

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: 1) 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	HE+ Water Conservation Program Services. While we try to mirror the HE+ Furnace Program as much as possible,	WHEAP

		Program Services	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.	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 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>	WHEAP WX

			<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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