

## Appendix A | Summary of Changes

Below is a quick reference guide summarizing key changes made to the PY24 HE+ Program Services Manual. The list is not all inclusive of every change, nor is it a direct policy reference. All policies listed below shall be reviewed in entirety in the full PY24 HE+ Program Services Manual. Changes in the manual effective as of **May 2024** are highlighted in yellow.

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
1.1	<ul style="list-style-type: none"> <li>HVAC-All</li> </ul>	HVAC Program Implementation	The HE+ Heating, Ventilation, and Air Conditioning (HVAC) Program is a year-round program that provides assistance to eligible Wisconsin households when their <b>HVAC system type</b> no longer provides heat or cooling, is inoperable, or becomes unsafe. This includes both heating system and air conditioner repairs and, when appropriate, replacement.	WHEAP Wx
1.1	<ul style="list-style-type: none"> <li>Water Conservation</li> </ul>	Private Wells	Replacement of private or <b>domestic wells</b> is not allowed in the HE+ Water Conservation Program. Private or domestic wells can be repaired if the check valve or some other type of repair is needed to repair excessive energy use. Please contact the HE+ Help Desk for additional assistance.	WHEAP Wx
1.1	<ul style="list-style-type: none"> <li>Water Conservation</li> </ul>	Public Benefits	<b>NOTE: Customers must live in the territory of a participating Public Benefits utility and be eligible for Public Benefits in order to qualify for HE+ Water Conservation Program Services.</b>	WHEAP Wx
1.2	<ul style="list-style-type: none"> <li>HVAC-All</li> </ul>	Heat Pumps	<b>NOTE: If the customer has a heat pump, please contact the HE+ Help Desk for assistance with identifying the primary heat source.</b>	WHEAP
1.2	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Reimbursement	9. Reimbursement of applicant expense is not allowed when an HE+ Program Services issue is repaired or replaced by the applicant, or a contractor hired by the applicant.  <b>NOTE: If a reimbursement request is received, contact the HE+ Help Desk.</b>	WHEAP Wx
1.2	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Installation	12. <b>Installing customer purchased equipment is not an allowable activity under HE+ Program Services. If the customer refuses the selected equipment, the agency may deny the request.</b>	WHEAP Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
1.3	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	WX-REF	<p><b>Weatherization referral:</b> A weatherization referral (Wx-REF) originates with the weatherization agency. A representative from the weatherization agency will contact the WHEAP agency and request a referral to be generated. The weatherization agency is responsible for verifying and uploading homeownership for Wx-REFs.</p>	WHEAP Wx
1.4	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	HE+ Help Desk Procedure	<p><b>1.4 HE+ Program Services HE+ Help Desk Procedure</b>  Questions or concerns regarding the interpretation of the policies and guidelines set forth in the current program year HE+ Program Services Manual shall be directed to the HE+ Help Desk (<a href="mailto:heat@wisconsin.gov">heat@wisconsin.gov</a>). No additional action should be taken until a response from the HE+ Help Desk is received.</p> <p>1. When leaving a voicemail message for the HE+ Help Desk, the following shall be included in your message:</p> <ul style="list-style-type: none"> <li>Name and call-back phone number</li> <li>Agency name</li> <li>Customer name and Person ID (PID)</li> <li>Detailed information and specific question(s)</li> </ul> <p>2. When contacting the HE+ Help Desk via email the following shall be included:</p> <ul style="list-style-type: none"> <li>Subject line: Include the customer PID, last name, and one or two keywords</li> <li>Email body: Detailed information and specific questions</li> <li>Attachment: All applicable attachments</li> </ul>	WHEAP Wx
2.0	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Delay in Service	<p>WHEAP and weatherization agencies must ensure response timelines are met in accordance with HE+ Program Services policy. HE+ System Notes explaining reasons for the delay must be entered when any timeline response requirements are not met.</p>	WHEAP Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
2.1	<ul style="list-style-type: none"> <li>HVAC-Heating</li> <li>Water Conservation</li> </ul>	Urgent Safety Concern	<p>2. <b>Non-heating season:</b> Wisconsin’s non-heating season is May 16 through September 30. HE+ HVAC Heating Program Services referrals generated during the non-heating season are typically considered <b>Non-Emergency HE+ HVAC Heating Program Services referrals</b> unless there is an <b>urgent safety concern</b>. In the case of an <b>urgent safety concern</b>, emergency timelines apply.</p> <p><i>In determining whether the situation is an urgent safety concern, the worker shall consider the expected low temperature for the next 72 hours, if there are signs of elevated carbon monoxide in the home, whether the household has any vulnerable individuals (elderly, disabled, or children under six) and, for HVAC Air Control, if there is a State of Emergency or Governor’s Order For more information on carbon monoxide and its effects on health, see <a href="#">Appendix E</a> for a Carbon Monoxide Information Sheet.</i></p>	WHEAP Wx
2.1.1	<ul style="list-style-type: none"> <li>HVAC-Heating</li> </ul>	Customer Relocation	The local WHEAP agency is responsible for verifying that applicants waiting for HE+ HVAC Heating Program Services (emergency and non-emergency referrals) have access to temporary heat and <b>verifying whether the customer chooses to remain in the home until the heating situation is addressed.</b>	WHEAP
2.1.1	<ul style="list-style-type: none"> <li>HVAC-Heating</li> </ul>	Customer Relocation	<i>EXCEPTION: For weatherization referrals, the weatherization agency is responsible for verifying the customer has access to temporary heat and <b>verifying whether the customer chooses to remain in the home until the heating situation is addressed.</b></i>	Wx
2.1.2	<ul style="list-style-type: none"> <li>HVAC-Heating</li> </ul>	Urgent Safety Concern	<i>*If the situation is an <b>urgent safety concern</b>, the WHEAP agency shall respond within 18 hours</i>	WHEAP
2.1.5	<ul style="list-style-type: none"> <li>HVAC-Heating</li> </ul>	Dashboard Monitoring	<b>The weatherization agency shall develop their own process to ensure HE+ System contacts are updated and HE+ Program Services referrals are monitored daily.</b>	Wx
2.1.6	<ul style="list-style-type: none"> <li>HVAC-Heating</li> </ul>	Heating Season: Wx Requirements	During the heating season, (October 1 to May 15), the weatherization agency shall:	Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			<ol style="list-style-type: none"> <li>1. Verify that the building and heating system criteria for HE+ HVAC Heating Program Services are met, and a <b>heating system assessment</b> is conducted within 24 hours of receiving the referral from the WHEAP agency.</li> <li>2. Create a Job ID within three business days of receiving the referral. <i>NOTE: If the agency needs to wait until the next extraction to create a Job ID, HE+ System Notes shall be made in the HE+ System explaining the delay.</i></li> <li>3. Add measures to the job immediately to ensure funding is reserved.</li> <li>4. Enter initial HE+ System Notes within three business days of referral receipt. <ol style="list-style-type: none"> <li>a. See Section <a href="#">7.4.2</a> for System Notes requirements.</li> </ol> </li> <li>5. Complete services within 72 hours of receiving the referral from the WHEAP agency. <ol style="list-style-type: none"> <li>a. 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+ HVAC Heating Program Services System Notes all of the following: <ol style="list-style-type: none"> <li>i. The reason for the delay,</li> <li>ii. Details as to whether the household has access to temporary heat, can be provided temporary heat, or is able to relocate, and if the customer chooses to remain in the home while waiting for services, and</li> <li>iii. Verification of the well-being of the residents.</li> </ol> </li> </ol> </li> </ol>	

