

Program Year (PY) 2024

Home Energy Plus Program Services Manual



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Disclaimer

The State of Wisconsin Home Energy Plus (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 Wisconsin Weatherization Assistance Program (WAP) 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**¹ (PY).

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

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 (heat@wisconsin.gov or 608-267-3680).

NOTE: PY24 Home Energy Plus Program Services Manual program and policy updates are highlighted in yellow. See [Appendix A](#) for a summary of changes made to the PY24 HE+ Program Services Manual.

NOTE: Content related to a specific HE+ Program Services program and/or specific to the WHEAP or WAP agency is identified by icons at the end of the related text. An icon key is provided in the footer of each page of this manual.

¹ **Bolded** words are the first reference of a term or phrase defined in [Appendix B](#).

Chapter 1 | Introduction

Home Energy Plus (HE+) Program Services is a year-round program that provides assistance to eligible Wisconsin residents. 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 generating an HE+ Program Services **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+ Program Services include:

1. HE+ Furnace Program Services

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 type** no longer provides heat, is inoperable or becomes unsafe.

HE+ Water Conservation Program Services

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, fixtures, toilets, and/or piping.

NOTE: Customers must live in the territory of a **Public Benefit utility in order to qualify for HE+ Water Conservation Program Services.**

HE+ Program Services provided to eligible households will never result in a property lien or charge to the customer unless fraud is identified.

1.1 HE+ Program Services Overview

The following criteria apply to all HE+ Program Services:

1. Current PY WHEAP eligibility is required.
2. Owner-occupied single-family homes, some rental properties (including single-family homes and **mobile or manufactured homes**), and multifamily homes with up to four units may be eligible for HE+ Program Services when specific criteria are met.
3. Homes owned by a business (LLCs, Limited Partnerships, Corporations, etc.) are not typically eligible for HE+ Program Services. Contact the HE+ Help Desk for possible exceptions.
4. Only the heating system that utilizes the primary fuel designated in the current year HE+ Application will be serviced through HE+ Program Services unless the need for a change in the household's primary fuel type is clearly identified.

NOTE: If the customer has a heat pump, please contact the HE+ Help Desk for assistance with identifying the primary heat source.

For cost limits and information related to decision-making for repair versus replacement see [Chapter 5](#).

HE+ Program Services include two basic types of referrals:

- **WHEAP referral:** A WHEAP referral is originated by the WHEAP worker. Typically, a customer will contact the WHEAP agency with a request for assistance and the WHEAP worker will begin the referral process. The WHEAP agency is responsible for verifying homeownership for WHEAP referrals.
- **Weatherization referral:** 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 homeownership for Wx-REFs.

The local WHEAP agency is responsible for verifying WHEAP eligibility prior to referring a household to the Weatherization agency for HE+ Program Services assistance.

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.

The WHEAP agency is responsible for verifying applicant household safety as it relates to a no-heat or potentially unsafe heating or water heating system situation for HE+ Program Services referrals.

There is no entitlement to HE+ Program Services. There may be a **deferral of service** or a **denial of service** for several different reasons.

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.

NOTE: If a reimbursement request is received, contact the HE+ Help Desk.

HE+ Program Services decisions are not eligible for appeal.

Chapter 2 | Response Requirements

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.** See [Appendix C](#) for HE+ System Notes requirements.

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

2.1 HE+ Furnace Program Services Response Requirements

The factors that determine response timelines for HE+ Furnace Program Services are the time of year the referral was generated and whether the referral is a WHEAP referral or a weatherization referral (Wx-REF).

1. **Heating season:** Wisconsin's heating season runs from October 1 through May 15. HE+ Furnace Program referrals generated during the heating season are considered **Emergency HE+ Furnace Program Services referrals** and emergency timelines apply.
2. **Non-heating season:** Wisconsin's non-heating season is May 16 through September 30. HE+ Furnace Program Services referrals generated during the non-heating season are typically considered **Non-Emergency HE+ Furnace Program Services referrals** unless there is an **urgent safety concern**. In the case of an **urgent safety concern**, emergency timelines apply.

NOTE: "Urgent safety concern" is a new phrase that replaces "Health and Safety" as used in previous manuals. 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, and whether the household has any vulnerable individuals (elderly, disabled, or children under six). For more information on carbon monoxide and its effects on health, see [Appendix E](#) for a Carbon Monoxide Information Sheet.

2.1.1 WHEAP Agency Response Requirements – HE+ Furnace Program Services

The local WHEAP agency is responsible for verifying that applicants waiting for HE+ Furnace Program Services (emergency and non-emergency referrals) have access to temporary heat and **whether the customer chooses to remain in the home until the heating situation is addressed.**

*EXCEPTION: For weatherization referrals, the Weatherization agency is responsible for verifying the customer has access to temporary heat and **whether the customer chooses to remain in the home until the heating situation is addressed.***

2.1.2 Emergency Referrals – HE+ Furnace Program Services

During the heating season (October 1 to May 15), the local WHEAP agency shall respond to requests for HE+ Furnace Program Services within 48 hours* of receiving the request from the customer.

If the situation is an **urgent safety concern, the WHEAP agency shall respond within 18 hours.*

2.1.3 Non-Emergency Referrals – HE+ Furnace Program Services

During the non-heating season (May 16 to September 30), the local WHEAP agency shall respond to requests for HE+ Furnace Program Services within five business days* of the initial request from the customer.

If the situation is an **urgent safety concern, the WHEAP agency shall respond within 18 hours.*

2.1.4 Weatherization Referrals (Wx-REF) – HE+ Furnace Program Services

When a Weatherization agency representative contacts the WHEAP agency to request a weatherization referral, the WHEAP agency shall respond to the request within five business days* of the initial request from the Weatherization agency.

If the situation is an **urgent safety concern, the WHEAP agency shall respond within 18 hours.*

2.1.5 Weatherization Agency Response Requirements – HE+ Furnace Program Services

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

2.1.6 Emergency Referrals – HE+ Furnace Program Services

During the heating season, (October 1 to May 15), the Weatherization agency shall:

1. Verify that the building and heating system criteria for HE+ Furnace Program Services are met, and a **heating system assessment** is conducted within 24 hours of receiving the referral from the WHEAP agency.

2. Create a Job ID within three business days of receiving the referral.

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.

3. Enter initial HE+ System Notes within three business days of referral receipt.

- a. See Section [7.4.2](#) for System Notes requirements.

4. Complete services within 72 hours of receiving the referral from the WHEAP agency.

- 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+ Furnace Program Services System Notes all of the following:

- i. The reason for the delay,
- 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
- iii. **Verification of the well-being 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. HE+ System Notes must be entered.

REMINDER: The Weatherization agency shall alert the HE+ Help Desk if the time period is extended beyond seven calendar days.

2.1.7 Non-Emergency Referrals – HE+ Furnace Program Services

During the non-heating season (May 16 - September 30), the Weatherization agency shall:

1. Verify that criteria for HE+ Furnace Program Services are met and assess the heating system condition within 10 business days of the WHEAP referral.

2. Create a Job ID within three business days of the referral receipt.

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.

3. Enter initial HE+ System Notes within 10 business days of referral receipt.

4. If the situation is an urgent safety concern:

- a. Respond within 24 hours.

- b. Create a Job ID within three business days of referral receipt.

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.

- c. Enter HE+ System Notes within three business days of referral receipt documenting the details of the potential safety concern.

- d. Provide a status update to the WHEAP agency so they may take appropriate action to ensure the well-being of the household.

*NOTE: In the case of a **primary fuel switch**, response requirements do not apply when a main and/or lateral is being extended.*

2.1.8 Weatherization Referrals (Wx-REF) – HE+ Furnace Program Services

The Weatherization agency shall follow response timelines according to the time of year and urgency of the situation.

*NOTE: For 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+ Program Services 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 HE+ Water Conservation Program Response Requirements

The factors that determine response timelines for HE+ Water Conservation Program Services are based on whether there is an urgent safety concern.

2.2.1 WHEAP Agency Response Requirements – HE+ Water Conservation Program Services

1. The local WHEAP agency shall respond to requests for HE+ Water Conservation Program Services within three business days of receiving the request from the customer.
2. If the situation is an **urgent safety concern** the WHEAP agency shall respond within 18 hours. An **urgent safety concern** also includes reports of **backdrafting**.

2.2.2 Weatherization Agency Response Requirements – HE+ Water Conservation Program Services

The Weatherization agency shall:

1. Verify that the building criteria for HE+ Water Conservation Program Services are met and a **Water Conservation Program assessment** is conducted within 10 business days of receiving the HE+ Program Services referral from the WHEAP agency.
2. Create a Job ID within three business days of referral receipt.
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.
3. Enter initial System Notes within three business days of referral receipt.
4. If the situation is an **urgent safety concern**, respond within 24 hours. An **urgent safety concern** also includes reports of backdrafting.
5. The Weatherization agency shall complete services within 30 calendar days of receiving the referral from the WHEAP Agency.

2.3 End of Program Year HE+ Program Services Referrals

An Informational Transmittal will be sent out to announce the deadline for completion of the current program year HE+ Program Services 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+ 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.

Chapter 3 | Eligibility

3.1 WHEAP Eligibility for HE+ Program Services

The household shall meet the financial and non-financial eligibility requirements for WHEAP benefits. WHEAP agencies shall ensure that proof of WHEAP eligibility has been uploaded into the HE+ System.

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

1. Homeownership is not verified in compliance with HE+ Program Services policy.
2. HE+ Program Services are completed before the household's HE+ Program Services eligibility has been determined in compliance with policy.
3. An HE+ Program Services referral was sent to the Weatherization agency when the 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 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+ Program Services Eligibility Determination

The local WHEAP agency shall determine WHEAP eligibility and verification of homeownership by completing the HE+ Application process prior to sending an HE+ Program Services referral to the Weatherization agency.

Verification of current homeownership must be uploaded into the HE+ System each time HE+ Program Services are requested. Verification documentation from prior referrals 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 Section [3.3](#)).

In situations involving landlords who own multiple rental units, the worker must contact the HE+ Help Desk for approval prior to generating the HE+ Program Services referral for the tenant.



NOTE: If the homeowner or dwelling owner of the rental unit does not file taxes, contact the HE+ Help Desk prior to sending a referral.

3.1.2 HE+ Program Services Referrals Without Social Security Number (SSN) Verification

Agencies shall not make any HE+ Program Services referrals until all SSNs on the HE+ Application have been verified and the HE+ Application is complete.

