



Tennessee Housing
Development Agency

WEATHERIZATION
ASSISTANCE
PROGRAM

POLICY & PROCEDURES MANUAL

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CHAPTER 1

General Program Requirements

1.1 Program Purpose and Overview

The Weatherization Assistance Program (WAP) was established under Title IV of the Energy Conservation and Production Act and amended by the National Energy Conservation Policy Act, the Energy Security Act, the Human Services Reauthorization Act of 1984, and the State Energy Efficiency Programs Improvement Act of 1990. The program is administered and funded at the federal level by the U.S. Department of Energy (DOE). This program is designed to assist low-income households in reducing their fuel costs and to contribute to national energy conservation through increased energy efficiency and consumer education. Weatherization measures provided by this program will reduce heat loss and energy costs by improving the thermal efficiency of dwelling units occupied by low-income households.

Tennessee's WAP is administered by the Tennessee Housing Development Agency (THDA) as the Grantee Agency. THDA sub-contracts with a network of local community agencies that provide services to single-family dwellings and mobile/manufactured homes in all ninety-five counties in Tennessee; a singular Subgrantee provides services to all multi-family dwellings with 5+ units Subgrantees subcontract out the weatherization work, in addition to than operating subgrantee crews to perform the work.

The Weatherization Assistance Program Manual is a living document and will be updated as program regulations and policies change and posted on the THDA website. Subgrantees are responsible for ensuring they are accessing the current version.

1.2 Tennessee Climatic Conditions

Tennessee has a generally temperate climate, with warm summers and mild winters. However, the state's varied topography leads to a wide range of climatic conditions. The westernmost part of the state, between the Mississippi and Tennessee Rivers, is a region of gently rolling plains.

The Central Basin makes up middle Tennessee, and lies between the Tennessee River to the west, the hilly Highland Rim to the north and the Cumberland Plateau to the east. The Cumberland Plateau, with an average elevation of 2,000 feet, extends northeast to southwest across the State in a belt 30 to 50 miles wide, overlooking the Great Valley of East Tennessee. The Great Valley, which runs parallel to the Cumberland Plateau on the west and the Great Smokey Mountains on the east, is a funnel shaped valley varying in width from 30 to 90 miles. The Great Smokey Mountains lie along the Tennessee-North Carolina border, with peaks ranging from 4,000 to 6,000 feet.

Tennessee's topography contributes to the variance of temperature, with an average of three degrees Fahrenheit decrease per 1,000 feet increase in elevation. As a result, higher portions of the State, such as the Cumberland Plateau and the mountains in the eastern portion of the state, have lower average temperatures than those found in other parts of the state. Across the state the average annual temperature ranges from 62 degrees in extreme southwest portion to 45 degrees at the top of the highest peaks in the east.¹ Statewide, the average annual temperature is 58 degrees, with a winter average of 39 degrees and a summer average of 76 degrees. Average annual precipitation in Tennessee is 53 inches, with

the greatest rainfall occurring in the winter and early spring. Snowfall varies and is more prevalent in the eastern portion of the state.

Sources:

1. <http://climate.tennessee.edu/Climate%20of%20TN.pdf>
2. <http://www.ncdc.noaa.gov/oa/climate/research/cag3/tn.html> (1960-2011 data)

1.3 Funding Allocation Distribution

Weatherization funds will be allocated annually on the basis of the relative need for weatherization assistance by low-income persons, in accordance with 10 CFR Part 440.14(b)(ii). Initial funding allocations to subgrantees will be based on the percentage of the State's low-income population in each county. However, if a subgrantee is not meeting production goals and/or quality standards, the state reserves the right to reallocate funds within the program year.

An annual funding allocation amount will be provided for each county. A subgrantee that serves multiple counties will be required to adhere to each county's allocation of Weatherization funds to provide services to residents of that county. A subgrantee may only reallocate funds to another county within their service delivery area when the reallocation has been authorized in writing by a subgrantee's governing board and approved by THDA.

Unexpended funds from the annual contract period will be recaptured by the Grantee at the end of the contract period, unless THDA opts to extend the specific contract for that program year. All expenditure category limitations will be based on the amount of actual expenditures. Recaptured funds will be re-distributed in the subsequent contract period in a manner to be determined by THDA.

1.4 WAP Benefits

The WAP provides energy conservation measures to a residential unit occupied by a low-income household in order to make it more energy efficient, with the goal of reducing the energy costs for the residents of the unit. Each home receives an energy audit prior to any work being performed. The purpose of the audit is to determine the specific measures for the home that will provide the greatest benefit in terms of energy savings. In addition to allowable energy conservation measure (ECM) retrofits, limited repairs that are necessary in order to install and maintain the ECMs are allowed. ECMs and related incidental repairs must meet the savings-to-investment ratios (SIR) before they can be considered. Remember, WAP is here for people that are in need and wants to better their living situations and lower that energy cost for their household.

The WAP recognizes that often homes have significant health and safety issues present. Although addressing all health and safety concerns is beyond the scope of WAP, there are limited funds available to address allowable energy related health and safety issues that are necessary to maintain the physical wellbeing of both the occupants and/or weatherization worker(s). Additional guidance may be found in the Health and Safety Plan.

1.4.1 Benefit Caps

A maximum of \$8,497.00 may be spent per unit. This amount must include all materials and labor for energy conservation measures, related incidental repairs, and health and safety items. This amount is a

maximum, but it does not mean that each unit is entitled to that amount of work. Each unit is unique, and the work to be performed will be determined through the energy audit.

The cap per Multi-Family unit will be based on the number of units within the building that have been determined as occupied by a household that meets WAP requirements. The State Office may grant approval to exceed this cap on a case-by-case basis.

1.5 Outreach to Potential Clients

Subgrantees are required to conduct program outreach to their communities if there is an insufficient number of applicants on the wait list. The frequency and method of outreach is at the discretion of the subgrantee. However, they are required to assist applicants, as needed, with the completion of their application, and to provide alternatives to office visits for submission of applications by elderly and disabled citizens.

