

Appalachian Power eScore Program

Frequently Asked Questions



TAKE CHARGE™

eScore™ Overview

Q: What is eScore™?

A: eScore™ allows homeowners to work toward a score of 10 for their home at their own pace, 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 an eScore™ assessment?

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

Q: What is an energy assessment?

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

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

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

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

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

Q: Why does Appalachian Power (West Virginia) or American Electric Power (West Virginia) want me to lower my power bill?

A: Appalachian Power (West Virginia) or American Electric Power (West Virginia) wants to keep energy costs down to lower stress on the energy grid that can cause brownouts or blackouts.

Q: Is an energy assessment worth it?

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

Customer Participation and Eligibility**Q: Who is eligible to participate in eScore™?**

A: eScore™ is available to single-family homeowners served by Appalachian Power (West Virginia) or American Electric Power (West Virginia)



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Q: Who is eligible?

A: All owner occupied, single-family residential detached home customers, including mobile homes and duplexes, or single-family non-owner occupied residential detached homes where the electrical service is in the occupant's name and with a signed agreement to participate from the owner. Town homes, apartments, and commercial customers are not eligible. Homes do not have to be all electric to qualify for the free walk-through assessment. Homes that are not all electric can receive an assessment, but they do not qualify for a rebate if additional measures are installed.

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

A: The in-home energy assessment, along with the instant savings measures, are free of charge to Appalachian Power (West Virginia) or American Electric Power (West Virginia) customers.

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

A: Yes, our energy advisor will complete the installation of the energy saving measures the same day during an in-home assessment. Customers who participate in a virtual assessment will have their energy saving measures mailed to them within four weeks of completing the assessment. Recommendations for more extensive follow-up energy conservation measures will be scheduled by you with a member of Appalachian Power Quality Contractor Network.

eScore™ Evaluation, Report and Website Questions

Q: What will the advisor inspect as part of the home evaluation?

A: There are ten 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, airflow and the functionality and efficiency of your heating and cooling appliances. The Energy Advisor will also take photos of the key areas of your home to document any needed energy improvements.

Q: What you can expect from an eScore™ assessment?

A: The eScore™ advisor will go over a 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. They will use the buildup of moisture as a measuring stick – if there's condensation on the inside of your house, chances are you've got an energy leak. They will check your insulation. 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 specialist will then tell you whether you need to perform any duct cleaning or tune-ups. Throughout most of this time you will be very much involved and are encouraged to accompany the energy advisor as they go over your house 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 walk-through, we will sit down with you and review many items. You will receive an eScore™ report, you will see firsthand how much you spend on each energy-use source in your home. If it runs on electricity we will determine what it costs you based on your personal usage, not just an average. 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 personal home energy assessment and you receive our detailed report, you will have a very good understanding of your energy use. Most importantly, you will now know what needs to be done to save you money and the cost effectiveness of certain home improvements.



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Q: Where will the energy specialist need access to during the assessment?

A: The energy specialist will need access to every room in the home excluding closets (unless there is a hole in the closet wall that is allowing outside air to infiltrate into the interior of the home), the exterior of the home, the attic, and the basement and/or crawlspace. 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 an eScore™ evaluation?

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 retrained for their safety, as well as the safety of the energy advisor.

Q: How long will the eScore™ take?

A: The evaluation 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 have energy advisors to conduct walk-through 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 specialist carries an Appalachian Power identification badge.

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

A: Our energy advisors are background checked, certified home inspectors, with Appalachian Power identification badge.

Q: What is the eScore™ report?

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

Q: When will I receive my Home Energy Improvements report?

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

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

A: The eScore™ customer portal is a secure program website that serves as a point of entry for program participation, data collection, and reporting. Visit www.TakeChargeWV.com/eScore for more information.

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

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

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 the same day. Appalachian Power (West Virginia) or American Electric Power (West Virginia) will make sure the job is done right.



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

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

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

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

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

A: The eScore™ program requires the follow-on work be completed by a contractor who has registered with our Quality Contractor Network (QCN). Appalachian Power has built a QCN for a customer to identify potential contractors to complete the work eligible for rebates. This QCN is searchable on www.TakeChargeWV.com/eScore.

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

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

Q: Can a customer complete the Rebate Application online?

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

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

A: In order to qualify for the eScore™, 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 an eScore™ rebate?

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

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

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

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

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

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

A: Yes. Participation is defined by the homeowner and property address. If the new homeowner would like to participate in eScore™, they should visit the website at www.TakeChargeWV.com/eScore or call 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 eScore™?

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

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

A: No, self-installed work is not eligible for rebate in eScore™. How customers can self-report DIY projects in order to increase their individual eScore™.

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

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



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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	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	\$300
HVAC	Air Source Heat Pump – 15 to 19 SEER	existing system must be Air Source Heat Pump	\$450
HVAC	Air Source Heat Pump – 15 to 17 SEER	existing system must be Electric Furnace or Electric Baseboard or Electric Resistance heat	\$600
HVAC	Mini Splits – 19-SEER	existing system must be Air Source Heat Pump	\$350
HVAC	Mini Splits – 19-SEER	existing system must be Electric Furnace or Electric Baseboard or Electric Resistance	\$750
HVAC	Ground Source Heat Pump => EER 16.1, COP 3.1*		\$750
HVAC	Tune-up for HVAC system		\$50
HVAC	Retrofit high efficiency furnace fan motor (ECM)		\$75
HVAC	Smart Thermostat		\$50

