

Program Guidebook

# 2023 Agencies in Action Program

prepared for



CenterPoint Energy

by



Frontier Energy, Inc.

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## **1. Introduction**

### **1.a. Objective**

The intent of the CenterPoint Energy Agencies in Action (AIA) program is to identify and address, in a comprehensive and cost-effective manner, weatherization and energy-efficiency needs of CenterPoint Energy’s income-eligible residential customers. The key objective is to assist income-eligible customers in using electricity more efficiently in their homes through the installation of eligible measures.

### **1.b. Background and History**

The AIA program has been assisting income-eligible customers to save electricity and money since 2007. It was originally designed to enable non-profit agencies to identify income-eligible customers and facilitate installation of weatherization measures in single family homes.

Over the years the program has evolved to comply with changing requirements and to improve utilization of available funds. In 2013, as a result of SB 1434 adopted by the Texas Legislature, the program implemented the the National Energy Assessment Tool (NEAT audit) for assessment of eligible measures in a home. At that time, assessor certification requirements were also added to ensure that the NEAT audit would be performed correctly.

In 2015 the program structure was redesigned with the intent of increasing the number of participating agencies, assessors, and contractors, and to more efficiently utilize available funding. The current program design isolates the functions of qualifying participants, assessing homes, and installing eligible measures so that each function can be achieved as efficiently as possible. The program also added a component which targets the replacement of aging HVAC systems paired with electric heat with high efficiency heat pumps in the multifamily sector.

Beginning in 2022, the program renewed its emphasis on equitably serving single-family homes in the greater Houston area, particularly within designated Complete Communities neighborhoods.

### **1.c. Program Management and Contacts**

The AIA program is coordinated by Frontier Energy Inc. (Frontier). Frontier's AIA program contacts are as follows:

- **Steve Wiese** is the Program Manager and is the primary point of contact for Multifamily HVAC Retrofit Project Sponsors and their implementation teams - [swiese@frontierenergy.com](mailto:swiese@frontierenergy.com), (737) 236-0255.
- **James Hoffner** ensures quality control via field inspections and review of all uploaded project documentation – [jhoffner@frontierenergy.com](mailto:jhoffner@frontierenergy.com), (737) 236-0303.

Frontier works on behalf of CenterPoint Energy to implement the Program. For questions regarding Frontier's relationship to CenterPoint Energy and the Program, please contact **Austin Pooley**, CenterPoint Energy, [Austin.Pooley@CenterPointEnergy.com](mailto:Austin.Pooley@CenterPointEnergy.com), (713) 207-5155, hereinafter referred to as "Utility Representative."

### **1.d. Program Clarifications**

This document is intended to provide a detailed and consistent reference on Program design and implementation processes to participants but does not address every possible situation or complication that may arise during implementation. When instances requiring clarification are identified, Frontier will, in conjunction with CenterPoint Energy, attempt to provide guidance consistent with Program intent as well as with other goals and priorities.

CenterPoint Energy and Frontier reserve the right to change Program guidelines, processes, requirements, budgets, budget allocations and other Program details at any time without prior notice to market participants. However, CenterPoint Energy and Frontier will strive to provide timely notice of such changes.

## **2. Participant Eligibility and Responsibilities**

The AIA program design requires the active and coordinated participation of Agencies, Assessors, and Contractors to be successful. The roles and responsibilities of each type of participant are outlined below.

### **2.a. Agencies and Multifamily Project Sponsors**

#### **2.a.i. Eligibility**

Agencies are typically non-profit organizations that serve communities within CenterPoint Energy's service area. They are eligible to participate in the program if they are qualified to perform one or more of the required services including income qualification, pre-screening the home, data entry, assistance with customer contact, coordinating repairs, and invoicing. In addition to agencies, other groups such as contractors and management companies are eligible to sponsor

projects under the multifamily heat pump program component. These responsibilities are further detailed in section 4.a.

All agencies and multifamily project sponsors must be located within, or be capable of serving, eligible households and homes located within CenterPoint Energy's electric service area. A map of CenterPoint Energy's electric service area and list of communities served is available in Appendix A.

All agencies and multifamily project sponsors are required to abide by all program requirements as set forth in Texas law, Public Utility Commission of Texas rules, this program guidebook, and other program documentation including the Agencies in Action Program Participation Agreement provided in Appendix B. Additional program guidelines are included in Appendix C.

### **2.a.ii. Roles and Responsibilities**

Agencies' responsibilities may include income qualification, pre-screening the home, data entry, customer contact, coordinating repairs, and invoicing.

#### **Agencies Participating in the Single Family Homes Program Component**

Agencies are responsible for completing the home application process by initial entry of the home in the online program database application, Vision DSM, located at <https://CNPTLI2021.programprocessing.com>, and completing the interview screening form with the potential participant, completing and uploading the income verification form with backup documentation to submit the home for review.

In this process, Agencies pre-screen homes of potential participants by asking the Agency Screening Questions online for Potential AIA Participants (a copy is included in Appendix D). In addition, agencies will assist in contacting the participant, scheduling, and translating as appropriate during the evaluation, installation and verification process.

Please note that the answers to some of the questions will immediately make the home ineligible or will require the homeowner to have repairs made before the home can be eligible. In such cases, the agency should inform the potential participant of the situation. Proceeding with the referral is preferred even if it is eventually determined that the home is not eligible for the program due to a specific condition. Agencies are not paid for 'flawed' applications.

Current income verification forms can be found on the [Public Utility Commission of Texas's website](#) under the Energy Efficiency heading. These forms were for the 2022 program year to include new pathways for income qualification. Agencies are responsible for entering the home's ESI ID number into the program database. Lookup functions within the online database help in this process to verify the physical address is eligible. The agency may then proceed to enter information about the home and contact information as accurately as possible, as well as upload the income verification form and submit the home.

Once the home is submitted, program personnel will review the home and determine whether it is eligible to be assessed. After the assessment has been completed and approved, Frontier will pay the agency for the referral.

In addition to referring participants, agencies are eligible to act as assessors and/or contractors.

#### **Multifamily Project Sponsors**

At the beginning of the program year an RFP is distributed for installations of heat pumps and other measures in multifamily projects. In addition to agencies, other groups such as contractors and management companies are eligible to submit proposals for projects under this segment of the program.

Like agencies, selected project sponsors are responsible for submitting the project application and all supporting documentation required. This includes uploading the income verification form, inputting accurate information on heat pump installations (incentive amounts, AHRI reference numbers, serial numbers, etc) in a provided template spreadsheet and invoicing for the homes that have been submitted.

The income eligibility process for multifamily homes is different than for single family homes. Property management should fill out the PUCT Property Owner Certification Form of Tenant Income Eligibility For Full Incentive Energy Efficiency Services. Current income verification forms can be found on the [Public Utility Commission of Texas's website](#) under the Energy Efficiency heading. These forms were updated for the 2022 program year to include new pathways for income qualification.

## **2.b. Assessors**

### **2.b.i. Eligibility**

Assessors must have one or more of the certifications listed in the table below.

**Table 1. Recognized Assessor Certifications**

| Certification Type             | Certifying Organization                        |
|--------------------------------|--|
| HERS Rater                     | (Residential Energy Services Network – RESNET) |
| Energy Smart Contractor        | RESNET   |
| Building Analyst Professional  | (Building Performance Institute – BPI)         |
| Building Envelope Professional | BPI  |

Qualified assessors must pass a background check and provide proof of current general liability insurance.

### **2.b.ii. Roles and Responsibilities**

Assessors are responsible for scheduling, gathering information on site, running required diagnostic tests, taking photos of key issues in the home, running the NEAT audit, uploading required information into the database, installing Direct Install measures, entering eligible measures in the database, providing additionally requested information, and invoicing Frontier for their assessments and Direct Install installations.

Assessors are required to demonstrate use of industry standard methods, tools and materials to conduct air infiltration testing, either by submitting a description of testing procedures, or by demonstrating procedures to CenterPoint Energy approved inspectors.

Assessors will schedule and perform assessments on the work assigned to them. The assessor should first check the home for any issues that require correction in order to qualify for participation. Presence of any of the following conditions would disqualify the home.

- Ambient CO reading above 9ppm (in homes with gas heat or appliances)
- Black mold present
- Large area of holes in sheetrock, sheet rock missing in ceiling
- No air conditioning
- Non-working plumbing, e.g., toilets
- Red-tagged gas appliances
- Existence of knob-and-tube electrical wiring in the attic or other potential work areas

- Severe foundation problems, obvious structural damage
- Tarp on roof, obvious roof damage or water damaged sheetrock
- Unvented gas heater used for heating

If any of these conditions are present, assessor shall not complete the assessment. They should tell the homeowner that someone will contact them and report the condition that has disqualified the home to the program personnel.

If none of these conditions exist, the assessor should proceed to gather information and perform tests as required for the type of assessment assigned. The assessment information will be used by the contractors to bid on the installation of eligible measures. The goal of the assessment is to provide enough information that contractors can be confident of their bids. Assessors are required to take photos of items listed in the Required Photo List For Assessors in Appendix E, and to upload assessment reports and photos to the database.

Assessors shall review the list of Frequently Asked Questions provided in Appendix F with potential participants asking them if they would accept eligible measures given the requirements for measure eligibility. Assessors will obtain the customer's signature on the form provided and upload the signed form into the database in the appropriate section.

Assessors must also enter the data and perform the calculations for the NEAT audit. Updates to the NEAT libraries will be provided at the beginning of the program year. Assessors will upload NEAT audit report to the database. The assessor will enter into the database all measures that have an SIR of 1.0 or higher on the NEAT audit.

The maximum allowed funding per home, including all agency, assessor, DI measure, and other measure costs is \$8,250.

When entering qualifying measures into the database, the assessor should make notes specifying where LEDs and solar screens should be installed, any unusual conditions, and any additional information that would help the contractor to bid on the installation of measures, such as the areas to be sealed for air infiltration. The assessor notes detail form is provided in Appendix G.

Direct Install measures installed by assessors must also be entered into the program database by the assessor. Incentives for measures are calculated by the Vision DSM database at the time the assessment is uploaded. Assessors are expected to provide a clear photograph of all material removed from a home (incandescent bulbs, faucet aerators, and low-flow showerheads). A photo of installed pipe insulation should also be included.

The assessor submits the home after all of their data entry is complete. Program personnel will approve the assessment and arrange for payment of earned incentives.

## **2.c. Installation Contractors**

### **2.c.i. Eligibility**

Installation contractors must provide proof of current general liability insurance. Employees must pass a background check. Installation contractors must possess appropriate required licenses for the work they will be performing, including certifications relevant to conducting blower door tests. HVAC contractors must have a current Air Conditioning Contractors license from the Texas Department of Licensing and Regulation.

### **2.c.ii. Roles and Responsibilities**

Contractors are responsible for scheduling installations and installing measures according to contracted pricing, meeting all applicable codes and requirements, and performing data entry for measures installed. Contractors in the single-family program are required to provide a one-year warranty covering all installed equipment and labor. For projects selected under the multifamily heat pump program, Project Sponsors, building owners, and installation contractors may negotiate warranty terms.

Contractors will submit pricing to the program for various measures and will be expected to perform services based on approved pricing. Measures shall be awarded only if the contracted pricing for each measure is within the allowable cost in NEAT so that the SIR is not below 1.0.

The contractor will enter the required data into the database, upload the completed Customer Certification form (included in Appendix H), and submit the home. If the contractor proposes to change any aspect of the scope of the installations from the scope that was bid, they must first contact Frontier in order to confirm that any proposed changes are approved in advance and reflected in the Vision DSM database. After program personnel have approved the home the program administrator will arrange for payment of earned incentives.

## **2.d. Households/Homes**

In order to qualify for the program each participating household and home must meet several requirements.

- Homes must receive electric distribution service from CenterPoint Energy and be served by an individual electric meter. This can be determined by the ESI ID number on the customer's electric bill. A map of CenterPoint Energy's electric service area and list of communities served is available in Appendix A.
- The current occupants must meet income requirements as stated on the latest income qualification forms available on Public Utility Commission of Texas' website at <https://www.puc.texas.gov/industry/electric/forms/Default.aspx>.
- Each home must have electric air conditioning (window units included) and meet structural requirements as stated in the assessor section.
- Homes with 2,500 or more square feet of conditioned space are outside the scope of the program and are not eligible.
- Homes must be at least 15 years old to be eligible.