1.6 Application Processing

Each client must complete and submit an application for WAP to the subgrantee that serves their county of residence. Each subgrantee is to utilize the state standard application form found in Chapter 18. The subgrantee has the flexibility to accept applications by mail or in person but, if needed, must provide assistance to applicants with the completion of the form. If the subgrantee opts to require office visits for submission of applications, an alternative must be provided for elderly and disabled applicants for whom an office visit would be a barrier. Documentation of eligibility must be obtained as part of the application process and maintained in the client file. Multi-family dwellings have the option to submit applications with a whole building approach. Meaning, as a whole, all the residents of the building must complete and submit an application for WAP assistants.

1.6.1 Additional Application Documents

The applicant must also complete an Energy Bill Release Form and the applicable Permission Form. If the applicant is the owner of the residence, the applicant should complete the Homeowner Permission Form. If the client is a renter, the Renter Permission Form should be completed. Additional documents may be required based on individual household and unit circumstances.

1.6.2 Suspension of Application Acceptance

Since program demand often exceeds availability of funding, a subgrantee has the option to temporarily suspend the acceptance of applications when there is a sufficient number of approved applicants on the wait list for that specific county. The subgrantee has the option to close the program to additional applications whenever the wait list of approved applications for that county exceeds a minimum of two times the number of clients reasonably expected to be served with the funds allocated for that county in the program year. At the point the wait list for the county drops to a level where additional applications are needed, the subgrantee is to resume acceptance of applications. As a best practice, subgrantees are encouraged to maintain a list of individuals who have indicated interest in the program during a period of time when applications are closed. When resuming acceptance of applications, these interested individuals should be notified so they can file an application if they wish.

1.6.3 Application Processing Timeframe

A subgrantee has a maximum of 90 days to approve or deny an application from the date a signed application is received by the subgrantee (at any of its offices). The applicant is to provide required documentation of income and other eligibility factors during the application process. The subgrantee shall offer assistance if the client is unable to obtain required documentation, but ultimately, it is the client's responsibility to provide proof of eligibility and other required documentation for the household, as a condition of eligibility.

1.6.4 Unique Client Identification Label – Site ID

Every application request entered into WAPez will be automatically assigned a unique Site ID. Subsequent identifying labels will be given to the application based on the incremental stages of weatherization. Examples include an Application ID, Audit ID, Work Order ID, etc. More information on these labels can be found in the WAPez User Manual. For tracking purposes, the Site ID is the primary Unique Client Identification Label for each project.

1.7 General Eligibility Requirements

1.7.1 Applicant

The applicant is the individual who signs the application. Applicants must be age 18 or older, a U.S. Citizen or Legal Alien, and must provide proof of identity. Proof of identity is not required for other members listed as residing in the home unless it is considered questionable by the subgrantee. Documentation of citizenship is required for every applicant without regard to race, religion, gender, ethnicity, or national origin, per the Tennessee Eligibility Verification for Entitlements Act. A copy of the documentation must be retained in the client file.

If the applicant is a U.S. citizen, acceptable forms of verification are:

- A valid driver license or photo identification license issued by the TN Dept. of Safety, or;
- A valid driver license or photo identification license issued by another state where the issuance requirements are at least as strict as those in TN, or;
- An official birth certificate issued by a U.S. State, jurisdiction, or territory, including Puerto Rico, U.S. Virgin Islands, Northern Mariana Islands, American Samoa, Swains Island, Guam, (Exception: Puerto Rican birth certificates issued before 7/1/10 shall not be recognized), or;
- A valid, unexpired U.S. passport, or;
- A U.S. certificate of birth abroad (DS-1350 or FS-545), or;
- A report of birth abroad of a citizen of the U.S. (FS-240), or;
- A certificate of citizenship (N560 or N561), or;
- A certificate of naturalization (N550, N570, or N578), or;
- A U.S. citizen identification card (I-197 or I-179), or;
- Any successor document of subdivisions (c)(4)-(9), or;
- A social security number that has been verified with the Social Security Administration in accordance with federal law.

If the applicant claims legal alien status, the following documentation is required:

- Two forms of documentation of identity and immigration status as determined by the U.S. Dept. Of Homeland Security to be acceptable for verification through the SAVE program. If unable to provide two forms of acceptable documentation, then the applicant must present at least one document that can then be verified through the SAVE program.

Citizenship status must be declared on the application form for all additional household members, but it does not have to be verified. Any household member who is not a U.S. citizen or legal alien by their own statement will not be included when determining the number of eligible household members in the home. However, any income they have from countable sources will be considered as available in its entirety to the household when determining household income.

1.7.2 Proof of Residence

Only residences located in the State of Tennessee are eligible for the Tennessee Weatherization Assistance Program. The applicant must provide proof that they reside in the residence for which they are applying. If the applicant owns or is buying the property, they must provide documentation of ownership.

1.7.3 Social Security Numbers

The application will request the applicant to provide social security numbers for all household members. This information will be used to identify the individual in the ACCENT system for purposes of obtaining eligibility documentation. Social security numbers do not have to be verified. It is not a program requirement to provide social security numbers. Failure to provide social security numbers for all household members will not result in denial of the application.

1.7.4 Disability

For purposes of WAP, disability is defined as an individual who is a handicapped individual as defined in Section 7 (6) of the Rehabilitation Act of 1973, under a disability as defined in Section 1614 (a)(3)(A) or Section 223 (d)(1) of the Social Security Act, or Section 102(7) of the Developmental Disabilities Services and Facilities Construction Act, or an individual who is receiving benefits under Chapter 11 or 15 of Title 38, U.S.C.

- Rehabilitation Act of 1973, Section 7 (6): The term “handicapped individual” means any individual who (A) has a physical or mental disability which for such individual constitutes or results in a substantial handicap to employment and (B) can reasonably be expected to benefit in terms of employability from Vocational Rehabilitation services provided pursuant to Titles I and III of this ACT.
- Social Security Act, Section 1614 (a)(3)(A): Except as provided in subparagraph (C), an individual shall be considered to be disabled for purposes of this title if he is unable to engage in any substantial gainful activity by reason of any medically determinable physical or mental impairment which can be expected to result in death or which has lasted or can be expected to last for a continuous period of not less than twelve months. From subparagraph C referenced above: (C)(i) An individual under the age of 18 shall be considered disabled for the purposes of this title if that individual has a medically determinable physical or mental impairment, which results in marked and severe functional limitations, and which can be expected to result in death or which has lasted

or can be expected to last for a continuous period of not less than 12 months. (ii) Notwithstanding clause (i), no individual under the age of 18 who engages in substantial gainful activity (determined in accordance with regulations prescribed pursuant to subparagraph (E)) may be considered disabled.

