# Table of Contents

CHAPTER 1  WAP & BWP: PROGRAM INTRODUCTION AND GENERAL MANAGEMENT ...7

1.1 About This Manual ...........................................................................................................7

1.2 Program Regulations and Resources ...........................................................................7

1.2.1 Federal Standards, Guidance, and Resources .........................................................7

1.2.2 State Standards, Guidance, and Resources ...............................................................8

1.2.3 Adherence to State Standards ..................................................................................8

1.2.4 General Management Policy ....................................................................................8

1.3 Amendments to Standards ...........................................................................................8

1.4 OSI and the Community Action Agencies (CAA) .........................................................9

1.4.1 Territories of Sub-grantees .......................................................................................9

1.5 DOE Weatherization (DOE WAP) ..............................................................................10

1.5.1 Programs Available for Leveraging WAP Funds ...................................................10

1.5.2 Funds from Low Income Home Energy Assistance Program (LIHEAP) ..............11

1.5.2.1 Heating Repair and Replacement Program (HRRP) .....................................11

1.5.2.2 Building Weatherization Program (BWP) ...................................................11

1.5.3 Funds from NH utility-managed Home Energy Assistance Program (HEA) .......11

1.6 Subgrantee General Management Policies and Procedures ...........................................11

1.6.1 Conflict of Interest Policy ......................................................................................12

1.6.2 Confidentiality Policy ...........................................................................................12

1.6.3 Quality Control Policy ..........................................................................................12

1.6.4 Complaint Tracking and Resolution Policy ...........................................................13

1.6.5 Reworks Policy ......................................................................................................13

1.6.6 Call-backs Policy ...................................................................................................13

1.6.7 Re-Weatherization Policy (homes weatherized prior to September 30, 1994) ....13

1.6.8 Training and Technical Assistance Policy (T&TA) ...........................................14

1.7 LIHEAP Weatherization ..............................................................................................14

1.7.1 LIHEAP Income Eligibility ....................................................................................14

1.8 LIHEAP Building Weatherization Program (BWP) ....................................................15

1.8.1 Allowable Heating System Repair and Replacement Activities Under BWP ....15

1.8.2 BWP and No-Heat Emergencies ...........................................................................16

1.8.3 Waivers ..................................................................................................................16

1.8.3.1 Waiver Requests .............................................................................................16

1.8.4 Reporting ...............................................................................................................17
2.11.5 Deferral Notification Requirements ................................................................. 30
2.12 WAP Complaints and Dispute Resolution Procedures ........................................... 31

CHAPTER 3 PROGRAM ADMINISTRATION – RECORD KEEPING ................................. 34
3.1 Expenditures with DOE WAP Funds ...................................................................... 34
   3.1.1 Allowable Expenditures .................................................................................. 34
   3.1.2 Disallowable Expenditures .......................................................................... 35
   3.1.3 Health and Safety Expenditures .................................................................. 36
   3.1.4 Training and Technical Assistance Expenditures (T&TA) ............................ 36
3.2 Client Files .......................................................................................................... 36
   3.2.1 WAP Client File Requirements ................................................................... 37
   3.2.2 BWP Client File Requirements ................................................................... 38
   3.2.3 Additional Requirements for Rental Properties .......................................... 39
3.3 Forms and Procedures ......................................................................................... 39
   3.3.1 Consent to Perform Audit ............................................................................ 39
   3.3.2 Consent to Perform Work ............................................................................ 39
   3.3.3 Landlord-Tenant Agreement ........................................................................ 39
   3.3.4 Documentation of Health and Safety Concerns ......................................... 39
   3.3.5 Deferral of Weatherization Services ............................................................ 40
   3.3.6 State Historic Preservation Office (SHPO) .................................................. 40
   3.3.6.1 SHPO Reporting Requirements .............................................................. 40
   3.3.7 Lead Guide Sheet ........................................................................................ 41
   3.3.8 Final Inspection Documentation .................................................................. 41
3.4 Waivers ................................................................................................................. 41

CHAPTER 4 WEATHERIZATION PROGRAM REPORTING ............................................ 42
4.1 Budget and Management Plans ............................................................................ 42
4.2 Preparing Required Reports ................................................................................ 43
   4.2.1 Weatherization Program Forms ................................................................... 43
   4.2.2 DOE WAP Monthly Expenditure Report (F-11A) ........................................ 44
   4.2.3 WAP/BWP Monthly Expenditure Report (F-11B) ........................................ 44
   4.2.4 New Hampshire WAP and BWP Program Status Report (F-12) ................... 45
   4.2.5 WAP Production Details Report (F-13A) ..................................................... 45
   4.2.6 BWP Production Details Report (F-13B) ..................................................... 45
4.3 Records and Accounts ......................................................................................... 45
4.4 Equipment Purchases ........................................................................................... 46
4.5 Payment of Grant Funds .................................................................................................................. 46
  4.5.1 Delayed or Withheld Payments ................................................................................................. 46
  4.5.2 Reimbursement Request Due Dates ......................................................................................... 46
  4.5.3 Budget Revisions ....................................................................................................................... 47
4.6 Property Management ....................................................................................................................... 47
4.7 Inventory Control .............................................................................................................................. 48
4.8 Insurance Requirements ................................................................................................................... 49
4.9 For-Profit Income ............................................................................................................................ 50

CHAPTER 5 PROCUREMENT STANDARDS ......................................................................................... 51
  5.1 General Procurement Goals and Objectives .................................................................................. 51
  5.2 Methods of Procurement to be Followed ..................................................................................... 51
  5.3 Contractor Procurement Requirements ......................................................................................... 53
    5.3.1 Procedures for Annual Procurement of Pre-Qualified Contractors .................................... 53
    5.3.2 Contract Execution ................................................................................................................. 54
  5.4 Additional Contractor Provisions .................................................................................................. 54
  5.5 Purchase or Lease of Vehicles ....................................................................................................... 55

CHAPTER 6 PROGRAMMATIC MONITORING .................................................................................... 57
  6.1 Technical Inspections, Management and Fiscal Monitoring ....................................................... 57
    6.1.1 Quality Assurance Inspections ............................................................................................... 57
    6.1.2 Program Monitoring ............................................................................................................... 58
    6.1.3 Fiscal Monitoring ................................................................................................................. 59
  6.2 Monitoring Report Format ............................................................................................................ 59
    6.2.1 Subgrantee Response to Monitoring Report Letters from OSI ........................................... 60
    6.2.1.1 Response Format ............................................................................................................. 60
  6.3 Repeated Noncompliance ............................................................................................................ 60
  6.4 Appeals of Monitoring Results ..................................................................................................... 61
  6.5 Enforcement .................................................................................................................................. 62
  6.6 Client Survey .................................................................................................................................. 62

CHAPTER 7 PERSONNEL CERTIFICATION AND TRAINING REQUIREMENTS ......................... 63
  7.1 Auditor Staffing ............................................................................................................................. 63
    7.1.1 New Hires ............................................................................................................................... 63
    7.1.2 Auditor Activities and Expectations ....................................................................................... 63
  7.2 Auditor and Quality Control Inspector Certification ................................................................. 63
    7.2.1 Auditor and Quality Control Inspector Re-Certification ..................................................... 64
7.3 Probation/Suspension ........................................................................................................64
7.4 Training Requirements ........................................................................................................64
  7.4.1 Additional Credentials ....................................................................................................65
  7.4.2 Quality Control Inspector (QCI) Credential ...................................................................65
  7.4.3 Contractor and Crew Credentials ..................................................................................66
7.5 Contractor Training Documentation ..................................................................................66

CHAPTER 8 BUILDING ENERGY AUDIT AND FINAL INSPECTION .....................................67
8.1 General Auditing and Weatherization Requirements ...........................................................67
8.2 Building Audit Requirements .............................................................................................67
8.3 Electronic Energy Modeling (TREAT) ..................................................................................68
  8.3.1 Modeling Requirements ...............................................................................................68
    8.3.1.1 Building Envelope Inputs .......................................................................................69
    8.3.1.2 Appliances ..............................................................................................................69
    8.3.1.3 Utility/Fuel Costs ....................................................................................................69
8.4 TREAT “Default” Inputs .....................................................................................................69
  8.4.1 Edit Financial Information .............................................................................................69
  8.4.2 Measure Lives - Site Built Homes ................................................................................70
  8.4.3 Measure Lives - Mobile Homes ....................................................................................70
8.5 Model/Utility True-Up .........................................................................................................71
  8.5.1 Individual Units .............................................................................................................71
  8.5.2 Multi-Family ..................................................................................................................71
8.6 Improvements .....................................................................................................................71
  8.6.1 Single Unit Buildings (including 1-4 units) ..................................................................72
  8.6.2 Multi-Family Buildings (5+ units) ...............................................................................72
  8.6.3 Edit Work Scopes - Incidental Repairs .......................................................................73
  8.6.4 Building Improvement Packages ................................................................................73
8.7 TREAT Out-Puts ..................................................................................................................73
8.8 General Heat Waste (GHW) Measures .............................................................................74
  8.8.1 Hot Water Distribution Pipe Insulation ........................................................................74
  8.8.2 Forced Warm Air Ducting ............................................................................................74
8.9 Cost Effective ......................................................................................................................74
  8.9.1 Air Sealing ....................................................................................................................75
8.10 Work Order Requirements ................................................................................................75
  8.10.1 Skipping Qualified Measures ......................................................................................76
8.11 Repairs .................................................................................................................. 76
  8.11.1 Ancillary Repairs .......................................................................................... 76
  8.11.2 Incidental Repairs ......................................................................................... 76
  8.11.2.1 Exceeding Allowable Costs .................................................................. 77
  8.11.3 Allowable Health and Safety Activities ...................................................... 77
  8.12 Multi-Family (Unit) Buildings ........................................................................ 78
    8.12.1 Work Agreement ....................................................................................... 78
    8.12.2 Audit and Assessment ............................................................................. 78
    8.12.3 Owner Contribution ................................................................................. 79
  8.12.4 Heating System Work in Multi-Family Buildings ........................................ 79
  8.12.5 Heating System Work (owner eligible) ....................................................... 79
  8.13 In-Progress Inspections ................................................................................... 80
  8.14 Sub-grantee Final Inspections ......................................................................... 80
    8.14.1 Obstructions to Final Inspections ............................................................. 81
CHAPTER 9  HEALTH AND SAFETY ............................................................................. 82
  9.1 General Policy .................................................................................................... 82
  9.2 Weatherization Worker Health and Safety ....................................................... 82
  9.3 Subgrantee Health and Safety ............................................................................ 82
  9.4 Client Health and Safety .................................................................................. 83
  9.5 Actions Relating to Identified Concerns ............................................................ 83
    9.5.1 Health and Safety Client Notification ....................................................... 84
  9.6 Subgrantee Deferral of Weatherization Services ............................................. 84
CHAPTER 10  CLIENT EDUCATION, COMMUNICATION, AND INTERACTIONS ......... 85
  10.1 Client Intake and/or Initial Scheduling ............................................................. 85
  10.2 On-Site Inspection .......................................................................................... 86
  10.3 Client Interview ................................................................................................ 86
  10.4 Mandatory Information .................................................................................. 88
  10.5 Client Education .............................................................................................. 90
  10.6 Pre Weatherization Work ................................................................................ 90
  10.7 Installers ........................................................................................................... 90
  10.8 Final Inspection ................................................................................................ 90
APPENDIX A:  EXPLANATION OF MONTHLY REPORTING FORMS ..................... 92
APPENDIX B:  GLOSSARY ......................................................................................... 96
CHAPTER 1  WAP & BWP: PROGRAM INTRODUCTION AND GENERAL MANAGEMENT

1.1 About This Manual

The New Hampshire Weatherization Policies and Procedures Manual (P&PM) is maintained by the NH Office of Strategic Initiatives (OSI) to provide administrative guidance for its Weatherization Assistance Program (WAP) Subgrantees as they manage and implement the federal Weatherization Assistance Program in New Hampshire.

OSI recognizes that this manual cannot cover every administrative or managerial question or situation that may arise in the course of running a busy and demanding weatherization program, but this guidance seeks to provide enough direction and information to permit and encourage reasonable and appropriate decision-making and to elicit questions and discussion when faced with something new. Subgrantees should contact OSI if they have questions about how to proceed in any particular case.

This NH Weatherization Policies and Procedures Manual, 2020 Edition, has been built by OSI upon the 2012 edition with significant input from its NH WAP Subgrantees, consultation with energy professionals, and the U.S. Department of Energy (DOE). Special thanks are also due to Efficient Productivity Systems in North Sutton, NH, OSI’s consultant for administration and management of the revision process. The text of this manual has been compiled from Subgrantee experience, interaction with other experts, and similar manuals in use in other state Weatherization Assistance Programs.

The first version of the NH WAP Policies and Procedures Manual was created for use in program year 1982 and it has been updated and revised periodically as required, including changes necessitated by refinements and innovations suggested by Subgrantee and OSI personnel, as well as by changes to the Federal Rule, 10 CFR 440, which established and continues to govern the DOE’s Weatherization Assistance Program nationally.

1.2 Program Regulations and Resources

All New Hampshire WAP work is governed by the portion of the Code of Federal Regulations identified as 10 CFR 440. Administrative specifics for NH WAP work are detailed in this P&PM, and the details and requirements for implementing the range of energy conservation and efficiency measures in New Hampshire homes are spelled out in the New Hampshire Weatherization Field Guide, as most recently revised and aligned with the federal Standard Work Specifications developed and maintained by the National Renewable Energy Laboratory.

1.2.1 Federal Standards, Guidance, and Resources

Federal guidance includes:

- The Final Rule for the Weatherization Assistance Program for Low-Income Persons (10 CFR 440);
- The Office of Management and Budget’s Uniform Administrative Requirements, Cost Principles, and Audit Requirements for Federal Awards (to be found at 2 CFR 200);
Weatherization Program Notices (WPN): DOE releases WPN throughout the program year; each WPN provides guidance on a specific topic or topics. WPN may be found at: http://waptac.org or at: http://energy.gov/eere/wipo/weatherization-program-guidance;

Program Memoranda (PM): DOE releases ad hoc “Program Memoranda” (or PMs) as needed, providing one-time information or information on very specific topics that may be time-specific in nature.

OSI will disseminate both WPN and PM to Subgrantees as the documents become available, but Subgrantees should seek out this information on their own as it is the responsibility of the Subgrantees to adhere to program regulations at all times.

1.2.2 State Standards, Guidance, and Resources

State WAP guidance exists in the form of:

- The annual DOE-approved Weatherization Assistance Program State Plan;
- This NH Weatherization Policies and Procedures Manual covering administrative information;
- The NH Weatherization Field Guide, as most recently revised, covering technical information;
- NH Subgrantee Notices; and
- Memos or informal guidance released in the form of meeting minutes, emails, etc.

1.2.3 Adherence to State Standards

In accordance with Subgrantee contracts, it is each Subgrantee’s responsibility to be aware of and adhere to the guidance and standards documents which may come from either or both the federal and/or state governments. The Subgrantee Weatherization Director has overall responsibility for the proper implementation of the procedures detailed in the NH WAP Policies and Procedures Manual, and the NH Weatherization Field Guide, both as most recently revised.

1.2.4 General Management Policy

A Subgrantee shall make all reasonable efforts to deliver comprehensive weatherization services to low-income people in the most cost-effective, efficient, and timely way possible using the “house-as-a-system” approach, while protecting the health and safety of the occupants and workers. In doing so, Subgrantees will maximize the use of available funding in delivering weatherization services.

1.3 Amendments to Standards

During the course of a program year OSI may update or modify administrative policies or procedures. New or revised language will be distributed in the form of a Subgrantee Notice (SN), the content of which will then become part of the NH WAP P&PM via an amendment to the most current P&PM version.
From time to time, the Program’s administrative standards may be amended and/or revised by OSI to reflect changes in state or federal regulations (WPNs, etc.), advances in state-of-the-art technology, and general experience of the weatherization community. These, too, will be distributed to Subgrantees in the form of Subgrantee Notices.

Amendments to the standards will not become effective until 30 calendar days have elapsed from the date of OSI notification to the Subgrantees except under the following conditions when amendments or revisions will become effective immediately:

1) State or federal law or regulation changes (such as a WPN) mandate immediate implementation; or

2) OSI determines that an emergency situation exists, such as a potential threat to life or personal property, and the proposed amendment and/or revision is necessary for the protection of the health and welfare of NH citizens and/or weatherization personnel.

Any Subgrantee weatherization program staff may submit comments and suggested changes or revisions to these standards to OSI at any time. Suggested changes to the standards must be accompanied by supporting documentation (justification for the change). OSI will generally utilize the resources of the New Hampshire Weatherization Technical Committee as part of the process to revise the P&PM or the Field Guide.

1.4 OSI and the Community Action Agencies (CAA)

OSI contracts with New Hampshire’s five (5) community action agencies (CAAs) to provide weatherization services statewide.

1.4.1 Territories of Sub-grantees

<table>
<thead>
<tr>
<th>Subgrantee/Contact</th>
<th>NH Counties Served</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Action Partnership of Strafford County</td>
<td></td>
</tr>
<tr>
<td>P.O. Box 160</td>
<td>Strafford</td>
</tr>
<tr>
<td>Dover, NH 03821-0160</td>
<td></td>
</tr>
<tr>
<td>Phone: 435-2500</td>
<td></td>
</tr>
<tr>
<td>Fax: 749-3718</td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.straffordcap.org/">http://www.straffordcap.org/</a></td>
<td></td>
</tr>
<tr>
<td>Community Action Program Belknap-Merrimack Counties, Inc.</td>
<td></td>
</tr>
<tr>
<td>P.O. Box 1016</td>
<td>Belknap, Merrimack</td>
</tr>
<tr>
<td>Concord, NH 03302</td>
<td></td>
</tr>
<tr>
<td>Phone: 225-3295</td>
<td></td>
</tr>
<tr>
<td>Fax: 225-1898</td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.bm-cap.org">www.bm-cap.org</a></td>
<td></td>
</tr>
<tr>
<td>Southern New Hampshire Services, Inc.</td>
<td></td>
</tr>
<tr>
<td>P.O. Box 5040</td>
<td>Hillsborough, Rockingham</td>
</tr>
<tr>
<td>Manchester, NH 03108</td>
<td></td>
</tr>
<tr>
<td>Phone: 668-8010</td>
<td></td>
</tr>
<tr>
<td>Fax: 645-6734</td>
<td></td>
</tr>
<tr>
<td>Website: <a href="http://www.snhs.org/">http://www.snhs.org/</a></td>
<td></td>
</tr>
</tbody>
</table>
1.5 DOE Weatherization (DOE WAP)

The State of New Hampshire’s Weatherization Assistance Program (WAP) is designed to provide weatherization services to low-income households throughout the State. The WAP reduces household energy waste by increasing the energy efficiency of a participant’s dwelling while at the same time improving health and safety whenever possible. The overall goal of the WAP is to serve those low-income households which are most vulnerable to energy costs and which do not have the means for making cost-effective energy conservation improvements to their homes.

The WAP is funded by Federal grants from the U.S. Department of Energy (DOE). The statewide Weatherization Assistance Program is administered by the Office of Strategic Initiatives (OSI) in accordance with 10 CFR Part 440. OSI is responsible for the statewide oversight of the fiscal and program operations and for providing technical assistance to its Subgrantees. The program year typically runs from July 1<sup>st</sup> to June 30<sup>th</sup> of the following year. The DOE updates available funding to all states and sets an average per-unit cost allowance annually. DOE also issues WPNs to provide updates to guidance and reminders or clarifications to the requirements of the program.

1.5.1 Programs Available for Leveraging WAP Funds

The NH WAP collaborates with many different funding sources to multiply and expand the work that can be done in client homes, always managing and implementing that work – no matter the amount of other funding – so that it meets Program guidance standards and requirements whenever federal dollars are involved. Leveraging opportunities can include the Low Income Home Energy Assistance Program (LIHEAP) which is supported by the US Department of Health and Human Services, the Home Energy Assistance program which is managed for the NH Public Utilities Commission by the state’s electric and gas utilities, Town Welfare Office involvement, Community Development Block Grant funds in some cities, and a variety of smaller sources that may be available to individual Community Action Agencies as they implement weatherization measures in client homes.

Below are the chief funding sources involved in this collaboration:
1.5.2 Funds from Low Income Home Energy Assistance Program (LIHEAP)

LIHEAP funds come to NH as a block grant from the federal Department of Health and Human Services (HHS) and are primarily used to support the state’s Fuel Assistance Program (FAP). But LIHEAP also provides significant support to NH WAP in two ways: 1) by allowing NH WAP to piggy-back on the LIHEAP in-take and eligibility determination process for the FAP in order to avoid duplicate screenings of clients, and 2) by providing funding for the LIHEAP Building Weatherization Program (BWP), which augments and supplements other available weatherization funding, most frequently but not exclusively in the area of heating system component repair or replacement. Please see Section 1.7 for specifics regarding the use of LIHEAP funds.

1.5.2.1 Heating Repair and Replacement Program (HRRP)

OSI retired the HRRP name at the end of PY18 (June 30, 2019). All LIHEAP dollars available for weatherization work in New Hampshire are, as of July 1, 2019, distributed under the rubric Building Weatherization Program (see Section 1.5.2.2).

1.5.2.2 Building Weatherization Program (BWP)

Based on available NH LIHEAP funding from year to year, money may be made available to NH WAP Subgrantees to perform general weatherization measures, including heating system repair and replacement, on all approved types of low-income housing. This funding, to distinguish it for reporting purposes from the DOE’s weatherization funding, is known as the Building Weatherization Program, or BWP, and is contracted to NH Subgrantees separately from WAP money. BWP money, when available, must be spent in accordance with the LIHEAP State Plan.

1.5.3 Funds from NH utility-managed Home Energy Assistance Program (HEA)

Funding for the HEA efficiency programs is provided through the NH System Benefits Charge (SBC) which is paid by the customers of NH electric utilities. It is supplemented by funds available through the Independent System Operator-New England's Forward Capacity Market and the Regional Greenhouse Gas Initiative (RGGI). Funding for the HEA natural gas energy efficiency programs is provided through the Local Delivery Adjustment Clause (LDAC) paid by the customers of the gas utilities. These funds are used extensively to complement and augment the WAP and, most often, to support HEA stand-alone low income weatherization work. OSI and this Manual have no management responsibility for how HEA funds are distributed or used.

1.6 Subgrantee General Management Policies and Procedures

Subgrantees shall administer the Weatherization Assistance Program with the following policies in place:
1.6.1 Conflict of Interest Policy

Each Subgrantee shall develop, maintain, and keep on file a plan for dealing with potential conflicts of interest. Conflicts of interest covered by the plan must include all situations, actual or perceived, when the members and relatives of the Subgrantee’s board of directors, Subgrantee staff, and relatives of the Subgrantee staff have an interest in a business (or organization) which either provides weatherization services or materials, or is involved with properties or property management providing housing to eligible clients. At a minimum, the plan must set forth the procedures and steps the Subgrantee will follow to deal with conflicts of interest in:

1) Purchase of materials and services;
2) Taking of applications;
3) Prioritizing and scheduling of services;
4) Determining services (auditing) for buildings;
5) Installing measures in buildings;
6) Conducting final inspections; and
7) Obtaining owner sign-off.

Said parties are also prohibited from accepting compensation, directly or indirectly, for recommending contractors, services, or products to clients or other parties having an interest in the property being weatherized; nor may said parties repair, replace, or upgrade for compensation those systems or components covered or not covered by the program.

1.6.2 Confidentiality Policy

Subgrantees shall not use confidential information for any purpose other than the limited purpose of their contract and shall not disclose such confidential information to any persons other than those who have a business-related need to have access to such information. Subgrantees shall require all such persons to read and sign a non-disclosure statement and shall be responsible for the breach of any confidentiality.

The Subgrantee shall institute and maintain reasonable security procedures to maintain confidential information while in its possession or control, including transportation, whether physically or electronically. Confidential information is defined as all tangible and intangible information and materials, including all proprietary and personally identifiable information, such as an individual’s first and last name, social security number, driver’s license number, or other identification number, in addition to financial account numbers or other personal identification criteria.

1.6.3 Quality Control Policy

Subgrantees shall have a documented quality control plan in place, consisting of a set of procedures designed to provide a review of all program functions by an individual who was not originally involved in the performance of the work, including performing a completed dwelling unit check and measurement of client satisfaction. A key component of a Subgrantee’s quality
control policy is the use of a certified Quality Control Inspector (QCI) to perform the final inspection on every client dwelling weatherized by that Sub-grantee.

A typical quality control plan will include review of the following areas:

1) Unit Inspection/Measures List accuracy and appropriateness;
2) Work order/work agreement appropriateness;
3) Client education / communication;
4) Client understanding of work to be performed;
5) Completeness of work performed;
6) Quality of work performed;
7) Client satisfaction with work performed;
8) Client benefits received.

1.6.4 Complaint Tracking and Resolution Policy

Subgrantees shall track service-related complaints. All serious complaints, such as those having potential legal consequences, those relating to severe structural damage, or those where client health appears to have been severely impacted by weatherization activities, must be forwarded to OSI within seven (7) days of Subgrantee discovery. See WAP Dispute Resolution Process at 2.12.

1.6.5 Reworks Policy

Any weatherization work performed on a unit after the unit has been reported to OSI (submitted for payment) as complete is considered a rework. DOE funds cannot be used to address issues found after the unit has been reported as complete to OSI.

Weatherization work that was omitted or does not meet the program requirements is the responsibility of the Subgrantee to correct using funding separate from WAP or BWP.