## **3. Eligible Energy Efficiency Measures**

Each energy efficiency measure must have a Savings-to-Investment Ratio (SIR) of 1.0 or higher as determined on the NEAT audit. The requirements for the measures are described in the current version of the [Texas Technical Reference Manual \(TRM\)](#) issued by the PUCT.

Measures included in the AIA program are the following:



- Direct Install Measures
  - LED omnidirectional and specialty bulbs
  - Low flow showerheads
  - Faucet aerators
  - Water heater pipe insulation
  - ENERGY STAR connected thermostats
- Other Measures
  - Ceiling insulation
  - Wall insulation
  - Solar screens
  - Air infiltration reduction
  - Central air conditioner replacement
  - Central heat pumps
  - Tune up for central air conditioner or heat pump
  - Window air conditioner replacement
  - ENERGY STAR connected thermostats
  -

The following pages describe the most significant requirements for installing specific measures. A comprehensive list of required data and documentation that must accompany installations of each measure may be found in the current version of the Texas TRM.

### **3.a. Direct Install Measures**

#### **3.a.i. LED Omnidirectional and Specialty Lights**

LED lights must replace incandescent lights only. Selected bulbs must be ENERGY STAR certified and must have a rated lifetime of 17,500 hours or greater. They should be placed in permanently-wired fixtures (not plug-in lamps). Bulbs that are in closets are not to be replaced. Bathroom fixtures that are a straight line of exposed bulbs (commonly referred to as Hollywood lights) can all be replaced only if there are 4 or fewer bulbs in the fixture. If there are 5 or more bulbs in the fixture, up to 4 of the bulbs can be replaced. Do not replace bulbs that are outside of the house. 20 bulbs per residence is the maximum limit. All removed bulbs must be documented with a photo.

#### **3.a.ii. Low-Flow Showerheads**

This measure is eligible only for homes that have electric water heating. It consists of replacing an existing showerhead with a maximum flow rate of 2.5 gallons per minute (GPM) or greater with one that has a maximum flow rate of 1.5, 1.75, or 2.0 gallons per minute. The new showerhead cannot be defaced so as to obscure the flow rate written on the showerhead. Existing showerheads that are replaced must be collected and saved for possible inspection.

#### **3.a.iii. Faucet Aerators**

This measure is eligible only for homes that have electric water heating. It consists of replacing an existing faucet aerator (or a faucet with no aerator) with a maximum flow rate of 2.2 gallons per minute (GPM) or greater with one that has a maximum flow rate of 1.0 or 1.5 gallons per minute. The new aerator cannot be defaced so as to obscure the flow rate written on the aerator. Existing aerator that are replaced must be collected and saved for possible inspection.

### **3.a.iv. Water Heater Pipe Insulation**

This measure is eligible only for homes that have electric water heating and do not have a heat trap. It is not eligible in conjunction with the installation of a new electric water heater. The measure consists of installing insulation with a thickness of at least R-3 on water heater pipes. Assessors and installation contractors installing Direct Install measures are required to provide a photograph of the installed pipe insulation.

### **3.a.v. ENERGY STAR Connected Thermostats**

This measure replaces an existing, non-ENERGY STAR connected thermostat, with a new ENERGY STAR connected thermostat. All residential customers with central HVAC systems are eligible for this measure. Additionally, the HVAC system must be compatible with the installed thermostat. A list of qualifying devices is available at <https://www.energystar.gov/productfinder/product/certified-connected-thermostats/results>.

For single family homes that do not qualify for a new HVAC system, assessors shall qualify the ENERGY STAR connected thermostat except when the measure is incompatible with TRM or program requirements, or is refused by the customer. The measure may be installed directly by the assessor, or by the weatherization contractor.

For single family homes that do qualify for a new HVAC system, assessors shall qualify the ENERGY STAR connected thermostat except when the measure is incompatible with TRM or program requirements, or is refused by the customer.

This measure is also encouraged in all multifamily HVAC retrofit projects.

### **3.b. Ceiling Insulation**

To be eligible the home must have electric refrigerated central, mini-split, or room air conditioning. Photos must be uploaded covering the whole attic area and showing a close up of a ruler displaying the measurement of the depth of the insulation. If the existing insulation is removed, the savings will be based on the R-value of the insulation prior to removal.

### **3.c. Wall Insulation**

To be eligible the home must have electric refrigerated central, mini-split, or room air conditioning and walls must have no existing insulation. Wall insulation does not qualify if the blower door reading is within 10% of the Minimum Ventilation Rate (MVR) as established by the calculation described in ASHRAE 62.2-2013. A post-installation blower door test must be done to assure that the air infiltration rate is not below the MVR. Contractors are required to plug all holes used in installation and patch/paint to match existing color.

### **3.d. Solar Screens**

To be eligible the home must have electric refrigerated central or mini-split air conditioning. Solar screens are not eligible to be installed on homes with electric resistance heat or homes with room air conditioners. Solar screens may be installed on single-pane windows and glass doors only on the west and south side of the home. The solar screen must reduce solar heat gain by a minimum of 65%. The window should not be shaded by a permanent structure or by a roof overhang of three feet or more, or by foliage.

### **3.e. Air Infiltration**

To be eligible the home must have electric refrigerated central, mini-split, or room air conditioning. A pre- and post- blower door reading must be recorded. If the pre-installation

blower door reading is within 10% of the MVR, or if reduction of air infiltration might result in an unsafe condition, the measure will not qualify.

Areas that must be addressed and sealed, if needed, in order to receive the incentive are the following:

- Weatherstrip doors
- Weatherstrip attic access and furnace closet
- Caulk windows
- Seal plumbing penetrations
- Areas noted by the assessor

The air infiltration measure is not eligible on apartments, condos, etc. in multifamily buildings with 5 or more units.

### **3.f. Central Air Conditioners**

To be eligible the home must have a working central air conditioner. Replacement equipment must be properly sized according to ASHRAE or ACCA Manual J standards. The new unit should have a minimum of 15.2 SEER2 and 9.8 EER2.

Units that are replaced must be demanufactured in an environmentally safe manner according to federal, state and local laws and regulations. Rightsizing of existing oversized units, when supported by Manual J calculation, is encouraged and yields additional savings. Installed system tonnage may be upsized by up to 0.5 ton only with Frontier's approval.

### **3.g. Central Heat Pumps, including Minisplit Heat Pumps**

To be eligible the home must have a working central air conditioner and electric resistance heat, or a working heat pump. Replacement equipment must be properly sized according to ASHRAE or ACCA Manual J standards. Heat pumps that are replacing electric resistance heat must have a minimum 14.3 SEER2 and 7.5 HSPF2, aligning with the updated federal standard and SEER2 testing procedure. There is no minimum EER2 requirement in this case. For heat pumps that are not replacing electric resistance heat, new heat pumps must have a minimum 15.2 SEER2,

For PY 2023, a sell-through is allowed for heat pumps without a SEER2 rating, as confirmed using the AHRI certificate. These units must comply with a minimum 14.5 SEER and 8.5 HSPF. If a SEER2 rating is specified on the AHRI certificate, you must comply with the minimum requirements in the previous paragraph. Note: Because AHRI is continuously updating their database to include SEER2 ratings, please save a copy of the AHRI certificate without the SEER2 rating to prevent eligibility issues that may arise if a SEER2 rating is added to that certificate later in the year.

Units that are replaced must be demanufactured in an environmentally safe manner according to federal, state, and local laws and regulations. Rightsizing of existing oversized units, when supported by Manual J calculation, is encouraged and yields additional savings. Installed system tonnage may be upsized by up to 0.5 ton only with Frontier's approval.

### **3.i. Window Air Conditioners**

The window air conditioner to be replaced must be working and cannot be more than 12 years old. All window air conditioners that are replaced must be removed and demanufactured in an environmentally safe manner according to federal, state and local laws and regulations. As indicated in the TRM, Volume 2 in Table 2-187: Room Air Conditioner Efficient Condition Specifications, the minimum efficiency (Combined Energy Efficiency Ratio or CEER) for window air conditioners is as specified in the following table.

**Table 2. Minimum Window Air Conditioner Efficiency**

| Reverse Cycle (Yes/No) | Louvered Sides (Yes/No) | Capacity (Btuh/hr) | Minimum CEER as of Oct. 30, 2015 |
|------------------------|-------------------------|--------------------|----------------------------------|
| No                     | Yes                     | <8,000             | 12.1                             |
| No                     | Yes                     | ≥8,000<14,000      | 12.0                             |
| No                     | Yes                     | ≥14,000<20,000     | 11.8                             |
| No                     | Yes                     | ≥20,000<25,000     | 10.3                             |
| No                     | Yes                     | ≥25,000            | 9.9                              |

**3.k. Energy Savings**

Energy and demand savings for each eligible measure are derived from deemed savings or algorithm-based savings as documented in the currently applicable version of the [Texas Technical Reference Manual](#).

**4. Available Budget and Incentives**

**4.a. Program Budget**

Available incentives in program year 2023 total **\$3,600,000**.

**4.b. Incentives**

**4.b.i. Agency Incentives**

Agencies receive a referral incentive of \$100 or \$250 for each eligible customer referred to the program and a potential \$100 for qualified homes in Complete Communities. The \$100 referral incentive applies to homes that are estimated by the assessor to be eligible for less than \$2,500 of installation work; the \$250 referral incentive applies to homes that are estimated by the assessor to be eligible to complete \$2,500 or more of installation work. Weatherized homes within the defined Complete Communities earn an additional \$100.<sup>1</sup>

Agencies do not receive an incentive for referring homes to the program that are determined to be ineligible for participation by the assigned assessor.

**4.b.ii. Assessor Incentives**

Incentives for home assessment services are as follows:

| Assessment Type   | Incentive |
|---|-----------|
| SF NEAT + Air Quality Testing <sup>2</sup> + Blower Door Test (no Duct Blaster Test)  | \$325     |
| SF NEAT + Air Quality Testing <sup>2</sup> (no Blower Door Test or Duct Blaster Test) | \$225     |
| SF NEAT + Blower Door Test (no Air Quality Testing or Duct Blaster Test)              | \$325     |
| Trip charge – home ineligible for reasons described in section 4.b.                   | \$75      |
| Additional fee for larger homes (2500 sq ft or greater)                               | \$50      |

Assessment incentives apply to any location within CenterPoint Energy’s service area.

<sup>1</sup> All participants in MOCC Home Repair Program are ineligible for additional referral bonus.

<sup>2</sup> Air Quality Testing requirements are addressed in the Carbon Monoxide Test Protocol in Appendix C.

Assessors may also receive incentives for installation of certain direct install measures. These incentives include:

- \$5.00/omnidirectional (OD) LED bulb (40w, 60w, 75w, or 100w incandescent equivalent)
- \$8.00/specialty LED bulb (5w candelabra, 11w flood, 6w globe)
- \$2.50/faucet aerator (1 or 1.5 gpm)
- \$15/showerhead (1.5 gpm)
- \$8/pipe wrap (any length, min 3 feet – max 6 feet)
- \$200/ENERGY STAR connected thermostat

#### **4.b.iii. Installation Contractor Incentives**

Installation contractors submit contracted incentive pricing for equipment and installation services. After selection of an installation contractor's bid by program implementers, the program covers 100% of the contracted installation incentive for eligible measures.

- The offered incentive for installation of a qualifying ENERGY STAR connected thermostat is \$200 unless contracted at a different level.
- The offered incentive for installation of a qualifying ENERGY STAR refrigerator is \$200 unless contracted at a different level.

#### **4.b.iv. Multifamily Heat Pump Program Participant Incentives**

Within the multifamily heat pump program component, the program initially selects projects for participation based on the program's SIR of the bids received and other factors as outlined in the Request for Proposals, subject to limitations on spending per project sponsor, owner or ownership group, and HVAC contractor. Some program funding may be reserved to serve properties owned by non-profit entities, or to complete projects started in a previous program year. Project partners' participation and performance in previous program years may also be considered in the selection process. Multifamily owners or ownership groups that have received awards in three or more program years will have their scores adjusted by -0.2; for more than five years the adjustment will be -0.3.

Selected bids may or may not cover 100% of the costs associated with participation, such as costs associated with preparing bids, qualifying households and homes, and providing required documentation of all retrofits to the program. In recent years, selected bids indicate cost sharing between the property owner and the program. No referral or assessment incentives are applicable within this program component.