3.2 Homeownership

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+ Program Services. Homeownership shall be verified prior to the referral for HE+ Program Services.

1. The WHEAP agency is responsible for verifying homeownership for WHEAP referrals. 
2. The Weatherization agency is responsible for verifying homeownership for weatherization referrals. 

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

3.2.1 Homeownership Verification

Verification of homeownership 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.
 - a. Documents should be reviewed to confirm that the owner's property address (on tax records) matches the dwelling address.
 - b. 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 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 verification, 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.

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.

If an agency is unable to verify homeownership, contact the HE+ Help Desk prior to making the referral for HE+ Program Services.

3.2.2 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, agencies should use the appropriate resources below to obtain verification of homeownership for mobile or manufactured homes:

1. The customer owns the mobile or manufactured 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" drop-down and select "Manufactured Home Titling" to begin a search.
 - c. Enter the customer's details and click "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 worker shall assist the customer in obtaining 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 the worker with a check or money order for the processing fee
 - e. The worker shall stamp and address the envelope to:
State of Wisconsin DSPS - Manufactured Homes Unit
PO Box 8935
Madison, WI 53708-8935
 - f. Inform the customer that it is their responsibility to provide the 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+ Program Services
 - g. Enter HE+ Program Services HE+ System Notes that detail the transaction
 - h. Once the worker has ensured the mailing of the Certificate of Title application and appropriate payment from their office, the HE+ Program Services 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 prior to making the referral for HE+ Program Services.

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

3.2.3 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 [Home Energy Plus Training & Technical Assistance \(HE+ TTA\) website](#) 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.

3.3 Rental Dwellings

NOTE: In situations involving landlords who own multiple rental units, the worker must contact the HE+ Help Desk for approval prior to generating the HE+ Program Services referral for the tenant.

3.3.1 2-4 Unit Rentals

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

1. The building owner resides in the building but not necessarily the same unit, and
2. The applicant residing in the rental unit 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.

A current program year eligible application is required for the property owner.

Rental income received by the landlord must be verified by tax records. The property owner must provide a copy of their most recent tax return including Tax Form 1040 and supporting schedules. If rental income is not verified by income taxes for the homeowner or dwelling owner, the homeowner, including the renter, may not be eligible for HE+ Program Services.

NOTE: If the homeowner or dwelling owner of the rental unit does not file taxes, please contact the HE+ Help Desk.

3.3.2 Mobile or Manufactured Home Rentals and Single-Family Home Rentals

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

1. The applicant residing in the rental home 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. The 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 tenant, may not be eligible for HE+ Program Services.

NOTE: If the homeowner or dwelling owner of the rental unit does not file taxes or owns multiple dwellings, contact the HE+ Help Desk prior to sending a referral.

2. The worker must confirm that copies of the property owner's signed Certification Page or **telephonic signature**, homeownership record, and tax forms have been uploaded in the HE+ System. The Certification Page can be used for five years starting with Program Year (PY) 2021.
 - 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. 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 System 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. The Certification Page can be used for five years starting with Program Year (PY) 2021.

NOTE: In situations involving landlords who own multiple rental units, the WHEAP worker must contact the HE+ Help Desk for approval prior to generating the HE+ Program Services referral for the tenant.

3.4 Dwelling and Structural Eligibility

3.4.1 Eligible Dwellings and Structures

To be eligible for HE+ Program Services, there must be an existing system (heating system, water heater, water supply system, etc.) installed in the dwelling.

Buildings eligible for heating and/or approved water conservation system repair or replacement are:

1. Owner-occupied single-family homes
2. Owner-occupied single-family homes where two or fewer bedrooms are rented to roomers
3. Owner-occupied mobile or manufactured home
4. Manufactured home rentals and single-family home rentals where both the tenant and the property owner are WHEAP eligible and:
 - a. The property owner has a current program year application, and
 - b. The property owner provides 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.


5. Owner-occupied 2-4 unit buildings with one heating and/or water conservation system serving one or more units of the dwelling, or with multiple systems where the inoperable or unsafe system is in a WHEAP-eligible household and the owner is WHEAP eligible and:

- a. The property owner has a current program year application, and
- b. The property owner provides 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.

3.4.2 Ineligible Dwellings and Structures

Ineligible dwellings include but are not limited to:

1. Dwellings where the system being assessed (heating system, water heater, water supply system, etc.) had failed prior to the customer's residency in the home
 - a. If after the assessment of a failed system the Weatherization agency or its subcontractor determines the 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 prior to proceeding with HE+ Program Services 
2. Buildings that contain a residential and a commercial unit where both the residential and commercial units share a heating system
3. New construction or units undergoing major remodeling projects
4. Dwellings where a system (heating system, water heater, water supply system, etc.) does not exist
 - a. Systems shall be associated with the eligible unit identified by the agency
5. Secondary home (e.g., vacation home, seasonal home, **Airbnb**)
6. Shelters not designed for use for year-round human habitation
7. Multi-unit building with 5 or more units
8. Mobile shelters such as recreational vehicles (RVs), tents, campers, and vehicles (even if modified with permanent additions)
9. Assisted living facility or nursing home
10. Group home, halfway house, Community-Based Residential Facility, or foster home
11. Government or institutional facility (e.g., jail, hospital, care institution)
12. Rooming house, motel, hotel, YMCA, or YWCA
13. Adult Family Home (as licensed by the Wisconsin Department of Health Services)
14. Transitional housing facilities
15. Deer stand, ice shanties, or tents
16. Abandoned buildings or spaces
17. Dwellings created by making vehicles, or parts of vehicles, immobile by putting them on blocks or otherwise attaching them to a site
18. Residential buildings that consist of five or more units (unless the applicant owns the unit where the heating and/or water system that is not safe or not working is located, such as a condo)

19. Structures originally designed and built for a use other than residential (e.g., manufacturing, commercial, worship) and have been either converted to residential or are being used as a residential building will be reviewed on a case-by-case basis
 - a. The Weatherization agency shall receive approval from the HE+ Help Desk prior to proceeding with HE+ Program Services.

3.4.3 Dwellings Affected by Natural Disaster

1. WHEAP-eligible applicants that have a heating system, water heater, and/or water supply system damaged by flood, fire, or other natural disaster needing repair or replacement can be referred for HE+ 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 or an approved water conservation system that has been incapacitated due to flooding, the Weatherization agency or its subcontractor shall provide an estimated cost of moving the system to an area in the home protected from flooding.
 - i. If it is not possible to relocate the system out of a flood-prone area of the home, the agency shall contact the HE+ Help Desk for guidance prior to replacing the heating system.

NOTE: HE+ Program Services funds cannot be used to pay customers' insurance deductibles.

3.5 Deferring or Denying HE+ Program Services

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

REMINDER: Contact the HE+ Help Desk for direction when dealing with difficult situations.

3.5.1 Deferral Of HE+ Program Services: Weatherization Agency

A deferral is 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 HE+ Program Services work. This does not mean that HE+ Program Services assistance will never be available, only that services shall be postponed until the problems can be resolved and/or alternative resources are found.

HE+ Program Services may be deferred when any of the following situations prevent repair, replacement, and/or any necessary collateral work to be performed:

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 that are out of the scope of HE+ Program Services 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+ Program Services to the customer until the repair or **urgent safety concern** 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 - Revolving Loan Fund \(RLF\) Program](#)

Under the CDBG RLF, homeowners in owner-occupied dwellings and homebuyers receive 0% interest loans that are either deferred or have 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.

3.5.2 Deferral Notification Requirements: Weatherization Agency

1. Customer notification

Upon the decision to defer HE+ 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+ Program Services 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+ 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).

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 potentially unsafe heating system situation.

NOTE: Eligible applicants that fully comply with these requirements shall be reinstated in the grantee's work system so HE+ Program Services can progress as soon as reasonably possible.

3.5.3 Deferral Documentation Requirements: Weatherization Agency

1. The Weatherization agency shall maintain their own system for keeping track of deferral deadlines.

a. The Weatherization agency shall make this record available to the Division upon request

2. HE+ System Documentation

a. Pictures documenting the reason for deferral (if applicable) are required and shall be uploaded into the HE+ System.

NOTE: 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.

b. A copy of the notification letter sent to customer shall be uploaded into the HE+ System.

3. HE+ Program Services System Notes

a. Notes shall be entered in the HE+ System with an explanation of the deferral reason and the date by which the situation is to be corrected.

3.5.4 Denial of HE+ Program Services

HE+ Program Services shall be denied when:

1. The dwelling is ineligible (see Section [3.4](#)).
2. The heating system, water heater, and/or supply system is working as it should and there is not an **urgent 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. If the customer has a heat pump, please contact the HE+ Help Desk.

4. The customer is requesting service on a secondary system. If the customer has a heat pump, please contact the HE+ Help Desk prior to denying services.
5. The customer/owner did not correct the identified reasons for a deferral in the allotted time frame.

6. The applicant has altered the operation of the heating system, water heater, and/or supply system.
7. The applicant has mistreated the heating system, water heater, and/or supply system causing the failure.
 - a. Contact the HE+ Help Desk 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+ Program Services System Notes.
9. The applicant was not living in the home with the inoperable or unsafe heating system, water heater, and/or supply system at the time the system failed or became unsafe.
10. The building is for sale, or a final judgement of foreclosure has been signed by a judge.
11. The household has adequate resources (or assets) to address the system issue.
 - a. While WHEAP eligibility does not have a vehicle or asset limit test, assets may be considered when deciding HE+ Program Services, including assets of the landlord.

NOTE: Contact the HE+ Help Desk prior to denying services.

12. Funds allocated to HE+ Program Services have been expended.
13. Condition or maintenance of the dwelling prohibits access to the heating system, water heater, and/or supply system or prevents the system from safely operating. 🏠
14. Worker safety is threatened due to the structural condition or maintenance of the dwelling, occupant(s) behavior, unrestrained animals, or illegal activity. 🏠
15. The dwelling is or appears to be unoccupied. 🏠
 - a. If during the initial 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 for additional guidance. 🏠
 - i. If fraud is suspected, cease the provision of services, and contact the HE+ Help Desk for additional guidance.

NOTE: If the situation is resolved at a later date and the customer remains WHEAP eligible, a new HE+ Program Services referral may be generated by the WHEAP agency.

3.5.5 Denial of HE+ Program Services: Notification Requirements

WHEAP Agency Requirements 🧑

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:

1. 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 an urgent safety concern.