1.6.6 Call-backs Policy

Call-backs occur when problems are found in-process or at the final inspection and the unit has not yet been reported to OSI as complete. Call-backs can be used to address missing or incorrectly done weatherization steps or measures, as long as those measures are caught and addressed prior to the job being declared complete as a result of a QCI’s final inspection. Problems found after the job has been declared complete by a certified QCI and submitted to OSI for payment must be corrected by the Subgrantee at no cost to the WAP or BWP.

1.6.7 Re-Weatherization Policy (homes weatherized prior to September 30, 1994)

It is generally accurate to think of weatherization as a one-time process per dwelling. DOE regulations state that units weatherized before September 30, 1994, may be re-weatherized. Subgrantees do not need permission from OSI for this work. Reference 10 CFR 440.18(f).
However, Subgrantees are reminded that there remain a significant number of low-income households which have not received any weatherization services to date. For this reason, not more than ten percent (10%) of a Subgrantee’s production may be re-weatherized units originally weatherized prior to September 30, 1994.

Units that are re-weatherized will be counted toward the per-unit average but must be tracked separately from newly weatherized units. See section 4.2.5. These units must be re-audited taking into account any previously completed measures and must pass the same cost-effectiveness threshold as standard Weatherization work.

1.6.8 Training and Technical Assistance Policy (T&TA)

OSI allocates Training and Technical Assistance (T&TA) funds to each Sub-grantee from the annual T&TA allocation to New Hampshire from the US Department of Energy, part of the annual WAP allocation. A Subgrantee is required to develop and submit a plan for T&TA expenditures per annual direction from OSI. Refer to Chapter 7 for details on training requirements.

1.7 LIHEAP Weatherization

LIHEAP funds, as they become available to NH WAP Subgrantees, may be used for weatherization work under the Building Weatherization Program (BWP). The BWP contracts between OSI and the Subgrantees will clearly state the purposes for which LIHEAP money may be used. Those purposes are governed by the content of the annual LIHEAP State Plan and are somewhat different from those governing the use of WAP money. BWP contracts with OSI will clearly set out the uses to which the LIHEAP money may be put.

As with WAP work, LIHEAP weatherization work (BWP) cannot be done on any structure previously weatherized after September 30, 1994 without a waiver from OSI, which may be considered in cases of extreme damage.

1.7.1 LIHEAP Income Eligibility

Household income eligibility criteria for LIHEAP weatherization (BWP) are not always the same as for DOE WAP. LIHEAP management in New Hampshire may choose to raise the income eligibility ceiling for those seeking FAP benefits. In that case, a FAP-eligible client may not qualify for the use of WAP money (which cannot be used on any client with income exceeding 200% FPG; (see Section 2.3). However, if a job has no WAP money in it, then the income level of the BWP client in that job may rise to equal that allowed to determine eligibility for the FAP benefit. Please consult the eligibility criteria presented in Chapter 2 of this Manual for further details. And see also the last sentence of Section 6.1.2. As with WAP funding, dwellings are eligible to receive LIHEAP benefits only once without a waiver; clients may be beneficiaries of LIHEAP weatherization help more than once if they change dwellings.
1.8 LIHEAP Building Weatherization Program (BWP)

BWP funding may be used for any home weatherization measure allowable under WAP, as well as the repair, modification, or replacement of heating system equipment, both for domestic hot water and for space conditioning systems. The difference is that under the BWP rules, clients may be provided with heating system upgrades without the necessity of also providing full weatherization of the entire dwelling – although full, whole house weatherization is always preferable. The intent of this program is to serve clients who need heating system upgrades which are generally beyond the scope of DOE’s WAP funding due to the WAP requirement that whole house weatherization be provided anytime WAP money is used. In the case of households which receive BWP heating system benefits without full weatherization, the Subgrantees are encouraged to try to complete a full weatherization upgrade at that dwelling within 12 months of the completion of the heating system work unless weatherization has already been provided. Remember that when WAP money is used for any whole house weatherization upgrades, the client income level cannot exceed 200% of FPG.

Use of BWP funds, as with the use of WAP funds, requires that a certified Energy Auditor from the Subgrantee must examine and assess all systems by using appropriate testing equipment (where applicable) to assist in determining which measures are to be applied. Materials will be procured in accordance with practices set out in the NH WAP P&PM.

The Subgrantee’s certified Energy Auditor will provide to the client a review of all BWP work to be performed, will explain the benefits to be achieved by the installation, and will emphasize the importance of preventive maintenance (e.g., annual service) especially in the case of heating system equipment. As part of the BWP job, the certified Energy Auditor will perform applicable before-and-after testing, including CAZ testing when appropriate, on each system to ensure efficiency and safety, and to confirm that all measures were installed, and installed correctly.

It is not necessary that BWP jobs receive a final inspection from an auditor with a Quality Control Inspector (QCI) certification. If, however, the BWP work is part of a larger, full weatherization job, utilizing WAP money at least in part, then the entire job must receive a final inspection from an auditor holding the QCI certification. Final inspections of BWP-funded work, when no WAP funding has been utilized in that same home, will be done by someone with at least a current BPI Energy Auditor (EA) or Building Analyst (BA) certification.

Leveraging with other funding sources will be utilized whenever possible.

1.8.1 Allowable Heating System Repair and Replacement Activities Under BWP

BWP funds, in addition to providing whole house weatherization measures, may be used to provide repair and replacement of inoperable and unsafe space conditioning and water heating equipment. Repair and replacement work may be done on all components of space and water heating systems. The need for such repair and/or replacement will be determined during a clean
and tune or repair of equipment by a heating contractor, or during the testing performed by weatherization home energy auditors. In the case of solid fuel heating equipment, need will be determined as part of the check for heating system safety during the weatherization audit. New appliances should have Energy Star certifications if appropriate, new heating appliances should be direct vent (sealed combustion) if possible. All removed systems and components must be taken from the site by the Subgrantee or its contractor as part of the job unless the client requests to keep them.

Repairs and/or replacements of the following key heating system components can be done using BWP money:

- Boiler
- Furnace
- Hot water heater
- Chimney/Chimney liner
- Distribution system
- Smoke/CO alarm

- Woodstove
- Oil tank
- Fossil fuel space heater
- Air conditioner (with medical note and waiver)
- Other – Contact OSI

1.8.2 BWP and No-Heat Emergencies

No-heat emergency season is from October 1 through March 31.

BWP funds are appropriate for no-heat emergencies.

No-heat emergencies should be corrected as soon as possible whenever funding is available.

During the no-heat emergency season, if waiver conditions are present and approval from OSI is not possible (i.e., week-ends, holidays, etc.), then Subgrantees may perform necessary work to provide heat as needed but must submit a waiver request to OSI within two business days of that service being provided.

1.8.3 Waivers

Deviations from the WAP and BWP standards require a waiver from OSI prior to the expenditure of funds. Work may proceed after verbal or emailed authorization from the OSI weatherization program manager. An electronic copy of the waiver form documenting authorization will be forwarded to the Subgrantee to be kept on file.

1.8.3.1 Waiver Requests

1) Sole Source – A waiver request to use a sole source vendor may be made for situations where obtaining three (3) bids is difficult, impossible, or unlikely; for example, if the geographic location of the dwelling falls in a remote area serviced by few professionals. A sole source waiver is not needed when fewer than three vendors respond to a bid (low vendor response) as long as this is properly documented. The dates the request for bid was sent, to whom it was sent, and date and price of bids received should all be documented in the client file.
2) Fuel Type Conversion – In cases substantiated as health and safety, or when the conversion saves considerable expense, time, or energy and is in keeping with the intent of the program.

3) Cooling Measures – Cooling measures can only be installed when the client has a medical note from a Doctor that states that space cooling is needed for medical reasons. The waiver must also include the following:
   a. The circumstances of the situation.
   b. An outline of the work plan for the cooling portion of the work to be done on the home, including the anticipated cost.

4) Cost limitations – If the total system cost will exceed $8,000, then a waiver must be requested, up to a limit of $12,000. OSI is not able to approve waiver requests exceeding $12,000.

5) Other – Under any condition where the requirements in this document, the NH Weatherization Field Guide, or other state-issued guidance cannot be met or when a measure or procedure is questionable per program guidelines and not addressed in this document or the NH Weatherization Field Guide.

   A BWP waiver request form must be completed and submitted to OSI prior to the delivery of BWP services except in no-heat emergency situations. Subgrantees must supply necessary documentation to support the waiver request and must comply with all conditions stated on issuance of the approved waiver. Failure to do so will result in a denial of the waiver or denial of payment for services inappropriately provided.

1.8.4 Reporting

1.8.4.1 BWP Monthly Expenditure Report (F-11B)

The BWP Monthly Expenditure Report (F-11B) provides information on the status of a Subgrantee’s BWP funds, as well as a summary of the units completed and the per-unit cost average. The Subgrantee will provide explanations for any deviations in excess of ten (10) percent between the planned and actual production and expenditures.

The BWP Monthly Expenditure Report serves as a Subgrantee’s reimbursement request for all costs incurred during the reporting period on BWP projects. The summary portion of the report provides information relative to the performance of units completed and average costs.

1.8.4.2 Job Cost Report

A job costs sheet must accompany the report, listing names and addresses of clients for whom BWP measures have been completed, total materials costs, total Subgrantee labor costs, total contractor costs, repair costs (labor and materials reported separately), and health and safety costs (materials and labor). For those agencies weatherizing with contractors only, labor and material costs may be reported together.
1.8.4.3 BWP Production Details Report (F-13C)

The BWP Production Details Report is a spreadsheet document that tracks monthly and cumulative annual information about households that have received Building Weatherization Program benefits. Details about housing type, household characteristics, people served, and income categories for units weatherized with BWP funds are tracked in this report.
CHAPTER 2  ADMINISTRATION – APPLICATION, ELIGIBILITY, AND DEFERRAL

2.1 Fuel Assistance and Weatherization Programs

The Office of Strategic Initiatives (OSI) believes that fuel assistance and energy conservation must go hand-in-hand. Therefore, every effort will be made to coordinate services between the Fuel Assistance Program (FAP) and the Weatherization Assistance Program (WAP) to provide the best possible benefits to those who require the services. By installing energy-efficiency measures, WAP clients may reduce their dependency on the FAP or may have their fuel assistance benefits extend further into the heating season because their homes are made more energy efficient, retaining more of the heat produced, allowing fewer drafts, etc.

2.2 Application Process

WAP and BWP use the Fuel Assistance application to determine eligibility. This joint application was designed to streamline administrative procedures and to enable an applicant to apply for the benefits of all three programs at the same time.

All WAP program participants must have completed a joint application either at the Community Action Agency (CAA) outreach site or, for those applicants who are unable to travel to an outreach site, by mail or a home visit. Applicants may apply at a Subgrantee outreach site or directly with CAA FAP staff. An interested applicant does not need to accept fuel assistance benefits in order to participate in the WAP, but eligibility for FAP must be demonstrated and approved by the Subgrantee.

The FAP program year is from October 1st – September 30th. All FAP-certified (i.e., approved for benefits) applications will be valid and eligible for weatherization participation for a twelve (12) month period from the date of FAP application certification. Note that there may be times when the income level for FAP eligibility is greater than 200% of FPG; a FAP eligible client in this situation is not also eligible for receiving WAP benefits (but may still receive BWP benefits). Applications more than twelve (12) months old must be re-certified before receiving weatherization services. Households that receive an energy audit just prior to the expiration of the eligibility period must have all work completed within three (3) months of the audit date or have the application re-certified.

2.2.1 Applying Under a No-Heat Emergency

If a no-heat emergency occurs in a dwelling where the residents are not FAP certified, the Subgrantee must obtain a certified FAP application prior to providing any services.

If a no-heat emergency occurs at a time when a Subgrantee has insufficient BWP funds to provide necessary services, the Subgrantee should explore alternative funding. Full home weatherization under no-heat emergencies is not preferred as it causes eligible and longer standing applicants on the waiting list to be further delayed. However, CAAs are encouraged to return to a home at a later date, after the no-heat emergency has been resolved, to
undertake a whole house weatherization process there if possible. No work should be performed on a home until the client has been determined income eligible. A CAA, or its client, will be responsible for the cost of work if a client is found to be ineligible after work has been performed.

CAAs are encouraged to keep in mind that the NH utilities have a program aimed at low to moderate income clients whose income may disqualify them from WAP and BWP support but may make them eligible for significant funding for home energy efficiency upgrades using utility money and a small homeowner match. Contact any of the utility program managers for more information.

2.3 Client Eligibility

Income eligibility for the Weatherization Assistance Program (WAP) is set, by federal rule, at a maximum of 200% of the federal poverty guideline (FPG). Income eligibility for the Building Weatherization Program (BWP) is subject to state rules and may be set at a level higher than the WAP maximum (for instance, 60% of the state median income, which is generally greater that 200% of FPG). Subgrantees may weatherize an “over-income” household if no WAP money is being used on that home and the resident household meets the FAP income guidelines in force for that year. The current WAP and FAP income guidelines are available at: https://www.nh.gov/osi/energy/programs/fuel-assistance/eligibility.htm

Eligibility is based on four (4) requirements:

1) The household resides in the qualified dwelling in New Hampshire;
2) The household has an eligible income level;
3) The household size matches the FAP application;
4) The household dwelling meets eligibility requirements (see section 2.5 below).

Note that eligibility for weatherization should be determined in three steps: first, confirm the eligibility of the client using data gathered in the FAP application; second, review any previous weatherization work accomplished at that address: and third, determine eligibility of the dwelling following a site visit or audit.

The Subgrantee will collect heating fuel consumption data either from the client or directly from the client’s heating vendor or utility.

2.3.1 Client Eligibility Notification

WAP and BWP applicants should be contacted by letter or email to inform them that there is a waiting list and that they should not expect to receive immediate weatherization services. If the FAP award letter contains this WAP notification information, this shall be considered sufficient notification.
2.3.2 Refugees, Entrants, Asylees

Refugees, entrants, asylees, and newly-legalized aliens are eligible to receive WAP services. In order to minimize possible conflicts between DOE and HHS eligibility rules pertaining to households whose members are from these groups, DOE generally defers to eligibility rules established by HHS for LIHEAP. Subgrantees may contact OSI for clarification in individual cases.

2.4 Client Prioritization

It is the goal of the NH WAP to reduce heating costs for low-income families, particularly for the elderly, persons with disabilities, and children under the age of nineteen (19), by improving the energy efficiency of their homes and ensuring their health and safety. To assure services to the most vulnerable households, Subgrantees are required to use the Unit Priority Scorecard to assess client priority. Up to twenty percent (20%) of annual production may be excluded from this requirement to accommodate weatherization of mixed-income housing as might be found in a multi-family building, and to promote efficiency in scheduling of work. All applications should be reviewed carefully to ensure that priority scores are assigned correctly.

The number of homes and households eligible for weatherization services exceeds the ability of the state’s combined weatherization programs – WAP and the utilities’ HEA – to provide an encompassing response. In order to identify and serve the most vulnerable households first, the New Hampshire WAP requires that Subgrantees utilize a standardized system of priority-setting among eligible households, as follows.

Subgrantees are required to use the Client Priority Scorecard – for which a point-based scoring system has been developed in compliance with federal law and DOE guidance – to determine the order in which services are delivered and to ensure that the most vulnerable households are served in a timely way.

As outlined in 10 CFR 440.16, prioritizing WAP jobs in New Hampshire relies on the following:

1. **Priority for Households with a High Energy Cost Burden:** The energy burden is determined by dividing the calculated heating cost shown on the FAP eligibility form by the annual income, also shown on the FAP form; if a value equal to or greater than 6% is not obtained, recalculate including electrical utility expenses. Two (2) priority points are given when the total household energy expenditures are equal to or exceed 6% of the annual household income.

2. **Priority for Elderly:** One (1) priority point is given to households with elderly residents. Elderly is defined as age 60 or older.

3. **Priority for Persons with Disabilities:** One (1) priority point is given to households where persons with disabilities (as defined on the FAP eligibility form) reside.

4. **Priority for Children:** One (1) priority point is given to households where children under 19 years old reside.
5. **Priority for High Energy Usage:** 10 CFR 440.16 also requires that a household with high energy usage be awarded a priority point. However, based on the federal definition of a high energy user found in 10 CFR 440.3 (“High residential energy user means a low-income household whose residential energy expenditures [emphasis added] exceed the median level of residential expenditures for all low-income households in the State”) OSI is not able to implement this requirement as directed due to a lack of relevant data. The *Policies and Procedures Manual* will be updated when OSI is able to quantify and compare the energy expenditures of weatherization clients with the energy expenditures of low income New Hampshire residents generally.

Subgrantees will generally serve households with the highest scores first. Exceptions to this priority system may occur:

a) The widely cited encouragements which WAP Subgrantees receive from DOE, both in guidance and in 10 CFR 440, to engage in leveraging of WAP funds whenever possible, can mean that the opportunity to do that leveraging is sometimes of greater importance than strictly following the scoring results provided by the priority scorecard. When NH Subgrantees are presented with the opportunity to partner WAP money cooperatively with low income utility program money – in New Hampshire called Home Energy Assistance (HEA) which operates on a different program year calendar and which can run short of funds at times when WAP funding remains robust and available – OSI allows its Subgrantees the flexibility to set aside the usual priority sequencing of jobs so that weatherization services can be coordinated efficiently and productively with HEA.

b) The rural nature of the Subgrantees’ territories and the high cost of travel between potential job sites mean that Sub-grantees may schedule production within close proximity to other WAP projects in order to achieve cost-effective scheduling of those projects, regardless of the clients’ priority score.

c) An eligible household in crisis may require that the Subgrantee ignore the priority job list on a temporary basis.

d) When all else is equal, Subgrantees may look to additional distinguishing characteristics, such as length of time on the waiting list, as a way to determine job priority.

e) Subgrantees may *not* use housing type as a factor in setting priorities for service.

f) Several New Hampshire communities are served by municipally-owned electricity utilities that do not participate in the statewide ratepayer-funded energy efficiency programs. In these areas, utility funds are not available so leveraging with utility partners is not possible. Subgrantees report that they are reluctant to place eligible homes in these communities at a scoring disadvantage simply because HEA dollars can’t be used as leverage. In situations such as these, in which WAP money alone must be used without utility or other leveraging, the Subgrantee is empowered to use its judgment about exact placement of the job on the priority list.

The priority scorecard shall be completed prior to performing *any* dwelling eligibility activities or weatherization work.
2.5 Dwelling Eligibility

To be considered for weatherization, a dwelling must be a structure, including a stationary mobile home, an apartment, a group of rooms, a qualified shelter or other group facility. Subgrantees should be careful to properly identify historic properties and to treat their weatherization under the rules necessary to such work (see 3.3.7).

Government institutions, halfway houses, nursing homes, recreational vehicles (RVs), cars, trucks, or tents are not eligible dwellings and are not eligible for weatherization services. Properties having only a commercial use are not eligible for weatherization.

A qualified dwelling is eligible for weatherization service if:

1) It is occupied by an eligible household or will become an eligible dwelling unit within one hundred eighty (180) days under a federal, state, or local government program for rehabilitating the building or making similar improvements to the building; and

2) It has not been previously weatherized; or

3) It was weatherized prior to September 30, 1994 and must take into account services previously provided; and

4) It does not require deferral (deferral does not necessarily prevent the building from being weatherized in the future if all deferral conditions are satisfied within a reasonable time; see 2.11).

For multi-family units, see section 2.10 below.

A dwelling is not eligible for weatherization, even if occupied by an eligible household, if the dwelling was previously weatherized with WAP funds, unless:

1) The dwelling was damaged by fire, flood, or natural disaster, and repair of the damage to weatherization materials is not covered by insurance, or

2) The dwelling is eligible for re-weatherization because the original work was completed prior to October 1, 1994.

If the occupancy of the dwelling unit changes to another low-income family, the dwelling unit does not become eligible for additional weatherization.

A dwelling is not eligible for weatherization, even if occupied by an eligible household, if a federal, state, or local program has designated the dwelling for acquisition or clearance within twelve (12) months from the date weatherization would be scheduled to be completed.

2.5.1 Group Homes

Subgrantees may weatherize eligible, private, non-religious, non-profit, or publicly owned long-term group homes. Group homes, such as community-based residential care facilities, must provide housing for persons who qualify for WAP or BWP.
It is recommended that the Subgrantee ask the facility owner or operator to contribute to the weatherization effort.

Before weatherizing any eligible group home, roaming house, or shelter, the Subgrantee must obtain the owner’s written permission and the appropriate Landlord-Tenant Agreement. This may be waived if the building is owned by a non-profit agency. Waivers will not be granted for a private owner renting to a group home agency.

2.5.1.1 Group Home Eligibility

Group homes must be the primary residence of the inhabitants with an average length of residence of one (1) year or more. Residents must meet income eligibility requirements similar to those for multi-family buildings and must pay their own rent or have their rent subsidized by a federal, state, or local agency or by any public or private means.

Before weatherizing any eligible group home, roaming house, or shelter, the Subgrantee must obtain the owner’s written permission and the appropriate Landlord-Tenant Agreement.

Note: Buildings that provide day programs only are not eligible.

2.5.2 Rooming Houses

A rooming house is defined as a house or other congregate-type of group residence that does not have a planned program of supportive services and is not an institutionalized setting and may or may not utilize common cooking and eating facilities for the residents.

2.5.2.1 Rooming House Eligibility

A room in a rooming house that serves as the living quarters for the resident(s) and for which the resident pays rent, shall qualify as a separate rental unit for income eligibility.

A rooming house (building) qualifies for weatherization if at least two-thirds (2/3) of the residents are program-eligible. Individual units of a rooming house shall not be weatherized.

Before weatherizing any eligible group home, roaming house, or shelter, the Subgrantee must obtain the owner’s written permission through the appropriate Landlord-Tenant Agreement.

2.5.3 Shelters

A shelter is any dwelling unit or units whose principle purpose is to house, on a short-term basis, individuals who may or may not be related to one another and who are not living in nursing homes, prisons, or similar institutional care facilities. Examples of temporary shelters are transitional housing for homeless persons and domestic abuse shelters. Nursing homes, prisons, or similar institutional care facilities are not eligible temporary shelters.
2.5.3.1 Shelter Eligibility and Demographics

A shelter is not a permanent residence; therefore, weatherization eligibility is based on the income eligibility of those residents who currently live or have lived at the shelter within the last thirty (30) days from the date of the application. If a minimum of two-thirds (2/3) of the residents are income eligible, the shelter may be weatherized.

2.6 Determination of Production Reporting and Counting

Completed units should be counted for production as follows:

1) Single dwelling unit: one (1) unit.
2) Multi-family building two-four (2-4) dwelling units:
   a. 50% or more of units qualify and whole building is weatherized: All units are counted.
   b. Less than 50% qualify and building configuration allows for individual unit treatment (side-by-side duplex): Actual number of units weatherized.
   c. Less than 50% qualify and building configuration does not allow for individual unit treatment: No units can be weatherized.
3) Multi-family (five (5) or more units): Actual number of units in the building when at least two-thirds (2/3) (66%) of the units meet eligibility; otherwise, building does not qualify for weatherization.
4) Shelters and Group Homes: Each eight hundred (800) square feet of heated floor area, or each heated floor that is occupied by residents of the shelter, shall be counted as a dwelling unit for a given shelter or group home. While either method may be used for a given building, both cannot be used on the same building. The Subgrantee has the discretion of determining which method should be used with the exception that any floor used primarily for administrative, interviewing, or program space may not be counted as a unit. See Chapter 2.5.3.1 for determining demographics.
5) Rooming houses: Report units same as multi-family buildings.

2.7 Ineligible Unit Types

1) Non-permanent structures
2) Nursing homes
3) Prisons
4) Rest homes
5) Drug detoxification centers
6) Hospitals
7) Day care facilities (stand-alone)
8) Buildings that provide day programs only (adult or child)
9) Commercial buildings
10) Commercial portions of qualified buildings:
a. Additions, attached spaces, or whole floors of qualified units that are used for commercial purposes only do not qualify for weatherization funding. If a commercial space must receive weatherization measures to make measures on the qualified unit effective, the owner must pay for those necessary measures. If the owner refuses to pay for those necessary measures, the whole dwelling must be deferred.

b. If a qualified dwelling has a room within the building that is used for commercial purposes (home office, etc.), the building may be weatherized.

2.8 Applications for Multi-Family Buildings in Weatherization

CAAs that identify multi-family buildings for weatherization should refer as many tenants as possible to Fuel Assistance to complete a FAP application. The purpose for doing this is to increase the number of eligible units to maximize available funding for the building.

2.9 Multi-Family

Within the constraints of the program, a Subgrantee shall provide services to buildings that have rental dwelling units occupied by eligible program participants or units that are expected to be occupied by eligible program participants within one hundred eighty (180) days of completion of the weatherization work. A Subgrantee shall weatherize the entire multi-family building when the building is eligible. (See WPN 16-5 and associated Frequently Asked Questions.)

https://www.energy.gov/eere/wipo/downloads/wpn-16-5-multifamily-weatherization

The benefits of weatherization to rental units are intended for, and expected to accrue to, the tenants. Eligibility of an individual dwelling unit (within a multiple-unit building) for weatherization services will be determined in accordance with the normal WAP requirements using the FAP application. A single unit within a multi-unit building is not categorically excluded, but due to the rare instances when this is allowable, it requires DOE Project Officer prior approval.

Compliance to ensure that the owner/agent’s permission to perform weatherization services has been obtained shall be accomplished by the mandatory use of the NH WAP Landlord-Tenant Agreement prior to the start of any weatherization work (including the energy audit itself) on all rental property. The NH WAP Landlord-Tenant Agreement must be signed by the appropriate parties, including all tenants, and copies retained in Subgrantee client files. This agreement contains a one-year rent protection feature that prohibits landlords from raising rent based on weatherization-related improvements/costs. Tenants are encouraged to contact the appropriate Subgrantee if they feel the provision has been violated.