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
2.1.7	<ul style="list-style-type: none"> <li>HVAC-Heating</li> </ul>	Non-Heating Season: Wx Requirements	<p>During the non-heating season (May 16 - September 30), the weatherization agency shall:</p> <ol style="list-style-type: none"> <li>Verify that criteria for HE+ HVAC Heating Program Services are met and assess the heating system condition within 10 business days of the WHEAP referral.</li> <li>Create a Job ID within three business days of the referral receipt. <i>NOTE: If the agency needs to wait until the next extraction to create a Job ID, HE+ System Notes shall be made in the HE+ System explaining the delay.</i></li> <li>Enter initial HE+ System Notes within 10 business days of referral receipt.</li> <li>If the situation is an urgent safety concern: <ol style="list-style-type: none"> <li>Respond within 24 hours.</li> <li>Create a Job ID within three business days of referral receipt. <i>NOTE: If the agency needs to wait until the next extraction to create a Job ID, HE+ System Notes shall be made in the HE+ System explaining the delay.</i></li> <li>Enter HE+ System Notes within three business days of referral receipt documenting the details of the potential safety concern.</li> <li>Provide a status update to the WHEAP agency so they may take appropriate action to ensure the well-being of the household.</li> </ol> </li> </ol>	Wx
2.2	<ul style="list-style-type: none"> <li>HVAC-A/C</li> </ul>	HVAC A/C Program Services Response Requirements	The factors that determine response timelines for HE+ HVAC A/C Program Services are based on whether there is an urgent safety concern. An A/C urgent safety concern applies if there is a State of Emergency or Governor's Order.	WHEAP Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
2.2.1	<ul style="list-style-type: none"> <li>HVAC-A/C</li> </ul>	HVAC A/C WHEAP Response Requirements	<ol style="list-style-type: none"> <li>The local WHEAP agency shall respond to requests for HE+ HVAC A/C Program Services within three business days of receiving the request from the customer.</li> <li>If the situation is an urgent safety concern, the WHEAP agency shall respond within 18 hours. An A/C urgent safety concern applies if there is a State of Emergency or Governor's Order.</li> </ol>	WHEAP
2.2.2	<ul style="list-style-type: none"> <li>HVAC-A/C</li> </ul>	HVAC A/C Weatherization Response Requirements	<ol style="list-style-type: none"> <li>Verify that criteria for HE+ HVAC Heating Program Services are met and assess the heating system condition within 10 business days of the WHEAP referral.</li> <li>Create a Job ID within three business days of the referral receipt. <i>NOTE: If the agency needs to wait until the next extraction to create a Job ID, HE+ System Notes shall be made in the HE+ System explaining the delay.</i></li> <li>Enter initial HE+ System Notes within 10 business days of referral receipt.</li> <li>If the situation is an urgent safety concern: <ol style="list-style-type: none"> <li>Respond within 24 hours.</li> <li>Create a Job ID within three business days of referral receipt. <i>NOTE: If the agency needs to wait until the next extraction to create a Job ID, HE+ System Notes shall be made in the HE+ System explaining the delay.</i></li> <li>Enter HE+ System Notes within three business days of referral receipt documenting the details of the potential safety concern.</li> <li>Provide a status update to the WHEAP agency so they may take appropriate action to ensure the well-being of the household.</li> </ol> </li> </ol>	Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
2.3.2	<ul style="list-style-type: none"> <li>Water Conservation</li> </ul>	Water Conservation Program - Weatherization Response Requirements	<p>The weatherization agency shall:</p> <ol style="list-style-type: none"> <li>Verify that the building criteria for HE+ Water Conservation Program Services are met, and a <b>Water Conservation Program assessment</b> is conducted within 10 business days of receiving the HE+ Program Services referral from the WHEAP agency.</li> <li>Create a Job ID within three business days of referral receipt. <i>NOTE: If the agency needs to wait until the next extraction to create a Job ID, HE+ System Notes shall be made in the HE+ System explaining the delay.</i></li> <li>Enter initial HE+ System Notes within three business days of referral receipt.</li> <li>If the situation is an urgent safety concern, respond within 24 hours. An urgent safety concern also includes reports of backdrafting.</li> <li>The weatherization agency shall complete services within 30 calendar days of receiving the referral from the WHEAP Agency.</li> </ol>	Wx
3.1.1 3.3 3.4.1	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Rental Units	<i>NOTE: In situations involving ALL landlords, the worker must contact the HE+ Help Desk for approval prior to generating the HE+ Program Services referral for the tenant. This also applies to weatherization agencies when verifying ownership for a Weatherization referral (Wx-REF).</i>	WHEAP Wx
3.1.2	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Referrals without SSN Verification	<p>Agencies shall <u>not</u> make any HE+ Program Services referrals until all SSNs on the HE+ Application have been verified and the HE+ Application is complete.</p> <p><b>EXCEPTIONS</b></p> <ol style="list-style-type: none"> <li>If the social security number in question has been verified by the worker in CARES Worker Web (CWW), the agency</li> </ol>	WHEAP

