

APCo Home Performance Contractors' Breakfast

August 9, 2023



TAKE CHARGE™
VIRGINIA



Agenda

- Introductions
- Safety Moment
- Home Performance Overview
- 2024 Review
- Q&A
- Contact Information

Home Performance Program Implementation Team



Danielle Catron
APCo Program Manager



Deborah Hill
TRC Program Manager



Jeff Lineberry
TRC Residential Account Manager



Fran Phillips
TRC Operations Manager



Peter Hynson
TRC Project Engineer

Safety Moment



WATER SMART IS WATER SAFE

Safety Around Water Quick Tip Guide



Make sure you wear a U.S. Coast Guard PFD/Lifejacket correctly.



Always have a water watcher at your pool.



Never swim alone without an adult.



Use a tube to assist a distressed swimmer. Never climb in to save someone.



Wear your sun protection and make sure to hydrate.



Ask permission before getting in the water.

WWW.YMCAMETRONORTH.ORG/WATER-SAFETY



Home Performance



Home Performance

- **Overview:**

- No Cost to Customer:
 - Home Energy Assessment (HEA)
 - Home Performance Direct Install (HPDI)
 - Home Performance with ENERGY STAR® (HPwES)

- **Eligibility:**

- Residential users in Appalachian Power Virginia service territory
- Participation is limited to once per account number

- **Program Incentives**

- HPDI: Incentives are capped at \$600 per account number
- HPwES: Incentives are capped at \$1,500 per account number

- **Customer Incentives**

- Home Performance with ENERGY STAR:
 - Attic Insulation up to \$550
 - Mini split rebate \$267 per head unit
 - Air Sealing \$350

Home Energy Assessment

Home Energy Assessment includes:

- Visual inspection
- Health and Safety check
- Develop scope of work/ recommendations based on the HEA
- Consumer education

Home Performance Program

Customer Name: Kathy Altizer Application ID: HEA_5005435
Application Status: HP Request Submitted Site Address: 482 FARMINGTON RD HARDY VA 24101-5008
Estimated Incentive: Estimated kWh Saved:

Site Information Customer Information Trade Ally Information Payee Information **Assessment** Health & Safety Assessment Measures File Upload Review and Submit

Assessment

You must complete all required fields for at least one Assessment for each required Measure category before you can proceed to the next page.

Lighting

% of Lighting that is LED
20-30

Add Lighting Assessment

Location*	Lighting Type*	Is EnergyStar @?*	Watts*	Qty*	Is Functional?*	Notes
Family Room	CFL	Yes	60	5	Yes	This is a test
Select	Select	Select		Select	Select	
Select	Select	Select		Select	Select	