- Incentives for the refrigerator replacement measure in multifamily homes are limited to \$200 per refrigerator.

## **5. Inspections and Quality Assurance**

Inspections will be performed on 100% of the installations by the program implementer inspector. Corrections to the installations or adjustments to the database may be required as a result of the inspection. In addition, CenterPoint Energy inspectors will inspect installations. An inspection report with photos will be uploaded to the database.

For reference, the process flow for completing inspections is as follows:

- Contractor completes work, submits home in the Vision DSM database.
- Home is advanced to "Completed and Submitted" status in Vision DSM database, indicating the home is ready to be inspected.

- Inspector checks for projects at the “Ready for Inspection” status on the Admin home page and creates inspection form for homes to be inspected.
- Inspection is performed, photo documentation is obtained, inspector fills out, saves, and uploads inspection documentation to the Vision DSM database. Home is advanced to “Inspection Completed” status.
- A program administrator checks for homes in “Inspection Completed” status, reviews the uploaded inspection documentation and either approves or initiates corrective action.
- Once approved, the home is advanced to “Approved” status and is ready for payment.

Applicants with projects that fail the post-installation inspections will be required to correct the problems identified and either submit evidence of correction or schedule a second inspection, at program management’s discretion.

## **6. Participant Performance Standards**

### ***6.a. Participant Standing***

All program participants (agencies, assessors, contractors) must maintain good standing with the Program. Participants in good standing are defined as those:

- Who have attended all required meetings, technical training sessions and other mandatory events;
- Whose three most recent referrals, assessments, or installations have been approved without the need for corrective action;
- Who have maintained and documented to the Program Manager/Frontier proper and current licensure, certificates, insurance, and other eligibility requirements;
- Who have provided all required reports and project documentation in a timely fashion;
- Who work in good faith with the Program Manager/Frontier to resolve any Customer disputes or complaints and to change business practices as appropriate to reduce the likelihood of future disputes or complaints.

Agencies, assessors, and contractors who are not in good standing may be removed from the Program. They will be notified by the Program Manager/Frontier of their status and will be required to work with the Program Manager/Frontier to develop a plan to correct the problem(s). A lack of progress on this plan may lead to disqualification.

### ***6.b. Participant Disqualification***

All agencies, assessors, and contractors are required to maintain proper licensure, certificates, insurance, and other eligibility requirements as stated in the online registration system. Frontier, in coordination with CenterPoint Energy, may also determine and maintain metrics of performance which may be used to disqualify entities from participation in the Program. Project Sponsor performance metrics which indicate potential grounds for disqualification may include, but are not limited to:

- High rates of Customer complaints handled by Program Management staff;
- High rates of submitting incomplete or ineligible project applications;
- Low rates of passing Program inspections; and/or
- Low rates of completing pre-approved projects within the incentive reservation period.

### **6.c. Dispute Resolution**

Unresolved disputes hurt the success of the Program. In this respect, the overriding objective of all the participants in the Program is to achieve 100% Customer satisfaction and to satisfactorily resolve any and all disputes at the lowest level possible.

Disputes, concerns or complaints arising from Customers should, in general, be addressed at the lowest level possible. Most of the time, this means the problem should be resolved between the Participants and Customer.

Issues that cannot be addressed by the Participants and Customer and are brought to the attention of the Program Manager may be addressed by the Program Manager. The Program Manager's first level response shall be to document the date and nature of the complaint and the specific details. This shall include contact information, name, address, phone number and/or email of all parties involved. The Program Manager will maintain all contact and status records. This will open the issue; next an appropriate action step must be completed for it to be resolved and closed. The Participant shall be responsible to take action to resolve the issue within 2 weeks.

Disputes, concerns or complaints arising between Participants and the Program Manager shall follow a similar path. The Program Manager's first level response shall be to document the date and nature of the complaint and the specific details. Again, this will include contact information, name, address, phone number, and/or email of all parties involved. The Program Manager will maintain all contact and status records. This will open the issue; next an appropriate action step must be completed for it to be resolved and closed. The Program Manager shall be responsible to delegate or take action to resolve the issue within 2 weeks.

Disputes that cannot be resolved or have future action agreed to by all parties during initial contact may be brought to the second level or to the Utility Representative.

### **6.d. Customer Complaints**

When a customer who receives services from the program has a question or complaint, the customer should first make their referring Agency aware of the complaint and give them an opportunity to address their concerns. Agencies should inform the program implementer and utility of the complaint, and either work to address the complaint directly and/or request assistance from the program implementer and utility.

If a customer is not satisfied with the resolution provided, the customer may contact the Public Utility Commission to file a complaint. An complaint may be filed:

- Electronically, from this address:  
<https://www.puc.texas.gov/consumer/complaint/Complaint.aspx>
- By mail, by sending it to PUC - Customer Protection, P.O. Box 13326, Austin, TX 78711-3326
- By Fax to: 1-512-936-7003
- By E-mail: [customer@puc.texas.gov](mailto:customer@puc.texas.gov)

Customers may also speak with a Public Utility Commission customer service representative by calling 1-888-782-8477 (in Austin at 512-936-7120, or via TTY at 1-800-735-2988).

The complaint should include the following information:

- Your name, address and telephone number.
- Company's name, address and telephone number.
- Account number, if any.
- An explanation of the facts and the specific resolution you are seeking.

- Any documentation to support your complaint, such as a copy of the bill.

There is no time limit on filing a complaint, but be sure to do it as soon as possible, with all available documentation. The longer you wait, the more difficult it could be to resolve the problem.

If your problem is still unresolved after you have filed a complaint with your utility and the PUC, or you have additional questions, you may contact the Office of Public Utility Counsel (OPUC):

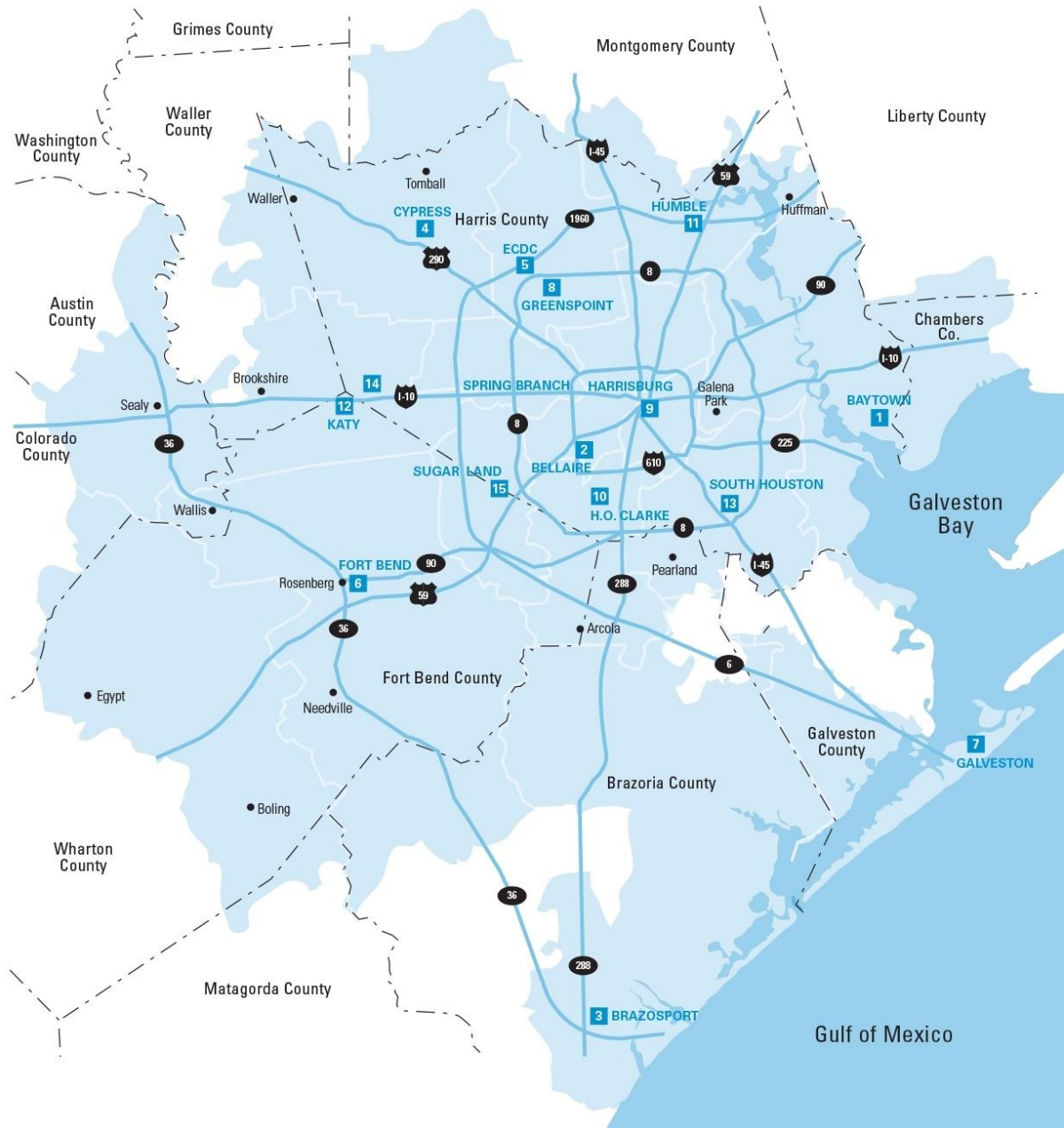
- By phone: 512-936-7500
- By Fax: 512-936-7525
- By e-mail: [opuc\\_customer@opuc.texas.gov](mailto:opuc_customer@opuc.texas.gov)

Please make sure to provide OPUC with the same information you provided to the PUC's Consumer Protection Division.



# Appendix A. CenterPoint Energy Service Area Map and Communities Served

CenterPoint Energy's electric service area map is included in the figure below.



CenterPoint Energy currently serves 2,348,517 metered electricity delivery customers in its greater Houston, Texas service area, including providing electric service to the cities and zip codes listed below.

| City          |    | Zip   | City    |    | Zip   |
|---------------|----|-------|---------|----|-------|
| Alief         | TX | 77411 | Houston | TX | 77005 |
| * Angleton    | TX | 77515 | Houston | TX | 77006 |
| Bacliff       | TX | 77518 | Houston | TX | 77007 |
| Barker        | TX | 77413 | Houston | TX | 77008 |
| Baytown       | TX | 77520 | Houston | TX | 77009 |
| Baytown       | TX | 77521 | Houston | TX | 77010 |
| Baytown       | TX | 77522 | Houston | TX | 77011 |
| Beasley       | TX | 77417 | Houston | TX | 77012 |
| Bellaire      | TX | 77401 | Houston | TX | 77013 |
| Bellaire      | TX | 77402 | Houston | TX | 77014 |
| Boling        | TX | 77420 | Houston | TX | 77015 |
| * Brazoria    | TX | 77422 | Houston | TX | 77016 |
| * Brookshire  | TX | 77423 | Houston | TX | 77017 |
| Channelview   | TX | 77530 | Houston | TX | 77018 |
| Clute         | TX | 77531 | Houston | TX | 77019 |
| Crosby        | TX | 77532 | Houston | TX | 77020 |
| Cypress       | TX | 77410 | Houston | TX | 77021 |
| Cypress       | TX | 77429 | Houston | TX | 77022 |
| Cypress       | TX | 77433 | Houston | TX | 77023 |
| Damon         | TX | 77430 | Houston | TX | 77024 |
| Danbury       | TX | 77534 | Houston | TX | 77025 |
| * Dayton      | TX | 77535 | Houston | TX | 77026 |
| Deer Park     | TX | 77536 | Houston | TX | 77027 |
| * Dobbin      | TX | 77333 | Houston | TX | 77028 |
| * Eagle Lake  | TX | 77434 | Houston | TX | 77029 |
| East Bernard  | TX | 77435 | Houston | TX | 77030 |
| Egypt         | TX | 77436 | Houston | TX | 77031 |
| Freeport      | TX | 77541 | Houston | TX | 77032 |
| Freeport      | TX | 77542 | Houston | TX | 77033 |
| Fresno        | TX | 77545 | Houston | TX | 77034 |
| * Friendswood | TX | 77546 | Houston | TX | 77035 |
| Fulshear      | TX | 77441 | Houston | TX | 77036 |
| Galena Park   | TX | 77547 | Houston | TX | 77037 |
| Galveston     | TX | 77550 | Houston | TX | 77038 |
| Galveston     | TX | 77551 | Houston | TX | 77039 |
| Galveston     | TX | 77552 | Houston | TX | 77040 |
| Galveston     | TX | 77553 | Houston | TX | 77041 |
| Galveston     | TX | 77554 | Houston | TX | 77042 |
| Galveston     | TX | 77555 | Houston | TX | 77043 |
| Glen Flora    | TX | 77443 | Houston | TX | 77044 |
| Guy           | TX | 77444 | Houston | TX | 77045 |
| Highlands     | TX | 77562 | Houston | TX | 77046 |
| Hitchcock     | TX | 77563 | Houston | TX | 77047 |
| * Hockley     | TX | 77447 | Houston | TX | 77048 |
| Houston       | TX | 77001 | Houston | TX | 77049 |
| Houston       | TX | 77002 | Houston | TX | 77050 |
| Houston       | TX | 77003 | Houston | TX | 77051 |
| Houston       | TX | 77004 | Houston | TX | 77052 |