- Social Security Act 223(d)(1): The term “disability” means—
 - (a) inability to engage in any substantial gainful activity by reason of any medically determinable physical or mental impairment which can be expected to result in death, or which has lasted or can be expected to last for a continuous period of not less than 12 months; or
 - (b) in the case of an individual who has attained the age of 55 and is blind (within the meaning of “blindness” as defined in section 216(i)(1)), inability by reason of such blindness to engage in substantial gainful activity requiring skills or abilities comparable to those of any gainful activity in which he has previously engaged with some regularity and over a substantial period of time.
- Development Disabilities Services and Facilities Construction Act, section 102(7): The term “developmental disability” means a disability of a person which –
 - (a) is attributable to mental retardation, cerebral palsy, epilepsy, or autism;
 - i. is attributable to any other condition of a person found to be closely related to mental retardation because such condition results in similar impairment of general intellectual functioning or adaptive behavior to that of mentally retarded persons or requires treatment and services similar to those required for such persons; or
 - ii. is attributable to dyslexia resulting from a disability described in clause (i) or (ii) of this sub-paragraph;
 - (b) originates before such person attains age eighteen;
 - (c) has continued or can be expected to continue indefinitely; and
 - (d) constitutes a substantial handicap to such person’s ability to function normally in society.
- USC Title 38, chapter 11 or 15: Veteran’s benefits associated with disability. Multiple definitions, both temporary or permanent may be found in these chapters.

Proof of disability is required for any household member for whom disability is claimed before priority points can be given to the household, or the individual can be reported as disabled.

Receipt of one of the benefits as described above typically establishes the disability. THDA also accepts client physician statements as proof of disability.

1.7.5 Definition of a Child

A child is defined as any household member who is under the age of 6. Household income does not include earnings for a minor.

1.7.6 Tribal Organizations

Any applicant that is a member of a tribal organization will be treated the same as any other applicant and will need to apply through the subgrantee that serves their county of residence.

1.7.7 Applicant Privacy

Per the DOE WPN 10-8 issued February 1, 2010, "DOE is legally required, pursuant to 5 U.S.C. 552(b)(6), of the Freedom of Information Act, to keep confidential any specifically identifying information related to an individual's eligibility application for WAP, or the individual's participation in WAP, such as name, address, or income information. Thus, states and local service providers should extend that same protection to their client records for WAP."

Based on this guidance, a subgrantee cannot release any identifying information about a specific applicant or address without the written permission of the applicant. Information may be released about recipients in the aggregate, and which does not identify specific individuals. For example, information on the number of recipients in a county, city or a zip code does not compromise the privacy of the recipients.

The applicant privacy statement is required to be included on the application and reads as follows:

Pursuant to federal law (5 United States Code 552(b)(6) and 10 Code of Federal Regulations 600.153(f)), identifying information provided by you for determination of your eligibility for Weatherization Assistance and for the provision of services from the program will be considered confidential and, unless otherwise authorized or required by law, will not be shared with any other persons or agencies except for purposes directly related to the administration of the WAP.

1.7.8 Additional Eligibility Documentation Requirements

Home Ownership: The ownership of the building must be established and documented. If the unit is owned by individuals - either in whole or part - permission must be obtained from all owners before work takes place with the following exception(s) noted below. This applies to owners/co-owners that may or may not reside in the unit. If there are multiple owners, and an owner noted on the deed has passed, a death certificate will be required; if a co-owner is not available, the presiding owner must resume the responsibility for the co-owner in requesting assistance from the subgrantee without malice or to cause injury to that subgrantee. If the applicant is renting, additional information is required from the landlord/building.

Please see Section 1.10 for additional guidance.

Energy Costs:

The applicant is required to provide the name of their energy provider(s) and proof of energy expenses. The Energy Bill Release Form allows the subgrantee to obtain pre-weatherization and post-weatherization energy usage for evaluation purposes related to the effectiveness of the work performed.

Calculating Energy Burden:

Energy burden is determined by calculating a household's complete annual energy use divided by total household income.

Subgrantees are required to pursue actual twelve-month billing data from the energy provider(s). Delivered fuels such as propane and kerosene will also be included in the total energy cost calculation for the 12 months prior to application.

If complete 12-month billing history is unavailable, subgrantees may annualize energy costs based on averaging the most recent three months of billing and multiplying by four. This method may determine a skewed energy burden based on the time of year the energy bills were obtained.

Unavoidable costs directly related to the client's energy use must be included in the household's energy burden. Common examples include electric grid charges and service fees. The cost for other services such as water, cable, or trash collection are not to be included in the energy burden calculation. Late fees, past due amounts, reconnect fees and other optional charges are not to be included.

If an applicant's energy cost is included in rent to their landlord, the applicant is still able to receive assistance. The applicant will show zero energy burden. The landlord must show how the estimated energy savings received after assistance will benefit the tenant(s) prior to executing a service agreement.

Note: If the applicant has not lived at their current address for 12 months, then the billing information entered should reflect only the amount of months applicant lived at the current address at the time of application.

Other Documentation:

The subgrantee has the option to require the applicant to provide additional documentation for statements contained on the application or made by the client that are considered questionable. If additional documentation is required, the client file should be documented to support why the request was made.

1.7.9 Retention of Documentation

Documentation may be maintained in hard copy or through electronic storage methods but must be able to be produced upon request. The subgrantee is required to maintain a client file for every applicant. The client file will be retained for five years from the date the grant is closed this includes units where weatherization services have been provided or closed due to subsequent ineligibility or other reason.

The subgrantee must maintain a comprehensive list of all properties that received weatherization services through their subgrantee. This list may not be purged and must be available for review upon request. Additional information may be found in Section 1.14.

1.8 Income Eligibility

1.8.1 Income Standards

The total countable income of the household must be equal to or less than 200% of the federal poverty level for the household size. If total income exceeds 200% of poverty, the household is not eligible to receive services. However, any household that has one or more members who receive or has received Temporary Assistance for Needy Families (TANF – known as Families First in Tennessee) or Supplemental Security Income for the Aged, Blind or Disabled (SSI) in the twelve (12) months preceding the application for WAP is considered to meet income limits. Verification of receipt of benefits is required.