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			<p>may process a manual HE+ Program Services referral via email to the weatherization agency.</p> <p>2. Infants (newborns) less than 60 days old where an SSN has not yet been issued may be processed without a valid SSN if the applicant has applied for an SSN for the infant. Contact the HE+ Help Desk for approval.</p> <p><i>NOTE: The agency shall enter an HE+ System Application Note indicating when and to whom the manual referral was sent. The agency shall also alert the HE+ Help Desk in writing notifying the Division of the manual referral. The worker shall notify the applicant that they are responsible for repayment if any SSN on the HE+ Application cannot be verified (resulting in the application being incomplete).</i></p>	
3.2.1	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Homeownership Verification	<p>Verification of homeownership for homes <i>not on tribal land</i> must be verified from the associated county online tax portal.</p> <p>1. The property records must show that a household member is the current owner.</p> <p>Note: A customer's name listed "in care of" or "c/o" on the mailing address does not necessarily indicate ownership.</p>	WHEAP Wx
3.2.3	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Tribal Homeownership	<p>If the dwelling is on tribal land, a Tribal Attestation of Homeownership form must be fully completed and submitted by a tribal official. The document must show that a household member is the current owner of the dwelling located on tribal land. The Tribal Attestation of Homeownership form is available on the <a href="#">Home Energy Plus Training &amp; Technical Assistance (HE+ TTA) website</a> under HE+ Program Services   Forms. The attestation form must be signed (either manually or typed) and dated by a tribal official. The homeownership documentation used for verification shall be uploaded into the HE+ System. Contact the HE+ Help Desk for assistance in determining tribal homeownership.</p>	WHEAP Wx

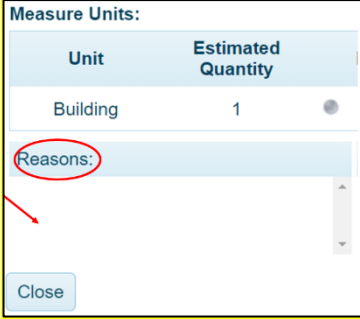


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3.4.1	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Eligible Dwellings and Structures	<p>5. <b>Tiny homes</b> may be eligible for HE+ Program Services. Agencies shall contact the HE+ Help Desk for approval prior to beginning any services.</p>	WHEAP Wx
3.4.2	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Ineligible Dwellings and Structures	<p><b>Ineligible dwellings</b> include but are not limited to:</p> <p>5. Secondary home (e.g., vacation home, seasonal home, Airbnb)</p>	WHEAP Wx
3.5.3	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Deferral Deadlines	<p>1. The weatherization agency shall maintain their own system for keeping track of deferral deadlines.</p> <p>a. The weatherization agency shall make this record available to the Division upon request.</p>	Wx
3.5.3	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Photos	<p>2. HE+ System Documentation</p> <p>a. Pictures documenting the reason for deferral (if applicable) are required and shall be uploaded into the HE+ System.</p> <p><b>NOTE: Required photos must be labeled to identify the picture when uploading into the HE+ System. Photos and documents shall be uploaded in the correct document upload repository in the HE+ System.</b></p>	Wx
3.5.4	<ul style="list-style-type: none"> <li>HVAC-Heating</li> </ul>	No-Heat Definition	<p>2. The situation does not meet the <i>no heat</i> requirements for the program.</p> <p>a. A household is considered to be in a no heat situation when the primary heating system is not producing heat or is unsafe to operate (e.g., leaking carbon monoxide (CO) into the living space, flames rolling out of the firebox, or similar problems).</p> <p>b. A no heat situation does <b>not</b> exist if:</p> <ul style="list-style-type: none"> <li>The heating system is functioning, but the distribution system is only delivering heat to part of the dwelling.</li> </ul>	WHEAP Wx

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			<ul style="list-style-type: none"> <li>The heating system is not operating at its peak efficiency but is delivering heat to the home.</li> <li>The heating system is not running due to electricity being disconnected or no fuel is available to run the heating system.</li> </ul>	
3.5.4	<ul style="list-style-type: none"> <li>HVAC-A/C</li> </ul>	Denial of Services	HE+ Program Services shall be denied when: 6. The customer does not have an existing air conditioning unit.	WHEAP Wx
3.5.4	<ul style="list-style-type: none"> <li>HVAC-All</li> </ul>	Denial of Services	9. The applicant has mistreated the HVAC system, water heater, and/or supply system causing the failure, including system failure due to using the wrong fuel type for the system. <i>NOTE: Contact the HE+ Help Desk prior to denying services</i>	WHEAP Wx
3.5.4	<ul style="list-style-type: none"> <li>HVAC-A/C</li> </ul>	Denial of Services	10. Two or more documented appointments (or phone calls made to schedule an appointment) by the weatherization grantee or contractor have been missed or not responded to by the customer. a. Dates and times of calls and/or appointments made and subsequently missed or not responded to by the customer shall be added to HE+ Program Services System Notes.	Wx
3.5.4	<ul style="list-style-type: none"> <li>HVAC-A/C</li> </ul>	Denial of Services	12. The building is for sale or is in foreclosure proceedings. <i>NOTE: If the worker is aware that the customer has filed for bankruptcy, the worker shall contact the HE+ Help Desk prior to generating a referral.</i>	WHEAP Wx
3.5.5	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Denial Notice	<b>WHEAP Agency Requirements</b> If the WHEAP agency denies a request for HE+ Program Services due to the customer not meeting eligibility requirements, the WHEAP worker shall complete all the following steps: c. Mail an HE+ Program Services Denial Notification within two business days indicating the customer's request has been denied and explain the reason for the denial and what other resources may be available to the customer.	WHEAP