| City    |    | Zip   | City          |    | Zip   |
|---------|----|-------|---------------|----|-------|
| Houston | TX | 77041 | Houston       | TX | 77089 |
| Houston | TX | 77042 | Houston       | TX | 77090 |
| Houston | TX | 77043 | Houston       | TX | 77091 |
| Houston | TX | 77044 | Houston       | TX | 77092 |
| Houston | TX | 77045 | Houston       | TX | 77093 |
| Houston | TX | 77046 | Houston       | TX | 77094 |
| Houston | TX | 77047 | Houston       | TX | 77095 |
| Houston | TX | 77048 | Houston       | TX | 77096 |
| Houston | TX | 77049 | Houston       | TX | 77097 |
| Houston | TX | 77050 | Houston       | TX | 77098 |
| Houston | TX | 77051 | Houston       | TX | 77099 |
| Houston | TX | 77052 | * Huffman     | TX | 77336 |
| Houston | TX | 77053 | Hufsmith      | TX | 77337 |
| Houston | TX | 77054 | Humble        | TX | 77325 |
| Houston | TX | 77055 | Humble        | TX | 77338 |
| Houston | TX | 77056 | * Humble      | TX | 77339 |
| Houston | TX | 77057 | * Humble      | TX | 77345 |
| Houston | TX | 77058 | Humble        | TX | 77346 |
| Houston | TX | 77059 | Humble        | TX | 77347 |
| Houston | TX | 77060 | Humble        | TX | 77396 |
| Houston | TX | 77061 | Hungerford    | TX | 77448 |
| Houston | TX | 77062 | Katy          | TX | 77449 |
| Houston | TX | 77063 | Katy          | TX | 77450 |
| Houston | TX | 77064 | Katy          | TX | 77491 |
| Houston | TX | 77065 | Katy          | TX | 77492 |
| Houston | TX | 77066 | Katy          | TX | 77493 |
| Houston | TX | 77067 | Katy          | TX | 77494 |
| Houston | TX | 77068 | * Kemah       | TX | 77565 |
| Houston | TX | 77069 | Kendleton     | TX | 77451 |
| Houston | TX | 77070 | Kenney        | TX | 77452 |
| Houston | TX | 77071 | La Marque     | TX | 77568 |
| Houston | TX | 77072 | La Porte      | TX | 77571 |
| Houston | TX | 77073 | La Porte      | TX | 77572 |
| Houston | TX | 77074 | Lake Jackson  | TX | 77566 |
| Houston | TX | 77075 | Lane City     | TX | 77453 |
| Houston | TX | 77076 | * League City | TX | 77573 |
| Houston | TX | 77077 | * League City | TX | 77574 |
| Houston | TX | 77078 | Lissie        | TX | 77454 |
| Houston | TX | 77079 | * Liverpool   | TX | 77511 |
| Houston | TX | 77080 | Liverpool     | TX | 77577 |
| Houston | TX | 77081 | Magnolia      | TX | 77353 |
| Houston | TX | 77082 | Magnolia      | TX | 77354 |
| Houston | TX | 77083 | * Magnolia    | TX | 77355 |
| Houston | TX | 77084 | * Manvel      | TX | 77578 |
| Houston | TX | 77085 | Missouri City | TX | 77459 |
| Houston | TX | 77086 | Missouri City | TX | 77489 |
| Houston | TX | 77087 | Mont Belvieu  | TX | 77580 |
| Houston | TX | 77088 | * Montgomery  | TX | 77356 |

| City           |    | Zip   | City            |    | Zip   |
|----------------|----|-------|-----------------|----|-------|
| Needville      | TX | 77461 | * Spring        | TX | 77380 |
| Newgulf        | TX | 77462 | * Spring        | TX | 77382 |
| Orchard        | TX | 77464 | * Spring        | TX | 77383 |
| Pasadena       | TX | 77501 | Spring          | TX | 77386 |
| Pasadena       | TX | 77502 | Spring          | TX | 77388 |
| Pasadena       | TX | 77503 | Spring          | TX | 77389 |
| Pasadena       | TX | 77504 | Spring          | TX | 77390 |
| Pasadena       | TX | 77505 | Spring          | TX | 77391 |
| Pasadena       | TX | 77506 | Stafford        | TX | 77477 |
| Pasadena       | TX | 77507 | Stafford        | TX | 77497 |
| Pasadena       | TX | 77508 | Sugar Land      | TX | 77478 |
| * Pattison     | TX | 77466 | Sugar Land      | TX | 77479 |
| Pearland       | TX | 77581 | Sugar Land      | TX | 77487 |
| Pearland       | TX | 77584 | Sugar Land      | TX | 77496 |
| Pinehurst      | TX | 77362 | Thompsons       | TX | 77481 |
| * Pledger      | TX | 77468 | Tomball         | TX | 77375 |
| * Prairie View | TX | 77446 | Tomball         | TX | 77377 |
| Richmond       | TX | 77406 | * Waller        | TX | 77484 |
| Richmond       | TX | 77469 | Wallis          | TX | 77485 |
| Rosenberg      | TX | 77471 | Webster         | TX | 77598 |
| Rosharon       | TX | 77583 | * West Columbia | TX | 77486 |
| San Felipe     | TX | 77473 | * Wharton       | TX | 77434 |
| * Santa Fe     | TX | 77510 | * Wharton       | TX | 77488 |
| Santa Fe       | TX | 77517 |                 |    |       |
| Seabrook       | TX | 77586 |                 |    |       |
| * Sealy        | TX | 77474 |                 |    |       |
| Simonton       | TX | 77476 |                 |    |       |
| South Houston  | TX | 77587 |                 |    |       |
| Spring         | TX | 77373 |                 |    |       |
| Spring         | TX | 77379 |                 |    |       |

*Indicates cities/zip codes that overlap into other utilities' service territories.*

\* *Therefore, there may be customers that are not serviced by CenterPoint and would not be eligible for claiming incentives.*

## Appendix B. Agencies in Action Participation Agreement

The following comprises the Participation Agreement between Frontier Energy, Inc. and all program participants (agencies, assessors, and installation contractors):

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**PARTICIPATION AGREEMENT**  
**CENTERPOINT ENERGY AGENCIES IN ACTION PROGRAM**  
**ADMINISTERED BY FRONTIER ENERGY**  
**PROGRAM YEAR 2023**

- 1.0 This Participation Agreement is between Frontier Energy, Inc., hereinafter known as Frontier, and \_\_\_\_\_, hereinafter known as Participant, who seeks to participate in the Agencies in Action Program as a(n) (choose one or more):
- Agency,
  - Assessor,
  - Installation Contractor, or
  - Multifamily HVAC Retrofit Project Sponsor

Whereas Frontier has been engaged by CenterPoint Energy, Incorporated, (CenterPoint Energy), a Texas corporation, to deliver of energy efficiency services to certain income-qualified CenterPoint Energy electric distribution customers via the Agencies in Action Program (the “Program”); and

Whereas, Frontier has an existing contract with CenterPoint Energy (the “Contract”); and

Whereas, Frontier desires to permit Participants to receive incentive payments for eligible energy efficiency measures and services installed or performed at eligible residential properties as described in the current Agencies in Action Program Guidebook, and Participant desires access to such incentives:

- 2.0 Referenced Documents. All Work shall be accomplished in accordance with this Participation Agreement, the current Program Guidebook and any other program information or updates provided by Frontier to Participant via the program website, program-related documents and forms, or other communication from Frontier or CenterPoint Energy staff, and the current version of the Texas TRM.
- 3.0 Term. The term of this Agreement shall end on December 31, 2023, unless extended per mutual written consent by Frontier and Participant. All Authorized Work shall be completed by November 30, 2023, unless a modified timetable is agreed to in writing by both parties.
- 4.0 Frontier Energy. Frontier Energy is solely responsible for directing Agencies, Assessors, Installation Contractors, and Multifamily HVAC Retrofit Project Sponsors for all services required for the implementation of the Program in conformance with established guidelines and may, at its sole discretion, adjust any compensation requested to comply with the Program guidelines.
- 5.0 Agency Requirements: The terms under this section shall apply only if the Participant is an Agency as determined in Section 1 of this Participation Agreement.
- 5.1 Agency Incentive Requirements. Agencies earn incentives for successful customer outreach and eligibility verification. Agencies utilize their own resources to identify eligible customers, and shall verify income eligibility using eligibility verification procedures outlined in Texas Administrative

Code (TAC) Rules for Energy Assistance Programs. The target market for the program includes income-eligible single- and multi-family residential electric distribution customers of CenterPoint Energy.

- 5.2 Homes with any of the following conditions are not eligible for weatherization services:
- Unvented gas space heaters
  - No working air conditioning
  - Any mold present
  - Tarp on roof or obvious roof damage
  - Sheet rock missing in ceiling or walls
  - Severe foundation problems
  - Non-working plumbing, e.g., toilets
  - Red-tagged gas appliances
  - CAZ test indicating high level of CO according to CenterPoint Energy CO protocol
- 5.3 Agency shall verify that the customer premise is in the electric distribution service territory of CenterPoint Energy by obtaining the ESI ID number or meter ID number from the customer and inputting this number into the Program database. Agency will screen potential customers to determine if site has had measures installed that were funded through CenterPoint Energy.
- 5.4 Agency will contact single family customers and collect data specified on a screening document provided by Frontier. There is no screening requirement for multifamily customers.
- 5.5 Agency will enter all required customer information into the Program database, as well as any notes or comments from the screening process. Agency will upload the completed Income Verification form to the Program database. For multifamily properties, Agency will also upload a signed copy of the Landlord Participation Agreement.
- 5.6 Agency will contact customer to inform them to expect communication from various persons or entities that will conduct the assessment, install measures, and perform post-installation inspection. In addition, Agency will facilitate scheduling of assessments, installations, or inspections if necessary.
- 6.0 Assessor Requirements: The terms under this section shall apply only if the Participant is an Assessor as determined in Section 1 of this Participation Agreement.
- 6.1 Assessor Incentive Requirements. An Assessor who has been approved by Frontier to conduct assessments will be allowed to input costs for conducting assessments and related services into the Program database. Selection of an Assessor to conduct an assessment will be made by Frontier. After assignment, an Assessor can accept or decline the assignment, via the Program database.
- 6.2 Assessor shall conduct an assessment using the National Energy Audit Tool (NEAT audit) for single family homes, or a priority list to be provided by Frontier for multifamily homes, to determine the applicability and Savings-to-Investment Ratio (SIR) for all eligible energy efficiency measures listed in the program guidebook. This list may be modified during the program year; any modifications will be communicated by program staff to Participants.
- If upon inspection of the home, the Assessor determines that the home would not be eligible for weatherization measures due to one or more of the conditions identified in Section 4.2, the Assessor should not conduct an assessment on that home.
- The assessment will include a blower door wherever applicable. As part of the assessment, the Assessor is responsible for verifying that the health and safety of customers will not be impacted by the installation of any of the above measures. This may include, but is not limited to, verifying carbon monoxide levels and minimum required ventilation rates. Upon completion of the assessment, Assessor shall upload a copy of the NEAT audit report and a home detail report to the

Program database. Assessors shall be required to submit current (within 2 years) manufacturer's calibration certificates for blower door equipment.