2024 WAP Income Standards and Percentage of Poverty by Household Size					
Effective 01/25/2024					
*Updated 01/26/2024 per WPN 24-3					
HH Size	Max Income	HH Annual Income: 0- 50% Poverty	HH Annual Income: 51-100% Poverty	HH Annual Income: 101-150% Poverty	HH Annual Income: 151-200% Poverty
1	\$30,120	\$0.00 – \$7,530	\$7,531 – \$15,060	\$15,061 – \$22,590	\$22,591 – \$30,120
2	\$40,880	\$0.00 – \$10,220	\$10,221 – \$20,440	\$20,441 – \$30,660	\$30,661 – \$40,880
3	\$51,640	\$0.00 – \$12,910	\$12,911 – \$25,820	\$25,821 – \$38,730	\$38,731 – \$51,640
4	\$62,400	\$0.00 – \$15,600	\$15,601 – \$31,200	\$31,201 – \$46,800	\$46,801 – \$62,400
5	\$73,160	\$0.00 – \$18,290	\$18,291 – \$36,580	\$36,581 – \$54,870	\$54,871 – \$73,160
6	\$83,920	\$0.00 – \$20,980	\$20,981 – \$41,960	\$41,961 – \$62,940	\$62,941 – \$83,920
7	\$94,680	\$0.00 – \$23,670	\$23,671 – \$47,340	\$47,341 – \$71,010	\$71,011 – \$94,680
8	\$105,440	\$0.00 – \$26,360	\$26,360 – \$52,720	\$52,721 – \$79,080	\$79,081 – \$105,440

For families with more than 8 persons, 100% of poverty level increases \$5,380 for each additional person. Therefore, **for weatherization at 200% of poverty level, add \$10,760 for each additional person.** Expanded tables provided by HHS showing up to a family of 14 can be found [here](#).

1.8.2 Definition of Income

**Updated 02/03/2023 Per WPN 23-3*

Income means Cash Receipts earned and/or received by the applicant before taxes during applicable tax year(s) but not the Income Exclusions listed below in Section C. Gross Income is to be used, not Net Income.

Cash Receipts include the following:

- Money, wages and salaries before any deductions;
- Net receipts from non-farm or farm self-employment (receipts from a person's own business or from an owned or rented farm after deductions for business or farm expenses);
- Regular payments from social security, railroad retirement, unemployment compensation, strike benefits from union funds, worker's compensation, veteran's payments, training stipends, alimony, and military family allotments;

- Private pensions, government employee pensions (including military retirement pay), and regular insurance or annuity payments;
- Dividends and/or interest;
- Net rental income and net royalties;
- Periodic receipts from estates or trusts; and
- Net gambling or lottery winnings.
- Income Exclusions: The following Cash Receipts are not considered sources of Income for the purposes of determining applicant eligibility:
 - o Capital gains;
 - o Any assets drawn down as withdrawals from a bank;
 - o Money received from the sale of a property, house, or car;
 - o One-time payments from a welfare agency to a family or person who is in temporary financial difficulty;
 - o Tax refunds;
 - o Gifts, loans, or lump-sum inheritances;
 - o College scholarships;
 - o One-time insurance payments, or compensation for injury;
 - o Non-cash benefits, such as the employer-paid or union-paid portion of health insurance;
 - o Employee fringe benefits, food or housing received in lieu of wages;
 - o The value of food and fuel produced and consumed on farms;
 - o The imputed value of rent from owner-occupied non-farm or farm housing;
 - o Depreciation for farm or business assets;
 - o Federal non-cash benefit programs such as Medicare, Medicaid, Food Stamps, school lunches, and housing assistance;
 - o Combat zone pay to the military;
 - o Child support, as defined below in Section E;
 - o Reverse mortgages; and
 - o Payments for care of Foster Children.

Proof of eligibility should be included in the client file.

Availability of Supporting Documentation:

For purposes of review and audit, each client file must contain an application from the client that contains the required demographics and income for the entire family living in the residence. The file must also contain evidence provided by the Subgrantee that the client is eligible to receive WAP services.

This evidence may include, but is not limited to, a memorandum from a third-party certification office stipulating the income levels of the family or source documentation for each income source listed on the application. These documents can be stored electronically or retained in hard copy for each client.

Eligibility Determined by Outside Agency/Program:

If income eligibility is determined by an outside agency or program, i.e. Low-Income Home Energy Assistance Program (LIHEAP) or the U.S. Department of Housing and Urban Development (HUD), any document used to determine eligibility, such as a copy of LIHEAP eligibility or a copy of the HUD eligibility

(e.g. Section 8 or Public Housing eligibility) will suffice as evidence of client eligibility. This document and any related documents must be retained in the client file.

Self-Certification:

After all other avenues of documenting income eligibility are exhausted, self-certification is allowable. However, evidence of the various attempts at proving eligibility must be contained in the client file, including a notarized statement signed by the potential applicant indicating that he has no other proof of income.

Child Support:

Child Support payments, whether received by the Payee or paid by the Payor, are not considered Sources of Income to be added to the payee income or deducted from the payor income for the purposes of determining applicant eligibility.

Payee:

Where an applicant receives Child Support from any state program or individual during an applicable tax year, such assistance is not considered income for the purposes of determining eligibility (i.e., where an applicant receives Child Support, he or she does not add that amount to his or her calculation of income for purposes of determining eligibility).

Payor:

Where an applicant pays Child Support through a state program and/or to an individual, such assistance is not considered a deduction to Income for the purposes of determining eligibility (i.e., where an applicant pays Child Support, he or she may not deduct said assistance from his or her calculation of Income for the purposes of determining eligibility).

Annualization of Income:

Where an applicant receives income for a part of the applicable tax year, their partial income may be annualized to determine eligibility. Example: Applicant A received income during January, February, and March. The method of annualizing income to determine eligibility could be multiplied by four to determine the amount of income received during the year. The method of calculating annualized income is to be determined by the Grantee and must be applied uniformly by all Subgrantees.

Re-Certification:

An applicant must be re-certified when eligibility lapses due to the length of time the applicant was waiting to receive Weatherization services. As a reminder, re- certification of eligibility must occur at least every 12 months. The Grantee must outline the method of determining re-certification in their Annual Plan for approval by DOE.