2.9.1 Project Approval from DOE

In NH, project approval from DOE is required on multi-family buildings of five (5) units or more. Sub-grantees must receive written project approval from DOE prior to starting any weatherization work on a multi-family project. Sub-grantees must seek DOE approval through OSI.
2.9.2 Mixed Eligibility

Production credit will be given for all units weatherized within an eligible multi-family building. Multi-family buildings must meet criteria set forth in section 2.10 below (see also 10 CFR440.22.3). Priority deviation can occur as described in section 2.4 above.

2.9.3 Subsidized Buildings

The NH WAP does allow weatherization of federally assisted rental housing (Section 8, etc.) under DOE regulations (10 CFR 440). It is OSI’s policy, however, that the greatest emphasis in weatherizing rental housing should be on privately owned, unsubsidized housing where tenants have the greatest exposure to rising energy costs.

To help ensure that the benefits of the weatherization project accrue to eligible tenants, the property manager or landlord must sign a Landlord-Tenant Agreement stating that for one year from the completion of the weatherization work the rent will not be raised based on the improvements made by that work.

Renters under the Section 8 housing program or other rent supplement programs are eligible for the WAP only when the tenant is eligible under the income guidelines set forth in this P&PM.

2.10 Multi-Family Building Eligibility Requirements

Multi-family building eligibility is dependent on applicant eligibility and building structure. Whole buildings qualify for weatherization when the following occurs:

1) 66% or more (50% or more for two-four [2-4] unit buildings) of the dwelling units in the building are occupied by eligible applicants; or

2) 66% or more of the dwelling units will be occupied by eligible households within one hundred eighty (180) days under a Federal, State, or local government program for rehabilitating the building or making similar improvements to the building. Note: Contact OSI to request permission to utilize this qualification process.

Multi-family buildings not conducive to the weatherization of individual units due to building structure or configuration shall not, because of the house/building-as-a-system principle, have individual units weatherized when the building does not qualify.

If the entire building is not eligible for weatherization because there are not enough units occupied by eligible families, a single unit within a multi-unit building is not categorically excluded, but due to the rare instances when this is allowable, requires DOE Project Officer prior approval.

2.10.1 Owner Occupied Multi-Family Buildings – Condominiums

Owner occupied units in “row” (side-by-side) style buildings where attached units are structurally separated can be weatherized individually. Common areas cannot be weatherized unless all units are weatherized.
2.10.2 Buildings or Units Containing Commercial Property

If a building contains one or more dwelling units and is also used for commercial purposes, only the residential part(s) of the building may be weatherized. The eligibility of buildings having commercial space and residential units will be determined based on multi-family eligibility requirements described in section 2.10. Sub-grantees may not weatherize commercial property space.

Rooms or other areas used as commercial space cannot be counted as a unit when determining the number of units in the building. Rooms or other areas used only for commercial/business purposes are not considered eligible space for weatherization services.

Where one or more energy conservation measures will need to be installed on both the eligible dwelling unit and commercial area to be effective (e.g. insulating sidewalls), the Subgrantee shall charge the portion associated with the eligible unit to the program and charge the portion associated with the commercial area to the property owner. If the property owner declines the measure(s), or declines to pay for the portion associated with the commercial area, the dwelling unit(s) must be denied all weatherization services.

2.10.3 Available Funding for Multi-Family Buildings

Funding available for multi-family buildings is dependent upon the number of eligible units in the building. Subgrantees are to multiply the number of eligible units in the building by the statewide average allowance per unit to determine actual funds available for the building, excluding health and safety.

Example: 10-unit building has 7 eligible units
State average allowance is $5,500
7 units x $5,500= $38,500 available for weatherizing the building
This is a LIMIT, not an average.

2.11 Subgrantee Deferral of Weatherization Services

The decision to defer work in a dwelling is difficult but necessary in some cases. This does not mean that assistance will never be available, but that work must be postponed until the problems can be resolved and/or alternative resources are found. Subgrantees should strive to work with applicants to resolve conditions where a deferral has been issued. Subgrantees are expected to pursue reasonable options and referrals on behalf of the dwelling owner and to use good judgment in dealing with difficult situations. Subgrantees should not defer service simply because of the presence of a hazard without pursuing reasonable options to identify other resources to address the identified hazard(s). Whenever appropriate, educational information on how to address the hazard should be shared with the occupant. An example of educational materials is the EPA booklet “Renovate Right.”
2.11.1 Weatherization Services Shall Be Deferred When:

1) There is a question about the reported household size.
2) There is a question about the reported income.
3) There are health and safety issues beyond the scope of the WAP that prevent the installation of weatherization measures.
4) The structural integrity of the home is such that it prevents weatherization materials from being effectively installed.
5) The customer refuses work items that have a higher Savings-to-Investment Ratio (SIR) value than remaining measures. Subgrantees shall then defer all services to the customer.
6) A building cannot be adequately weatherized with available funds. Adequate means all necessary and appropriate measures to make the weatherization successful without causing harm to occupants, workers, the building, or other installed measures.

2.11.2 Deferral Situations

The following is a list of the more common conditions and situations a Subgrantee may encounter while considering weatherization services. This list is not intended to be inclusive of all instances in which a Subgrantee may choose not to weatherize a unit. In some instances, corrective measures by the client/owner may allow program services to proceed.

1) The dwelling unit is vacant.
2) The dwelling unit is uninhabitable.
3) The dwelling unit is for sale or the client moves. If work is being performed on a unit and the unit is placed on the market for sale or the client moves, the Subgrantee should complete the repair and/or the particular energy conservation measure work in progress along with any health and safety measures necessary to secure the well-being of future occupants. However, additional energy conservation measures or repair work should not be started. The dwelling will be left with the weatherization work not completed (and therefore not to be reported to OSI as a completion), but the Subgrantee may seek reimbursement for work accomplished.
4) The dwelling unit is scheduled for demolition.
5) The conditions at the dwelling unit are deemed by the auditor to pose a threat to the health and safety of the crew/contractor or subcontractor.
6) Extended periods with standing water, exposed dirt basements/crawl spaces, mold, friable asbestos, deteriorated lead-based paint surfaces, or other hazardous materials that cannot be addressed by the weatherization work (also see Chapter 9, Health and Safety).
7) Evidence of infestation of rodents, insects, and/or other vermin that cannot be addressed through weatherization.
8) Un-vented space heaters that do not meet ANSI Z21.11.2 rating.
9) Unsecured pets that may prevent workers from safely completing their work.
10) The presence of sewage or animal feces in or around the home.
11) Improperly stored chemicals, combustible materials, or other fire hazards that present a
danger to the occupants or the workers.
12) Maintenance or housekeeping practices that limit the access of workers to the dwelling or
create an unhealthy work environment.
13) Major remodeling is in progress, which limits the proper completion of major
weatherization measures.
14) Electrical or plumbing hazards or structural failures that cannot be addressed as a part of
weatherization services.
15) Threat(s) of violence or abusive behavior to worker(s) or household member(s) during
the weatherization process.
16) Lack of cooperation from the client.
17) The illegal presence or use of any controlled substance in the home during the
weatherization process.
18) Occupant has known health conditions that prohibit the installation of insulation or other
weatherization materials.
19) The eligible household moves from the dwelling unit where weatherization activities and
services are in progress. In such a case, the Subgrantee must decide whether to complete
the work, and the circumstances must be documented in the client file. Reimbursement
for incomplete work may be sought from OSI with proper documentation. See #3 above.
20) When there are minor children in the dwelling but no adult client or adult agent of the
client at a time when sub-grantee personnel or subcontractors must enter the dwelling.

2.11.3 Deferral After Client and Dwelling are Determined Eligible

The need for deferral after both the client and the dwelling have been determined eligible for
WAP services may be the result of misunderstandings or unintentional misinformation.
Subgrantees must report the issue to the OSI WAP Manager for review. OSI will investigate and
refer to additional authorities if necessary.

2.11.4 Deferral Policy

When service is deferred, the owner or occupant must be notified in writing and should be given
a reasonable time-frame to correct the problem. Examples of reasonable time-frames would be
thirty (30) days for housekeeping concerns or ninety (90) days for major remodeling work.

2.11.5 Deferral Notification Requirements

If a Subgrantee cannot or chooses not to weatherize a dwelling unit, the Subgrantee must, within
5 working days of this determination, notify the client and/or owner/authorized agent in writing
using a descriptive letter, setting out the reason(s) for the deferral and the circumstances under
which that deferral will be lifted. Notification must be sent by certified mail. The notification
must include the following information at a minimum:
1) The reason for the deferral and how the reason relates to the determination to not weatherize the unit.

2) Any corrective action required before weatherization services can be re-instated. The requirements for rectifying the deferral must be reasonable and appropriate to the severity of the situation being addressed.

3) A time limit for correcting problems so that weatherization services may be rescheduled. The expiration of the client’s FAP eligibility must be kept in mind when setting deadlines.

4) A copy of the Subgrantee’s dispute resolution procedure (see section 2.12).

Any eligible applicant who complies fully with the requirements set out in the deferral letter shall be reinstated in the Subgrantee’s work system so weatherization work can progress as soon as reasonably possible. There is no time extension on the client’s eligibility period due to a deferral.

All correspondence relating to the decision to defer must be kept in the client file. On a deferred unit, pictures documenting the reason for deferral (mold or other problems) are required and must be maintained in the client file.

2.12 WAP Complaints and Dispute Resolution Procedures

A complaint must be filed using the “Client Complaint Form” in order for the Subgrantee or the Office of Strategic Initiatives (OSI) to take action.

PROCEDURE

Level 1 (Subgrantee): The client must complete a Client Complaint Form within 30 days of the completion of weatherization work at their home and submit it to the CAP office responsible for managing that weatherization work. The complaint must include use of the form (see following page) and provide sufficient and appropriate documentation of the problem or complaint. Once the Subgrantee has received the Client Complaint Form, the Subgrantee must:

1. Notify the client that the complaint has been received.

2. Review:
   a) The Client Complaint Form and any documentation provided by the client, and
   b) Pertinent federal/state rules and WAP policies and guidelines.

3. Respond to the client within 10 business days.

4. The Subgrantee’s response must include:
   a) A statement of its finding(s) and conclusion(s),
   b) Any action(s) it will take to resolve the issue(s), and
c) Notice to the client that, if he/she is not satisfied with the Subgrantee’s response, a request for OSI to review the Subgrantee’s decision(s) must be received by OSI within 10 business days of that decision. This request must be sent to:

Attn.: Weatherization Program Manager
NH Weatherization Assistance Program
Office of Strategic Initiatives
Johnson Hall, 107 Pleasant Street,
Concord, NH 03301

Or by email to

osiinfo@osi.nh.gov

Level 2 (OSI): If the client is not satisfied with the Subgrantee’s conclusion(s) or action(s) taken, he/she may request that OSI review the Subgrantee’s decision(s). A request for an OSI review must be received by OSI within 10 business days of the Subgrantee’s decision(s). Once the complaint is received, OSI must:

1. Notify the Sub-grantee and the client that OSI received the complaint,
2. Request the Sub-grantee to forward to OSI all documents previously sent by the client, including the Client Complaint Form and the Subgrantee’s response,
3. Review the complaint and all documents accompanying the complaint,
4. At OSI’s discretion, conduct a site visit,
5. Notify the client and the Sub-grantee of OSI’s decision(s), which must include:
   a. Statement of OSI’s finding(s) and conclusion(s),
   b. The action(s), if any, that the Subgrantee will take to resolve the issue(s), and
   c. Information about additional options the client may have.

As manager and steward of the federal money which supports the Weatherization Assistance Program in New Hampshire, OSI has been delegated the authority to make final decisions for the Program. The OSI decision is the end of the administrative process for the client. If the client is not satisfied with OSI’s conclusion(s) or action(s) taken, the client may choose to pursue the matter in the New Hampshire court system, or request assistance from his/her Representative to the US House of Representatives, or from one of New Hampshire’s United States Senators.

Client Complaint Form:
See form on following page
NH WAP CLIENT COMPLAINT FORM

Client information:

<table>
<thead>
<tr>
<th>First name</th>
<th>Middle</th>
<th>Last name</th>
<th>Telephone</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Service address</th>
<th>Apt.</th>
<th>City</th>
<th>Zip code</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

PLEASE COMPLETE THIS FORM AND SUBMIT, WITHIN 30 BUSINESS DAYS, TO CAP OFFICE WHICH MANAGED THE WEATHERIZATION WORK.

Nature of complaint:

- Denial of service
- Ineligible for service
- Deferral policy
- Application not handled in a timely manner
- Dissatisfaction with work

Details of complaint

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Description of documentation included with complaint:

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________

Name of sub-grantee staff contacted: ________________________________

Date contacted: ____________________________

FOR SUB-GRAANTEE COMPLETION ONLY

Complaint received by: ____________________________

Complaint sent via: □ Mail   □ Email: ____________________________

Received on: ____________________________ / __________ / __________
CHAPTER 3  PROGRAM ADMINISTRATION – RECORD KEEPING

3.1 Expenditures with DOE WAP Funds

The national job cost average is set by the Department of Energy (DOE) at the beginning of each program year through a Weatherization Program Notice (WPN). This job cost average is the result of taking the total annual program support costs plus the total expected job costs (materials and labor) divided by the expected number of weatherization jobs to be performed. Non-program administrative and health and safety costs are not included when calculating this average.

Similarly, in New Hampshire, OSI takes the state’s overall WAP allocation from the US Department of Energy (minus administrative and health and safety costs) and divides it by the number of jobs expected to be completed over the course of the program year and comes up with an expected average cost per unit (ACPU) to guide individual job expenditures through the year.

Expenditures of all DOE funds contracted to Subgrantees must be in accordance with regulations set forth in 10 CFR 440 and 2 CFR 200 Subpart E – Cost Principles.

The Office of Strategic Initiatives (OSI) may impose further spending limitations statewide or for any Subgrantee, if necessary, to reduce the average cost per unit to prevent exceeding the allowable statewide average.

3.1.1 Allowable Expenditures

Only expenditures identified below are allowed under the New Hampshire WAP:

1) The cost of purchase and delivery of weatherization materials, including labor costs, in accordance with Federal regulations (10 CFR 440.19).

2) Transportation of weatherization materials, tools, equipment, and work crews to and from the site of weatherization work.

3) Maintenance, operation, and insurance of vehicles used to transport weatherization materials.

4) Maintenance of tools and equipment.

5) Purchase or annual lease of tools, equipment, and vehicles, provided that any purchase of vehicles shall be referred to OSI for prior approval in every instance.

6) Employment of on-site supervisory personnel.

7) Storage of weatherization materials, tools, and equipment.

8) The cost of incidental repairs (see section 8.11.2) if such repairs are necessary for the effective installation, performance, or preservation of weatherization materials.

9) The cost associated with health and safety measures (see section 3.1.3 below).

10) The cost associated with training and technical assistance (see section 3.1.4 below).
11) The cost of liability insurance for weatherization projects, for personal injury, and for property damage. (Additional costs for mold insurance riders are not allowed.)

12) The cost of carrying out low-cost/no-cost weatherization projects in accordance with Federal regulation 10 CFR 440.20.

13) Financial audit.

14) Administrative funds:
   a. The amount of administrative funds is determined by OSI for each Subgrantee, based on the requirements of 10 CFR 440.18(b) and the New Hampshire allocation formula. Subgrantees are notified by OSI of the amount available in administrative funds when WAP contracts are developed.
   b. Additional administrative funds may be available to Subgrantees under the Building Weatherization Program (BWP) supported, when funding allows, by the Low Income Home Energy Assistance Program (LIHEAP). The amount of these funds will be included with the LIHEAP BWP allocation to each CAA and specified in the contract.

3.1.2 Disallowable Expenditures

No funds awarded under the New Hampshire WAP shall be used for any of the following:

1) To weatherize a dwelling unit that is designated for acquisition or clearance by a Federal, State, or local program within twelve (12) months from the date weatherization is scheduled to be completed.

2) To install or otherwise provide weatherization materials in a dwelling unit weatherized previously with NH WAP or other Federal funds except:
   a. As provided under 10 CFR 440.20 (low-cost/no-cost weatherization activities).
   b. Such dwelling unit has been damaged by fire, flood, or act of nature, and repair of the damage to weatherization materials is not covered by the client’s insurance. Appropriate documentation in such cases is required.
   c. The dwelling unit was weatherized previously under the NH WAP on or before September 30, 1994. In this case, the unit may receive further financial assistance for weatherization under the NH WAP in accordance with the rework guidelines (section 1.6.5).

3) To purchase weatherization materials not conforming to applicable product standards as set forth in 10 CFR 440, Appendix A, of the Federal regulations.

4) To weatherize dwelling units that are determined ineligible under the income criteria for the residents set forth in this manual.

5) To install ineligible weatherization measures due to non-qualifying Savings-to-Investment Ratio (SIR), ineligible incidental repairs, or ineligible health and safety repairs as defined in this manual.

6) To make Subgrantee payments for disallowed costs as defined in this manual.
7) To support or augment new construction.

3.1.3 Health and Safety Expenditures

(Also see Chapter 9 of this Manual and Chapter 1 of the NH Weatherization Field Guide.)

Subgrantees shall expense allowable health and safety costs in accordance with regulations provided in Chapter 9. The health and safety budget is determined by OSI on an annual basis, as identified in the State Plan, and is a percentage of the annual average cost per-unit. The health and safety cost average will not be included in the overall job cost average and will be tracked separately to monitor health and safety expenditures.

Expenditure of weatherization funds for supplies and materials necessary for the health and safety of clients and workers are allowable health and safety costs.

3.1.4 Training and Technical Assistance Expenditures (T&TA)

T&TA funds are intended to maintain or increase the efficiency, quality, and effectiveness of the Weatherization Program at all levels. Such activities should be designed to maximize energy savings, minimize production costs, improve program management and crew/contractor “quality of work,” and/or reduce the potential for waste, fraud, abuse and mismanagement. Funds should be used on activities such as conferences, trainings, consultants, and travel directly related to weatherization services. Reimbursement requests will be submitted monthly for expenses incurred in the previous month. Prepayment for expenses to be incurred, particularly in a following year, is prohibited.

Payments to contractors for training costs and reimbursement of their time to attend training are allowable T&TA expenses; however, it is up to the discretion of each Subgrantee to charge these costs to the program. Subgrantees must secure a retention agreement in exchange for the training. The retention agreement should require that contractors will work in the program for a specific amount of time and must align with the cost of T&TA provided.

T&TA funds may not be used to purchase vehicles or equipment for sub-grantees to perform weatherization services. The cost of these vehicles or equipment to support the program must be charged to the vehicle/equipment or program operations categories.

For information on T&TA reporting forms and process, please refer to section 4.2.2.

3.2 Client Files

Subgrantees are required to maintain client financial files for three (3) years after the close of the grant, per 2 CFR 200.333, for each client who receives weatherization services, including deferred clients, under the DOE WAP or the LIHEAP BWP programs. These files may be kept electronically.
In practice, client files must be retained essentially indefinitely, to allow Subgrantees to search for any dwelling address and be able to determine what, if any, previous weatherization services, including WAP, HRRP, and BWP, may have been provided.

All documents associated with and contained within the client file must be labeled with client-specific identification for tracking purposes.

3.2.1 WAP Client File Requirements

1) Client Priority Scorecard
2) Building and Test Data Information Sheet (BTDIS), current version, including pre and post diagnostics, and in-process diagnostics (if applicable)
3) Certified Client FAP Application
4) Client Education Checklist (signed)
5) Client Consent to Perform Audit (signed)
6) Waiver request (if applicable)
7) Client Consent to Perform Work and Client Satisfaction form (2 signatures)
8) Landlord Tenant Agreement (if rental, signed) or proof of ownership
9) NH Lead Safe Weatherization (LSW) documentation (relevant photos and record keeping forms)
10) Mold/Moisture Assessment and Release form (signed)
11) Radon Informed Consent Form
12) Other hazard notifications (i.e. asbestos, stored materials – gas, paint, etc.)
13) SHPO (State Historic Preservation Office) form (signed) and/or Section 106 Review
14) Insulation Certificate (signed)
15) Building/construction permits and inspector sign-off (if applicable)
16) Deferral documentation (if applicable)
17) Client complaints and documented resolution
18) All client correspondence, including client complaints and resolution documentation (if applicable)
19) Considered Measures in TREAT SIR report
20) Recommended Measures in TREAT SIR report
21) Installed Measures in TREAT SIR report
22) Utility and fuel usage data
23) Work Order (client sign-off)
24) Change Orders (if applicable)
25) Work summary (including all installed items and funding sources)
26) Pre and post photo documentation, indoors and outdoors, (even when weatherization work did not impact the exterior of the building)
27) ASHRAE 62.2-2016 print-out from REDCalc or equivalent
28) Final Inspection (QCI) report (signed)
29) Copies of invoices/receipts for materials purchased
30) Contractor invoices and associated back-up documentation (i.e. purchase order, copy of check to vendor/contractor)
31) Warranty information (if applicable)
32) Incidental repair costs breakdown (if applicable)

3.2.2 BWP Client File Requirements

1) A completed and certified New Hampshire FAP application.
2) Copies of purchase orders or invoices for all materials installed to complete the BWP work in the dwelling unit.
3) Consent to Perform Audit, and Consent to Perform Work
4) For heating system component repair or replacement:
   i. A copy of the professional opinion stating the reasons that the found condition of the component (furnace, boiler, oil tank, chimney, etc.) required repair or replacement, when applicable.
   ii. A copy of the waiver to do BWP work, when applicable, from OSI.
   iii. Copies of photographs documenting the found condition of the component.
   iv. All bids and invoices.
   v. Copies of permits to install and operate, when applicable.
   vi. Copy of heat loss calculations used to size furnace or boiler replacement unit (TREAT or Manual J).
   vii. Copy of post installation efficiency test results, if applicable.
   viii. Copies of warranties, etc.
   ix. Copies of photographs documenting completed work.
5) For cooling system component repair or replacement:
   i. Written order from a licensed medical provider stating that the cooling system is required.
   ii. A copy of the professional opinion stating the reasons that the found condition of the component (central air conditioner, duct work, etc.) required repair or replacement, when applicable.
   iii. A copy of the waiver to do BWP work, when applicable, from OSI.
   iv. Copies of photographs documenting the found condition of the component.
   v. All bids and invoices.
   vi. Copies of permits to install and operate, when applicable.
   vii. Copy of calculations used to size the cooling device, when applicable.
   viii. Copies of warranties, etc.
   ix. Copies of photographs documenting completed work.
6) Work order(s).
7) Necessary documentation explaining actions and decisions made.
8) Final inspection form indicating a completed job, signed by either a BPI-certified Building Analyst (home energy auditor) or Quality Control Inspector.
3.2.3 Additional Requirements for Rental Properties

Rental Units: A completed and signed copy of the NH WAP Landlord-Tenant Agreement (one for each tenant). This ensures each tenant understands his or her rights.

3.3 Forms and Procedures

The forms described in this section are directly related to client education and/or requirements and do not cover all forms described in section 3.2. Forms are not to be modified by Subgrantees unless prior approval is received by OSI.

3.3.1 Consent to Perform Audit

This form requires owner/client signature prior to performing the home evaluation. At the time this form is signed, the client must be informed of the dispute resolution process.

3.3.2 Consent to Perform Work

The Consent to Perform Work agreement must be signed by the client prior to the contractor arriving at the job. The Consent to Perform Work agreement is signed by the client after the client has had the work order reviewed and explained to them by the auditor. The auditor is to explain the specific measures on the work order to be installed, what function each measure is intended to perform, what work is necessary to accomplish the intended measure, and in what condition the area receiving the measure will be left (creating access, surface area finished or unfinished, etc.). The portion of the Consent to Perform Work agreement which allows the client to declare satisfaction with the job also needs to be signed once the Final Inspection of the unit has been performed.

3.3.3 Landlord-Tenant Agreement

A Landlord-Tenant Agreement is signed by both the landlord and each head of household when the qualified applicant inhabiting the qualified dwelling unit pays rent to occupy the unit and is not the owner of the unit.

3.3.4 Documentation of Health and Safety Concerns

When the home energy audit uncovers information raising any concerns about health and safety issues found in the dwelling, or about health and safety problems that the possible weatherization work itself could pose to the residents or to the weatherization installation crews, then the client/resident and/or owner must be notified by the Subgrantee performing the audit. Items of concern may include, but are not limited to, one or more from those presented in Chapter 9, Health and Safety, in this Manual, or in the NH Weatherization Field Guide, most current edition. The information provided to the client/owner should also indicate whether weatherization work will or will not correct the issue and whether the client/owner is encouraged or required to correct the issue before weatherization can move ahead.
If health and safety hazards are present which must be corrected prior to the installation of weatherization measures and which cannot be part of the weatherization work itself, then the client/owner must be notified of the necessary deferral of service and the client/owner’s dated signature must be obtained on that notification which is then to be placed in the client file.

### 3.3.5 Deferral of Weatherization Services

A written notification of Deferral of Weatherization Services must be completed when it is determined during the home evaluation that weatherization cannot occur. Causes for deferral are in section 2.11.

### 3.3.6 State Historic Preservation Office (SHPO)

All buildings that are at least fifty (50) years old must compare all energy conservation measures prescribed by the energy auditor in the work plan to the list of Excluded Measures in the OSI/NH Division of Historical Resources (NH DHR) Programmatic Agreement. Auditors must use the SHPO Guide Sheet to aid in determining if a formal review is necessary. Any planned measures not excluded from review per the Programmatic Agreement must have a Section 106 Review completed and submitted to the SHPO office for approval prior to beginning work. Measures that qualify for installation per the Targeted Retrofit Energy Analysis Tool (TREAT) audit but are not excluded from Section 106 Review should not be skipped; a Section 106 Review form must be completed for these measure(s) and submitted to NH DHR.

