

Program Year (PY) 2023

Home Energy Plus (HE+) Program Services Manual

- **HE+ Furnace Program Services**
- **HE+ Water Conservation Program Services**



homeenergy+

Table of Contents

HE+ Program Services: Disclaimer	6
Chapter 1 HE+ Furnace Program: Introduction	7
1.1 HE+ Furnace Program: Overview	8
Chapter 2 HE+ Furnace Program: Response Requirements	10
2.1 WHEAP Agency Response Requirements	10
2.1.1 Emergency Referrals (October 1-May 15)	10
2.1.2 Non-Emergency Referrals (May 16-September 30)	10
2.1.3 Weatherization Referrals (Wx-REF)	11
2.1.4 HE+ System Notes	11
2.2 Weatherization Agency Response Requirements	12
2.2.1 Emergency Referrals (October 1-May 15)	12
2.2.2 Non-Emergency Referrals (May 16-September 30)	13
2.2.3 Weatherization Referrals (Wx-REF)	13
2.2.4 End of Program Year HE+ Furnace Program Referrals	13
Chapter 3 HE+ Furnace Program: Eligibility	15
3.1 WHEAP Eligibility for HE+ Furnace Program Services	15
3.1.1 HE+ System Eligibility Determination	15
3.1.2 Emergency Referral Without SSN Verification	16
3.1.3 Non-Emergency Or Wx-REF With No SSN Verification	17
3.2 No-Heat (Emergency and Non-Emergency Referrals)	17
3.3 Homeownership (Applies to All HE+ Furnace Program Services)	17
3.3.1 Homeownership Verification	17
3.3.2 Mobile or Manufactured Homeownership Verification	18
3.3.3 Tribal Homeownership	19
3.4 Rental Dwellings	20
3.4.1 2-4 Unit Rentals	20
3.4.2 Mobile Home Rentals And Single Family Home Rentals	20
3.5 Dwelling and Structural Eligibility	21
3.6 Policy Guidance: Deferring or Denying HE+ Furnace Program Services	23
3.6.1 Deferral Of HE+ Furnace Program Services	23
3.6.2 Deferral Notification Requirements For Weatherization Agency	24
3.6.3 Deferral Documentation Requirements For Weatherization Agency	25
3.6.4 Denial Of HE+ Furnace Program Services	25
3.6.5 Denial of HE+ Furnace Program Services: Notification Requirements	26
Chapter 4 HE+ Furnace Program: Operational Procedures	29
4.1 General Responsibilities	29

Chapter 5 HE+ Furnace Program: Technical Specifications/Requirements	33
5.1 General	33
5.2 Service Guidelines and Cost Limits	33
5.2.1 Choosing Whether To Repair Or Replace A Heating System	34
5.2.2 Technical Specifications Related To Decisions	35
5.2.3 Heating System Repairs.....	35
5.2.4 Heating System Replacements.....	35
5.2.5 Primary Fuel Switch.....	37
5.2.5.1 Additional Guidance On Primary Fuel Switches	38
5.2.6 Heating System Installation Guidelines	38
5.2.7 Collateral Activities	39
5.2.8 Guidance On Portable Space Heater Replacement	40
Chapter 6 HE+ Furnace Program: File Documentation and Uploads	41
6.1 WHEAP Agency File Documentation and Uploads	41
6.1.1 Emergency Or Non-Emergency Referrals	41
6.2 Weatherization Agency: HE+ Furnace Program File Documentation and Uploads	41
6.2.1 All HE+ Furnace Program Referrals	41
6.2.2 HE+ Furnace Program Weatherization Referrals (Wx-REF)	42
6.3 HE+ Furnace Program Quality Assurance (FQA) Requirements	43
6.3.1 WHEAP Agency FQA Requirements	43
6.3.2 Weatherization Agency FQA Requirements	44
Chapter 7 HE+ Furnace Program: Processing Referrals	45
7.1 General	45
7.2 WHEAP Agency: Generating Referrals and Reserving Funds	45
7.3 Weatherization Agency: Receiving and Updating Referrals	47
7.3.1 Weatherization Agency: Invoicing Jobs	47
7.4 Heating System Repair Payment.....	48
7.5 Heating System Replacement Payment.....	48
7.6 Heating System Assessment Payment	48
Chapter 8 HE+ Furnace Program: Cost Requirements/Monthly Invoicing..	49
8.1 Monthly Invoicing for Program Support and Administrative Expenses	49
8.2 Tracking Expenses and Reimbursement.....	49
8.3 Allowable Costs	50
8.4 Administration Expenses.....	50
8.5 Program Support Costs.....	51
8.5.1 Payment Bonds	53
Chapter 9. HE+ Water Conservation Program: Introduction	54
9.1 HE+ Water Conservation Program: Overview.....	54

Chapter 10 HE+ Water Conservation Program: Response Requirements ..	56
10.1 System Notes: WHEAP	56
10.2 System Notes: WX-Refs	57
10.3 End of Program Year HE+ Water Conservation Program Referrals	57
Chapter 11 HE+ Water Conservation Program: Eligibility	58
11.1 WHEAP Eligibility for HE+ Water Conservation Program Services	58
11.1.1 HE+ System Eligibility Determination	58
11.3 Homeownership (Applies to All HE+ Water Conservation Program Services)	59
11.3.2 Mobile or Manufactured Homeownership Verification	59
11.3.3 Tribal Homeownership	61
11.4 Rental Dwellings.....	61
11.4.1 2-4 Unit Rentals	61
11.4.2 Mobile Home Rentals And Single Family Home Rentals	61
11.5 Dwelling and Structural Eligibility	62
11.6 Policy Guidance: Deferring or Denying HE+ Water Conservation Program Services	63
11.6.1 Deferral Of HE+ Water Conservation Program Services	64
11.6.2 Deferral Notification Requirements For Weatherization Agency	65
11.6.3 Deferral Documentation Requirements For Weatherization Agency	65
11.6.4 Denial Of HE+ Water Conservation Program Services	65
11.6.5 Denial of HE+ Water Conservation Program Services: Notification Requirements	66
Chapter 12 HE+ Water Conservation Program: Operational Procedures ...	68
12.1 General Responsibilities	68
Chapter 13 HE+ Water Conservation Program: Technical Specifications/Requirements	71
13.1 General	71
13.2 Service Guidelines and Cost Limits	71
13.2.2 Technical Specifications Related To Decisions.....	71
13.2.3 Water Conservation Repairs	71
13.2.4 Water Heater Replacements.....	72
13.2.6 Water Heater Installation Guidelines	73
13.2.7 Collateral Activities	74
Chapter 14 HE+ Water Conservation Program: File Documentation and Uploads ..	75
14.1 WHEAP Agency File Documentation and Uploads.....	75
14.1.1 Water Conservation Program Services Referrals	75
14.2 Weatherization Agency: HE+ Water Conservation Program File Documentation and Uploads.....	75

14.2.2 HE+ Water Conservation Program Weatherization Referrals (Wx-REF)	76
14.3 HE+ Water Conservation Program Services Quality Assurance (QA) Requirements	76
Chapter 15 HE+ Water Conservation Program: Processing Referrals	78
15.1 General	78
15.2 WHEAP Agency: Generating Referrals and Reserving Funds	78
15.3 Weatherization Agency: Receiving and Updating Referrals	80
15.3.1 Weatherization Agency: Invoicing Jobs	80
15.4 HE+ Water Conservation Program Repair Payment	80
15.5 HE+ Water Conservation Program Replacement Payment	80
15.6 HE+ Water Conservation Program Assessment Payment	80
Chapter 16 HE+ Water Conservation Program: Cost Requirements/Monthly Invoicing	82
16.1 Monthly Invoicing for Program Support and Administrative Expenses	82
16.2 Tracking Expenses and Reimbursement	82
16.3 Allowable Costs	83
16.4 Administration Expenses	83
16.5 Program Support Costs	85
16.5.1 Payment Bonds	86
HE+ Program Services Manual: Appendices	88
Appendix A: HE+ Program Services Definitions	88
Appendix B: Response Requirements Quick Reference	97
Appendix C: Summary of Changes	98

HE+ Program Services: Disclaimer

Home Energy Plus (HE+) Program services include HE+ Furnace Program Services and HE+ Water Conservation Program Services.

The Wisconsin HE+ Program Services Manual is written by the Wisconsin Department of Administration (WI DOA), Division of Energy, Housing and Community Resources (DEHCR) for use by contracting Wisconsin Home Energy Assistance Program (WHEAP) and Weatherization agencies, counties, and/or tribes administering local HE+ Program Services. DEHCR reserves the right to change the policies and guidelines set forth in the HE+ Program Services Manual during the Program Year (PY).

Any DEHCR-initiated Informational Transmittal issued via broadcast email distributed after the publishing of the current PY HE+ Program Services Manual and establishing new or updated policy shall supersede the policies and guidelines set forth in the current PY HE+ Program Services Manual.

Questions or concerns regarding the interpretation of the policies and guidelines set forth in the current PY HE+ Program Services Manual shall be directed to the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

Note: *Changes made from last year's Home Energy Plus Program Services manual are highlighted in yellow.*

Chapter 1 HE+ Furnace Program: Introduction

The Home Energy Plus (HE+) Furnace Program is a year-round program that provides assistance to eligible low-income Wisconsin households when their primary [heating system](#)¹ no longer provides heat, is inoperable or becomes unsafe. Local Weatherization agencies are responsible for managing program delivery and invoicing for payment of completed work. The Wisconsin Home Energy Assistance Program (WHEAP) Agency verifies applicant eligibility and reserves funds when completing the [referral](#) to the Weatherization Agency. WHEAP and Weatherization agencies work cooperatively to ensure program goals and requirements are met while providing timely delivery of service. All other applicable WHEAP and Weatherization program requirements apply.

HE+ Furnace Program services provided to an eligible household will never result in a property lien or charge to the customer unless fraud is identified.

The HE+ Furnace Program includes three basic types of referrals (see chart below). The factors that determine the type of referral are the time of year and the way in which the referral for service is initiated.

He+ Furnace Program Referrals		
Referral Type	Service Availability	Service Description
Emergency Referral	October 1 – May 15 (Heating Season)	WHEAP Agency makes referral to Weatherization Agency. Emergency response timeline applies.
Non-Emergency Referral	May 16 – September 30	WHEAP Agency makes referral to Weatherization Agency. Emergency Response timeline applies only for unsafe heating system.
Weatherization Referral (Wx-REF)	October 1–September 30 (Year-round: WHEAP Program Year)	Weatherization Agency refers applicant to WHEAP Agency to verify applicant current program year eligibility and to reserve HE+ Furnace Program funds. The determination to repair or replace is made by the Weatherization Agency.
		Previously weatherized building with an operating heating system. Natural gas is available or will be available to the home due to utility gas expansion. The determination to repair or replace is made by the Weatherization Agency. Response timelines do not apply.

¹ The first use of a term or phrase defined in [Appendix A](#) is in **bold text** with a link to the definition.

Note: The difference between HE+ Furnace Program **Emergency** and **Non-Emergency Referrals** is the time of year in which the referrals are made and the required response timelines. **In both cases the customer's primary heating system must be inoperable or unsafe at the time of referral (excluding fuel switch referrals).**

1.1 HE+ Furnace Program: Overview

The following criteria apply to the HE+ Furnace Program:

- 1) Current Program Year (PY) WHEAP eligibility is required. If WHEAP eligibility has not been determined **prior** to the HE+ Furnace Program service **request date**, the WHEAP Agency shall make it a priority to assist the customer in completing a current year HE+ application, especially with regard to a Weatherization Referral.
- 2) Rental properties, including single family homes, **mobile or manufactured homes** and multi-family homes with up to four units may be eligible for HE+ Furnace Program services when the criteria in [Chapter 3.4](#) and [Chapter 3.5](#) of this manual are met.
- 3) Homes owned by a business (LLCs, Limited Partnerships, Corporations, etc.) are not typically eligible for HE+ Furnace Program services. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for possible exceptions.
- 4) There is no entitlement to HE+ Furnace Program services. HE+ Furnace Program services may be **deferred** or **denied** for several different reasons (see [Chapter 3.6.1](#) and [3.6.4](#)).
- 5) Only the heating system that utilizes the primary fuel designated in the current year HE+ application will be serviced through the HE+ Furnace Program, unless the need for a change in the household's primary fuel type is clearly identified.
- 6) For cost limits and information related to decision-making for repair versus replacement see [Chapter 5](#).
- 7) The local WHEAP Agency is responsible for verifying WHEAP eligibility **prior** to referring a household to the Weatherization Agency for Emergency and Non-Emergency HE+ Furnace Program assistance.
- 8) The local WHEAP Agency is responsible for verifying WHEAP eligibility for a Weatherization Referral (Wx-REF) **prior** to the start of the heating system service work. When considering a Wx-REF the Weatherization Agency shall verify with the WHEAP Agency current year eligibility **prior** to starting any work on the heating system.

Reminder: The Weatherization Agency is responsible for verifying and uploading homeownership documentation into the HE+ System for a Weatherization Referral. **The Weatherization Agency shall follow current program year Weatherization Homeownership Verification policy as described in the Weatherization Manual.**

- 9) The Weatherization Agency is responsible for coordinating the installation of repairs and/or replacements, remediation steps with the contractor or applicant, and entering invoices into the HE+ System.

10) The WHEAP Agency is responsible for ensuring applicant household safety, as it relates to a no-heat or potential unsafe heating system situation for Emergency and Non-Emergency Furnace Program referrals.

Reminder: The Weatherization Agency is responsible for ensuring applicant household safety for HE+ Furnace Program Weatherization Referrals.

11) HE+ Furnace Program service decisions are not eligible for appeal.

Chapter 2 HE+ Furnace Program: Response Requirements

WHEAP and Weatherization agencies must ensure response timelines are met in accordance with HE+ Furnace Program policy.

Note: An HE+ Program Services response requirement 'quick reference' guide can be found in [Appendix B](#) of this manual.

2.1 WHEAP Agency Response Requirements

The local WHEAP Agency is responsible for ensuring that applicants waiting for HE+ Furnace Program Emergency and Non-Emergency services have temporary heat, can be provided temporary heat, or are able to relocate. The WHEAP Agency is responsible for ensuring the health and safety of the household.

During regular business hours, WHEAP workers are encouraged to send Program Services referrals to the Weatherization Agency as soon as the request comes in from the customer. This will assist in reducing after hours trip charges and ensure customer safety.

Note: For Weatherization Referrals, the Weatherization Agency is responsible for ensuring the health and safety of the household. This may include coordinating with the WHEAP Agency to arrange temporary relocation.

2.1.1 Emergency Referrals (October 1-May 15)

During the heating season (October 1-May 15), the local WHEAP Agency shall respond to requests for a heating system repair or replacement within 48 hours. **If the situation is potentially life-threatening the WHEAP Agency shall respond within 18 hours.** In determining whether the situation is life-threatening, the WHEAP Agency shall consider the expected low temperature for the next 72 hours and whether the household has any vulnerable individuals (elderly, disabled, or children under six).

The local WHEAP Agency shall establish procedures with the Weatherization Agency to ensure a heating system repair or replacement occurs within 72 hours of notification to the Weatherization Agency for heating unit emergencies.

If status notification from the Weatherization Agency indicates the 72-hour deadline will be exceeded, the Weatherization Agency shall document this in HE+ System notes and notify the WHEAP Agency to ensure continued safety needs of the household are met, if applicable.

2.1.2 Non-Emergency Referrals (May 16-September 30)

From May 16 through September 30, the local WHEAP Agency shall respond to requests for heating system repair or replacement (Non-Emergency HE+ Furnace Program Referral) within five business days of the initial request. If there is a safety concern with the heating system, Emergency HE+ Furnace Program timelines shall apply.

2.1.3 Weatherization Referrals (Wx-REF)

The WHEAP Agency is responsible for ensuring the customer is WHEAP eligible in the current Program Year (PY) and must create the referral in the HE+ System.

2.1.4 HE+ System Notes

When entering initial referral notes for HE+ Furnace Program Services, the WHEAP worker shall include the following for each referral:

1) Emergency and Non-Emergency Referrals

- a. Description of applicant's reported problem,
- b. Details as to whether the household has temporary heat, can be provided temporary heat or are able to relocate, as well as what steps were taken to ensure the health and safety of the residents,
 - i. Notes shall include whether the customer accepted the offer of a space heater.
- c. The WHEAP worker shall ask the customer the following questions and document the answers in HE+ Furnace Program application system notes:
 - i. Is there any moisture in the area where the heating system is located?
 - ii. Is there a clear path to the heating system?
 - iii. Is there anything in the home that may prevent the contractor from assessing the heating system?
 - iv. What is the current temperature in the home?
 - v. When was the filter last changed (if applicable)?
 - vi. The WHEAP worker shall also conduct a short Covid-19 screening with customers before generating a Furnace Program referral. The following questions shall asked:
 1. Within the last 14-days, have you or anyone in your household experienced a new cough, sore throat or muscle aches that you cannot attribute to another health condition?
 - vii. Within the last 14-days, have you or anyone in your household experienced new shortness of breath that you cannot attribute to another health condition?
 - viii. Within the last 14-days, have you or anyone in your household had a temperature at or above 100.4° or the sense of having a fever?
 - ix. Within the last 14 days, have you had close contact with someone who is currently sick with suspected or confirmed COVID-19? (Note: Close contact is defined as within 6 feet for more than 10 consecutive minutes)

Note: All answers shall be included in the original referral email to the Weatherization Agency.

Note: If the customer answers 'yes' to any question the WHEAP worker shall include the customer's detailed explanation in HE+ Furnace Program System notes.

2) Weatherization Referrals

- a. Name of Weatherization Agency worker who made the referral.

3) Rental referrals

- a. For any rental dwelling HE+ Furnace Program referrals, the WHEAP agency must include in the initial HE+ System notes that the property owner is WHEAP eligible and tax forms were used to verify rental income. See [Chapter 3.4](#) for more information on rental dwelling requirements.
- b. If the homeowner or dwelling owner of the rental unit of the rental unit does not file taxes please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

Note: When entering HE+ Furnace Program referral notes in the system, the WHEAP worker is reminded that the most recently saved note is the only text included in the furnace referral email to the Weatherization Agency.

2.2 Weatherization Agency Response Requirements

The Weatherization Agency shall develop their own process to keep track of HE+ Program Services referrals as they appear on the HE+ System dashboard.

2.2.1 Emergency Referrals (October 1-May 15)

The Weatherization Agency shall verify that the building and heating system criteria for HE+ Furnace Program services are met and assess the heating system condition within 24 hours of receiving the Emergency HE+ Furnace Program referral from the WHEAP Agency.

The Weatherization Agency shall complete services within 72 hours of receiving the referral from the WHEAP Agency.

In the case of a delayed response ([heating system assessment](#) conducted beyond 24-hour deadline or services completed after 72-hour deadline), the Weatherization Agency shall document in HE+ Furnace Program System notes all of the following:

- 1) The reason for the delay,
- 2) Details as to whether the household has temporary heat, can be provided temporary heat or are able to relocate,
- 3) What steps were taken to ensure the health and safety of the residents.

Exception: If the household has been provided temporary heat, or there is no threat to the safety of the residents, the response time may be extended beyond 72 hours, but not beyond seven calendar days. **Notes must be entered into the system.**

Reminder: Weatherization Agency shall alert the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) if the time period is extended beyond seven calendar days.

2.2.2 Non-Emergency Referrals (May 16-September 30)

The Weatherization Agency shall verify that criteria for HE+ Furnace Program services are met and assess the heating system condition within 10 business days of the WHEAP referral.

Exceptions:

- 1) *If the WHEAP referral indicates a potential safety concern related to the heating system, the Emergency HE+ Furnace Program 24-hour heating system assessment timeline applies. The Weatherization Agency shall document in HE+ Furnace Program system notes field the potential safety concern and provide a status update to the WHEAP Agency following the heating system assessment so that they may take appropriate action to ensure the health and safety of the household.*
- 2) *In the case of a Non-Emergency HE+ Furnace Program fuel switch, response requirements **do not** apply when a main and/or lateral is being extended.*

2.2.3 Weatherization Referrals (Wx-REF)

Immediately upon receiving the Wx-REF in 'Recent Tasks' on the HE+ System dashboard the Weatherization worker shall enter all of the following information in HE+ Program Services system notes:

- 1) Type of proof used to verify homeownership (homeownership verification shall be uploaded in the HE+System).
 - a. The Weatherization Agency shall follow current program year Weatherization Homeownership Verification policy as described in the Weatherization Manual.
- 2) Description of current heating system issues,
- 3) Details as to why the heating system repair or replacement cannot be included as part of the weatherization of the home,
- 4) What steps were taken to ensure the health and safety of the household and whether the household has temporary heat. This may include coordinating with the WHEAP Agency to arrange temporary relocation.

The Weatherization Agency shall document in HE+ Furnace Program system notes a status update within seven business days of the WHEAP Agency Wx-REF.