- THDA considers weatherization services as initiated once an energy audit is assigned to a unit. At this point, annual recertification is no longer required. Any applicant that fails to comply with the annual recertification process or who is determined to no longer meet program eligibility guidelines, will have their case terminated, and will be removed from the wait list.

1.8.3 Treatment of Income for Minors and Illegal Aliens

Minors:

All earned income for a household member under the age of 18 is excluded. Earned income is defined by the Social Security Administration as “wages, net earnings from self-employment, certain royalties, Honoraria, and sheltered workshop payment OR Earned Income is defined by CFR 416.1110

Illegal Aliens:

Any household member who is an illegal alien will have his/her income from countable sources verified and counted in full as available to the household for purposes of determining if the household meets the income standards.

1.8.4 Verification of Income

All countable sources of income must be verified for all household members (and illegal aliens who may reside in the home). Acceptable forms of verification include check stubs, employment statements, award letters, tax statements and other documents that verify the gross amount of the income from that particular source. Proof of income eligibility and associated documentation must be included in the client file.

Applicants who have or are currently receiving SNAP, Families First (TANF) or TennCare may have income verification documented in ACCENT, Tennessee’s eligibility system for the Family Assistance programs. If the household’s circumstances have been verified and documented in ACCENT within twelve months from the date of application, that information may be used to establish income eligibility for WAP. A copy of the ACCENT screen(s) used to document the income must be retained in the client file. The client has the option to provide alternative income documentation if they have updated information from what was last entered into ACCENT.

Income Documentation Not Available:

At times, an applicant may not be able to provide documentation of income for either themselves or a member of their household. As a last resort, and only after all other options have been explored, a self-declaration will be accepted. Such a statement must be provided in writing and must be notarized. The client file must contain the notarized statement, along with an explanation of the steps taken to obtain alternative documentation, and why other forms of income verification could not be able to be obtained.

Households without Declared Means of Support:

A household that declares little to no income, and that does not have alternative means of support identified, requires careful interviewing to ensure that an accurate picture of the household’s circumstances is captured. If appropriate, the subgrantee will require the household to complete a Statement of Support Form and/or Self Certification of Zero Income Form that helps support the household’s statement of circumstances. The Self Certification of Zero Income and Statement of Support Forms are located in Chapter 18.

1.8.5 Calculation of Income

Income eligibility is based on the countable household income for the 12-month period preceding the application. Countable income that may have terminated during this timeframe is still countable.

Income documentation must be obtained for a three-month period of time preceding or during the time of application processing. Income that was only received during a portion of the twelve-month period may be prorated to reflect actual gross amount received during the timeframe. The income verification will then be converted to an annual income amount. If an individual is ineligible based on three months of income verification that is converted to an annualized amount, the household has the option to provide income documentation for the entire year.

Unemployment income will be prorated to determine the annualized income, based on the expected number of eligible weeks in the 12-month period. The annual income will be based on the weekly benefit amount multiplied by number of weeks in which a benefit was expected.

Multiply the total of the three months' worth of income by four to obtain an annual amount of income. Total all countable income sources to obtain the total annual income for the household.

1.9 Unit Eligibility

The building to be weatherized must be the primary residence of the applicant. The unit may be a single-family stick-built or manufactured home or may be a multi-family building. The applicant may either own or rent the residence.

1.9.1 Ineligible Units

Regardless of applicant households' income eligibility, no weatherization funds may be used to weatherize a dwelling unit that:

- Is designated for acquisition or clearance by Federal, state, or local program within 12 months from the date weatherization would be scheduled to be completed.
- Has been or is in the process of being condemned.
- Is currently listed for sale, through either a real estate agent or privately.
- Unoccupied (other than a temporary absence of no more than three months in duration, with expectation of return. Temporary absence due to disaster recovery will be evaluated on a case-by-case basis.)
- Secondary or vacation homes.
- Mobile homes that are not stationary and can be moved to multiple locations.
- The resident has been or is in the process of being evicted.
- The property has been foreclosed or is in the process foreclosure.
- The applicant is deceased or no longer residing in the home, and a spouse does not currently reside in the unit who is willing to assume applicant status.
- Which has been weatherized previously with WAP funds, and exceptions found in Section 1.14 do not apply.

1.10 Rental Unit and Landlord Requirements

The eligibility of a household is determined by occupant, not by the ownership of the dwelling unit. Therefore, income eligible applicants who rent their homes as well as those who own their homes are equally eligible.

When weatherizing a building, no undue or excessive enhancement shall occur to the value of the property. In the case of a renter-occupied unit, whether a single or multi-family building, the benefits of the WAP must accrue to the benefit of the applicant. As a condition of eligibility and before any rental dwelling unit can be weatherized, the building owner/landlord must agree to have the building weatherized. A Landlord Agreement must be signed by the building owner or his authorized agent and a fully executed copy maintained in the client file. The applicant is to be provided a copy of the agreement for their records. There are separate Landlord Agreements for single-family and multi-family buildings. A copy of these agreements can be found in Chapter 18.

When signing this agreement, the landlord agrees to the following:

1. The benefits of the weatherization shall accrue primarily to the lessee;
2. The rent for the property identified above shall not be raised for a period of one year (three years for multi-family buildings) from the completion date of the weatherization work, unless the increase is demonstrably related to matters other than the weatherization work performed. This rent freeze remains in place for a period of one year (three years for multi-family) from date of completion of the weatherization work, even if the applicant above no longer resides in the property;
3. The Owner (or authorized agent) agrees that the lessee of the property identified above will not be evicted without legal cause (non-payment of rent, etc.) for a period of one year from the date of the completion of the weatherization work;
4. If a complaint regarding a rent increase or eviction action is received by the subgrantee from the lessee of the property identified above, the Owner (or authorized agent) agrees to immediately provide the subgrantee, upon request, written information that the terms of this Agreement have not been violated;
5. No undue or excessive enhancement shall occur to the value of the property identified above;
6. There is no known plan for government acquisition or clearance of the property within 12 months of its weatherization under the WAP;
7. Permission is granted for the subgrantee to conduct or to make arrangements for the following activities:
 - (a) Survey and inspection of building inside and outside;
 - (b) Installation of weatherization materials as authorized;
 - (c) Supervision of installation;
 - (d) On-site inspection of all completed work; and
 - (e) Such other particulars as may be attached to this Agreement;
8. The terms of this Agreement shall be binding on the parties hereto, their heirs, executors, administrators, representatives, successors, and assigns; and
9. If this Agreement is not adhered to by the Owner (or authorized agent), the cost of weatherization shall be reimbursed by the Owner to the subgrantee and returned to the WAP.