Agencies must adhere to the conditions of that review. If the review prohibits a measure, a waiver request must be submitted to OSI to consider skipping the measure or deferring the home.

NH Division of Historical Resources  
State Historic Preservation Office  
Attention: Review & Compliance  
19 Pillsbury Street  
Concord, NH 03301-3570

The Section 106 Review form can be found at: [http://www.nh.gov/nhdhr/review/rpr.htm](http://www.nh.gov/nhdhr/review/rpr.htm).

### 3.3.6.1 SHPO Reporting Requirements

An annual report on State Historic Preservation reviews is filed with the DOE, usually in September. In order for OSI to file this report accurately, Subgrantees should keep records on data contained in SHPO reports filed with the NH DHR. The data that should be collected annually include:

1. Total number of units weatherized with DOE funds;
2. Total number of units exempt from historic review due to property age;
3. Total number of units older than 50 years but exempt from historic review due to the NH Programmatic Agreement;
4. Total number of SHPO reports filed and reviewed by NH DHR.
3.3.7 Lead Guide Sheet

The Lead Guide Sheet must be completed by a contractor or crew whose work could be expected to disturb lead-based paint in any dwelling built prior to 1978, including mobile homes. This includes contractors that are not RRP certified but must still work in a lead-safe manner due to lead-safe weatherization (LSW) requirements. All contractors must have LSW training.

An RRP Certified Renovator must sign this sheet when areas in excess of the RRP requirements, 6sf interior and 20sf exterior, are disturbed.

3.3.8 Final Inspection Documentation

The Final Inspection documentation is used by the Subgrantee to verify that all work ordered was actually installed and complete and that no measures were missed or not installed and yet charged to the CAA. This process is the CAA’s verification of final inspection and must be complete and inserted in each client file. Every final inspection of WAP work completed must be done by a currently certified Quality Control Inspector (QCI). That person’s printed name, signature, BPI ID number, and the date on which the final inspection took place, must appear on the Final Inspection documentation.

3.4 Waivers

A Waiver Request Form is to be submitted to OSI under any circumstance in which a proposed weatherization measure, whether funded by WAP or BWP funds, needs to be installed in a manner that is not in accordance with this manual, the NH Weatherization Field Guide, NH State Plan, or other state or federal guidance.

Deviations from the weatherization standards require a waiver from OSI prior to the expenditure of funds. Work may proceed after verbal or email authorization by the OSI Weatherization Program Manager. An electronic copy of the waiver form documenting authorization will be forwarded to the Subgrantee to be kept on file.

A waiver is necessary under any condition where the requirements in this document, the NH Weatherization Field Guide, or other state-issued guidance cannot be met, or when a measure or procedure is questionable per program guidelines and not addressed in this document or the NH Weatherization Field Guide.

A copy of the waiver request form must be completed and submitted to OSI prior to the delivery of weatherization services. Subgrantees must supply necessary documentation to support the waiver request and must comply with all conditions stated on issuance of the approved waiver. If the waiver is for an energy-saving measure, the completed TREAT TPG file for the project must accompany the waiver request. Failure to do so will result in a denial of the waiver.
CHAPTER 4  WEATHERIZATION PROGRAM REPORTING

The Weatherization Assistance Program requires multiple reports throughout the program year. Subgrantees are required to collect and provide specified information from time to time.

The Department of Energy (DOE) announces annual state grant allocations through a Weatherization Program Notice (WPN). Prior to the start of a Weatherization Program year, Community Action Agencies (CAAs, also referred to as Subgrantees) receive an allocation of NH’s total Weatherization Assistance Program (WAP) budget, based in part on the number of certified Fuel Assistance Program (FAP) applications, by county, in the prior year; in part on each county’s percentage of the state’s population with income below 200% of the Federal Poverty Guideline (using the most recent American Community Survey estimates of individuals below the poverty line); and in part on each county’s percentage of the state’s average heating degree days (HDD) from 1981-2010. Following DOE approval of the NH WAP State Plan and upon Governor and Council approval of Subgrantee contracts, each Subgrantee must submit, for OSI approval, proposed WAP budgets and management plans.

4.1 Budget and Management Plans

OSI reviews and approves Subgrantee budget proposals prior to weatherization work being paid for in any given grant period. Management plans are to be submitted in accordance with an OSI request, which may vary in the content required depending on the year in the three-year US DOE grant award cycle. In addition, program reports must be submitted to OSI monthly. These reports, including requests for payment on jobs completed, provide both the State and the Subgrantee’s management staff an opportunity to review program effectiveness and to maintain accountability of public funds. Comparisons between reports and initial baseline plans also allow identification of potential problem areas that may require corrective action.

The budget should be accompanied by a Budget Support Worksheet.

The management plan should consist of:

1) An overview of the Subgrantee’s weatherization assistance program, including number and credentials of WAP staff, resumes for WAP management (personal information redacted), organizational chart, description of administration and management procedures, and names of contractor firms consistently used.

2) Subgrantee or departmental policies that affect the WAP, including confidentiality, code of conduct, dispute resolution policy, etc. (see section 1.6).

3) A Training and Technical Assistance (T&TA) Plan for the year. The plan should be as specific as possible and should address new training requirements, staff to be trained and estimated costs.

4) Plans for major (>$5,000) purchases of tools, vehicles, and/or office or technical equipment.

5) Most recent (within one year) tools, equipment, and vehicle inventory (>$5,000.00).

6) Annual Safety Plan. This plan should include how the CAA will ensure that contractors and crews are appropriately trained and will be able to properly implement required
safety procedures as outlined in the NH WAP Health and Safety Plan (see Chapter 9).

7) Annual Quality Control Plan - this should address how the Subgrantee assures the quality of its technical work and the “checks and balances” that are in place that demonstrate adequate fiscal and managerial control of the program.

8) Copy of the agency’s most recent single audit results (if not previously sent to OSI).

4.2 Preparing Required Reports

Descriptions and instructions for the various reports appear in this section. Although each report focuses on different aspects of program performance, the following data is common to all the forms:

1) Project Title - The official title as it appears on the program announcement.
2) Program Year - This is the Fiscal Year for the program.
3) Subgrantee Name and Address - This is the same as it appears on Subgrantee contracts.
4) Planning and Reporting Period - The period of time covered by the report, identified by inclusive dates.
5) Start/Completion Dates - The dates identified by OSI as the official starting and ending dates of the program year or term of the contract.

4.2.1 Weatherization Program Forms

The following table outlines the applicability of the various reporting forms to the WAP and specifies the frequency with which they must be submitted to OSI. Complete descriptions of each form are provided following the table. Examples and detailed instructions for each form are included in the Forms section at the end of this manual.

<table>
<thead>
<tr>
<th>Form Name</th>
<th>Form Number</th>
<th>DOE WAP</th>
<th>LIHEAP</th>
</tr>
</thead>
<tbody>
<tr>
<td>DOE WAP Monthly Expenditure Report</td>
<td>F-11A</td>
<td>A (budget), M, F</td>
<td></td>
</tr>
<tr>
<td>LIHEAP BWP Monthly Expenditure Report</td>
<td>F-11B</td>
<td>M</td>
<td>A (budget), M, F</td>
</tr>
<tr>
<td>NH WAP Program Status Report</td>
<td>F-12</td>
<td>M, F</td>
<td></td>
</tr>
<tr>
<td>DOE WAP Production Details Report</td>
<td>F-13A</td>
<td>A, M, F</td>
<td></td>
</tr>
<tr>
<td>BWP/WAP Production Details Report</td>
<td>F-13B</td>
<td>M</td>
<td>A, M, F</td>
</tr>
<tr>
<td>BWP Production Details Report</td>
<td>F-13C</td>
<td>M</td>
<td>A, M, F</td>
</tr>
<tr>
<td>WAP-T&amp;TA Monthly Expenditure Report</td>
<td>F-11A</td>
<td>A (budget), M, F</td>
<td></td>
</tr>
<tr>
<td>Inventory Report</td>
<td></td>
<td>A</td>
<td></td>
</tr>
</tbody>
</table>

A = With application or any significant planning change.
M = Monthly.
F = Final within 45 days of the end of a contract period.
4.2.2 DOE WAP Monthly Expenditure Report (F-11A)

The DOE WAP Monthly Expenditure Report (F-11A) provides information on the status of a Subgrantee’s funds for the weatherization program. It contains amounts for each category as follows: the monthly expenditures, the year-to-date expenditures, the budgeted amounts, and the remaining balance budgeted. It also contains information on the number of completions, the installed cost per-unit average, and the health and safety per-unit average. The Subgrantee shall, in the Status Report, explain any deviations in excess of ten (10) percent of the planned and actual expenditures, any negative expenditure balance in a given month, or any unusual spending patterns. Expenditures in any budget category may deviate +/- 10%; large deviations may result in OSI’s request for a new budget. A budget must be reported on this form as part of the management plan submitted for any new grant period.

The NH Weatherization Monthly Expenditure Report serves as a Subgrantee’s reimbursement request for all costs incurred during the reporting period in the weatherization program.

Reimbursement requests must include the Subgrantee’s contract number and CFDA #81.042. Requests not having this information will not be paid.

This report also provides OSI with information on the status of a Subgrantee’s activities with funds allocated for T&TA.

The T&TA report constitutes a Subgrantee’s reimbursement request for all costs charged to T&TA during a reporting period. In addition, the report provides information on the status of expenditures and the balance of remaining funds. It should include detailed information on training activities and other expenses for which reimbursement is sought. Back-up documentation to support the T&TA reimbursement request may include a sign-in sheet or other proof of attendance, event agenda, mileage, registration receipt, etc.

A job costs sheet must accompany the report, listing names and addresses of completed client jobs, total materials costs, total Subgrantee labor costs, total contractor costs, repair costs (labor and materials reported separately), and health and safety costs (materials and labor). For those agencies weatherizing with contractors only, labor and material costs may be reported together.

4.2.3 WAP/BWP Monthly Expenditure Report (F-11B)

The Low Income Home Energy Assistance Program (LIHEAP) Monthly Expenditure Report (F-11B) provides information on the status of a Subgrantee’s funds for the Building Weatherization Program (BWP), as well as a summary of the units completed and the per-unit cost average. The Subgrantee shall provide explanations for any deviations in excess of ten (10) percent between the planned and actual production and expenditures.

The BWP Monthly Expenditure Report serves as a Subgrantee’s reimbursement request to OSI for all costs incurred during the reporting period using BWP funds. The summary portion of the report provides information regarding units completed and average costs.

Reimbursement requests must include the Subgrantee’s contract number and CFDA #81.042.
Requests not having this information will not be paid.

4.2.4 New Hampshire WAP and BWP Program Status Report (F-12)

The NH WAP and BWP Program Status Reports (F-12) are used both as baseline-planning documents and as monthly status reports. As a planning document it is a concise summary of the planned schedule. As a monthly status report it should generally describe the performance of both WAP and BWP weatherization programs. This report provides an opportunity for the Subgrantee to discuss program highlights, problems, production issues, and deviations from the plan. This report must accompany the monthly reimbursement and reporting forms.

4.2.5 WAP Production Details Report (F-13A)

The WAP Production Details Report tracks monthly and cumulative annual information about units weatherized. Details about housing type, household characteristics, and income category for units weatherized with WAP funds are tracked in this report for the purpose of reporting to the U.S. Department of Energy.

WAP units can only be reported as complete after the Subgrantee has performed a final inspection by a QCI and found the unit to be completed in accordance with program requirements.

Units that are re-weatherized using WAP money will be counted towards the per-unit average but must be tracked separately from newly weatherized units. Production credit for these units will be in the “Re-WAP Pre 9/94” category under “Other Units” on the Production Details Report and Monthly Expenditure Report.

4.2.6 BWP Production Details Report (F-13B)

The BWP Production Details Report tracks monthly and cumulative annual information about units weatherized. Details about housing type, household characteristics, and income category for units weatherized with BWP funds are tracked in this report.

4.3 Records and Accounts

Each Subgrantee shall establish and maintain a separate accounting for both DOE and LIHEAP funded activity that reflects all receipts, obligations, and disbursements of funds, and shall include, without limitation:

1) A copy of all purchase invoices and/or contracts charged to the weatherization program.

2) A copy of all work orders for each individual dwelling unit undergoing weatherization; home repair and/or heating source repair/replacement services; work orders for employees, subcontractors, and their agents and employees to perform said activities; orders for materials purchased or donated; requisitions for mileage; and insurance and tools.

3) An identification of all other costs charged to the weatherization program.
4) Any additional records, information, or documents specified by OSI, the U.S. Department of Health and Human Services, or the U.S. Department of Energy.

4.4 Equipment Purchases

For equipment with a purchase price over $5,000, a copy of the invoice must be submitted.

4.5 Payment of Grant Funds

OSI will provide sufficient advances on WAP contract amounts (approximately 30%) for the grant period upon approval of the contract by the NH Governor and Executive Council and upon DOE approval of the State Plan, to ensure program operation during the startup of a new program year. Additional program funds, including job cost amounts, T&TA amounts, administrative amounts, and health and safety amounts, will be reimbursed on a monthly basis based on the monthly expenditure reports and the number of completed units.

4.5.1 Delayed or Withheld Payments

Monthly reimbursements of grant funds to Subgrantees, as requested in the DOE WAP Monthly Expenditure Report (F-11A), may be delayed or withheld for the following reasons:

1) The Subgrantee has failed to comply with the reporting requirements.

2) Discrepancies or inconsistencies in reporting have been revealed through the monitoring of Subgrantee records.

3) Program operations or expenditures are in non-compliance with provisions of the contract.

4) Late and/or inaccurate costs after payment deadlines.

5) Failure to comply with or respond to monitoring report corrective actions or other significant findings will delay CAA reimbursements and may result in the job in question being disallowed in its entirety.

6) Poor grant performance as demonstrated by low or no production for a period of three (3) months or more. Low performance is described as not meeting the budgeted production per the management plan by 20% or more.

7) Reimbursement request is missing the contract number and/or CFDA #81.042.

4.5.2 Reimbursement Request Due Dates

So as to facilitate regular payments to Subgrantees, monthly reimbursement requests are due on or before the fifteenth day of the month. The OSI Business Office and the Weatherization Program Manager will process reimbursement requests in the order in which they are received, within fifteen (15) working days. OSI’s business office will release payment within 30 days of receipt of the request. Final, year-end closeouts are due within sixty (60) days of the contract end date.
4.5.3 Budget Revisions

All changes to line items and between line items require the prior written approval by OSI if the changes exceed ten percent (10%) of the Subgrantee’s budget amount. Budget revisions are to be submitted on a Budget Support Worksheet with an accompanying letter of justification signed by the Subgrantee’s weatherization director. Funds in the Training and Technical Assistance budget category, or in the administrative category, or in the Health and Safety category may be converted to program funds by making a request in writing to OSI.

4.6 Property Management

The Subgrantee shall comply with all provisions of 2 CFR 200 Subpart D – Post Federal Award Requirements – Property Standards.

The Subgrantee’s executive director must designate an individual responsible for purchasing and maintaining records on all property, equipment, and non-expendable supplies purchased with weatherization funds received from the State of New Hampshire.

The property management procedures must be in writing and ensure adequate safeguards to prevent loss, damage, or theft of property. These property management procedures must meet all Federal and State regulations.

Adequate recovery insurance must be maintained on the property. A physical inventory must be taken and documented annually of all property purchased with weatherization funds.

A record of all non-consumable property with a purchase price of $5,000 or more, or with a usage period exceeding two (2) years, must be accurately maintained and shall include the following:

1) A full description of the property.
2) Manufacturer’s serial number, model number, or the identification number.
3) Source of funds used to purchase the property, including contract number.
4) If applicable, whether title rests with the CAA, State, or Federal government.
5) Acquisition date and cost, including all taxes, freight charges, etc.
6) Percentage of Federal participation in the cost of the program for which the property was purchased (100%).
7) Location, use, and condition of the property and the date information was recorded.
8) Disposition data, including date of disposal, method of disposal, and sales price if sold. The proceeds from the sale of any property with a fair market value greater than $5,000 must be returned to the program. If the Federal government is compensated for the sale, the method used for determining the current fair market value is required.

If the property is considered for disposal by sale and the fair market value is greater than $5,000, authorization must first be obtained from OSI. Proper sales procedures shall be followed in all
property dispositions under guidelines and procedures established by the New Hampshire Division of Plant and Property Management.

At the beginning of each program year, each CAA is required to submit to OSI, with the management plan, an inventory of all non-expendable personal property and any expendable property if the inventory on hand exceeds $1,500 and was purchased with program funds. Records on the purchase of all tools/equipment/vehicles must be maintained in the Subgrantee files.

4.7 Inventory Control

All materials stored in a warehouse are considered assets of the Subgrantee.

The Subgrantee shall assign an individual to implement and maintain an inventory recording system which assures all materials purchased with weatherization funds can be accounted for at all times.

The assignment of persons who will be permitted access to the materials is the responsibility of the CAA’s executive director. The Subgrantee must have in place a system to account for items removed and returned to the storage facility.

The costs of all materials installed at a home must be able to be traced back to their original invoices.

OSI may approve, on a case-by-case basis, inventory recording systems that meet the goals of the recommended system outlined below:

1) An inventory card or ledger sheet will be established for every item maintained in inventory.

2) The inventory card or ledger sheet will include the following:
   a. Description of the item.
   b. Date of purchase.
   c. Purchase order number.
   d. Quantity ordered and received.
   e. Unit cost of the item.
   f. Balance on hand.
   g. Vendor’s name.

3) Whenever stock is removed from inventory for installation into a home, the following procedures will be followed:
   a. A purchase order is initiated indicating the materials taken from stock.
   b. The name of the recipient receiving the inventory is indicated on the purchase order.
   c. The quantity and dollar amount are indicated on the purchase order.
   d. The purchase order is inserted into the client’s weatherization file.
e. An entry is made into the general ledger sheet or inventory card indicating the date, client name, purchase order number, quantity taken, and balance remaining.
f. Inventory will be taken at least annually and indicated on the inventory card or ledger sheet, and will be signed and dated.

4.8 Insurance Requirements

A Subgrantee must maintain the appropriate insurance prior to subcontracting weatherization services. This includes: Comprehensive Public Liability Insurance, Statutory Workers’ Compensation, Employers’ Liability Insurance, and Unemployment Insurance. Pollution Occurrence Insurance is optional but recommended as outlined below.

Subgrantees must require their contractors to carry sufficient liability coverage for DOE activities and should require subcontractors to name said Subgrantee as co-insured as evidence of coverage, and submit a Certificate of Insurance. Subgrantees should include contract language that requires them to be notified in the event that such insurance coverage is canceled or lapses.

1) Workers’ Compensation and Employer’s Liability Insurance for Employees: Statutory Workers’ Compensation and Employer’s Liability Insurance for all employees for the subcontractor engaged in performance of the services.

2) Workers’ Compensation Insurance and Unemployment Insurance for Employees: The private contractor shall ensure that each employee engaged in the performance of the services is provided with Workers’ Compensation Insurance and Unemployment Insurance as required by law.

3) Comprehensive Public Liability Insurance: The contractor must demonstrate that comprehensive public liability insurance coverage is maintained in accordance with the requirements established by the specific local Subgrantee involved.

4) Conditions: All insurance provided hereunder shall be affected under standards for valid and enforceable policies issued by insurers satisfactory to the sub-grantee.

5) It is recommended, but not required, for Subgrantees and their contractors to maintain Pollution Occurrence Insurance. The contractor should have Pollution Occurrence Insurance (POI) unless they are named as additionally insured under the policy of the Subgrantee for which they work. If Subgrantees choose NOT to obtain POI coverage and damage occurs or there is disturbance to any other environmental pollutants, the cost of remediation, clean up, relocation, medical expenses, or any other resulting costs may not be charged to DOE Weatherization and must be covered by another funding source.

6) Costs for additional mold insurance are not allowed unless the cost is included with the policy. If mold coverage is acquired by rider, the cost is not allowed to be charged to the program.

On the date of execution and thereafter, not less than fifteen (15) days prior to the expiration date of expiring policies, originals or copies of the policies or certificates of Liability and Workers’ Compensation insurance for sub-grantees should be submitted to OSI.
4.9 For-Profit Income

A Subgrantee may use equipment purchased with DOE funds to perform “fee for service” weatherization on non-low-income homes. However, DOE requires a fee, based on fair market value, be charged for the use of this equipment to be reimbursed to the weatherization program.

Suggested fees are as follows:

<table>
<thead>
<tr>
<th>Equipment</th>
<th>Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vehicle</td>
<td>$0.555 per mile (or current Federal rate)</td>
</tr>
<tr>
<td>Blower Door</td>
<td>$35.00 per dwelling</td>
</tr>
<tr>
<td>Infrared Scanner</td>
<td>$50.00 per dwelling</td>
</tr>
</tbody>
</table>

Other DOE-purchased equipment may be used for fee-for-service work if weatherization is reimbursed for its use based on pre-determined fees. OSI should be contacted for guidance.

Subgrantees are to itemize and track these fees according to their own internal accounting systems, which are in turn reviewed by OSI and Subgrantee auditors. This information will be summarized and reported to OSI on a monthly basis. Figures for these three categories should be reported in the narrative section of the DOE WAP Production Details Report (Form F-13A) showing monthly and year-to-date figures.

Income received for the use of equipment paid for with DOE funds can be utilized by Subgrantees within the program year in which it is earned. Funds received must be tracked as Program income.
CHAPTER 5  PROCUREMENT STANDARDS

5.1 General Procurement Goals and Objectives

The Subgrantee must ensure that all procurement of materials, property, equipment, or services with DOE/LIHEAP funds is conducted in a manner that provides free and open competition and that avoids any unfair advantage to any potential vendor, either real or apparent. In order to ensure objective contractor performance and eliminate unfair competitive advantage, contractors that develop or draft specifications, requirements, statements of work, or invitations for bids or requests for proposals must be excluded from competing for such procurements.


No Subgrantee employee, officer, or agent shall solicit or accept gratuities, favors, or anything of monetary value from a contractor or potential contractor or parties to sub-agreements. The Subgrantee must maintain written standards of conduct covering conflicts of interest that shall govern the performance of its board members, officers, employees, or agents engaged in awarding and administering weatherization contracts or agreements.

No employee, officer, or agent of a Subgrantee shall participate in the selection, award, or administration of a contract supported by any funds if he or she has a real or apparent conflict of interest. Such a conflict of interest would arise when the employee or his/her immediate family or partner has a financial or other interest or with whom he/she is negotiating or has any arrangement concerning prospective employment.

The Subgrantee shall make positive efforts to utilize small, women-owned, and minority-owned businesses as sources of supplies and services. Such efforts shall allow these sources the maximum reasonable opportunity to compete for subcontracts that utilize weatherization funds. All efforts to utilize small, women-owned, and minority-owned businesses shall be recorded and maintained on file.

Procurement actions shall follow procedures to ensure the avoidance of purchasing unnecessary or duplicative items. Where appropriate, an analysis shall be made of lease and purchase alternatives to determine which would be the most economical and practical procurement.

Some form or manner of price or cost analysis shall be made in connection with every procurement action. Record of such analysis will be maintained by the sub-grantee.

No Subgrantee may use Department of Energy/Low Income Home Energy Assistance Program (DOE/LIHEAP) funds for the purchase of land or the purchase, construction, or permanent improvement of any Subgrantee-owned/leased building or other facility.

5.2 Methods of Procurement to be Followed

1) **Procurement by micro-purchases**, 2 CFR 200.320(b). Procurement by micro-purchase is the acquisition of supplies or services, the aggregate dollar amount of which does not
ceed the micro-purchase threshold (2 CFR 200.67 Micro-purchase). Micro-purchases may be awarded without soliciting competitive quotations if the non-Federal entity considers the price to be reasonable.

2) **Procurement by small purchase procedures.** Small purchase procedures are those relatively simple and informal procurement methods for securing services, supplies, or other property that do not cost more than the Simplified Acquisition Threshold. If small purchase procedures are used, price or rate quotations must be obtained from an adequate number of qualified sources.

3) **Procurement by sealed bids (formal advertising).** Bids are publicly solicited and a firm fixed price contract (lump sum or unit price) is awarded to the responsible bidder whose bid, conforming to all the material terms and conditions of the invitation for bids, is the lowest in price. The sealed bid method is the preferred method for procuring construction, if: a complete adequate and realistic specification or purchase description is available; two or more responsible bidders are willing and able to compete effectively for the business; and the procurement lends itself to a firm fixed price contract and the selection of the successful bidder can be made principally on the basis of price. If sealed bids are used, the following requirements apply:
   a. Bids must be solicited from an adequate number of known suppliers, providing them with sufficient response time prior to the date set for opening the bids;
   b. The invitation for bids, which will include any specifications and pertinent attachments, must define the items or services in order for the bidder to properly respond;
   c. All bids will be opened at the time and place prescribed in the invitation for bids;
   d. A firm, fixed price contract award will be made in writing to the lowest responsive and responsible bidder. Where specified in bidding documents, factors such as discounts, transportation cost, and the life cycles costs must be considered in determining which bid is lowest; and
   e. Any or all bids may be rejected if there is a sound documented reason.