The NEAT audit will be configured with measure cost, weather, and utility rate data specific for the Agencies in Action Program. The NEAT audit will be used to determine which measures are eligible to be installed, up to the maximum expenditure as defined in the program database. Assessor shall input measure data from measures recommended by the NEAT audit into the Program database. The Program database will be used to calculate and track assessment and measure installation data, as well as Agency/Installation Contractor earned incentives and payments.

Assessor is authorized to install certain eligible energy efficiency measures during the assessment. These measures include: LED lights (replacing indoor incandescent bulbs only), and, in properties with electric water heating, low-flow showerheads, and water heater pipe wrap of at least 3 feet. Eligibility criteria for each of these measures is governed by the Program Guidebook and the latest version of the Texas TRM.

- 7.0 Installation Contractor Requirements: The terms under this section shall apply only if the Participant is an Installation Contractor as determined in Section 1 of this Participation Agreement.
- 7.1 Installation Contractor Incentive Requirements. Installation of Measures. An Installation Contractor who has been approved by Frontier to install envelope and/or HVAC measures will submit standard pricing for the installation of HVAC and/or envelope measures on eligible homes. Under no circumstances will an Installation Contractor be allowed to install measures on a home for which an assessment has been performed by that same Installation Contractor, or an affiliate thereof. Upon being given notice to proceed by Frontier, Installation Contractor shall perform and/or coordinate the installation activities, as well as any required post-installation services, such as post-installation blower door testing, installation verifications and the recycling or disposal of old appliances. All work shall be performed in a workmanlike manner, consistent with program, industry and TDHCA measure installation standards. Installation Contractor shall comply with all applicable licensing, code, permitting, and other applicable standards and requirements. Installation Contractor shall complete all required services and input updated measure installation data for each home into the Program database within thirty (30) calendar days of work assignment.
- 7.2 Installation Contractor shall update installation data using the Program database for each home as soon as measures are installed. In addition to updating the installation data, Installation Contractor shall upload a copy of the Customer Certification Form.
- 8.0 Multifamily HVAC Retrofit Project Sponsor Requirements: The terms under this section shall apply only if the Participant is a Multifamily HVAC Retrofit Project Sponsor that has been selected for award.
- 8.1 Multifamily HVAC Retrofit Project Sponsors duties and responsibilities are listed in the current Program Guidebook and in the Multifamily HVAC Retrofit RFA, which are incorporated by reference into this agreement. The scope of work for each project is defined in the Notice of Award provided to the Project Sponsor, which is also incorporated by reference into this agreement.
- 9.0 On-Site Inspections. Agency shall inform all customers that follow-up on-site inspections and/or surveys may be required by Frontier, the sponsoring utility, or third-parties operating on their behalf, including the Texas Evaluation, Measurement and Verification team. While rare, a single customer may be required to have multiple inspections from different parties.
- 10.0 Invoicing for Incentives. For work on single family homes, Frontier will pay Participant for all work completed and approved on a timely, regular basis, at least once per month, once all work is inspected and approved by the program administrator. For work on multifamily homes, Participant will coordinate with Frontier to complete and be paid as each building is completed, and all required documentation is uploaded and approved.

- 11.0 Incentives. Incentives for Participants are as listed in the current Program Guidebook. Incentives for Multifamily HVAC Retrofit Projects are listed in the Notice of Award provided to selected Multifamily HVAC Retrofit Project Sponsors.
- 12.0 Payment of Incentives. Frontier will pay Participants for approved incentives within 30 days after a project is completed and inspected by program staff and the Project Sponsor has submitted all required data and documentation in the program database, or after Frontier receives reimbursement from CenterPoint Energy. Any amounts over or underpaid to Participants will be subject to reconciliation on the next payment, or in the case of work completed near the end of Agreement Term, within 45 days, after a project is completed and inspected, or after Frontier receives reimbursement from CenterPoint Energy.
- 13.0 Sales Taxes. Participating Participants are responsible for payment of all sales taxes. Applicable state and local sales tax should be added to the prices submitted for all measures and services.
- 14.0 Reconciliation of Payment. Frontier shall reconcile the total amount due on the monthly report against any adjustments to amounts payable for previous earned incentives. Any amount previously over or under paid shall be credited against or added to the amount requested on the current earned incentives amount, or in the case of work completed near the end of Agreement Term, within thirty (30) calendar days, after a project is completed and inspected, or after Frontier receives reimbursement from CenterPoint Energy.
- 15.0 Independence of Participants. Participants shall be fully responsible for its own acts and omissions in addition to the acts and omissions of its affiliates, directors, officers, employees, and subcontractors, and shall be specifically responsible for sufficient and competent supervision and inspection to assure compliance in every respect with Participation Agreement requirements. Frontier shall not be responsible for the payment of any sums to any of the Participant's subcontractors or suppliers.
- 16.0 Affiliate Relationships. HVAC and other weatherization measures shall be installed by Installation Contractors who have no affiliate relationship with the Assessor selected to perform the assessment on a home. If an Installation Contractor is providing measure installation services as part of the Program, that Installation Contractor shall disclose any affiliate relationship with any Assessor that is providing assessment services as part of the Program. The following definition of "Affiliate" is adapted from Public Utility Commission Substantive Rule §25.181(c)(1) should be used to determine whether an affiliate relationship exists between a Participant and any other business or organization. An "Affiliate" is defined as:
- (A) a person who directly or indirectly owns or holds at least 5.0% of the voting securities of another business or organization;
  - (B) a person in a chain of successive ownership of at least 5.0% of the voting securities of another business or organization;
  - (C) a corporation that has at least 5.0% of its voting securities owned or controlled, directly or indirectly, by another business or organization;
  - (D) a corporation that has at least 5.0% of its voting securities owned or controlled, directly or indirectly, by:
    - (i) a person who directly or indirectly owns or controls at least 5.0% of the voting securities of another business or organization; or
    - (ii) a person in a chain of successive ownership of at least 5.0% of the voting securities of another business or organization; or
  - (E) a person who is an officer or director of another business or organization in a chain of successive ownership of at least 5.0% of the voting securities of another business or organization;
  - (F) a person who exercises substantial influence or control over the policies and actions of another business or organization;
  - (G) a person over which another business or organization exercises the control described in subparagraph (F) of this paragraph;



(H) a person who exercises common control over another business or organization, where "exercising common control over another business or organization" means having the power, either directly or indirectly, to direct or cause the direction of the management or policies of another business or organization, without regard to whether that power is established through ownership or voting of securities or any other direct or indirect means; or

(I) a person who, together with one or more persons with whom the person is related by ownership, marriage or blood relationship, or by action in concert, actually exercises substantial influence over the policies and actions of another business or organization even though neither person may qualify as an affiliate individually.

Frontier and CenterPoint Energy reserve the right to have Installation Contractor execute a non-affiliate affidavit.

- 17.0 Standards, Codes, Laws and Regulations. Participants shall comply with all applicable laws, rules, regulations, codes and standards of all federal, state, local and municipal Governmental Authority having jurisdiction over the Work covered by this Agreement.
- 18.0 Background Checks. Participants shall be responsible for conducting criminal background checks on all personnel who will be working in the home or on the property of any CenterPoint Energy customer who is participating in the Program. Any records matching any assigned personnel to the Texas Department of Public Safety criminal history file, sex offender registration or other name-based files shall be reported immediately to Frontier and CenterPoint Energy. Prior to engaging in any work on the Program, Participants shall provide a copy of all assigned personnel's Texas Driver's License or other government-issued photo identification to Frontier.
- 19.0 Termination for Cause. If Participant fails to perform a material term or condition of this Agreement, and fails to cure such default within 30 calendar days after receipt of written Notice of Default and Termination from Frontier, Frontier may declare this Agreement terminated, effective on the last day of said notice period ("Termination Date"). Participant shall be paid for all undisputed work performed prior to the Termination Date, which payment shall not be unreasonably withheld. Grounds for termination for cause include, but are not limited, to the following situations:
- the failure, refusal or inability of the Participant to perform any material aspect of the Authorized Work in accordance with the Scope of Work (except as specified in Section 32, "Force Majeure"); or
  - Participant has become insolvent, has exhibited a pattern of failure to pay its bills, or has had checks for payment of its bills returned from suppliers and subcontractors due to insufficient funds; or
  - a court of law has enjoined Participant from performing the Authorized Work; or
  - In Frontier's reasonable judgment, the Authorized Work will not be completed within the specified time and/or budget and Frontier has reasonably requested Participant to take steps necessary to accomplish the required progress and completion and/or cost containment, and Participant has failed to do so; or
  - Participant has misused the corporate name, brand, or logo associated with CenterPoint Energy or Frontier.
- 20.0 Termination for Convenience. Notwithstanding anything to the contrary, Frontier reserves the right to terminate or suspend this contract at any time, for any reason. If, however, after consulting with Frontier, it is Participant's opinion that any of the Work is in a state such that interruption thereof would result in substantially increased costs upon resumption of the Work, Participant, with Frontier's written concurrence, may complete that portion of the Work.

Participant shall resume any of the Work so interrupted, suspended or delayed when directed to do so by Frontier, provided, however, that the schedule and the time for performance shall be revised by a period of time reasonably necessary to overcome the effect of the interruption, suspension or delay. Other provisions of this Agreement, such as the delivery dates and terms of payment, will also be adjusted if necessary and as appropriate. Participant shall make every reasonable effort to minimize any additional expense pursuant to this Section.

Participant may terminate the terms of this agreement without cause upon forty-five (45) days written notice to Frontier. Failure to provide such notice will maintain the agreement in full effect with all provisions included herein.

- 21.0 Reporting. Participant will provide data and required documentation, either by inputting or uploading required documents to the Program database, as specified in the Scope of Work.
  
- 22.0 Records and Audit. Participant’s records, correspondence, procedures and practices and any other supporting evidence relating to this Agreement (all of the foregoing hereinafter referred to as "Records") shall be open to inspection and subject to audit and/or reproduction, during normal working hours, by Frontier or its authorized representative to the extent necessary to adequately permit evaluation and verification of customer eligibility forms, income documentation, customer agreement, and other Program documentation. Frontier or its authorized representative shall have access to said Records from the effective date of this Agreement, for the duration of the Work and until three (3) years after the date of final payment by Frontier to Participant pursuant to this Agreement.
  
- 23.0 Use of Name. Participant may not use CenterPoint Energy’s or Frontier’s corporate name, trademark, trade name, logo, identity or any affiliation for any reason, including soliciting customers for participation in its project, without CenterPoint Energy’s or Frontier’s prior written consent.
  
- 24.0 Publicity. Information relating to this Agreement may be released for publication and/or advertising only with the prior written approval of Frontier. Participant is expressly prohibited from using CenterPoint Energy’s or Frontier’s name in any publication, advertising, or promotion without written approval CenterPoint Energy’s and Frontier’ prior written consent.
  
- 25.0 Indemnity. Participant agrees to indemnify, defend, and hold harmless, Frontier and CenterPoint Energy their officers, directors, employees, agents and independent contractors, and each of CenterPoint Energy’s affiliates and each of their respective officers, directors, employees, agents and independent contractors from and against any and all liabilities resulting from third party claims for loss, damage, or injury to persons or property (“Liabilities”) arising from the negligence or misconduct of Participant, its affiliates, directors, officers, employees, and subcontractors.
  
- 26.0 Infringement Protection. Participant represents to Frontier and CenterPoint Energy that the material prepared under this Agreement will not infringe on the copyright, patent, or license, or otherwise violate the proprietary rights, including trade secret rights, of any person or entity. Participant agrees to indemnify and hold Frontier and CenterPoint Energy, harmless from and against all liabilities, costs and damages arising out of such infringement, as well as claims of infringement. Participant further agrees to pay any judgment or reasonable settlement offer resulting from a suit, demand or claim, and pay any reasonable attorney’s fees incurred by Frontier or CenterPoint Energy in defense of such a suit.
  
- 27.0 Notices. All notices required or permitted under this Agreement shall be in writing and shall be deemed delivered when delivered in person or deposited in the United States mail, postage prepaid, addressed as follows:

|                             |                         |
|-----------------------------|-------------------------|
| Frontier:                   | Participant:            |
| Name: _____                 | Name: _____             |
| Title: _____                | Title: _____            |
| Frontier Energy             | Company: _____          |
| 1515 S Capital of Texas Hwy | Street Address 1: _____ |

Ste. 110  
Austin, TX 78746-6544

Street Address 2: \_\_\_\_\_  
City/State/ZIP: \_\_\_\_\_

Such information may be changed from time to time by either party by providing written notice to the other in the manner set forth above.