Projects To Date 2023

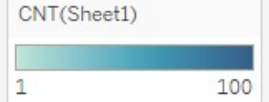
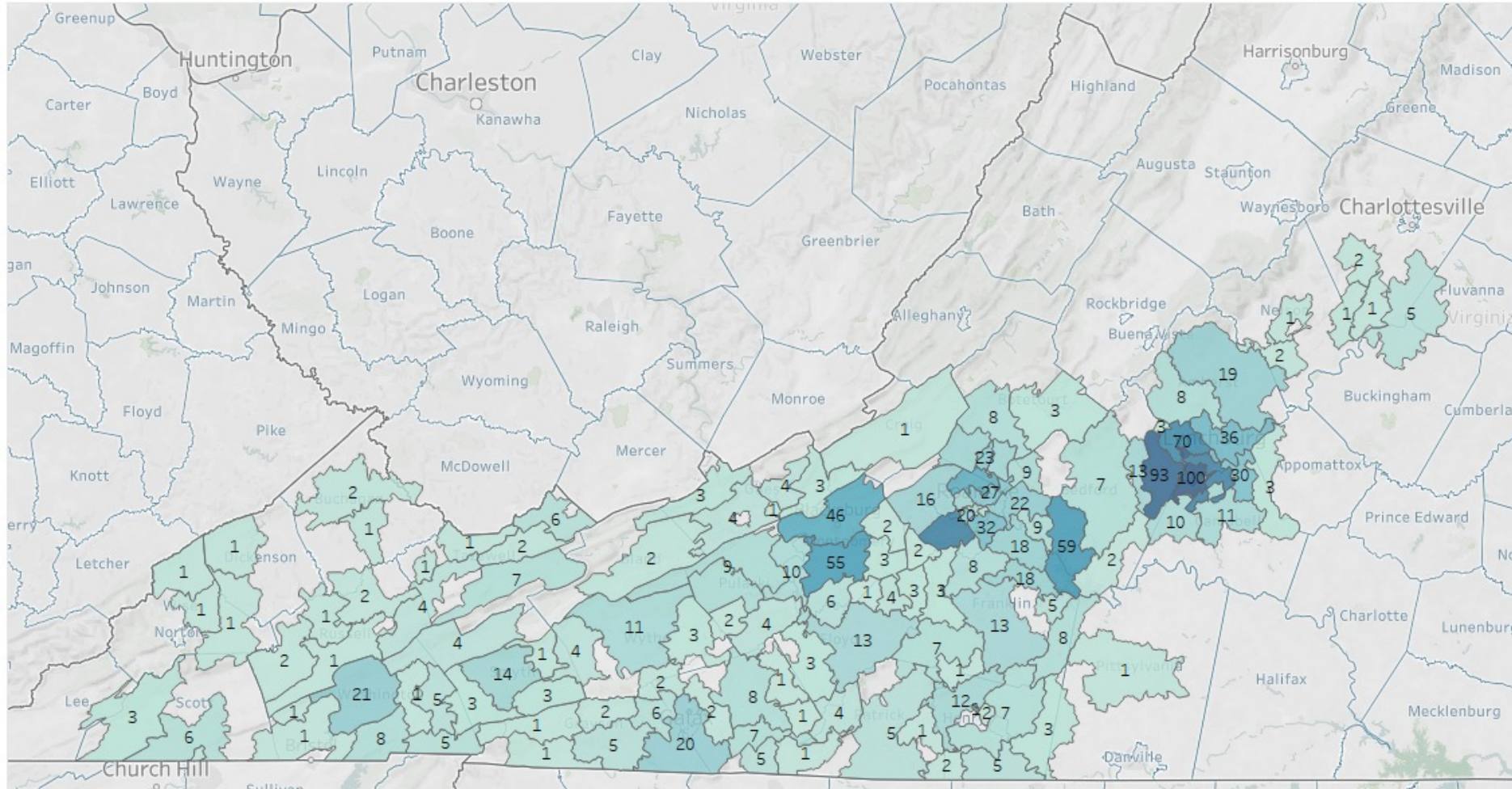
Project Type	Project Totals To Date	kWh To Date	Incentives To Date
HPDI & HPwES	1394	2,761,445	\$643,688

County	Projects Completed
Albemarle	4
Amherst	63
Bedford	192
Bland	2
Botetourt	50
Buchanan	11
Campbell	24
Carroll	23
Craig	5
Dickenson	1
Floyd	23
Fluvanna	5
Franklin	83
Galax	21
Giles	14
Grayson	15
Henry	32
Lynchburg City	275

County	Projects Completed
Montgomery	110
Nelson	3
Patrick	10
Pittsylvania	1
Pulaski	24
Radford City	10
Roanoke City	87
Roanoke	165
Russell	7
Salem City	16
Scott	11
Smyth	25
Tazewell	13
Washington	43
Wise	3
Wythe	20