2. Refer the customer to other local entities that may be able to assist.
3. Mail an agency-generated letter 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.
4. Create a new HE+ Program Services referral in the HE+ System.
 - a. Under "Is Agency Denied" click "Yes" and check the appropriate reason.
 - b. Upload the denial letter into the HE+ system.
5. Make detailed notes in the HE+ System stating the reason for the denial when the customer was contacted about the denial and what other resources were offered to the customer.

REMINDER: HE+ Program Services are not an entitlement and decisions are not eligible for appeal.

Weatherization Agency Requirements

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:

1. Immediately cease the provision of services.
2. 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 an **urgent safety concern**.
3. Refer the customer to other local entities that may be able to assist.
4. Follow up with an agency-generated letter indicating the customer's request has been denied and explain the reason for the denial.
 - a. A copy of the letter shall be uploaded into the HE+ System.
5. Deny the referral in the HE+ System.
 - a. If an assessment was done and needs to be paid for, the "Job Kind" should be coded as an "assessment only" and charged appropriately. Make notes in the HE+ System and upload the denial letter.
 - b. If there are no charges to be attached to the job, click "Deny-No Cost", select the denial reason, add System Notes, and upload the denial letter in the HE+ System.

NOTE: Sending a letter of denial to the customer is mandatory and the Weatherization agency shall not click "override" to bypass policy.

6. Contact the WHEAP agency to inform them of the denial.
7. Make HE+ 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+ Program Services referrals from the system. Contact the HE+ Help Desk with any deletion requests.



NOTE: If the situation is resolved at a later date and the customer remains WHEAP eligible, a new HE+ Program Services referral may be generated by the WHEAP agency.

Chapter 4 | Operational Procedures

4.1 Operational Procedures: WHEAP Agency

The WHEAP agency is responsible to use current program year policy in determining if a household is eligible for HE+ Program Services prior to submitting a referral to the Weatherization agency.

4.2 Operational Procedures: Weatherization Agency

1. The Weatherization agency is responsible for coordinating the assessment of the affected system, coordinating the installation of repairs and/or replacements as well as any remediation steps with the contractor, conducting a final inspection of replacements, and completing the final invoice in the HE+ System.
2. The Weatherization agency shall ensure priority services and availability of heating systems that meet the required standards.
3. The Weatherization agency shall determine for each job whether a repair or replacement is appropriate and enter that information in HE+ Program Services System Notes.
4. The Weatherization agency shall perform HE+ Program Services or may subcontract the work to subcontractor(s) selected by competitive bids. See the current program year Weatherization Assistance Program Manual for details on procurement management.
5. Weatherization agencies may use their staff to complete repairs and replacements after the Division has approved the costing procedure.
6. 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 Assistance Program Manual.

4.3 Operational Procedures: Coordination between WHEAP and Weatherization Agencies

1. 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:

Weatherization Agency

Weatherization agencies shall 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 an HE+ 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 the WHEAP worker 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 for guidance.

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 shall use the form provided by the Division. The Weatherization agency shall compile the information annually and upload the document into the HE+ System by October 1 of each year. The Contact Information Form is located on the [HE+ TTA website](#) under HE+ Program Services | Forms.

NOTE: An updated HE+ 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 of the new document.

Chapter 5 | Technical Specifications



5.1 General

The intent of the HE+ Program Services is to make decisions related to repairing or replacing a heating system or approved water conservation system based on an assessment of the problem, condition, and age of the system as well as to make decisions related to conserving water.

The guidelines in this chapter 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 System**.

5.2 Repair and Replacement Cost Limits

1. Total costs for HE+ Furnace Program Services shall not exceed \$10,000 per job. 
2. Total costs for HE+ Water Conservation Program Services shall not exceed \$6,000 per job. 
 - a. Maximum funds are reserved in the HE+ System when referrals are entered.
3. 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.
 - a. The Weatherization agency shall respond and/or make the information available upon request within the required timeline.
4. When maximum costs for HE+ Program Services **measures** are exceeded, the Weatherization agency will need to request an override from the Division.
 - a. 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.

Unit	Estimated Quantity
Building	1

Reasons:

Close

- b. The Division may request additional information or deny any override request where detailed reasons for the overage are not provided.

See tables below for specific measure cost limits.

Table 5.1 HE+ Furnace Program Services Measure Cost Limits

HE+ Furnace Program Services Cost Limits		
Heating System Assessments		
Measure Code	Description	Cost Maximum
EFAS005	Furnace Assessment	\$250
Heating System Repairs		
Measure Code	Description	Repair Cost Maximum
EFRR005	Boiler Repair or Modification	\$1,500
EFRR010	Boiler Radiator, Repairs or Modifications	\$1,500
EFRR015	Furnace Repair or Modification	\$1,000
EFRR020	Heating Ducts Repair, Replace or Modify	\$500
EFRR025	Space Heater Repairs or Modifications	\$1,000
EFRR030	Clean and Tune	\$500
Heating System Replacements		
Measure Code	Description	Replacement Cost Maximum
EFRT005	Gas Boiler	\$10,000
EFRT007	Gas Boiler - Energy Star	\$10,000
EFRT009	Gas Forced Air 90%	\$7,500
EFRT010	Gas Space Heater or Wall Furnace	\$6,000
EFRT015	Oil Boiler	\$10,000
EFRT020	Oil Forced Air	\$7,500
EFRT025	Pellet Stove*	\$6,000
EFRT035	Oil Boiler - Energy Star	\$10,000
EFRT040	Oil Forced Air - Energy Star	\$7,500
EFRT045	Wood Forced Air*	\$6,000
EFRT050	Gas Mobile Home 95%	\$7,500
EFRT055	Gas Mobile Home	\$7,500
Heating System Fuel Switching Collateral		
Measure Code	Description	Cost Maximum
EFRT060	Fuel Switching	\$500

***NOTE: Prior approval from DEHCR is required before installing any wood burning heating systems. The measure can only be activated by DEHCR staff. Contact the HE+ Help Desk before any work is started for approval.**

Table 5.2 HE+ Water Conservation Program Services Measure Cost Limits

HE+ Water Conservation Program Services Cost Limits		
Water Conservation Assessments		
Measure Code	Description	Cost Maximum
WCAS005	Water Assessment	\$250

HE+ Water Conservation Program Services Cost Limits		
Water Conservation Repairs		
Measure Code	Description	Repair Cost Maximum
WCRR005	Water Heater Repair	\$1,500
WCRR010	Plumbing Repair	\$1,500
Water Conservation Replacements		
Measure Code	Description	Replacement Cost Maximum
WCRT005	Gas power vent from conventional gas	\$3,500 Mobile or Manufactured Home: \$1,900
WCRT010	Gas power vent from electric	\$3,500 Mobile or Manufactured Home: \$3,000
WCRT015	Gas, conventional from electric	\$3,000 Mobile or Manufactured Home: \$1,600
WCRT022	Oil to Gas	\$3,500
WCRT030	Tankless On Demand Gas	\$1,900
WCRT035	Indirect Fired Water Heater	\$3,500
WCRT040	Plumbing Replace	\$6,000 Mobile or Manufactured Home/2-4 Unit: \$1,500
WCRT045	Electric to Electric	\$1,200
WCRT050	Gas Direct Vent	\$3,500

5.3 Choosing Whether to Repair or Replace

The heating system and/or approved water conservation 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, water heater, or approved water conservation system may be repaired or replaced in a unit.

EXCEPTION: When the heating system is room/space heaters. See requirements for space heater replacement in Section [5.6](#).

2. If 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.
 - a. Contact the HE+ Help Desk when questions arise about replacement versus repair.
3. Existing systems that have a standing pilot ignition and have exceeded their useful life shall be replaced.
4. If repairs of an electric heating system or approved water conservation system are expected to exceed the repair limit, the electric system shall be replaced with a non-electric system.

NOTE: If it is not feasible to replace with a non-electric system, contact the HE+ Help Desk to request a waiver.

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

5.4 Technical Specifications

The repaired or replaced system shall meet all guidelines in this manual. For exact technical specifications, see Attachment 4 – Technical Specifications Heating System Work and Water Heater Replacements for the Wisconsin Weatherization Program available on the [HE+ TTA website](#) under Weatherization | Procurement | Category 6: Services, Attachment 4 Specifications.

1. The Weatherization agency shall follow the same technical specifications and decision-making protocols as outlined under the Wisconsin Weatherization Assistance Program (WAP), with the addition of timeline requirements as identified for WHEAP agency referrals (emergency and non-emergency).
2. Documentation shall be retained by the Weatherization agency to demonstrate compliance with technical and decision-making requirements. A documented Quality Control System for contracted work is required. When a Weatherization agency chooses to delegate decision-making to their heating, ventilation, and air conditioning (HVAC) contractor regarding the decision to replace or repair, the documented Quality Control System shall address this activity.

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.*

5.4.1 System Repair Guidelines

1. HE+ Furnace Program Services repair activities may include, but are not limited to, the following: 🔥
 - a. Starting mechanism repair
 - b. Limit switch repair
 - c. Thermostat repair
 - d. Blower component repair
 - e. Boiler radiator repair or modification
 - f. Duct repair or modification
 - g. Clean and tune
2. HE+ Water Conservation Program Services repair activities may include, but are not limited to, the following: 💧
 - a. Toilet flush valve replacement (includes shut-off if required)
 - b. Shower head/faucet replacement (includes shut-off if required)
 - c. Bathroom sink faucet replacement (includes shut-off if required)
 - d. Kitchen sink faucet replacement (includes shut-off if required)

- e. Clothes washer/laundry room sink faucet replacement (includes shut-off if required)
 - f. Pipes, joints, elbows, or leaking valves
 - g. Outside water faucets or hose bibs replacement (includes shut-off if required)
 - h. Other approved repairs
3. The following HE+ Water Conservation Program Services measures require approval from the HE+ Help Desk prior to implementing:
- a. Washing machine leaks (leaks in incoming water)
 - b. Dishwasher leaks (leaks in incoming water)
 - c. Water softener equipment
 - d. Ice makers

NOTE: Supply water issues only

5.4.2 System Replacement Guidelines

When replacing a heating system or approved water conservation system, the following requirements shall apply:

1. 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 [HE+ TTA website](#) under HE+ Program Services | Forms.
2. The existing system being replaced shall be removed from the property and disposed of properly.
 - a. In electric heating system 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 system in place. The Weatherization agency shall contact the HE+ Help Desk to request a waiver.


3. Replacement shall be a reasonable and appropriate solution to the situation.
 - a. If a repair was made to the system, subsequent service call cost repair estimates shall be combined with the previous repair amount and if the cost of the second repair would exceed maximum cost limits for repair, then the system should be replaced. For an exception, contact the HE+ Help Desk to request a waiver.
4. Heating system replacements are allowed only for 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 Section [5.5](#)).