Non-Emergency and Weatherization Referrals: If the heating system repair or replacement is delayed beyond 30 calendar days from the WHEAP [referral date](#), the Weatherization Agency shall document the reason for the delay in HE+ Furnace Program system notes. This situation may occur due to a variety of factors related to the cycle for completing heating system work under Non-Emergency conditions or as part of a weatherization job.

2.2.4 End of Program Year HE+ Furnace Program Referrals

An Informational Transmittal will be sent out to announce the deadline for completion of the current program year HE+ Furnace Program work and invoicing in the HE+ System. At that time the

Division recommends that Weatherization agencies contact their WHEAP Agencies with a 'cut-off' date for current program year HE+ Furnace Program referrals. This will ensure all outstanding HE+ Furnace Program jobs are finished and invoiced in time for the final extraction of the current program year. See [Chapter 4.1.15](#) for more information on end of program year referrals.

Chapter 3 HE+ Furnace Program: Eligibility

3.1 WHEAP Eligibility for HE+ Furnace Program Services

The household shall meet the financial and non-financial eligibility requirements for WHEAP benefits. WHEAP Agencies shall ensure that proof of WHEAP program eligibility (signed certification page) has been uploaded into the HE+ System.

WHEAP agencies may be responsible for repayment of HE+ Furnace Program services if:

- 1) Homeownership is not verified in compliance with HE+ policy.
- 2) HE+ Furnace Program services are completed before the household's HE+ Furnace Program eligibility has been determined in compliance with policy.
- 3) A furnace referral was sent to the Weatherization agency when the furnace application contains a denial reason (agencies shall "Save" the furnace referral before marking it "Ready for Referral").

If the WHEAP Agency becomes aware that any of the above actions has occurred, the WHEAP worker shall **immediately** contact the Weatherization Agency to inform them.

The household shall not be held responsible for repayment in the above circumstances and program funds may not be utilized for these repayments.

3.1.1 HE+ System Eligibility Determination

Reminder: Reimbursement of applicant expense is not allowed when a heating system is repaired or replaced by the applicant or a contractor hired by the applicant.

- 1) When entering data in the HE+ Furnace Program application, the system will calculate eligibility based on the prior (one) month's income.
- 2) The local WHEAP Agency shall determine WHEAP eligibility and verification of homeownership by completing the HE+ application process, **prior** to sending an Emergency or a Non-Emergency HE+ Furnace Program referral to the Weatherization Agency.

Note: *Verification of current homeownership must be uploaded into the HE+ System **each time** HE+ Furnace Program services are requested. Verification documentation provided before the customer has reported a heating system problem may not be used. All verification of homeownership documentation must show that a member of the household is the **current** homeowner (in the current program year).*

Note: *For rental referrals, the owner of the rental property must also be WHEAP eligible in the current program year with a complete HE+ application and a copy of their income taxes uploaded into the HE+ System. (See [Chapter 3.4](#)).*

If the homeowner or dwelling owner of the rental unit of the rental unit does not file taxes please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

Reminder: If the death of the case head or household member occurs after the date of application and before the application is extracted, the application is no longer valid, and the application will deny because there is a deceased individual on the application.

Any unextracted HE+ Furnace Program applications will be systematically locked when the case head or household member has been marked deceased. The Weatherization Agency shall contact the HE+ Help Desk to unlock the HE+ Furnace Program application. For additional guidance, please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

3.1.2 Emergency Referral Without SSN Verification

If the applicant does not have a Social Security Number (SSN) in the Master Customer Index (MCI) database and needs to go through the estimated three-day Social Security Administration (SSA) approval process while experiencing loss of heat due to a nonfunctioning heating system, or a heating system health and safety concern, the process is:

- 1) Applicant provides Social Security Card or another government-issued document containing the SSN for any household members whose SSN is waiting to be verified.
- 2) Worker documents in HE+ System application notes which documents were viewed for each household member.
- 3) Worker explains to applicant that they will be held responsible for repaying the heating system repair/replacement funds in the event the SSN(s) cannot be verified through SSA.
- 4) Applicant signs the WHEAP Certification page of the application **prior** to the worker conducting a referral.
- 5) The application will be in an “On Hold” status and a referral will **not** be created through the HE+ System, however the worker may submit the referral directly to the Weatherization Agency while waiting for SSN verifications.
 - a. The WHEAP worker shall proceed with the following steps for a direct referral:
 - i. Send the referral directly to the Weatherization Agency by the agency agreed upon method (email, phone, fax, etc.) to ensure the Emergency HE+ Furnace Program situation is addressed within allowable timelines.
 - ii. The WHEAP worker shall put “Emergency HE+ Furnace Program Direct Referral due to pending SSN verification” in the subject line of any document sent.
 - iii. Document in HE+ System application notes that a manual referral was made due to a pending SSN Verification.
 - iv. When the SSN has been verified and the application is complete, the WHEAP worker shall create a system-generated referral, indicating in HE+ Furnace Program system notes that this is a referral which was already sent manually, specifying the date it was sent.

3.1.3 Non-Emergency Or Wx-REF With No SSN Verification

Agencies shall **not** make Non-Emergency or Weatherization HE+ Furnace Program referrals until all SSNs on HE+ Application have been verified and the HE+ Application is complete.

Reminder: For an application to be considered complete, it must have a dated applicant signature and dated intake worker signature on the Certification Page. (See the current Program Year WHEAP Manual for more information.)

Note: *In the case of a health and safety concern, contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) **prior** to making a referral.*

3.2 No-Heat (Emergency and Non-Emergency Referrals)

To establish eligibility for an Emergency or Non-Emergency HE+ Furnace Program Referral, a “no-heat” situation or heating system that is unsafe to operate shall be identified.

Note: *A household is considered to be in a no-heat situation when the primary heating system is not working or is unsafe to operate (e.g., leaking carbon monoxide (CO) into the living space, flames rolling out of the firebox, or similar problems).*

A no-heat situation does **not** exist if:

- 1) The heating system is functioning, but the distribution system is only delivering heat to part of the dwelling.
- 2) The heating system is not operating at its peak efficiency but is delivering heat to the home.
- 3) The heating system is not running due to electricity being disconnected or no fuel is available to run the heating system.

See [Chapter 3.6.5](#) for [Denial of Services](#) notification requirements.

3.3 Homeownership (Applies to All HE+ Furnace Program Services)

The applicant, or a member of the household listed on the HE+ Application, must be the recorded owner of the home (dwelling) or be an eligible renter to receive HE+ Furnace Program services. Homeownership shall be verified **prior** to referral for HE+ Furnace Program services.

Note: *This section covers requirements for homeownership, not renter eligibility. For information about renter eligibility, see [Chapter 3.4](#).*

3.3.1 Homeownership Verification

Verification of ownership obtained from the appropriate county online tax portal is the preferred proof of homeownership.

- 1) The documentation shall show that a household member is the owner.
 - Documents should be reviewed to confirm that the owner’s property address (on tax records) matches the dwelling address.

- In cases of a recently deceased household member where the homeownership documentation is in the name of the deceased person, please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for a possible waiver.
- 2) Life-estate, life-tenancy, trust or irrevocable trust documentation that is recorded with the County Register of Deeds may be used to satisfy the required homeownership, provided the individual lives in the dwelling.

***Note:** If the life estate is included in the provisions of a will made by the former owner of the property, the requirement for registration may be waived. For further guidance contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).*
 - 3) Land contract buyers may be considered homeowners if the land contract is registered with the county Register of Deeds, and the buyer is responsible for paying the property taxes and building maintenance. Notarization of the contract does not establish the buyer's claim to the property.
 - 4) If homeownership is based on a Quit Claim Deed, additional verification of the deed is required. Additional verification may include evidence that the tax records show the "new" owner as responsible for paying the property taxes, or evidence the giver of the Quit Claim Deed was the owner of the property at the time of the conveyance.

If an agency is unable to verify homeownership, contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) **prior** to making the referral for HE+ Furnace Program services.

3.3.2 Mobile or Manufactured Homeownership Verification

If the dwelling is a mobile or manufactured home, **a certificate of title issued by the Department of Safety and Professional Services is the preferred proof of homeownership.** The documentation shall show that a household member is the current owner.

Depending on the customer's situation, WHEAP agencies should use the appropriate resources below to obtain verification of homeownership for mobile or manufactured homes:

- 1) The customer owns the mobile home but cannot provide the title:
 - a. Use the Department of Safety and Professional Services (DSPA) Electronic Safety and Licensing Application (eSLA) website to search for current homeownership:
<https://esla.wi.gov/publiclookup>
 - b. Click on the search button for 'Manufactured Home Titling' to begin a search.
 - i. If the correct home is in the database with a household member shown as the owner, upload a copy into the HE+ System and proceed with the referral.
 - ii. If the correct home is not in the database, see below.
- 2) If a customer resides in a mobile or manufactured home that is in a **mobile home park or community** (not on private property) and does not have a Certificate of Title, the WHEAP agency **shall** work with the customer to obtain a title by completing the following steps:

- a. Access the DSPS website at: <https://dsps.wi.gov/Pages/Programs/MH/Default.aspx>
 - b. Download and print out the appropriate form,
 - c. Complete the appropriate form with the customer's assistance,
 - d. Have the customer provide you with a check or money order for the processing fee,
 - e. The WHEAP worker shall stamp and address the envelope to:

State of Wisconsin DSPS - Manufactured Homes Unit
P.O. Box 8935
Madison, WI 53708-8935
 - f. Inform the customer that it is their responsibility to provide the WHEAP Agency with a copy of the title as soon as they receive it from DSPS and that failure to do so could result in the denial of future HE+ Furnace Program services,
 - g. Enter HE+ System notes that detail the transaction,
 - h. Once the WHEAP worker has ensured the mailing of the Certificate of Title application and appropriate payment from their office, the HE+ Furnace Program referral can be generated.
- 3) If a customer resides in a mobile or manufactured home that is on private property and does not have a certificate of title, the customer must provide documentation that identifies a household member's name as the owner of the property associated with the address listed on the HE+ Application. A copy of verification of ownership obtained from the appropriate county online tax portal is the preferred method of proof. **Verification of ownership obtained from the appropriate county online tax portal is the preferred proof of property ownership.**

If an agency is unable to verify mobile or manufactured homeownership utilizing one of the above methods, contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) **prior** to making the referral for HE+ Furnace Program services.

Note: Failure to complete all of the above steps prior to generating the HE+ Furnace Program referral could result in the WHEAP agency being assessed with the costs associated with the repair or replacement.

Reminder: Crisis funds are not allowed for fees associated with title request.

3.3.3 Tribal Homeownership

If the dwelling is on tribal land, **a fully completed Tribal Attestation of Homeownership** is the preferred proof of ownership. The documentation shall show that a household member is the current owner. The Tribal Attestation of Homeownership form is available on the [HE+ TTA website](#). **The attestation form must be signed and dated by a tribal official.**

The homeownership documentation used for verification shall be uploaded into the HE+System.

Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for assistance in determining tribal homeownership.

Note: Verification of current homeownership must be uploaded into the HE+System **each time** HE+ Furnace Program services are requested. Verification documentation provided before the customer has reported a heating system problem may not be used. All verification of homeownership documentation must show that a member of the household is the **current** homeowner (in the current program year).

Note: For rental referrals, the owner of the rental property must also be WHEAP eligible in the current program year with a complete HE+ application and a copy of their income taxes uploaded into the HE+System. (See [Chapter 3.4](#)).

If the homeowner or dwelling owner of the rental unit does not file taxes please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

3.4 Rental Dwellings

3.4.1 2-4 Unit Rentals

Customers who reside in a 2-4-unit rental building may be eligible for HE+ Furnace Program services when:

- 1) The building owner resides in the building containing the inoperable or unsafe heating system (but not necessarily the same unit) and,
- 2) The applicant residing in the rental unit containing the inoperable or unsafe heating system and the building owner who resides in the building are both WHEAP eligible in the current program year with a complete HE+ Application in the HE+System.
- 3) A current program year eligible application is required for the property owner.
- 4) Rental income received by the landlord must be verified by tax records.
 - a. Property owner must provide a copy of their most recent tax return including Tax Form 1040 and supporting Schedules.
 - b. If rental income is not verified by income taxes for the homeowner or dwelling owner, the homeowner, including the rental unit, may not be eligible for a furnace referral.

Note: If the homeowner or dwelling owner of the rental unit does not file taxes please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

3.4.2 Mobile Home Rentals And Single Family Home Rentals

Customers who reside in a rented mobile home or rented single family home may be eligible for HE+ Furnace Program services when:

- 1) The applicant residing in the rental home containing the inoperable or unsafe heating system and the building owner are **both** WHEAP eligible in the current program year with a complete HE+ Application in the HE+System.
 - a. A current program year eligible application is required for the property owner.
 - b. Property owner must provide a copy of their most recent tax return including Tax Form 1040 and supporting Schedules.
 - i. If rental income is not verified by income taxes for the homeowner or dwelling owner, the homeowner, including the rental unit, may not be eligible for a furnace referral.
- Note:** If the homeowner or dwelling owner of the rental unit does not file taxes please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).
- c. The WHEAP worker must confirm that copies of the property owner's signed certification page, homeownership record and tax forms have been uploaded in the HE+System.
 - i. If the property owner resides in a different county/tribe, the worker must verify that the property owner's signed certification page, homeownership record and tax forms have been uploaded into the HE+ System.
 - ii. WHEAP Agencies must include in the initial HE+ Furnace Program system notes that the property owner is WHEAP eligible and tax forms were used to verify rental income. The property owner's person ID shall also be included in the notes.

Note: Online applications do not have a physical Certification Page. When online application customers apply, they are provided with the Certification Page language prior to submission.

3.5 Dwelling and Structural Eligibility

- 1) There shall be an existing heating system installed in the dwelling.
- 2) WHEAP eligible applicants that have a heating system damaged by flood, fire or natural disaster needing repair or replacement can be referred for HE+ Furnace Program services if the eligible applicant does not have insurance coverage that will address any needed repair or replacement and assistance from other federal, state or local funding sources is not available.
 - a. Before replacing a heating system that has been incapacitated due to flooding, the Weatherization agency or its subcontractor shall provide an estimated cost of moving the heating system to an area in the home protected from flooding.
 - b. If it is not possible to relocate the heating system out of a flood prone area of the home, the agency shall contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for guidance **prior** to replacing the heating system.

Note: HE+ Furnace Program funds **cannot** be used to pay customers' insurance deductibles.

- 3) The heating system shall be in an eligible dwelling and household. Buildings eligible for heating system repair or replacement are:

- a. Owner-occupied single family homes.
- b. Owner-occupied single family houses where two (2) or fewer bedrooms are rented to roomers.
- c. Owner-occupied mobile homes.
- d. Mobile home rentals and single family home rentals where both the tenant and the property owner are WHEAP eligible and:
 - i. The property owner has a current program year application and
 - ii. Property owner must provide a copy of their most recent tax return including Tax Form 1040 and supporting Schedules.

If the homeowner or dwelling owner of the rental unit does not file taxes please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

- e. An owner-occupied 2-4 unit building with one heating system serving one or more units of the dwelling, or with multiple heating systems where the inoperable or unsafe heating system is in a WHEAP eligible household and the owner is WHEAP eligible and:
 - i. The property owner has a current program year application and
 - ii. The property owner must provide a copy of their most recent tax return including Tax Form 1040 and supporting Schedules.

If the homeowner or dwelling owner of the rental unit does not file taxes please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

- 4) Structures **not** eligible for heating system repair or replacement include:
- a. Buildings that contain a residential **and** a commercial unit where both the residential and commercial units share a heating system.
 - b. New construction or units undergoing major remodeling projects.
 - c. Dwellings where a heating system does not exist.
 - i. Heating system shall be associated with the eligible unit identified by the agency.
 - d. Recreational vehicles and other **ineligible dwelling** units, even when modified with permanent additions.
 - e. Dwellings created by making vehicles, or parts of vehicles, immobile by putting them on blocks or otherwise attaching them to a site.
 - f. Residential buildings that consist of five or more units (unless the applicant owns the unit where the heating system that is not safe or not working is located, such as a condo).
- 5) If a structure was originally designed and built for a use other than residential (e.g., manufacturing, commercial, worship) and has been converted to residential or is now being used as a residential building, the Weatherization Agency shall receive approval from the HE+

Help Desk (heat@wisconsin.gov or 608-267-3680) **prior** to proceeding with HE+ Furnace Program services.

- 6) If, after the assessment of a failed heating system, the Weatherization Agency or its subcontractor determines the heating system had not been in working condition **prior** to the customer's residency in the home, the Weatherization Agency shall receive approval from the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) **prior** to proceeding with HE+ Furnace Program services.

3.6 Policy Guidance: Deferring or Denying HE+ Furnace Program Services

The decision to defer or deny work in a dwelling is difficult, but necessary in some cases. Grantees are expected to pursue reasonable options on behalf of the dwelling owner, and to use good judgment in dealing with difficult situations.

Reminder: Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for direction when dealing with problematic cases.

3.6.1 Deferral Of HE+ Furnace Program Services

A deferral is a temporary delay of HE+ Furnace Program services to an eligible dwelling unit because of the presence of hazardous working conditions or other conditions that impede completion of HE+ Furnace Program work. This does not mean that HE+ Furnace Program assistance will never be available, only that services shall be postponed until the problems can be resolved and/or alternative resources are found.

HE+ Furnace Program services **may** be deferred when any of the following situations prevent the repair or replacement of a heating system and/or any necessary collateral work:

- 1) There is a chemical or combustion hazard in the home.
- 2) Access to work areas is restricted or blocked by clutter or other objects.
- 3) There is a lead paint hazard in the home.
- 4) Moisture and/or mold is present in the home.
- 5) There is possible asbestos containing material in the home.
- 6) The home is undergoing major remodeling.
- 7) Repairs are needed to the home (structural, electrical, or other).
- 8) There is sewage or animal feces present in the home.
- 9) There are vermin or pests in the home.
- 10) Other.

The requirements for rectifying the deferral shall be reasonable and appropriate to the severity of the situation being addressed.

Grantees shall not simply defer service without pursuing other options and attempting to identify other resources to address the identified hazard(s). Grantees may defer HE+ Furnace Program services to the customer until the repair or health and safety issue is addressed with other funds.

The Division administers several housing programs that may be appropriate referral resources, including:

- 1) [Community Development Block Grant \(CDBG\)-Small Cities Housing Program](#)
 - These funds are primarily used for rehabilitation of housing units, homebuyer assistance, and small neighborhood public facility projects.
- 2) [CDBG-Housing Revolving Loan Fund Program](#)
 - Under the CDBG housing RLF, homeowners in owner-occupied dwellings and homebuyers receive 0% interest loans that are either deferred or low monthly payments.
- 3) [HOME Homebuyer and Rehabilitation Program](#)
 - A program was established to provide essential home purchase assistance and necessary home rehabilitation, and other vital improvements for dwelling units occupied by low- and moderate-income households.

3.6.2 Deferral Notification Requirements For Weatherization Agency

1) Customer notification

Upon the decision to defer HE+ Furnace Program services, the customer shall be notified in writing by the Weatherization Agency within two business days by mail or hand delivery. If mailed notification is returned to the grantee the HE+ Furnace Program referral may be denied.

a. Notifications shall include

- i. The reason for the deferral.
- ii. The means by which the applicant can rectify the situation so HE+ Furnace Program services can be performed.
- iii. A reasonable timeframe to correct the identified issue, not to exceed 30 days.
- iv. Contact information for when the situation is rectified.

Note: *Grantees shall continue to make appropriate referrals to any programs available to assist customers in resolving the deferral issue(s).*

- b. Any eligible applicant that complies fully with these requirements shall be reinstated in the Grantee's work system so HE+ Furnace Program services can progress as soon as reasonably possible.

2) Notification to the WHEAP Agency

The Weatherization Agency shall contact the WHEAP Agency to inform them of the delay as the WHEAP Agency is responsible for ensuring applicant household safety, as it relates to a no-heat or potential unsafe heating system situation.

3.6.3 Deferral Documentation Requirements For Weatherization Agency

1) File Documentation

- a. Pictures documenting the reason for deferral (mold or other problems) are required and shall be uploaded into the HE+System.
- b. Copy of notification letter sent to customer shall be uploaded into the HE+ System.

2) HE+ Furnace Program System Notes

- a. Application notes shall be entered in the system with an explanation of the deferral reason and the date by which the situation is to be corrected.

3.6.4 Denial Of HE+ Furnace Program Services

HE+ Furnace Program services **shall** be denied when:

- 1) The heating system is in an ineligible dwelling (see [Chapter 3.5](#)).
- 2) The heating system is working and there is not a health and safety concern to the applicant household.
- 3) There is a secondary heating system capable of providing adequate heat to the dwelling throughout the entirety of the heating season.