Home Performance Target Market

APCO HP Projects Completed



Home Performance Incentives

<i>Measure Group</i>	<i>Measure Description</i>	<i>Incentive</i>	<i>Incentive Unit</i>
<i>Direct Install Lighting</i>			
Screw-in Omnidirectional	LED Standard A-Type (medium-base): 800 - 1099 Lumens	\$7	Lamp
	LED R, PAR, ER, BR, BPAR medium screw base, diameter ≥2.5": 630 - 999 Lumens	\$7	Lamp
	LED R, PAR, ER, BR, BPAR medium screw base, diameter ≥2.5": ≥1000 Lumens	\$12	Lamp
Screw-in Decorative	LED Decorative (Shapes B, BA, C, CA, DC, F, G, any base, 150-299 Lumens)	\$3	Lamp
	LED Decorative (Shapes B, BA, C, CA, DC, F, G, any base, 300 -500 lumens)	\$5	Lamp
	LED Decorative (Shapes B, BA, C, CA, DC, F, G, any base, 500 -1050 lumens)	\$9	Lamp
Nightlight	LED Nightlight	\$3	Each
<i>Direct Install Hot Water</i>			
Aerator	1.5 GPM Kitchen Faucet Aerator (Electric Water Heating only)	\$8	Each
	1.5 GPM Bathroom Faucet Aerator (Electric Water Heating only)	\$8	Each
Low Flow Showerhead	2 GPM Low Flow Showerhead (Electric Water Heating only)	\$15	Each
	2 GPM Low Flow Showerhead w/ Thermostatic Shower Valve (Electric Water Heating only)	\$50	Each
Hot Water Heater Thermostat Setback	Electric Hot Water Heater Thermostat Setback	\$5	Each

Home Performance Incentives

<i>Measure Group</i>	<i>Measure Description</i>	<i>Incentive</i>	<i>Incentive Unit</i>
<i>Direct Install Insulation</i>			
DHW Pipe Insulation	R-3 Insulation of 1/2 thickness on 3/4" DHW Pipe (Electric Water Heating only)	\$3	Linear Foot
	R-3 Insulation of 1/2 thickness on on 1/2" DHW Pipe (Electric Water Heating only)	\$3	Linear Foot
Hot Water Tank Wrap	30 Gallon Domestic Hot Water Tank Wrap (Electric Water Heating only)	\$35	Each
	40 Gallon Domestic Hot Water Tank Wrap (Electric Water Heating only)	\$35	Each
	60 Gallon Domestic Hot Water Tank Wrap (Electric Water Heating only)	\$35	Each
	80 Gallon Domestic Hot Water Tank Wrap (Electric Water Heating only)	\$35	Each
Caulked Penetration	Caulked Penetration	\$10	Penetration
Weather Stripping, Caulking and Sealing	Weather Stripping, Caulking and Sealing	\$2	10 Linear Feet
Outlet Gaskets	Outlet Gaskets	\$5	Gasket
Duct Insulation (R-6) of Sealed Ducts	Duct Insulation (R-6) of Sealed Ducts	\$10	Square Foot
Air Handler Filter and Filter Whistle	Air Handler Filter and Filter Whistle	\$8	Each
Duct Sealing	Duct Sealing	\$150	Home

Home Performance Incentives

<i>Measure Group</i>	<i>Measure Description</i>	<i>Incentive</i>	<i>Incentive Unit</i>
HVAC			
Ductless Mini-Split	Ductless Mini-Split Heat Pump: Replacing ASHP or GSHP/AC	\$267	Each
	Ductless Mini-Split Heat Pump: Replacing Electric Resistance Heat/AC	\$267	Each
Insulation			
Attic Insulation	Attic Insulation: AC, Electric Resistance Heat	\$550	1,000 SF
	Attic Insulation: AC, Heat Pump	\$125	1,000 SF
	Attic Insulation: no AC, Electric Resistance Heat	\$450	1,000 SF
	Attic Insulation: no AC, Heat Pump	\$100	1,000 SF
Air Sealing	Air Sealing: AC and Electric Heat	\$350	Home
	Air Sealing: no AC and Electric Heat	\$350	Home
HVAC			
Ductless Mini-Split	Ductless Mini-Split Heat Pump: Replacing ASHP or GSHP/AC	\$267	Each
	Ductless Mini-Split Heat Pump: Replacing Electric Resistance Heat/AC	\$267	Each