5. The local Weatherization agency, or its inspection subcontractor, shall conduct an **in-person** final inspection within 2 weeks of installation on all heating system and water heater replacements.
 - a. The Weatherization agency shall make at least three documented attempts over a two-week period to schedule the final inspection with the customer.

- 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:
 - 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+ Program Services may be denied
 - iv. A copy of the customer's signed HE+ Program Services Customer Agreement shall be included with the letter
- c. A copy of the letter shall be uploaded in the HE+ System.
- d. Once the deadline has passed and there is still no contact from the customer, the Weatherization agency shall 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.

- 6. Once a replacement job is completed and passes the Weatherization agency's final inspection, any additional work on the 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.
- 7. The Weatherization agency, or its subcontractor, shall provide the fully completed replacement heating system checklist and/or water heater installation checklist upon final inspection. Checklists are located on the [HE+ TTA website](#) under HE+ Program Services | Forms. **The first page of the checklist is a required upload in the HE+ System.**
- 8. An HE+ Water Conservation Program Services customer survey shall be completed over the phone with the customer within 10 days of the **service date** for all HE+ Water Conservation Program Services jobs. 
 - a. A sample survey is located on the [HE+ TTA website](#) under HE+ Program Services | Forms.
 - b. 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 notes must be made in the HE+ System.**
 - c. Surveys are not required for denials or assessments.

5.4.3 Collateral Activities

Collateral work associated with a heating or approved water conservation 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. Replacement checklists 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.
 - b. Leaving the box unchecked indicates a permit is not required from the municipality.
 - c. Checklists are located on the [HE+ TTA website](#) under HE+ Program Services | Forms.

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. Pre-approved electrical work
3. Distribution improvements
4. Necessary chimney repairs. This may include chimney liners or a chimney stack assist kit to ensure adequate draft. The repairs shall meet all safety standards or code.
5. Necessary asbestos abatement
 - a. The Weatherization agency shall ensure the asbestos is addressed and the abatement performed by trained and certified (if required) individuals.
6. Decommissioning of fuel oil tank
7. Ductwork necessary to achieve the required temperature rise for the heating system

NOTE: If all other adjustments (i.e., gas pressure, O₂) 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.
8. Other activities as approved by the HE+ Help Desk. Contact the HE+ Help Desk.

5.5 Primary Fuel Switch

A primary fuel switch shall be considered with all HE+ Program Services replacements. Any fuel switch shall first be reviewed for possible weatherization.

Switching of fuel types is allowed under the following circumstances:

1. The non-working or unsafe 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 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 and request a waiver prior to completing a HE+ Program Services referral.

2. Chimney repair costs would result in higher total project cost than the installation of propane (LP) or natural gas.
3. Natural gas infrastructure is located within 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, 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 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 or water heater to natural gas as a repair.
5. Fuel switches can be performed 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](#) under Weatherization | Resources | Energy Auditing for additional guidance 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 heating system conversions, the Division recommends disconnecting the existing baseboard units at the service panel and leaving them in place.

5.5.1 Additional Guidance on Primary Fuel Switches

1. Replacement or conversion of cook stoves or dryers is not allowed with HE+ Program Services funds. If no other resources are available, the customer must arrange and pay for these 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 the 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 and receive approval from the Division prior to proceeding with the fuel switch.

5.6 Guidance on Portable Space Heater Replacement

Unvented space heaters present an **urgent safety concern** for household occupants.

1. When a contractor or final inspector finds an unvented space heater in a home, the customer shall be encouraged to have the unit removed or disabled immediately.
2. The Weatherization agency shall follow up with an agency-generated letter to the customer notifying them of the hazards and risks involved with using an unvented space heater.
3. A copy of the letter shall be uploaded into the HE+ System.

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. The following information shall be included in the request:

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

5.7 HE+ Program Services and Weatherization

To address questions pertaining to weatherizing a dwelling referred by the WHEAP agency for HE+ Program Services, the Weatherization agency shall identify if the referral is for a dwelling that was previously weatherized.

When 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.

Chapter 6 | File Documentation and Uploads

Refer to program policies in the current program year Weatherization Assistance Program Manual or WHEAP Manual to determine the document retention and applicant confidentiality requirements for HE+ Program Services files.

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

6.1 File Documentation and Uploads: WHEAP Agency

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

6.1.1 HE+ Program Services Referrals

HE+ Program Services referrals have the following 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.

NOTE: WHEAP agencies are not required to keep a paper file of the documents uploaded into the HE+ System.

2. HE+ Program Services referrals for rented mobile or manufactured homes, rented single-family homes, and buildings with 2-4 units must include a copy of the property owner's most recent filed tax 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. **The Certification Page can be used for five years starting with Program Year (PY) 2021.***

- a. 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.
- b. WHEAP agencies shall include in the initial HE+ Program Services System Notes that the property owner is WHEAP eligible and what tax forms were used to verify rental income. The property owner's Person ID shall also be included in the System Notes. **If the homeowner or dwelling owner of the rental unit does not file taxes or owns multiple dwellings, contact the HE+ Help Desk prior to sending a referral.**

6.2 File Documentation and Uploads: Weatherization Agency

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

6.2.1 All HE+ Program Services 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:
 - a. The existing system conditions
 - b. The manufacturer's name plate
 - c. Installer's information, contact number, and date of installation
 - d. The instruction manual left by the contractor
 - e. Any other necessary documents indicating the problem or condition of the existing heating system prior to the provision of services

NOTE: 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.

For replacements, the following shall be uploaded into the HE+ System.

1. Copy of the appropriate system checklist fully completed by the contractor
2. Copy of the fully completed final inspection report conducted by the Weatherization agency or its subcontractor
3. Copy of building permit(s), if required by local government
 - a. If a paper permit is not issued by the local jurisdiction, then a copy of the receipt for payment is acceptable documentation
4. Copy of the HE+ Program Services Customer Agreement form signed and dated by an adult (18 years or older) applicant household member and the subcontractor, or the subcontractor's authorized representative
5. Documentation of the sizing calculation for replacement systems. Acceptable sizing calculations are REScheck™, ACCA Manual J, or an ACCA-approved sizing formula, if applicable
6. For deferrals or denials, a copy of the Weatherization agency's letter of deferral/denial sent to the customer

REMINDER: Agencies are unable to delete HE+ Program Services referrals from the system. Contact the HE+ Help Desk with any deletion requests.

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

In addition to the items listed in Section [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+ Program Services are requested. Verification documentation provided before the customer has reported a 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 Section [3.3](#).

*NOTE: If the homeowner or dwelling owner of the rental unit does not file taxes or **owns multiple dwellings**, contact the HE+ Help Desk prior to sending a referral.*

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

6.3 HE+ Program Services Quality Assurance (PSQA) Requirements

HE+ Program Services Quality Assurance practices are intended to review accuracy of current program year HE+ Furnace and Water Conservation Program Services referrals and cases.

6.3.1 WHEAP Agency PSQA Requirements

The contracted agency is responsible for participating in internal HE+ Program Services Quality Assurance activities. HE+ Program Services Quality Assurance practices are intended to review accuracy of current program year HE+ Furnace and Water Conservation Program Services referrals and cases. Local WHEAP agencies shall develop and implement an HE+ Program Services Quality Assurance Plan for HE+ Furnace Program Services repair/replacements and HE+ Water Conservation Program Services 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 HE+ Program Services 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

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

***Cases selected for the agency internal PSQA review must be different from those selected for General Quality Assurance (GQA) review.*

WHEAP agencies shall ensure the internal PSQA 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 Program Service(s) to ensure that eligibility and benefits were accurately determined. WHEAP agencies shall upload their completed internal PSQA review to their current WHEAP contract in the HE+ System within three business days of the January 31 and May 31 deadlines. All activity shall use the Division Program Services Quality Assurance tool, and include an annual minimum of:

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

- Five replacement cases, or 10% of the total replacement cases (whichever is greater)
- Five HE+ Water Conservation Program Services cases, or 10% of the total cases (whichever is greater)

At the time of the review, the agency reviewer shall add an HE+ System Note to each Program Services case, identifying it as having been reviewed.

Upon request by an employee of the Division or a Division-authorized representative, the WHEAP agency shall produce the completed QA review tool. 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.

6.3.2 Weatherization Agency PSQA Requirements

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.

Weatherization agencies are required to:

- Respond to all agency-required case corrections within the timeframes established by Division staff.
- 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.
- Submit documents requested by the Division by the deadline established by Division staff.
- Attend scheduled Training and Technical Assistance sessions led by Division staff.
- Ensure that all individuals whose attendance has been requested by Division staff are present at the specified times as determined by the Division.

Chapter 7 | Processing Referrals

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

7.1 General

Funds for HE+ Program Services are available on a first-come, first-served basis and there is a possibility that the funds will be depleted.

HE+ Program Services job details will be completed by the Weatherization grantee, who will enter system details, job costs, and mark "ready for invoice" when the job is completed.

HE+ Program Services applications are linked with the current year WHEAP application, sometimes referred to as a "parent" application. HE+ Program Services **request date** and **service date** must be subsequent to the parent application's "application date."

"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+ Program Services referrals and invoicing.

7.2 Generating Referrals and Reserving Funds: WHEAP Agency

1. Prior to submitting a referral, the WHEAP worker shall review all HE+ System Notes related to the household.
 - a. 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. For those who live in rented mobile or manufactured homes, rented single-family homes, and buildings with 2-4 units, a copy of the property owner's most recent filed taxes return including Tax Form 1040 and supporting schedules must be uploaded into the HE+ System.
 - a. If the homeowner or dwelling owner of the rental unit does not file taxes **or owns multiple dwellings**, contact the HE+ Help Desk prior to sending a referral.
3. 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 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.

*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.***

REMINDER: The address on the Program Services referral must match the address on the HE+ Application. If the address is incorrect, a new HE+ Application shall be created.

4. For WHEAP-generated HE+ Program Services referrals it is the WHEAP worker's responsibility to upload the homeownership verification to the HE+ System.
5. For Weatherization referrals (Wx-REF) it is the Weatherization agency's responsibility to verify and upload homeownership documents.

NOTE: Verification of current homeownership must be obtained each time HE+ 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).