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			<p>i. The HE+ Program Services Denial Notification template is available on the <a href="#">HE+ TTA website</a> under HE+ Program Services   Forms.</p> <p><i>NOTE: Agencies may use their own agency-generated letter template with prior approval from the Division.</i></p>	
3.5.5	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Notice of Denial	<p><b>Weatherization Agency Requirements</b></p> <p>If a dwelling/unit is determined ineligible for HE+ Program Services during or after the initial system assessment, or if the customer has become unresponsive or calls to cancel, the weatherization agency shall complete all the following steps:</p> <p>d. Mail an HE+ Program Services Denial Notification within two business days indicating the customer's request has been denied and explain the reason for the denial and what other resources may be available to the customer.</p> <p>i. The HE+ Program Services Denial Notification template is available on the <a href="#">HE+ TTA website</a> under HE+ Program Services   Forms.</p> <p><i>NOTE: Agencies may use their own agency-generated letter template with prior approval from the Division.</i></p>	Wx
4.3	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Coordination between WHEAP and Wx Agencies	<p>2. An HE+ Program Services Contact Information Form shall be completed in tandem 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 HE+ Program Services. Agencies will be given instructions on the steps needed to complete the form before the beginning of the program year.</p>	WHEAP Wx
5.1	<ul style="list-style-type: none"> <li>HVAC-ALL</li> <li>Water Conservation</li> </ul>	Permits and Codes	<p>All work performed shall meet all local building codes. Agencies must obtain all municipality required permits as applicable. Materials and appliances shall be installed to meet Product Manufacturer Instructions (pmi).</p>	Wx

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5.2	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Customer Agreement Form	For <i>all</i> repairs and replacements, the applicant or approved 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 <a href="#">Home Energy Plus Training &amp; Technical Assistance (HE+ TTA) website</a> under HE+ Program Services   Forms. Digital signatures with a time stamp are allowed.	Wx
5.2.1	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Repair and Replacement Cost Limits	<ol style="list-style-type: none"> <li>Total costs for HE+ HVAC Program Services shall not exceed \$12,000 per job.</li> <li>Total costs for HE+ Water Conservation Program Services shall not exceed \$6,000 per job. <ol style="list-style-type: none"> <li>Maximum funds are reserved in the HE+ System when referrals are entered.</li> </ol> </li> <li>The Division conducts monitoring of job costs throughout the program year and may request more information from the weatherization agency when job costs exceed the maximum amount allowed. <ol style="list-style-type: none"> <li>The weatherization agency shall respond and/or make the information available upon request within the required timeline.</li> </ol> </li> <li>When maximum costs for HE+ Program Services <b>measures</b> are exceeded, the weatherization agency will need to request an override from the Division. <ol style="list-style-type: none"> <li>The weatherization agency will be prompted in the HE+ System to list the reason(s) for the overage. The weatherization agency is expected to give a detailed summary (see screenshot below).</li> </ol> </li> </ol>	Wx

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			 <p data-bbox="869 602 1640 699">b. The Division may request additional information or deny any override request where detailed reasons for the overage are not provided.</p> <p data-bbox="825 735 1461 764">See tables below for specific measure cost limits.</p>																																		
5.2.1, Table 5.1	<ul style="list-style-type: none"> <li data-bbox="300 776 541 805">HVAC-Heating</li> </ul>	Wood-Burning Heating Systems	<p data-bbox="825 776 1640 902"><i>*NOTE: Prior approval from the Division is required before installing any wood-burning heating systems. The measure can only be activated by Division staff. Contact the HE+ Help Desk before any work is started for approval.</i></p>	Wx																																	
5.2.1, Table 5.2	<ul style="list-style-type: none"> <li data-bbox="300 914 485 943">HVAC-A/C</li> </ul>	A/C Measure Costs	<table border="1" data-bbox="825 914 1665 1385"> <thead> <tr> <th colspan="3" data-bbox="835 914 1654 943">HE+ HVAC A/C Program Services Cost Limits</th> </tr> <tr> <th colspan="3" data-bbox="835 951 1654 980">A/C System Assessments</th> </tr> <tr> <th data-bbox="835 989 1087 1018">Measure Code</th> <th data-bbox="1087 989 1360 1018">Description</th> <th data-bbox="1360 989 1654 1018">Cost Maximum</th> </tr> <tr> <td data-bbox="835 1026 1087 1055">ECAS005</td> <td data-bbox="1087 1026 1360 1055">A/C Assessment</td> <td data-bbox="1360 1026 1654 1055">\$250</td> </tr> <tr> <th colspan="3" data-bbox="835 1063 1654 1092">A/C System Repairs</th> </tr> <tr> <th data-bbox="835 1101 1087 1130">Measure Code</th> <th data-bbox="1087 1101 1360 1130">Description</th> <th data-bbox="1360 1101 1654 1130">Repair Cost Maximum</th> </tr> <tr> <td data-bbox="835 1138 1087 1167">ECRR005</td> <td data-bbox="1087 1138 1360 1167">Central A/C Repair</td> <td data-bbox="1360 1138 1654 1167">\$1,500</td> </tr> <tr> <td data-bbox="835 1175 1087 1205">ECRR015</td> <td data-bbox="1087 1175 1360 1205">Recharge Service</td> <td data-bbox="1360 1175 1654 1205">\$500</td> </tr> <tr> <td data-bbox="835 1213 1087 1242">ECRR020</td> <td data-bbox="1087 1213 1360 1242">Ducts Repair, Replace or Modify</td> <td data-bbox="1360 1213 1654 1242">\$500</td> </tr> <tr> <td data-bbox="835 1250 1087 1279">ECRR030</td> <td data-bbox="1087 1250 1360 1279">Clean and Tune</td> <td data-bbox="1360 1250 1654 1279">\$500</td> </tr> <tr> <th colspan="3" data-bbox="835 1287 1654 1317">A/C System Replacements</th> </tr> </thead></table>	HE+ HVAC A/C Program Services Cost Limits			A/C System Assessments			Measure Code	Description	Cost Maximum	ECAS005	A/C Assessment	\$250	A/C System Repairs			Measure Code	Description	Repair Cost Maximum	ECRR005	Central A/C Repair	\$1,500	ECRR015	Recharge Service	\$500	ECRR020	Ducts Repair, Replace or Modify	\$500	ECRR030	Clean and Tune	\$500	A/C System Replacements			Wx
HE+ HVAC A/C Program Services Cost Limits																																					
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ECRR015	Recharge Service	\$500																																			
ECRR020	Ducts Repair, Replace or Modify	\$500																																			
ECRR030	Clean and Tune	\$500																																			
A/C System Replacements																																					

