



Casa Verde Weatherization Program Manual

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PROGRAM OVERVIEW

On June 16, 2022, the City of San Antonio authorized the Sustainable Tomorrow Energy Plan (STEP), which aims to reduce community demand by 410 MW, achieve 1% energy savings per year, weatherize 16,000 homes, 20,000 multifamily units and contribute to 1.85 million tons of avoided carbon over 5 years through programs designed to promote community development and urban renewal activities, and improve public health by providing weatherization assistance to help customers stay warm, dry and cool, and save energy and money.

PROGRAM DESCRIPTION

The Casa Verde Weatherization Program (the “Program”) is a rebate program designed to assist income-qualified CPS Energy account holders (“Participant”) with low to no-cost weatherization upgrades through rebates for common weatherization measures.

The Program may cover up to 100% of the project cost for the installation of approved measures. All weatherization work eligible for rebates is to be performed within the parameters and guidelines set forth in this manual.

PROGRAM BENEFITS

The Program seeks to help Participants by providing information and knowledge on the value of energy efficiency, along with access to services provided by independent contractors (“Trade Ally” or “Trade Allies”). These Trade Allies are registered, registered independent contractors who perform weatherization services, such as air sealing, lighting, and HVAC upgrades.

ROLES & RESPONSIBILITIES

CPS Energy

As the program facilitator, CPS Energy will:

- Provide Participant assistance and support to facilitate participation.
- Register Trade Allies who meet baseline qualifications to participate in the Program.
- Monitor performance of Trade Allies for continued Program participation.
- Review Program applications, approve eligibility, authorize rebate payments, and pay rebates.

Program Participant

To participate in the program, Participants will:

- Apply for the program and provide required information to determine program eligibility.
- Select a Trade Ally of their choice to perform an assessment of the home to evaluate weatherization needs.
- Coordinate and facilitate access to the home for assessment and work to be completed by Trade Ally.
- Review assessment and authorize the work to be performed by selected Trade Ally.

- Determine whether Participant will pay the Trade Ally directly and receive the rebate at the conclusion of the project, or whether they will assign the rebate to the Trade Ally to alleviate any out-of-pocket cost for approved weatherization measures.

TRADE ALLIES

To participate as a Trade Ally in the Program, weatherization contractors will be required to meet registration qualifications and fulfill the following Program requirements:

- Gain a complete understanding of Program eligibility and participation guidelines and ensure all company employees follow guidelines.
- Once selected by Participant through a Trade Ally Selection Form, schedule and conduct an on-site assessment to determine the weatherization needs of the home.
- Educate Participants about the weatherization opportunities in their home and energy savings tips that can be performed to help drive energy savings and increase comfort. An assessment report should be left with the Participant.
- Submit assessment and scope of work to CPS Energy for a determination as to whether the proposed services qualify for rebates.
- Upon approval, schedule installation work with Participant.
- Install approved weatherization measures per program guidelines.
- Submit all required project documentation, as outlined on page 12 – Forms & Required Documentation.

PROGRAM ELIGIBILITY & GUIDELINES

PROPERTY ELIGIBILITY

Single-family residential buildings (including mobile homes) must receive electric service from CPS Energy and consist of no more than four units per building to be eligible for the Program.

Homes are eligible for weatherization once every ten (10) years from the date of the most recent completed Casa Verde weatherization work. Properties weatherized within the past ten years do not qualify for the Program.

Homes must be occupied and structurally sound with no active leaks (roofing, plumbing, gas, etc.). No insulation or air sealing may be performed where moisture issues, biological growth, uncapped gas lines, improperly vented gas appliances, unsafe CO levels, or unvented space heaters are present. Gas water heaters and gas central furnaces located within the building envelope must be in a proper CAZ zone. Insulation is not permitted in homes with active knob-and-tube wiring unless safely isolated. Under no circumstances may wall insulation be installed in homes with active knob-and-tube wiring.

Separate funding may be available through our Weatherization Repair Assistance Program (WRAP) to assist with minor home repairs to help make the home ready for weatherization. Participants will be notified if funding is available. More information can be found on our website at [CPSEnergy.com/WRAP](https://cpsenergy.com/WRAP).

Short-term rentals (Airbnb, etc.), homes used for commercial purposes, and homes valued over \$300K are **not** eligible to participate in this Program. CPS Energy may deny projects that do not meet Program guidelines.