6. When entering HE+ Program Services referrals 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. HE+ Program Services referrals 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.
7. Once the HE+ Program Services referral is saved with "Ready for Referral" checked, the referral cannot be deleted by the WHEAP agency.
8. 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.
 - a. The WHEAP worker shall update System Notes to include who they with spoke with at the Weatherization agency about the denial. Denial of services notifications apply.
 - b. Failure to follow these directives may result in the WHEAP agency being assessed with the costs associated with the referral.

7.2.1 Questions for the Customer: WHEAP Agency

The WHEAP worker shall discuss the customer's reported problem with them in order to gather as much information as possible and to troubleshoot the issue. This information shall be conveyed to the Weatherization agency in the initial referral email.

NOTE: If there is an urgent safety concern, the WHEAP worker shall note the situation in the initial referral email by typing: *Urgent Safety Concern* (with asterisks) and then going into greater detail.

The following questions must be inquired by the WHEAP worker and be recorded in the initial referral notes sent to the Weatherization agency:

1. All HE+ Program Services referrals:
 - o What is the reported problem? Provide as much information as possible.

- Is there any moisture in the area where the heating and/or water conservation system is located?
- Is there a clear path to the heating and/or water conservation system?
- Is there anything in the home that may prevent the contractor from assessing the heating and/or water conservation system? (Example: Pets, rooms that are closed off, broken steps, etc.)

The WHEAP worker shall also conduct a short COVID-19 screening with customers before generating an HE+ Program Services referral. The following questions shall be asked, and the answers documented in System Notes:

- 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?
- 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?
- 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?
- 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.)

2. HE+ Furnace Program Services referrals:

- When was the last time the heating system was working?
- What is the current temperature in the home?
- When was the furnace filter last changed (if applicable)?
- Has the thermostat battery been changed?
- What is the household doing to keep warm?
- Can the customer secure temporary heat or another location to stay?

7.3 Receiving, Updating, and Invoicing Referrals: Weatherization Agency

- The Weatherization agency shall create a Job ID and enter System Notes within three business days of all referral receipts.

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.

- See Section [2.1.5](#) for Weatherization agency response requirements for HE+ Program Services referrals.
- For Wx-REFs, the Weatherization agency is responsible for verifying and uploading homeownership verification into the HE+ System before any work is started (see Section [6.2.1](#)).
- The following deadlines apply for the Weatherization agency to complete final job invoices:
 - System repair or assessment: No later than 30 calendar days from the repair service referral.
 - System replacements: No later than 45 calendar days from each system replacement.

EXCEPTION: When there is no conflict with the year-end program deadline for

invoicing, Weatherization referral or Non-Emergency HE+ Furnace Program Services referral 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.

- The Weatherization agency shall invoice the HE+ Program Services job after a final invoice with all required information and documentation has been received from the contractor and after the final inspection for replacements has been conducted and passed.
 - Supporting file documentation for the invoice shall include itemization documentation for any system assessment, trip charge, or collateral work and any job cost reduction (less any incentives or rebates on equipment/services from other sources).
 - Items not included on the invoice when submitted will be handled through monthly HE+ Program Services invoices for program support and administration. Retain documentation for file.

NOTE: No partial invoicing of HE+ Program Services is allowed.

7.3.1 HE+ Program Services System Repair Payment

Payment for a 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 system assessment (one total cost). Weatherization operator Administration cost and Program Support shall be invoiced using the monthly HE+ Program Services invoice.

7.3.2 HE+ Program Services System Replacement Payment

Payment for a 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 by the 15th of each month.

When collateral items cannot be completed at the same time as the replacement, due to outdoor conditions 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.

7.3.3 HE+ Program Services Assessment Payment

If a 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 HE+ system.

Any Administration or Program Support charges related to the assessment only shall be invoiced in the monthly HE+ Program Services invoice, not per job.

Payment for an “assessment only” shall not be made until the Weatherization agency has received the invoice for the system assessment or trip charge and information explaining the reason for denial of services.

7.4 HE+ System Notes

Entering detailed System Notes in the HE+ System is the best way to ensure communication between WHEAP and Weatherization workers as well as our customers. System Notes are required in several situations throughout the program and the more detailed the System Notes are the better we will be able to ensure policy was followed. **Please see [Appendix C](#) for a compilation of required HE+ System Notes.**

The following are instances where System Notes are required by policy. Anytime there is additional information to be shared, System Notes shall be made.

7.4.1 HE+ Program Services System Notes: WHEAP Requirements

The WHEAP agency must include the following in System Notes:

- **What steps were taken to verify the well-being of the residents.**
- **Whether the customer chooses to remain in the home until the heating situation is addressed.**
- Answers to all troubleshooting questions as noted in Section [7.2.1](#).
- If the agency offers space heaters, System Notes shall include whether the customer accepted the offer and how many space heaters were provided.

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 [HE+ TTA website](#) 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 under “Other WHEAP Documents”.

- For Weatherization referrals (Wx-REF) the worker shall document in System Notes the name of the Weatherization agency worker who made the referral.
- For rental 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 Section [3.3](#) for more information on rental dwelling requirements.

NOTE: If the homeowner or dwelling owner of the rental unit of the rental unit does not file taxes or **owns multiple dwellings, contact the HE+ Help Desk prior to sending a referral.**

- Any referral updates.
- Other pertinent information regarding the customer’s referral.

REMINDER: 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.

7.4.2 HE+ Program Services System Notes: Weatherization Requirements

The Weatherization agency shall create a Job ID and enter initial System Notes within three business days of all referral receipts.

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.

The Weatherization agency shall include the following in System Notes:

- Detailed explanation of the heating system and/or water conservation system issue.
- Estimated age of the system.
- What the plan is to either repair or replace the system.
- 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.

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 [HE+ TTA website](#) under HE+ Program Services | Forms. The signed document shall be uploaded in the HE+ System under “Other WHEAP Documents”.

- If any timeline requirements will be exceeded, the Weatherization agency shall document in System Notes all of the following:
 - The reason for the delay
 - Verification of the well-being of the residents
- Job updates.
- All denial or deferral updates.
- Other pertinent updates regarding the customer’s referral.

Chapter 8 | Cost Requirements/Monthly Invoicing

This chapter provides guidance to Weatherization agencies for applying costs to HE+ Program Services.

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 monthly HE+ Program Services invoice section in the HE+ System. These expenses are not to be included with the individual HE+ Program Services job expenses.

Actual expenses for Program Support and Administrative costs related to HE+ Program Services 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+ Program Services 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+ Program Services 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 and/or water conservation system work paid with HE+ Program Services funds or when HE+ Program Services 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 an HE+ Program Services assessment or inspection, direct costs for the trip (time and transportation), the expenses associated with the system assessment/inspection and the weatherization audit shall be tracked separately and accurately charged to each program (Weatherization or HE+ Program Services).
2. In the case of a Wx-REF where the heating and/or water conservation system work is occurring as part of a weatherization job and the auditing time and inspection time would occur regardless of whether system work was performed, expenses would be allocated to the Weatherization program.
3. When a weatherization job is deferred but has a heating and/or water conservation 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 HE+ Program Services funds will be used to address the heating and/or water conservation system (it is now a Wx-REF), all time and costs related to the system replacement/repair would now be allocated to HE+ Program Services.

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

8.3 Allowable Costs

Allowable expenses attributable to HE+ Program Services may include Program Support and Administrative costs such as direct (or indirect) staff time, 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 and/or water conservation system assessment shall be invoiced and included as part of the total cost of replacement/repair and shall be documented by timesheets that accurately report the hours spent on HE+ Program Services activities.

If the 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+ Program Services application as such. Any Administration or Program Support charge related to the “assessment only” shall be invoiced on the monthly (not per job) HE+ Program Services invoice.

8.4 Administration Expenses

HE+ Program Services 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 HE+ Program Services to ensure the agency is accurately recovering allowable costs.

Administrative expenses shall not exceed 10% of your agency’s “Total Furnace/Water” expenses for repair, replacement, and assessments plus “Total Program Support” costs for HE+ Program Services.

Formula: (Total Furnace or Water expenses for repair, replacement, and assessment + Total Program Support) * 10% = maximum Administrative expenses allowed

“Total Furnace or Water” and “Total Program Support” data can be found in the HE+ System under “Reports” | “Program Service” | “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 HE+ Program Services or treated as indirect expenses and allocated to HE+ Program Services, 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 HE+ Program Services:
 - 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 HE+ Program Services 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 support daily time records.
 - b. If personnel expenses are treated as indirect costs and allocated to HE+ Program Services:
 - i. The agency shall have procedures in place to ensure that HE+ Program Services 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 HE+ Program Services, 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 and/or water conservation systems and 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 HE+ Program Services.
 - c. Agencies that subcontract HE+ Program Services repair and replacement work and use direct labor hours or direct labor expense as an allocation base may find this an unsuitable method to allocate indirect expenses to HE+ Program Services. 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 program and HE+ Program Services, using direct labor hours or direct labor expense as an allocation base.
 - Step 2:** Allocate all indirect expenses from the temporary cost center to HE+ Program Services and Weatherization program 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, etc.) for final inspections for heating system replacements shall be billed as a Program Support cost.

Program Support labor includes costs for staff directly managing HE+ Program Services 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/Total Water" expenses for repairs, replacements, and assessments.

Formula: Total Furnace or Water expenses for repairs, replacements, and assessments *
15% = maximum Program Support expenses

"Total Furnace or Water" data can be found in the HE+ System under "Reports" | "Program Service" | "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 Program Support expenses such as:

1. vehicle maintenance including but not limited to:
 - a. 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, tools, and equipment may be recovered in one of two ways:
 - i. These costs may be charged directly to HE+ Program Services. In this case, the agency shall have a suitable method of capturing, tools, and equipment costs. 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+ Program Services 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+ Program Services staff by the Program Manager and/or Director.
4. Direct staff time related to procurement activities for HE+ Program Services 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+ Program Services specific training.

7. Direct staff time related to conducting the final inspection for system replacements.

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.

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 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 Weatherization | 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 request for bid (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.

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 October 1, 2023 are highlighted in yellow.