Exception: *If the customer is using electric space heaters as a supplemental heating source, a referral shall be made to assess the primary heating system.*

- 4) The customer is requesting service on a secondary heating system.
- 5) The customer/owner did not correct identified reasons for a deferral in the allotted time frame.
- 6) The applicant has altered the operation of the heating system.
- 7) The applicant has mistreated the heating system causing the failure.
 - a. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) **prior** to denying services.
- 8) Two or more **documented** appointments set by the grantee or contractor have been missed by the customer.
 - a. Dates and times of appointments made and subsequently missed by the customer shall be added to HE+ Furnace Program system notes.
- 9) If the structure was originally designed and built for a use other than residential (e.g., manufacturing, commercial, worship) and has been converted to residential or is now being used as a residential building, the Weatherization Agency shall receive approval from the HE+

Help Desk (heat@wisconsin.gov or 608-267-3680) **prior** to proceeding with HE+ Furnace Program services (see [Chapter 3.5](#)).

- 10) The applicant was not living in the home with the inoperable or unsafe heating system at the time the system failed or became unsafe.
- 11) The building is for sale or a final judgement of foreclosure has been signed by a judge.
- 12) The household has adequate resources (or assets) to address the heating system failure.
 - a. The HE+ Program does not have a vehicle or asset limit test for eligibility. While regular benefits lack an asset test, assets may be considered when deciding HE+ Furnace Program services, including assets of the landlord.
 - b. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) **prior** to denying services.
- 13) Funds allocated to the HE+ Furnace Program have been expended.
- 14) Condition or maintenance of the dwelling prohibits access to the heating system and/or prevents the heating system from safely operating.
- 15) Worker safety is threatened due to the structural condition or maintenance of the dwelling, occupant(s) behavior, unrestrained animals, or illegal activity.

Note: *If during the initial heating system assessment the Contractor and/or Weatherization Agency observes the dwelling unit is not occupied (no furniture in the home, unplowed/unshoveled sidewalk/driveway) the Contractor and/or Weatherization Agency shall cease the provision of services and the Weatherization Agency shall contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for additional guidance.*

If fraud is suspected cease the provision of services and contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for additional guidance.

Note: *If the situation is resolved at a later date and the customer remains WHEAP eligible, a new HE+ Furnace Program referral may be created by the WHEAP Agency.*

Reminder: Agencies are unable to delete HE+ Furnace Program referrals from the system. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) with any deletion requests.

3.6.5 Denial of HE+ Furnace Program Services: Notification Requirements

1) WHEAP Agency Requirements

- a. If the WHEAP Agency does not approve a HE+ Furnace Program referral due to the customer not meeting eligibility requirements, the WHEAP worker shall complete all the following steps:
 - i. Provide the customer with a verbal denial (in person or over the phone) within 48 hours of the request **or within 18 hours when there is a potentially life threatening situation.**

- ii. Refer the customer to other local entities that may be able to assist.
- iii. Follow up with an agency-generated letter indicating the customer's request has been denied and explain the reason for the denial.
- iv. A copy of the denial letter shall be uploaded into the HE+System .

Note: *If the WHEAP worker generates a furnace referral email to the Weatherization Agency that is denied due to lack of funds, the WHEAP worker shall **immediately** contact the Weatherization Agency to inform them the referral has been denied. The WHEAP worker shall update system notes to include who they spoke with at the WX Agency about the denial. Denial of services notifications listed above still apply. **Failure to do so may result in the WHEAP agency being assessed with the costs associated with the referral.***

Reminder: Home Energy Plus Furnace Program service decisions are not eligible for appeal.

2) Weatherization Agency Requirements

If a dwelling/unit is determined ineligible for HE+ Furnace Program services during or after the initial heating system assessment, **including instances where the customer has become unresponsive or calls to cancel**, the Weatherization Agency shall complete **all** the following steps:

- a. Cease the provision of services.
- b. Provide the customer with a verbal denial (in person or over the phone) within 48 hours of the decision to deny **or within 18 hours when there is a potentially life threatening situation**.
- c. Refer the customer to other local entities that may be able to assist.
- d. Follow up with an agency-generated letter indicating the customer's request has been denied and explain the reason for the denial. A copy of the letter shall be uploaded into the HE+System.
- e. Deny the referral in the HE+ System.
 - i. If an assessment was done and needs to be paid for, the "Service Type" should be coded as "assessment only" using the SFAS code (see [Chapter 7](#)).
 - ii. If there is no charges to be attached to the job, the "Service Type" should be coded as "furnace denied by agency" using the FCDA code (see Chapter 7).
- f. Contact the WHEAP Agency to inform them of the denial.
- g. Make HE+ Furnace Program system notes detailing the reason(s) for the denial. Include the dates and times any contact was made with the customer.

Reminder: Agencies are unable to delete HE+ Furnace Program referrals from the system. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) with any deletion requests.

Note: *If the situation is resolved at a later date and the customer remains WHEAP eligible a new HE+ Furnace Program referral may be created by the WHEAP Agency.*

Chapter 4 HE+ Furnace Program: Operational Procedures

4.1 General Responsibilities

- 1) A Program Services Contact Information Form shall be completed by the local WHEAP Agency and the local Weatherization Agency detailing contact information and responsibilities assigned to the two agencies (or programs when housed within one agency) regarding the HE+ Furnace Program. Agencies shall use the form provided by DEHCR. The Weatherization Agency shall collect the information annually and upload the document into the HE+System by October 1st of each year. The Contact Information Form is located on the [HE+TTA website](#).

Note: An updated Furnace Program Contact Information Form *shall be uploaded into the HE+System whenever a change has been made to any of the information contained in the document. The Weatherization Agency shall upload the updated form and alert the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) of the new document.*

- 1) For Emergency and Non-Emergency HE+ Furnace Program assistance:
 - a. The local WHEAP Agency is responsible for determining if a household is eligible (both WHEAP eligible and a homeowner or eligible renter). If a no-heat situation exists and eligibility is not yet verified, the local WHEAP Agency may need to address the no-heat situation in another way and complete eligibility determination for the household before making the referral to the Weatherization Agency.
 - b. WHEAP agencies shall not submit a referral to the Weatherization Agency until eligibility for Emergency and Non-Emergency HE+ Furnace Program assistance has been determined and the homeownership verification document has been verified, this includes after hours, holidays and weekends. See [Chapter 3.1.2](#), and [Chapter 3.1.3](#) for guidance when waiting for SSN verification from MCI.
- 2) The Weatherization Agency is responsible for verifying and uploading homeownership documents for a Weatherization Referral (Wx-REF).

- a. The Weatherization Agency shall follow current program year Weatherization Homeownership Verification policy as described in the Weatherization Manual.

Note: Verification of current homeownership must be obtained **each time** HE+ Furnace Program services are requested. Verification documentation provided before the customer has reported a heating system problem may not be used. All verification of homeownership documentation must show that a member of the household is the **current** homeowner (in the current program year).

For rental referrals, the owner of the rental property must also be WHEAP eligible in the current program year with a complete HE+ application and a copy of their income taxes uploaded into the HE+System. (See [Chapter 3.4](#)).

If the homeowner or dwelling owner of the rental unit does not file taxes please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

- 3) The Weatherization Agency is responsible for assessment of the heating system, coordinating the installation of repairs and/or replacements, any remediation steps with the contractor,

obtaining any required authorizations to exceed program limits from the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680), conducting a final inspection of all replacements, and completion of the final invoice in the HE+ System.

- 4) For heating system replacements, the final invoice shall not be submitted in the HE+ System until after the completion of the final inspection and any re-works or corrections.
- 5) For referrals that meet the eligibility criteria there shall be a visual assessment of the heating system, even if it does not result in a repair or replacement (for example, when the heating system is working safely). If the contractor observes the dwelling/unit is ineligible for HE+ services, the contractor shall cease the provision of services and immediately contact the Weatherization Agency or authorized agent for additional instruction. If the dwelling/unit is determined to be ineligible based on information gained during the on-site visit, the Weatherization Agency can deny any further service and can pay for any trip charge using the “assessment only” code (SFAS).
- 6) The Weatherization Agency shall complete the final inspection of each heating system replacement within two weeks of the installation.
- 7) The Weatherization Agency shall enter an HE+ system note with explanation of what was wrong with the heating system, the age of the heating system, and what was repaired or why it was replaced.
- 8) The Weatherization Agency shall complete in the HE+ System the final job invoice for each heating system repair or assessment no later than 30 calendar days from the repair service referral, and no later than 45 calendar days from each heating system replacement referral unless the program year-end deadline applies (see [Chapter 2.2](#)).

Exception: When there is no conflict with the year-end PY program deadline for invoicing, Weatherization Referral or Non-Emergency HE+ Furnace Program Referral heating system replacements may exceed the 45 calendar day time period. A system note shall be entered documenting the reason for the delay beyond 45 calendar days.

Supporting file documentation for the invoice shall include the following items:

- a. Service date: Date(s) HE+ Furnace Program service was performed (actual date of installation or date repair was completed).
- b. Fuel type if fuel switch.
- c. System type.
- d. Heating system manufacturer: required for repair and replacement.
- e. Heating system model number: required for replacement and optional for repair.
- f. Cost of heating system assessment only, replacement or repair (only one total cost is required for entry in the HE+ System) and itemization documentation for any heating system assessment, trip charge, or collateral work such as asbestos, plumbing, or electrical.

- g. Job Cost Reduction (less any incentives or rebates on equipment/services from other sources).

Note: Costs shall be based on actual and allowable expenses.

Note: No partial invoicing of HE+ Furnace Program services is allowed. The invoice submitted in the HE+ System shall contain all appropriate charges. Items not included on the invoice when submitted will be handled through the Monthly HE+ Furnace Program Invoice for Program Support and Administration, retain documentation for file.

- 9) Attachment 4 – Technical Specifications for Weatherization and Home Energy Plus (HE+) Furnace Programs describes technical requirements and is available on the [HE+ TTA website](#).
- 10) The Weatherization Agency shall ensure priority services and availability of heating systems that meet the required standards.
- 11) The Weatherization Agency shall determine for each job whether a repair or replacement is appropriate and update information in HE+ Furnace Program system notes when applicable.
- 12) The Weatherization Agency shall perform HE+ Furnace Program services or may subcontract the work to sub-contractor(s) selected by competitive bids. See the current Program Year Weatherization Manual for details on procurement management.
- 13) Weatherization agencies may use their staff to do repairs and replacements after the Division has approved the costing procedure.
- 14) If a Non-Emergency Referral occurs in late August or September and the service work and invoicing will not be completed **prior** the deadline for completion of the current program year work, the following applies:

WX Agency: The Division recommends that Weatherization agencies contact their WHEAP agencies with a ‘cut-off’ date for current program year HE+ Program Services referrals. This will ensure all outstanding HE+ Program Services jobs are finished and invoiced in time for the final extraction of the current program year. Outstanding HE+ Program Services activity can be found in the HE+ system under “Reports” and then “Pending or On Hold Program Service.”

WHEAP Agency: If a Program Services referral request is made after the established cut-off date the WHEAP Agency shall assist the customer in completing an early application for the next Program Year and attach the referral to the customer’s new application.

System notes shall be entered by both the Weatherization agency and WHEAP provider explaining the timeline of events.

It is imperative that Weatherization and WHEAP agencies coordinate on all HE+ Program Services activity to ensure that applicants are eligible for services and that the costing is paid in the correct program year.

Reminder: The WHEAP agency is responsible for ensuring that applicants waiting for HE+Furnace Program services have heat, can be provided with temporary heat, or are able to relocate. The WHEAP agency is also responsible for ensuring the health and safety of the household.

Note: *If the customer's eligibility status changes with the new PY application and the customer is no longer WHEAP eligible, contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for guidance.*

Chapter 5 HE+ Furnace Program: Technical Specifications/Requirements

5.1 General

The intent of the HE+ Furnace Program is to make decisions related to repairing or replacing a heating system based on an assessment of the problem, condition, and age of the heating system. The guidelines in this chapter are designed to be used as parameters that are applied in the context of a determination of a heating system's remaining useful life. The guidelines mirror the Wisconsin Weatherization Program protocols for decision-making (however, in the case of a weatherization job, the results of electronic modeling would determine the next step).

Weatherization agencies are expected to apply their experience and technical knowledge to the decision to repair or replace, as the agency is responsible for these decisions. If this decision is delegated to a subcontractor or other entity, the agency shall ensure compliance with requirements and guidelines through a documented Quality Control Plan.

- 1) The repaired or replaced heating system shall meet all guidelines in this manual. For exact technical specifications, see Attachment 4 – Technical Specifications for WI Wx and HE+ Furnace Program available on the HE+ Training and Technical Assistance website under Technical Assistance, WX Procurement, Category 6, Attachment 4 Specifications.

Note: *Unvented space heaters present a health and safety concern for household occupants. When a contractor or final inspector finds an unvented space heater in a home, the customer shall immediately be encouraged to have the unit removed or disabled. The Weatherization Agency shall follow up with an agency-generated letter to the customer notifying them of the hazards and risks involved using an unvented space heater. A copy of the letter shall be uploaded into the HE+System.*

5.2 Service Guidelines and Cost Limits

HE+ Furnace Program System Type Repair/Replace Cost Limits		
System Type	Repair Max	Replacement Max
Forced Air	\$1,000	\$7,500
Hot Water Boiler	\$1,500	\$10,000
Steam Boiler	\$1,500	\$10,000
Room/Space Heater*	\$1,000	\$6,000
Wall Furnace	\$1,000	\$6,000
Other	\$1,000	\$6,000

Note: *Portable, stand-alone space heaters and/or unvented space heaters are not eligible for repair or replacement through the HE+ Furnace Program (see [Chapter 5.1](#) on guidance when the customer is using an unvented space heater).*

5.2.1 Choosing Whether To Repair Or Replace A Heating System

The heating system should be repaired when it is a reasonable and appropriate solution to the situation. The Weatherization Agency is responsible for determining the most reasonable course of action and making a recommendation to the Division if a waiver is necessary. The following requirements apply:

- 1) Only one heating system may be repaired or replaced in a unit, except when the heating systems are room/space heaters. See requirements for space heater replacement in [Chapter 5.2.8](#).
- 2) If heating system repair costs are expected to exceed the repair limit and the estimated useful life is less than five years, the system shall be replaced in most cases. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) when questions arise about replacement versus repair **prior** to the work being performed.
- 3) Existing heating systems that have a standing pilot ignition and have exceeded their useful life shall be replaced.
- 4) If repairs of an electric heating system are expected to exceed the repair limit, the electric heating system shall be replaced with a non-electric heating system.

Note: *If it is not feasible to replace with a non-electric heating system, contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) to request a waiver.*

- 5) **Prior** approval from DEHCR is required before installing **any wood burning heating systems** using HE+ Furnace Program funds. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) **before** any work is started.
- 6) Total repair or replacement costs, including any needed collateral activities, may not exceed the system type repair or replacement limit unless approved by the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) **before the work is started**.
 - a. The following information shall be provided when submitting a waiver request to the Help Desk:
 - i. Applicant name,
 - ii. Person ID or Application number,
 - iii. Age of existing heating system,
 - iv. Reason for repair or replacement,
 - v. Estimated costs of repair, replacement, and collateral activities,
 - vi. Other notes relevant to the situation.

Note: *Portable, stand-alone space heaters and/or unvented space heaters are not eligible for repair or replacement through the HE+ Furnace Program (see [Chapter 5.1](#) on guidance when the customer is using an unvented space heater).*

5.2.2 Technical Specifications Related To Decisions

The Weatherization Agency shall follow the same heating system technical specifications and decision-making protocols outlined for heating systems addressed under the Wisconsin Weatherization Assistance Program (WAP), except for differences identified for WHEAP Agency referrals (Emergency and Non-Emergency). Documentation shall be retained by the Weatherization Agency to demonstrate compliance with technical and decision-making requirements. A documented Quality Control Plan for contracted work is required. When a Weatherization Agency chooses to delegate decision making to their HVAC contractor regarding the decision to replace or repair, the documented Quality Control plan shall address this activity.

To address questions pertaining to weatherizing a dwelling referred by the WHEAP Agency for Emergency or Non-Emergency HE+ Furnace Program services, the Weatherization Agency shall identify whether the referral is for a dwelling that was previously weatherized.

- 1) Emergency HE+ Furnace Program Referral - When heating system assessments are performed by a contractor and a replacement is required, the Weatherization Agency and/or contractor shall develop a protocol to ensure that the potential for full weatherization is considered and the replacement is sized accordingly.
- 2) Non-Emergency HE+ Furnace Program Referral - If the dwelling was not previously weatherized, ensure that the potential for full weatherization is considered and the replacement sized accordingly.

5.2.3 Heating System Repairs

When repairing a heating system, the following requirements shall apply:

- 1) The household shall be experiencing a no-heat situation due to the heating system being inoperable or unsafe.
- 2) Heating system repairs are allowed only for the system utilizing the primary fuel type reported on the current year HE+ Application.
- 3) If there is additional repair work that will cause the total repair costs (for the initial repair and a second referral) to exceed the cost limits, replacement shall be considered.
- 4) Repair activities may include, but are not limited to, the following:
 - a. Removal of snow or ice from pipes,
 - b. Tripped circuit breaker/fuse replacement,
 - c. Turning power on to heating unit,
 - d. Battery replacement in thermostats, inducer motor, blower motor, pumps, valves, pressure switch, etc.

5.2.4 Heating System Replacements

When replacing a heating system, the following requirements shall apply:

- 1) The household shall be experiencing a no-heat situation because the primary heating system is inoperable or unsafe.

Reminder: In order to replace a heating system, there shall be an existing installed heating system that is inoperable or unsafe.

- 2) The applicant/household member shall agree to the terms of the 'HE+ Program Services Customer Agreement Form', or acknowledge that they deny services, by signing and dating the provided form (available on the [HE+ TTA website](#)).
- 3) The existing heating system being replaced shall be removed from the property and disposed of properly. In electric conversions, the Division recommends disconnecting the existing baseboard units at the service panel and leaving them in place.

Note: *There may be other situations where it is acceptable to leave the heating system in place. The Weatherization Agency shall contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) to request a waiver.*

- 4) Replacement shall be a reasonable and appropriate solution to the situation.
 - a. If a repair was made to the heating system during the heating season, subsequent service call cost repair estimates shall be combined with the previous repair amount.
 - b. If the resulting second repair would cause a furnace to exceed the maximum for repair, then the furnace should be replaced. For an exception, contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) to request a waiver.

Note: *Prior approval from DEHCR is required before installing **any wood burning heating systems** using HE+ Furnace Program funds. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) **before** any work is started.*

- 5) Heating system replacements are allowed only for those heating systems utilizing the primary fuel type reported on the current year HE+ Application.

Exception: *Fuel type may be changed during the Fuel Switch process (see [Chapter 5.2.5](#)).*

- 6) Only one heating system may be replaced in a unit, except when the heating systems are room/space heaters.
- 7) The replacement heating system shall meet or exceed the efficiency guidelines as outlined in the Furnace Replacements Specifications (see Attachment 4 – Technical Specifications for Weatherization and Home Energy Plus Furnace Programs, Table 1, on the [HE+TTA website](#)) — unless **prior** approval is obtained from the Division. Contact the Help Desk at (heat@wisconsin.gov or 608-267-3680) and request a waiver if it is not feasible to meet the efficiency standards as noted in Attachment 4.
- 8) Once a replacement job is completed and passes the Weatherization Agency's final inspection, any additional work on the heating system shall be covered as part of the one-

year warranty. If the agency's final inspection results in a callback, the warranty does not start until the date the issue has been resolved.

- a. Any identified re-work that is generated from a Quality Assurance inspection performed by the division will not be reimbursed by the program.
- b. The total cost including any necessary collateral activities, shall not exceed the replacement limit specified for the system type unless approved in advance by requesting a waiver from the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

Exception: *When a timely response from the HE+ Help Desk is not available due to a weekend, holidays or after hours, retain documentation justifying your decision and inform the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) on the first business day following the weekend or holiday.*

5.2.5 Primary Fuel Switch

A primary fuel switch shall be considered with all HE+ Furnace Program replacements. Any fuel switch to natural gas shall first be reviewed for possible Weatherization.

Switching of fuel types is allowed under the following circumstances:

- 1) The non-working or unsafe heating system uses wood, pellet or coal and the applicant is elderly or disabled and physically unable to continue to use the primary fuel source.

Note: *If the primary heating system **is** working and safe but the applicant is no longer able to continue using the primary fuel source, the referring agency shall contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) and request a waiver **prior** to completing a HE+ Furnace Program referral.*

- 2) Chimney repair costs would result in higher total project cost than the installation of a propane (LP) or natural gas sealed combustion heating system.
- 3) Natural gas infrastructure is located within sixty (60) feet of the dwelling unit and the homeowner is willing to incur any additional cost of piping the gas to their home, or natural gas or propane (LP) is presently being used for other purposes within the home (e.g., cooking, water heater), or it is feasible to install a propane (LP) tank and lines.

Note: *If the customer is unable to pay the additional cost for a lateral installation contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for additional guidance.*

- 4) Natural gas is currently being used for other purposes within the home and it is feasible to install a kit to convert the existing LP furnace to natural gas as a repair.
- 5) Fuel switches can be performed on WHEAP eligible operating heating systems when a natural gas main is extended to new territory and/or a new lateral is installed from the main to a building. See the Fuel Switch Policy heading on the [HE+TTA website](#) for additional guidance and customer contribution requirements for conversion or replacement.