HEA & HPDI

- ✓ **Missed Opportunities-** Increase DI measures to maximize energy savings opportunities
- ✓ **Lamp Photos-** Photos are required (pre-and-post) for lamp replacement
- ✓ **Photos of DI Measures-** Best practice - photograph of DI Measure for future reference
- ✓ **Materials-** Maintain inventory for scheduled appointments
- ✓ **Professional Appearance-** Professional attire and program badge displayed while working in customer home
- ✓ **Notes & Scheduled Section-** Maintain notes and schedule in Captures
- ✓ **Submittals-** Submit all HEAs completed each week

HEA & HPDI- Customers

- **Customer Education**
 - Discuss findings/opportunities in the customer's home
 - Document details to be included in the HEA report and remind them that report will be emailed to them for their records
- **Incentives/Rebates**
 - Talk to homeowners about all the other available rebates
 - Provide program resources
- **Questions**
 - Confirm with customers you have addressed their questions before leaving
- **Referrals**
 - Talk to customers about family, friends, neighbors or coworkers that may be interested

HPwES

Home Performance with ENERGY STAR® Rebates

- Attic Insulation
- Mini-Split Heat Pump
- Air Sealing

“Home must be electrically heated”

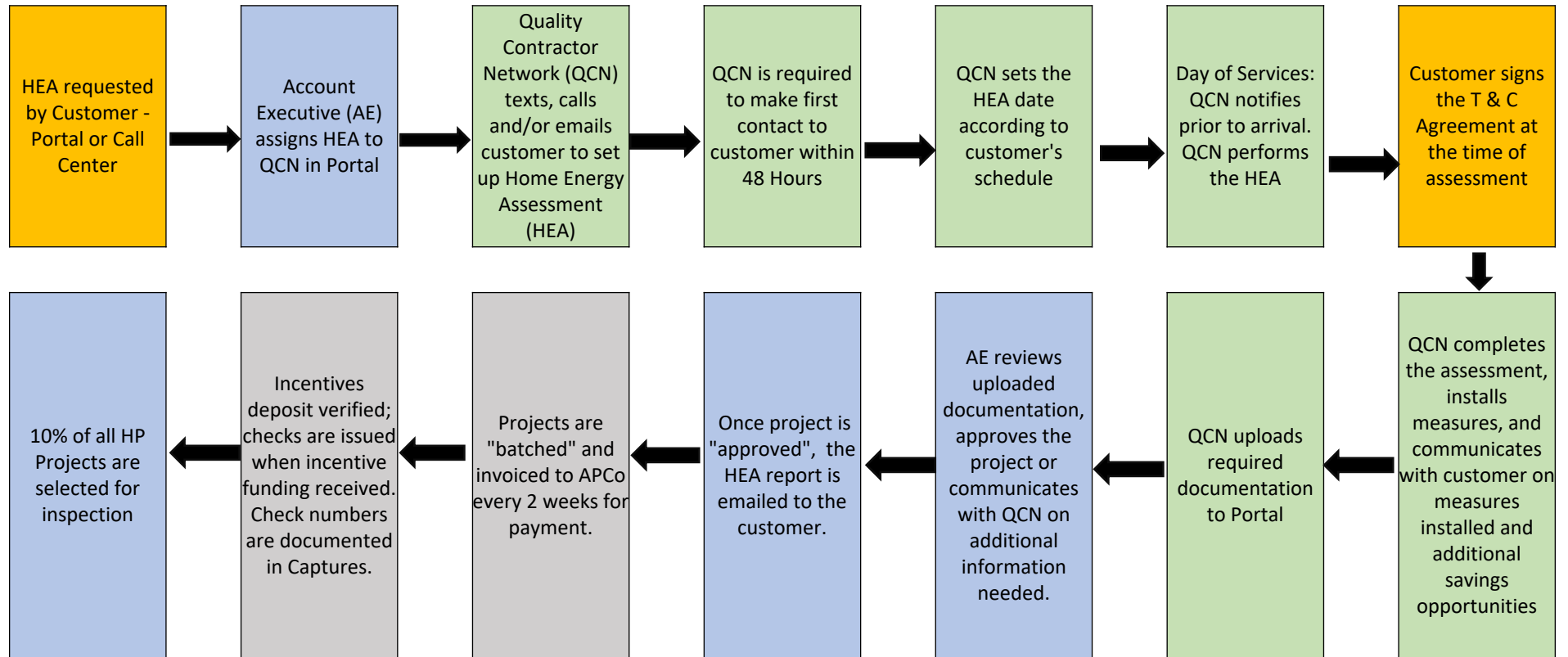
Requirements

- Assist the customer in the process to submit the rebate
 - TakeChargeVA.com
 - 833-402-2221
 - Contact Jeff Lineberry jlineberry@trccompanies.com , 276-266-5338
 - Paid invoice and photos

HPwES Campaign

- **Gift Card Campaign for Quality Contractors**
 - Customer completes Home Performance with ENERGY STAR project
 - Documentation of paid invoice and photos of installed measures are required
 - \$40 gift card sent to QCN that submits HPwES projects through December 2023

Process Flow



Home Performance Project Highlight

HEA and direct install measures completed. The homeowner participated in the HPwES rebates and installed two (2) ductless mini split systems (previously electric resistance heat) and added attic insulation. Combined, these projects totaled \$1,064 in customer incentives and estimated savings of 11,746 kWh.