4) **Procurement by competitive proposals.** This technique is normally conducted with more than one source submitting an offer, and either a fixed price or cost-reimbursement type contract is awarded. It is generally used when conditions are not appropriate for the use of sealed bids. If this method is used, the following requirements apply:
   a. Requests for proposals must be publicized and identify all evaluation factors and their relative importance (scoring methodology). Any response to publicized requests for proposals (RFP) must be considered to the maximum extent practical;
   b. Proposals must be solicited from an adequate number of qualified sources;
   c. The Subgrantee must have a written method for conducting technical evaluations of the proposals received and for selecting recipients; and
   d. Contracts must be awarded to the responsible firm whose proposal is most advantageous to the program, with price and other factors considered.

5) **Procurement by noncompetitive proposals.** Procurement by this method is procurement through solicitation of a proposal from only one source and may be used only when one or more of the following circumstances apply:
a. The item is only available from a single source;
b. The public exigency or emergency for the requirement will not permit a delay resulting from competitive solicitation;
c. The Federal awarding agency (DOE) or the pass-through entity (OSI) expressly authorizes noncompetitive proposals in response to a written request; and
d. After solicitation of a number of sources, competition is determined inadequate.

5.3 Contractor Procurement Requirements

The Subgrantee must ensure that all participating weatherization contractors are chosen as a result of an open and competitive Request for Proposal (RFP) process. The RFP process must be conducted at least annually regardless of dollar amounts. Weatherization contractors may be procured at any time within the twelve (12) month period immediately following the RFP process. The Office of Strategic Initiatives (OSI) may request, for review and approval, to see any RFP or proposed contract.

1) The Subgrantee must prepare an RFP that:

a. Identifies all requirements for prospective respondents, including all required training, certifications, licenses, and proper equipment. Respondents who do not have the required credentials at the time of bidding must agree to obtain such training within 90 days of a signed contract. Flow-down requirements such as having a DUNS number, having an active registration in the Federal website SAM (System for Award Management), and not being debarred from working on Federal projects.
b. Identifies all factors that the Subgrantee will consider in evaluating proposals.
c. Establishes, when the RFP is for a specific project or product, the relative weights of all factors, including cost, which will guide the Subgrantee’s ranking of proposals.
d. Establishes the duration and the geographical scope of the work to be done.

5.3.1 Procedures for Annual Procurement of Pre-Qualified Contractors

Some Subgrantees may prefer to assemble a pre-qualified list of contractors from which they can choose contractors to use on an on-going basis. In these cases, section 5.2 applies. The bid package should also be updated every year to incorporate new program guidance, contractor requirements, and updated measures. A standard measure price sheet, updated yearly, should be used to collect bid prices for all expected measures, even those that seldom occur. Standard measure price sheets should be forwarded to OSI each year for review.

Once bid packages have been received from interested contractors, Subgrantees shall allow for open negotiation of standard measure pricing. Documentation of the bid process should be retained by the Subgrantee. If any prices are re-negotiated during the program year, a new price list, designated by a date or version number, should be sent to all participating contractors and to OSI.

Subgrantees are reminded that negotiated prices should not be cost prohibitive; they must not cause typical measures to no longer meet Savings-to-Investment Ratio (SIR) requirements.
Once a bid package with standard measure pricing is available, any contractor at any time of the year should be able to apply for work in the program through submitting a completed bid package.

5.3.2 Contract Execution

The Subgrantee shall execute an agreement or contract with each weatherization contractor prior to giving any work orders to the contractor in question:

1) The agreement shall incorporate all applicable rules, including the NH Weatherization Policies and Procedures Manual, NH Weatherization Field Guide, and expenditure limits of the weatherization program.

2) The agreement shall state the circumstances under which an accepted price for a weatherized measure may be varied in special circumstances and the method whereby the Subgrantee and the contractor will determine the amount of variance.

5.4 Additional Contractor Provisions

1) Prior to execution of a contract with the contractor the Subgrantee shall verify:
   a. The contractor has not been debarred from working on Federal projects by checking the System for Award Management (SAM) website to search for the contractor and printing the results to keep in the contractor file;
   b. The contractor is licensed to do business with the State of NH by checking the Secretary of State’s website to verify the contractor’s status.

2) Additional requirements when utilizing contractors:
   a. No contractor shall be paid for any work until such time as the Subgrantee has inspected the work and has determined that all such work has been performed according to NH Weatherization Standards and in a workmanlike manner.
   b. The cost of materials and labor need not be separated in billings submitted by the contractor.
   c. Subgrantees are encouraged to track procurement of specialty contractors (HVAC, plumbing) which helps to demonstrate implementation of free and open procurement practices.
   d. Contractor files must be kept by the Subgrantee, one per contractor, that contain all documents related to the use of the contractor, such as a signed bid package, regulatory documents (NH Certificate of Good Standing, debarment), etc. Individual contractor files and general procurement files should be updated at least annually.
   e. If the use of a contractor is curtailed due to poor performance or previous unacceptable experience with that contractor, and that contractor is no longer asked to bid on jobs, the reason must be documented in the contractor procurement files and a letter sent to the contractor stating that he/she is no longer eligible for bids, along with the reason.

3) It is mandatory for contractors seeking to perform work in the weatherization program to
have the tools and equipment necessary to perform weatherization work including, but not limited to, a blower door, truck, trailer, blowing machines, etc.

4) Mandatory exclusion from the program shall be imposed for use of alcohol, use or possession of illegal drugs, or incidents of sexual harassment while on the job site or when otherwise engaged in activities related to the weatherization program.

5.5 Purchase or Lease of Vehicles

Subgrantees may procure vehicles with DOE funds only if they obtain prior written approval from OSI. Before such approval will be granted, the availability of other surplus vehicles purchased with DOE funds located at other Subgrantees will be determined by OSI. If surplus vehicles are available and meet the Subgrantee’s expressed operational needs, then vehicle transfers between agencies will supersede requests to purchase or lease new vehicles.

1) Any request to purchase or lease vehicles must be accompanied by an analysis that should include the following information:
   a. Compare annualized leasing costs to the projected annualized cost of purchasing similar vehicles. For leasing, all costs involved should be listed separately (i.e., base, maintenance, insurance, and other terms). For purchase, the costs should include projections of all costs included in the lease agreement. Cost analysis should also include the cost of lease abandonment. In order to annualize cost comparisons, use the following formula for estimating the “life” of a purchased vehicle: for vans and trucks the vehicle life is estimated at six (6) years or 80,000 miles, minus twenty percent (20%) of the original value (accounting for trade-in value). Thus, if experience tells you it will take three years to drive 80,000 miles, the yearly base cost of a $12,000 vehicle will be $9,600 (base minus 20%) divided by three years, or $3,200. This figure should be compared with the base cost of a one-year vehicle lease agreement.
   b. Include an analysis of any non-cost factors considered such as changing funding levels, immediacy of vehicle availability, or ease of maintenance. Non-cost factors may provide acceptable reasons for leasing but must be viewed along with cost factors.

2) Whether purchasing or leasing, vehicles must be acquired through a competitive sealed bid method of procurement. The bid package must contain specifications of the number and types (not specific makes or models) of vehicles needed and any specific terms you require (for example, consider only certain types of maintenance agreements, or such agreements that can be negotiable according to the length of the lease and/or the date vehicles are needed).

3) Subgrantees must have OSI listed as the first “lien holder” on the title of any vehicle purchased, in whole or in part, with New Hampshire weatherization program funds. A lien holder’s copy of the title of any such vehicle must be provided to OSI. For a “lease with option to buy” agreement, this requirement must be met at the point in time that a Subgrantee acquires title to the vehicle.
4) DOE rules regarding the purchase or lease of weatherization vehicles may be found using the following link: https://www.energy.gov/eere/wipo/downloads/wpn-notice-17-6-property-acquired-under-weatherization-assistance-program
6.1 Technical Inspections, Management and Fiscal Monitoring

In accordance with 10 CFR 440, the Office of Strategic Initiatives (OSI) is responsible for performing monitoring and technical inspections with all Subgrantees. Monitorings or inspections performed by OSI personnel and/or by qualified sub-contracted firms are intended to ensure that Subgrantees are accountable and that Program funds are expended in accordance with applicable law, including all State Program Standards, regulations contained in 10 CFR 440, federal financial assistance rules contained in 2 CFR 200, Weatherization Program Notices (WPN), and any other such guidance or procedural documents DOE or OSI may issue.

Program monitoring will identify problems, deficiencies, and areas that need improvement, and then assist agencies in those areas of concern by recommending appropriate T&TA or other resources.

OSI will perform technical field inspections on a regular basis. Technical inspections will occur on at least 5% of finished units and more; when possible and/or necessary. “In-progress” inspections will occur in addition to technical inspections at a rate to be determined by OSI each year, but at least one in-progress inspection shall occur in each Subgrantee’s territory. Additional monitoring visits may be conducted if OSI or the Subgrantee feels extra assistance is required to resolve particular problems or to meet specific training objectives. Technical inspections are considered by OSI to be part of a successful training program by assessing the need for training and technical assistance to improve local Subgrantee service delivery, cost-effectiveness, and accountability.

OSI will provide Subgrantees with a written report of results from each monitoring and inspection visit within thirty (30) days of the visit.

Sensitive or significant noncompliance findings, such as waste, fraud, or abuse, are reported to DOE immediately.

6.1.1 Quality Assurance Inspections

Quality Assurance Inspections (QAI) are performed on at least 5% of all completed WAP units in New Hampshire each year in order to meet DOE requirements for quality assurance and to assist OSI to discover technical areas of weatherization work which may benefit from T&TA. QAI in New Hampshire are generally performed by a firm contracted to OSI for that purpose. OSI reserves the right to adjust the number of QAI each year based on DOE requirements and local need.

Dwelling units that have received final inspections by a Quality Control Inspector (QCI) may be selected by OSI from a list of Subgrantee clients that will allow for a representative sample to receive a follow-on QAI. These QAI will be performed by OSI or its designee on both completed units and “in-progress” units.
Inspections will review quality, compliance and effectiveness; appropriate and allowable materials; appropriateness and accuracy of energy audits (no missed opportunities); appropriate and complete diagnostics; comprehensive final inspections; safe work practices such as lead-safe weatherization protocols; and other factors relevant to on-site work. Inspections will also include:

1) Reviewing the client file and work order, material quantities, safety, workmanship, thoroughness, and overall appearance.

2) Focus on problem areas identified in previous inspection reports to ensure that problems have been corrected.

Any activity found to not comply with any portion of the NH Weatherization Assistance Program Standards or other State or Federal regulations may result in disallowed costs. Deficiencies noted during OSI monitoring that result in a monitoring “finding” may be considered justification for requiring the Subgrantee’s QCI to re-inspect other dwellings.

Note: OSI expects Subgrantees to operate their weatherization programs in full compliance with local codes and ordinances. Code compliance is the responsibility of the Subgrantee based on individual town permitting requirements.

6.1.2 Program Monitoring

Beginning in PY16, OSI utilizes the monitoring guidance found in WPN 16-4 to complete the program and technical monitoring. OSI will always utilize the most current DOE guidance for the conduct of monitoring activities. At least annually, OSI will perform a monitoring of each Subgrantee. Areas reviewed include: program overview, financial/administration, inventory, energy audits, qualifications and training, health and safety, final inspections, and how monitoring results and required follow-up procedures are handled.

In addition, random client files will be reviewed to ensure proper documentation of weatherization procedures, correct completion of required forms, and source documentation of installed measures and costs. The list of client file contents presented in this manual is used for this review (see Section 3.2, “Client Files”). The client file review does not address the same issues as technical monitoring, nor does it serve to replace technical monitoring.

The Weatherization Assistance Program (WAP) nationally defines eligible clients as those having income no greater than 200% of the Federal Poverty Guidelines (FPG). In New Hampshire, the WAP relies on the Fuel Assistance Program (FAP) to determine and verify client incomes. In most recent years, FAP and WAP have used the same eligibility marker, but when/if FAP chooses to go to some other eligibility marker (such as 60% of the State’s median annual income, which is generally somewhat higher than 200% of the FPG) WAP will maintain its own eligibility marker in order to remain in compliance with Federal WAP rules. In other words, the FAP-determined income level of the client will continue to determine the WAP eligibility but it may differ from FAP eligibility.
6.1.3 Fiscal Monitoring

OSI or its designee will perform Subgrantee site visits to review the following fiscal activities: financial management/accounting systems and operations, audits, payroll/personnel, vehicles and equipment, procurement, Davis Bacon (when applicable), sub-awards/Subgrantee monitoring, invoicing, records retention, staff or entity preparing for or performing the monitoring, and how monitoring results and required follow-up procedures are handled. A copy of each Subgrantee’s single audit in accordance with 2 CFR 200 subpart F-audit requirements results will be reviewed by OSI. Fiscal training will be provided to Subgrantees when necessary to ensure understanding of DOE and OSI fiscal policies and proper reporting.

Fiscal monitoring will take place on two levels:

1) Confirmation of adequate control of costs: Monitoring of procedures to ensure checks and balances are in place, staff is accountable for costs, and management procedures are in place to control costs.

2) Confirmation of appropriate program charges to OSI: At least one reimbursement request will be randomly chosen to trace all line item costs from the reimbursement request to the general ledger and detailed ledger and to the original source documents, either receipts or employee timesheets.

6.2 Monitoring Report Format

Monitoring reports will reference appropriate standards, regulations, etc. when applicable. All written reports will follow the same general format and will offer several or all of the following terms regarding monitoring outcomes:

1) Findings: A Finding is an issue that may be a violation of rules or standards, questioned or disallowed costs, and needs to be addressed; formerly a Required Action. Issues that are significant in nature, include items such as misuse of Program funds, eligibility, major health and safety issues, and consistently failing to follow rules or standards. Findings will be accompanied by corrective actions when appropriate.

2) Concern: A Concern is an issue that may not be in direct violation of rules or standards but needs to be addressed. Repeated similar Concerns will be reported as a finding.

3) Recommendation: Recommendations are notations based on monitor or inspector experience and expertise on how Subgrantees can improve certain aspects of the program.

4) Commendations: Commendations are provided when any aspect of Program operations are found to be above average.

5) Best Practice: A Best Practice will be noted when a monitor or inspector observes initiative and/or ingenuity in handling specific conditions as compared to current conditions. It will be utilized to share ideas throughout the State for appropriate applications.
6.2.1 Subgrantee Response to Monitoring Report Letters from OSI

A written response to an OSI monitoring letter is required of the Subgrantee when the letter points out any findings, concerns, or recommendations which the Subgrantee must address. Findings, and sometimes concerns, are accompanied by one or more corrective actions which OSI requires of the Subgrantee in order for the Subgrantee to demonstrate its understanding of the issue(s) presented in the finding or concern and to ensure a good-faith effort to comply with the breached standards or regulations or practices in future WAP work. Any necessary corrective action must be performed within thirty (30) days of receipt of the monitoring report letter from OSI, and this corrective action completion must be confirmed in a written response to OSI sent within this same thirty (30) day period. In the case of wide-scale corrective actions that may require more time - for example, in order to change Subgrantee procedures - a request for an extension may be made in writing to OSI. The request must provide a new timeframe for completion of the corrective action.

Failure to remedy and adequately respond to Findings within thirty (30) days may delay Subgrantee reimbursements and may result in the associated costs or job costs being disallowed in their entirety.

6.2.1.1 Response Format

Responses to a monitoring report should follow this format:

1) Responses must be provided to OSI electronically.

2) Responses should follow the format of the report in answer to the specific findings, concerns, etc. When a Subgrantee disagrees with a finding or concern or other element in a monitoring report letter from OSI, it is their responsibility to indicate where in this manual, the NH Weatherization Field Guide, or other State program documentation the action taken is allowable (see section 6.4 below).

3) Whenever possible, photos should accompany responses or be inserted as part of the explanation. Photos should be limited in number and be of medium to low quality resolution to reduce file size.

6.3 Repeated Noncompliance

Repeated discoveries of noncompliance will prompt one or several corrective actions by OSI.

1) Quality Assurance Inspections: Significant deficiencies such as health and safety violations, missed or inaccurate building diagnostics, poor quality installation of materials, major missed opportunities, etc., may result in an increase in Subgrantee technical inspections and may require additional training. Continued findings or concerns, or failure to address findings or concerns within thirty (30) days, will cause reduction or termination of OSI weatherization financial assistance, and could cause OSI to classify the Subgrantee as a high-risk CAA.

2) Program and Financial Monitoring: As with Quality Assurance Inspections, repeat and multiple findings or concerns as a result of program and fiscal monitoring will cause the
imposition of corrective action by OSI. Suspected or confirmed financial mishandling of program funds, as evidenced by lack of back-up documentation for program costs, financial or management practices not in compliance with 10 CFR 440 or 2 CFR 200, will cause increased Subgrantee monitorings, disallowed expenditures, and required trainings. Significant findings, repeated violations and failure to correct findings within thirty (30) days will cause a reduction or termination of OSI weatherization financial assistance, and will cause OSI to classify the Subgrantee as a high-risk CAA. If fraud is discovered, termination of weatherization assistance will be immediate.

A Subgrantee placed on high-risk status will likely have special conditions placed upon the Subgrantee’s financial assistance award until the Subgrantee addresses the issue(s) identified during OSI monitoring. Subgrantees will be required to submit to OSI a plan, and eventually a report, in writing, stating how the issue or issues that place it at high-risk status are being or have been addressed.

6.4 Appeals of Monitoring Results

If a Subgrantee does not agree with corrective actions required by OSI and believes that the questioned or disallowed costs for work, material, or procedure was within the guidelines of the program, then it has the right to appeal the corrective action.

The appeal of a required corrective action should be made in writing to the WAP Manager within thirty (30) days of receipt by the Subgrantee of the monitoring report.

A Subgrantee that does not agree with the WAP Manager’s decision regarding the corrective action appeal may submit a subsequent appeal to the director of the Office of Strategic Initiatives. All appeals must be signed by the Subgrantee’s executive director and sent to the attention of OSI’s director.

The Subgrantee may choose to request an appointment for an opportunity to present its appeal in person, if so desired. All “in person” appeals will still be expected to provide and include the same information that is required in writing for a letter of appeal.

The letter of appeal should contain the following:

1) Specific reference to the issue being disputed.
2) Specific reason(s) and support for the appeal.
3) Provision in 10 CFR 440, 2 CFR 200, this manual, or the NH Weatherization Field Guide authorizing the Subgrantee to perform or not perform the questioned work.

The OSI director will evaluate and respond in writing to each appeal within ten (10) business days. In the event an appeal is granted, OSI will, within thirty (30) days, reverse any corrective action.
6.5 Enforcement

Continued Subgrantee inability or refusal to comply with applicable standards constitutes grounds for the OSI to suspend, terminate, or otherwise apply special condition(s) to the Subgrantee’s agreement to provide weatherization services. Failure to comply includes agencies forming and instituting policies that are inconsistent with the program or other State Subgrantee requirements.

6.6 Client Survey

A questionnaire may be sent to all New Hampshire WAP recipients annually to solicit input and comments about the effectiveness of the weatherization services performed. OSI will compile all responses and provide the cumulative responses to the Subgrantees.
CHAPTER 7  PERSONNEL CERTIFICATION AND TRAINING REQUIREMENTS

7.1 Auditor Staffing

The knowledge base of newly hired staff can have a significant impact on Subgrantee program compliance and budgeting.

7.1.1 New Hires

Agencies hiring staff intended to be certified auditors should strive to have that staff certified within six (6) months of hiring.

When hiring new staff intended to be auditors, Subgrantees are encouraged to hire individuals with prior building knowledge or with construction, inspection, or other related building background. Subgrantees are also encouraged to hire candidates who already possess Building Performance Institute (BPI) certification as either a Building Analyst, which is recognized by OSI as sufficient preparation to function as a home energy auditor in the WAP, or as a Quality Control Inspector.

Initial weatherization work, including energy audits, health and safety testing, client education, and specification of energy efficiency measures and other work, may be performed by Subgrantee personnel who are part of the weatherization program but are not yet fully certified, if performed under the supervision of a certified auditor. The supervising certified auditor will sign off on the dwelling audit, TREAT modeling, and work scope documents as if those documents were his/her own.

7.1.2 Auditor Activities and Expectations

Auditors must be able to perform all necessary activities to perform their job effectively. This includes the ability to:

1) Understand and use computerized energy audit software.
2) Understand and utilize electronic diagnostic equipment and perform technical diagnostics.
3) Perform and solve moderately simple mathematic equations.
4) Lift tools and equipment up to 50 pounds.
5) Climb ladders to access areas above ground.
6) Gain access into tight spaces such as attic hatches and crawl spaces.
7) Reject unsatisfactory contractor work.

7.2 Auditor and Quality Control Inspector Certification

An auditor working in the NH Weatherization Program must have certification as a Building Analyst or a Quality Control Inspector from BPI, or a Home Energy Professional certification
as an Energy Auditor. Final inspectors of WAP work must have the BPI Quality Control Inspector (QCI) certification.

BPI training can occur prior to or after Subgrantee hiring; BPI certification is not required for hiring.

The certification, once obtained, will demonstrate competency in:

1) Comprehension of the NH Weatherization Assistance Program (WAP) Standards.
2) Performing a complete home evaluation.
3) Use of a blower door and interpretation of blower door diagnostic outcomes for cost effective air sealing.
4) Proper inputs and use of DOE-approved energy audit software.
5) Producing proper and accurate reports.
6) Determining ventilation requirements.
7) Heating system diagnostics and efficiencies.
8) CO testing of combustion appliances and interpreting results.
9) Combustion appliance zone depressurization testing.
10) Warm air distribution system balancing and heat rise calculation.
11) Health and safety procedures, protocols, and related documentation.
12) Completing all required reporting paperwork correctly.
13) Operation of diagnostic equipment.

7.2.1 Auditor and Quality Control Inspector Re-Certification

Re-certification will occur every three (3) years and generally in accordance with BPI recertification policy. This policy can be found at http://www.bpi.org/professionals_already.aspx.

Re-certification testing is available six (6) months prior to expiration and must be completed prior to certificate expiration.

7.3 Probation/Suspension

OSI reserves the right to place on probation or suspend any auditor in the Program due to non-compliance with Program requirements. Auditors on probation must be accompanied by a certified auditor when performing field activities and cannot perform final inspections. Auditors on suspension will be required to undergo a retraining plan with a certified auditor or certified QCI. All work performed by an auditor on probation must be signed and approved by a certified auditor prior to presenting project work to OSI as complete.

7.4 Training Requirements

Subgrantees should retain documentation verifying training received. Documentation should include certificates issued by the provider, invoices paid for training services, and sign-in
sheets or other such documentation verifying training and attendance. Where trainings require
an attendee to receive certification or licensing, Subgrantees shall receive copies of said
certificate or license from the attendee.

Subgrantees are responsible for ensuring that personnel and contractors have received
appropriate training as required by DOE and OSI as outlined in Chapter 7. In cases where
training is not available within the State or in close out-of-State proximity to agencies, OSI
will provide or seek out the necessary training.

Contractors and crew installing weatherization measures should receive formal installer
training, similar to BPI Air Sealing Control Installer training. Agencies are encouraged to seek
out installation firms that already have installer training and/or are willing to receive such
training.

Some training may be available on-line or as home-based trainings.

7.4.1 Additional Credentials

In addition to BPI certification, Auditors and Quality Control Inspectors working in New
Hampshire must also know or have the following:

1) Occupational Health & Safety Act (OSHA) certification: 10 hour for Auditors, 30
   hour for QCI.
2) Asbestos awareness and identification.
3) Structural and roofing issue identification.
4) Familiarity with codes in areas typically encountered.
5) Combustion equipment testing/CAZ.
6) How to identify fire hazards.
7) Mold and moisture training.
8) How to assess occupant pre-existing health conditions.
9) Pest-access presence and degree of infestation.
10) Smoke/CO detector installation.
11) Ventilation requirements in ASHRAE 62.2-2016 or the most current version.
12) Auditors must be RRP Certified Renovators.

7.4.2 Quality Control Inspector (QCI) Credential

Quality Control Inspector credential is required for any individual performing final
inspections for DOE Weatherization work.

See BPI certification requirements.
7.4.3 Contractor and Crew Credentials

Contractors and crews working in NH must have the following certifications and/or knowledge:

1) Supervisors: thirty (30) hour OSHA; Workers: minimum ten (10) hour OSHA.
2) Asbestos awareness.
3) EPA Lead Renovation, Repair and Painting (RRP).
4) Lead safe weatherization (LSW) training.
5) Training for installing spray foam products.
6) Weatherization installer training.
7) Diagnostics training.
8) Contractors working with asbestos must be NH Certified Asbestos Contractors.
9) Contractors and agencies taking asbestos samples must be NH Certified Asbestos Consultants.
10) Agencies utilizing crews must maintain EPA Firm Certification.

It is also recommended that Subgrantees have at least one (1) in-house representative trained to perform testing for asbestos, lead paint, etc. to minimize testing costs and to provide more reliable testing information in preparation for producing a work order.

7.5 Contractor Training Documentation

Subgrantees should request copies of required training certificates or other documentation verifying fulfillment of training requirements by their employees and contractors.

Subgrantees must secure a retention agreement in exchange for the training of contractors. The retention agreement should require that contractors will work in the Program for a specific amount of time commensurate with the cost of Training and Technical Assistance (T&TA) provided.

Should the contractor leave the program or discontinue services to the program for any reason within the stated time period, the contractor will be responsible for reimbursing the Subgrantee for some or all costs incurred for the training as outlined in the retention agreement.
CHAPTER 8  BUILDING ENERGY AUDIT AND FINAL INSPECTION

This chapter discusses data collection and necessary inputs for the auditing of all building types: individual units, mobile homes, and multi-unit buildings. Rental properties should be treated the same as owner-occupied buildings with the exception of heating systems, except where noted.

Specific mobile home requirements, different from site-built buildings, are located in the NH Field Guide.

Best practices for auditor and installer activities, as well as some specific material requirements, are identified in the NH Weatherization Field Guide.