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
Disclaimer	Furnace Water	Summary of changes	See Appendix A for a summary of changes made to the PY24 HE+ Program Services Manual.	WHEAP Wx
Disclaimer	Furnace Water	Icons	NOTE: Content related to a specific HE+ Program Services program and/or specific to the WHEAP or WAP agency is identified by icons at the end of the related text. An icon key is provided in the footer of each page of this manual.	WHEAP Wx
1	Water	Public Benefits	NOTE: Customers must live in the territory of a Public Benefit utility in order to qualify for HE+ Water Conservation Program Services.	WHEAP Wx
1.1	Furnace	Heat pumps	NOTE: If the customer has a heat pump, please contact the HE+ Help Desk for assistance with identifying the primary heat source.	WHEAP Wx
1.1	Furnace Water	Reimbursement	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. NOTE: If a reimbursement request is received, contact the HE+ Help Desk.	WHEAP Wx
2	Furnace Water	HE+ System Notes	HE+ System Notes explaining reasons for the delay must be entered when any timeline response requirements are not met.	WHEAP Wx
2.1	Furnace Water	Urgent safety concern	2. Non-heating season: Wisconsin's non-heating season is May 16 through September 30. HE+ Furnace Program Services referrals generated during the non-heating season are typically considered Non-Emergency HE+ Furnace Program Services referrals unless there is an urgent safety concern . In the case of an urgent safety concern , emergency timelines apply.	WHEAP Wx
2.1	Furnace Water	Urgent safety concern	NOTE: "Urgent safety concern" is a new phrase that replaces "Health and Safety" as used in previous manuals. In determining whether the situation is an urgent safety concern , the worker shall	WHEAP Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			<i>consider the expected low temperature for the next 72 hours, if there are signs of elevated carbon monoxide in the home, and whether the household has any vulnerable individuals (elderly, disabled, or children under six). For more information on carbon monoxide and its effects on health, see Appendix E for a Carbon Monoxide Information Sheet.</i>	
2.1.1	Furnace	Relocation	The local WHEAP agency is responsible for verifying that applicants waiting for HE+ Furnace Program Services (emergency and non-emergency referrals) have access to temporary heat and whether the customer chooses to remain in the home until the heating situation is addressed.	WHEAP
2.1.1	Furnace	Relocation	<i>EXCEPTION: For weatherization referrals, the Weatherization agency is responsible for verifying the customer has access to temporary heat and whether the customer chooses to remain in the home until the heating situation is addressed.</i>	Wx
2.1.6	Furnace Water	Creating Job ID	During the heating season, (October 1 to May 15), the Weatherization agency shall: 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>	Wx
2.1.6	Furnace Water	Adding HE+ System Notes	During the heating season, (October 1 to May 15), the Weatherization agency shall: 3. Enter initial HE+ System Notes within three business days of referral receipt.	Wx
2.1.6	Furnace	Delayed Response HE+ System Notes	During the heating season, (October 1 to May 15), the Weatherization agency shall: 4. Complete services within 72 hours of receiving the referral from the WHEAP agency. b. 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 Services System Notes all of the following:	Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			<ul style="list-style-type: none"> i. The reason for the delay, 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 iii. Verification of the well-being of the residents. 	
2.1.7	Furnace	Creating Job ID	<p>During the non-heating season (May 16 - September 30), the Weatherization agency shall:</p> <ul style="list-style-type: none"> 2. Create a Job ID within three business days of the referral receipt. <p><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></p>	Wx
2.1.7	Furnace	Adding HE+ System Notes	<p>During the non-heating season (May 16 - September 30), the Weatherization agency shall:</p> <ul style="list-style-type: none"> 3. Enter initial HE+ System Notes within 10 business days of referral receipt. 	Wx
2.1.7	Furnace	Urgent safety concern	<p>During the non-heating season (May 16 - September 30), the Weatherization agency shall:</p> <ul style="list-style-type: none"> 4. If the situation is an urgent safety concern: <ul style="list-style-type: none"> e. Respond within 24 hours. f. Create a Job ID within three business days of referral receipt. <p><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></p> g. Enter HE+ System Notes within three business days of referral receipt documenting the details of the potential safety concern. 	Wx
2.2.2	Water	Creating Job ID and HE+ System Notes	<p>The Weatherization agency shall:</p> <ul style="list-style-type: none"> 1. Verify that the building criteria for HE+ Water Conservation Program Services are met and a Water Conservation Program assessment is conducted within 10 business days 	Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			<p>of receiving the HE+ Program Services referral from the WHEAP agency.</p> <p>2. Create a Job ID within three business days of referral receipt.</p> <p><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></p> <p>3. Enter initial System Notes within three business days of referral receipt.</p> <p>4. If the situation is an urgent safety concern, respond within 24 hours. An urgent safety concern also includes reports of backdrafting.</p>	
3.1.1	Furnace Water	Owners with multiple dwellings	In situations involving landlords who own multiple rental units, the worker must contact the HE+ Help Desk for approval prior to generating the HE+ Program Services referral for the tenant.	WHEAP
3.1.2	Furnace Water	Referrals without SSN verification	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.	WHEAP
3.2.3	Furnace Water	Tribal attestation of homeownership typed signature	The attestation form must be signed (either manually or typed) and dated by a tribal official.	WHEAP Wx
3.3.2	Furnace Water	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
3.3.2	Furnace Water	Owners with multiple dwellings	<i>NOTE: In situations involving landlords who own multiple rental units, the WHEAP worker must contact the HE+ Help Desk for approval prior to generating the HE+ Program Services referral for the tenant.</i>	WHEAP
3.4.2	Furnace Water	Ineligible dwellings and structures	<p>Ineligible dwellings include but are not limited to:</p> <p>5. Secondary home (e.g., vacation home, seasonal home, Airbnb)</p>	WHEAP Wx
3.5.1	Furnace Water	Deferrals	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+ Program Services to the	Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			customer until the repair or urgent safety concern is addressed with other funds.	
3.5.3	Furnace Water	Deferral deadlines	<ol style="list-style-type: none"> 1. The Weatherization agency shall maintain their own system for keeping track of deferral deadlines. <ol style="list-style-type: none"> a. The Weatherization agency shall make this record available to the Division upon request 	Wx
3.5.3	Furnace Water	Photos	<ol style="list-style-type: none"> 2. HE+ System Documentation <ol style="list-style-type: none"> a. Pictures documenting the reason for deferral (if applicable) are required and shall be uploaded into the HE+ System. <p><i>NOTE: 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> 	Wx
3.5.4	Furnace Water	Denial of services	<p>HE+ Program Services shall be denied when:</p> <ol style="list-style-type: none"> 1. The heating system, water heater, and/or supply system is working as it should and there is not an urgent safety concern to the applicant household. 	WHEAP Wx
3.5.5	Furnace Water	Notice of denial	<p>WHEAP Agency Requirements</p> <ol style="list-style-type: none"> 1. 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 an urgent safety concern. 	WHEAP
3.5.5	Furnace Water	Notice of denial	<p>Weatherization Agency Requirements</p> <ol style="list-style-type: none"> 2. 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 an urgent safety concern. 	Wx
3.5.5	Furnace Water	Denial letters to customers	<p>Weatherization Agency Requirements</p> <ol style="list-style-type: none"> 5. Deny the referral in the HE+ System. <ol style="list-style-type: none"> a. If an assessment was done and needs to be paid for, the “Job Kind” should be coded as an “assessment only” and charged appropriately. Make notes in the HE+ System and upload the denial letter. b. If there are no charges to be attached to the job, click “Deny-No Cost”, select the denial 	Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			<p>reason, add System Notes, and upload the denial letter in the HE+ System.</p> <p><i>NOTE: Sending a letter of denial to the customer is mandatory and the Weatherization agency shall not click "override" to bypass policy.</i></p>	
5.2	Furnace	Total job costs	1. Total costs for HE+ Furnace Program Services shall not exceed \$10,000 per job.	Wx
5.2	Water	Total job costs	<p>2. Total costs for HE+ Water Conservation Program Services shall not exceed \$6,000 per job.</p> <p>a. Maximum funds are reserved in the HE+ System when referrals are entered.</p>	Wx
5.2	Furnace Water	Total job costs	<p>3. 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.</p> <p>a. The Weatherization agency shall respond and/or make the information available upon request within the required timeline.</p>	Wx
5.2	Furnace Water	Total measure costs	<p>4. When maximum costs for HE+ Program Services measures are exceeded, the Weatherization agency will need to request an override from the Division.</p> <p>a. 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.</p> <p>b. The Division may request additional information or deny any override request where detailed reasons for the overage are not provided.</p>	Wx
5.2	Furnace Water	Measure costs table	See tables below for specific measure cost limits.	Wx
5.2	Furnace	Wood burning heating systems	<i>*NOTE: Prior approval from DEHCR is required before installing any wood burning heating systems. The measure can only be activated by DEHCR staff.</i>	Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			Contact the HE+ Help Desk before any work is started for approval.	
5.4	Furnace Water	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	Furnace Water	In-person inspections	5. The local Weatherization agency, or its inspection subcontractor, shall conduct an in-person final inspection within 2 weeks of installation on all heating system and water heater replacements.	Wx
5.4.1	Furnace Water	Final inspection – no response from customer	d. A copy of the letter shall be uploaded in the HE+ System.	Wx
5.4.1	Furnace Water	Checklist	7. The Weatherization agency, or its subcontractor, shall provide the fully completed replacement heating system checklist and/or water heater installation checklist upon final inspection. Checklists are located on the HE+ TTA website under HE+ Program Services Forms. The first page of the checklist is a required upload in the HE+ System.	Wx
5.4.1	Water	Customer survey	8. An HE+ Water Conservation Program Services customer survey shall be completed over the phone with the customer within 10 days of the service date for all HE+ Water Conservation Program Services jobs. <ul style="list-style-type: none"> a. A sample survey is located on the HE+ TTA website under HE+ Program Services Forms. b. 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 notes must be made in the HE+ System. c. Surveys are not required for denials or assessments. 	Wx
5.6	Furnace	Unvented	Unvented space heaters present an urgent safety concern for household occupants.	Wx
6.2.1	Furnace Water	Photographs	The following documents shall be uploaded into the HE+ System where applicable:	Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			2. Photographs documenting: <ol style="list-style-type: none"> The existing system conditions The manufacturer’s name plate Installer’s information, contact number, and date of installation The instruction manual left by the contractor 	
6.2.2	Furnace Water	Multiple dwellings	<i>NOTE: If the homeowner or dwelling owner of the rental unit does not file taxes or owns multiple dwellings, contact the HE+ Help Desk prior to sending a referral.</i>	WHEAP Wx
6.3.1	Water	PSQA Requirements	<p>WHEAP agencies shall ensure the internal PSQA 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 Program Service(s) to ensure that eligibility and benefits were accurately determined. WHEAP agencies shall upload their completed internal PSQA review to their current WHEAP contract in the HE+ System within three business days of the January 31 and May 31 deadlines. All activity shall use the Division Program Services Quality Assurance tool, and include an annual minimum of:</p> <ul style="list-style-type: none"> Five repair cases, or 10% of the total repair cases (whichever is greater) Five replacement cases, or 10% of the total replacement cases (whichever is greater) Five HE+ Water Conservation Program Services cases, or 10% of the total cases (whichever is greater) 	WHEAP
6.3.2	Furnace Water	Program Services Quality Assurance	<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>	Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			<ul style="list-style-type: none"> Respond to all agency-required case corrections within the timeframes established by Division staff. 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. Submit documents requested by the Division by the deadline established by Division staff. Attend scheduled Training and Technical Assistance sessions led by Division staff. Ensure that all individuals whose attendance has been requested by Division staff are present at the specified times as determined by the Division. 	
7.2	Furnace Water	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	Furnace Water	Multiple dwellings	2. For those who live in rented mobile or manufactured homes, rented single-family homes, and buildings with 2-4 units, a copy of the property owner's most recent filed taxes return including Tax Form 1040 and supporting schedules must be uploaded into the HE+ System. <ol style="list-style-type: none"> If the homeowner or dwelling owner of the rental unit does not file taxes or owns multiple dwellings, contact the HE+ Help Desk prior to sending a referral. 	WHEAP
7.2	Furnace Water	Telephonic signature	3. 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 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.	WHEAP
7.2	Furnace Water	Certification Page	<i>NOTE: Online applications do not have a physical Certification Page. When online</i>	WHEAP