- 28.0 Entire Agreement. This Agreement constitutes the entire understanding of the Parties with respect to the Authorized Work, and there shall be no modification or waiver hereof except by writing, signed by the party asserted to be bound thereby. There are no oral representations or agreements between the parties.
- 29.0 Time is of the Essence. The Parties hereby acknowledge that time is of the essence in performing the duties under this Agreement. Failure to comply with stated deadlines or milestones may result in termination of this Agreement, payments being withheld, or other contractual modifications.
- 30.0 No Waiver. The failure of either Party to enforce or insist upon compliance with any of the terms or conditions of this Agreement shall not constitute a general waiver or relinquishment of any such terms or conditions, but the same shall be and remain at all times in duly force and effect.
- 31.0 Applicable Law. This Agreement shall be governed by the laws of the State of Texas, without application of its conflict of laws provisions. Venue shall lie exclusively in the state courts of Harris County, Texas, unless such cause of action is within the jurisdiction of the Public Utility Commission of Texas (PUCT), in which case the proper venue and jurisdiction will be at the PUCT.
- 32.0 Assignment Prohibited. This Agreement may not be assigned without the written consent of Frontier. Arrangements between Participants and subcontractors which result in the assumption of substantial contractual obligations by the Participant shall be considered as an assignment, and shall be subject to the provisions of this paragraph.
- 33.0 Modification. This Agreement may not be modified except by written agreement.
- 34.0 Severability. If any term or provision of this Participation Agreement shall, to any extent, be held invalid or unenforceable, the remaining terms and provisions of this Participation Agreement shall not be affected thereby, but each remaining term and provision shall be valid and enforced to the fullest extent permitted by law.
- 35.0 Force Majeure. Neither Party shall be liable to the other for any delay in or failure of performance, nor shall any such delay in or failure of performance constitute default, if such delay or failure is caused by "Force Majeure." As used in this Section, Force Majeure is defined as: Acts of war and acts of God such as earthquakes, floods and other natural disasters, or actions of others, including but not limited to strikes, lockouts or other industrial disturbance, not within the control or arising from the fault of the Party claiming Force Majeure.
- 36.0 No Joint Enterprise. Each party shall perform its obligations under this Agreement as an independent Participant, and nothing contained herein shall be deemed to create, nor does it create, any association, partnership, joint venture, or relationship of principal and agent or master and servant between the parties, or to provide either party with the right, power or authority, whether express or implied, to create any duty or obligation on behalf of the other party.
- 37.0 Attorney's Fees. In the event of any legal action or other proceeding between the Parties arising out of this Agreement or the transactions contemplated herein, the prevailing Party in such legal action or proceeding

shall be entitled to have and recover from the other Party all costs and expenses incurred therein, including reasonable in-house and outside attorneys' fees.

AGREED as of \_\_\_\_\_ (date).

Frontier Energy, Inc.

Participant

By: \_\_\_\_\_

By: \_\_\_\_\_

Name: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Title: \_\_\_\_\_

## Appendix C. Additional Program Guidelines

### CO TESTING AND AIR INFILTRATION PROTOCOLS

CenterPoint Energy's Agencies in Action (AIA) program makes every effort to maintain the highest level of proficiency within its network of Assessors and Installation Contractors. Quality installation of all measures is of the utmost importance, as is the safety of program customers. The guidelines below are effective immediately.

- 1) The Assessor will perform the Pre-CO Test and record the results per the current guide (only on residences with combustible equipment and/or appliances).
- 2) If air infiltration control and/or ceiling/wall insulation measures are deployed – Installation Contractors are required to measure and record a post-installation CO reading to ensure the ambient air CO level is still under the 9 parts per million (ppm) recorded by the Assessor.
- 3) If the Post-CO Test exceeds the 9 ppm, then the Installation Contractor must remove part of the air infiltration control measures until the residence passes the CO Test.
- 4) At all residences where the Assessor performed a Pre-CO Test, the Frontier Energy inspector will perform a final CO Test to be recorded in the final report for verification purposes.

The CO test should be conducted by the assessor on any home with natural gas or propane appliances. CO testing should be conducted before any other analysis of the home is conducted. If the home doesn't meet the CO test eligibility standard as outlined below, the assessor should not complete the assessment or continue with blower door testing.

Prior to the installation of any air infiltration control, duct sealing, or wall insulation measure, a pre-installation blower door test is required, and a carbon monoxide (CO) test shall also be conducted for each residence with combustion (e.g., natural gas or propane) equipment or appliances.

All Installation Contractors that are installing air infiltration or duct efficiency measures are required to have a certified HERS rater on staff and on site for all pre-installation and post-installation testing.

Installation Contractors will be required to measure and record pre- and post-installation CO readings and must not install any air infiltration control, duct sealing, or wall insulation measure that would result in the ambient air CO level exceeding 9 parts per million (ppm) at project completion. All CO measurements shall be taken with the furnace operating. Appendix C contains additional information on CO testing.

The Installation Contractor shall use the pre- and post-installation blower door air infiltration tests results to verify that the final air exchange rate of a household treated with air infiltration control, wall insulation, and/or duct sealing measures shall not be less than the standards set forth in the following table:

## Minimum Final Air Exchange Rate\*

| Shielding     | Single Story | Two Story | Three + Stories |
|---------------|--------------|-----------|-----------------|
| Well Shielded | 1.18         | 0.95      | 0.83            |
| Normal        | 0.99         | 0.79      | 0.69            |
| Exposed       | 0.89         | 0.71      | 0.62            |

\* Measured in cubic feet per minute at 50 Pascal per square foot of conditioned area.

**Well Shielded** is defined as urban areas with high buildings or sheltered areas, and building surrounded by trees, bermed earth, or higher terrain.

**Normal** is defined as buildings in a residential neighborhood or subdivision setting, with yard space between buildings. Eighty to ninety percent of houses fall into this category.

**Exposed** is defined as buildings in an open setting with few buildings or trees around and buildings on top of a hill or ocean front, exposed to winds.

As an example, the minimum post-installation air exchange rate for an 1800 square foot, one-story home with normal shielding is 1782 CFM50 (1800 x 0.99). In order to qualify for the air infiltration control deemed savings, there must be a minimum 10% reduction between the pre- and post-installation ventilation rate. Therefore, the pre-installation ventilation rate must be at least 1960 CFM50 (1782 x 110%) in order to be considered for air infiltration control measures.

If the results of the pre-installation carbon monoxide or air infiltration tests indicate that the installation of air infiltration control measures, duct sealing, or wall insulation could possibly result in post-installation CO or CFM levels not meeting program standards, the Project Sponsor should exclude these measures from the list of those to be evaluated for installation.

### Test Equipment

Carbon monoxide sensing device must have a range from 0-2000 ppm; accuracy +/- 5% of readout; and readout resolution = 1 ppm adjustable to 0.

### Ambient Air Test

Conduct test at initial assessment. Every housing unit that has combustion equipment shall be tested prior to the installation of air infiltration control measures, duct sealing, or wall insulation. When conducting CO testing, the furnace must be operating. If more than 9 ppm CO is detected, these measures shall not be installed until the CO problem has been corrected. Host customer should always be informed of the existence of high levels of CO and advised to take precautions until abatement can be performed.

No energy efficiency measure which could result in a decreased ventilation rate for that housing unit shall be installed if the installation of such measure would or could result in ambient air CO levels exceeding 9 ppm within the housing unit.

Below are guidelines that must be followed by Assessors and Installation Contractors when the air infiltration measure is performed. If an Installation Contractor receives three failures, they will no longer be permitted to bid on any single family homes where air infiltration is needed for the remainder of the program year.

### Assessor and Contractor:

- Please note: **The air infiltration measure is not eligible on apartments, condos, etc. in multifamily buildings with 5 or more units.**

- Blower door test-in and test-out should be conducted with baseline setting.
- Enter previous manometer calibration date and serial number in program tracking database. CenterPoint Energy and Frontier reserve the right to request calibration documentation from OEM. Manometer shall receive OEM calibration every other year.
- Provide picture of manometer and CO reading for test-in and test-out. Enable geotagging on device when possible.

**Assessor:**

- Assessor shall inspect the dwelling and identify leakage points while blower door is running.
- Assessor shall describe all leakage points needing to be addressed by contractor and list materials needed to seal infiltration points within the Home Detail Report and/or within the measure details in the database including but not limited to:
  - Exterior doors in need of weather stripping and/or door sweeps
    - Be sure to assess condition of door used for blower door
  - Windows in need of caulk
  - Leaky plumbing/electrical penetrations
  - Leaky interior attic access
  - Leaky HVAC closet in need of weather stripping and/or a door sweep
  - Broken window panes to be replaced with glass or Plexiglas
- Assessor shall provide pictures of significant or unusual leakage points.
- Assessor shall not recommend the measure if:
  - The condition of the house is beyond reasonable repair
  - Infiltration reduction would create a health and/or safety issue
  - Infiltration reduction would drop the infiltration rate below BTL
  - If blower door reading is above 4 CFM/sqft.
- As a rule of thumb, the target leakage rate in NEAT will be calculated by subtracting 20% from the pre-installation leakage rate. If there are a lot or a few amounts of leakage points, assessor shall determine appropriate target leakage rate.
  - As stated in TRM v2.1, the target leakage rate reduction must be at least 10%. If the 10% target cannot be reached, the measure shall not be recommended.
- Assessor shall record leakage rate on the Home Detail Report, even if the measure is not recommended.

**Contractor:**

- Contractor must run the blower door to verify leakage points noted by assessor, and identify any additional leakage points not addressed in assessor's notes. **Failing to address any points noted by assessor will result in a failed inspection.**
- At a minimum, Contractors will be expected to ensure sealing of all plumbing penetrations, doors, windows, attic opening, and HVAC closet. **Failing to address these points will result in a failed inspection.**

- When treating a HVAC closet, weather stripping and a door sweep are acceptable.
- Pass/Fail Criteria:
  - If the target leakage rate is achieved but there are still significant leakage areas that have not been sealed, the measure **will not** pass inspection unless further sealing will bring the reading below the MVR.
  - If the target leakage is not achieved and there are any required leakage areas that have not been sealed, then the measure **will not** pass inspection.
  - If the target leakage rate is not achieved, but all significant leakage points have been properly sealed, then the measure **will pass** inspection.

Once air infiltration reduction is complete, the contractor must perform a post-installation blower door test and record results in the Program database. **Frontier Energy and CenterPoint Energy perform 100% inspection of all single family homes.** A variance greater than 10% between the reported post-installation leakage rate and the reading found during inspection will result in a failure. Please contact Edwin Velazquez or Chris Lallier with any questions regarding these Program guidelines.

## **CARBON MONOXIDE TEST PROTOCOL**

### **Test Equipment**

Carbon monoxide sensing device must have a range from 0-2000 ppm; accuracy +/- 5% of readout; and readout resolution = 1 ppm adjustable to 0.

### **Testing Procedure**

Start with all exterior doors and windows closed and the fireplace damper closed. Turn off all exhaust fans. If in conditioned space, turn on the dryer. If possible turn on furnace and all other combustion appliances in conditioned space. (Combustion appliances may include: furnace, space heaters, water heater, oven and stove.) Begin CO testing in kitchen, until reading stabilizes, or for 10 minutes, whichever comes first. Then take CO reading in all rooms in home. **If any of the readings exceeds 9ppm, the home is not eligible for AIA program.**

If the ambient level exceeds 9 ppm during testing, the assessor should recommend that the customer call a service technician to identify the potential source(s) of the CO problem and to repair the appliance(s) prior to operating the appliance(s) again. The assessor should record the maximum ambient CO ppm reading in the "Assessor Notes" field in the Vision DSM database.



## Appendix D. Screening Questions for Potential AIA Participants

### AGENCY SCREENING QUESTIONS

In order to avoid sending an assessor to a home that will be ineligible due to the condition of the home, we require agencies to ask potential participants the questions below, fill out the answers on this form, and upload it to the database. Please make notes in the "Agency Notes" section of the database for additional information or comments for which there is not a space on this form. We will not be able to pay the agency fee for referrals for which an assessment cannot be completed.

If home is ineligible, please tell the client exactly why, based on questions in this form.