Note: *In the case of a Non-Emergency fuel switch, response time requirements listed in [Chapter 2](#) do not apply when a main and/or lateral is being extended.*

- 6) The existing system is electric and needs to be replaced with a non-electric unit.

Note: *In electric conversions, the Division recommends disconnecting the existing baseboard units at the service panel and leaving them in place.*

5.2.5.1 Additional Guidance On Primary Fuel Switches

- 1) Replacement or conversion of cook stoves or dryers is not allowed with HE+ Furnace Program funds. If no other resources are available, the customer must arrange and pay for existing appliances to be replaced or converted to natural gas.
- 2) The maximum allowable expenditure for collateral activities associated with a fuel switch project is \$1,500.
 - a. These are costs that are related to fuel switching that are not part of the base bid price for installing a heating system.
 - b. Examples include oil tank capping or removal, gas lines, orifice replacement, and ductwork when needed for electric conversions.

Note: *If the fuel switching collateral costs are estimated to exceed \$1,500 the agency shall contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) and receive approval from the Division **prior** to proceeding with the fuel switch.*

5.2.6 Heating System Installation Guidelines

To replace a heating system (not electric) **all** the following requirements shall be met:

- 1) For all heating system replacements, the Weatherization Agency shall satisfy the Furnace Replacement Technical Specifications (see Attachment 4 – Technical Specifications for Weatherization and Home Energy Plus Furnace Programs located on the [HE+TTA website](#)) and shall ensure that installation procedures and heating systems meet appropriate codes, ordinances, and standards.
- 2) Installed heating systems shall meet or exceed the requirements and the efficiency guidelines as identified in Attachment 4 – Technical Specifications for Weatherization and Home Energy Plus Furnace.

Exception: *In situations where a heating system meeting the efficiency guidelines is not safe for the size of the space/dwelling, or in other extraordinary circumstances, the Weatherization Agency may request a waiver by contacting the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).*

- 3) Once an installation is completed and passes the Weatherization Agency's final inspection, any additional work on the heating system shall be covered as part of the one-year warranty. If the agency's final inspection results in a callback, the warranty does not start until the date the issue has been resolved.
 - a. Any identified re-work that is generated from a Quality Assurance inspection performed by the division will **not** be reimbursed by the program.

- 4) The Weatherization Agency, or its subcontractor, shall provide the fully completed Replacement Furnace (or Boiler) Check List located on the [HE+TTA website](#). A copy of the checklist shall be uploaded into the HE+ System.
- 5) The local Weatherization Agency, or its inspection subcontractor, shall conduct a final inspection within 2 weeks of installation on all heating system replacements:
 - a. The Weatherization Agency should make at least three documented attempts over a two-week period to arrange for the inspection.
 - b. If the applicant household does not respond or is uncooperative, a letter shall be sent by the Weatherization Agency to the customer indicating the need to set up a final inspection of the installed heating system. The letter shall include all the following:
 - i. An explanation to the customer that the final inspection is primarily to benefit the household by providing additional assurance that the work met specifications and professional standards.
 - ii. A specific 10-day deadline for the customer to call the Weatherization Agency to schedule the final inspection.
 - iii. Notification that if the customer fails to allow a final inspection future HE+ Furnace Program services may be denied.
 - iv. A copy of the customer's signed HE+ Furnace Program Customer Agreement.
 - c. Once the deadline has passed with no contact from the customer, the Weatherization operator should proceed to prepare and submit the invoice in the HE+ System for payment.

Note: If the final inspection cannot be performed for any reason, the Weatherization Agency shall contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

5.2.7 Collateral Activities

Collateral work associated with a heating system replacement shall be approved by the Weatherization Agency and shall be included in the cost of the total job. Collateral activities include:

- 1) Building permits.
 - a. Heating System Replacement Checklists have been updated to include an area under the 'general' section for the contractor to indicate whether a building permit is required for the replacement job. If a permit is required, the contractor shall check the box. Leaving the box unchecked indicates a permit is not required from the municipality. Heating System Replacement Checklists are available on the [HE+ TTA website](#).

Note: The building permit is not the responsibility of the applicant household or building owner. The Weatherization Agency shall ensure that applicable permits are obtained and include the cost as a collateral cost.

- 2) If all other adjustments (gas pressure, O₂, i.e.) do not bring the installed heating system's temperature rise into the heating system's manufacturers specifications, the Weatherization Agency shall request a waiver by contacting the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680). Duct work may be necessary to achieve the required temperature rise for the heating system.
- 3) Electrical work necessary to run a dedicated line from the service panel to the heating system.
- 4) Distribution improvements necessary to get the hot water/steam from the boiler into the distribution system.
- 5) Necessary chimney repairs when part of a heating system repair/replacement. This may include chimney liners or a chimney stack assist kit to ensure adequate draft. The repairs shall meet health and safety standards or code.
- 6) If asbestos abatement is necessary when replacing a heating system, the Weatherization Agency shall ensure the asbestos is addressed and the abatement performed by trained and certified (if required) individuals.
- 7) Decommissioning of fuel oil tank.
- 8) Other activities as approved by the HE+ Help Desk. Contact the HE+ Help Desk at heat@wisconsin.gov or 608-267-3680.

5.2.8 Guidance On Portable Space Heater Replacement

When there are two existing space heaters that each have less than five years of useful life remaining, consider replacing those units with a forced-air heating system. This installation requires **prior** approval. To obtain prior approval, the Weatherization Agency shall submit a request to the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680). The following information shall be included in the request:

- 1) The estimated or actual steady-state efficiency of the existing space heaters,
- 2) The cost of replacing both space heaters,
- 3) The AFUE rating (per AHRI) of the replacement space heaters,
- 4) The total cost of installing a forced-air heating system,
- 5) The AFUE rating (per AHRI) of the replacement forced-air heating system.

Note: *Portable, stand-alone space heaters and/or unvented space heaters are not eligible for repair or replacement through the HE+ Furnace Program (see [Chapter 5.1](#) on guidance when the customer is using an unvented space heater).*

Chapter 6 HE+ Furnace Program: File Documentation and Uploads

Refer to HE+ Program policies in the current Program Year Weatherization Program Manual or WHEAP Manual to determine the document retention and applicant confidentiality requirements for HE+ Furnace Program files.

Document upload requirements associated with HE+ Furnace Program referrals originated by the Weatherization Agency shall follow Weatherization record retention policies and HE+ Furnace Program referrals originated by the WHEAP Agency shall follow WHEAP record retention policies.

6.1 WHEAP Agency File Documentation and Uploads

File requirements will vary by the type of referral made to perform the service work.

6.1.1 Emergency Or Non-Emergency Referrals

Emergency and Non-Emergency HE+ Furnace Program Referrals have the same WHEAP Agency file requirements:

- 1) Proof of homeownership uploaded into the HE+System.

Note: All verification of homeownership documentation must show a member of the household is the **current** homeowner (in the current program year). Verification documentation provided from previous years may not be used. WHEAP agencies are not required to keep a paper file of the documents uploaded into the HE+ System.

- 2) HE+ Furnace Program referrals in rented mobile homes, rented single family homes and buildings with 2-4 units, must include a copy of the property owner's most recent filed taxes return including Tax Form 1040 and supporting Schedules.
- 3) The WHEAP Agency shall upload into the HE+System copies of the property owner's signed certification page, homeownership record and tax forms.

Note: Online applications do not have a physical Certification Page. When online application customers apply, they are provided with the Certification Page language prior to submission.

- a. If the property owner resides in a different county/tribe, the worker must verify that the property owner's signed certification page, homeownership record and tax forms have been uploaded into the HE+ System.
- b. WHEAP Agencies shall include in the initial HE+ Furnace Program system notes that the property owner is WHEAP eligible and tax forms were used to verify rental income. The property owner's person ID shall also be included in the notes.

6.2 Weatherization Agency: HE+ Furnace Program File Documentation and Uploads

File requirements will vary according to the type of referral made to perform the service work.

6.2.1 All HE+ Furnace Program Referrals

The following documents shall be uploaded into the HE+ System where applicable:

- 1) Copy of the contractor's itemized invoice(s).
- 2) Photographs documenting the existing heating system conditions, manufacturer's name plate, and any other necessary documents indicating the problem or condition of the existing heating system **prior** to the provision of services.
- 3) For replacements, the following shall be uploaded into the HE+ System.
 - a. Copy of the appropriate heating system checklist fully completed by the contractor.
 - b. Copy of the fully completed final inspection report conducted by the Weatherization Agency or it's subcontractor.
 - c. Copy of building permit(s), if required by local government.
 - i. If a paper permit is not issued by the local jurisdiction, then a copy of the receipt for payment is acceptable documentation.
 - d. Copy of the HE+ Program Services Customer Agreement form signed and dated by an adult (18 or older) applicant household member and the sub-contractor, or the subcontractor's authorized representative.
 - e. Copy of the sizing calculations.
 - f. For deferrals or denials: a copy of the Weatherization Agency's letter of deferral/denial sent to customer.

Reminder: Agencies are unable to delete HE+ Furnace Program referrals from the system. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) with any deletion requests.

6.2.2 HE+ Furnace Program Weatherization Referrals (Wx-REF)

In addition to the items listed in Chapter 6.2.1, include:

- 1) Proof of homeownership shall be uploaded into the HE+System.

Note: Verification of homeownership must be obtained **each time** HE+ Furnace Program services are requested. Verification documentation provided before the customer has reported a heating system problem may not be used. All verification of homeownership documentation must show that a member of the household is the **current** homeowner (in the current program year).

For rental referrals, the owner of the rental property must also be WHEAP eligible in the current program year with a complete HE+ application and a copy of their income taxes uploaded into the . (See [Chapter 3.4](#)).

If the homeowner or dwelling owner of the rental unit does not file taxes please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

- 2) Evidence documenting that the existing heating system meets program requirements, and that repair or replacement of the heating system cannot be included in the weatherization of the home.

6.3 HE+ Furnace Program Quality Assurance (FQA) Requirements

HE+ Furnace Program Quality Assurance practices are intended to review accuracy of HE+ Furnace Program referrals and uploaded files throughout the program year.

6.3.1 WHEAP Agency FQA Requirements

The contracted agency is responsible for participating in internal Furnace Quality Assurance activities. Furnace Quality Assurance practices are intended to review accuracy of current program year furnace referrals and cases. Local WHEAP agencies shall develop and implement a Furnace Quality Assurance Plan for furnace repair/replacement activities. The WHEAP agency shall maintain a file with a copy of the plan and the results of the internal review. The written plan shall include procedures for furnace case quality assurance review including:

1. Staff responsible for case review
2. How cases are selected for review
3. How often reviews occur during the program year

Note: The local WHEAP agency worker who processed and/or verified the information on the furnace application under review shall not conduct quality reviews of the furnace application.

Note: Cases selected for the agency internal FQA review must be different from those selected for General Quality Assurance review.

WHEAP agencies shall ensure the internal FQA is conducted twice per program year: once by January 31 for October to December activity, and once by May 31 for January to April activity. The review shall also include the original or “parent” HE+ Application associated with the furnace service(s) to ensure that eligibility and benefits were accurately determined. WHEAP agencies shall upload their completed internal FQA Review, to their current WHEAP contract in the HE+ System, within 3 business days of the January 31 and May 31 deadline (s). All activity shall use the Division Furnace Quality Assurance tool, and include an annual minimum of:

- 1) Five repair cases, or 10% of the total repair cases (whichever is greater)
- 2) Five replacement cases, or 10% of the total replacement cases (whichever is greater)

At the time of the review, agencies shall add an HE+ System note to each furnace case, identifying it as having been reviewed.

Upon request by an employee of the Division of Energy, Housing and Community Resources (DEHCR) or a Division-authorized representative, the WHEAP agency shall produce all of the following:

- 1) The furnace case

2) The completed QA review tool

- a. The QA tool shall identify the furnace case components reviewed, the results, and the follow-up activities performed to bring the case into compliance with the WHEAP Policy requirements (when applicable). Please ensure policy is followed when making any corrections and always enter HE+ System notes to explain why the application is being corrected.

Note: The WHEAP Furnace Program Quality Assurance Worksheet is available on the HE+ Training and Technical Assistance website (<http://homeenergyplus.weccusa.org/>) under "Technical Assistance, WHEAP Forms".

6.3.2 Weatherization Agency FQA Requirements

Furnace Quality Assurance reviews will be conducted randomly throughout the year by DEHCR staff through a desktop review.

Chapter 7 HE+ Furnace Program: Processing Referrals

WHEAP and Weatherization agencies shall follow these guidelines to generate referrals, update referrals and invoice jobs for heating system repair or replacement services. HE+ Furnace Program repair or replacement expenses are paid directly to the Weatherization Agency coordinating the service. The completed referral action reserves funds based on the selected heating system type for the applicant's HE+ Furnace Program job.

7.1 General

- 1) Funds for HE+ Furnace Program services are available on a first-come, first-served basis and there is a possibility that the funds will be depleted. The referral is to be performed by the WHEAP grantee and sent to Weatherization via the HE+ System. The HE+ Furnace Program job will be performed by the Weatherization grantee, who will enter heating system details, job costs, and mark "ready for invoice" when the job is completed.

Note: WHEAP workers are reminded to click 'save' before clicking 'ready for referral' on all HE+Furnace Program referrals.

Note: If the WHEAP worker generates a furnace referral email to the Weatherization Agency that is denied due to lack of funds, the WHEAP worker shall ***immediately*** contact the Weatherization Agency to inform them the referral has been denied. The WHEAP worker shall update system notes to include who they spoke with at the WX Agency about the denial. Denial of services notifications listed above still apply. ***Failure to do so may result in the WHEAP agency being assessed with the costs associated with the referral.***

- 2) HE+ Furnace Program applications are linked with the current year WHEAP application—sometimes referred to as a "parent" application. The parent application must be in "paid-submitted or "paid-extracted" status before the HE+ Furnace Program referral can be added. The user will be prompted to adopt information from the parent application. HE+ Furnace Program request date and service date must be subsequent to the parent application's "application date."
- 3) "Recent Tasks" can be found on the HE+ System dashboard. This feature provides alerts to HE+ program staff regarding the status of certain applications and functions related to HE+ Furnace Program referrals and invoicing.

7.2 WHEAP Agency: Generating Referrals and Reserving Funds

HE+ Furnace Program referrals shall be generated by the WHEAP Agency within 48 hours of the initial request during the heating season (October 1-May 15) and within five business days of the initial request from May 16-September 30. If the situation is potentially life-threatening the WHEAP Agency shall complete the referral (and reservation of funds) within 18 hours (see [Chapter 2.1](#) for WHEAP Agency Response Requirements).

Reminders:

- 1) The WHEAP worker should review all previous HE+ Furnace Program referral notes in the system. If the customer has been denied in the past by the Weatherization Agency, the WHEAP worker shall contact the Weatherization Agency to discuss the referral.
- 2) If an applicant has moved and is interested in Weatherization at their new location, consider taking a new HE+ application to determine the new residence's weatherization eligibility and to create a new referral for weatherization at the new residence.
- 3) HE+ Furnace Program referral files for those who live in rented mobile homes, rented single family homes and buildings with 2-4 units, must include a copy of the property owner's most recent filed taxes return including Tax Form 1040 and supporting Schedules. Documents must be uploaded into the HE+System.
- 4) The WHEAP Agency must upload into the HE+System copies of the property owner's signed certification page, homeownership record and tax forms if not already uploaded. If the property owner resides in a different county/tribe, the worker must verify that the property owner's signed certification page, homeownership record and tax forms have been uploaded into the HE+ System.
- 5) WHEAP Agencies must include in the initial referral notes that the property owner is WHEAP eligible and tax forms were used to verify rental income. The property owner's person ID shall also be included in the notes.
- 6) For Emergency and Non-Emergency HE+ Furnace Program Referrals it is the WHEAP worker's responsibility to upload the homeownership verification to the HE+System. If the referral is a Wx-REF, under "Is Ownership Type Verified", "No" will be entered by default as it is the Weatherization Agency's responsibility to verify homeownership for Wx-REFs.

Note: Verification of current homeownership must be obtained **each time** HE+ Furnace Program services are requested. Verification documentation provided before the customer has reported a heating system problem may not be used. All verification of homeownership documentation must show that a member of the household is the **current** homeowner (in the current program year).

For rental referrals, the owner of the rental property must also be WHEAP eligible in the current program year with a complete HE+ application and a copy of their income taxes uploaded into the system. (See [Chapter 3.4](#)).

If the homeowner or dwelling owner of the rental unit does not file taxes please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

- 7) When entering an HE+Furnace Program application into the system, the WHEAP worker shall click "Save" **before** checking "Ready for Referral". Once the application is "saved" and no system denial messages are provided to the WHEAP worker, the worker may select the "Ready for Referral" checkbox.
 - a. Furnace applications must be "saved" **prior** to making a referral in **all cases**. The WHEAP agency may be responsible for any expenses incurred by making referrals on Denied furnace applications.

- 8) Once the HE+ Furnace Program application is saved with “Ready for Referral” checked, the referral cannot be deleted by the WHEAP Agency.
- 9) HE+ Furnace Program system notes shall be entered and include the following:
 - a. For Emergency and Non-Emergency referrals:
 - i. Description of the applicant’s reported problem and,
 - ii. Details as to whether the household has temporary heat, can be provided temporary heat or are able to relocate, as well as what steps were taken to ensure the health and safety of the residents.
 - b. For Weatherization Referrals:
 - i. Name of Weatherization Agency worker who made the referral

7.3 Weatherization Agency: Receiving and Updating Referrals

The Weatherization Agency shall develop their own process to keep track of HE+ Program Services referrals as they appear on the HE+ System dashboard. See [Chapter 2.2](#) for Weatherization Agency response requirements for HE+ Furnace Program Emergency, Non-Emergency and Weatherization Referrals.

Reminder:

- 1) For Wx-REFs the Weatherization Agency is responsible for verifying and uploading homeownership verification into the HE+System before any work is started (see [Chapter 6.2.1](#)).
 - a. The Weatherization Agency shall follow current program year Weatherization Homeownership Verification policy as described in the Weatherization Manual.

Note: All verification of homeownership documentation must show a member of the household is the **current** homeowner (in the current program year). Verification documentation provided from previous years may not be used.

7.3.1 Weatherization Agency: Invoicing Jobs

After an invoice with all required information and documentation has been received from the contractor, and after the final inspection has been conducted and passed (for replacements only) the Weatherization Agency shall invoice the HE+ Furnace Program job.

Reminders:

- 1) See [Chapter 5.2.6](#) for guidance when a final inspection is unable to be completed.
- 2) There shall be at least two separate HE+ Furnace Program system note entries, one from the WHEAP Agency when the referral is made and others from the Weatherization Agency as the job progresses.
- 3) A cost override will not be issued by the Division until a “Service Date” has been entered and “Ready for Invoice” has been checked.

7.4 Heating System Repair Payment

Payment for a heating system repair shall not be made until the Weatherization Agency has an invoice with the costs itemized as the total cost of the repair and/or heating system assessment (one total cost). Weatherization operator administration cost and Program Support shall be invoiced using the Monthly HE+ Furnace Program Invoice.

7.5 Heating System Replacement Payment

Payment for a heating system replacement shall not be made until the Weatherization Agency has received an invoice with the costs itemized as the total cost of the replacement. Using a proposal, estimate or bid is not allowed. Weatherization operator Administration and Program Support (final inspection) cost from the Weatherization Agency shall be invoiced using the “Monthly HE+ Furnace Program Invoice” by the 15th of each month. See [Chapter 4.1](#) for invoice requirements.

When collateral items cannot be completed at the same time as the replacement—due to outdoor temperatures for example—the contractor shall invoice the Weatherization Agency for the amount needed to complete the work. The Weatherization Agency shall not pay out that portion of the invoice to the subcontractor until the installation is completed. Work that may fall into this category includes, but is not limited to, charging refrigerant and converting LP gas valves/orifices to natural gas due to a fuel switch.

7.6 Heating System Assessment Payment

If a heating system assessment does not result in a repair or replacement, the labor or trip charge will be categorized as an “assessment only” and should be invoiced in the customer’s HE+ Furnace Program application. Any Administration or Program Support charges related to the assessment only shall be invoiced in the monthly HE+ Furnace Program invoice—not per job. Payment for a heating system “assessment only” shall not be made until the Weatherization Agency has received, from the trade contractor or Weatherization Agency, the invoice for the heating system assessment or trip charge and information explaining the reason for denial of services or eligibility.

Chapter 8 HE+ Furnace Program: Cost Requirements/Monthly Invoicing

This chapter provides guidance to Weatherization agencies for applying costs to the HE+ Furnace Program. The HE+ Furnace Program includes three types of referrals for service and funding to address a customer's heating system needs.

8.1 Monthly Invoicing for Program Support and Administrative Expenses

Weatherization Agency expenses related to program support and administration shall be invoiced monthly using the HE+ Furnace Program Monthly Furnace Invoice section into the HE+ System. These expenses are not to be included with the individual HE+ Furnace Program job expenses.

Actual expenses for Program Support and Administrative costs related to the HE+ Furnace Program are required to be invoiced by the 15th of every month. The HE+ System will allow for a 13th month invoice as a "true-up" invoice.