Manual Section	Program Service	Topic	Revision			Focus (WHEAP/Wx)
			Measure Code	Description	Cost Maximum	
			ECRT005	Central A/C	\$7,000	
			ECRT015	Window/Room A/C*	\$1,000	
			ECRT020	Portable Room A/C*	\$1,000	
5.2.1, Table 5.2	• HVAC-A/C	Room and Portable Air Conditioners	*NOTE: Prior approval from the Division is required before installing any room or portable air conditioner unit. Contact the HE+ Help Desk before any work is started for approval.			Wx
5.4	• HVAC-All	Specifications	*For Air Source Heat Pump and A/C replacement guidance, see Appendix G.			Wx
5.4	• HVAC-All • Water Conservation	Efficiency Guidelines	IMPORTANT: In situations where a 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.			Wx
5.4.1	• HVAC-A/C	System Repair Guidelines	<p>HE+ HVAC Program Services repair activities may include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li>a. Starting mechanism repair</li> <li>b. Limit switch repair</li> <li>c. Thermostat repair</li> <li>d. Blower component repair</li> <li>e. Boiler radiator repair or modification</li> <li>f. Duct repair or modification</li> <li>g. Clean and tune</li> <li>h. Recharge service (HVAC A/C)</li> <li>i. Central A/C repair</li> </ul>			Wx
5.4.1	• Water Conservation	Repair and replacement activities	<p>5. HE+ Water Conservation Program Services repair and replacement activities may include, but are not limited to, the following:</p> <ul style="list-style-type: none"> <li>a. Toilet flush valve (includes shut-off if required)</li> <li>b. Shower head/faucet (includes shut-off if required)</li> </ul>			WHEAP Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			<ul style="list-style-type: none"> <li>c. Bathroom sink faucet (includes shut-off if required)</li> <li>d. Kitchen sink faucet (includes shut-off if required)</li> <li>e. Clothes washer/laundry room sink faucet (includes shut-off if required)</li> <li>f. Pipes, joints, elbows, or leaking valves</li> <li>g. Outside water faucets or hose bibs replacement (includes shut-off if required)</li> <li>h. Other approved repairs</li> </ul>	
5.4.2	<ul style="list-style-type: none"> <li>• HVAC-A/C</li> </ul>	System Replacement & Installation Guidelines	<p>5. The weatherization agency or its subcontractor shall determine what type of A/C system to install for households based on the HVAC A/C assessment. The household must meet all other HE+ Program Services eligibility criteria.</p> <p><i>NOTE: Prior approval from the Division is required before installing any room or portable air conditioner unit. Contact the HE+ Help Desk before any work is started for approval.</i></p>	Wx
5.4.2	<ul style="list-style-type: none"> <li>• HVAC-All</li> <li>• Water Conservation</li> </ul>	In-Person Inspections	6. The local weatherization agency, or its inspection subcontractor, shall conduct an <b>in-person</b> final inspection within 2 weeks of installation on all HVAC system and water heater replacements.	Wx
5.4.2	<ul style="list-style-type: none"> <li>• HVAC-All</li> <li>• Water Conservation</li> </ul>	Final Inspection – No Response From Customer	<ul style="list-style-type: none"> <li>b. If the customer 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 system. The letter shall include the following: <ul style="list-style-type: none"> <li>v. A copy of the letter shall be uploaded to the HE+ System.</li> </ul> </li> </ul>	Wx
5.4.2	<ul style="list-style-type: none"> <li>• HVAC-All</li> <li>• Water Conservation</li> </ul>	Replacement Checklist	8. The weatherization agency, or its subcontractor, shall provide the fully completed replacement HVAC system checklist and/or water heater installation checklist upon final inspection. Checklists are located on the <a href="#">HE+ TTA website</a> under HE+	Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			<p>Program Services   Forms. The first page of the checklist is a required upload in the HE+ System.</p>	
5.4.2	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Customer Satisfaction Survey	<p>9. An HE+ Program Services customer satisfaction survey shall be completed over the phone with the customer within 10 days of the <b>service date</b> for the following Program Services jobs.</p> <p>a. Applicable HE+ Program Services jobs:</p> <ul style="list-style-type: none"> <li>i. HVAC system replacements at or above \$10,000</li> <li>ii. HVAC system repairs at or above \$3,000</li> <li>iii. Water Conservation system replacements or repairs over \$3,000</li> </ul> <p>b. A sample survey is located on the <a href="#">HE+ TTA website</a> under HE+ Program Services   Forms.</p> <p>c. Results of the survey must be documented in System Notes or uploaded to the HE+ System within 10 days of the service date. If the customer is unresponsive after three documented attempts, detailed System Notes must be made in the HE+ System.</p> <p>d. Surveys are not required for denials or assessments.</p>	Wx
6.2.1	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Customer Agreement Forms	<p><b>6.2.1 All HE+ Program Services Repairs and Replacements</b></p> <p>The following documents shall be uploaded into the HE+ System:</p> <p>1. Copy of the signed HE+ Program Services Customer Agreement Form. The applicant or approved 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 <a href="#">Home Energy Plus Training &amp; Technical Assistance (HE+ TTA) website</a> under HE+ Program Services   Forms. Digital signatures with a time stamp are allowed.</p> <p>a. The form shall be uploaded under “Other Job-Related Documents”.</p> <p>2. Copy of the contractor's itemized invoice(s)</p>	Wx




Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			<p>a. Upload the document under “PS Contractor’s Itemized Invoice”.</p> <p>3. Photographs documenting:</p> <p>a. The existing system conditions</p> <p>b. The manufacturer’s name plate</p> <p>c. Installer’s information, contact number, and date of installation (replacements only)</p> <p>d. The instruction manual left by the contractor (replacements only)</p> <p>e. Any other necessary documents indicating the problem or condition of the existing heating system prior to the provision of services</p> <p><i>NOTE: Required photos must be labeled and identify the picture when uploading into the HE+ System. Photos and documents shall be uploaded in the correct document upload repository in the HE+ System.</i></p>	
6.2.2	<ul style="list-style-type: none"> <li>HVAC-Heating</li> </ul>	Sizing Calculations	<p>For <u>replacements</u>, the following documents shall be uploaded into the HE+ System:</p> <p>4. Documentation of the sizing calculation for <u>replacement heating systems</u>. Acceptable sizing calculations are REScheck™, ACCA Manual J, or an ACCA-approved sizing formula, if applicable.</p>	Wx
6.2.3 7.2	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Rental Units	<p><i>NOTE: In situations involving ALL rental units, the weatherization worker must contact the HE+ Help Desk for approval prior to requesting a Wx-REF be created by the WHEAP worker.</i></p>	WHEAP Wx
6.3.1	<ul style="list-style-type: none"> <li>Water Conservation</li> </ul>	WHEAP PSQA Requirements	<p>All activity shall use the Division Program Services Quality Assurance tool, and include an annual minimum of:</p> <ul style="list-style-type: none"> <li>Five repair cases, or 10% of the total repair cases (whichever is greater)</li> </ul>	WHEAP

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			<ul style="list-style-type: none"> <li>Five replacement cases, or 10% of the total replacement cases (whichever is greater)</li> <li>Five HE+ Water Conservation Program Services cases, or 10% of the total cases (whichever is greater)</li> </ul>	
6.3.2	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Wx PSQA Requirements	<p>The contracted agency is responsible for participating in Division-conducted Desktop Monitoring (DTM) HE+ Program Services Quality Assurance (PSQA) activities. This review is not a replacement for an on-site review, but rather a means to ensure that agencies are correctly interpreting and applying HE+ Program Services requirements and policies. Training and Technical Assistance sessions may be required as a result of the monitoring activities.</p> <p>Weatherization agencies are required to:</p> <ul style="list-style-type: none"> <li>Respond to all agency-required case corrections within the timeframes established by Division staff.</li> <li>Implement training at the local level based on DTM observations and Division staff recommendations and/or make agency staff available for training as directed by Division staff.</li> <li>Submit documents requested by the Division by the deadline established by Division staff.</li> <li>Attend scheduled Training and Technical Assistance sessions led by Division staff.</li> <li>Ensure that all individuals whose attendance has been requested by Division staff are present at specified times as determined by the Division.</li> </ul>	Wx
7.2	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	HE+ System Notes	1. Prior to submitting a referral, the WHEAP worker shall review all HE+ System Notes related to the household.	WHEAP
7.2	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Telephonic Signature	2. The WHEAP agency must upload into the HE+ System copies of the property owner's signed certification page or telephonic signature, homeownership record, and tax forms if not already	WHEAP