INCOME QUALIFICATIONS

Option 1: Income Guidelines

The following income guidelines must be met to qualify for the Program:

Income Guidelines 2025	
Family Size	Gross Monthly Income
1	Less than \$2,608
2	Less than \$3,525
3	Less than \$4,442
4	Less than \$5,358
5	Less than \$6,275
6	Less than \$7,192
7	Less than \$8,108
8	Less than \$9,025

Please note: For families/households with more than 8 people, add \$917 for each additional person.

Option 2: Energy Burden

If a Participant's household income exceeds the guidelines listed above, they may still qualify for the Program. Interested Participants should apply, and CPS Energy will review to evaluate energy burden. Energy burden is calculated by taking the previous 12 months of electric costs divided by annual income. If a Participant's energy burden is 10% or greater of their income, they may qualify for the program.

INCOME RESTRICTIONS

When determining qualifying income, Participants should deduct the following forms of income when reporting gross monthly income.

- Temporary Assistance for Needy Families (TANF) payments
- HUD/Housing Assistance Utility Payments
- Supplemental Security Income (SSI)
- Social Security Disability Income (SSDI)
- Base Allowance for Housing (BAH)
- State Foster Childcare and Subsidy Payment Income
- Child Support Payments
- Veterans Affairs Disability Benefits
- Minor's Employment Wages (if under 18)
- Overtime

INCENTIVE RESERVATION

- The Program is funded through the STEP Program, which currently runs through July 31, 2027. Rebates are available on a first-come, first-served basis. Rebate amounts and offerings are subject to change or termination without notice at the sole discretion of CPS Energy.
- The Program may pay up to 100% of the total project cost for the installation of approved measures. All weatherization work eligible for a rebate must be performed within the parameters and guidelines set forth in this manual. The rebated amount will not exceed the cost of the project.

PROJECT ROADMAP

Estimated timeframes for each component of the project are provided below.

APPLICATION REVIEW

CPS Energy reviews application to verify eligibility and the Applicant's selection of Trade Ally. Review may take 1-2 business days.



ASSESSMENT

Trade Ally will schedule assessments to be performed at Applicant's home. Assessment will determine which weatherization services a home is eligible for. Assessment may take 2-4 hours.



PROJECT REVIEW

Participant & Trade Ally will execute a contract for services signed by both Participant and Trade Ally, outlining the scope of services, warranties, relevant product specifications, and other industry standard clauses. CPS Energy reviews the home assessment to ensure recommended measures qualify for rebate.



INSTALLATION

Trade Ally will coordinate a timeline for installation with the Participant. Once started, installation may take 1-7 days, but it is dependent on Trade Ally.



PAYMENT

Once all required Program documentation has been received, installation has been completed and an acknowledgement of Participant's satisfaction has been submitted, the rebate will be paid within 30 days of receipt.

MEASURES OVERVIEW

ELIGIBLE WEATHERIZATION MEASURES

This section provides an overview of the energy efficiency measures included in the Program. Each measure is designed to improve energy performance and reduce utility costs.

The Program offers full rebate payments for the following measures:

- Ceiling insulation
- Wall insulation
- Floor insulation
- WiFi-enabled thermostats
- Central air conditioner tune-ups
- Window AC replacement
- LED bulbs
- Low-flow showerheads
- Faucet aerators
- Solar screens
- Air infiltration reduction
- Duct sealing/Remediation
- Smoke alarms
- CO detectors

In addition, to further support additional energy saving measures, the Program offers partial rebates for the following measures:

- Air Conditioner replacement
- ENERGY STAR® appliances

KEY REQUIREMENTS FOR MEASURES

The installation of the following weatherization measures must meet the requirements as listed for each.

LED Lighting and Specialty Lights

Rebates are available for replacing incandescent bulbs or compact fluorescent (CFL) bulbs with ENERGY STAR–certified LED bulbs rated for a minimum lifetime of 17,500 hours. LED bulbs should be installed in permanently wired fixtures or plug-in lamps.

Low-Flow Showerheads

This measure is permissible only in residences with electric water heating. Rebates are available for replacing existing showerheads with a flow rate of 2.5 gallons per minute (GPM) or higher with a new unit rated at 2.0 GPM or lower.