If home is eligible read the following to the client: **"This program can only fund measures that can result in electric savings. Home repair and window or door replacement are not part of this program. An assessor will be assigned to visit your home and identify cost effective energy savings measures."**

Year built: \_\_\_\_\_ (Only homes 15 years old or older are eligible.)

Contact Phone: \_\_\_\_\_ Alternate: \_\_\_\_\_

# of stories: \_\_\_\_\_ # of bedrooms: \_\_\_\_\_ Approximate square feet: \_\_\_\_\_

Cooling type: \_\_\_\_\_ (central or window) Heating type: \_\_\_\_\_ (electric or gas)

Does your home have one or more gas space heaters? \_\_\_\_\_ If yes, is the heater exhaust vented with a pipe to the outside? \_\_\_\_\_ (If "no", home is ineligible.)

Does your ac and heating system work well? If not, does it blow air? \_\_\_\_\_

Do you have any gas appliances? \_\_\_\_\_ Water heating fuel: \_\_\_\_\_ (electric or gas)

Do you have any roof leaks or have a tarp covering part of your roof?\* \_\_\_\_\_

When it rains do you get stains on your ceiling?\* \_\_\_\_\_

Do you have visible black mold in your home?\* \_\_\_\_\_

Do you have any damaged sheetrock on your ceiling or walls?\* \_\_\_\_\_ If so, is the hole larger than a sheet of paper? \_\_\_\_\_ If yes, please estimate length and width: \_\_\_\_\_

Do you have any weakened sheetrock on your ceiling? If any of these, (sagging ceiling, popped nails, open seams) please describe which room(s) \_\_\_\_\_

Do you have damage from plumbing leaks?\* \_\_\_\_\_ If yes, is it still leaking? \_\_\_\_\_

Is the floor weak or rotted from the leak(s)? \_\_\_\_\_ Is there a hole in the floor or wall from the leak(s)? \_\_\_\_\_ Please estimate length and width of area affected: \_\_\_\_\_

Does your home have any structural problems (foundation, settling, etc.)?\* \_\_\_\_\_

If yes, do you have cracks in the sheetrock that are ½ inch wide or wider? \_\_\_\_\_

Do you have solar screens on your home? \_\_\_\_\_ If yes, approximately what year were they installed? \_\_\_\_\_

Has another agency done work on your home?\* \_\_\_\_\_ If so, please describe work done: \_\_\_\_\_ Approximately what year was the work done? \_\_\_\_\_

Is the floor uneven? \_\_\_\_\_ If so, please describe: \_\_\_\_\_

Is this home an apt, condo, townhome etc. in a multifamily building with 5 or more units? \_\_\_\_\_

\*If the answer is "yes", the home may be ineligible. Ask if the homeowner has plans to repair the problem.

## **Appendix E. Required Photo List for Assessors**

### **Photo Geotagging**

- Photos provided as required documentation should contain geotagging metadata. Typically, this means photos should be taken at low-resolution on a mobile phone or tablet with location services turned on and submitted in their native file format.

### **All Homes Claiming Electric Resistance Heating**

- Photo of electric furnace (showing the lack of an exhaust stack), if electric resistance heat is identified as heating type.

### **Direct Install Measures (LED Bulbs, Faucet Aerators, Showerheads, Pipe Wrap)**

- Photo of removed qualifying incandescent bulbs, aerators, and showerheads
- Photo of installed pipe insulation
- Close up photo(s) of aerator and showerhead GPM rating labels
- Photos should be geotagged

### **LEDs**

- Fixtures with torpedo lights, 4 light Hollywoods, any unusual fixtures
- List number, location, and Watts of bulbs installed in notes in LED section

### **Attic Insulation**

- Photos of existing attic insulation with depth measurement
- Clear photos of existing insulation showing different areas of attic
- Photo of hvac platform and cathedral ceiling
- Photo of garage attic if converted to conditioned space
- Anything unusual: knob-and-tube wiring (indicate if in use); whole house fan, etc.

### **Wall Insulation**

- Photo of walls to be insulated from outside in order to show siding type
- If walls will be insulated from the inside, photos of each type of wall covering for walls that will be insulated
- Make note of any wall that will not be insulated

### **Solar Screens**

- Photos of obstacles: bushes, burglar bars, second story, etc.
- Photos of second story windows and windows with arches
- Sliding glass door to be screened – calculate screen only for fixed portion of the door

### **Refrigerator**

- Photo of refrigerator to be replaced (if space is limited, provide photo and measurements of space)
- Photo of refrigerators that will not be replaced

## **HVAC**

- Photo of existing outside unit (condenser) nameplate
- Photo of existing inside hvac unit showing clearance around and above unit
- If closet installation, note measurements of door opening and closet area
- Photo of condenser showing clearance around it
- Photo of attic entrance (if attic hatch provide measurements of opening)

## **Window Units**

- Photo of window unit and photo of information plate for each window unit in use
- If a wall unit, photo and measurement of opening
- Photo of plug configuration and voltage requirement

## **Infiltration Sealing**

Installation contractors are required to provide the following information in support of air infiltration sealing measures.

- Photo of blower door reading
- Photo of hvac return chase
- Photo of plumbing penetrations, washer and dryer connections, stove vent, etc. if they have large holes that are in need of extra materials to seal
- Photo of fireplace flue, especially if it will be sealed shut
- Photo of doors in bad shape, especially if beyond regular weatherstripping
- Photo of anything that customer does not want replaced (brass doorsweeps, etc)
- Photo of any unusual leakage points, e.g., recessed lights, pocket doors, etc.

## **Ambient CO Reading**

- Photo of meter reading

## Appendix F. Frequently Asked Customer Questions Form

### CENTERPOINT ENERGY AIA PROGRAM FREQUENTLY ASKED QUESTIONS

*Will I have to pay for anything that is installed in my home?*

- No. This program is funded by CenterPoint Energy and there is no charge to you.

*Are you going to remodel my home?*

- No. This is an electric energy efficiency program. CenterPoint Energy can only fund measures that will provide electric energy savings greater than the cost to install them in your home.

*How are the eligible measures determined?*

- The assessor will enter information about your home and appliances in an energy efficiency computer program and if the program determines that the savings is great enough, the measure will be approved.

*Can you replace or repair any of my gas appliances?*

- No. The State of Texas mandates this program include only measures that will result in electric energy savings.

*Is there anything that I have to do to participate?*

- You must be available for the contractors to install eligible measures in your home and for inspections to be done after the measures are installed. Appointments will be made by phone in order to schedule work on your home or inspections.

*If light bulbs are replaced with LED lights can I keep the old bulbs?*

- No. The contractor will take the old light bulbs with them after they install LEDs.

*Will wall insulation affect my siding?*

- If your home has wood siding that will allow wall insulation to be installed from the outside of your home, a small plug will be removed from the siding, the insulation will be blown into the wall cavity, and then a wooden plug (circular piece of wood) will be inserted in the hole and painted.

*What if my siding is not wood?*

- If you have other than wood siding (brick, vinyl, aluminum, or cedar siding), wall insulation may be installed through your inside walls. In this case a hole will be drilled in the sheetrock, the wall insulation will be blown into the wall cavity, and the hole will be patched and painted. If there is paneling or other special materials on your wall, we do not recommend wall insulation, because it will be impossible to repair the hole so that they match the rest of the wall.

*Can I keep my old refrigerator or donate it to a charity (or relative) if I am eligible for a replacement?*

- No. We must remove the existing refrigerator that is being replaced – no exceptions.

*Can I choose the color and style of refrigerator if I am eligible for a replacement?*

- No. The replacement will be an energy-efficient, white, top freezer refrigerator of the same size as your existing refrigerator up to a maximum of 21 cubic feet. It will not have an ice-maker.

## FREQUENTLY ASKED QUESTIONS FORM, CONTINUED

*If solar screens are eligible, will all of my windows receive solar screens?*

- No. Only west, and south windows that receive direct sunlight for several hours per day are eligible. Also, the windows cannot be shaded by an overhang of 3 feet or more.

*Can you replace my air-conditioner that does not work?*

- In order to be considered for replacement an air-conditioner has to at least be able to have the fan start and move air. If your home is all electric and you are eligible for an air-conditioner replacement, it may be replaced with a heat pump that will provide energy efficient heating as well as cooling.

*Can I keep my old air-conditioner if it will be replaced?*

- No. Any air-conditioner, whether a central or window unit, which will be replaced must be removed by the contractor and properly recycled.

*Can I keep my old showerhead if I am eligible for a replacement showerhead?*

- No. The contractor will install your new showerhead and remove and take your old showerhead.

*Do I have to agree to have all eligible measures installed?*

- No. You must give us permission to replace your existing items, e.g. refrigerator, air conditioner, showerhead, and remove it from your home. If there are items that we have mentioned above that you would not agree to have removed from your home, we will not replace them.

We cannot determine at this time which measures will be eligible in your home. If we do determine that you will be eligible for the following measures, please indicate if you will agree to the installation conditions as described above.

Yes/No

|                          |                      |                          |                                   |
|--------------------------|----------------------|--------------------------|-----------------------------------|
| <input type="checkbox"/> | LED bulbs            | <input type="checkbox"/> | Air Infiltration Reduction        |
| <input type="checkbox"/> | Attic Insulation     | <input type="checkbox"/> | Water Saving Showerhead           |
| <input type="checkbox"/> | Wall Insulation      | <input type="checkbox"/> | Faucet Aerators                   |
| <input type="checkbox"/> | Refrigerator         | <input type="checkbox"/> | Water Pipe Insulation             |
| <input type="checkbox"/> | Solar Screens        | <input type="checkbox"/> | Central Air Conditioner/Heat Pump |
| <input type="checkbox"/> | Connected Thermostat | <input type="checkbox"/> | Window Unit                       |

My central air conditioner/heat pump has been tuned up in the last 5 years.

Yes \_\_\_\_\_ No \_\_\_\_\_ Other \_\_\_\_\_

Please explain "Other" \_\_\_\_\_

**"The customer or authorized representative agrees, upon reasonable prior notice, to provide CenterPoint Energy, Frontier Energy or its designee access to property during normal business hours for the purpose of inspecting the installed measures. Yes \_\_\_\_\_ No \_\_\_\_\_"**

\_\_\_\_\_  
Home Owner Signature or Representative Signature & \_\_\_\_\_  
Date

**Appendix G. Assessor Notes Detail for Contractors**

### Assessor Notes Detail for Contractors

| Measure Notes  | Detail for Contractors                                 |   |  |
|--|--|---|--|
| Home #   | <input style="width: 95%;" type="text"/>               | Assessor Name:  | <input style="width: 95%;" type="text"/> |
|  |  | Date  | <input style="width: 95%;" type="text"/> |
| <i>If you check ("x") any of these boxes, please supply more detailed notes below.</i> |  |   |  |
| <b>Paste photographs into Tabs.</b>  |  |   |  |
| <b>Home</b>  | <b>"x"</b>   | <i>If you check any of these boxes, please supply detail below.</i>   |  |
|  | <input type="checkbox"/>                               | Condition of home may limit eligibility (structural, roof leak, etc.)   |  |
|  | <input type="checkbox"/>                               | Issues with access to home (driveway, parking, gates, etc.)   |  |
|  | <input type="checkbox"/>                               | Resident scheduling considerations  |  |
|  | <input type="checkbox"/>                               | Resident health/ safety considerations  |  |
|  | <input type="checkbox"/>                               | Language other than English accommodations needed   |  |
| <b>NOTES:</b>  | <input style="width: 95%; height: 20px;" type="text"/> |   |  |
| <b>LED</b>   | <b>"x"</b>   | <i>If you check any of these boxes, please supply detail below.</i>   |  |
|  | <input type="checkbox"/>                               | Fixtures in difficult locations (high ceilings, ladder required, etc.)  |  |
|  | <input type="checkbox"/>                               | LEDS will need to be dimmer switch compatible   |  |
|  | <input type="checkbox"/>                               | Other LED issue (candelabra base, etc.)   |  |
| <b>NOTES:</b>  | <input style="width: 95%; height: 20px;" type="text"/> |   |  |
| <b>Attic Insulation</b>  | <b>"x"</b>   | <i>If you check any of these boxes, please supply detail below.</i>   |  |
|  | <input type="checkbox"/>                               | Knob and tube wiring in use   |  |
|  | <input type="checkbox"/>                               | Recessed light fixtures requiring dams (Approximate # of lights >>) <input style="width: 50px;" type="text"/> |  |
|  | <input type="checkbox"/>                               | Difficult attic access  |  |
|  | <input type="checkbox"/>                               | More than one attic   |  |
|  | <input type="checkbox"/>                               | More than one attic access  |  |
|  | <input type="checkbox"/>                               | Very low pitch to roof ( ___ / 12 pitch <input style="width: 40px;" type="text"/> / 12 pitch)                 |  |
|  | <input type="checkbox"/>                               | Restricted space in attic makes movement difficult  |  |
|  | <input type="checkbox"/>                               | Storage platform/decked area. Sq Ft <input style="width: 50px;" type="text"/> (exclude from area insulated)   |  |
|  | <input type="checkbox"/>                               | Items in attic need to be (re)moved in order to insulate attic  |  |
|  | <input type="checkbox"/>                               | Vaulted Ceilings need insulating  |  |
|  | <input type="checkbox"/>                               | Attic hatch/cover needs repair.   |  |
|  | <input type="checkbox"/>                               | Weak/damaged sheetrock or other structural problems   |  |
|  | <input type="checkbox"/>                               | Other ( supply details)   |  |
| <b>NOTES:</b>  | <input style="width: 95%; height: 20px;" type="text"/> |   |  |