It is the responsibility of the subgrantee to ensure compliance with the landlord agreement. Following completion of weatherization, if a tenant believes that his or her landlord is violating the terms of the agreement, then he or she should report the matter to the subgrantee. The subgrantee should then contact the landlord for a response. If the subgrantee determines that the landlord's response is

inadequate (does not justify a rent increase, etc.) then the subgrantee should consult with State Office for further guidance.

Other possible landlord abuses include attempts to profit from the program by:

- Eviction of low-income tenants to raise rents and obtain more affluent tenants;
- Quick sale of building at a price that includes the weatherization investment; and
- Deliberate movement of tenants from one unit to another to obtain more weatherization services.

Since subgrantees are in a better position to observe and detect patterns which indicate such abuses, it is the responsibility of the subgrantee to contact THDA when such abuses have been identified. It is the expectation that renters and owners receive equitable treatment. Such treatment is mandated by the DOE which is committed to increasing the national percentage of low-income renters served by the WAP.

1.11 Multi-Family Buildings

A building that has multiple (two or more) living units under a single roof is considered a multi-family building, regardless of if renter or owner occupied. A single unit within a multi-family building cannot be weatherized as the entire building must be considered when providing weatherization services.

Work orders for eligible multi-family units will be sent to THDA to review before the job is posted for bids.

Multi-Family Application Form

The building owner or authorized agent may initiate the process by completing and submitting an Application for Multi-Family Buildings. Residents of the building must also complete and submit an Application for Multi-Family Building Residents. The purpose of obtaining an application for each occupied unit is to gather unit demographics and to determine the number of units that are occupied by an eligible household. This information is required even if the building has been determined to meet minimum occupancy standards through inclusion on one of the DOE published lists.

A single resident in a multi-family building may apply for WAP utilizing the standard Application form, but additional residents must also apply to determine if the minimum occupancy requirements of eligible units exist for the multi-family building. These forms may be found in Chapter 18.

Occupancy Standards

Before services can be provided, the multi-family building must be determined to meet minimum eligibility standards regarding the number of units with eligible applicants. These standards are:

- Four or less units must have a minimum of 50% of all units occupied by an eligible household.
- Five or more units must have a minimum of 66% of all units occupied by an eligible household.

If a multi-family building is included on the most recent DOE building lists with either USDA or HUD established eligibility, then the minimum occupancy eligibility standards are considered to have been met. The building is still subject to all other eligibility requirements. For any multi-family building not included on one of the DOE published lists, eligibility for residents of the units must be determined to establish if the minimum number of units for the size of the building contain household that qualify for the program. Unoccupied units at the time of eligibility determination cannot be used to meet the minimum occupancy standards, although they are counted in the total number of units within the building. If the minimum

occupancy eligibility standards are not met, then no unit in the building may receive weatherization services under the program.

Multi-Family Agreement

As a condition of eligibility, the owner or his authorized agent must sign a Multi-Family Landlord Agreement. A copy of this form may be found in Chapter 18. If the multi-family building consists of only owner-occupied units, no rental agreement is necessary. However, the building must still meet all eligibility requirements.

The owner of a multi-family building with renter occupied units will not be required to participate financially in the cost of providing the WAP.

If services are provided, the weatherization of the entire building must be addressed, including all common areas and residential living space, even if a unit is not occupied by an eligible household. The maximum amount of DOE funds that can be spent on the multi-family building multiplied by the number of residential units currently occupied by eligible households as established by the subgrantee. If sufficient funds are not available to address the entire building, then the building must remain on the wait list until funding is available.

Example: A multi-family building has 10 residential units. It has been determined that 7 of the units are occupied by eligible households, 2 units are occupied by ineligible households, and 1 unit is currently vacant. The multi-family building has a lobby and a laundry room that is considered shared space for all residents.

The maximum amount of DOE funds that may be spent on items identified in the energy audit for this building is \$52,787.00 (7 Units occupied by an eligible household multiplied by \$7,669.00). When weatherizing the building, all ten units and the common areas will be addressed.

1.12 Client Notification of Eligibility

Every applicant will receive a written notice once the subgrantee has determined eligibility. If the application is being denied, the applicant must be informed of the reason for denial. A copy of all client notices must be retained in either hard copy or electronically and be available for review upon request. Notice templates with approved language are located in Chapter 19.

1.13 Appeal Rights

All client notices must include language that notifies the applicant that they have the right to appeal decisions made on their case, and how they may initiate an appeal request. Appeals or complaints received by a subgrantee by current clients due to workmanship, crew damage to the home, or inferior materials are to be handled in an expedient manner. If a resolution cannot be met satisfactorily the subgrantee must contact THDA for assistance.

Subgrantees are required to have a written appeal procedure. It is important that the appeal/complaint be well documented. Include pertinent information such as client information, job number, stated problem, root cause of the situation, and resolution. Any substantiating evidence should be included such as photos, staff written comments, defective materials, additional costs, etc.

Each subgrantee will be required to establish written procedures for appeals, and to include these procedures in their operational plan that is submitted to the State for review and approval. The appeal process must be a two-step process, with the initial appeal request submitted to the subgrantee for consideration. If the applicant is not satisfied with the appeal outcome on the local level, the procedures must allow for submission of appeal to the State. The State Agency that oversees the program has the final authority, and any decision made will be final.

Complaints are costly and doing a job correctly the first time is paramount to a low-cost program. Each subgrantee, as part of their complaint procedure will keep a log which includes, at minimum, the job number, reason for appeal/complaint, associated costs to obtain a resolution. A regular review will be completed to see if trends exist that need to be addressed. Trends may indicate if the complaint points to the same employee, same material failure, same type of damage, etc. The analysis should result in corrective actions being implemented to prevent further occurrence.

1.14 Re-Weatherization

Weatherization is specific to a building, not the applicant. Dwelling units weatherized (including dwelling units partially weatherized) with WAP funds, or under other Federal programs, are eligible for weatherization 15 years after the date such previous weatherization was completed. Completed date is based on the date that the job passed QCI inspection. Dwellings not meeting these criteria may still be eligible if:

- A federal or state natural disaster was declared for the area in which the unit is located, and;
- The building was damaged by fire, flood or act of GOD during this natural disaster, and;
- Repair of the damage was not covered by insurance or other forms of compensation, and;
- The unit has been deemed salvageable by local authorities.