Faucet Aerators

This measure is permissible only in residences with electric water heating. Rebates are available for replacing faucet aerators with a rated flow of 2.2 GPM or higher—or faucets without aerators—with new aerators rated at 1.5 GPM or lower.

WiFi-enabled Thermostats

Replacement of an existing non-ENERGY STAR or non-connected thermostat with an ENERGY STAR–certified, WiFi-enabled thermostat. For the most up-to-date list of eligible thermostats, please visit our website cpsenergy.com/wifi. Eligible properties must have central HVAC systems compatible with the thermostat and are eligible to enroll in our WiFi Thermostat Rewards Program.

Attic Insulation

To qualify for this measure, insulation shall be installed between the roof and the conditioned living space. Eligible insulation types include loose fill, fiberglass batt, and spray foam. Incentive values are based on final R-value or the net increase (R-16 through R-38) from existing levels.

Floor Insulation

To be eligible for this measure, insulation shall be installed on the underside of floors beneath conditioned space. Final insulation measure must achieve an R-value of R-19 or higher.

Wall Insulation

To be eligible for this measure, insulation must be added to walls surrounding conditioned space. Walls may be either 2x4 or 2x6 construction. Total rebate amount depends on square foot of treated wall area (gross wall area less window and door area). Rebate provided for fiberglass batts or cellulose.

Solar Screens

Solar screens may be installed on single-pane or double-pane windows located on east, west, or south exposures (north-facing windows are not eligible). Screens must provide a minimum solar heat gain reduction of 65%. Low-E windows and windows shaded by permanent structures, roof overhangs exceeding three feet, or foliage are not eligible.

Air Infiltration Reduction

Rebates shall be provided only when blower door testing confirms air leakage reduction through pre- and post-treatment readings. Homes with pre-installation blower door readings within 300 CFM above Building Tightness Limit (BTL) for homes with gas appliances, and 200 CFM above BTL for homes without gas appliances or where air sealing would create unsafe conditions, are not eligible.

Duct Sealing/Remediation

Rebates shall be provided for reducing duct system leakage through repair, replacement, or sealing of HVAC ductwork. Pre- and post-pressure pan readings are required to validate repairs to the duct system. Homes with pre-installation blower door readings with register pressure pan readings of 2 or less, or where duct sealing would create unsafe conditions, are not eligible.

HVAC Tune-Ups

To be eligible for this measure, the home must have a functioning central air conditioner. Additional technical requirements and guidance are available on our website, cpsenergy.com/tuneup.

Carbon Monoxide Detectors

Rebates are provided for the installation and/or replacement of carbon monoxide detectors in homes with gas appliances.

Smoke Alarms

Rebates are provided for the installation or replacement of smoke detectors.

Window Air Conditioners Replacement

Eligible homes must have a functioning window air conditioning unit(s) at the time of replacement. The replacement unit(s) must have Wi-Fi connectivity feature and meet required Combined Energy Efficiency Ratio (CEER rating).

Central HVAC Replacement (Air Conditioner or Heat Pump)

Eligibility requires that the home have a functioning central air conditioner or heat pump at the time of replacement. rebates shall be based on the Seasonal Energy Efficiency Ratio 2 (SEER2) of the newly installed system. Efficiency ratings must be verified through the corresponding [AHRI certificate](#). Heat pump systems must achieve a minimum of 7.5 HSPF2. Must be a full system replacement.

ENERGY STAR® Appliances Replacement

Rebates shall be available for replacement of eligible ENERGY STAR–certified appliances, including—but not limited to—ceiling fans, clothes washers, dryers, dishwashers, refrigerators, and freezers.

INSTALLATION REQUIREMENTS

The following installation requirements must be met for all measures:

- Must be new and purchased before the project begins.
- Installed in a permanent and inhabited building or structure. All installation services must be performed in accordance with applicable laws, rules, and regulations, and required state and local licenses and permits.
- Measures must contribute to reduced electric demand and/or energy savings, and be installed and activated adhering to basic electric safety principles, and be installed in accordance with all manufacturers' specifications.
- Measures must be installed and operated safely using sound and professional principles and practices in accordance with consistently accepted industry standards in the performance of that specific product or process.

If pre-existing life safety hazards are identified and found to pose potential risks by installing rebated measures, the hazards must be corrected before weatherization work may begin.

