



## Weatherization Program Frequently Asked Questions

- 1. What are the eligibility requirements for weatherization services?**
  - Income eligibility requirements for the weatherization program is 200% of the federal poverty level as identified by the Department of Energy and can be found at [Weatherization Program Notice 21-3: 2021](#), this is subject to change annually from the Department of Energy. The program offers services to all city of Phoenix residents that provide documentation of identity, income, and residency within city limits.
  
- 2. What services are performed under the weatherization program?**
  - Weatherization works to save energy in the home based on a home energy report. The aim is to improve energy efficiency and comfort through installing sunscreens windows, air duct sealing, installing insulation, repair or possible replacement of HVAC systems, and other measures, and other measures listed on the report.
  
- 3. If I qualify for weatherization program, will I qualify for other Neighborhood Services Department programs?**
  - Possibly. The Weatherization program has unique program requirements that are separate from other programs offered. Residents will submit separate requests for program services not offered through the Weatherization program.
  
- 4. Can my home be weatherized more than once?**
  - If you received any weatherization services at your current address (within the past 15 years of application date), you are not eligible for additional services.
  - If you received energy efficiency improvements from another agency that did not use the same funding (DOE, LIHEAP, APS/SRP, or SWG) through a different program, or paid for it yourself, and your income falls within the guidelines, you may now be eligible for this weatherization program.
  
- 5. Why is weatherization important living in Phoenix?**
  - Weatherization services will seal up accessible points of leakage to prevent the loss of heated or conditioned air to the outside and insulate your home where/when possible/accessible, reducing energy consumption, increasing your comfort and indoor air quality, and making your home safer. The energy auditor will test and ensure that your appliances and heating system work efficiently and safely.



**6. How long will the process take?**

- From the time of the audit, expect to hear back from the contractor or auditor within two weeks; depending on the services needed, allow 2 weeks before work begins. Allow 2-5 days for work to be completed, dependent on what needs to be done. *\*\*\*This is subject to staffing and material/appliance availability. During high volume times such as summer and winter, these estimated timeframes may be longer. Please know that all parties will be working to assist as quickly as possible.*

**7. What are my responsibilities?**

- Make all areas of the home including the attic and basement accessible, remove contents and clutter from those areas to allow workers access to the space. Your woodstove/fireplace should be cold for the initial and follow up home energy assessment. Secure animals in a safe location. Some dust may be generated, the contractors will do their best to contain it. As all representatives of the WAP strive to assist with the utmost respect and professionalism. It is expected that the same respect and professionalism be provided from the homeowner/applicant and **ALL** parties involved. Contractors and City Staff may discontinue work or cancel the case if hazardous situations arise and no future work will be provided.

**8. Can other items in my home be fixed with weatherization?**

- Possibly, there are limits on repairs and various programs to address some additional problems. The Home Energy Auditor will determine the scope of the work and will inform you at that time. If you have additional questions, call the Neighborhood Services Department for more details.

**9. Will problems in my home prevent weatherization services?**

- Major plumbing, electrical or structural deficiencies, major moisture problems - roof leaks and very wet basements all could slow down progress or prevent weatherization from being performed until the issues are corrected. The auditor will inform you if these problems delay weatherization improvements. Problems with plumbing, electrical, the structure, or moisture may be worsened when changes occur in the home. In some cases, your project may be deferred or determined ineligible if any of these problems cannot be remedied to meet weatherization program standards.

**10. Are the people working on my home qualified to perform the work?**

- All Weatherization contractors agree to perform services to standards set by the Department of Energy as well as receive training and certifications through accredited training centers. If you have a concern, please contact Neighborhood Services Department for more details.