The current resident would have to apply for WAP and meet eligibility requirements. Any building that is re-weatherized must have a new energy audit that identifies the specific measures for the home that met cost saving requirements or are necessary energy related health and safety measures.

Maintaining a List of All Weatherized Units

Each sub-grantee must maintain a listing of all units that have been weatherized, adding new units as weatherization work is completed. This list should be by full address, with county, and include the job number and the month and year in which weatherization was performed for each job. The sub-grantee must check each application against their list of previously weatherized homes to see if the home has previously received WAP. The list of weatherized units is not to be purged. As a best practice, WAPez should not be used as a sole tracking source for units.

Reporting of Re-Weatherized Units: All units that are re-weatherized must be tracked and reported separately from units that are receiving initial weatherization services.

Priority is to be provided to homes that have never received WAP over those who are requesting re-weatherization except for those impacted by a natural disaster. Refer to Chapter 2 for more details cap on Number of Re-Weatherized Units: The re-weatherization of dwelling units is subject to a 10% cap. No sub-grantee will use more than 10% of its funding level for labor, materials, and program support to re-weatherize eligible dwelling units.

1.15 Case Closure or Termination

Changes to household circumstances may occur while the household is on the wait list, or during the period when weatherization of the home is being performed. If the subgrantee becomes aware of a change that could impact eligibility, they are to take appropriate action and update the priority points when changes are reported.

If the household or unit circumstances that result in ineligibility occur after Weatherization work has commenced, the subgrantee must evaluate the situation on a case-by-case basis to determine the best way to bring the case to closure without leaving work partially done. Although each case is different, typically work on a measure(s) that a contractor has begun will be completed, along with those items related to the initiated measure. THDA may be contacted for additional guidance for individual situations.

Anytime an applicant has his/her case closed, a written notice must be provided. If the current address of the applicant is unknown, the notice will be sent to the last known address of the applicant in hope a forwarding address is on file with the Post Office. The notice must advise of the reason(s) for the action and advise the client of his/her right to appeal the decision.

1.16 Right to Reapply for WAP

Any applicant who has a previous application for the WAP denied, or who had their case closed, has the right to reapply for the program during a period when the subgrantee is accepting applications.

CHAPTER 2

Priority & Wait List

Once an application for WAP has been approved, the case will be added to a wait list. The sub-grantee is to maintain a separate wait list for each county in their service delivery area. Cases will be removed from the wait list as they are selected for service, or their case is terminated or closed for other reasons. Cases are sorted on the list in order of priority.

The WAP System will maintain a priority list for each county. This list will be continuously updated as new applicants are approved and other applicants are either selected for service or have their applications terminated as the household is no longer eligible for the program. Each subgrantee shall utilize the current priority report from the system when selecting the next applicant to be served.

THDA expects Subgrantees to set a reasonable timeframe for applicants to remain on the waitlist and the option of purging a waitlist is available with sufficient notice to pending applicants.

Priority

The purpose of the Priority Points System is to identify those households most in need of weatherization services and providing services to those households first. The limited amount of funding prevents all applicants from being served in a timely manner, so it is critical that households most in need are served first. The Priority Points System provides for a fair and consistent means of evaluating and selecting clients for service under WAP while ensuring funds are spent in the counties where they were allocated.

Priority is established at the point the initial application is approved, and valid for 12 months. Households will be served in order of priority unless the case is under deferral or the funds available are not sufficient to serve the household. If a household cannot be served due to insufficient funds, the job will remain on the priority list.

Priority lists are to be maintained and managed per county. If production goals are not met in a county, Subgrantee will need to document outreach efforts and seek THDA approval before continuing to serve other counties.

Federal program regulations require priority be given to households that include members who are members of a vulnerable population as defined in the TN WAP State Plan. Additionally, households identified as a high residential energy user(s) and those with a high energy burden are also given priority.

Tennessee has defined vulnerable populations as the elderly (age 60 or older), persons with disabilities (self-attestation permitted), and families with children (age 5 or younger) at the time of application. Points for household member(s) are based on the individuals' age at the time the application is approved. Example, if the household contains multiple elderly household members, points are only provided once, based on the age of the eldest household resident.

The maximum number of points a household can have is **75**, unless the WAP eligible dwelling is damaged and as such through a federal or state declaration of disaster. An additional 15 points may be awarded. Per Chapter 12 Disaster Recovery Plan, if more than one household in a county has the same number of points, the application date will serve as the tiebreaker.

In this instance, the household with the oldest application date will be listed before a household with the same number of assigned points. If there is still a tie, the household with the greatest number of elderly individuals will be given priority. In addition, re-weatherization jobs will be served after all new applicants with the same number of priority points.

Priority points are assigned based on three categories:

1. Vulnerable Household Members (50 Points Max)
2. Households that have a High Energy Burden (15 Points max)
3. Households that are High Energy Users (10 Points max)

The charts on the following page provide the points assigned to each category. The subgrantee must utilize this chart when determining the number of priority points assigned to a specific job. The number of points established for each applicant must be entered into the WAP system whenever a new application is approved.

Braiding Funds & Use of Multiple Funding Sources

Subgrantees are permitted to use multiple funding streams in the Weatherization program and must remain compliant with all policies defined in DOE WPN 22-9. If additional funds are sourced through an alternate grant, those funds can be braided with WAP to alleviate the limitations of the ACPU and SIR restrictions.

Subgrantees are permitted to assist applicants with lower priority points if other funding sources are available. This policy is limited to no more than 50% of units based on production goals within a county. An approved Waiver from THDA will be required before the client has been moved from the waitlist to approved, and before the energy audit is scheduled.

LIHEAP Weatherization is not considered an alternative funding source for braiding of funds.

PRIORITY POINT ASSIGNMENT

(Maximum Total Points Possible = 75)

Vulnerable Household Members (50 Points Max)	
Household Includes a Member with Following Characteristic	Points
Elderly (age 75+)	20
Elderly (age 60-74)	15
Disabled (as defined in Section 1.6.6)	15
Child under 6 years of age	15

*If multiple elderly members reside in the HH, use the age of the oldest member to determine countable points.