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			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.	
7.2	Furnace Water	Address	REMINDER: The address on the Program Services referral must match the address on the HE+ Application. If the address is incorrect, a new HE+ Application shall be created.	WHEAP
7.2	Furnace Water	Funds	8. 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
7.2.1	Furnace Water	Troubleshooting	The WHEAP worker shall discuss the customer's reported problem with them in order to gather as much information as possible and to troubleshoot the issue. This information shall be conveyed to the Weatherization agency in the initial referral email.	WHEAP
7.2.1	Furnace Water	Urgent safety concern	NOTE: If there is an urgent safety concern, the WHEAP worker shall note the situation in the initial referral email by typing: *Urgent Safety Concern* (with asterisks) and then going into greater detail.	WHEAP
7.2.1	Furnace Water	Assessment questions	The following questions must be inquired by the WHEAP worker and be recorded in the initial referral notes sent to the Weatherization agency: 1. All HE+ Program Services referrals: o Is there anything in the home that may prevent the contractor from assessing the heating and/or water conservation system? (Example: Pets, rooms that are closed off, broken steps, etc.)	WHEAP
7.2.1	Furnace Water	Furnace referral questions for customer	2. HE+ Furnace Program Services referrals: o When was the last time the heating system was working? o What is the current temperature in the home? o When was the furnace filter last changed (if applicable)?	WHEAP

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			<ul style="list-style-type: none"> Has the thermostat battery been changed? What is the household doing to keep warm? Can the customer secure temporary heat or another location to stay? 	
7.3	Furnace Water	Job ID	<ul style="list-style-type: none"> The Weatherization agency shall create a Job ID and enter System Notes within three business days of all referral receipts. <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
7.4	Furnace Water	HE+ System Notes	Please see Appendix C for a compilation of required HE+ System Notes.	WHEAP Wx
7.4.1	Furnace Water	HE+ System Notes	<p>The WHEAP agency must include the following in System Notes:</p> <ul style="list-style-type: none"> What steps were taken to verify the well-being of the residents. Whether the customer chooses to remain in the home until the heating situation is addressed. 	WHEAP
7.4.1	Furnace	Space heater waiver	<p>The WHEAP agency must include the following in System Notes:</p> <ul style="list-style-type: none"> If the agency offers space heaters, System Notes shall include whether the customer accepted the offer and how many space heaters were provided. <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 HE+ TTA website 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 under "Other WHEAP Documents".</i></p>	WHEAP

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
7.4.1	Furnace Water	Multiple dwellings	<p>The WHEAP agency must include the following in System Notes:</p> <ul style="list-style-type: none"> For rental 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 Section 3.3 for more information on rental dwelling requirements. <p><i>NOTE: If the homeowner or dwelling owner of the rental unit of the rental unit does not file taxes or owns multiple dwellings, contact the HE+ Help Desk prior to sending a referral.</i></p>	WHEAP
7.4.2	Furnace Water	Job ID	<p>The Weatherization agency shall create a Job ID and enter initial System Notes within three business days of all referral receipts.</p> <p><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></p>	Wx
7.4.2	Furnace	Space heaters	<ul style="list-style-type: none"> 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. 	WHEAP Wx
7.4.1 7.4.2	Furnace	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 HE+ TTA website under HE+ Program Services Forms. The signed document shall be uploaded in the HE+ System under "Other WHEAP Documents".</i></p>	Wx
7.4.2	Furnace	Well-being	<ul style="list-style-type: none"> 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"> The reason for the delay Verification of the well-being of the residents 	WHEAP Wx
8.5	Furnace Water	Transportation Costs	<p>7. Direct staff time related to conducting the final inspection for system replacements.</p>	Wx

Manual Section	Program Service	Topic	Revision	Focus (WHEAP/Wx)
			<p>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.</p>	
Appendix B	Furnace	Wood-burning	<p>NOTE: Prior approval from DEHCR is required before installing any wood-burning heating systems. The measure can only be activated by DEHCR staff. Contact the HE+ Help Desk before any work is started for approval.</p>	WHEAP Wx
Appendix B	Furnace	Space heaters	<p>unvented space heaters Unvented space heaters present an urgent 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 with using an unvented space heater. A copy of the letter shall be uploaded into the HE+ System.</p>	WHEAP Wx
Appendix B	Furnace Water	Urgent safety concern	<p>urgent safety concern 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). <i>See also backdrafting.</i></p>	WHEAP Wx
Appendix C	Furnace Water	HE+ System Notes	<p>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.</p> <p>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.</p>	WHEAP Wx

Appendix B | 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. *See also urgent safety concern.*

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 generated by the WHEAP agency.

Emergency HE+ Furnace Program Services 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 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 assessment

A visual inspection (with testing as needed) of a heating system in response to an HE+ Furnace Program Services 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 system types

Several types of systems supply heat to homes in Wisconsin are. Below are examples of common 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 or manufactured 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. The measure can only be activated by DEHCR staff. Contact the HE+ Help Desk before any work is started for approval.



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 of a home or be used as a back-up 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 HE+ Program Services.

Other types of heating systems:

Heating systems not defined above should be classified as “Other” in the HE+ System. 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. The measure can only be activated by DEHCR staff. Contact the HE+ Help Desk before any work is started for approval.

ineligible dwelling

Ineligible dwellings (or ineligible buildings or structures) include but are not limited to:

- Secondary home (e.g., vacation home, seasonal home, Airbnb)
- Shelters not designed for use for year-round human habitation
- Multi-unit building with 5 or more units
- Mobile shelters such as recreational vehicles (RVs), tents, campers, and vehicles
- 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)
- Transitional housing facilities
- Deer stand or tent
- Abandoned building or space

REMINDER: Structures originally designed and built for a use other than residential (e.g., manufacturing, commercial, worship) and have been either converted to residential or are being used as a residential building will be reviewed on a case-by-case basis. The Weatherization

agency shall receive approval from the HE+ Help Desk prior to proceeding with HE+ Program Services.

manual referral

An HE+ Program Services referral that is not sent through the HE+ System. This occurs if the HE+ System is down for any reason and a system-generated referral is not possible. Manual referral forms are located on the [HE+ TTA website](#) under HE+ Program Services | Forms.

measures

A generic term used to describe all of the HE+ Program Services items to be addressed (repaired, replaced, or installed) in a dwelling unit.

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 Services referral

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

non-heating season

Time period during the program year from May 16 and September 30 when applicants are less likely to use home heating systems.

primary fuel switch

The process of changing a customer's primary fuel to natural gas when a natural gas main is extended to new territory and/or a new lateral is installed from the main to a building.

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.

Public Benefits utilities

Wisconsin utilities who participate in the Wisconsin Public Benefits program. The Public Benefits (PB) program is funded by fees collected by electric utilities and provides benefits for non-heating electric use. It operates a low-income fund into which participating electric providers in the state contribute an amount primarily generated by a fee added to customers' electric bills. The money in this fund is divided between the Wisconsin Home Energy Assistance Program and the Weatherization Assistance Program.

Quality Control System (QCS)

Procedures that are designed to provide a detailed review of the weatherization program process including an on-site unit check and measurement of customer satisfaction. The QCS process is not the same as the final inspection completed on each job. Agencies shall have a mechanism to track jobs receiving a QCS review and shall document management review and approval. Several optional checklists for review and documentation are available on the [HE+ TTA website](#) under Weatherization | Resources.

referral

Once an applicant is determined eligible for Home Energy Plus Program benefits and services, and the appropriate homeownership is determined for HE+ Program Services, 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.

service date

The date the Weatherization agency or their subcontractor repairs or replaces the heating or water system.

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.

telephonic signature

A telephonic signature is a recording of the entire Certification Page being read to the customer, the customer acknowledging the statement associated with their signature, and the worker stating their name and the current date. This recorded telephonic signature shall be uploaded to the HE+ System to satisfy the Certification Page upload requirement.

unvented space heaters

Unvented space heaters present an **urgent 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 with using an unvented space heater. A copy of the letter shall be uploaded into the HE+ System.

urgent safety concern

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 *backdrafting*.

wastewater

Wastewater is used water. It contains 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 Conservation Program assessment

A visual inspection of the customer's home to look for ways to conserve supply water. Includes a water heater assessment (with testing as needed) to evaluate the need for repair or replacement of the system. The assessment shall consider the functionality and condition of the system.

water heater types

Several types of systems supply hot water to homes in Wisconsin. Below are examples of common types.

electric water heater

Electric water heaters work by bringing cold water into the tank, heating it with the immersion heating elements, and then moving the 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.



natural gas or LP 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.



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, and/or
3. The home has been previously weatherized and natural gas is now available or will be available due to utility gas expansion.

WHEAP referral

A WHEAP referral is originated by the WHEAP worker. Typically, a customer will contact the WHEAP agency with a request for assistance and the WHEAP worker will begin the referral process.

Appendix C | HE+ System Notes Requirements

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.