FORMS AND REQUIRED DOCUMENTATION

Required Documentation	Description
Application	Participant submits an application to verify they qualify for the Program.
Trade Ally Selection & Payment Form	Submitted to CPS Energy by Participant or Trade Ally indicating the Participant's Trade Ally selection. After the form is received and processed, the Trade Ally can proceed with performing a home assessment.
Contract/Scope of Work	Trade Ally executes a contract for weatherization services directly with the Participant, to include scope of services, product specifications, requisite warranties to Participant, and all other standard industry clauses. Trade Ally submits to CPS Energy a proposal of the work to be performed that itemizes the cost of the project. CPS Energy reserves the right to require an application resubmittal if the contract/scope of work changes.
Final Project Documentation	Trade Ally submits final invoice packet and W9. The invoice(s) must be itemized and include the total cost of the project, and the packet shall include the contract for weatherization services between Trade Ally and Participant, and an acknowledgment of Participant satisfaction

PROGRAM CONTACTS

- Program: (210) 353 – CASA (2272) or Weatherization@CPSEnergy.com
- CPS Energy: (210) 353 - 2222
- CPS Energy Gas Trouble: (210) 353 HELP (4357)

PROGRAM PROCESS

ENROLLMENT

Participant submits a Program application online through the Casa Verde webpage. During the application process, Applicant selects Trade Ally(ies) they would like to hear from.



HOME ASSESSMENT

Trade Ally schedules and performs an on-site home assessment to identify the weatherization measures that are eligible to be installed and rebated. Trade Ally develops a scope of work (SOW) and submits the SOW on behalf of Applicant.



PROJECT REVIEW

CPS Energy reviews the home assessment to ensure recommended measures qualify for rebate.



INSTALLATION

Once project has been approved for installation, the Trade Ally executes a contract for services with Participant, coordinates a start date with the Participant and completes installation based on submitted SOW.



POST DOCUMENTATION REVIEW

Trade Ally submits all required post project documentation to CPS Energy for review, including the final itemized invoice, the contract for services between Participant and Trade Ally, an acknowledgement of Participant satisfaction, and if necessary, W-9.



PAYMENT

CPS Energy will issue the rebate payment once all documentation is collected and validated.

LEGAL & REGULATORY

PROGRAM DISCRETION

Program rebates are available for approved energy-saving measures listed on page 8 of this manual. Rebates are not provided for the following:

- Roof, electrical, plumbing, structural, or cosmetic repairs
- Replacement of siding, paneling, or other building envelope systems
- Repair of any damage that occurs during the assessment and/or installation process.

NOTE: Should the Participant identify any issues with the work or damages, they will need to contact their selected Trade Ally to remedy.

Rebates are available on a first-come, first-served basis. Rebate amounts and offerings are subject to change or termination without notice at the sole discretion of CPS Energy. The rebated amount will not exceed the cost of the project.

ASSIGNMENT

The Participant shall not assign its rights or obligations under the Program or these Terms and Conditions, or any part thereof, without the prior written consent of CPS Energy. Further, the Participant shall not assign any of the incentive payment under the Program or these Terms and Conditions without the prior written consent of CPS Energy. These Terms and Conditions shall bind and inure to the Participant's permitted successor or assignee.

PAYMENT

To be eligible for rebates, all qualifying measures must be installed by a registered Trade Ally. Once the Trade Ally Selection & Payment Form is completed by the Participant and submitted by the Trade Ally, rebate payments will be made within 30 days of approved project final invoice. All rebate checks are payable to the Participant on record unless otherwise designated via the Trade Ally Selection & Payment Form.

If the payment is to be made payable to the installing Trade Ally, the Participant must sign the Trade Ally Selection & Payment Form acknowledging the rebate transfer. The rebated amount must then be shown as a credit on the final invoice.

CPS Energy reserves the right to refuse payment and participation if the Participant or Trade Ally violates these Program Terms and Conditions. Any incomplete or missing documentation will delay the rebate payment and may result in the forfeiture of funds.