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			uploaded. If the property owner resides in a different county/tribe, the worker must verify that the property owner's signed Certification Page or telephonic signature, homeownership record, and tax forms have been uploaded into the HE+ System.	
7.2	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Certification Page	<i>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. The Certification Page can be used for five years starting with Program Year (PY) 2021.</i>	WHEAP
7.2	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Address	<i>REMINDER: The address on the HE+ Program Services referral must match the address on the HE+ Application. If the address is incorrect, a new HE+ Application shall be created.</i>	WHEAP
7.2	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	System Denial	7. If the WHEAP worker generates an HE+ Program Services referral email to the weatherization agency that is denied due to lack of funds (or any other reason), the WHEAP worker shall immediately contact the weatherization agency to inform them the referral has been denied.	WHEAP
7.3	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Job ID	<ul style="list-style-type: none"> <li>The weatherization agency shall create a Job ID and enter System Notes within three business days of all referral receipts.</li> </ul> <i>NOTE: If the agency needs to wait until the next extraction to create a Job ID, HE+ System Notes shall be made in the HE+ System explaining the delay.</i>	Wx
7.3	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Invoicing	<i>EXCEPTION: When there is no conflict with the year-end program deadline for invoicing, HE+ Program Services referral system repairs and replacements may exceed the established time periods. A System Note shall be entered documenting the reason for the delay. Partial invoicing is allowed when there is a delay in completing a portion of the measures. Emergency HE+ HVAC Heating Program Services referral measures related to no heat situations must be completed within response requirements.</i>	Wx
7.4	<ul style="list-style-type: none"> <li>HVAC-All</li> </ul>	HE+ System Notes	Entering detailed System Notes in the HE+ System is the best way to ensure communication between WHEAP and weatherization	WHEAP Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
	<ul style="list-style-type: none"> <li>Water Conservation</li> </ul>		<p>workers as well as our customers. System Notes are required in several situations throughout the program. Please see <a href="#">Appendix C</a> for a compilation of required HE+ System Notes.</p>	
7.4.1	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	HE+ System Notes	<p>When generating an HE+ Program Services referral, the WHEAP worker will see auto-populated questions for the customer on the main screen of the HE+ Program Services referral.</p> <ol style="list-style-type: none"> <li>Is this an Urgent Safety Concern?</li> <li>What is the reported problem?</li> <li>Describe any conditions in the home that may prevent the contractor from assessing the HVAC and/or Water Conservation system? (Example: Pets, blocked entry, rooms that are closed off, broken steps, etc.)</li> <li>When was the last time the HVAC and/or Water Conservation system was working?</li> <li>What is the current temperature in the home?</li> <li>What provisions were taken to verify the well-being of the residents?</li> </ol> <p><b>REMINDER:</b> The auto-populated System Notes questions shall <b>NOT</b> be altered in any way. The worker shall answer <b>ALL</b> questions when sending an HE+ Program Services referral. Below is an example of the HE+ Program Services System Notes from the HE+ System with the questions answered (highlighted in green):</p>	WHEAP

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			<p><b>*Notes</b></p> <ol style="list-style-type: none"> <li>1. Is this an Urgent Safety Concern? <b>Yes</b></li> <li>2. What is the reported problem? <b>The furnace is blowing cold air</b></li> <li>3. Describe any conditions in the home that may prevent the contractor from assessing the HVAC and/or Water Conservation system. (Example: Pets, blocked entry, rooms that are closed off, broken steps, etc.) <b>There are 2 dogs in the household</b></li> <li>4. When was the last time the HVAC and/or Water Conservation system was working? <b>1 week ago</b></li> <li>5. What is the current temperature in the home? <b>65</b></li> <li>6. What provisions were taken to verify the well - being of the residents? <b>Customer has two of their own space heaters</b></li> </ol> <p>Please note that the original HE+ System Notes feature (  ) is still functional. Notes entered here are included in the auto-populated notes and associated email if added before the referral is sent.</p> <p><i>NOTE: While the updated list of questions are the only questions required to be documented in HE+ System Notes, additional troubleshooting information may be added. Additional information is welcomed and appreciated and may be added at the bottom of the templated notes or the standard HE+ System Notes feature before the referral is sent.</i></p>	
7.4.1	<ul style="list-style-type: none"> <li>• HVAC-Heating</li> </ul>	Space Heater Waiver	<p><i>NOTE: Agencies offering space heaters to customers shall have the customer sign a liability waiver educating the customer about the risks associated with operating space heaters. A copy of the Space Heater Waiver can be found on the <a href="#">Home Energy Plus Training &amp; Technical Assistance (HE+ TTA) website</a> under HE+ Program Services   Forms. There should be two copies of the waiver for each customer. One for the customer to keep and one for the customer to sign and return to the agency. The signed document shall be uploaded in the HE+ System. Digital signatures with a time stamp are allowed.</i></p>	WHEAP