Manual Section	Program Service	Topic	HE+ System Note Requirement	Focus (WHEAP/Wx)
2	Furnace Water	Delay in service	HE+ System Notes explaining reasons for the delay must be entered when any timeline response requirements are not met.	WHEAP Wx
2.1.6 7.3 7.4.2	Furnace	Receiving referrals	3. Enter initial HE+ System Notes within three business days of referral receipt.	Wx
2.1.6 2.1.7 2.2.2 7.3 7.4.2	Furnace	Job ID	<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
2.1.6	Furnace	Delay in required response timeline	4. Complete services within 72 hours of receiving the referral from the WHEAP agency. 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+ Furnace Program Services System Notes all of the following: i. The reason for the delay, 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 iii. Verification of the well-being of the residents.	Wx
2.1.6	Furnace	Emergency referrals	<i>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. HE+ System Notes must be entered.</i>	Wx

Manual Section	Program Service	Topic	HE+ System Note Requirement	Focus (WHEAP/Wx)
2.1.7	Furnace	Non-Emergency referrals	3. Enter initial HE+ System Notes within 10 business days of referral receipt.	Wx
2.1.7	Furnace	Non-Emergency referrals	4. If the situation is an urgent safety concern: <ul style="list-style-type: none"> a. Respond within 24 hours. b. 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> c. Enter HE+ System Notes within three business days of referral receipt documenting the details of the potential safety concern. d. Provide a status update to the WHEAP agency so they may take appropriate action to ensure the well-being of the household. 	Wx
2.1.8	Furnace	Wx-REFs	<i>NOTE: For 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+ Program Services 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.</i>	Wx
2.2.2	Water	Response requirements	3. Enter initial System Notes within three business days of referral receipt.	Wx
3.2.2	Furnace Water	DSPS applications	g. Enter HE+ Program Services HE+ System Notes that detail the transaction	WHEAP
3.3.2 6.1.1 7.4.1	Furnace Water	Rentals	b. 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 System Notes.	WHEAP
3.5.3	Furnace Water	Deferrals	a. Notes shall be entered in the HE+ System with an explanation of the deferral reason and the date by which the situation is to be corrected.	Wx

Manual Section	Program Service	Topic	HE+ System Note Requirement	Focus (WHEAP/Wx)
3.5.4	Furnace Water	Denial for missed appointments	<p>8. Two or more <u>documented</u> appointments set by the grantee or contractor have been missed by the customer.</p> <p>a. Dates and times of appointments made and subsequently missed by the customer shall be added to HE+ Program Services System Notes.</p>	Wx
3.5.5	Furnace Water	Denial of services	<p>5. Make detailed notes in the HE+ System stating the reason for the denial when the customer was contacted about the denial and what other resources were offered to the customer.</p>	WHEAP
3.5.5	Furnace Water	Denials	<p>5. Deny the referral in the HE+ System.</p> <p>a. If an assessment was done and needs to be paid for, the “Job Kind” should be coded as an “assessment only” and charged appropriately. Make notes in the HE+ System and upload the denial letter.</p> <p>b. If there are no charges to be attached to the job, click “Deny-No Cost”, select the denial reason, add System Notes, and upload the denial letter in the HE+ System.</p>	Wx
3.5.5	Furnace Water	Denials	<p>7. Make HE+ Program System Notes detailing the reason(s) for the denial. Include the dates and times any contact was made with the customer.</p>	Wx
4.2	Furnace Water	Operational procedures	<p>1. The Weatherization agency shall determine for each job whether a repair or replacement is appropriate and enter that information in HE+ Program Services System Notes.</p>	Wx
4.3	Furnace Water	End of program year	<p>WHEAP Agency</p> <p>If an HE+ 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.</p> <p>System Notes shall be entered by the WHEAP worker explaining the timeline of events.</p>	WHEAP
5.4.2	Water	Customer survey	<p>b. 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</p>	Wx

Manual Section	Program Service	Topic	HE+ System Note Requirement	Focus (WHEAP/Wx)
			three documented attempts, detailed notes must be made in the HE+ System.	
6.3.1	Furnace Water	PSQA requirements	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.	WHEAP
7.2	Furnace Water	Denied referral	<p>8. 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.</p> <p>a. The WHEAP worker shall update System Notes to include who they with spoke with at the Weatherization agency about the denial. Denial of services notifications apply.</p>	WHEAP
7.2.1	Furnace Water	Questions for customer	<p>The following questions must be inquired by the WHEAP worker and be recorded in the initial referral notes sent to the Weatherization agency:</p> <ol style="list-style-type: none"> All HE+ Program Services referrals: <ul style="list-style-type: none"> What is the reported problem? Provide as much information as possible. Is there any moisture in the area where the heating and/or water conservation system is located? Is there a clear path to the heating and/or water conservation system? Is there anything in the home that may prevent the contractor from assessing the heating and/or water conservation system? (Example: Pets, rooms that are closed off, broken steps, etc.) <p>The WHEAP worker shall also conduct a short COVID-19 screening with customers before generating an HE+ Program Services referral. The following questions shall be asked, and the answers documented in System Notes:</p>	WHEAP

Manual Section	Program Service	Topic	HE+ System Note Requirement	Focus (WHEAP/Wx)
			<ul style="list-style-type: none"> ○ 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? ○ 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? ○ 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? ○ 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.) 	
7.2.1	Furnace	Questions for customer	<p>2. HE+ Furnace Program Services referrals:</p> <ul style="list-style-type: none"> ○ When was the last time the heating system was working? ○ What is the current temperature in the home? ○ When was the furnace filter last changed (if applicable)? ○ Has the thermostat battery been changed? ○ What is the household doing to keep warm? ○ Can the customer secure temporary heat or another location to stay? 	WHEAP
7.4.1	Furnace Water	Well-being of customer	<p>The WHEAP agency must include the following in System Notes:</p> <ul style="list-style-type: none"> ● What steps were taken to verify the well-being of the residents. ● Whether the customer chooses to remain in the home until the heating situation is addressed. 	WHEAP
7.4.1	Furnace	Space heaters	<ul style="list-style-type: none"> ● If the agency offers space heaters, System Notes shall include whether the customer accepted the offer and how many space heaters were provided. 	WHEAP
7.4.1	Furnace Water	Wx-REFs	<ul style="list-style-type: none"> ● For Weatherization referrals (Wx-REF) the worker shall document in System Notes the name of the 	WHEAP

Manual Section	Program Service	Topic	HE+ System Note Requirement	Focus (WHEAP/Wx)
			Weatherization agency worker who made the referral.	
7.4.1	Furnace Water	Additional System Notes	<ul style="list-style-type: none"> Any referral updates. Other pertinent information regarding the customer's referral. 	WHEAP
7.4.2	Furnace Water	Initial System Notes requirements	<p>The Weatherization agency shall include the following in System Notes:</p> <ul style="list-style-type: none"> Detailed explanation of the heating system and/or water conservation system issue. Estimated age of the system. What the plan is to either repair or replace the system. 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. 	Wx
7.4.2	Furnace Water	Delay in response	<ul style="list-style-type: none"> 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"> The reason for the delay Verification of the well-being of the residents 	Wx
7.4.2	Furnace Water	Additional System Notes	<ul style="list-style-type: none"> Job updates. All denial or deferral updates. Other pertinent updates regarding the customer's referral. 	Wx

Appendix D | Response Requirements Quick Reference

See the tables below for HE+ Program Services response timelines.

WHEAP Agency Response Requirements

Time Period	Response Timelines
Furnace Program – Heating Season <i>October 1 – May 15</i>	Respond to request within: 48 hours Urgent safety concern: 18 hours*
Furnace Program – Non-Heating Season <i>May 16 – September 30</i>	Respond to request within: 5 business days Urgent safety concern: 18 hours*
Weatherization Referral <i>Year-round</i>	Respond to request within: 5 business days Urgent safety concern: 18 hours*
Water Conservation Program <i>Year-round</i>	Respond to request within: 3 business days Urgent safety concern: 18 hours*

*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).

Weatherization Agency Response Requirements

Time Period	Response Timelines
Furnace Program – Heating Season <i>October 1 – May 15</i>	Assess within: 24 hours of referral receipt Complete within: 72 hours*
Furnace Program – Non-Heating Season <i>May 16 – September 30</i>	Assess within: 10 business days Urgent safety concern: 24 hours** Complete within: 30 calendar days
Weatherization Referral <i>Year-round</i>	Assess within: 7 business days Update status within: 18 hours**
Water Conservation Program <i>Year-round</i>	Assess within: 10 business days Urgent 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.

**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).

***Safety concerns include but are not limited to backdrafting.

Appendix E | Carbon Monoxide Information Sheet

The Carbon Monoxide Information Sheet can also be found on the [HE+ TTA website](#) under Weatherization | Resources.

CARBON MONOXIDE (CO)

What you need to know to stay safe

CARBON MONOXIDE ALARM LOCATIONS—Install CO alarms on each floor and in the vicinity of sleeping areas according to the manufacturer's instructions.

WHAT IS CARBON MONOXIDE (CO)?
CO is a colorless, odorless, **toxic** gas formed by incomplete combustion of gas, oil, wood, and other fuels.

HOW CO EXPOSURE CAN AFFECT YOU
Headaches • Memory loss • Severe muscle pain • Dizziness • Nausea • Fatigue • Persistent cough • Difficulty breathing or breathlessness

The effect of CO poisoning is dependent on the exposure time and the concentration level in the air. CO effects will vary depending on the overall health, age, sex, and weight of an individual. The young, elderly, and those with medical conditions are at higher risk.

WHAT TO DO IF YOUR ALARM SOUNDS
If anyone in the household is feeling ill, immediately evacuate the building and contact emergency services. If no one is feeling ill, turn off fuel burning appliances or equipment, air out your home by opening doors and windows, and contact your local utility or qualified contractor to determine the source of the CO.

Note—if your alarm chirps, the battery is low and needs to be replaced. A CO alarm emitting a beep every 30 seconds or displaying ERR or END requires replacement.

COMMON SOURCES OF CARBON MONOXIDE

.....

<p>1 Furnace</p> <p>2 Water heater</p> <p>3 Dryer</p>	<p>4 Fuel-fired fireplace</p> <p>5 Stove</p>
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Malfunctioning and improperly installed gas, oil, or wood-burning appliances and fireplaces can produce CO.

Have all fuel burning appliances and related venting/chimneys inspected annually by a qualified contractor.

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6 Blocked vents /Chimney
Improperly installed vent connectors and blocked flues or chimneys can allow CO to backdraft into your home.

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7 Car
High levels of CO (up to 500 ppm in two minutes) are produced when you warm up your car in an attached garage.

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8 BBQ /Grill
Never use a BBQ or grill (especially charcoal-fired units) in an enclosed space (your house or garage) to prevent exposure to high levels of CO and reduce risk of fire.