

Energy Optimization (EO) Program

Income Qualified Program

Michigan Community Action Agency Association
&
Community Action Agencies (CAAs) of Michigan
Partnering with
CLEAResult Consulting, Great Lakes LLC
&
Participating Utility Companies

Program Guidelines

Qualifications:

Qualified Participants:

Clients must be a customer of a Participating Utility Company (gas and/or electric).
All clients must meet the DOE Weatherization qualifications to participate in the EO.
Clients must be at or below 200% of the federally published poverty level.

Qualified Inspection/Assessment Process:

All inspectors/auditors must be certified to comply with the DOE regulations for Weatherization (currently IWC audit) Programming and submit corresponding documentation.

Qualified Energy Upgrades/Measures:

The upgrades eligible for funding include:

- CFL Bulbs (maximum of 5 per house)
- Refrigerator replacement (Energy Star approved model)
- Building shell insulation (wall and ceiling)
- Programmable thermostats
- Air sealing
- High efficiency furnaces (with and without ECM motors)
- High efficiency water heater

Specifications for replacement equipment/items must match those outlined in the DOE guidelines.

Refer to Measures List/Payment to CAAs

Qualified Material/Installation Methods:

All materials and installation methods must follow those prescribed in the Department Of Energy's Midwest Best Practices Field Guide and/or guidelines written and adopted by the participating Community Action Agency.

Process:

Customer Referrals:

In the event customers call the CLEAResult Customer Service Center for information regarding the Energy Optimization Program (EO), the Customer Service Representative will verify the customer's utility eligibility, advise the customer of the program guidelines, and, in the event the customer states they are eligible for the program, refers the customer to their local Community Action Agency (CAA).

In the event the customer first contacts the local CAA, a referral from CLEAResult is not necessary and necessary qualifications and program education takes place by the CAA staff.

Once the customer has been qualified, inspections and the installation of energy savings measures are completed and the IWC is finalized, the payment process begins. The process is:

1. CAA submits to MCAAA;
 - a. An invoice (single or batch)
 - b. The IWC or IWCM with the Cost Center page in front
 - c. Related invoices (if already in IWC report)
 - d. Copy of the customer's utility bill(s) and/or account number
2. MCAAA reviews the file(s) and verifies the package is complete/correct.
3. Once the package is completed MCAAA forwards the package and billing to CLEAResult Consulting, Great Lakes for review/payment.
4. CLEAResult staff reviews all submitted payment packages for accuracy and eligibility.
5. Customer data is entered into the tracking system at CLEAResult to document energy savings.
6. Payment is requested by CLEAResult staff of the Utility for all approved packages and, upon payment by the Utility, forwards payment to MCAAA.
7. Payment is forwarded to the CAA from MCAAA.

Information and Management

MCAAA will coordinate communications, data flow, work load, training and billing for all Community Action Agencies that participate in the program. They are responsible for inter-agency coordination. MCAAA will help CLEAResult establish reporting procedures with CAAs.

Participating Community Action Agencies (CAAs) will have primary responsibility to deliver the program to the qualified clientele throughout the Utility's service area. Funds from the Utility EO will be utilized with the existing weatherization program funding to augment and expand existing program capacity.

DOE approved customer service procedures from each Community Action Agency will be adopted by the EO to provide policies addressing customer satisfaction, complaint resolution procedure, general policies and confidentiality.

CLEAResult Quality Control staff will complete quality control inspections and assessments on a minimum of 5% of all projects completed with EO funds. Appointments for such inspections will be set with the customer. In the event questions or concerns arise, CLEAResult Program Management staff will contact MCAAA to begin resolution procedures.

Payment Flow Chart

At the completion of the qualification, inspection, installation of appropriate energy saving measures, and finalization of the IWC or IWCM, the payment process starts

CAA submits to MCAAA:

Invoice
IWC with Cost Center Sheet on front
Related invoices
Copy of customer' utility bill(s)

MCAAA reviews and verifies payment package. Complete payment packages are sent to CLEAResult for payment processing

CLEAResult staff reviews/verifies eligibility package. Data is entered into tracking system for all accurate packages

CLEAResult submits payment package to Utility for payment

Once payment is received from Utility, payment is made to MCAAA

MCAAA forwards payment to the CAA