

# Home Energy Assistance Program Concept

April 17, 2012

MBE/WBE Procurement  
Weatherization Committee Meeting

Distributed Energy Services

# HEAP – Concept Presentation

## **HEAP will replace the old Free Home Improvement Program (Free Weatherization)**

Budget planning level: \$800,000/yr

Program eligibility: 200% or less of Federal Poverty income Guidelines

- 1 person    \$10,890
- 4 persons   \$22,350

Two levels of service: (1) \$1,800 without HVAC; (2) \$5,000 per unit with HVAC

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## **HEAP will keep successful parts of ARRA Weatherization Program, including:**

- NEAT audit
- Blower door, Duct Blaster, Carbon Monoxide testing
- Coordination of services with other service providers
- Workforce training and development

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## **HEAP will differ from Free Weatherization in some ways:**

- No maximum home value (previously \$150,000 maximum home value)
- Single level of income qualification (previously two levels)
- Material and installation standards added
- Formal contractor rotation
- Test in and Test out

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## **Basis of Two Levels of WX Services**

- Allows Contractors to participate at a level of service they select
- Allows for development of experience and provides first hand exposure to the program requirements
- Does not require start up firms to compete with established firms
- Contractors allowed to submit for both , but would only allowed to select one level of program participation

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## **Contractor Rotation system could include:**

- Initial selection order determined by lot drawing
- Contractors retain the right of review and refusal for each job
- Jobs assigned in packages of as equal value as possible
- Contractors required to complete all assigned jobs prior to new assignments

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## Tracking and Reporting

- All data for each unit (including contractor job assignments) will be entered into an Access database
- Monthly reports (or as needed) will be generated for presentation to contractors, program management, and other interested parties as requested
- Data will include value of jobs, dates of assignments, work start and completion dates, inspection dates and inspection results (for quality assurance)

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## **Workforce training and development**

- Austin Energy will continue to assist in training and development of contractors
- Credentialing training will be offered , including basic and advanced weatherization skills, introduction to building science (Building Performance Institute (BPI) certification)
- Specific training to address any significant program issue(s)



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## **Procurement Plans:**

- Solicitation for contractors thru a Request for Qualifications (RFQ) process
- Either COA Purchasing or Contract Management Department (CMD) will facilitate procurement

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## **Procurement Plans - continued:**

- Maintain an updated price list, and seek contractors based on qualifications; accept all contractors who meet minimum qualifications
- Budget planning level approximately \$800,000 per year
- Potential for additional Customer Assistance Program funding
- Solicitation for WX services and Test Out services

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## **Multi Family component:**

- Limit funds to address multi family to only a specific portion of the available funds
- Prioritize properties where 100% of the population meets income guidelines
- Prioritize special needs population and non-profit properties
- Require owner participation (can be in-kind)
- Require a minimum two (2) year rent freeze

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## **Program Performance and Quality Standards:**

- Establish production and performance goals
- Request inclusion of program in annual fiscal audits
- Introduction of external ombudsman
- Access database for tracking and reporting purposes
- Inclusion of a Frequently Asked Question (FAQ) on AE website for the program
- A separate email address for questions, comments or concerns for customers and contractors

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