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
7.4.2	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	HE+ System Notes for Wx-REFs	<p>For Weatherization referral (Wx-REF) System Notes, under question 1, the worker shall document this is a WX-REF and enter the name of the weatherization agency and the worker who made the referral.</p> <div data-bbox="919 396 1675 821" style="border: 1px solid black; padding: 5px;"> <p>*Request Date <input type="text" value="4/8/2024"/></p> <p>*Service Type <input type="text" value="HVAC"/></p> <p>*Referral Type <input type="text" value="Wx"/></p> <p>Program Service Status <input type="text" value="Application Started"/></p> <p>Is Ownership Type Verified <input type="text" value="No"/></p> <p>Fuel Type <input type="text" value="Propane (LP)"/></p> <p>Vendor Name <input type="text" value="14 - North Central CAP, Inc.-PrgSrv"/></p> <p>Amount Reserved \$8500</p> <p>*Notes</p> <ol style="list-style-type: none"> <li>1. Is this an Urgent Safety Concern? This is a WX-Ref requested by John Doe of ABC Weatherization Agency.</li> <li>2. What is the reported problem?</li> <li>3. Describe any conditions in the home that may prevent the contractor from assessing the HVAC and/or Water Conservation system? (Example: Pets, blocked entry, rooms that are closed off, broken steps, etc.)</li> <li>4. When was the last time the HVAC and/or Water Conservation system was working?</li> <li>5. What is the current temperature in the home?</li> <li>6. What provisions were taken to verify the well - being of the residents?</li> </ol> </div> <p><b>REMINDER:</b> When entering HE+ Program Services referral System Notes, the WHEAP worker is reminded that the most recently saved System Note is the only text included in the referral email to the weatherization agency.</p>	WHEAP
7.4.3	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Job ID	<p>The weatherization agency shall create a Job ID and enter initial HE+ System Notes within three business days of all referral receipts.</p> <p><b>NOTE:</b> If the agency needs to wait until the next extraction to create a Job ID, HE+ System Notes shall be made in the HE+ System explaining the delay.</p>	Wx
7.4.3	<ul style="list-style-type: none"> <li>HVAC-Heating</li> </ul>	Space Heaters	<ul style="list-style-type: none"> <li>If the weatherization agency or their contractor offered space heaters to the customer, System Notes shall include whether the customer accepted the offer and how many space heaters were provided.</li> </ul>	Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			<i>NOTE: Agencies offering space heaters to customers shall have the customer sign a liability waiver educating the customer about the risks associated with operating space heaters. A copy of the Space Heater Waiver can be found on the <a href="#">HE+ TTA website</a> under HE+ Program Services   Forms. The signed document shall be uploaded in the HE+ System. Digital signatures with a time stamp are allowed.</i>	
7.4.3	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Well-Being	<ul style="list-style-type: none"> <li>If any timeline requirements will be exceeded, the weatherization agency shall document in System Notes all of the following: <ul style="list-style-type: none"> <li>The reason for the delay</li> <li>Verification of the well-being of the residents</li> </ul> </li> </ul>	Wx
8.4 8.5	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Admin and Program Support Costs	<i>NOTE: Agencies shall contact the HE+ Help Desk via email to obtain approval documentation to submit a monthly invoice that contains Program Support Costs that exceed 15% or Administration Expenses that exceed 10%. Agencies must upload the documentation into the HE+ System prior to approving an invoice.</i>	Wx
8.5	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Transportation Costs	<p>7. Direct staff time related to conducting the final inspection for system replacements.</p> <p><i>NOTE: Transportation costs associated with Program Services referrals can be billed to each individual job. This includes transportation costs associated with the assessment, repair, replacement, and any collateral work performed for HE+ Program Services. Agencies shall use the standard IRS mileage rate (<a href="https://www.irs.gov/tax-professionals/standard-mileage-rates">https://www.irs.gov/tax-professionals/standard-mileage-rates</a>).</i></p>	Wx
8.6	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Timely Payments	<i>Agencies shall make timely payments to vendors and contractors as follows:</i>	Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			<ol style="list-style-type: none"> <li>1. There shall be work orders/purchase orders authorizing work to proceed. Variances from the original cost sheet shall be documented.</li> <li>2. The agency shall normally pay properly submitted vendor invoices within thirty (30) days of receipt, provided goods and/or services have been delivered, installed (if required), and accepted as specified. Variances from the original work order/purchase order shall be documented.</li> <li>3. A good faith dispute, or an improper invoice, creates an exception to prompt payment only when the vendor is notified in writing of the reason for the dispute or improper invoice. <ol style="list-style-type: none"> <li>a. After a dispute is settled, or an improper invoice is resolved, the agency shall have 30 days to pay the invoice.</li> </ol> </li> </ol>	
Appendix B	<ul style="list-style-type: none"> <li>• HVAC-All</li> <li>• Water Conservation</li> </ul>	Disability Definition	<p><b>disability</b> A self-declared physical or mental impairment or a designation made by a state or federal program that:</p> <ul style="list-style-type: none"> <li>• Substantially limits one or more of a person's major life activities; or</li> <li>• Results in the person receiving either Veterans or Social Security disability benefits.</li> </ul>	WHEAP Wx
Appendix B	<ul style="list-style-type: none"> <li>• Water Conservation</li> </ul>	Domestic Well Definition	<p><b>domestic well</b> A groundwater well used to supply water for the domestic needs of an individual residence or a water system that is not a public water system and that has no more than four service connections.</p>	WHEAP Wx
Appendix B	<ul style="list-style-type: none"> <li>• HVAC-All</li> <li>• Water Conservation</li> </ul>	Elderly Definition	<p><b>elderly household member</b> Individuals who are 60 years old or older as of the application date.</p>	WHEAP Wx
Appendix B	<ul style="list-style-type: none"> <li>• HVAC- Heating</li> </ul>	Hot Water Boiler	<p><i>NOTE: Prior approval from the Division is required before installing any wood-burning heating systems. The measure can only be activated by Division staff. Contact the HE+ Help Desk before any work is started for approval</i></p>	Wx



Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
Appendix B	<ul style="list-style-type: none"> <li>HVAC-Heating</li> </ul>	Geothermal Heat pumps	<b>*NOTE: Prior approval from the Division is required before installing geothermal ground source heat pumps.</b>	Wx
Appendix B	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Partial Invoicing	<b>partial invoicing</b> When there is a delay in completing a portion of the job measures, partial invoicing is allowed in order to invoice a portion of the job for timely payment. Emergency HE+ Heating Program Services referral measures related to no heat situations must be completed within response requirements.	Wx
Appendix B	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Tiny Homes Definition	<b>tiny homes</b> Tiny homes are defined as any home that falls under a maximum of 500 square feet. They can be built on either a mobile platform or a permanent house foundation.	WHEAP Wx
Appendix B	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	Urgent Safety Concern	<b>urgent safety concern</b> In determining whether the situation is an urgent safety concern, the worker shall consider the expected low temperature for the next 72 hours, if there are signs of elevated carbon monoxide levels in the home, and whether the household has any vulnerable individuals (elderly, disabled, or children under six). See also <b>backdrafting</b> .	WHEAP Wx
Appendix C	<ul style="list-style-type: none"> <li>HVAC-All</li> <li>Water Conservation</li> </ul>	HE+ System Notes	Entering detailed HE+ System Notes is the best way to ensure good communication between WHEAP and weatherization workers. As a best practice, workers shall create HE+ System Notes when any new information is available, including new customer interactions.  The following are instances where HE+ System Notes are required by policy. Please note that workers must read each indicated policy in its entirety for full information about the required HE+ System Notes.	WHEAP Wx
Appendix F	<ul style="list-style-type: none"> <li>HVAC-Heating</li> </ul>	ASHP Flow Chart	Refer to this chart when considering an ASHP installation.	Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
Appendix G	<ul style="list-style-type: none"> <li data-bbox="296 264 474 293">HVAC-All</li> </ul>	ASHP and A/C Specifications	Refer to this chart for ASHP and A/C specifications	Wx