INSPECTION AND VERIFICATION

Applications are subject to verification. If the verification cannot be completed, the rebate will not be paid. Any assessment or inspection performed in accordance with this Program is not a detailed or thorough inspection of the property and its systems, nor is it designed to uncover any defect or condition of the home. Accordingly, CPS Energy makes no representation or warranty of any kind as to the absence of defects or conditions of the home. Program Participant stipulates and agrees that any assessment or inspection performed by CPS Energy or its Trade Allies shall not be relied on for any purpose.

At all times during the existence of this Program, Trade Allies are independent contractors having no contractual relationship with CPS Energy, and CPS Energy exercises no control over Trade Ally services rendered or the manner and means thereof. Trade Allies contract exclusively with Participant(s), and all contractual duties, obligations, warranties, and the like exist solely and exclusively between the Participant and Trade Ally. Nothing herein shall be construed to create any relationship between CPS Energy and Trade Allies, including the relationship of partners, principal and agent, or joint-venture partners. Nothing herein shall be construed to create any contractual relationship between CPS Energy and Participant, nor do any other duties, obligations, or warranties extend from CPS Energy to Participant through this Program. CPS Energy simply facilitates the issuance of public monies in the form of rebates to Trade Allies who provide weatherization services to Participants per the terms of the Program. No rebates will be issued to a Trade Ally who does not present Participant's written acknowledgment of satisfaction for services rendered by the Trade Ally of their choice.

Trade Ally shall be permitted to use any test equipment (blower door test equipment, moisture meter, voltage detector, and other test equipment as necessary) it deems reasonable and necessary to determine what measures are needed and if the home qualifies for the Program. In conjunction therewith, CPS Energy or a Trade Ally may use test equipment to determine if gas appliances in the units are operating within the normal CO range per BPI ANSi BPI-1200-S-2017 Standard Best Practice.

CPS Energy and/or the Trade Ally are permitted to examine and photograph the interior and exterior of the home to verify its eligibility for the Program. All information and documentation submitted by the Program Participant or Trade Ally is subject to verification.

All work is subject to inspection(s) by CPS Energy or its designated agent to ensure it was performed as represented. Such inspection is conducted solely to ensure the accuracy of representations made to CPS Energy for the issuance of Program rebates and does not constitute the existence of any control or contractual relationship extended by CPS Energy to any other party.

CPS Energy reserves the right to reject the incentive amount requested if the proper documentation is not submitted, cannot be verified, or if the work performed or product(s) installed were not done in accordance with Program standards or these Terms and Conditions.

PERMITTING

To qualify for the rebate, all measures must be installed by a registered Trade Ally and licensed in the State of Texas. Trade Allies shall secure and pay for all permits, governmental fees, and licenses necessary for the proper completion of the project. Upon request, the Trade Ally shall provide CPS Energy with a copy of the electrical permit or the green tag inspection.

DISPUTE RESOLUTION POLICY

Unresolved disputes can negatively impact both Program satisfaction and overall success. To support positive outcomes, all Trade Allies are expected to take 100% responsibility for addressing and resolving Program Participant concerns directly. Participants at any time can reach out to CPS Energy at (210) 353 – CASA (2272) or Weatherization@CPSEnergy.com

General Resolution Approach

- Program Participant disputes, concerns, or complaints should be resolved as quickly as possible and should occur between the Trade Ally and Program Participant.
- Trade Allies are expected to follow up on all inquiries in a timely manner to ensure Program Participant satisfaction and confirm that concerns have been adequately addressed.

Warranty and Responsibility

- As required under Program guidelines, Trade Allies must provide a minimum one-year warranty on all installed measures.
- Trade Allies must provide Program Participants with a direct phone number and contact information for warranty claims or complaints.
- All warranty claims, co-pay disputes, payment issues, or other participant complaints are the sole responsibility of the Trade Ally. CPS Energy is not responsible for resolution.

Escalation Procedure

- If a dispute cannot be resolved despite multiple good-faith attempts by the Trade Ally or Program Participant, the matter may be referred to CPS Energy for review.
- CPS Energy may, at its discretion, assist in facilitating a resolution, but such involvement will be limited and should not be considered a substitute for the Trade Ally's primary responsibility to the customer.

DISCLAIMERS, WAIVER, AND INDEMNITY

CPS Energy is not responsible or liable for any damages, breakages, or injuries to the real property and improvements that occur during the project, including, but not limited to, the assessment, the installation of measures, and the final inspection phases. Moreover, CPS Energy is not responsible or liable for any damage, breakage, or other injury to any personal property. Therefore, Program Participant and Trade Ally jointly and severally agree to defend, indemnify, and hold harmless CPS Energy from any such damage, breakage, expense, or injury that occurs during the installation of measures or arises out of the Program, regardless of how the damage, breakage, or injury occurred.