Weatherization Agencies shall track HE+ Furnace Program expenses so an accurate reconciliation or "true-up" can take place.

Note: *An Informational Transmittal will be issued with the date the first monthly HE+ Furnace Program invoices are due.*

8.2 Tracking Expenses and Reimbursement

Each agency shall develop internal controls to address the concern of accidental double-billing of Weatherization jobs that have heating system work paid with HE+ Furnace Program funds or when HE+ Furnace Program activity is combined with Wx-REF activity. The following are a few examples to consider:

- 1) When an energy audit or pre-audit is performed during the same trip as a HE+ Furnace Program assessment or inspection, direct costs for the trip (time and transportation), the expenses associated with the heating system assessment/inspection and the weatherization audit shall be tracked separately and accurately charged to each program (Weatherization or HE+ Furnace Program).
- 2) In the case of a Wx-REF where the heating system work is occurring as part of a Weatherization job, and the auditing time and inspection time would occur regardless of whether heating system work was performed, expenses would be allocated to the Weatherization program.
- 3) When a Weatherization job is deferred but has a heating system safety issue that should be addressed, in this case it is likely all audit time would be charged to Weatherization because the audit was performed for the purpose of weatherizing.

Note: *At the point in which it is determined that it will not proceed as a Weatherization job (deferred) and Furnace Program funds will be used to address the heating system (it is now a Wx-REF), all time and costs related to the heating system replacement/repair would now be allocated to the HE+ Furnace Program.*

Reminder: HE+ Furnace Program reimbursement for funds are not a source of discretionary funding. Any overage accrued by the agency shall be returned. Agencies are responsible for accurately tracking HE+ Furnace Program expenses.

8.3 Allowable Costs

Allowable expenses attributable to the HE+ Furnace Program may include program support and administrative costs such as direct (or indirect) staff time, transportation, office space, office supplies, utilities, tools, etc. Guidance on how to account for administrative costs is provided below.

Direct charges (staff time, transportation-related, etc.) related to the heating system assessment shall be invoiced and included as part of the total cost of replacement/repair and shall be documented by time sheets that accurately report the hours spent on HE+ Furnace Program activities.

If the heating system assessment does not result in a repair or replacement, the labor or trip charge will be categorized as an “assessment only” and should be invoiced in the customer’s HE+ Furnace Program application as such. Any Administration or Program Support charge related to the “assessment only” shall be invoiced on the monthly (not per job) HE+ Furnace Program invoice.

8.4 Administration Expenses

HE+ Furnace Program administrative expenses, including (as applicable) HE+ System data entry, direct or indirect charged staff costs, office space, supplies, telephone, postage, and other shared expenses are considered allowable program costs. The agency shall review all administrative costs related to the HE+ Furnace Program to ensure the agency is accurately recovering allowable costs.

Administrative expenses shall not exceed 10% of your agency’s ‘Total Furnace’ expenditures for repair, replacement and assessments plus ‘Total Program Support’ costs for the HE+ Furnace Program.

Formula: (Total Furnace expenses for repair, replacement and assessment + Total Program Support) * 10% = Maximum Administrative Expenses allowed.

‘Total Furnace’ and ‘Total Program Support’ data can be found in the HE+ System under ‘Reports’, ‘Fiscal’, ‘Furnace Expenditure’.

The Furnace Expenditure report shall be monitored by the grantee on a monthly basis to ensure compliance with policy.

Guidelines for recovering administrative expenses are as follows:

- 1) Personnel expenses (including salaries, applicable taxes, and benefits) may be charged directly to the HE+ Furnace Program or treated as indirect expenses and allocated to the HE+ Furnace Program, using a reasonable and consistent cost allocation plan. Either method is appropriate, but the agency shall elect to use only one method (not both), and once elected the method shall be used consistently.
 - a. If personnel expenses are charged directly to the HE+ Furnace Program:

- i. Administrative personnel shall keep daily time records that include the hours charged to all programs on which time was spent.
 - ii. Personnel expenses charged to the HE+ Furnace Program shall be adequately documented.
 - iii. Agencies shall ensure that an audit trail exists from the general ledger entry for personnel expenses each pay period to supporting daily time records.
 - b. If personnel expenses are treated as indirect costs and allocated to the HE+ Furnace Program:
 - i. The agency shall have procedures in place to ensure that the HE+ Furnace Program is not charged more than its fair share of indirect expenses.
 - ii. The procedures shall be documented in the agency's written and approved cost allocation plan. Allowable methods for allocating indirect expenses are described below.
- 2) Indirect expenses, including the cost of administrative staff if treated as an item of indirect cost, may be recovered using one of the following methods:
 - a. Agencies that use an allocation base other than direct labor hours or direct labor expense to allocate indirect costs to programs may use this base to allocate indirect expenses to the HE+ Furnace Program, provided that it represents fairly the effort required to administer the program and is in compliance with [2 CFR 200](#).
 - b. Agencies that use their own crews to repair and replace heating systems, and that use direct labor hours or direct labor expense as an allocation base may use this method to allocate indirect expenses, including the cost of administrative staff, to the HE+ Furnace Program.
 - c. Agencies that subcontract HE+ Furnace Program repair and replacement work, and that use direct labor hours or direct labor expense as an allocation base may find this an unsuitable method to allocate indirect expenses to the HE+ Furnace Program. In that case, agencies may use a two-step allocation method, as follows:
 - Step 1:** Allocate all indirect expenses to a temporary cost center that includes both the weatherization and the HE+ Furnace Programs, using direct labor hours or direct labor expense as an allocation base.
 - Step 2:** Allocate all indirect expenses from the temporary cost center to the HE+ Furnace and Weatherization programs based on each program's share of total program expenses, including direct labor, materials, and subcontractor expense.

8.5 Program Support Costs

Expenses and direct charges (staff time, transportation-related, etc.) for final inspections for heating system replacements shall be billed as a Program Support cost.

Support labor includes costs for staff directly managing HE+ Furnace Program activities and program staff. Agencies shall not include administrative, human resources, finance, and clerical staff costs without **prior** written approval from the Division.

Program support expenses shall not exceed 15% of your agency's 'Total Furnace' expenditures for repairs, replacements and assessments.

Formula: 'Total Furnace' repairs, replacements and assessments * 15% = Maximum Program Support Expenses.

'Total Furnace' data can be found in the HE+ System under 'Reports', 'Fiscal', 'Furnace Expenditure'.

The Furnace Expenditure report shall be monitored by the grantee on a monthly basis to ensure compliance with policy.

The Division allows as program support expenses, such items as:

- 1) Transportation and vehicle maintenance including but not limited to:
 - a. Gas and oil,
 - b. License and taxes,
 - c. Tires and vehicle repairs,
 - d. Vehicle insurance (collision and liability),
 - e. Vehicle lease (and lease termination), and/or purchase as applicable,
 - f. Vehicle storage costs.
- 2) Tools and equipment.
 - a. Costs related to transportation, tools, and equipment may be recovered in one of two ways:
 - i. These costs may be charged directly to the HE+ Furnace Program. In this case, the agency shall have a suitable method of capturing transportation, tools, and equipment costs. For example, the agency may maintain mileage logs for use of owned or leased vehicles. Agencies may also have procedures for reporting tools and equipment used on jobs. In these cases, the rates used to recover vehicle, tools, and equipment costs shall be reviewed periodically for accuracy and appropriately documented.
 - ii. In some cases, agency personnel may combine HE+ Furnace Program work and Weatherization work in a single trip. If this occurs, the agency shall have procedures in place to allocate transportation, tools, and equipment costs between the two programs. For example, the agency may allocate these costs based on the time the inspector spent on activities related to each program while on the job site.
- 3) Direct supervision of HE+ Furnace Program staff by the Program Manager and/or Director.

- 4) Direct staff time related to procurement activities for the HE+ Furnace Program including but not limited to:
 - a. Customer contact services.
 - b. Procurement and management of trade contractors.
 - c. Complaints.
- 5) Direct staff time related to inventory.
- 6) Direct staff time related to attending HE+ Furnace Program specific training.
- 7) Direct staff time related to conducting the final inspection for heating system replacements.

8.5.1 Payment Bonds

Payment bonds are required for all Weatherization and HE+ Program Services contracts exceeding \$149,999 annually and where wholesaler or subcontractor partnerships are utilized to deliver services ([2 CFR 200.325](#); [PRO-C-19](#)). Each payment bond shall apply to a single contract. The Division may grant a waiver to the payment bond requirement if a potential bidder provides proof of a contractor bond for work performed in the State of Wisconsin. The Weatherization Agency shall submit a waiver request to the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) and include all proof of bonding documentation.

Weatherization Agencies, at their discretion, may require payment bonds for all weatherization and HE+ Program Services contracts up to \$149,999. Program funds may be used to reimburse a contractor for payment bond premium costs as described below. If the Weatherization Agency chooses not to require a bond for contracts up to \$149,999, the agency shall complete weatherization contract Attachment 1 **prior** to entering into an agreement with the contractor.

The bonding or insurance company issuing the payment bond shall be authorized to do business in Wisconsin ([PRO-C-19](#)). Agencies shall verify company status using the [National Association of Insurance Commissioners Search](#) or the [U.S. Department of Treasury Listing of Certified Companies](#). For additional guidance see the Insurance Company Verification Search and National Association of Surety Bond Producers (NASBP) documents on the [HE+TTA website](#) under 'Procurement'. A copy of the current payment bond shall be uploaded in the HE+System under 'contracts'. Payment bond premium costs may be reimbursed and invoiced to Program Support or Operations. Agencies, at their discretion, will determine how to reimburse the premium cost. The invoicing method must be determined **prior** to publishing the bid package and the RFB template shall be updated accordingly.

The use of bid or performance bonds is not allowed. An exception to this requirement may be provided if an agency submits written justification and receives written Division approval **prior** to finalizing the contract agreement.

Chapter 9. HE+ Water Conservation Program: Introduction

The Home Energy Plus (HE+) Water Conservation Program is a year-round program that provides assistance to eligible low-income Wisconsin households with [supply water](#) (as opposed to [wastewater](#)) conservation measures. These measures include the repair or replacement of leaky, unsafe or non-working water heaters, leaky fixtures, toilets and/or piping. Local Weatherization agencies are responsible for managing program delivery and invoicing for payment of completed work.

The Wisconsin Home Energy Assistance Program (WHEAP) Agency verifies applicant eligibility and reserves funds when completing the referral to the Weatherization Agency. WHEAP and Weatherization agencies work cooperatively to ensure program goals and requirements are met while providing timely delivery of service. All other applicable WHEAP and Weatherization program requirements apply.

HE+ Water Conservation services provided to an eligible household will never result in a property lien or charge to the customer unless fraud is identified.

9.1 HE+ Water Conservation Program: Overview

The following criteria apply to the HE+ Water Conservation Program:

- 1) Current Program Year (PY) WHEAP eligibility is required. If WHEAP eligibility has not been determined prior to the HE+ Water Conservation Program service request date, the WHEAP Agency shall make it a priority to assist the customer in completing a current year HE+ application, especially with regard to a Weatherization Referral.
- 2) Homes owned by a business (LLCs, Limited Partnerships, Corporations, etc.) are not typically eligible for HE+ Water Conservation Program services. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for possible exceptions.
- 3) There is no entitlement to HE+ Water Conservation Program services. HE+ Water Conservation Program services may be deferred or denied for several different reasons.
- 4) The local WHEAP Agency is responsible for verifying WHEAP eligibility and uploading homeownership documentation prior to referring a household to the Weatherization Agency for HE+ Water Conservation Program assistance.
- 5) The local WHEAP Agency is responsible for verifying WHEAP eligibility for a Weatherization (Wx-REF) Referral prior to the start of the water heater service work.

Reminder: The Weatherization Agency is responsible for verifying and uploading homeownership documentation for a Weatherization Referral. **The Weatherization Agency shall follow current program year Weatherization Homeownership Verification policy as described in the Weatherization Manual.**

- 6) The Weatherization Agency is responsible for coordinating the installation of repairs and/or replacements, remediation steps with the contractor or applicant, and entering invoices into the HE+ System.
- 7) HE+ Water Conservation Program service decisions are not eligible for appeal.

Chapter 10 HE+ Water Conservation Program: Response Requirements

- 1) The WHEAP worker shall respond to an HE+ Water Conservation Program request within 3 business days.
 - a. If there is a safety concern, the WHEAP worker shall respond within 18 hours.
 - b. A safety concern includes reports of [backdrafting](#).
- 2) Once a water heater referral has been received by the Weatherization Agency, a [water heater assessment](#) shall be completed within 10 business days.
 - a. If there is a safety concern, the assessment shall be made within 24 hours.

Note: The Weatherization Agency shall develop their own process to keep track of HE+ Program Services referrals as they appear on the HE+ System dashboard.

- 3) The job shall be completed within 30 calendar days.

Note: An HE+ Program Services response requirement 'quick reference' guides can be found in [Appendix B](#) of this manual.

10.1 System Notes: WHEAP

When entering initial referral notes for HE+ Water Conservation Program Services, the WHEAP worker shall include a **detailed description** of applicant's reported problem.

The WHEAP worker shall ask the customer the following questions and document the answers in HE+ Water Conservation Program application system notes:

- 1) Is there anything in the home that may prevent the contractor from assessing the situation?
- 2) Within the last 14-days, have you or anyone in your household experienced a new cough, sore throat or muscle aches that you cannot attribute to another health condition?
- 3) Within the last 14-days, have you or anyone in your household experienced new shortness of breath that you cannot attribute to another health condition?
- 4) Within the last 14-days, have you or anyone in your household had a temperature at or above 100.4° or the sense of having a fever?
- 5) Within the last 14 days, have you had close contact with someone who is currently sick with suspected or confirmed COVID-19? (Note: Close contact is defined as within 6 feet for more than 10 consecutive minutes)

Note: All answers shall be included in the original referral email to the Weatherization Agency.

Note: If the customer answers 'yes' to any question the WHEAP worker shall include the customer's detailed explanation in HE+ Water Conservation Program system notes.

Note: When entering HE+ Water Conservation Program referral notes in the system, the WHEAP worker is reminded that the most recently saved note is the only text included in the referral email to the Weatherization Agency.

10.2 System Notes: WX-Refs

Immediately upon receiving the Wx-REF in 'Recent Tasks' on the HE+ System dashboard the Weatherization worker shall enter all of the following information in HE+ Program Services system notes:

- 1) Type of proof used to verify homeownership (homeownership verification shall be uploaded in the HE+System).
 - a. The Weatherization Agency shall follow current program year Weatherization Homeownership Verification policy as described in the Weatherization Manual.
- 2) Description of current water issues,
- 3) Details as to why the water system repair or replacement cannot be included as part of the weatherization of the home,
- 4) What steps were taken to ensure the health and safety of the household.

The Weatherization Agency shall document in HE+ Furnace Program system notes a status update within seven business days of the WHEAP Agency Wx-REF.

10.3 End of Program Year HE+ Water Conservation Program Referrals

An Informational Transmittal will be sent out to announce the deadline for completion of the current program year HE+ Water Conservation Program work and invoicing in the HE+ System. At that time the Division recommends that Weatherization agencies contact their WHEAP Agencies with a 'cut-off' date for current program year HE+ Water Conservation Program referrals. This will ensure all outstanding HE+ Water Conservation Program jobs are finished and invoiced in time for the final extraction of the current program year.

Chapter 11 HE+ Water Conservation Program: Eligibility

11.1 WHEAP Eligibility for HE+ Water Conservation Program Services

The household shall meet the financial and non-financial eligibility requirements for WHEAP benefits. WHEAP Agencies shall ensure that proof of WHEAP program eligibility (signed certification page) has been uploaded into the HE+ System.

WHEAP agencies may be responsible for repayment of HE+ Water Conservation Program services if:

- 1) Homeownership is not verified in compliance with HE+ policy.
- 2) HE+ Water Conservation Program services are completed before the household's HE+ Water Conservation Program eligibility has been determined in compliance with policy.
- 3) An HE+ Water Conservation Program referral was sent to the Weatherization agency when the referral application contains a denial reason (agencies shall "Save" the referral before marking it "Ready for Referral").

If the WHEAP Agency becomes aware that any of the above actions has occurred, the WHEAP worker shall **immediately** contact the Weatherization Agency to inform them.

The household shall not be held responsible for repayment in the above circumstances and program funds may not be utilized for these repayments.

11.1.1 HE+ System Eligibility Determination

Reminder: Reimbursement of applicant expense is not allowed when a water heater is repaired or replaced by the applicant or a contractor hired by the applicant.

- 1) When entering data in the HE+ Water Conservation Program application, the system will calculate eligibility based on the prior (one) month's income.
- 2) The local WHEAP Agency shall determine WHEAP eligibility and verification of homeownership by completing the HE+ application process, prior to sending an HE+ Water Conservation Program referral to the Weatherization Agency.

Note: *Verification of current homeownership must be uploaded into the HE+ System **each time** HE+ Water Conservation Program services are requested. Verification documentation provided before the customer has reported a water heater problem may not be used. All verification of homeownership documentation must show that a member of the household is the **current** homeowner (in the current program year).*

Reminder: If the death of the case head or household member occurs after the date of application and before the application is extracted, the application is no longer valid, and the application will deny because there is a deceased individual on the application.

Any unextracted HE+ Water Conservation Program applications will be systematically locked when the case head or household member has been marked deceased. The Weatherization Agency shall contact the HE+ Help Desk to unlock the HE+ Water Conservation Program application. For additional guidance, please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

11.3 Homeownership (Applies to All HE+ Water Conservation Program Services)

Verification of ownership obtained from the appropriate county online tax portal is the preferred proof of homeownership.

- 1) The documentation shall show that a household member is the owner.
- 2) Documents should be reviewed to confirm that the owner's property address (on tax records) matches the dwelling address.
- 3) In cases of a recently deceased household member where the homeownership documentation is in the name of the deceased person, please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for a possible waiver.
- 4) Life-estate, life-tenancy, trust or irrevocable trust documentation that is recorded with the County Register of Deeds may be used to satisfy the required homeownership, provided the individual lives in the dwelling.

Note: *If the life estate is included in the provisions of a will made by the former owner of the property, the requirement for registration may be waived. For further guidance contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).*

- 5) Land contract buyers may be considered homeowners if the land contract is registered with the county Register of Deeds, and the buyer is responsible for paying the property taxes and building maintenance. Notarization of the contract does not establish the buyer's claim to the property.
- 6) If homeownership is based on a Quit Claim Deed, additional verification of the deed is required. Additional verification may include evidence that the tax records show the "new" owner as responsible for paying the property taxes, or evidence the giver of the Quit Claim Deed was the owner of the property at the time of the conveyance.

If an agency is unable to verify homeownership, contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) **prior** to making the referral for HE+ Water Conservation Program services.

11.3.2 Mobile or Manufactured Homeownership Verification

If the dwelling is a mobile or manufactured home, **a certificate of title issued by the Department of Safety and Professional Services is the preferred proof of homeownership.** The documentation shall show that a household member is the current owner.

Depending on the customer's situation, WHEAP agencies should use the appropriate resources below to obtain verification of homeownership for mobile or manufactured homes:

- 1) The customer owns the mobile home but cannot provide the title:
 - a. Use the Department of Safety and Professional Services (DSPS) Electronic Safety and Licensing Application (eSLA) website to search for current homeownership:
<https://esla.wi.gov/publiclookup>
 - b. Click on the search button for 'Manufactured Home Titling' to begin a search.
 - i. If the correct home is in the database with a household member shown as the owner, upload a copy into the HE+ System and proceed with the referral.
 - ii. If the correct home is not in the database, see below.
- 2) If a customer resides in a mobile or manufactured home that is in a **mobile home park or community** (not on private property) and does not have a Certificate of Title, the WHEAP agency **shall** work with the customer to obtain a title by completing the following steps:
 - a. Access the DSPS website at: <https://dsps.wi.gov/Pages/Programs/MH/Default.aspx>
 - b. Download and print out the appropriate form,
 - c. Complete the appropriate form with the customer's assistance,
 - d. Have the customer provide you with a check or money order for the processing fee,
 - e. The WHEAP worker shall stamp and address the envelope to:

State of Wisconsin DSPS - Manufactured Homes Unit
P.O. Box 8935
Madison, WI 53708-8935
 - f. Inform the customer that it is their responsibility to provide the WHEAP Agency with a copy of the title as soon as they receive it from DSPS and that failure to do so could result in the denial of future HE+ Furnace Program services,
 - g. Enter HE+ System notes that detail the transaction,
 - h. Once the WHEAP worker has ensured the mailing of the Certificate of Title application and appropriate payment from their office, the HE+ Furnace Program referral can be generated.
- 3) If a customer resides in a mobile or manufactured home that is on private property and does not have a certificate of title, the customer must provide documentation that identifies a household member's name as the owner of the property associated with the address listed on the HE+ Application. A copy of verification of ownership obtained from the appropriate county online tax portal is the preferred method of proof. **Verification of ownership obtained from the appropriate county online tax portal is the preferred proof of property ownership.**

If an agency is unable to verify mobile or manufactured homeownership utilizing one of the above methods, contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) **prior** to making the referral for HE+ Furnace Program services.

