be lacking insulation. By the time we complete your Home Energy Assessment, you will receive the detailed report and have a very good understanding of your energy use. Most importantly, you will now know what needs to be done to save money and discover cost-effective home improvements.

Q: Where will the home energy advisor need access during the assessment?

A: The energy advisor will need access to every room in the home, excluding closets (unless there is a hole in the closet wall that is allowing outside air to infiltrate the interior of the home), the exterior of the home, the attic, and the basement and/or crawlspace. The energy advisor will also take photos of the key areas of your home to document any needed energy improvements.

Q: What do homeowners need to do to prepare for a Home Energy Assessment?

A: The energy advisor will need access to a homeowner's attic and crawlspace (if applicable). The homeowner will need to relocate items that may prohibit access to these areas. We also ask that all pets are retained for their safety, as well as the safety of the energy advisor.

Q: How long will the Home Energy Assessment take?

A: The Home Energy Assessment should take between one and a half to two hours for the average home.

Q: Who conducts the energy assessment?

A: Appalachian Power and American Electric Power in West Virginia have energy advisors to conduct in-home assessments free

of charge to the customer. The energy advisor will conduct the assessment and perform the installation of appropriate energy efficiency measures, free of charge. Each energy advisor carries an Appalachian Power Authorized Contractor identification badge.

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

A: Our home performance energy advisors are background checked and certified home inspectors with Appalachian Power identification badges.

Q: What is the Home Performance report?

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

Q: When will I receive my Home Performance report?

A: The energy advisor will review the report with you immediately after the in-home assessment is completed. The report will provide information on additional energy improvements that can be made and will be left with you following the assessment and improvements. In the unlikely event that the assessment cannot be reviewed on the day of the assessment, our energy advisor will contact you and review the report with you within 5 business days.

Q: What is the Home Performance customer portal (website)?

A: The Home Performance customer portal is a secure program website that serves as a point of entry for program participation and allows the customers to track the progress, rebates, etc. Visit www.TakeChargeWV.com for more information.

Q: Will homeowners receive a copy of their Home Performance report?

A: Yes. The advisor will go over the results of the Home Energy Assessment at the end of the visit. At that point, all data will be available to the homeowner on the Home Performance customer portal or available to be mailed or emailed upon request.

Customer Specific Situation Questions

Q: What happens if the inspection fails?

A: Your trusted energy advisor will work with your contractor to resolve any issues with your installation. Often corrections can be made on the same day. Appalachian Power or American Electric Power in West Virginia will make sure the job is done right.

Q: How long will customers have to make recommended upgrades to their homes?

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

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

A: Yes, but an agreement to participate must be signed by you and whomever you choose to be present at the time of inspection. This agreement must be available at the time of the visit.

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

A: The Home Performance program requires the follow-up work to be completed by a contractor registered with our Quality Contractor Network (QCN). Appalachian Power has built a network of Quality Contractors to assist customers with eligible work and rebates. You can find a contractor in your area by visiting www.TakeChargeWV.com.

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

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

Q: Can a customer complete the Rebate Application online?

A: Only an approved member of the Quality Contractor Network (QCN) can complete an online application on behalf of the customer.

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

A: In order to qualify for the Home Performance Program, the homeowner must be an individually metered residential customer of Appalachian Power or American Electric Power with an active account in West Virginia.

Q: How many times may the homeowner be eligible to receive a Home Performance rebate?

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

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

A: At this time, the Home Performance Program is open to residential customers only.

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

A: The contractor must submit the rebate form within 45 days of completing energy-saving improvements. The rebate must be inspected by an Appalachian Power home performance energy advisor within one year from the date of installation.

Q: If a house is sold, may the new owner participate in the Home Performance Program if the previous owner participated as well?

A: Yes. Participation is defined by the homeowner and property address. The new homeowner can participate in the Home Performance Program by visiting the website at www.TakeChargeWV.com/HomePerformance or calling the contact center at 1-888-261-4567 for full program details and restrictions.

Q: Can a landlord who owns several homes enroll all of their homes in the Home Performance Program?

A: Yes, as long as the homes are single-family homes and both the landlord and tenant sign the Agreement to Participate for every home.

Q: If the work on a home is self-installed, will that work qualify for a rebate?

A: No, self-installed work is not eligible for a rebate in the Home Performance Program.

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

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

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

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

Q: How much will I receive for participating?

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

Measure Category	Upgrade Name	Rebate Criteria	Home Performance Customer Rebate
Insulation	Attic Insulation (R-19), (R-27) or (R-38)		\$0.20/sf up to \$500
Insulation	Exterior Wall Insulation (R-13)		\$0.30/sf up to \$450
Insulation	Crawlspace Insulation (R-19)		\$0.30/sf up to \$300
Insulation	Basement Wall Insulation (R-13)	existing system must be Air Source Heat Pump	\$0.30/sf up to \$350

Insulation	Basement Wall Insulation (R-13)	existing system must have Central AC with Electric Resistance	\$0.30/sf up to \$400
Insulation	Air Sealing (30% reduction)		50% up to \$250
Insulation	Duct Sealing	existing system must be Air Source Heat Pump or Central AC with Electric Resistance	Up to \$300
HVAC	Air Source Heat Pump – 15 to 19 SEER	existing system must be Air Source Heat Pump	Up to \$450
HVAC	Air Source Heat Pump – 15 to 17 SEER	existing system must be Electric Furnace or Electric Baseboard or Electric Resistance heat	Up to \$600
HVAC	Mini Splits – 19-SEER	existing system must be Air Source Heat Pump	Up to \$350
HVAC	Mini Splits – 19-SEER	existing system must be Electric Furnace or Electric Baseboard or Electric Resistance	Up to \$750
HVAC	Ground Source Heat Pump => EER 16.1, COP 3.1*		Up to \$750
HVAC	Tune-up for HVAC System		\$50
HVAC	Retrofit High Efficiency Furnace Fan Motor (ECM)		\$75
HVAC	Smart Thermostat		\$50

* Must be ENERGY STAR® certified

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

*** Homes must be heated with electricity in order to qualify for major measure rebates