Home Performance Customer Care

Customer Testimonials:

- *“Energy Advisor was very courteous. Happy that this program is helping people in the community at no charge.” – John*
- *“Very happy! Energy Advisor Courteous, friendly and very informative.” – Don*
- *“Energy Advisor Respectful, answered all my questions. Great Program!”- Kenneth*
- *“Wonderful Program! Contractor very informative and on time. Very appreciative of the Home Performance Program.”- Denise*

Home Performance

Complaint Process:

- **Source**
 - Customer contacts APCo or Call Center (via call or email)
 - Field Inspections
- **Resolution**
 - Contact customer to discuss concerns
 - Add notes to customer record in Captures for reference
 - Work with QCN to resolve issue or resolution provided by Program Team
 - Follow up with customer
 - Document resolution in Captures
 - Notify APCo of action taken to address concern

Marketing & Events



Marketing



Upgrade Your Home and Save with Appalachian Power's Home Performance Program

Appalachian Power's Home Performance Program offers incentives for you to make energy efficiency upgrades and save money. A member of our Quality Contractor Network (QCN) will visit your home, install energy savings measures and provide a home assessment report for FREE. The report will detail energy savings tips and additional measures for your consideration to save more—both money and energy! The additional measures are eligible for rebates through our Home Performance Program.

AM I ELIGIBLE?

- Virginia single-family homes served by Appalachian Power are eligible for the Home Performance Program.
- Your home must be heated by electricity to qualify for certain measures and rebates.
- Improvements must be made by an approved QCN, who will submit rebates on your behalf. Visit TakeChargeVA.com/find-a-contractor to see approved contractors in your area.

COMMON ENERGY-EFFICIENT EQUIPMENT UPGRADES



Lighting

LED replacements for fluorescent lamps can pay for themselves in energy savings within a year.



HVAC

Replace inefficient HVAC systems because heating and cooling costs can account for as much as 65% of your homes energy use.