8.1 General Auditing and Weatherization Requirements

1) Data collected in the field should be accurate and reliable and complete.

2) The health and safety of the clients, Subgrantee staff, subcontractors, and the integrity and durability of the building structure must not be compromised by any work completed with weatherization funds.

3) All weatherization installations, both repairs and conservation measures, must comply with applicable building codes and regulations.

4) Subgrantees are responsible for the quality of all repair and energy conservation work.

8.2 Building Audit Requirements

The building assessment must provide all the information necessary to produce an accurate and reliable work order. The assessment must include overall building condition, as well as necessary repairs and health and safety concerns. Auditing best practices are provided in the NH Weatherization Field Guide.

1) The field assessment must include, at a minimum:
   a. Documenting building measurements to determine square footage, volume, and building height.
   b. Area (square footage or coverage) of surfaces to be treated.
   c. Examination and assessment of building envelope.
   d. A health, safety, and hazards assessment of the unit, as well as the combustion appliances.
   e. Utility usage data.
   f. An air leakage/ventilation assessment. If a blower door cannot be utilized in making this assessment, the reasons must be noted in the client file.
   g. Ventilation requirements as determined by ASHRAE 62.2-2016, or the most current ASHRAE 62.2 version mandated for use in the Weatherization Assistance Program by the US Department of Energy.
   h. A moisture assessment.
   i. A ductwork assessment.
j. An insulation assessment.
k. A general heat waste assessment.

2) The thermal boundary of each dwelling must be determined during the field audit. This includes the identification of each part of the thermal shell or envelope. See the NH Weatherization Field Guide for determining the thermal envelope.

3) All building cavities that define the thermal boundary between the conditioned and unconditioned space must be inspected and measured for existing insulation R-values, structural integrity, and the need for repairs.

4) The building assessment must identify the most appropriate methods for:
   a. Reducing air leakage and convective bypasses;
   b. Increasing the insulating value of thermal boundary assemblies, when appropriate;
   c. Cost effective energy conservation measures.

8.3 Electronic Energy Modeling (TREAT)

The State of New Hampshire uses the Targeted Retrofit Energy Analysis Tool (TREAT) to determine acceptable energy conservation measures (the work order) for installation on single-family, multi-family, and mobile home dwelling units. Electronic audit tools are required to be reviewed and approved by the Department of Energy (DOE) every five (5) years. TREAT has two (2) versions of this program: single family and multi-family:

1) TREAT single or multi-family can be used for mobile homes and all dwelling units where the combined heating system input is less than 500,000 BTUH.

2) TREAT multi-family is to be used when the building heating system input is 500,000 BTUH or greater.

New Hampshire is approved by DOE for use of the TREAT single family audit tool for single family site built homes, for mobile homes, and for multi-family homes of four units or fewer. For multi-family homes of five or more units, the proposing Subgrantee must receive DOE approval through OSI prior to proceeding.

8.3.1 Modeling Requirements

This section briefly describes necessary data inputs to produce output data required by the program. Modeling techniques, inputs and outputs are to be consistent throughout the State and should be consistent with best practices as instructed by PSD-Consulting, the developers of TREAT.

All Subgrantees should receive formal TREAT training.

Questions relating to modeling methods and techniques, or how to model specific inputs or improvements should be directed to the TREAT help desk at http://www.psdconsulting.com/software/treat


8.3.1.1 Building Envelope Inputs

Building inputs will be consistent with existing building conditions, including exposures, dimensions and existing knee wall structures. No part of a building should be excluded, i.e., attics, basements, attached enclosed porches, etc.

Example: A six foot (6’) basement with twelve inches (12”) of wall exposed to the outside is input as: Five foot (5’) basement wall exposed to ground, one foot (1’) basement wall exposed to outside. Estimations of average exposed area are acceptable.

Wall and all dimensions should be input as actual dimensions: An eight foot (8’)-by- thirty-two foot (32’) wall should be input as 8’x32’.

8.3.1.2 Appliances

Appliance locations should be consistent with locations in the building to accurately account for their contribution to space heating. If appliances are located outside the building envelope, they must still be included to account for energy consumption; however, their heat lost to the living space should be 0%.

8.3.1.3 Utility/Fuel Costs

Actual utility energy consumption incurred by the client should be used in the building modeling whenever possible. The fuel prices to be used in determining the cost of that consumed energy will be provided to Subgrantees every 6 months, in January and July, by OSI. NH fuel prices are collected state-wide each month by OSI and NH WAP Subgrantees will use the prices provided by OSI in January and July as the basis for calculating the cost of energy usage in homes being modeled in the subsequent 6 months. In January and July, OSI will supply each Subgrantee with a fuel price list that should be used in TREAT modeling until the next fuel price guideline is issued. The client file should, when possible, contain copies of utility bills for a minimum period of twelve (12) months. The utility usage from these bills should be used for model inputs and should coincide with the utility usage in TREAT. See True-up in section 8.5.

8.4 TREAT “Default” Inputs

TREAT requires some basic “default” input information to calculate acceptable SIR values (SIR \( \geq 1 \)) based on New Hampshire’s program.

8.4.1 Edit Financial Information

1) Inflation = 3%
2) Bank Rate = 6%
### 8.4.2 Measure Lives - Site Built Homes

Measure lives will be set as follows:

<table>
<thead>
<tr>
<th></th>
<th>Building insulation</th>
<th>Attic insulation</th>
<th>30 yrs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>Building insulation</td>
<td>Sill box insulation (rim joist)</td>
<td>20 yrs.</td>
</tr>
<tr>
<td>4.</td>
<td>Building insulation</td>
<td>Floor and wall insulation</td>
<td>30 yrs.</td>
</tr>
<tr>
<td>5.</td>
<td>Building insulation</td>
<td>Duct insulation</td>
<td>20 yrs.</td>
</tr>
<tr>
<td>6.</td>
<td>Doors and windows</td>
<td>Window sealing</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>7.</td>
<td>Doors and windows</td>
<td>Storm windows</td>
<td>15 yrs.</td>
</tr>
<tr>
<td>8.</td>
<td>Doors and windows</td>
<td>Window replacement</td>
<td>20 yrs.</td>
</tr>
<tr>
<td>9.</td>
<td>Doors and windows</td>
<td>Metal insulated door</td>
<td>20 yrs.</td>
</tr>
<tr>
<td>10.</td>
<td>Doors and windows</td>
<td>Vinyl/fiberglass insulated door</td>
<td>15 yrs.</td>
</tr>
<tr>
<td>11.</td>
<td>HVAC systems</td>
<td>Vent damper</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>12.</td>
<td>HVAC systems</td>
<td>Flame retention burner</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>13.</td>
<td>HVAC systems</td>
<td>Clean and tune</td>
<td>3 yrs.</td>
</tr>
<tr>
<td>14.</td>
<td>HVAC systems</td>
<td>Replace heating system</td>
<td>20 yrs.</td>
</tr>
<tr>
<td>15.</td>
<td>HVAC systems</td>
<td>Programmable thermostat</td>
<td>15 yrs.</td>
</tr>
<tr>
<td>16.</td>
<td>HVAC systems</td>
<td>Install/replace heat pump</td>
<td>15 yrs.</td>
</tr>
<tr>
<td>17.</td>
<td>Baseload</td>
<td>Lighting</td>
<td>10 yrs.</td>
</tr>
<tr>
<td></td>
<td>Electric</td>
<td>High efficiency gas storage</td>
<td>13 yrs.</td>
</tr>
<tr>
<td></td>
<td>Indirect storage</td>
<td>Gas instantaneous/tankless</td>
<td>20 yrs.</td>
</tr>
<tr>
<td></td>
<td>Heat pump</td>
<td>Solar</td>
<td>20 yrs.</td>
</tr>
<tr>
<td>23.</td>
<td>Air sealing</td>
<td>Average life of materials used</td>
<td>&lt;10 yrs.</td>
</tr>
</tbody>
</table>

### 8.4.3 Measure Lives - Mobile Homes

<table>
<thead>
<tr>
<th></th>
<th>General heat waste</th>
<th>Seal ducts</th>
<th>10 yrs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.</td>
<td>General heat waste</td>
<td>General air seal</td>
<td>10 yrs.</td>
</tr>
<tr>
<td>3.</td>
<td>Building insulation</td>
<td>Wall insulation</td>
<td>20 yrs.</td>
</tr>
<tr>
<td>4.</td>
<td>Building insulation</td>
<td>Floor insulation</td>
<td>20 yrs.</td>
</tr>
<tr>
<td>5.</td>
<td>Building insulation</td>
<td>Roof/attic insulation</td>
<td>20 yrs.</td>
</tr>
<tr>
<td>7.</td>
<td>Doors and windows</td>
<td>Replace insulated doors</td>
<td>15 yrs.</td>
</tr>
<tr>
<td>8.</td>
<td>Doors and windows</td>
<td>Window sealing</td>
<td>10 yrs.</td>
</tr>
</tbody>
</table>
10. Doors and windows  Plastic storm windows  5 yrs.
11. Doors and windows  Glass storm windows  15 yrs.
12. HVAC systems  Programmable thermostat  15 yrs.
13. HVAC systems  Clean and tune  3 yrs.
14. HVAC systems  Replace heating system  20 yrs.
15. Baseload  Lighting  10 yrs.
17. Baseload  Water heater tank insulation  13 yrs.
20. Baseload  Water heater replacement  
22.  Air sealing – similar to site built  < 10 yrs.

8.5 Model/Utility True-Up

Model true-up is required for all units and buildings. Model true-up means the building data is adjusted to be within +/- 10% of the billing data. All energy invoices or billings (actual or copies) for a minimum of 12 months (if available) supporting the true-up must be in the client file.

8.5.1 Individual Units

True-up can occur by either entering actual energy usage through the “Utility Bills” page in TREAT or as a “back-of-the-envelope” true-up based on actual usage.

8.5.2 Multi-Family

Multi-family buildings containing five (5) or more units must have the billing data input into TREAT through the “Utility Bills” page. The utility bills can be input as cumulative amounts for all units on a month-to-month basis, they do not have to be input for each individual unit.

8.6 Improvements

All potential energy-saving measures and associated incidental repairs as identified in sections 8.6.3 and 8.11.2 must be considered for installation in TREAT. The auditor must create improvements such as basement insulation or distribution improvements as part of the modeling process even if the improvement is not likely to produce a qualifying SIR. This provides documentation that no potential measures were overlooked.

If, because of obvious existing conditions, a measure will not qualify, the client file must have documentation supporting the decision to not model a specific measure. However, this does not preclude an OSI monitor from requesting a specific measure to be modeled based on the monitoring visit. (See section 6.1.1, Quality Assurance Inspections).
Improvements must be named in a manner that allows for clear and specific identification of the measure.

The determination of when to install specific measures, the protocols that guide those installations, and the standards for those installations are outlined in this manual and the NH Weatherization Field Guide.

8.6.1 Single Unit Buildings (including 1-4 units)

The following measures must be considered for evaluation and should be modeled when opportunity permits even if the auditor is confident a measure is likely to not provide an adequate Savings-to-Investment Ratio (SIR):

1) Attic insulation (if the flat is< R38 or roof slope has room for additional insulation while protecting roof slope venting);
2) Knee wall or slope insulation;
3) Exterior wall insulation;
4) Foundation insulation (basement and/or crawl space when in the thermal envelope);
5) Floor insulation over unconditioned space.
6) Duct insulation (when in unconditioned space);
7) Hot water distribution pipe insulation (when in unconditioned space);
8) Baseload measures not included as general heat waste (GHW see section 8.8);
   a. Refrigerators (must be metered at least one (1) hour to verify usage);
9) Electronic thermostats (when mechanical thermostats are present).

8.6.2 Multi-Family Buildings (5+ units)

In addition to the improvements listed above, multi-family buildings of five units or more should have the following items considered:

1) Heating systems- (in centrally heated buildings only):
   a. Burner replacements should be considered before system replacements;
   b. Distribution circulator pumps (install high-efficiency pumps);
   c. Zone control modifications;
   d. Ventilation and combustion air requirements;
2) Distribution systems:
   a. Insulate hot water distribution when in unconditioned space (heating and domestic)
   b. Insulate warm air duct distribution when in unconditioned space.
3) Whole building ventilation systems (when present);
4) Domestic hot water heating appliances;
5) Baseload measures;
   a. Lighting improvements;
b. Refrigerator replacement - does not require metering all units. A small representative sample (about 10%) should be metered and utilize appliance consumption tables. Different refrigerator models should also be metered.

### 8.6.3 Edit Work Scopes - Incidental Repairs

TREAT default work scope language should be deleted or modified to describe actual work requests by the auditor.

Incidental repair costs planned for the project must be identified in the “Edit Work Scope” section of the improvement in a format that is clear and easily understood. The repair should be identified and described in this section and include the per-unit or lump-sum cost of the repair.

In cases where repair costs are included as a single line-item improvement to include in the cost of the project as an “other” repair and not against a specific energy conservation measure, the “Edit Work Scope” should still identify each specific repair and associated cost.

### 8.6.4 Building Improvement Packages

Improvement packages must contain all measures planned to be installed at or within a reasonable time when weatherization occurs. This includes measures that are intended to be paid with leveraged funding sources including, but not limited to, Low Income Home Energy Assistance Program (LIHEAP) or Home Energy Assistance (HEA) (CORE) programs.

All individual measures having an initial SIR \( \geq 1 \), must be considered for the recommended improvement package. All measures with an initial SIR \( \geq 1 \) should be placed in the improvement package to test their interacted SIR. After creating the improvement package, any interacted improvements not having an SIR of 1 or greater shall be removed from DOE funding in the recommended improvement package.

Measures not having an SIR of 1 or greater cannot be installed with DOE funds.

### 8.7 TREAT Out-Puts

Typically, three (3) improvement packages should be created:

1) Considered - a package for all measures considered. This report may have measures that have SIRs less than 1.

2) Recommended - This report should have only DOE funded energy conservation measures with SIRs \( \geq 1 \), incidental repairs, and non-DOE funded improvements.

3) Actual – Showing the actual measures installed.

The client file must contain the original SIR report from which the original work order was produced.
8.8 General Heat Waste (GHW) Measures

General heat waste reduction measures are intended to be relatively low-cost high return items that can be quickly and easily installed. Generally, it costs more to collect data and estimate energy savings from GHW measures than it does to purchase and install them. General heat waste measures do not require justification through the TREAT audit and therefore do not require an SIR but do require approval by DOE. Measures that DOE has determined and approved to be generally cost-effective include:

1) Water heater tank insulation.
2) Water heater pipe insulation on the first six (6) feet of both the hot and cold water pipes leading to and from the water heater.
3) Insulation on all pipes on the circulating loop between the boiler and indirect water storage tank. This is not limited to six (6) feet.
4) Low-flow showerheads.
5) Low-flow faucet aerators.
6) Furnace/AC filter replacements.
7) Installation of weather stripping on an exterior door.

Window and door unit replacements and repairs, including pane repair and replacement, do not qualify as general heat waste reduction measures. They can be replaced or repaired as incidental repairs or as energy conservation measures, such as part of an air sealing ECM if quantified (if found to produce an SIR equal to or greater than 1) using blower door testing.

8.8.1 Hot Water Distribution Pipe Insulation

Installing insulation on both domestic hot water distribution pipes and heating distribution pipes that are outside of the thermal envelope can be completed under this section as a general heat waste measure not requiring the calculation of an SIR.

8.8.2 Forced Warm Air Ducting

Treatment to ducting located outside of the building envelope is a general heat waste measure that does not require the calculation of an SIR, and is limited to:

1) Sealing joints and boot penetrations with mastic and mesh tape;
2) Repairing holes;
3) Installing insulation on ducting.

8.9 Cost Effective

Subgrantees will make every effort to limit the nature and extent of DOE funds invested in a dwelling unit to only those measures that are critical to the energy efficiency of the structure and that improve on the health and safety of the occupants and or building.
Subgrantees will ensure that weatherization measures resulting in the greatest energy SIR will be completed as frequently as possible.

Subgrantees will ensure that the cost of the weatherization materials and application techniques is as low as possible while achieving results consistent with the standards.

8.9.1 Air Sealing

Air sealing, by itself, must be substantiated with a standalone SIR $\geq 1$.

8.10 Work Order Requirements

Prior to beginning any weatherization activities, a work order must be generated for all weatherization measures and repairs to be installed. All measures on the work order, except for Health & Safety and General Heat Waste Measures, must have a Savings-to-Investment Ratio (SIR) of 1.0 or greater. Measures not having an SIR $\geq 1$ are not eligible for DOE funding but may be eligible for HEA or other funding.

1) Each client file must have an accurate work order generated by the energy auditor responsible for the job.

2) An acceptable work order is one in which all DOE/BWP-funded energy-saving weatherization measures have a savings-to-investment ratio (SIR) of 1.00 or greater.
   
   a. Individual energy-saving measures having an SIR less than 1 within a package of measures are ineligible unless they are general heat waste (GHW), or health and safety measures.
   
   b. All WAP or BWP-funded energy-saving measures must be ranked and installed in order of descending SIR. This procedure ensures that weatherization measures resulting in the greatest energy SIR will be completed as frequently as possible.
   
   c. If, because of a budget constraint or other valid reason, all measures having an SIR of 1 or greater are not installed, a written explanation must be included in the client file. See Section 8.10.1.

3) The work order must clearly itemize the work to be completed by the Subgrantee crew or contractor. The work order must:
   
   a. Be well organized and legible.
   
   b. Include all appropriate dimensions and quantities.
   
   c. Include any appropriate special instructions for necessary inspections or unusual installations.
   
   d. Include the method of insulation installation with the proposed amount, type, and settled R-value of the insulation to be installed.
   
   e. Health and safety work.
   
   f. Incidental repair work.
8.10.1 Skipping Qualified Measures

Skipping higher SIR measures and performing lower SIR measures is permitted following the guidelines in WPN 19-4, Attachment 8, “Measure Skipping Clarification.” Clients are to receive education on all measures being installed prior to work proceeding in order to minimize requests for measure skipping.

In cases where the State Historic Preservation Office (SHPO) disallows higher value SIR measures, the measure should be removed from the recommended improvements package and the package re-calculated. If the removal of the measure causes a drop in the overall package SIR so that it goes below 1, no further work can be performed or the home must be deferred.

8.11 Repairs

Subgrantees should not consider the Weatherization Assistance Program (WAP) to be a home rehabilitation or general repair program. However, the Program does allow for limited required repairs that are associated with energy conservation measures, designated as either health and safety or incidental repairs.

8.11.1 Ancillary Repairs

Ancillary repairs are those repairs which are not in themselves energy saving measures but are necessary for the proper installation of energy saving measures. An ancillary repair must be charged along with a specific energy conservation measure and the total cost must be cost-effective with an SIR greater than or equal to 1.

8.11.2 Incidental Repairs

Incidental repairs are repairs that are necessary for the effective performance or preservation of weatherization materials.

Costs for repairs must be modeled and included in the unit’s overall SIR calculation. All incidental repairs must be accounted for on the SIR report as “visual inspection” improvements in either line-item or lump-sum format, or they can be included in the cost of an individual improvement or package of improvements. Proposed repairs cannot cause an individual improvement or package of improvements to fall below an SIR of 1. If a combined measure and repair cost causes the measure SIR to fall below 1, the repair should be removed from the individual measure cost and cost tested against the package of measures. If estimated cumulative unit repair costs cause the overall unit SIR to fall below 1, the job may be deferred or the repairs may be analyzed as possible Health and Safety improvements (see 8.11.3).

Subgrantees are reminded that all repairs must be consistent with the intent of the Weatherization Assistance Program.

76
8.11.2.1 Exceeding Allowable Costs

If the actual repair costs exceed the repair costs estimated on the original work order due to unforeseen circumstances, the Subgrantee will not be responsible (i.e. will be reimbursed) for the additional costs. However, the reason for the cost overage must be clearly stated in the client file. Subgrantees are cautioned to ensure inspections and estimated costs are as complete and accurate as possible, based on existing conditions, before starting a project.

Should incidental repair costs cause the overall project SIR to drop below 1 when costs were foreseeable, they may be disallowed.

8.11.3 Allowable Health and Safety Activities

Subgrantees are allowed to utilize DOE funds for qualified health and safety purposes to ensure that weatherization activities do not cause or exacerbate health and safety conditions for occupants or workers or create potential durability issues in the dwelling.

The available health and safety budget for labor and material expenses is defined in the State Master Plan: Health and Safety. Allowable health and safety-related issues are outlined in Chapter 9 below. These costs will not be included as part of the overall job average and must be reported separately from Program Operations costs.

Health and safety issues with the dwelling unit that are not associated with weatherization activities cannot be corrected with DOE funds. Subgrantees must seek other funding sources for these unrelated repairs.

Dwellings that cannot be weatherized without correction of health and safety issues which are beyond the scope of the Program must be deferred.

Measures that can potentially provide an energy savings must be modeled as an improvement. If the measure provides an SIR of 1 or greater, the measure must be charged as an energy conservation measure and not charged to health and safety.

In accordance with 10 CFR 440, WPN 17-7, and the approved NH State Plan, allowable health and safety activities are those necessary to maintain the physical well-being of both the occupants and/or weatherization workers when:

1) Costs are reasonable according to the definition below; AND
2) The actions MUST be taken in order to effectively perform weatherization work; OR
3) The actions are necessary because of weatherization.

Reasonable Costs: Cumulative unit health and safety costs are reasonable when, in the aggregate, they do not exceed the allowed percentage – established annually in the State Plan – of the State’s annual per-unit average cost.

EXAMPLE: Assume that the State Plan establishes the annual per-unit average cost at $6500, and that the State Plan allows H&S spending up to 15% of that average. Then “reasonable” health and safety expenditures on any one unit could not exceed $975.
This definition is to be applied in all cases where health and safety costs are allowed. If a health and safety measure also qualifies as an energy conservation measure having an SIR \( \geq 1 \), then the measure is to be charged as an energy conservation measure, not as health and safety.

Allowable health and safety repairs are identified in Chapter 9 of this Manual, in Chapter 1 of the NH Field Guide, and in the Health and Safety Plan submitted with the annual State Plan.

8.12 Multi-Family (Unit) Buildings

Rental buildings should be treated the same as owner-occupied buildings in determining appropriate measures, with the exception of heating system repairs and replacements (see section 8.12.4 for heating system exceptions). Heating system repairs or replacements cannot be charged as health and safety. The collective units should be assessed as a single building, not as individual units.

1) Treating multi-family buildings also consists of air sealing to segregate units for efficiency and health and safety. Air-sealing measures include air sealing ceiling penetrations such as bathroom fan housings and kitchen fan vent ducting at the ceiling.

8.12.1 Work Agreement

Subgrantees must receive written permission from the owner (or authorized representative) to weatherize the multi-family building. Subgrantees are required to use the Landlord-Tenant Agreement for each rental unit.

Subgrantees will discuss the work to be performed with the owner and will have the owner sign the Landlord/Tenant Agreement (see section 3.3.3).

8.12.2 Audit and Assessment

1) The TREAT multi-family audit tool must be used when modeling a building with a heating system in excess of 500,000 Btu’s input.

2) The TREAT single family audit tool may be used when modeling a building with four or fewer units.

3) For the modeling of buildings with five or more units, DOE approval is required through OSI prior to proceeding with weatherization work. DOE approval may require that the Subgrantee have at least one auditor with formal TREAT software training for multi-family buildings.

4) Multi-family buildings should be modeled as whole buildings.

5) Multi-family complexes with buildings of similar type, size, and construction need only have a representative sample (1 in 5) of each building type modeled.

6) Field evaluations should be performed in a manner consistent with single unit evaluations. Each unit within the building should have a walk-through assessment performed and appropriate sections of the BTDIS completed.
7) Some multi-family buildings may require the use of multiple blower doors.

8.12.3 Owner Contribution

It is strongly encouraged, though not required, to request co-payment from the landlord or building owner for the weatherization project.

An owner may contribute in any of the following ways:

1) Cash contribution - in whole or as a buy-down of measures;
2) Weatherization materials installed by the owner to facilitate weatherization services;
3) Perform necessary repairs (health and safety or other) for weatherization to occur and/or to be effective;
4) Rent reductions.

An owner must agree not to raise rent(s) for a period of one (1) year because of the increased value of the dwelling unit(s) when the value is increased solely because of the weatherization work. This is covered in the required Landlord-Tenant Agreement.

8.12.4 Heating System Work in Multi-Family Buildings

Residents of rental dwelling units in multi-family buildings are not eligible for heating unit repair or replacement, as building owners are responsible for providing operating heating systems, both domestic hot water and space heating, per NH RSA 48-A:14. * The building owner must perform all heating system-related work at their cost, with the exception of distribution efficiency measures. All landlord contributions toward heating system work are considered leveraging and should be reported as such. Subgrantees are encouraged to work with landlords to promote leveraging activities if the energy audit identifies opportunities for energy savings that are beyond the scope of the Weatherization Assistance Program.

Exception: Heating system efficiency improvements or heating system replacements for multi-family buildings of five (5) or more units and centrally heated, are allowed. Heating systems in these types of buildings are often among the most cost effective measures.

* New Hampshire statute RSA 48-A:14 spells out minimum standards for rental property which include the landlord’s responsibility to provide heating appliances which are properly installed, safely maintained, in good working order, and can safely and adequately heat all livable rooms and bathrooms to an average temperature of at least sixty-five (65) degrees; the domestic water system, including equipment to produce hot water, must be properly operating.

8.12.5 Heating System Work (owner eligible)

Heating system work is allowable only on heating systems which serve a dwelling unit with an eligible owner. In buildings with multiple heating systems, any system not serving the eligible
When the building meets the criteria as indicated in 8.12.4, the heating system can be treated if determined to be cost effective.