Note: Failure to complete all of the above steps prior to generating the HE+ Water Conservation Program referral could result in the WHEAP agency being assessed with the costs associated with the repair or replacement.

Reminder: Crisis funds are not allowed for fees associated with title request.

11.3.3 Tribal Homeownership

If the dwelling is on tribal land, **a fully completed Tribal Attestation of Homeownership** is the preferred proof of ownership. The documentation shall show that a household member is the current owner. The Tribal Attestation of Homeownership form is available on the [HE+ TTA website](#). **The attestation form must be signed and dated by a tribal official.**

The homeownership documentation used for verification shall be uploaded into the HE+System.

Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for assistance in determining tribal homeownership.

11.4 Rental Dwellings

11.4.1 2-4 Unit Rentals

Customers who reside in a 2-4-unit rental building may be eligible for HE+ Water Conservation Program services when:

- 1) The building owner resides in the building needing water conservation measures (but not necessarily the same unit) and,
- 2) The applicant residing in the rental unit with the issue and the building owner who resides in the building are both WHEAP eligible in the current program year with a complete HE+ Application in the HE+System.
- 3) A current program year eligible application is required for the property owner.
- 4) Rental income received by the landlord must be verified by tax records.
 - a. Property owner must provide a copy of their most recent tax return including Tax Form 1040 and supporting Schedules.
 - b. If rental income is not verified by income taxes for the homeowner or dwelling owner, the homeowner, including the rental unit, may not be eligible for a furnace referral.

Note: If the homeowner or dwelling owner of the rental unit does not file taxes please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

11.4.2 Mobile Home Rentals And Single Family Home Rentals

Customers who reside in a rented mobile home or rented single family home may be eligible for HE+ Water Conservation Program services when:

- 1) The applicant residing in the rental home that needs water conservation measures and the building owner are **both** WHEAP eligible in the current program year with a complete HE+ Application in the HE+System.
 - a. A current program year eligible application is required for the property owner.
 - b. Property owner must provide a copy of their most recent tax return including Tax Form 1040 and supporting Schedules.
 - i. If rental income is not verified by income taxes for the homeowner or dwelling owner, the homeowner, including the rental unit, may not be eligible for a referral.

Note: *If the homeowner or dwelling owner of the rental unit does not file taxes please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).*

- c. The WHEAP worker must confirm that copies of the property owner's signed certification page, homeownership record and tax forms have been uploaded in the HE+System.
 - i. If the property owner resides in a different county/tribe, the worker must verify that the property owner's signed certification page, homeownership record and tax forms have been uploaded into the HE+ System.
 - ii. WHEAP Agencies must include in the initial HE+ Program Services system notes that the property owner is WHEAP eligible and tax forms were used to verify rental income. The property owner's person ID shall also be included in the notes.

Note: *Online applications do not have a physical Certification Page. When online application customers apply, they are provided with the Certification Page language prior to submission.*

11.5 Dwelling and Structural Eligibility

- 1) There shall be an existing water heater installed in the dwelling.
- 2) WHEAP eligible applicants that have a water heater damaged by flood, fire or natural disaster needing repair or replacement can be referred for HE+ Water Conservation Program services if the eligible applicant does not have insurance coverage that will address any needed repair or replacement and assistance from other federal, state or local funding sources is not available.
- 3) Before replacing a water heater that has been incapacitated due to flooding, the Weatherization agency or its subcontractor shall provide an estimated cost of moving the water heater to an area in the home protected from flooding.
- 4) If it is not possible to relocate the water heater out of a flood prone area of the home, the agency shall contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for guidance prior to replacing the water heater.

Note: *HE+ Water Conservation Program funds cannot be used to pay customers' insurance deductibles.*

- 5) The water heater shall be in an eligible dwelling and household. Buildings eligible for water heater repair or replacement are:

- a. Owner-occupied single family homes.
- b. Owner-occupied mobile homes.
- c. Mobile home rentals and single family home rentals where both the tenant and the property owner are WHEAP eligible and:
 - i. The property owner has a current program year application and
 - ii. Property owner must provide a copy of their most recent tax return including Tax Form 1040 and supporting Schedules.

Note: *If the homeowner or dwelling owner of the rental unit does not file taxes please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).*

- d. An owner-occupied 2-4 unit building where the water conservation issue is in a WHEAP eligible household and the owner is WHEAP eligible and:
 - i. The property owner has a current program year application and
 - ii. The property owner must provide a copy of their most recent tax return including Tax Form 1040 and supporting Schedules.

If the homeowner or dwelling owner of the rental unit does not file taxes please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

6) Structures **not** eligible for HE+ Water Conservation Program Services include:

- a. Buildings that contain a residential **and** a commercial unit.
- b. New construction or units undergoing major remodeling projects.
- c. Recreational vehicles and other **ineligible dwelling** units, even when modified with permanent additions.
- d. Dwellings created by making vehicles, or parts of vehicles, immobile by putting them on blocks or otherwise attaching them to a site.
- e. Residential buildings that consist of five or more units (unless the applicant owns the unit, such as a condo).

- 7) If a structure was originally designed and built for a use other than residential (e.g., manufacturing, commercial, worship) and has been converted to residential or is now being used as a residential building, the Weatherization Agency shall receive approval from the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) **prior** to proceeding with HE+ Water Conservation Program services.
- 8) If, after the assessment of a failed water heater, the Weatherization Agency or its subcontractor determines the water heater had not been in working condition prior to the customer's residency in the home, the Weatherization Agency shall receive approval from the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) prior to proceeding with HE+ Water Conservation Program services.

11.6 Policy Guidance: Deferring or Denying HE+ Water Conservation Program Services

The decision to defer or deny work in a dwelling is difficult, but necessary in some cases. Grantees are expected to pursue reasonable options on behalf of the dwelling owner, and to use good judgment in dealing with difficult situations.

Reminder: Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for direction when dealing with problematic cases.

11.6.1 Deferral Of HE+ Water Conservation Program Services

A deferral is a temporary delay of HE+ Water Conservation Program services to an eligible dwelling unit because of the presence of hazardous working conditions or other conditions that impede completion of HE+ Water Conservation Program work. This does not mean that HE+ Water Conservation Program assistance will never be available, only that services shall be postponed until the problems can be resolved and/or alternative resources are found.

HE+ Water Conservation Program services **may** be deferred when any of the following situations prevent the repair or replacement of a water heater and/or any necessary collateral work:

- 1) There is a chemical or combustion hazard in the home.
- 2) Access to work areas is restricted or blocked by clutter or other objects.
- 3) There is a lead paint hazard in the home.
- 4) Moisture and/or mold is present in the home.
- 5) There is possible asbestos containing material in the home.
- 6) The home is undergoing major remodeling.
- 7) Repairs are needed to the home (structural, electrical, or other).
- 8) There is sewage or animal feces present in the home.
- 9) There are vermin or pests in the home.
- 10) Other.

The requirements for rectifying the deferral shall be reasonable and appropriate to the severity of the situation being addressed.

Grantees shall not simply defer service without pursuing other options and attempting to identify other resources to address the identified hazard(s). Grantees may defer HE+ Water Conservation Program services to the customer until the repair or health and safety issue is addressed with other funds.

The Division administers several housing programs that may be appropriate referral resources, including:

- 1) [Community Development Block Grant \(CDBG\)-Small Cities Housing Program](#)
 - a. These funds are primarily used for rehabilitation of housing units, homebuyer assistance, and small neighborhood public facility projects.

- 2) [CDBG-Housing Revolving Loan Fund Program](#)
 - a. Under the CDBG housing RLF, homeowners in owner-occupied dwellings and homebuyers receive 0% interest loans that are either deferred or low monthly payments.
- 3) [HOME Homebuyer and Rehabilitation Program](#)
 - a. A program was established to provide essential home purchase assistance and necessary home rehabilitation, and other vital improvements for dwelling units occupied by low- and moderate-income households.

11.6.2 Deferral Notification Requirements For Weatherization Agency

- 1) Customer notification
 - a. Upon the decision to defer HE+ Water Conservation Program services, the customer shall be notified in writing by the Weatherization Agency within two business days by mail or hand delivery.
 - i. If mailed notification is returned to the grantee the HE+ Water Conservation Program referral may be denied.
 - b. Notifications shall include
 - i. The reason for the deferral.
 - ii. The means by which the applicant can rectify the situation so HE+ Water Conservation Program services can be performed.
 - iii. A reasonable timeframe to correct the identified issue, not to exceed 30 days.
 - iv. Contact information for when the situation is rectified.
 - c. Any eligible applicant that complies fully with these requirements shall be reinstated in the Grantee's work system so HE+ Water Conservation Program services can progress as soon as reasonably possible.
- 2) Notification to the WHEAP Agency
 - a. The Weatherization Agency shall contact the WHEAP Agency to inform them of the delay.

11.6.3 Deferral Documentation Requirements For Weatherization Agency

- 1) File Documentation
 - a. Pictures documenting the reason for deferral (mold or other problems) are required and shall be uploaded into the HE+System.
 - b. Copy of notification letter sent to customer shall be uploaded into the HE+ System.
- 2) HE+ Water Conservation Program System Notes
 - a. Application notes shall be entered in the system with an explanation of the deferral reason and the date by which the situation is to be corrected.

11.6.4 Denial Of HE+ Water Conservation Program Services

HE+ Water Conservation Program services **shall** be denied when:

- 1) The water heater is in an ineligible dwelling.
- 2) The water heater is working and there is not a health and safety concern to the applicant household.
- 3) There are no water conservation measures to perform.
- 4) The customer/owner did not correct identified reasons for a deferral in the allotted time frame.
- 5) Two or more **documented** appointments set by the grantee or contractor have been missed by the customer.
 - a. Dates and times of appointments made and subsequently missed by the customer shall be added to HE+ Water Conservation Program system notes.
- 6) The applicant was not living in the home with the inoperable or unsafe water heater at the time the system failed or became unsafe.
- 7) The building is for sale or a final judgement of foreclosure has been signed by a judge.
- 8) The household has adequate resources (or assets) to address the water heater failure.
 - a. The HE+ Program does not have a vehicle or asset limit test for eligibility. While regular benefits lack an asset test, assets may be considered when deciding HE+ Water Conservation Program services.
- 9) Funds allocated to the HE+ Water Conservation Program have been expended.
- 10) Condition or maintenance of the dwelling prohibits access to the water heater and/or prevents the water heater from safely operating.
- 11) Worker safety is threatened due to the structural condition or maintenance of the dwelling, occupant(s) behavior, unrestrained animals, or illegal activity.

Note: *If the situation is resolved at a later date and the customer remains WHEAP eligible, a new HE+ Water Conservation Program referral may be created by the WHEAP Agency.*

11.6.5 Denial of HE+ Water Conservation Program Services: Notification Requirements

1) WHEAP Agency Requirements

If the WHEAP Agency does not approve a HE+ Water Conservation Program referral due to the customer not meeting eligibility requirements, the WHEAP worker shall complete all the following steps:

- a. Provide the customer with a verbal denial (in person or over the phone) within 48 hours of the request.
- b. Refer the customer to other local entities that may be able to assist.
- c. Follow up with an agency-generated letter indicating the customer's request has been denied and explain the reason for the denial.

- d. A copy of the denial letter shall be uploaded into the HE+System .

Note: *If the WHEAP worker generates an HE+ Water Conservation Program referral email to the Weatherization Agency that is denied due to lack of funds, the WHEAP worker shall **immediately** contact the Weatherization Agency to inform them the referral has been denied. The WHEAP worker shall update system notes to include who they with spoke with at the WX Agency about the denial. Denial of services notifications listed above still apply.*

Failure to do so may result in the WHEAP agency being assessed with the costs associated with the referral.

2) Weatherization Agency Requirements

If a dwelling/unit is determined ineligible for HE+ Water Conservation Program services during or after the initial assessment, including instances where the customer has become unresponsive or calls to cancel, the Weatherization Agency shall complete **all** the following steps:

- a. Cease the provision of services.
- b. Provide the customer with a verbal denial (in person or over the phone) within 48 hours of the decision to deny.
- c. Refer the customer to other local entities that may be able to assist.
- d. Follow up with an agency-generated letter indicating the customer's request has been denied and explain the reason for the denial. A copy of the letter shall be uploaded into the HE+System.
- e. Deny the referral in the HE+ System.
- f. Contact the WHEAP Agency to inform them of the denial.
- g. Make HE+ Water Conservation Program system notes detailing the reason(s) for the denial. Include the dates and times any contact was made with the customer.

Reminder: Agencies are unable to delete HE+ Water Conservation Program referrals from the system. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) with any deletion requests.

Note: *If the situation is resolved at a later date and the customer remains WHEAP eligible a new HE+ Water Conservation Program referral may be created by the WHEAP Agency.*

Chapter 12 HE+ Water Conservation Program: Operational Procedures

12.1 General Responsibilities

- 1) A Program Services Contact Information Form shall be completed by the local WHEAP Agency and the local Weatherization Agency detailing contact information and responsibilities assigned to the two agencies (or programs when housed within one agency) regarding the HE+ Water Conservation Program. Agencies shall use the form provided by DEHCR. The Weatherization Agency shall collect the information annually and upload the document into the HE+System by October 1st of each year. The form is located on the [HE+TTA website](#).

Note: An updated Program Services Contact Information Form shall be uploaded into the HE+System whenever a change has been made to any of the information contained in the document. The Weatherization Agency shall upload the updated form and alert the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) of the new document.

- 2) For HE+ Water Conservation Program assistance:
 - a. The local WHEAP Agency is responsible for determining if a household is eligible (both WHEAP eligible and a homeowner or eligible renter).
 - b. WHEAP agencies shall not submit a referral to the Weatherization Agency until eligibility for WHEAP has been determined and the homeownership verification document has been verified, this includes after hours, holidays and weekends.
- 3) The Weatherization Agency is responsible for verifying and uploading homeownership documents for a Weatherization Referral (Wx-REF).
 - a. The Weatherization Agency shall follow current program year Weatherization Homeownership Verification policy as described in the Weatherization Manual.

Note: Verification of current homeownership must be obtained **each time** HE+ Water Conservation Program services are requested. Verification documentation provided for a previous referral may not be used. All verification of homeownership documentation must show that a member of the household is the **current** homeowner (in the current program year).

For rental referrals, the owner of the rental property must also be WHEAP eligible in the current program year with a complete HE+ application and a copy of their income taxes uploaded into the HE+System.

If the homeowner or dwelling owner of the rental unit does not file taxes please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

- 4) The Weatherization Agency is responsible for assessment of the water leak(s), coordinating the installation of repairs and/or replacements, any remediation steps with the contractor, obtaining any required authorizations to exceed program limits from the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680), conducting a final inspection of all replacements, and completion of the final invoice in the HE+ System.
- 5) For water heater replacements, the final invoice shall not be submitted in the HE+System until after the completion of the final inspection and any re-works or corrections.

- 6) For referrals that meet the eligibility criteria there shall be a visual assessment of the issue, even if it does not result in a repair or replacement (for example, when the water heater is working safely). If the contractor observes the dwelling/unit is ineligible for HE+ services, the contractor shall cease the provision of services and immediately contact the Weatherization Agency or authorized agent for additional instruction. If the dwelling/unit is determined to be ineligible based on information gained during the on-site visit, the Weatherization Agency can deny any further service and can invoice for any trip charge.
- 7) The Weatherization Agency shall complete the final inspection of each water heater replacement within two weeks of the installation.
- 8) The Weatherization Agency shall enter in the HE+ System notes field an explanation of what the issue is and what was repaired or why it was replaced.
- 9) The Weatherization Agency shall complete in the HE+ System the final job invoice for each HE+ Water Conservation Program Service no later than 30 calendar days from the repair service referral, and no later than 45 calendar days from each water heater replacement referral unless the program year-end deadline applies.

Supporting file documentation for the invoice shall include the following items:

- a. Service date: Date(s) the HE+ Water Conservation Program service was performed (actual date of installation or date repair was completed).
- b. Fuel type if fuel switch.
- c. System type.
- d. Water heater manufacturer: required for repair and replacement.
- e. Water heater model number: required for replacement and optional for repair.
- f. Cost of assessment only, replacement or repair (only one total cost is required for entry in the HE+ System) and itemization documentation for any system assessment, trip charge, or collateral.
- g. Job Cost Reduction (less any incentives or rebates on equipment/services from other sources).

Note: Costs shall be based on actual and allowable expenses.

Note: No partial invoicing of HE+ Water Conservation Program services is allowed. The invoice submitted in the HE+ System shall contain all appropriate charges. Items not included on the invoice when submitted will be handled through the Monthly HE+ Water Conservation Program Invoice for Program Support and Administration, retain documentation for file.

- 10) Attachment 4 – Technical Specifications for Water Heater Replacements for the Wisconsin Weatherization Program describes technical requirements and is available on the [HE+TTA website](#).

- 11) The Weatherization Agency shall ensure priority services and availability of water heaters that meet the required standards.
- 12) The Weatherization Agency shall determine for each job whether a repair or replacement is appropriate and update information in HE+ Water Conservation Program Services system notes when applicable.
- 13) The Weatherization Agency shall perform HE+ Water Conservation Program services or may subcontract the work to sub-contractor(s) selected by competitive bids. See the current Program Year [Weatherization Manual](#) for details on procurement management.
- 14) Weatherization agencies may use their staff to do repairs and replacements after the Division has approved the costing procedure.
- 15) If a Non-Emergency Referral occurs in late August or September and the service work and invoicing will not be completed **prior** the deadline for completion of the current program year work, the following applies:

WX Agency: The Division recommends that Weatherization agencies contact their WHEAP agencies with a 'cut-off' date for current program year HE+ Program Services referrals. This will ensure all outstanding HE+ Program Services jobs are finished and invoiced in time for the final extraction of the current program year. Outstanding HE+ Program Services activity can be found in the HE+ system under "Reports" and then "Pending or On Hold Program Service."

WHEAP Agency: If a Program Services referral request is made after the established cut-off date the WHEAP Agency shall assist the customer in completing an early application for the next Program Year and attach the referral to the customer's new application.

System notes shall be entered by both the Weatherization agency and WHEAP provider explaining the timeline of events.

It is imperative that Weatherization and WHEAP agencies coordinate on all HE+ Program Services activity to ensure that applicants are eligible for services and that the costing is paid in the correct program year.

Note: *If the customer's eligibility status changes with the new PY application and the customer is no longer WHEAP eligible, contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for guidance.*

Chapter 13 HE+ Water Conservation Program: Technical Specifications/Requirements

13.1 General

The intent of the HE+ Water Conservation Program is to make decisions related to conserving water.

Weatherization agencies are expected to apply their experience and technical knowledge to the decision to repair or replace, as the agency is responsible for these decisions. If this decision is delegated to a subcontractor or other entity, the agency shall ensure compliance with requirements and guidelines through a documented Quality Control Plan.

- 1) The repaired or replaced water heater shall meet all guidelines in this manual. For exact technical specifications, see Attachment 4 – Technical Specifications for Water Heater Replacements for the Wisconsin Weatherization Program available on the [HE+ TTA website](#).

13.2 Service Guidelines and Cost Limits

The maximum amount allowed for HE+ Water Conservation Program Services jobs is \$6,000. Total repair or replacement costs, including collateral activities may not exceed \$6,000 unless approved by the HE+ Help Desk **before work is started**.

13.2.2 Technical Specifications Related To Decisions

The Weatherization Agency shall follow the same water heater technical specifications and decision-making protocols outlined for water heaters addressed under the Wisconsin Weatherization Assistance Program (WAP). Documentation shall be retained by the Weatherization Agency to demonstrate compliance with technical and decision-making requirements. A documented Quality Control Plan for contracted work is required. When a Weatherization Agency chooses to delegate decision making to their contractor regarding the decision to replace or repair, the documented Quality Control plan shall address this activity.

When water heater assessments are performed by a contractor and a replacement is required, the Weatherization Agency and/or contractor shall develop a protocol to ensure that the potential for full weatherization is considered and the replacement is sized accordingly.

13.2.3 Water Conservation Repairs

HE+ Water Conservation repair activities may include, but are not limited to, the following:

- 1) Toilet flush valve replacement (includes shut off if required),
- 2) Shower head, faucet replacement (includes shut off if required),
- 3) Bathroom sink faucet (includes shut off if required),
- 4) Kitchen sink faucet (includes shut off if required),
- 5) Clothes Washer, laundry room sink shut off valves,

- 6) Pipes, joints, elbows or leaking valves
- 7) Outside water faucets or hose bibs,
- 8) Other approved repairs.

The following measures require approval from the HE+ Help Desk prior to implementing.