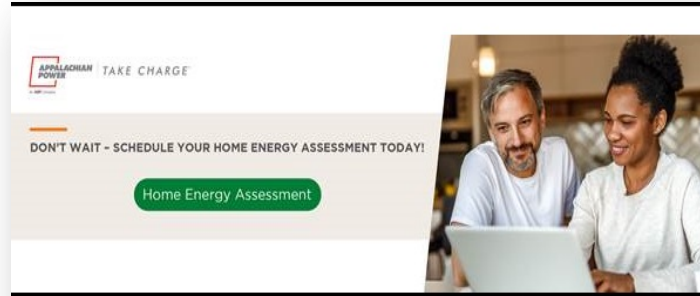
Hot Water

An energy-efficient water heater can help reduce your monthly electricity bills.



Insulation

By adding proper insulation to your home, you can save money on both heating and cooling.



Want FREE energy saving measures for your home?

Schedule a **Home Energy Assessment*** (HEA) with Appalachian Power's Home Performance Program today! When you schedule an assessment, one of our Home Performance Energy Advisors will examine your home, install energy saving measures and provide a HEA Report – **all at NO cost to you.**

Don't wait – see how much you can save! It's easy to schedule a HEA with our Home Performance Program today! Simply:

- Visit our [website](http://www.takechargeva.com).
- Input your account number as provided here:
- Choose a date and time for your HEA.

You also can call **833.402.2221** to schedule your **NO COST** Home Energy

Appalachian Power's Home Performance Program helps assess your home for opportunities to improve energy efficiency. Once you schedule a **NO COST** Home Energy Assessment (HEA), one of our Energy Advisors will examine your home, install energy savings measures and provide a Home Energy Assessment Report. Visit TakeChargeVA.com to schedule your HEA, today!

- LIGHTING**
 - LED lighting
 - Decorative nightlights
- WATER HEATER**
 - Water heater thermostat setback
 - Pipe insulation
 - Water heater tank wrap
- WATER**
 - Faucet aerators
 - Low flow shower heads
- SEALING**
 - Duct installation
 - Duct sealing

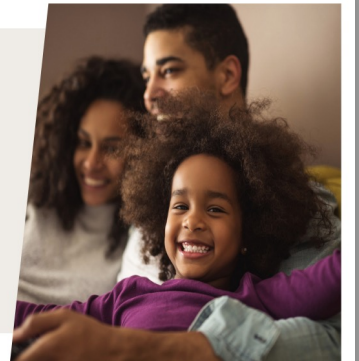
The home energy report will give you energy savings tips and outline additional measures for your consideration to save even more energy and money! Only homes heated by electricity are eligible for the program. Only homes heated by electricity are eligible for the program. Only homes heated by electricity are eligible for the program.

Visit: TakeChargeVA.com
Call: 833-402-2221
Email: TakeChargeSavings@trccompanies.com
 Privacy Policy: [appc.com/privacy](#)

GET FREE UPGRADES WITH THE HOME PERFORMANCE PROGRAM

FROM APPALACHIAN POWER!

Schedule your Home Energy Assessment (HEA) today and see how much energy you can save. Plus, get free energy savings measures and a home energy report! Start saving more and spending less on your energy bill today!



Visit: TakeChargeVA.com | Call: 833-402-2221 | Email: TakeChargeSavings@trccompanies.com

2023 Events

Completed:

- Smith Mtn Lake Chamber of Commerce Annual Awards Dinner - March 16
- New River Valley Home Expo - April 2-3
- Abingdon Community Day – April 22
- Smith Mtn Lake Expo - May 5

Upcoming/Planned:

- Virginia Economic Development Webinar – TBD in October
- QCN/Trade Ally Awards Luncheon – November 2nd planned



2024

Energy Independence and Security Act (EISA):

- Changes to lighting
 - Only some specialty lighting will be included....more to come

Measure Changes:

- Screw-in type lamps will be omitted per Executive Order
- New measures will be added - TBD

Questions



WE'RE HERE TO HELP!



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