To the extent allowed by law, the Trade Ally agrees to defend, indemnify, and hold harmless CPS Energy, its affiliates, officers, employees, agents, and representatives against any and all losses, damages, expenses, costs, and other liabilities arising from any injury or claim for damages related to or resulting from any product(s) installed or service(s) performed during or as a part of the Program. Further, in consideration for being allowed to participate in the Program, Trade Ally shall waive, release, and forever discharge CPS Energy and its respective affiliates, officers, directors, employees and agents from any and all claims, demands, damages, liabilities, costs, and expenses of any kind whatsoever arising out of or in connection with Trade Ally's participation in the Program, whether such claims are known or unknown.

To the extent allowed by law, the Program Participant further agrees to defend, indemnify, and hold harmless CPS Energy, its affiliates, officers, employees, agents, and representatives against any and all losses, damages, expenses, costs, and other liabilities arising from any injury or claim for damages related to or resulting from any product(s) installed or service(s) performed during or as a part of the Program. Neither CPS Energy or the Program Participant shall be liable to each other for any incidental, special, indirect or consequential damages related to this agreement. No warranty of any kind, whether statutory, written, oral, or implied will apply or is provided by CPS Energy to the Participant. Further, in consideration for being allowed to participate in the Program, Participant shall waive, release, and forever discharge CPS Energy and its respective affiliates, officers, directors, employees and agents from any and all claims, demands, damages, liabilities, costs, and expenses of any kind whatsoever arising out of or in connection with Participant's participation in the Program, whether such claims are known or unknown.

The selection of a Trade Ally to perform the work is the sole decision of the Program Participant. Inclusion of a Trade Ally to perform work does not represent an endorsement by CPS Energy of any product, individual, or company. Work performed by Trade Allies is not guaranteed or subject to any warranty, either expressed or implied, by either CPS Energy. CPS Energy makes no guarantee or any other representation as to the quality, cost, or effectiveness of the products provided or work performed by any Trade Ally or by its employees, subcontractors, or suppliers.

FREQUENTLY ASKED QUESTIONS (FAQS)

The Program is a rebate program designed to assist income-qualified CPS Energy customers with low to no-cost weatherization upgrades through rebates for common weatherization measures. The Program may pay up to 100% of the project cost for the installation of approved measures.

Who is eligible to participate in the Program?

The Program is designed to provide energy efficiency measure(s) to income-qualified Participants living in qualifying properties in the CPS Energy service area.

What rebates are available through the Program?

The Program offers incentive(s) to offset the Program Participant's cost to install energy efficiency measures. The incentive(s) vary on the type of measure(s) and may depend on the funding available through the Program.

How does a property owner enroll in the Program?

A Participant may apply to participate in the Program by visiting our website at cpsenergy.com/casaverde.

Who decides what energy efficiency measures to install and who installs them?

The Program Participant decides what and who will install the energy efficiency measures by selecting a registered Trade Ally. Trade Allies can assist in identifying and evaluating energy efficiency measures.

GLOSSARY

Acronym or Term	Definition
Assessment	An on-site walkthrough to validate and collect data on existing equipment and measures
Program Participant	A homeowner who is authorized to make decisions regarding the Program
Energy Efficiency (EE)	Using technology or services that require less energy to perform the same function
Energy Star®	A program run by the U.S. Environmental Protection Agency and U.S. Department of Energy that promotes energy efficiency products that are better than industry standards
HVAC	A broadly used term to describe equipment used to keep homes at a comfortable temperature, such as heating, ventilation, and air conditioning
Inspection	Pre-Inspection - A desk review of proposed energy-saving measure(s) Post-Inspection - A desk review of installed energy-saving measure(s)
GPM	A measure of how many gallons of water flow out of the showerhead each minute, gallons per minute. The lower the GPM the higher the potential savings by heating less water in electric water heaters.
LED Light Bulb	Light Emitting Diode Light Bulb - an energy-saving alternative to traditional incandescent light bulbs
Trade Ally	An independent contractor registered in the Program