8.13 In-Progress Inspections

OSI or its designee will perform in-progress inspections of weatherization jobs as they are being installed by Subgrantee in-house crews and/or subcontractors. Inspections will occur on at least one in-progress job in each Subgrantee territory each program year, and OSI reserves the right to increase that number. Reporting on the outcomes from these inspections, on a form suitable for the purpose and approved by OSI, will be presented to the affected Subgrantee for review and comment and to set in motion any changes necessary to correct installation deficiencies that are evident from the report.

OSI also expects each Subgrantee to provide, using an auditor or auditors, on-the-job oversight of the work of subcontractors as that work is being performed. The frequency and nature of that oversight will vary from job to job and subcontractor to subcontractor, but the principle of providing that oversight, usually by a site visit but perhaps by phone contact or other means, will serve to improve the work product on-site and reduce costs due to call-backs and re-works. The client file should contain evidence/notes of such in-progress auditor inspection when it occurs.

8.14 Sub-grantee Final Inspections

All weatherized units must receive a final inspection by a Quality Control Inspector (QCI) who is either employed by or sub-contracted to the Subgrantee. Units shall not be reported to OSI as complete until a satisfactory final inspection has been performed. All final inspections (including final signatures on BTDIS) must be performed by a properly certified Quality Control Inspector.

The purpose of the final inspection is to ensure that the work completed has been done in a workmanlike manner and in accordance with the TREAT energy audit and the work order. A final inspection must:

1) Document the materials installed and confirm that they were installed in a professional workmanlike manner in accordance with the New Hampshire WAP Standards. The Satisfaction section of the Work Agreement form must be signed and dated by both the client and the QCI.

2) Inspect one-hundred (100) percent of accessible installed measures. If the attic will not be accessible after treatment, the contractor must take pictures of:
   a. Air sealing of top plates, pipe and wire penetrations, wire boxes, and other areas;
   b. Air sealing of chimney penetration;
   c. Chimney insulation barrier and between chimney and barrier after insulation is blown;
   d. Depth of insulation;
e. Final overview of insulation after installed to view consistency.

3) Be documented on the BTDIS, which, at a minimum, needs to include:
   a. Verification that all materials reported on the final inspection sheet (Job Summary/Close-out Sheet) are present and that evidence of reported labor is present.
   b. Verification that materials were installed in such a way as to be safe, effective, and neat in appearance.
   c. Verification that all materials used on the home meet required New Hampshire Weatherization Standards.
   d. Verification that all combustion systems are in safe operating condition.

4) Ensure that all appropriate documentation is in the client file. Please refer to section 3.2 for file documentation requirements.

5) Ensure that client education as outlined in Chapter 10 has occurred.

8.14.1 Obstructions to Final Inspections

OSI recognizes that in some cases it may be impossible to complete a final inspection of the dwelling unit, even after repeated efforts to schedule the inspection. In these cases, the Subgrantee must document that an energy auditor made a significant effort to inspect the dwelling after completion of the weatherization work. At a minimum, a visual inspection of any exterior weatherization measures must be completed.

A memorandum must be put in the client file, signed by the QCI and the Subgrantee weatherization director, indicating the dates when the Subgrantee attempted to contact or inspect the residence.

1) The Subgrantee must also mail to the client the Consent to Perform Work form (keeping a copy for the client file) which includes a space for the client to indicate, by signature, satisfaction with the weatherization work received. This mailing to the client should be covered by a letter explaining that the Subgrantee has been unable to complete a full on-site final inspection and requesting, for the last time, that the client respond and allow the final inspection to be scheduled. The letter should state that without a final inspection the Subgrantee will be unable to support equipment warranties or any requests from the client for follow-on services.

2) If the client does not respond within two (2) weeks, the Subgrantee may report the unit as a completion. In this situation, a second memorandum, signed by the QCI-certified final inspector and the weatherization director is to be placed in the client file. This memorandum should indicate that the client failed to return the Client Consent to Perform Work form and that no final inspection of the work was possible.
CHAPTER 9  HEALTH AND SAFETY

9.1 General Policy

Auditors shall identify health and safety hazards found during the audit/evaluation process. Auditors shall notify the property owner and occupants of these hazards. Elimination of health and safety hazards using weatherization program funds shall only be done in conjunction with the installation of energy conservation measures, where the health and safety improvement is necessary to effectively implement the weatherization work or the health and safety improvement is made necessary by the weatherization work.

Health and safety measures that could potentially produce an acceptable Savings-to-Investment Ratio (SIR) must be cost tested prior to identifying the measure as a health and safety expense. If the measure produces an acceptable SIR then that measure must be considered a weatherization measure, not a health and safety measure.

Refer to current State Plan for a list of approved Health and Safety measures.

9.2 Weatherization Worker Health and Safety

1) It is the responsibility of the Subgrantee to initiate and maintain programs that provide a means for employees and contractors to comply with applicable construction Occupational Health and Safety Act (OSHA) Regulations (29 CFR 1910 & 1926) enacted to protect worker safety.

2) Weatherization services must be provided in a manner that minimizes risk to workers.

3) Subgrantee employees and contractors shall take precautions to avoid contact with raw sewage or other unsanitary conditions.

Office of Strategic Initiatives (OSI) WAP staff and contractors, and NH WAP Subgrantees and their employees and contractors are not expected to work under conditions that jeopardize their health and safety. It is also expected that field personnel will use caution and care while working on a client’s home. The office, warehouse, and other workspaces owned or rented by each Subgrantee should be safe and healthy environments.

OSI will allow waivers for non-performance of audits, installations, and/or inspections, or any portion of these functions, if such action will expose workers to conditions regarded as unsafe or unhealthy as determined by OSHA Construction Industry Standards.

9.3 Subgrantee Health and Safety

Subgrantees and their contractors working in the field are required to follow OSHA Construction Regulations including regulations regarding work in confined spaces.

1) When in doubt, Subgrantees should seek consultation services from an OSHA subsidized professional safety consultant (see OSHA Publication # 3047, Consultation Service for
the Employer) for identifying hazards and developing a worker health and safety program.

2) Subgrantees must have a Subgrantee health and safety policy in place to protect worker health and safety.

3) The health and safety policy should specify:
   a. That Safety Data Sheets (SDS) will be on the job site and available to medical personnel.
   b. That employees will know where to go for treatment.
   c. A written procedure for reporting medical emergencies.
   d. A written procedure for reporting non-emergency accidents.
   e. How to provide prompt medical attention for serious injuries.
   f. How to provide prompt transportation or contact an ambulance in the case of a serious emergency.
   g. That telephone numbers of physicians, hospitals, or ambulances will be conspicuously posted.
   h. That a first aid program is in place which includes at least the following:
      - First aid training provided to at least one member of each crew/contractor.
      - CPR training provided to at least one member of each crew/contractor.
      - One complete first aid kit per vehicle.
      - One eyewash station with at least one refill per vehicle.

9.4 Client Health and Safety

Energy auditors and crews/subcontractors are required to take all reasonable precautions against performing work on homes that will subject clients to health and safety risks. The home audit/evaluation for energy efficiency includes a health and safety assessment of the dwelling. This assessment includes interviewing the client regarding known health concerns; reviewing with the client the health questionnaire completed for the weatherization application; and inspecting the dwelling for present or potential moisture concerns, indoor air quality concerns, and other environmental concerns or hazards that may or may not be covered by the Weatherization Assistance Program (WAP).

9.5 Actions Relating to Identified Concerns

Health and safety problems found during the building evaluation will result in the Subgrantee taking one of four actions:

1) If the problem does not prevent the dwelling from being weatherized and installing the weatherization measures will not exacerbate the problem, the CAA can proceed with weatherization.

2) If the problem must be remedied before or during weatherization, the corrective action is allowable under this guidance; and if the cost is reasonable (see 8.11.3.1), weatherization can proceed. The health and safety issues must be corrected prior to job completion.
3) If the problem must be remedied before weatherization measures can be installed and the corrective action is not allowable under this guidance, or the cost is not reasonable, then correction of the health and safety issue becomes the client/owner’s responsibility. The CAA must defer weatherization until the issue can be corrected. See Section 2.11 for further information. The CAA must also refer the client/owner to any known resource that may be able to help correct the problem.

4) Alternatively, in cases of weatherization deferral due to health and safety issues, agencies may consider performing partial weatherization, with pre-approval from the Department of Energy (DOE) Project Officer, where installed measures do not affect the building shell or air sealing. If partial weatherization is performed, it is also permissible to install allowable health and safety measures. Agencies should use this option with prudence because once the unit has been weatherized, it may be a long time, if ever, before that unit is again eligible for weatherization using WAP funds.

9.5.1 Health and Safety Client Notification

Regardless of which option is chosen above, the Subgrantee must notify the client of all found health and safety issues with written documentation.

It is very important for the Subgrantee to document any found health and safety problems and/or any problems or conditions that could potentially result in health and safety problems. Documentation must include photos and a detailed written description. Careful and complete documentation can protect the CAA from future client claims regarding the results of weatherization.

9.6 Subgrantee Deferral of Weatherization Services

Projects where health and safety concerns cannot be addressed with weatherization funds or would cause the Subgrantee to exceed “reasonable” health and safety expenditures, should be deferred (see Section 2.11). Agencies should consider health and safety expenses with prudence regarding their allowable budgets.
CHAPTER 10 CLIENT EDUCATION, COMMUNICATION, AND INTERACTIONS

Client communication is necessary throughout the weatherization process to ensure clients fully understand what services they are receiving and why. Required minimum client communication is described throughout this section.

Client communication occurs for a number of different reasons and clients communicate in different ways. It is always important that staff take time to make sure their messages are being understood. Making a good first impression is important for client relations. Friendly, honest, and straightforward communication creates an atmosphere where staff and clients can discuss problems and solutions openly. Setting priorities for client communication is important for the efficient use of your time. Some clients will have the interest and ability to learn new ways to manage their home and energy use. Because of the potential additional savings that can occur in the client’s energy use, all staff should seek to identify these clients and provide them with the needed education. Once identified it is important that these clients receive a clear and consistent message throughout the weatherization process.

Staff must communicate clearly and directly. Limit communication with the client to the purpose of the particular contact.

1) Staff should introduce themselves, identify the Community Action Agency (CAA), and explain the purpose of the contact.

2) Make sure that the client understands the goals of the WAP program.

3) Staff should listen carefully to the client’s reports, complaints, questions, and ideas about their home’s energy efficiency and record that information in the client file.

4) Staff should ask questions to clarify their understanding of their client’s concerns.

10.1 Client Intake and/or Initial Scheduling

During the initial client contact, the staff person should begin to establish a relationship with the client to put them at ease about the upcoming service. The discussion should cover:

1) The client’s eligibility for weatherization services and what the client should expect to happen from now until the final inspection. Describe the audit process and procedures to the client so they can be prepared for the visit.

2) Setting a time and date for the inspection. Find out if someone else needs to be present. A follow-up call should be made to confirm the appointment a day or two before the visit.

3) The need for the client to collect a minimum of one (1) year of utility bills or client permission to request these records from their utility so they are available during the inspection.

4) The need for the client to make a list of the following items and have the list ready for the auditor:
   a. Problem areas in their home that impact their energy use and occupant comfort.

85
b. Things they are already doing to save energy.

c. A description of how they operate their heating equipment.

d. A list of health issues in the home, especially issues relating to concerns with weatherization materials (i.e., asthma, allergies, breathing disorders, sensitivities to chemicals, etc.).

5) The client’s willingness to take actions to reduce energy use; record the response in the file.

6) The next step and who may call next; tell the client that they will receive a reminder call prior to the inspection visit.

10.2 On-Site Inspection

Prior to the auditing visit, the auditor should review the client file looking for reported health concerns, other staff notes, and an indication of whether the client is willing to take actions.

The auditor must ask the client again about health concerns that should be known before creating a work order, as the materials used for weatherization could have a negative health effect on the client; record any new information in the file.

Auditors must communicate clearly and directly. Limit communication with the client to the most important energy, health, safety, and durability issues.

1) Introduce yourself, identify your CAA, and explain the purpose of your visit.

2) Make sure that the client understands the goals of the Weatherization Assistance Program (WAP).

3) The client should be made aware of what to expect during the inspection, i.e., looking in closets, basement, attic, blower-door use, drilling holes, or creating access for insulation assessments, etc.

4) Assess the communication style that works best for the client and use it going forward.

5) Assess the client’s ability to take actions to reduce their energy usage.

6) Listen carefully to your client’s reports, complaints, questions, and ideas about their home’s energy efficiency.
   a. Record this information in the file.
   b. Ask questions to clarify your understanding of your client’s concerns based on the notes.

10.3 Client Interview

The client interview is an important part of the energy audit. Even if clients have little understanding of energy and buildings, they can provide useful observations that may save time, may help in selecting the right energy conservation measures (ECM), and may contribute to a list of actions they themselves can take to reduce energy costs.
1) Ask the client if they have created the list of comfort issues, what they are doing to save energy, or how they have been operating their heating equipment.
   a. Record the comfort problems, including zones that are too cold or hot.
   b. Record anything relevant they notice about the performance of their mechanical equipment noting unusual conditions.
2) Ask the client to show their energy bills if you haven’t already evaluated them.
   a. Show client how their usage varies over the year.
   b. Ask client to talk about unusual or unexplained usage.
3) Ask about family health, especially respiratory problems afflicting one or more family members.
4) Discuss space heaters, fireplaces, attached garages, and other combustion hazards.
   a. Relate space heater usage to the energy bills.
5) Discuss drainage issues, wet basements or crawl spaces, leaky plumbing, and mold infestations.
6) Discuss the home’s existing condition and how the home may change after the proposed retrofits.
7) Identify and record client actions needed to adjust to new conditions.
8) Identify existing damage to finishes to insure that weatherization workers aren’t blamed for existing damage. Document damage with digital photos.
9) Before you leave, give the client a quick summary of what you found.
   a. Avoid making promises until you have time to finish the audit, produce a work order, and schedule the work.
   b. Discuss what measures are likely to be installed.
   c. Point out which areas, if any, will require that access be provided in order for weatherization work to take place.
   d. Discuss what to expect for finish or finish materials.
   e. Discuss what benefits the measures will provide.
   f. Review how the weatherization improvements may affect the home and occupant comfort.
   g. Discuss how client lifestyle can affect the way weatherization improvements function in the home.
   h. Point out the potential for energy and cost savings because of the weatherization improvements.
   i. Provide any other information necessary for successful project completion.
10) Make arrangements for additional visits by crews and contractors as appropriate.
11) Inform the client if there is any work they are expected to perform in preparation for weatherization (e.g., moving stored items).
12) Ask the client to sign the necessary permissions.
13) Discuss Deferral of Services if applicable.

10.4 Mandatory Information

1) The client must be informed in writing of all health and safety findings from the inspection. A copy must be inserted into the client file.

2) Clients must also be informed of any repairs they are responsible for making prior to weatherization, if applicable. If any of the health and safety issues cause the weatherization project to be deferred, deferral procedures must be followed as described in section 2.11.

3) Clients are to receive, at a minimum, information on health and safety issues as outlined below.

<table>
<thead>
<tr>
<th>ISSUE</th>
<th>REQUIRED INFORMATION</th>
<th>LITERATURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heating system, water heater, air conditioning, and other appliances</td>
<td>Discuss and provide information on appropriate use, maintenance and disposal (if not removed by the program).</td>
<td></td>
</tr>
<tr>
<td>Asbestos in siding</td>
<td>Inform client that suspected asbestos siding is present and how precautions will be taken.</td>
<td></td>
</tr>
<tr>
<td>Asbestos in vermiculite</td>
<td>Clients should be instructed to not disturb material containing asbestos. If sampling is performed and found positive for asbestos, client must be formally notified with client signature.</td>
<td>NH DES: Renovation, Demolition, and Asbestos brochure AND Asbestos in Your Home: A Homeowner’s Guide</td>
</tr>
<tr>
<td>Asbestos on pipes, furnaces, or other small covered surfaces</td>
<td>Clients should be instructed to not disturb material containing asbestos.</td>
<td>NH DES: Renovation, Demolition, and Asbestos brochure AND Asbestos in Your Home: A Homeowner’s Guide</td>
</tr>
<tr>
<td>Biologicals and unsanitary conditions</td>
<td>Inform client of observed conditions. Provide information on how to maintain a sanitary home and steps to correct deferral conditions.</td>
<td></td>
</tr>
<tr>
<td>Building structure and roofing</td>
<td>Notify client of structurally compromised areas.</td>
<td></td>
</tr>
<tr>
<td>Code compliance</td>
<td>Notify client of found code compliance issues.</td>
<td></td>
</tr>
<tr>
<td>Combustion gases</td>
<td>Provide client with combustion safety and hazards information, including the importance of using ventilation when cooking and of keeping burners clean to limit the production of CO.</td>
<td></td>
</tr>
<tr>
<td>Drainage, gutters, flashing, sump pumps, etc.</td>
<td>Importance of cleaning and maintaining drainage systems. Discuss proper slope and drainage of site.</td>
<td></td>
</tr>
<tr>
<td>Topic</td>
<td>Action</td>
<td>Resource</td>
</tr>
<tr>
<td>----------------------------------------------------------------------</td>
<td>-------------------------------------------------------------------------------------------</td>
<td>------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Electrical, including knob and tube</td>
<td>Provide information to client on over-current protection, overloading circuits, and basic electrical safety/risks.</td>
<td></td>
</tr>
<tr>
<td>Fire hazards</td>
<td>Inform client of found hazards.</td>
<td></td>
</tr>
<tr>
<td>Formaldehyde, volatile organic compounds (VOC’s), and other air pollutants</td>
<td>Inform client of observed condition and associated risks.</td>
<td>Provide written materials on safety and disposal of household pollutants</td>
</tr>
<tr>
<td>Injury prevention for occupants and workers</td>
<td>Inform clients of found hazards and associated risks.</td>
<td></td>
</tr>
<tr>
<td>Lead-based paint</td>
<td>Follow RRP requirements.</td>
<td>Renovate Right (occupants of all buildings built pre-1978)</td>
</tr>
<tr>
<td>Mold and moisture</td>
<td>Provide client with NH Weatherization Mold Assessment and Release form.</td>
<td>A Brief Guide to Mold, Moisture, and Your Home</td>
</tr>
<tr>
<td>Client pre-existing or potential health conditions</td>
<td>Provide client information on any known risks. Provide worker contact information so client can inform of any issues.</td>
<td></td>
</tr>
<tr>
<td>Pests</td>
<td>Inform client of observed condition and associated risks.</td>
<td></td>
</tr>
<tr>
<td>Radon</td>
<td>Radon Informed Consent Form signed</td>
<td>EPA Consumers Guide to Radon</td>
</tr>
<tr>
<td>Refrigerant</td>
<td>Client should not disturb refrigerant.</td>
<td></td>
</tr>
<tr>
<td>Smoke and carbon monoxide detectors, and fire extinguishers</td>
<td>Provide client with verbal and written information on use of smoke/CO detectors and fire extinguishers where applicable.</td>
<td>Provide client with installed equipment documentation.</td>
</tr>
<tr>
<td>Solid fuel heating (wood stoves, etc.)</td>
<td>Provide safety information including potential for depressurization and its effect on atmospherically vented appliances</td>
<td></td>
</tr>
<tr>
<td>Space heaters – stand-alone electric</td>
<td>Inform client of hazards of overloading electrical circuits.</td>
<td></td>
</tr>
<tr>
<td>Space heaters – un-vented combustion</td>
<td>Inform client of dangers of un-vented space heaters - CO, moisture, NO2. CO can be dangerous even if CO detector doesn’t sound.</td>
<td></td>
</tr>
<tr>
<td>Spray polyurethane foam</td>
<td>Provide notification to the client of plans to use two-part foam and the precautions that may be necessary; check with client for any known sensitivities to chemicals.</td>
<td></td>
</tr>
<tr>
<td>Ventilation</td>
<td>Provide client with information on function, use, and maintenance of ventilation system components. Include disclaimer that ASHRAE 62.2 does not account for high polluting sources or guarantee indoor air quality</td>
<td></td>
</tr>
<tr>
<td>Window and door work</td>
<td>Provide information on lead risks when applicable</td>
<td>Renovate Right (occupants of all buildings built pre-1978)</td>
</tr>
</tbody>
</table>
10.5 Client Education

Some clients are interested and have the ability to make changes in their habits, lifestyle, or the way they operate their home that can reduce their energy usage without sacrificing their comfort or safety. By repetitively reinforcing the desired outcomes, the chances for success improve. Education is effective when the learner understands the problem, the solution, and the benefits. If not, they won’t understand why they need to change, they won’t know how to make it happen, and they won’t be motivated to change.

Suggestions for client actions should be chosen by the client, should have measurable impacts, and should be limited in number. The auditor’s role should be to show the client what actions would have the greatest impact in the home while understanding that getting the client to start with a small action may lead to more important actions in the future.

Whatever actions the client chooses, it (they) should be recorded in the client file and every time a staff person has contact with the client, the staff person should ask the client how they are doing with meeting their goals.

10.6 Pre Weatherization Work

Clients/owners are to receive a copy of and sign off on the proposed work order prior to any work being performed on the home. The client/owner must sign and receive a copy of the Client Consent to Perform Work and a signed copy must be retained in the client file.

Client should receive a reminder phone call a day or two before the installation work begins.

10.7 Installers

Installers are a vital part of the weatherization process and they typically spend more time with the clients than anyone else. They certainly should be reinforcing the actions agreed upon with the auditor.

1) Check with the client to see how they are doing with their action items, offering additional suggestions as needed and documenting them in the file.

2) Make sure client can maintain or operate any new equipment installed, leaving appropriate manuals with the client.

3) Make sure the client knows how to protect the ECMs installed.

In the event that actual work being performed changes from the initial work order during the course of weatherization, clients must be informed of those changes and such notice is to be documented in the client file.

10.8 Final Inspection

1) Inspection personnel should reinforce the advantages of the energy-saving measures installed.
2) Clients should be shown how to maintain or operate any new equipment installed, making sure manuals were left with the client.

3) Clients should be asked how they are doing with their action items, and additional suggestions should be made as needed, documenting them in the file.

4) The client should always be asked if they have any remaining questions regarding the weatherization or health and safety work that was done.

5) The inspection personnel should explain to the client how the dwelling will perform differently as a result of the installed weatherization measures and what the client must do to maintain savings and remain safe.

6) The final inspector must obtain the client’s signature on the Client Satisfaction portion of the Client Consent to Perform Work.
APPENDIX A

EXPLANATION OF MONTHLY REPORTING FORMS

This section provides explanations and directions for completing forms F-11A, F-11B, and F-12. Applicable signatures and the date the report was completed are required for all forms submitted for reimbursement.

NH WAP MONTHLY EXPENDITURE REPORT
F-11A

Item 1 - Total Administrative Cost for the Program. The maximum allowable amount is determined by OEP using the appropriate Federal guidelines.

Item 2 - Total Program Support. This figure is broken down into various cost categories described below.

Line 2.1 - Personnel. Salaries for those actually working in the program. This line includes the auditor’s salary and those who assist in or supervise the work being performed.

Line 2.2 - Fringe. Benefits paid to those persons in the personnel line (2.1, 2.9 and 2.11).

Line 2.3 - Travel. Travel for weatherization staff to attend seminars, meetings, site visits, etc.

Line 2.4 - Tools & Equipment Maintenance.

Line 2.5 - Tools & Equipment Purchase.

Line 2.6 - Supplies. General office supplies necessary to operate the program.

Line 2.7 - Vehicle Operation. Maintenance, operation and insurance of weatherization vehicles.

Line 2.8 - Storage. Storage of weatherization materials and vehicles. This can include utilities for the warehouse where the materials or vehicles are stored.

Lines 2.1 through 2.8 are totaled on the next line titled Total Non-Admin Support.

Line 2.9 – WAP Paid Labor. This is for Community Action Agency (CAA) personnel actually installing weatherization measures. Auditor labor to be included in Line 2.1 above (unless the auditor is actually installing measures).

Line 2.10 – WAP Contracted Work. Includes both labor and material costs incurred from subcontractors hired by the CAA to install the weatherization measures.

The totals of 2.1 through 2.10 are the Total Program Support.
Line 3 - **Total Materials.** This is the sum of materials installed by crews or auditors.

Line 4 - **Liability Insurance.** Cost of liability insurance required by Federal regulations to operate the Weatherization Program (including pollutions occurrence insurance).

Line 5 - **Financial Audit.** Funds for an audit of the financial records for WAP required by Federal regulations.

Line 6 - **Health & Safety Expenditures.** Total health and safety costs for the program (includes both labor and material costs for these measures).

Line 7 - **Total Expended.** This is found by applying the following formula: (Line 1 + Line 2 + Line 3 + Line 4 + Line 5 + Line 6).

Line 8 - **Units Complete.**

Line 8a-8c – **WAP Units/Re-WAP Pre 85/Low/No Cost.** These are units actually completed within that reporting period broken out into the appropriate categories. This section is not necessary on the grant application.

Line 9 – **WAP Average.** This value is automatically calculated in the spreadsheet by applying the formula: (Line 2 + Line3) / Line 8.

Line 10 - **Health & Safety Average.** This value is automatically calculated in the spreadsheet by applying the following formula: Line 6 / Line 8.
LIHEAP WAP/HRRP MONTHLY EXPENDITURE REPORT
F-11B

This form is to be used for both LIHEAP WAP and HRRP. Both sections of the form have the same line items and are treated in the same way. Typically only the HRRP section is used because LIHEAP funds have, in the last few years, been directed specifically to the task of repair or replacement of heating systems.