- 1) Washing machine leaks (leaks in incoming water)
- 2) Dishwasher leaks (leaks in incoming water)
- 3) Water softener equipment
- 4) Ice makers

Note: *Supply water issues only.*

13.2.4 Water Heater Replacements

Water heater replacements are an approved HE+ Water Conservation Program Service measure. When replacing a water heater, the following requirements shall apply:

- 1) The water heater is inoperable or unsafe.
Reminder: In order to replace a water heater, there shall be an existing installed water heater that is inoperable or unsafe.
- 2) The applicant/household member shall agree to the terms of the 'HE+ Program Services Customer Agreement Form', or acknowledge that they deny services, by signing and dating the HE+ Program Services Customer Agreement form (available on the [HE+ TTA website](#)).
- 3) Only one water heater may be repaired or replaced in a unit and a primary system will need to be identified.
- 4) The existing water heating system being replaced shall be removed from the property and disposed of properly.
- 4) The replacement water heater system shall meet or exceed the efficiency guidelines as outlined in Attachment 4 – Technical Specifications for Water Heater Replacements for the Wisconsin Weatherization Program (available on the [HE+ TTA website](#)).
- 5) Once a replacement job is completed and passes the Weatherization Agency's final inspection, any additional work on the water heater shall be covered as part of the one-year warranty. If the agency's final inspection results in a callback, the warranty does not start until the date the issue has been resolved.
 - a. Any identified re-work that is generated from a Quality Assurance inspection performed by the division will not be reimbursed by the program.
 - b. The total cost including any necessary collateral activities, shall not exceed the \$6,000 unless approved in advance by requesting a waiver from the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

13.2.6 Water Heater Installation Guidelines

To replace a water heater the following requirements shall be met:

- 1) For all water heater replacements, the Weatherization Agency shall satisfy the Water Heater Replacement Technical Specifications (see Attachment 4 – Technical Specifications for Water Heater Replacements for the Wisconsin Weatherization Program) and shall ensure that installation procedures water heater meet appropriate codes, ordinances, and standards.
- 2) Once an installation is completed and passes the Weatherization Agency’s final inspection, any additional work on the water heater shall be covered as part of the one-year warranty. If the agency’s final inspection results in a callback, the warranty does not start until the date the issue has been resolved.
 - a. Any identified re-work that is generated from a Quality Assurance inspection performed by the division will **not** be reimbursed by the program.
- 3) The Weatherization Agency, or its subcontractor, shall provide the fully completed Water Heater Install-Inspection list located on the [HE+ TTA website](#). A copy of the checklist shall be uploaded into the HE+ System.
- 4) The local Weatherization Agency, or its inspection subcontractor, shall conduct a final inspection within 2 weeks of installation on all water heater replacements:
- 5) The Weatherization Agency should make at least three documented attempts over a two-week period to arrange for the inspection.
- 6) If the applicant household does not respond or is uncooperative, a letter shall be sent by the Weatherization Agency to the customer indicating the need to set up a final inspection of the installed water heater. The letter shall include all the following:
 - a. An explanation to the customer that the final inspection is primarily to benefit the household by providing additional assurance that the work met specifications and professional standards.
 - b. A specific 10-day deadline for the customer to call the Weatherization Agency to schedule the final inspection.
 - c. Notification that if the customer fails to allow a final inspection future HE+ Program Services may be denied.
 - d. A copy of the customer’s signed HE+ Program Services Customer Agreement.
- 7) Once the deadline has passed with no contact from the customer, the Weatherization operator should proceed to prepare and submit the invoice in the HE+ System for payment.

Note: *If the final inspection cannot be performed for any reason, the Weatherization Agency shall contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).*

13.2.7 Collateral Activities

Collateral work associated with a water heater replacement shall be approved by the Weatherization Agency and shall be included in the cost of the total job. Collateral activities include:

- 1) Building permits.

Note: *The building permit is not the responsibility of the applicant household or building owner. The Weatherization Agency shall ensure that applicable permits are obtained and include the cost as a collateral cost.*

- 2) Electrical work.
- 3) Necessary chimney repairs. The repairs shall meet health and safety standards or code.
- 4) Other activities as approved by the HE+ Help Desk. Contact the HE+ Help Desk at heat@wisconsin.gov or 608-267-3680.

Chapter 14 HE+ Water Conservation Program: File Documentation and Uploads

Refer to HE+ Program Services policies established for Weatherization and WHEAP agencies to determine the document retention and applicant confidentiality requirements for HE+ Water Conservation Program files.

Document upload requirements associated with HE+ Water Conservation Program referrals originated by the Weatherization Agency shall follow Weatherization record retention policies and HE+ Water Conservation Program referrals originated by the WHEAP Agency shall follow WHEAP record retention policies.

14.1 WHEAP Agency File Documentation and Uploads

File requirements will vary by the type of referral made to perform the service work.

14.1.1 Water Conservation Program Services Referrals

HE+ Water Conservation Program Referrals have the same WHEAP Agency file requirements:

- 1) Proof of homeownership uploaded into the HE+System.

Note: All verification of homeownership documentation must show a member of the household is the **current** homeowner (in the current program year). Verification documentation provided from previous years may not be used. WHEAP agencies are not required to keep a paper file of the documents uploaded into the HE+ System.

- 2) HE+ Water Conservation Program referrals in rented mobile homes, rented single family homes and buildings with 2-4 units, must include a copy of the property owner's most recent filed taxes return including Tax Form 1040 and supporting Schedules.
- 3) The WHEAP Agency shall upload into the HE+System copies of the property owner's signed certification page, homeownership record and tax forms.

Note: Online applications do not have a physical Certification Page. When online application customers apply, they are provided with the Certification Page language prior to submission.

- a. If the property owner resides in a different county/tribe, the worker must verify that the property owner's signed certification page, homeownership record and tax forms have been uploaded into the HE+ System.
- b. WHEAP Agencies shall include in the initial HE+ Water Conservation Program system notes that the property owner is WHEAP eligible and tax forms were used to verify rental income. The property owner's person ID shall also be included in the notes.

14.2 Weatherization Agency: HE+ Water Conservation Program File Documentation and Uploads

The following documents shall be uploaded into the HE+ System where applicable:

- 1) Copy of the contractor's itemized invoice(s).
- 2) Photographs documenting the existing conditions, manufacturer's name plate, and any other necessary documents indicating the problem **prior** to the provision of services.
- 3) For replacements, the following shall be uploaded into the HE+ System.
 - a. Copy of the Water Heater Install-Inspection checklist fully completed by the contractor.
 - b. Copy of the fully completed final inspection report conducted by the Weatherization Agency or it's subcontractor.
 - c. Copy of building permit(s), if required by local government.
 - i. If a paper permit is not issued by the local jurisdiction, then a copy of the receipt for payment is acceptable documentation.
 - d. Copy of the Program Services Customer Agreement form signed and dated by an adult (18 or older) applicant household member and the sub-contractor, or the subcontractor's authorized representative.
- 4) For deferrals or denials: a copy of the Weatherization Agency's letter of deferral/denial sent to customer.

Reminder: Agencies are unable to delete HE+ Water Conservation Program referrals from the system. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) with any deletion requests.

14.2.2 HE+ Water Conservation Program Weatherization Referrals (Wx-REF)

- 1) Proof of homeownership shall be uploaded into the HE+System.
 - a. The Weatherization Agency shall follow current program year Weatherization Homeownership Verification policy as described in the Weatherization Manual.

Note: Verification of current homeownership must be obtained **each time** HE+ Water Conservation Program services are requested. Verification documentation provided for a previous referral may not be used. All verification of homeownership documentation must show that a member of the household is the **current** homeowner (in the current program year).

For rental referrals, the owner of the rental property must also be WHEAP eligible in the current program year with a complete HE+ application and a copy of their income taxes uploaded into the HE+System. (See [Chapter 3.4](#)).

If the homeowner or dwelling owner of the rental unit does not file taxes please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

- 2) Evidence documenting that the repair or replacement of the water heater cannot be included in the weatherization of the home.

14.3 HE+ Water Conservation Program Services Quality Assurance (QA) Requirements

HE+ Program Services Quality Assurance reviews will be conducted randomly throughout the year by DEHCR staff through a desktop review

Chapter 15 HE+ Water Conservation Program: Processing Referrals

WHEAP and Weatherization agencies shall follow these guidelines to generate referrals, update referrals and invoice jobs for Water Conservation Program Services. HE+ Water Conservation Program repair or replacement expenses are paid directly to the Weatherization Agency coordinating the service. The completed referral action reserves funds for the applicant's HE+ Water Conservation Program job.

15.1 General

- 1) Funds for HE+ Water Conservation Program services are available on a first-come, first-served basis and there is a possibility that the funds will be depleted. The referral is to be performed by the WHEAP grantee and sent to Weatherization via the HE+ System. The HE+ Water Conservation job will be performed by the Weatherization grantee, who will enter job details and costs and mark "ready for invoice" when the job is completed.

Note: WHEAP workers are reminded to click 'save' before clicking 'ready for referral' on all HE+ Program Services referrals.

Note: If the WHEAP worker generates a Program Services referral email to the Weatherization Agency that is denied due to lack of funds, the WHEAP worker shall **immediately** contact the Weatherization Agency to inform them the referral has been denied. The WHEAP worker shall update system notes to include who they spoke with at the WX Agency about the denial. Denial of services notifications listed above still apply. **Failure to do so may result in the WHEAP agency being assessed with the costs associated with the referral.**

- 2) HE+ Water Conservation Program applications are linked with the current year WHEAP application—sometimes referred to as a "parent" application. The parent application must be in "paid-submitted or "paid-extracted" status before the HE+ Water Conservation Program referral can be added. The user will be prompted to adopt information from the parent application. HE+ Water Conservation Program [request date](#) and service date must be subsequent to the parent application's "application date."
- 3) "Recent Tasks" can be found on the HE+ System dashboard. This feature provides alerts to HE+ program staff regarding the status of certain applications and functions related to HE+ Water Conservation Program referrals and invoicing.

15.2 WHEAP Agency: Generating Referrals and Reserving Funds

HE+ Water Conservation Program referrals shall be generated by the WHEAP Agency within 3 business days of the initial request. If the situation is potentially life-threatening the WHEAP Agency shall complete the referral (and reservation of funds) within 18 hours.

Reminders:

- 1) The WHEAP worker should review all previous HE+ Water Conservation Program referral notes in the system. If the customer has been denied in the past by the Weatherization Agency, the WHEAP worker shall contact the Weatherization Agency to discuss the referral.

- 2) HE+ Water Conservation Program referral files for those who live in rented mobile homes, rented single family homes and buildings with 2-4 units, must include a copy of the property owner's most recent filed taxes return including Tax Form 1040 and supporting Schedules. Documents must be uploaded into the HE+System.
- 3) The WHEAP Agency must upload into the HE+System copies of the property owner's signed certification page, homeownership record (excluding Wx-REFs) and tax forms if not already uploaded. If the property owner resides in a different county/tribe, the worker must verify that the property owner's signed certification page, homeownership record and tax forms have been uploaded into the HE+ System.
- 4) WHEAP Agencies must include in the initial referral notes that the property owner is WHEAP eligible and tax forms were used to verify rental income. The property owner's person ID shall also be included in the notes.
- 5) For HE+ Water Conservation Program Referrals it is the WHEAP worker's responsibility to upload the homeownership verification to the HE+System. If the referral is a Wx-REF, under "Is Ownership Type Verified", "No" will be entered by default as it is the Weatherization Agency's responsibility to verify homeownership for Wx-REFs.

Note: Verification of current homeownership must be obtained **each time** HE+ Water Conservation Program services are requested. Verification documentation provided for a previous referral may not be used. All verification of homeownership documentation must show that a member of the household is the **current** homeowner (in the current program year).

For rental referrals, the owner of the rental property must also be WHEAP eligible in the current program year with a complete HE+ application and a copy of their income taxes uploaded into the HE+System.

If the homeowner or dwelling owner of the rental unit does not file taxes please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680).

When entering an HE+ Water Conservation Program referral into the system, the WHEAP worker shall click "Save" **before** checking "Ready for Referral". Once the application is saved and no system denial messages are provided to the WHEAP worker, the worker may select the "Ready for Referral" checkbox and save.

- a. HE+ Water Conservation Program applications must be "saved" **prior** to making a referral in **all cases**. The WHEAP agency may be responsible for any expenses incurred by making referrals on denied applications.
- 6) Once the HE+ Water Conservation Program application is saved with "Ready for Referral" checked, the referral cannot be deleted by the WHEAP Agency.
 - 7) HE+ Water Conservation Program system notes shall be entered and include the following:
 - a. For WHEAP generated referrals:
 - ii. Very detailed description of the applicant's reported problem and

- iii. What steps were taken to ensure the health and safety of the residents.
- b. For Weatherization Referrals:
 - iv. Name of Weatherization Agency worker who made the referral

15.3 Weatherization Agency: Receiving and Updating Referrals

The Weatherization Agency will receive HE+ Water Conservation Program system generated emails and an alert will show under 'Recent Tasks' on the system dashboard.

Reminders:

For Wx-REFs the Weatherization Agency is responsible for verifying and uploading homeownership verification into the HE+System before any work is started.

The Weatherization Agency shall follow current program year Weatherization Homeownership Verification policy as described in the Weatherization Manual.

Note: All verification of homeownership documentation must show a member of the household is the **current** homeowner (in the current program year). Verification documentation provided from previous years may not be used.

15.3.1 Weatherization Agency: Invoicing Jobs

After an invoice with all required information and documentation has been received from the contractor, and after the final inspection has been conducted and passed (for replacements only) the Weatherization Agency shall invoice the HE+ Water Conservation Program job.

Reminders:

- a. There shall be at least two separate HE+ Water Conservation Program system note entries, one from the WHEAP Agency when the referral is made and others from the Weatherization Agency as the job progresses.

15.4 HE+ Water Conservation Program Repair Payment

Payment for a water heater repair shall not be made until the Weatherization Agency has an invoice with the costs itemized as the total cost of the repair and/or assessment (one total cost). Weatherization operator administration cost and Program Support shall be invoiced using the Monthly HE+ Water Conservation Program Invoice.

15.5 HE+ Water Conservation Program Replacement Payment

Payment for a water heater replacement shall not be made until the Weatherization Agency has received an invoice with the costs itemized as well as the total cost of the replacement. Using a proposal, estimate or bid is not allowed. Weatherization operator Administration and Program Support (final inspection) cost from the Weatherization Agency shall be invoiced using the "Monthly HE+ Water Conservation Program Invoice" by the 15th of each month.

15.6 HE+ Water Conservation Program Assessment Payment

If an HE+ Water Conservation assessment does not result in a repair or replacement, the labor or trip charge will be categorized as an “assessment only” and should be invoiced in the customer’s HE+ Water Conservation Program application. Any Administration or Program Support charges related to the assessment only shall be invoiced in the monthly HE+ Water Conservation Program invoice—not per job. Payment for an “assessment only” shall not be made until the Weatherization Agency has received, from the trade contractor or Weatherization Agency, the invoice for the assessment or trip charge and information explaining the reason for denial of services or eligibility.

Chapter 16 HE+ Water Conservation Program: Cost Requirements/Monthly Invoicing

This chapter provides guidance to Weatherization agencies for applying costs to the HE+ Water Conservation Program.

16.1 Monthly Invoicing for Program Support and Administrative Expenses

Weatherization Agency expenses related to program support and administration shall be invoiced monthly using the HE+ Water Conservation Program Monthly Invoice section in the HE+ System. These expenses are not to be included with the individual HE+ Water Conservation Program job expenses.

Actual expenses for Program Support and Administrative costs related to the HE+ Water Conservation Program are required to be invoiced by the 15th of every month. The HE+ System will allow for a 13th month invoice as a “true-up” invoice.

Weatherization Agencies shall track HE+ Water Conservation Program expenses so an accurate reconciliation or “true-up” can take place.

Note: *An Informational Transmittal will be issued with the date the first monthly HE+ Water Conservation Program invoices are due.*

16.2 Tracking Expenses and Reimbursement

Each agency shall develop internal controls to address the concern of accidental double-billing of Weatherization jobs that have work paid with HE+ Water Conservation Program funds or when HE+ Water Conservation Program activity is combined with Wx-REF activity. The following are a few examples to consider:

- 1) When an energy audit or pre-audit is performed during the same trip as a HE+ Water Conservation Program assessment or inspection, direct costs for the trip (time and transportation), the expenses associated with the assessment/inspection and the weatherization audit shall be tracked separately and accurately charged to each program (Weatherization or HE+ Water Conservation Program).
- 2) In the case of a Wx-REF where the water heater work is occurring as part of a Weatherization job, and the auditing time and inspection time would occur regardless of whether work was performed, expenses would be allocated to the Weatherization program.
- 3) When a Weatherization job is deferred but has a water heater safety issue that should be addressed, in this case it is likely all audit time would be charged to Weatherization because the audit was performed for the purpose of weatherizing.

Note: *At the point in which it is determined that it will not proceed as a Weatherization job (deferred) and HE+ Water Conservation Program funds will be used to address the water heater (it is now a Wx-REF), all time and costs related to the replacement/repair would now be allocated to the HE+ Water Conservation Program.*

Reminder: HE+ Water Conservation Program reimbursement for funds are not a source of discretionary funding. Any overage accrued by the agency shall be returned. Agencies are responsible for accurately tracking HE+ Water Conservation Program expenses.

16.3 Allowable Costs

Allowable expenses attributable to the HE+ Water Conservation Program may include program support and administrative costs such as direct (or indirect) staff time, transportation, office space, office supplies, utilities, tools, etc. Guidance on how to account for administrative costs is provided below.

Direct charges (staff time, transportation-related, etc.) related to the water conservation assessment shall be invoiced and included as part of the total cost of replacement/repair and shall be documented by time sheets that accurately report the hours spent on HE+ Water Conservation Program activities.

If the HE+ Water Conservation Program assessment does not result in a repair or replacement, the labor or trip charge will be categorized as an “assessment only” and should be invoiced in the customer’s HE+ Water Conservation Program application as such. Any Administration or Program Support charge related to the “assessment only” shall be invoiced on the monthly (not per job) HE+ Water Conservation Program invoice.

16.4 Administration Expenses

HE+ Water Conservation Program administrative expenses, including (as applicable) HE+ System data entry, direct or indirect charged staff costs, office space, supplies, telephone, postage, and other shared expenses are considered allowable program costs. The agency shall review all administrative costs related to the HE+ Water Conservation Program to ensure the agency is accurately recovering allowable costs.

Administrative expenses shall not exceed 10% of your agency’s ‘Total Water’ expenditures for repair, replacement and assessments plus ‘Total Program Support’ costs for the HE+ Water Conservation Program.

Formula: (Total Water expenses for repair, replacement and assessment + Total Program Support) * 10% = Maximum Administrative Expenses allowed.

‘Total Water’ and ‘Total Program Support’ data can be found in the HE+ System under ‘Reports’, ‘Fiscal’, ‘Program Service Expenditure’.

The Program Service Expenditure report shall be monitored by the grantee on a monthly basis to ensure compliance with policy.

Guidelines for recovering administrative expenses are as follows:

- 1) Personnel expenses (including salaries, applicable taxes, and benefits) may be charged directly to the HE+ Water Conservation Program or treated as indirect expenses and allocated to the HE+ Water Conservation Program, using a reasonable and consistent cost allocation plan.

Either method is appropriate, but the agency shall elect to use only one method (not both), and once elected the method shall be used consistently.

- a. If personnel expenses are charged directly to the HE+ Water Conservation Program:
 - i. Administrative personnel shall keep daily time records that include the hours charged to all programs on which time was spent.
 - ii. Personnel expenses charged to the HE+ Water Conservation Program shall be adequately documented.
 - iii. Agencies shall ensure that an audit trail exists from the general ledger entry for personnel expenses each pay period to supporting daily time records.
 - b. If personnel expenses are treated as indirect costs and allocated to the HE+ Water Conservation Program:
 - i. The agency shall have procedures in place to ensure that the HE+ Water Conservation Program is not charged more than its fair share of indirect expenses.
 - ii. The procedures shall be documented in the agency's written and approved cost allocation plan. Allowable methods for allocating indirect expenses are described below.
- 2) Indirect expenses, including the cost of administrative staff if treated as an item of indirect cost, may be recovered using one of the following methods:
- a. Agencies that use an allocation base other than direct labor hours or direct labor expense to allocate indirect costs to programs may use this base to allocate indirect expenses to the HE+ Water Conservation Program, provided that it represents fairly the effort required to administer the program and is in compliance with [2 CFR 200](#).
 - b. Agencies that use their own crews to repair and replace leaky systems, and that use direct labor hours or direct labor expense as an allocation base may use this method to allocate indirect expenses, including the cost of administrative staff, to the HE+ Water Conservation Program.
 - c. Agencies that subcontract HE+ Water Conservation Program repair and replacement work, and that use direct labor hours or direct labor expense as an allocation base may find this an unsuitable method to allocate indirect expenses to the HE+ Water Conservation Program. In that case, agencies may use a two-step allocation method, as follows:
 - Step 1:** Allocate all indirect expenses to a temporary cost center that includes both the weatherization and the HE+ Water Conservation Programs, using direct labor hours or direct labor expense as an allocation base.
 - Step 2:** Allocate all indirect expenses from the temporary cost center to the weatherization and the HE+ Water Conservation Programs based on each

program's share of total program expenses, including direct labor, materials, and subcontractor expense.

