



# Home Performance with ENERGY STAR Program

Trade Ally Teleconference  
Wednesday, July 13, 2022



Welcome

# Welcome to the All Hands Trade Ally Call

**WELCOME**

# Agenda

- PY23 Budget Overview
- Incentive Changes
- Test Out Changes
- Measure Changes
- Program Changes
- Best Practices
- Program Reminders
- Potential New Programs
- Q & A



***Please Hold Feedback & Discussion***

## PY23 PROPOSED Budget Overview

- PY23 Starts July 1, 2022, runs through June 30, 2023
- Assessment & DI Total Incentives \$1,869,856.47
  - Assessments: 3,200 Average: \$ 584.33
- Prescriptive Incentives \$3,982,635.81
  - Projects: 2,100 Average: \$1,896.49
- New Incentives \$ 461,500.00
- Loan Incentives \$ 40,000.00
- Total FY23 Incentives Budget: \$6,353,992.27
- Total FY22 Incentives Budget: \$4,560,000.00

This budget has been approved by the Board

## Incentive Changes

- Overall 25% Increase across All Measure Incentives (See Attachment for new incentive levels)
- Increase DIMs Cap from \$200 to \$250
- Increase Audit Incentive from:
  - HP \$350 to \$400
  - AHP \$375 to \$425
  - Maintain \$25/\$50 customer co-pay
- Increase Loan Incentive from \$200 to \$400
- Mini-split cap increase



See Attachment for More Details

# Measure Changes

- Tiered Duct Sealing Incentives (75% of measure cost)
  - New 40% Improvement Tier
- Crawlspace Encapsulation (vapor barrier sheeting required)
- Multi-speed/stage Incentives
  - Furnace Tier 2 (96+AFUE, Multi-stage w/ECM Blower) **CHANGE**
  - CAC Tier 3 (=>18 SEER and =>12.5 EER, w/Multi-stage Capacity) **NEW**
  - Heat Pumps Tier 3 (=>18 SEER and =>12.5 EER and =>9.0 HSPF, w/Multi-stage Capacity) **NEW**
  - Hybrid Heat Pump & Furnace System Tier 3 **NEW**
- New Wall Insulation Incentive (Pilot)
  - Insulated Siding/Sheathing (R-5 minimum, 50% of walls)



See Attachment for More Details

## Program Changes

- New/additional DIMs
  - DHW Pipe Wrap - Remove 4' Cap
  - Smart Power Strips
  - Other Suggestions?
- Market rate condos and apartments
- 5-year assessment limit
- Reset Customer Expectations in Assignment Email
- 2<sup>nd</sup> Attempt at achieving 40% Air Sealing target
- Home Energy Score as a Requirement
- Project Completion Incentive to be Paid Test-out Trade Ally
- Air Sealing and/or R19 Requirement



See Attachment for More Details

# Best Practices

## DO's

- Set clear expectations with your customers on the HPwES process
- Review Home Assessment Reports **prior to** performing work in the home
- Take plenty of Production and Nomenclature photos
- Leverage Franklin Team for on-site support and project coordination
- Confirm Mailing Address and spelling of Customer Name at time of Test Out Inspection
- Notify Franklin Team of extended vacations in advance for customer service support
- Home Assessment reports should include **many** on-site photos with detailed evaluations of high priority areas
- **ALL** Health & Safety findings must be noted on Home Assessment Reports
- Educate your equipment supplier on program rebate requirements

## DON'Ts

- DO NOT schedule Test Out Inspections without a Rebate Reservation set in place (Rebates should be reserved **prior to** Installation)
- DO NOT reserve a rebate without AHRI documentation on file
- DO NOT forget to include model of rebate-eligible smart thermostats on Customer Proposals and Test Out Forms
- DO NOT list outdated or misleading Energize Delaware incentive levels on your Customer Proposals
- DO NOT submit paperwork to the program without checking it first
- DO NOT submit final documentation beyond **7 days** of Test Out Inspection
- DO NOT bypass or rush through Diagnostic Testing Procedures or Visual Inspections
- DO NOT forget to inform your customers of **Assisted HPwES** and Energize Delaware's **Residential Loan Program**



## Program Reminders

- Make use of the Loan Program
- Century Club: 100+ Projects or Assessments
- Staff Changes at DESEU & Franklin
- New Income Qualification Levels
- Contractor Document Requirements
- Energize Delaware Sponsored BPI Training & Conference Support. Ideas for specific training sessions
- New Trade Ally Score Card In-Process



## New Programs

- Combination HP & Solar Program
- Small Business Performance Improvement Program



## Q&A

- Have Customer Co-pays for Assessment changed?
- How does the Test Out Fee payment work?
- What constitutes “Multi-stage” equipment?
- Do single-stage 96+AFUE Furnaces still qualify for Tier 2 Incentive?
- Can Rim Joist Insulation Incentive be applied for on top of Crawlspace Encapsulation Incentive?

## Wrap Up

- Feedback on these issues
- Additional Considerations