Lines 1 & 2 - Total administrative cost for the program. The maximum allowable amount is determined by OEP using the appropriate Federal guidelines.

Lines 1.1 & 2.1 – Personnel: Salaries for those actually working in the program. This line includes the auditor’s salary and those who assist in or supervise the jobs being done.

Lines 1.2 & 2.2 – Fringe: Benefits paid to those persons in the personnel line.

Lines 1.3 & 2.3 – Vehicle Operation: Maintenance, operation and insurance of weatherization vehicles.

Lines 1.4 & 2.4 – Supplies: General office supplies necessary to operate the program.

Lines 1.5 & 2.5 are the materials cost for the job if installed by a CAA crew.

Lines 1.6 & 2.6 are the labor category for sub-grantee WAP personnel actually installing materials.

Lines 1.7 & 2.7 include both labor and material costs incurred from sub-contractors hired by the CAA to install the weatherization measures or heating system repair or replacement.

Lines 1 & 2 are sub-totals for each section.

Line 3 is the total of both sections.

Lines 4.1 - 4.5 are unit completions and averages.
A separate F-12 shall be completed for each program and accompany every reimbursement request.

**Project Title:** Enter the correct title for the program (i.e., DOE WAP, LIHEAP WAP or LIHEAP HRRP).

**Program Year:** Enter the appropriate program year for the program being reported.

**Reporting Period:** Enter the dates of time period covered by report: month, quarter, or final.

**Item 1 – General Performance Notes**

Provide general explanation of progress in production, training, hiring, etc., related to the program being reported.

**Item 2 – Performance Variances, Accomplishments, or Problems**

Provide general explanation of progress towards meeting production goals, any changes to personnel, contractors, delivery approach, any achievements or problems.

**Item 3 – Open Items**

Provide general explanation of any problems, concerns, training needs, transitions, or other issues still being addressed or carried forward from previous status report.

**Item 4 – Status Assessment and Forecast**

Provide general explanation of program performance to date and expected performance relative to meeting production goals, budget expenditures.

**Item 5 – Description of Attachments**

Provide list and description of any attachments such as photos, client surveys, waiver requests, etc.
APPENDIX B

GLOSSARY

ACPU
Average cost per unit, obtained by dividing the total dollars expended on weatherizing homes in any given time period by the number of jobs completed. The DOE imposes an ACPU ceiling each year; each Grantee is allowed to set an ACPU for Subgrantees which may not exceed, but can be less than, the DOE imposed amount. This limit is not a fixed amount on each unit, but is an average cost spread throughout all units weatherized over the program year. Health and safety costs are not included in this cost.

Ancillary Items
Items necessary for the proper installation of weatherization materials. Ancillary item refers to small items such as hardware, nail/screws, other fasteners, adhesive, sealant, etc., and not large-ticket items such as dry walling, roof/floor-decking, rough framing, etc. (the latter are incidental repairs). Ancillary items are items required by materials manufacturers, general construction, and/or WAP field standards to achieve a finished product in a typical installation where no unusual or extensive repairs are needed. The cost of ancillary items and their installation are to be included within the cost of individual energy conservation measures (ECM) when calculating the SIR for the individual ECM. Although the WAP requires the use of appropriate, durable ancillary materials, standards for ancillary items are typically not listed in 10 CFR Part 440, Appendix A.

Applicant
The person whose name is on the FAP/EAP Application. Applicant and case head are the same and are used interchangeably for purposes of this manual. A case head must be eighteen (18) years or older or a head-of-household (see definition). Exception: A dependent child can be a case head in situations where all adults in the household are ineligible aliens, the dependent child is either a citizen or an eligible alien, and the dependent child has a Social Security number.

ASHRAE
The American Society of Heating, Refrigeration, and Air Conditioning Engineers. ASHRAE sets the standard for ventilation system design and acceptable IAQ in residential buildings which is known as ASHRAE 62.2-[year]. Updated approximately every three (3) years.

Audit
The process of identifying energy conservation opportunities in buildings. See “Energy Audit.”
Audit Software Tool
The DOE’s approved electronic audit software system. NH is approved to use TREAT for mobile homes and for single and multi-family buildings consisting of no more than four (4) dwelling units.

Authorized Representative
A person who has signed an affidavit of agent and who is listed as the authorized representative on an authorization of representative form.

Average Cost Per Unit
See ACPU.

Back Drafting
Continuous spillage of combustion gases from a vented combustion appliance into the conditioned space rather than venting to the outdoors.

Baseload Measure
An energy conservation measure that reduces the daily non-heating electrical use of a dwelling unit. An example of a baseload measure is the installation of LED lighting in place of incandescent lighting.

Boiler
An appliance used for producing hot water or steam as a medium to distribute heat to the dwelling unit.

BPI
The Building Performance Institute is the nation’s premier credentialing, quality assurance, and standards setting organization for home performance professionals.

British Thermal Unit (Btu)
The quantity of heat required to raise the temperature of one (1) pound of water by one (1) degree Fahrenheit.

BTDIS
Building Test Data Information Sheet, see below.

Building Test Data Information Sheet
The primary form used by NH’s Energy Auditors to do two things: 1) collect pre-weatherization building energy diagnostic information, client health and safety information, and other data necessary to understand the operation of the building and to properly model the building for the creation of a weatherization work order; and 2) collect post-weatherization building diagnostics during the final quality control inspection, recording the final inspector’s name (printed and signed), the BPI credential number, the date of the final inspection, and a place to record whether the building passed or failed the inspection.
Building Weatherization Program
See BWP below.

BWP
The Building Weatherization Program provides weatherization services using LIHEAP money.

CAA
Community Action Agency

Callback
Additional work required as a result of a final inspection or complaint/concern which occurs prior to a dwelling unit being reported as complete to OSI and DOE. A callback is to be distinguished from a re-work.

Certified Firm
A firm that has received EPA certification to perform renovations as covered by the Final Rule (745.82). Firms that perform renovations for compensation must apply to EPA for certification to perform renovations or dust sampling. To apply, a firm must submit to EPA a completed “Application for Firms,” signed by an authorized agent of the firm, and pay a fee. To maintain its certification, a firm must be recertified by EPA every five (5) years.

Certified Renovator
An individual who either performs or directs workers who perform renovations. A certified renovator is a renovator who has successfully completed a renovator course accredited by EPA or an EPA-authorized State or Tribal program.

Child
A person under the age of nineteen (19) years old.

Child-Occupied Facility - Lead
A building, or portion of a building, constructed prior to 1978, visited regularly by the same child, under six (6) years of age, on at least two (2) different days within any week (Sunday through Saturday), provided that each day’s visit lasts at least three (3) hours and the combined weekly visits last at least six (6) hours, and the combined annual visits last at least 60 hours.

Cleaning Verification Card - Lead
A card developed and distributed, or otherwise approved, by EPA for the purpose of determining, through comparison of wet and dry disposable cleaning cloths with the card, whether post-renovation cleaning has been properly completed.
Client  
A person who has been determined to be eligible for the Weatherization Assistance Program and who will receive or has received weatherization work on their current dwelling.

Client Notification Requirements  
The weatherization program has notification requirements for owners and occupants in several areas. Examples include deferral and denial, including appeal information (see Chapter 2), health and safety (see Chapter 9), and tenant notification (see Chapter 3). This is not an exhaustive list.

Completed Energy Audit  
A completed NH WAP home energy audit includes all data collection, a computer model of the home using TREAT software, a complete work order, signed work agreements, and no contingencies or reasons for deferral.

Completed Measure  
A measure that has been installed in accordance with all standards and specifications in this manual and/or other program guidance, including the NH Weatherization Field Guide.

Completed Unit  
A dwelling unit that has received all the appropriate weatherization measures allowable by the TREAT audit and that has passed a final inspection conducted by a certified Quality Control Inspector. A dwelling unit is not complete until:

1) All the energy conservation measures specified in the job’s work order are installed properly and have been inspected for completeness by a certified QCI;

2) Any callback work required as a result of the final inspection has been completed;

3) The property owner, or the owner’s authorized representative, has completed the owner sign-off document, or a good faith effort has been made to obtain the sign-off.

Corrective Action Plan  
A plan developed by an entity which has been found, during a monitoring visit by an oversight agency, to have one or more deficient processes or practices which need to be corrected so that WAP production by that entity conforms with the guidance, standards, and requirements of the Weatherization Assistance Program. A corrective action plan can include training, certification examination, and re-monitoring to confirm that each deficient practice or process has been fully addressed and corrected.

Cost Effective  
Having an acceptable payback, return-on-investment, or savings-to-investment ratio (SIR). An acceptable interactive SIR must be equal to or greater than one (1) in order for an installed measure to be eligible for DOE funding.
Deferral of Service
A temporary delay or denial of weatherization services to an eligible dwelling unit because of the presence of hazardous working conditions or other conditions which, until corrected, prevent completion of weatherization work.

De minimis
Minimal areas of disturbance before requiring RRP as per the United States EPA. De minimis levels do not exist under the DOE’s LSW guidance.

Denial of Service
A permanent denial of weatherization services to a dwelling. Denials are limited to dwellings that are not eligible (i.e., previously weatherized, customer/owner did not correct reasons for deferral, insufficient number of eligible dwelling units in multi-unit), or there are no energy conservation measures to complete at the dwelling.

Department of Energy (DOE)
The Federal U.S. Department of Energy (US DOE) whose mission is to advance energy technology and promote related innovation in the United States. The US DOE provides the funding for the Weatherization Assistance Program in all states and territories.

Disability
A verifiable physical or mental impairment or a designation made by a State or Federal program that substantially limits one or more of a person’s major life activities; or results in the person receiving either Veteran’s or Social Security disability benefits.

Disallowed Costs
Charges to a federal award which are not allowable, based on applicable Federal cost principles or other terms and conditions contained in the award.

DOE Priority Household Characteristics (for service priority)
U.S. DOE identifies priority categories as:
1) Elderly (persons 60 and older),
2) Persons with disabilities,
3) Families with children under nineteen (19) years of age.
U.S. DOE identifies additional flexibility in targeting weatherization services by adding the categories of high residential energy user and household with a high-energy burden.

DUNS Number
The D&B DUNS® Number is a unique nine-digit identifier for businesses. It is used to establish a business credit file, which is often referenced by lenders and potential business partners to help predict the reliability and/or financial stability of the company in question. DUNS, which stands for data universal number system, is used to maintain accurate and timely information on businesses.
Dwelling Unit
A structure, including a stationary mobile home, apartment, group of rooms, or a single room occupied as separate living quarters. A dwelling unit has an identifiable site address such as a fire number or street address. A United States Postal Service PO Box number is a mailing address and does not constitute a dwelling unit address.

ECM
See energy conservation measure.

Economic Unit
A person or group of persons, related or unrelated, who live together in a dwelling unit and jointly share in providing the necessities of life for the person(s) in the group. The necessities of life in this context are considered to be shelter, heat and utilities. Note: Persons living in a cooperative housing arrangement who have their own room and share common spaces are all part of a single economic unit.

Elderly Person
A person who is sixty (60) years of age or older.

Eligible Dwelling Unit
A dwelling unit occupied (or, with DES permission for certain rental units, will be occupied within 180 days of completion) by an eligible low-income household that was not previously weatherized or was weatherized prior to September 30, 1994 with DOE funding. (See Chapter 2 for eligibility requirements for rental and multi-family buildings.)

Energy Audit
The process and results of modeling a building/unit utilizing thorough data collection on the building and the approved electronic energy audit/modeling program. The inputs are provided by an inspection of the dwelling unit that documents its conditions from a thermal, structural, appliance, lighting, heating and safety perspective. The results of the audit are based on auditor determinations of recommended improvements.

Energy Conservation Measure (ECM)
A procedure, including materials and installation labor costs, which is considered or installed for its anticipated energy savings. An ECM often includes installation of ancillary items but will not include IRMs. The installed cost of all ancillary items associated with the proper installation of an individual ECM must be added to the cost of the ECM when calculating the SIR for the individual ECM.

Energy Efficiency
Term describing how efficiently a building component, or the whole building, uses energy.
Energy Intensity Index
The number of BTUs of energy used by a home divided by its area of conditioned square feet and by the number of heating degree days during one year.

FAP
Fuel Assistance Program. See LIHEAP.

Final Inspection
The inspection performed on a dwelling unit by a QCI certified individual following the completion of on-site work and the correction of any call-backs. An inspection that results in a call-back is not considered a final inspection. The final inspection (following any corrected call-back issues) must be performed before the owner or authorized agent can sign the client satisfaction form, and before the Subgrantee can seek payment from OSI for the work completed at that job site.

Firm
A company, partnership, corporation, sole proprietorship or individual doing business; an association, or other business entity; a Federal, State, Tribal, or local government agency; or a nonprofit organization. In the case of lead-safe weatherization work, a firm can be the grantee, sub-grantee, or contractor.

Fiscal Audit
The review and/or inspection of any or all fiscal or accounting records or procedures of a local sub-grantee or their subcontracted entities.

Furnace
An appliance that heats air with hot combustion gases.

General Heat Waste Measures
General heat waste (GHW) reduction materials are intended to be relatively low-cost items that can be quickly and easily installed. Generally, it costs more to collect data and estimate energy savings from GHW materials than it does to purchase and install them. GHW measures must be approved by DOE.

Grantee
The State named in the Weatherization Notification of Grant Award. In NH the Grantee agency is the NH Office of Strategic Initiatives, OSI.

Group Homes
Group homes are dwellings in a non-institutional setting that provide a planned program of supportive social services for residents of the home by the actual arrangement of the facilities and living space. A group home contains the living and sleeping quarters of the residents, a common kitchen, eating, and/or bathroom facilities that are utilized by the residents as a group.
**Head-of-Household**
An individual in one family setting who provides actual support and maintenance to one or more individuals who are related to him or her through adoption, blood, or marriage.

**Health and Safety Measure**
Health and safety measures are those actions necessary to maintain the physical well-being of both the occupants and/or weatherization workers where the actions MUST be taken to effectively perform weatherization work or the actions are necessary as a result of weatherization work. Grantees are required to identify health and safety procedures and an estimate with rationale for the percentage of costs involved as part of their overall Health and Safety Plan to be approved to DOE.

**Heating Costs**
Costs of any source of heating used for residential heating purposes in a dwelling unit. Heating costs for commercial, business, or any purpose other than heating the dwelling unit of the household are excluded.

**Heating Repair and Replacement Program**
See HRRP.

**Heating System**
All of the components necessary for a heating appliance to function and distribute heat throughout a dwelling unit or building.

**Heating Unit**
The heating appliance itself connected to a distribution system to distribute heat throughout a unit or building.

**High Energy Burden Household**
A low-income household whose residential energy burden (residential energy expenditures divided by the annual income of that household) exceeds the median level of energy burden for all low-income households in the State.

**Home Energy Index**
See Energy Intensity Index

**Household**
Any persons or group of persons living together in a dwelling unit on the FAP application date, who are an economic unit and who directly purchase home energy or make undesignated payments for energy in the form of rent.

**HRRP**
Heating Repair and Replacement Program. This program, funded with LIHEAP dollars, was replaced in 2018 with the Building Weatherization Program (BWP).

**IAQ**
See indoor air quality.
Incidental Repair Measure (IRM)
10 CFR Section 440.3 Incidental Repairs means those repairs necessary for the effective performance or preservation of weatherization materials. Such repairs include, but are not limited to, framing or repairing windows and doors that could not otherwise be caulked or weather-stripped; and providing protective materials, such as paint, used to seal materials installed under this program. Examples of these limited repairs include sealing minor roof leaks to preserving new attic insulation and repairing water-damaged flooring as part of replacing a water heater. Includes incidental repair materials and installation, which are performed because they are deemed necessary for the effectiveness of one or more ECMs. The ECM(s) that require the installation of an IRM must be documented in the client file. The IRM Costs are not added to an individual or partial group of ECM costs. The total cost of all IRMs is added to the cost of the package of weatherization measures to calculate the whole unit SIR. For example, while repairs to a roof to protect the insulation to be installed is allowable, expanding this definition to include roof replacement or other non-energy related repairs is not a permissible use of DOE funds. If the roof needs replacing, then the unit should either be deferred or referred to a rehabilitation program, or the sub-grantee must use other funds to cover the costs for this type of work.

Income Eligibility
A household is deemed income eligible for WAP services if its income is at or below 200% of the federal poverty guideline (FPG) as determined in accordance with criteria established by the Director of the Office of Management and Budget. Income eligibility may be different when services are provided by other funding sources.

Indoor Air Quality
The quality of indoor air relative to its acceptability for healthy human habitation. Assessing, and ameliorating when necessary, the quality of indoor air is a major concern of the weatherization process. For example, the presence of by-products of a combustion appliance is considered unhealthy indoor air.

In-Progress Inspection
An on-the-job inspection at an active WAP job site by an appropriately credentialed inspector to assess: the practices and procedures of the weatherization installer, the appropriateness of the ECMs set out in the work order by the auditor, and the need for T&TA to improve the weatherization production of that crew or agency.

Landlord Contribution
The portion of the cost of weatherization that may be contributed by the owner of a rental building.

Lead; Renovation, Repair, and Painting Program (LRRPP) Rule
Rules (40 CFR 745) that include weatherization (see Renovation), established by the U.S. Environmental Protection Agency (April 2008) to address lead-based paint hazards created by renovation, repair, and painting activities that disturb lead-based paint in target housing and child-occupied facilities.
Lead-Safe Weatherization (LSW)
A set of protocols established by the U.S. Department of Energy (WPN 09-6 issued January 7, 2009) to be used when disturbing surfaces that may have lead-based paint, that will reduce and control the amount of lead dust and paint chips that are generated. The protocols address compliance with applicable regulations and are intended to reduce the risk of liability and health issues associated with the work.

Leverage
Partnering with others, financially, to enhance and provide additional services.

LIHEAP
See next item.

Low-Income Home Energy Assistance Program (LIHEAP)
The program that is Federally designated under 42 U.S.C. 8621 and provides block grants to States. LIHEAP provides benefits and services to assist low-income households with the cost of energy used for home heating. AKA FAP (Fuel Assistance Program) in NH.

Master-Metered Units
Rental units where all units are metered by one (1) device and the owner is responsible for paying the heating and/or electrical costs.

Measures
See ECM.

Multi-Family Building
A building that contains five (5) or more units of housing.

Multi-Unit Building
A building that contains more than one dwelling unit.

NH WAP Standards
The standards are comprised of all documentation produced or provided by OSI to provide program guidance. This includes the NH Weatherization Assistance Program Policies and Procedures Manual, Health and Safety Plan, NH Weatherization Field Guide, memos, e-mails, DOE WPNs, etc.

Occupational Safety and Health Administration (OSHA)
An agency of the United States Department of Labor with a mission to prevent work-related injuries, illnesses, and occupational fatality by issuing and enforcing standards for workplace safety and health.

OMB
The Federal Office of Management and Budget issues Circulars in the areas of uniform administrative requirements, cost principles, and financial audits.
Owner Sign-Off
A document signed by the dwelling unit owner or authorized representative that states the weatherization work has been completed as agreed and in an acceptable manner.

Per-Unit Average
See ACPU.

Per-Unit Average Cost (see Average Cost Per Unit, ACPU)
The actual cost of all units weatherized divided by the number of units weatherized.

Poverty Level
Household income in relation to family size based on Federal poverty guidelines.

Program Year
The 12-month period during which the beneficiaries (Grantee and Subgrantees) of the annual DOE WAP allocation may expend their portion of that allocation. In NH, the WAP program year coincides with the state fiscal year – July 1 to June 30.

QCI
Quality Control Inspection, is the final inspection of a weatherization job before being submitted to OSI for reimbursement. For any building in which WAP dollars have been invested as part of the weatherization work, the final inspection must be performed by a BPI certified Quality Control Inspector (also abbreviated QCI).

QCI credential / certificate
Required certification, obtained through BPI, for persons performing final inspections in the Weatherization Assistance Program.

Radon Informed Consent Form
A form which DOE rules require be presented to every client. The form must be signed by the client prior to the implementation of any weatherization work in that client’s home. The form must provide information about radon and the effects that weatherization work may have on the amount of radon to be found in a dwelling unit, as well as a description of the efforts that will be undertaken to minimize that amount.

Recognized Lead Test Kits
A commercially available kit recognized by EPA under the EPA LRRPP Rule as being capable of allowing a user to determine the presence of lead at levels equal to or in excess of 1.0 milligrams per square centimeter, or more than 0.5% lead by weight, in a paint chip, paint powder, or painted surface.

Renovation - Lead
The modification of any existing structure, or portion thereof, that results in the disturbance of painted surfaces, unless that activity is performed as part of an abatement as defined by this part (40 CFR 745.223). The term renovation includes (but is not limited to): The removal, modification or repair of painted surfaces or painted components (e.g., modification of painted doors, surface restoration, window repair,
surface preparation activity (such as sanding, scraping, or other such activities that may
generate paint dust)); the removal of building components (e.g., walls, ceilings,
plumbing, windows); weatherization projects (e.g., cutting holes in painted surfaces to
install blown-in insulation or to gain access to attics, planning thresholds to install
weather-stripping), and interim controls that disturb painted surfaces. A renovation
performed for the purpose of converting a building, or part of a building, into target
housing or a child-occupied facility is a renovation under this subpart. The term
renovation does not include minor repair and maintenance activities. EPA added
“weatherization” to the definition to make it clear that all of these activities are covered
by this definition if they disturb painted surfaces.

Rental Dwelling Unit
A dwelling unit occupied by a tenant who does not own the dwelling unit.

Renter
A person who holds, or has the use of, property by payment of rent.

Repair
The reconstruction or renewal of any part of a building or its components.

Required Corrective Action
An action that is needed to bring a sub-grantee into compliance with this manual, the
Field Guide, and applicable Federal regulations.

Residence
A dwelling unit where household members listed on the FAP application are living at the
time of the FAP application date.

Re-weatherization
Homes weatherized before September 30, 1994, may benefit from additional
weatherization services, i.e., they may be “re-weatherized.” Homes which have received
WAP-funded weatherization work since September 30 1994, may not receive more
WAP-funded work. Re-weatherization requires that a new audit be performed to assure
past work is accounted for in the new work order. Re-weatherized units must be tracked
and reported separately to OSI and DOE.

Rework
Work done on a unit already reported as a completed unit. DOE funds cannot be used to
pay for work on units already reported as complete to OSI.

Rooming Houses
Rooming houses are defined as a house or other congregate-type of group residence that
does not have a planned program of supportive services and is not an institutionalized
setting and may or may not utilize common cooking and eating facilities for the residents.
Individual residents may be responsible for their own cooking and eating arrangements.
SAM
The System for Award Management (SAM) is an official website of the U.S.
government. SAM consolidated the capabilities of CCR/FedReg, ORCA, and EPLS.
There is NO cost to use SAM. Register to do business with the U.S. government for free
directly from this site.

Savings-to-Investment Ratio (SIR)
A term used in WAP that refers to the ratio between the energy cost savings over a period
of time versus the investment cost of installing a weatherization measure.

Separate Dwelling Unit
Living quarters in which the occupants do not live and eat with any other persons in the
structure and which have either direct access from the outside of the building or through a
common hall, or complete kitchen facilities for the exclusive use of the occupants. The
occupants may be a single family, one person living alone, two or more families living
together, or any other group of related or unrelated persons who share living
arrangements, and includes shelters for homeless persons. (Source US DOE
10CFR440.3.)

Shelter
Any dwelling unit or units whose principal purpose is to house, on a short-term basis,
individuals who may or may not be related to one another, and who are not living in
nursing homes, prisons, or similar institutional care facilities.

Single-Family Dwelling Unit
A structure containing no more than one dwelling unit.

Spillage
See back drafting.

SSE
Steady state efficiency.

Subgrantee
An entity managing a weatherization project that receives a grant of funds awarded under
10 CFR 440 from a grantee. In New Hampshire, the Community Action Agencies are the
Subgrantees to OSI.

Subsidized Housing
Programs operated under the U.S. Housing Act of 1937, the National Housing Act,
Section 101 of the Housing and Urban Development Act of 1965, Section 202 of the
Housing Act of 1959, Title V of the Housing Act of 1949 or any program listed in the
most current Inventory of Federally Assisted Rental Housing.

SWS
The Standard Work Specifications to be used when performing work under the WAP.
**Temporary Shelter(s)**
Any dwelling unit(s) owned by a charitable, nonprofit, nonreligious corporation whose principle purpose is to house, on a temporary basis, individuals who may or may not be related to one another. Examples of temporary shelters include transitional housing for homeless persons and domestic abuse shelters. Nursing homes or similar institutional care facilities are not eligible dwellings.

**WAP**
The Weatherization Assistance Program for Low Income Persons. WAP is managed nationally by the US Department of Energy (DOE). NH WAP receives an allocation annually from DOE to be used to implement WAP in the homes of qualified low income New Hampshire residents.

**Weatherization**
The process of reducing energy consumption and increasing client comfort, health, and safety in buildings by improving the building’s energy efficiency.

**Weatherization Measures**
Energy conservation measures, energy-related health and safety measures, and other repairs determined by OSI to be eligible, cost-effective investments in client dwellings that will increase energy efficiency, client comfort, and client health and safety when performed on dwelling units by a Subgrantee whose practices and procedures meet weatherization program requirements.

**Work Agreement**
A written agreement between a Subgrantee and the owner/agent of an eligible building that discloses the type and amount of weatherization work to be done on the building, and other conditions both parties must agree to including the right for representatives from the Subgrantee as well as State and Federal government, or their designee, to verify the delivery of weatherization services and the quality of those services. The owner/agent shall sign the work agreement prior to the installation of weatherization measures.

**Work Order**
The document that specifies the work to be done and materials to be installed in order to weatherize a dwelling unit.