16.5 Program Support Costs

Expenses and direct charges (staff time, transportation-related, etc.) for final inspections for water heater replacements shall be billed as a Program Support cost.

Support labor includes costs for staff directly managing HE+ Water Conservation Program activities and program staff. Agencies shall not include administrative, human resources, finance, and clerical staff costs without **prior** written approval from the Division.

Program support expenses shall not exceed 15% of your agency's 'Total Water' expenditures for repairs, replacements and assessments.

Formula: 'Total Water' repairs, replacements and assessments * 15% = Maximum Program Support Expenses.

'Total Water' data can be found in the HE+ System under 'Reports', 'Fiscal', 'Program Service Expenditure'.

The Program Service Expenditure report shall be monitored by the grantee on a monthly basis to ensure compliance with policy.

The Division allows as program support expenses, such items as:

- 1) Transportation and vehicle maintenance including but not limited to:
 - a. Gas and oil,
 - b. License and taxes,
 - c. Tires and vehicle repairs,
 - d. Vehicle insurance (collision and liability),
 - e. Vehicle lease (and lease termination), and/or purchase as applicable,
 - f. Vehicle storage costs.
- 2) Tools and equipment.
 - a. Costs related to transportation, tools, and equipment may be recovered in one of two ways:
 - i. These costs may be charged directly to the HE+ Water Conservation Program. In this case, the agency shall have a suitable method of capturing transportation, tools, and equipment costs. For example, the agency may maintain mileage logs for use of owned or leased vehicles. Agencies may also have procedures for reporting tools and equipment used on jobs. In these cases, the rates used to recover vehicle, tools, and equipment costs shall be reviewed periodically for accuracy and appropriately documented.

- ii. In some cases, agency personnel may combine HE+ Water Conservation Program work and Weatherization work in a single trip. If this occurs, the agency shall have procedures in place to allocate transportation, tools, and equipment costs between the two programs. For example, the agency may allocate these costs based on the time the inspector spent on activities related to each program while on the job site.
- 3) Direct supervision of HE+ Water Conservation Program staff by the Program Manager and/or Director.
- 4) Direct staff time related to procurement activities for the HE+ Water Conservation Program including but not limited to:
 - a. Customer contact services.
 - b. Procurement and management of trade contractors.
 - c. Complaints.
- 5) Direct staff time related to inventory.
- 6) Direct staff time related to attending HE+ Water Conservation Program specific training.
- 7) Direct staff time related to conducting the final inspection for water heater replacements.

16.5.1 Payment Bonds

Payment bonds are required for all Weatherization and HE+ Program Services contracts exceeding \$149,999 annually and where wholesaler or subcontractor partnerships are utilized to deliver services ([2 CFR 200.325](#); [PRO-C-19](#)). Each payment bond shall apply to a single contract. The Division may grant a waiver to the payment bond requirement if a potential bidder provides proof of a contractor bond for work performed in the State of Wisconsin. The Weatherization Agency shall submit a waiver request to the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) and include all proof of bonding documentation.

Weatherization Agencies, at their discretion, may require payment bonds for all weatherization and HE+ Program Services contracts up to \$149,999. Program funds may be used to reimburse a contractor for payment bond premium costs as described below. If the Weatherization Agency chooses not to require a bond for contracts up to \$149,999, the agency shall complete weatherization contract Attachment 1 **prior** to entering into an agreement with the contractor.

The bonding or insurance company issuing the payment bond shall be authorized to do business in Wisconsin ([PRO-C-19](#)). Agencies shall verify company status using the [National Association of Insurance Commissioners Search](#) or the [U.S. Department of Treasury Listing of Certified Companies](#). For additional guidance see the Insurance Company Verification Search and National Association of Surety Bond Producers (NASBP) documents on the HE+ Training and Technical Assistance website under Technical Assistance, WX Procurement. A copy of the current payment bond shall be uploaded in the HE+System under 'contracts'. Payment bond premium costs may be reimbursed and invoiced to Program Support or Operations. Agencies, at their discretion, will

determine how to reimburse the premium cost. The invoicing method must be determined **prior** to publishing the bid package and the RFB template shall be updated accordingly.

The use of bid or performance bonds is not allowed. An exception to this requirement may be provided if an agency submits written justification and receives written Division approval **prior** to finalizing the contract agreement.

HE+ Program Services Manual: Appendices

Appendix A: HE+ Program Services Definitions

Backdrafting

A dangerous situation where toxic combustion gases are not properly vented. Instead of rising up through a chimney and releasing outside, some exhaust gas enters the home. Backdrafting is primarily a concern with atmospheric venting gas water heaters.

Deferral Of Service

A temporary delay of HE+ Program Services to an eligible dwelling unit because of the presence of hazardous working conditions or other conditions that impede completion of the work.

Denial Of Service

A refusal of HE+ Program Services due to an ineligible dwelling or other policy-related issues. If the situation is resolved at a later date, and the customer is still eligible for HE+ Program Services, a new referral may be created by the WHEAP Agency.

Emergency HE+ Furnace Program Referral

Heating system referral made by a WHEAP Agency to a Weatherization Agency during the heating season (October 1 through May 15) due to an inoperable heating system, or a heating system that poses a safety risk to an applicant household.

Fuel Type

The five most common fuel types that supply heat to homes in Wisconsin are: Natural Gas, Propane (LP), Fuel Oil, Electricity and Wood (not pictured). Use the guide below to assist in verifying household fuel type.

Electric: Metal baseboards in the rooms of the home may indicate this fuel type. Other fuel sources may sometimes use baseboard systems to distribute heat.





Natural Gas: A gray or white meter on the outside of the home or in the basement may indicate this fuel type.

Oil: A large tank located in the basement or outside near the home may indicate this fuel type.



Propane: A large, oblong cylindrical fuel tank located outside and away from the home may indicate this fuel type.

Heating System Assessment

A visual inspection (with testing as needed) of a heating system in response to a HE+ Furnace Program referral to evaluate the need for repair or replacement of the system. The assessment shall consider the functionality and condition of the heating system.

Heating Season

Time period during the program year from October 1 through May 15 that indicates when regular benefits are issued and when applicants are most likely to use home heating systems.

Heating System Types



Warm Air (Forced Air Furnace): A heating system using a blower to circulate warm air through ductwork and registers to each room. A forced air furnace can heat with natural gas, propane (LP), oil, electricity, wood, or coal. Mobile homes commonly have warm air furnaces. Furnaces can also provide central air conditioning with an A-coil inside the ductwork and a compressor outside.



Hot Water Boiler: A heating system using a circulating pump to distribute hot water to each room through baseboard heaters, radiators or in-floor radiant tubing in a cement or wood floor. Common fuels are natural gas, propane, and oil. Other fuel sources may include wood.

Note: *Prior approval from DEHCR is required before installing **any wood burning heating systems** using HE+ Furnace Program funds. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) **before** any work is started.*



Steam Boiler: A heating system that looks similar to a hot water boiler, but uses steam distributed to each room through baseboard heaters or radiators. Steam creates its own pressure to move through the radiators without the use of a pump. As the steam passes through a radiator, it cools and condenses back to water. Gravity returns the water to the boiler to repeat the cycle. Common fuels are natural gas, propane, and oil.



Wall Furnace: A heating system providing warm air without the use of ducting or pipes for distributing the heat. A wall furnace may or may not have a fan to blow the warm air to a larger area. Wall furnaces mount to a wall, and the vent (chimney) comes off the top or out the back to the outdoors. These units may heat a portion or all a home or be used as a backup heat source. Common fuels are natural gas and propane.



Room/Space Heater: A heating system without ducting used to heat a room or small home. A fan may or may not be present for distributing the warm air to a larger area. Common fuels are natural gas, propane, oil, or electricity. Gas and oil space heaters must be located where the exhaust can be vented through an outside wall or through the roof.

Note: *Portable, stand-alone space heaters and/or unvented space heaters are not eligible for repair or replacement through the HE+ Furnace Program.*

Other types of heating systems:

Heating systems not defined above should be classified as “other.” This may include:

- Geothermal ground source heat pump,
- Air source heat pump,
- Water source heat pump,
- Electric baseboard/radiant wall/ceiling panels,
- Wood stove,
- Fireplace insert, wood or gas fireplace,
- Wood pellet stove,
- Commercial grade rooftop unit.

Note: *Prior approval from DEHCR is required before installing **any wood burning heating systems** using HE+ Furnace Program funds. Contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) **before** any work is started.*

Ineligible Dwelling

Ineligible dwellings (or ineligible buildings or structures) include mobile shelters, and structures or other shelters not designed for use for year-round human habitation. Mobile shelters include, but are not limited to, recreational vehicles (RVs), tents, campers, and vehicles. Group homes, halfway houses, government facilities (jails, hospitals, and other governmental care facilities), assisted living facilities, transitional housing facilities, abandoned spaces or buildings, and secondary homes are also ineligible dwelling units for WHEAP.

HE+ Program Services Dwelling Eligibility Table-Quick Reference	
Eligible Dwellings	Ineligible Dwellings
<ul style="list-style-type: none"> • Owner-occupied single family home • Owner-occupied condo • Owner-occupied mobile or manufactured home • Rentals including: Single family home, mobile or manufactured home, multi-unit building with up to 4 units 	<ul style="list-style-type: none"> • Secondary home (e.g. vacation home, seasonal home) • Vehicle (e.g. RV, camper, car) • Multi-unit building with 5 or more units • Assisted living facility or nursing home • Group home, halfway house, Community-Based Residential Facility, or foster home • Government or Institutional facility (e.g. jail, hospital, care institution) • Rooming house, motel, hotel, YMCA, or YWCA, • Adult Family Home (as licensed by the Wisconsin Department of Health Services) • Deer Stand or Tent • Abandoned building or space

Reminder: If a structure was originally designed and built for a use other than residential (e.g., manufacturing, commercial, worship) and has been converted to residential or is now being used as a residential building, the Weatherization Agency shall receive approval from the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) prior to proceeding with a Program Services referral.

Mobile Or Manufactured Home

These homes are often called a *trailer or trailer house*. Mobile and manufactured homes are built on a permanently attached chassis. These homes are regulated by the U.S. Department of Housing and Urban Development (HUD), and are often referred to as a HUD code home. Mobile or manufactured homes are often located in mobile home parks but may also be located on private property.

Non-Emergency HE+ Furnace Program Referral

Heating system referral made by a WHEAP Agency to a Weatherization Agency during the non-heating season (May 16-September 30) due to an inoperable heating system, or a heating system that poses a safety risk to an applicant household.

Program Year

Home Energy Plus Program fiscal years:

- WHEAP: Program year begins October 1 and ends September 30.
- Weatherization: Program year begins July 1 and ends June 30.

Referral

Once an applicant is determined eligible for Home Energy Plus Program benefits and services, and the appropriate homeownership is determined for the HE+ Furnace Program, a WHEAP Agency or Weatherization Agency will refer the applicant to the appropriate agency (WHEAP or Weatherization) to move forward with providing HE+ Program Services to the applicant.

Referral Date

The Referral Date for HE+ Program Services is:

- The date the WHEAP Agency requests the Weatherization Agency proceed with providing service to an eligible applicant for HE+ Program Services or
- The date the Weatherization Agency requests the WHEAP Agency proceed with determining eligibility of an applicant for a Wx-REF.

Request Date

The Request Date for HE+ Program Services is the date the WHEAP Agency receives the request from the eligible applicant for HE+ Program Services. For a Weatherization Referral (Wx-REF) the request date is the date of referral.

Supply Water

Water that comes into the home through a main supply pipe. The water company uses a water meter to measure water use. Dials or a digital readout on the meter record how many cubic feet of water flow to the house. The company meter reader records the numbers each month, to calculate the water bill.

Wastewater

Wastewater is used water. It includes substances such as human waste, food scraps, oils, soaps and chemicals. In homes, this includes water from sinks, showers, bathtubs, toilets, washing machines and dishwashers.

Water Heater Types



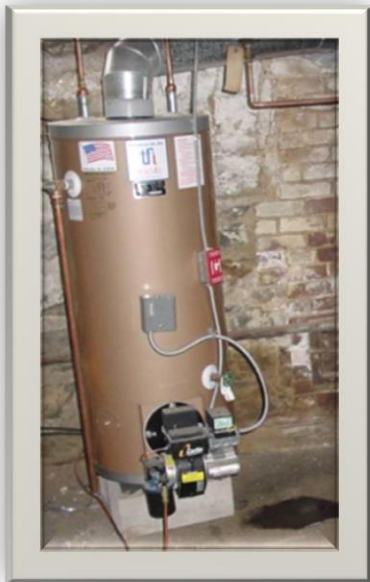
Electric Water Heater: Electric water heaters work by bringing the cold water inside the tank, heating with the immersion heating elements, and then moving hot water from the top of the unit throughout the home using home plumbing. Electric water heaters run on electricity and must be completely wired.



Natural Gas or LP Water Heater-Natural Draft: This type of water heater is called a “natural draft” water heater because it removes the exhaust gases without assistance by a fan. The buoyancy of the hot gases causes them to rise. The flue channels them to an exterior vent up and away from the living space. While these heaters use gas to heat the water, they require electricity to power the hardware for the process. A power outage will result in the heater not working during the outage.



LP or Natural Gas Water Heater-Power Vent: A power vent water heater is vented horizontally and vents exhaust through a horizontal pipe that leads out of the home. An added fan/blower pushes the exhaust gases through this pipe. Extra power is required to power the blower, and this power source is separate from powering your water heater.



Fuel Oil Water Heater-Natural Draft: An oil hot water heater, also known as an oil fired water heater uses oil to generate heat instead of electricity or gas. Oil water heaters are the least common water heater for residential homes. Oil hot water heaters have a draft regulator in the exhaust piping. Draft regulators or barometric dampers are devices used to regulate the draft on oil-fired furnaces, boilers, and water heaters.

Water Heater Assessment

A visual inspection (with testing as needed) of a water heater in response to an HE+ Water Conservation Program service referral to evaluate the need for repair or replacement of the system. The assessment shall consider the functionality and condition of the system.

Weatherization

The improvement of a dwelling unit to reduce energy consumption. It often includes the installation of insulation and replacement or modification of the heating system.

Weatherization Referral (Wx-REF)

HE+ Program Services referral originated by the Weatherization Agency when:

- 1) The home is currently undergoing weatherization services and needs heating system or water conservation services, but the service cannot occur as a part of the weatherization of the dwelling,
- 2) The home has been deferred for weatherization services and has a heating or water system issue that needs to be addressed,
- 3) The home has been previously weatherized and natural gas is now available or will be available due to utility gas expansion.

Appendix B: Response Requirements Quick Reference

HE+ Program Services Response Timelines

WHEAP AGENCY RESPONSE REQUIREMENTS-QUICK REFERENCE	
Furnace Program-Heating Season Oct 1-May 15	Respond to request within: 48 hours Life threatening: 18 hours*
Furnace Program-Non-Heating Season May 16- Sept 30	Respond to request within: 5 business days Life threatening: 18 hours*
Weatherization Referral (from WX agency) Year Round	Respond to request within: 5 business days
Water Conservation Program Year Round	Respond to request within: 3 business days Life threatening: 18 hours*

*In determining whether the situation is **life-threatening**, the WHEAP Agency shall consider the expected low temperature for the next 72 hours and whether the household has any vulnerable individuals (elderly, disabled, or children under six).

WEATHERIZATION AGENCY RESPONSE REQUIREMENTS-QUICK REFERENCE	
Furnace Program-Heating Season Oct 1-May 15	Assess within: 24 hours of referral receipt Complete within: 72 hours*
Furnace Program-Non-Heating Season May 16- Sept 30	Assess within: 10 business days Safety concern: 24 hours Complete within: 30 calendar days
Weatherization Referral (from WX agency) Year Round	Update status within: 7 business days Complete within: 18 hours*
Water Conservation Program Year Round	Assess within: 10 business days Safety concern: 24 hours** Complete within: 30 calendar days

*If the household has been provided temporary heat, and there is no threat to the safety of the residents, the response time may be extended beyond 72 hours, but not beyond seven calendar days. If the response time is beyond 72 hours the Weatherization Agency shall document in HE+ System notes the reason for the delay and verify there is no safety threat to household members.

**Safety concerns include but are not limited to a backdrafting water heater.

Appendix C: Summary of Changes

2023 HE+ PROGRAM SERVICES MANUAL-SUMMARY OF CHANGES

Changes effective October 1, 2023

Chapter (First mention)	Program Service	Topic	Revision/Update/Clarification	WX or WHEAP Focus
1.1.8	Furnace Water	WX-Ref Home Ownership Verification	New: The Weatherization Agency shall follow current program year Weatherization Homeownership Verification policy as described in the Weatherization Manual.	WX
2.1	Furnace Water	WHEAP Agency Response Requirements	New: During regular business hours, WHEAP workers are encouraged to send Program Services referrals to the Weatherization Agency as soon as the request comes in from the customer. This will assist in reducing after hours trip charges and ensure customer safety.	WHEAP
2.1.4.1	Furnace	HE+System Notes	New: Notes shall include whether the customer accepted the offer of a space heater.	WHEAP
2.1.4.1	Furnace	He+ System Notes	Additional questions to ask: What is the current temperature in the home? When was the filter last changed (if applicable).	WHEAP
2.2	Furnace Water	WX Agency Response Requirements	New: The Weatherization Agency shall develop their own process to keep track of HE+ Program Services referrals as they appear on the HE+ System dashboard.	WX
2.2.3	Furnace Water	Weatherization Referrals	New: Immediately upon receiving the Wx-REF in 'Recent Tasks' on the HE+ System dashboard the Weatherization worker shall enter all of the following information in HE+ Program Services system notes: 5) Type of proof used to verify homeownership (homeownership verification shall be uploaded in the HE+System).	WX
3.3.1	Furnace Water	Homeownership Verification	New: In cases of a recently deceased household member where the homeownership documentation is in the name of the deceased person, please contact the HE+ Help Desk (heat@wisconsin.gov or 608-267-3680) for a possible waiver.	WHEAP WX
3.3.2	Furnace Water	Mobile Home Homeownership	New: Updated instructions for searching for and assisting customers in obtaining a mobile home title.	WHEAP WX

3.6.5.2	Furnace Water	Denial Notifications from WX agency	New: If a dwelling/unit is determined ineligible for HE+ Furnace Program services during or after the initial heating system assessment, including instances where the customer has become unresponsive or calls to cancel,	WX
9-16	Water	Water Conservation Program Services	HE+ Water Conservation Program Services. While we try to mirror the HE+ Furnace Program as much as possible, some of the policies are different. Workers who deal with HE+ Water Conservation Program Services are highly encouraged to review the manual in its entirety.	WHEAP WX
Appendices		Definitions	<p>New: <u>Backdrafting:</u></p> <p>A dangerous situation where toxic combustion gases are not properly vented. Instead of rising up through a chimney and releasing outside, some exhaust gas enters the home. Backdrafting is primarily a concern with atmospheric venting gas water heaters.</p> <p>New: <u>Supply Water</u></p> <p>Water that comes into the home through a main supply pipe. The water company uses a water meter to measure water use. Dials or a digital readout on the meter record how many cubic feet of water flow to the house. The company meter reader records the numbers each month, to calculate the water bill.</p> <p>New: <u>Wastewater</u></p> <p>Wastewater is used water. It includes substances such as human waste, food scraps, oils, soaps and chemicals. In homes, this includes water from sinks, showers, bathtubs, toilets, washing machines and dishwashers.</p> <p>New: <u>Water Heater Types</u></p> <p>Electric Water Heater: Electric water heaters work by bringing the cold water inside the tank, heating with the immersion heating elements, and then moving hot water from the top of the unit throughout the home using home plumbing. Electric water heaters run on electricity and must be completely wired.</p> <p>Natural Gas or LP Water Heater-Natural Draft: This type of water heater is called a “natural draft” water heater because it removes the exhaust gases without assistance by a fan. The buoyancy of the hot gases causes them to rise. The flue channels them to an exterior vent up and away from</p>	WHEAP WX

			<p>the living space. While these heaters use gas to heat the water, they require electricity to power the hardware for the process. A power outage will result in the heater not working during the outage.</p> <p>LP or Natural Gas Water Heater-Power Vent: A power vent water heater is vented horizontally and vents exhaust through a horizontal pipe that leads out of the home. An added fan/blower pushes the exhaust gases through this pipe. Extra power is required to power the blower, and this power source is separate from powering your water heater.</p> <p>Fuel Oil Water Heater-Natural Draft: An oil hot water heater, also known as an oil fired water heater uses oil to generate heat instead of electricity or gas. Oil water heaters are the least common water heater for residential homes. Oil hot water heaters have a draft regulator in the exhaust piping. Draft regulators or barometric dampers are devices used to regulate the draft on oil-fired furnaces, boilers, and water heaters.</p> <p><u>Water Heater Assessment</u></p> <p>A visual inspection (with testing as needed) of a water heater in response to an HE+ Water Conservation Program service referral to evaluate the need for repair or replacement of the system. The assessment shall consider the functionality and condition of the system.</p>	
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