**Assessor Notes Detail for Contractors**

|  |   |
|--|---|
| <b>Wall Insulation "x"</b>             | <i>If you check any of these boxes, please supply detail below.</i>                             |
| <input type="checkbox"/>               | Interior wall surfaces other than sheetrock/plaster   |
| <input type="checkbox"/>               | Paneling on walls   |
| <input type="checkbox"/>               | Brick or stone on interior wall surface   |
| <input type="checkbox"/>               | Built in cabinetry on exterior walls (other than kitchen area)                                  |
| <input type="checkbox"/>               | Built in bookshelves on exterior walls  |
| <input type="checkbox"/>               | Greater than usual amount of items to move (closets, etc.)                                      |
| <input type="checkbox"/>               | Other ( supply details)   |
| <b>NOTES:</b>                          |   |
| <b>Solar Screen "x"</b>                | <i>If you check any of these boxes, please supply detail below.</i>                             |
| <input type="checkbox"/>               | Burglar bars or other obstacles to installing screens   |
| <input type="checkbox"/>               | 2nd/3rd story windows, ladders required   |
| <input type="checkbox"/>               | Deteriorated window trim/framing  |
| <input type="checkbox"/>               | Bushes etc. restrict access to windows  |
| <input type="checkbox"/>               | Unusual window shapes (round, triangular)   |
| <input type="checkbox"/>               | Sliding glass door requires solar screen  |
| <input type="checkbox"/>               | Other ( supply details)   |
| <b>NOTES:</b>                          |   |
| <b>Central AC<br/>or<br/>Heat Pump</b> | Vertical or Horizontal flow <input type="checkbox"/>  |
|  | Coil Location (Attic /Furnace closet /Furrdown/ Unconditioned space) <input type="checkbox"/>   |
|  | Photographs required: indoor coil, showing access, and condensing unit <input type="checkbox"/> |
| <b>"x"</b>                             | <i>If you check any of these boxes, please supply detail below.</i>                             |
| <input type="checkbox"/>               | Coils in attic with no pulldown staircase   |
| <input type="checkbox"/>               | More than one central AC system (zoned)   |
| <input type="checkbox"/>               | Potential condensation line issues  |
| <input type="checkbox"/>               | Potential condensation pan issues   |
| <input type="checkbox"/>               | Potential issues with clearance around new coils  |
| <input type="checkbox"/>               | Potential issues with clearance around new condenser  |
| <input type="checkbox"/>               | Potential issues with condenser pad   |
| <input type="checkbox"/>               | Potential issues with refrigerant line  |
| <input type="checkbox"/>               | Potential issues with electrical service  |
| <input type="checkbox"/>               | No disconnect near condensing unit  |
| <input type="checkbox"/>               | Coils in furrdown/over shower/ pancake coils  |
| <input type="checkbox"/>               | Other ( supply details)   |
| <b>NOTES:</b>                          |   |



### Assessor Notes Detail for Contractors

|                               |                          |   |                         |
|-------------------------------|--------------------------|---|-------------------------|
| <b>AC Tuneup</b>              | <b>"x"</b>               | <i>If you check any of these boxes, please supply detail below.</i>                                     |                         |
|                               | <input type="checkbox"/> | Access to coil or fan area restricted (explain in Notes)  |                         |
|                               | <input type="checkbox"/> | Access to condenser area restricted (explain in Notes)  |                         |
|                               | <input type="checkbox"/> | Number of Return air(s)   |                         |
|                               | <input type="checkbox"/> | <input style="width: 100%;" type="text"/>   | Location of return      |
|                               | <input type="checkbox"/> | <input style="width: 100%;" type="text"/>   | Location of air handler |
|                               | <input type="checkbox"/> | Other ( supply details)   |                         |
|                               | <input type="checkbox"/> | Note manufacturer, model, and serial of coil and condenser below  |                         |
| <b>NOTES:</b>                 |                          |   |                         |
| <b>Air infiltration</b>       | <b>"x"</b>               | <i>If you check any of these boxes, please supply detail below.</i>                                     |                         |
|                               | <input type="checkbox"/> | Pier and beam? (Y/N)  |                         |
|                               | <input type="checkbox"/> | How many bathrooms?   |                         |
|                               | <input type="checkbox"/> | Washer /dryer in conditioned space (Y/N)  |                         |
|                               | <input type="checkbox"/> | Broken or cracked window panes  |                         |
|                               | <input type="checkbox"/> | Any plumbing penetrations other than kitchen/bathroom   |                         |
|                               | <input type="checkbox"/> | Any infiltration points beyond the usual  |                         |
|                               | <input type="checkbox"/> | Fireplace(s)  |                         |
|                               | <input type="checkbox"/> | Joint between different materials(sheetrock/ brick or stone, etc.)                                      |                         |
|                               | <input type="checkbox"/> | Gas appliances in conditioned space<br>(stove, water heater, dryer/ gas wall furnace/ gas space heater) |                         |
|                               | <input type="checkbox"/> | Leakage points above 8' / ladder required (high ceilings)   |                         |
|                               | <input type="checkbox"/> | Other ( supply details)   |                         |
| <b>NOTES:</b>                 |                          |   |                         |
| <b>Water Heating Measures</b> |                          |   |                         |
|                               | <b>"x"</b>               | <i>If you check any of these boxes, please supply detail below.</i>                                     |                         |
|                               | <input type="checkbox"/> | Potential problems removing old showerheads   |                         |
|                               | <input type="checkbox"/> | Other ( supply details)   |                         |
| <b>NOTES:</b>                 |                          |   |                         |
| <b>Refrigerator</b>           | <b>"x"</b>               | <i>If you check any of these boxes, please supply detail below.</i>                                     |                         |
|                               | <input type="checkbox"/> | More than one refrigerator in home  |                         |
|                               | <input type="checkbox"/> | Any ADA issues with refrigerator use  |                         |
|                               | <input type="checkbox"/> | Other ( supply details)   |                         |
| <b>NOTES:</b>                 |                          |   |                         |



# Appendix H. Customer Certification Form

## Customer Certification Form

|                   |                          |
|-------------------|--------------------------|
| <u>Contractor</u> | <u>Customer</u>          |
| Company: _____    | Name: _____              |
| Contact: _____    | Address: _____           |
|                   | Phone: _____ City: _____ |

**Direct Installation Measures**

**LED Bulbs** (Only replace incandescent bulbs in hardwired fixtures - Do Not Replace CFLs or LEDs)  
 Std. Omnidirectional (# Installed) \_\_\_\_\_ 9 watt \_\_\_\_\_  
 Specialty Directional (# Installed) \_\_\_\_\_ Candelabra/Fan \_\_\_\_\_ Globe \_\_\_\_\_ Flood \_\_\_\_\_

**Water Heater Pipe Insulation** \_\_\_\_\_ Ft.  **Low Flow Shower Heads** (# installed) \_\_\_\_\_  
 **Faucet Aerators** (# installed) \_\_\_\_\_

**Assessor Notes** (details on DI measures, installed in which rooms, reasons for NOT installing DI measures, etc.)  
 \_\_\_\_\_  
 \_\_\_\_\_

**Customer Authorization**

Customer/Authorized Representative acknowledges the measures indicated above have been installed to his/her satisfaction and agrees, upon reasonable prior notice, to provide CenterPoint Energy or its designee access to property during normal business hours for the purpose of inspecting the installed measures.

Certified on the \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

\_\_\_\_\_  
 Authorized Signature Printed Name

**Weatherization Contractor Company:** \_\_\_\_\_ **Representative:** \_\_\_\_\_

**Notes** (details on WX measures, recommended items for CFM reductions, etc.)  
 \_\_\_\_\_  
 \_\_\_\_\_

**Weatherization Measures:**

**Wx Post- CO Test:** \_\_\_\_\_

**Ceiling Insulation** (SqFt Installed) \_\_\_\_\_ Inches added \_\_\_\_\_ Type \_\_\_\_\_

**Wall Insulation** (SqFt Installed) \_\_\_\_\_ Type \_\_\_\_\_  **Solar Screens** (Ttl SF) \_\_\_\_\_ # Windows \_\_\_\_\_

**Air Infiltration** (measures installed, circle all that apply) **Pre-CFM:** \_\_\_\_\_ **Post-CFM:** \_\_\_\_\_  
 Attic access \_\_\_\_\_ Door Threshold \_\_\_\_\_ Door Sweep(s) \_\_\_\_\_ Switch and socket gaskets \_\_\_\_\_ Furnace Closet \_\_\_\_\_  
 Window Caulking \_\_\_\_\_ Baseboard Caulking \_\_\_\_\_ Ceiling Trim Caulking \_\_\_\_\_ Plumbing Penetrations \_\_\_\_\_  
 Door Weather-Strip \_\_\_\_\_ Window Weather-Strip \_\_\_\_\_ Exhaust Fan/Light Penetration(s) \_\_\_\_\_  
 Other: \_\_\_\_\_

**Customer Authorization**

Customer/Authorized Representative acknowledges the measures indicated above have been installed to his/her satisfaction and agrees, upon reasonable prior notice, to provide CenterPoint Energy or its designee access to property during normal business hours for the purpose of inspecting the installed measures.

Certified on the \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

\_\_\_\_\_  
 Authorized Signature Printed Name

**HVAC Contractor Company:** \_\_\_\_\_ **Representative:** \_\_\_\_\_

**Weatherization Measures:**

**Central Air Conditioner or Heat Pump System**  **AHRI Cert #** \_\_\_\_\_  
 Size (cooling tons) \_\_\_\_\_ SEER \_\_\_\_\_ EER \_\_\_\_\_ HSPF \_\_\_\_\_  
 Condenser: Brand \_\_\_\_\_ Model#: \_\_\_\_\_ Serial#: \_\_\_\_\_  
 Coil: Brand \_\_\_\_\_ Model#: \_\_\_\_\_ Serial#: \_\_\_\_\_

**A/C Window Units** \_\_\_\_ @ \_\_\_\_\_ BTUH \_\_\_\_ @ \_\_\_\_\_ BTUH

**Customer Authorization**

Customer/Authorized Representative acknowledges the measures indicated above have been installed to his/her satisfaction and agrees, upon reasonable prior notice, to provide CenterPoint Energy or its designee access to property during normal business hours for the purpose of inspecting the installed measures.

Certified on the \_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_

\_\_\_\_\_  
 Authorized Signature Printed Name

## Appendix I. Air Conditioner Inspection and Tune Up Checklist

- ✓ Tighten all electrical connections; measure motor voltage and current
- ✓ Lubricate all moving parts, including motor and fan bearings
- ✓ Inspect and clean the condensate drain
- ✓ Inspect controls of the system to ensure proper and safe operation. Check the startup/shutdown cycle of the equipment to assure the system starts, operates, and shuts off properly.
- ✓ Clean evaporator and condenser coils
- ✓ Clean indoor blower fan components
- ✓ Inspect and clean or change air filters; replacement preferred best practice
- ✓ Measure airflow via static pressure across the cooling coil and adjust to manufacturers specifications
- ✓ Check refrigerant level and adjust to manufacturer specifications
- ✓ Check capacitor functionality and capacitance; compare to OEM specifications