

## **Frequently Asked Questions**

1. **I rent my house. Do I still qualify for weatherization?**

Answer: Your landlord may be required to pay a portion of the weatherization cost before your house can be qualified for any weatherization work. Additionally, weatherization services may be permissible for units within a four-plex. Your local agency can provide more details.

2. **How do I apply?**

Answer: Weatherization applications are taken by local community action (CAP) agencies. To find the agency in your area, please select your parish on the interactive map to see which CAP agency services your parish.

3. **Does weatherization include work like replacement roofs, new siding and plumbing?**

Answer: Due to the cost of these repairs, the weatherization program cannot replace roofs, siding or plumbing. Your local agency may be able to refer you to other resources in your community for those repairs.

4. **How is it determined which work measures will be done?**

Answer: A specially trained technician will record all the required structural information about your house and conduct a computerized energy audit. The audit tells the technician what weatherization measures will be most cost effective for your dwelling and most energy efficient within the budget available. Work to be done is determined by the results of a computerized energy analysis of the structure. Therefore, work performed will vary from home to home.

5. **Who does the work?**

Answer: Individuals (local work crews or contractors) specifically trained to install weatherization measures will be performing the work, under the agency's supervision.

6. **Is any of the work guaranteed?**

Answer: The final work is inspected by an agency staff member specifically trained to review the work done on the home. The homeowner then has final written approval that the work was done correctly. If any of the work is not satisfactory, the agency may "call back" the workers or contractor that performed the work to complete it satisfactorily.

7. **What is the average energy savings on a weatherized home?**

Answer: Most occupants report an increased comfort level throughout the seasons as well as energy savings. However, specific energy savings may depend on such things as weatherization measures installed, changing fuel costs, weather and the energy conservation habits of the occupants.

8. **Is all the income in my household counted?**

Answer: Generally, yes. Certain monies may be excluded from the income calculation, but these can change from one program year to the next. Check with your local agency for specific income guidelines and calculations.

9. **What happens after the work is finished?**

Answer: An agency representative will come to the house when the occupant is present and together they will inspect the work. The occupant will then have the opportunity to give final approval and/or request corrections in the work performed.

10. **Households in Weatherization are prioritized. What does that mean?**

Answer: It means that the program's goal is to serve those households that have the lowest incomes, together with the highest energy burdens. Income, eligible households with high heating bills, in relation to income, and those containing elderly members (60 and over) with a disability or young children (5 years of age or below) will be given priority and weatherization services first. Non-priority, income-eligible households will be served if funding is available. Therefore, some eligible households may not receive weatherization assistance during the program year in which they applied.

11. **I applied before my neighbor and he received weatherization services before I did. How does this happen?**

Answer: Households are prioritized. Therefore, households that have the lowest incomes, together with the highest energy burdens will be serviced first even if they applied later than non-priority income-eligible households. Non-priority, income-eligible households will be served after Priority, income-eligible households if funding is available during the program year in which they applied.

12. **My household income qualified for weatherization services. Why were no weatherization services performed on the home?**

Answer: Income qualification for the program does not guarantee weatherization services will occur. Services are based on the availability of funds for the program year. In addition to income qualifications, the home must qualify for services. After an energy inspection of the home, a qualified technician will determine if the home is suitable for weatherization services.