Energy Burden (15 Points Max)	
% of Income Used for Home Energy Costs*	Points
19.01% or higher	15
15.01% - 19%	10
8.01% - 15%	5
8% or less	0

*Calculated by dividing the annual energy costs by the total countable annualized income for household.

High Residential Energy User (10 Points Max)	
Household Annual Energy Costs**	Points
\$3,000 or more	10
\$1,900 or \$2,999	5
\$1,899 or less	0

**If energy costs are included in the rent, determine the annual energy costs by dividing the total energy costs for the building by the total number of building units.

Priority Points for a Multi-Family buildings with X amount of units will be calculated separately from single family units and as follows:

1. Determine the number of points for each unit occupied by an eligible household
2. Divide that number by the total number of units in the multi-family building
3. The result is the number of priority points for that building.

CHAPTER 3

Compliance with Section 106 of the National Historic Preservation Act

The WAP requires compliance with Section 106 of the National Historic Preservation Act. Such compliance is necessary to protect homes that have historical significance and that may be eligible for inclusion on the National Register of Historic Places. It is critical to ensure that any weatherization measures performed do not adversely impact the historic significance of those homes.

The Tennessee State Historic Preservation Office (SHPO) has reviewed several hundred Weatherization jobs and has determined that there were no National Register of Historic Places listed or eligible properties affected. As a result, the SHPO has provided the Tennessee WAP with a Categorical No Historic Properties Affected designation. This means that WAP jobs no longer have to be referred to the SHPO office for review prior to performing weatherization work.

Although properties no longer have to be referred to SHPO, the Section 106 Worksheet (see Chapter 18 Forms) must be retained in the file and on the WAP database. This information is required to comply with federal reporting requirements for the program.

CHAPTER 4

Energy Audit

4.1 Purpose of the Energy Audit

Every unit must have an energy audit conducted by a subgrantee approved, BPI certified energy auditor prior to any work taking place that is funded under the DOE WAP. An energy audit is a set of procedures that evaluates a home's existing condition and outlines improvements to the energy efficiency, health, safety, and durability of the home. As part of these procedures, every unit will use the Weatherization Assistant (WA) audit tool to identify those energy conservation measures (ECMs) and related incidental repairs that meet minimum cost effectiveness standards.

Visual inspection, diagnostic testing, and numerical analysis are three types of energy audit procedures. Although this list is not meant to be all inclusive, an energy audit includes some or all the following tasks, depending on the specific unit:

- Inspect the building envelope and its mechanical systems to gather the information necessary for decision-making.
- Evaluate of the current energy consumption along with the existing condition of the building.
- Diagnose areas of energy waste, health and safety, and durability problems related to energy conservation.
- Conduct diagnostic tests. If unable to conduct the tests, document the work file with the reason why
- Determine if the occupants have current health conditions that could be exacerbated as a result of the weatherization work to be performed
- Recommend approved ECM and ECM related incidental repairs that meet or exceed minimum SIR
- Project savings expected from ECMs.
- Estimate labor and materials costs for ECMs that are not provided by the audit tool.
- Diagnose current and potential health and safety problems and how they may be affected by proposed changes.
- Provide client education, including a review of the materials provided in the Client Education kit
- Install LEDs provided in the client education kit, with the applicant's permission. Report to subgrantee the number of LEDs installed in the home.
- Educate residents about their energy usage and your proposed energy retrofits.
- Take pictures of the home to document pre-weatherization status.
- Take pictures of the home and surrounding area for SHPO if the home is age 50 years or older
- Provide written documentation of the energy audit and the recommendations offered.
- Create a detailed work order for the unit

The assessment process should begin with a review of the client application prior to meeting and interviewing the client. The energy auditor must always show respect and understanding for the client. Including the client as part of the auditing process often yields important clues about the home and the living conditions related to health and safety, comfort, and energy efficiency.

Prior to beginning the interior walk through of the building, the energy auditor should sketch the footprint with exterior dimensions. The sketch and case notes should include the following details:

- Northern side of the building for orientation purposes
- Building type and framing
- Foundation type and percent above grade
- Differentiate heated and unheated sections
- Siding type and condition
- Additions, porches, attached or tuck-under garages, cantilevers
- Numbers, types, condition and orientation of windows and doors
- Roof type, covering and condition
- Chimney exhaust vents, and possible safety concerns
- Water management system issues (downspouts, flashing, grading, etc.)
- Notes of anything of interest that needs to be considered when conducting a thorough energy audit.

4.2 Expiration of a Conducted Energy Audit

Subgrantees should plan their work so that they are not performing energy audits on homes too far in advance of initiating the weatherization work contract. A lengthy delay between the time the energy audit was conducted and the time the job is posted for bid can result in changes to the needs of the building, thus requiring changes to the original work order. At maximum, no energy audit that was conducted one year or more prior to the posting of the job for solicitation of bids will be considered valid.

4.3 Energy Auditor Assignment

When a unit has been selected from the priority wait list for service, the subgrantee will assign an auditor to conduct the energy audit. Audits may only be conducted by individuals who have met the minimum auditor qualifications and have been approved by that subgrantee. Please reference Chapter 10 for specifics.

Subgrantees have flexibility in determining how they wish to assign energy audits to their available pool of approved auditors, provided they are complying any related state and federal procurement requirements. Subgrantees must consider overall funding for the program and cost effectiveness when considering if they will assign work to staff or contract auditors.

4.4 Timeframe to Complete an Energy Audit Once Assigned

There is not a specific number of days in which an auditor must complete an energy audit once it has been assigned, per THDA policy. It is the subgrantee's responsibility to manage the work in a timely and responsible manner. The subgrantee may set internal policies regarding audit timeliness and subsequent penalties at their own discretion.

4.5 Client Notification of the Energy Audit

The applicant who had their home selected for weatherization must be notified of the intention to conduct an energy audit. This notification will include the name of the energy auditor assigned to conduct the audit.

It is preferable to provide this notice in writing, using the Energy Audit Notification Notice template that can be found in Chapter 18. However, advance notice can also be provided verbally. The auditor assigned to the case must carry government issued identification and provide this identification to the client upon request.

4.6 Tennessee Weatherization Field Guide and Standard Work Specifications

The Tennessee Weatherization Field Guide and Standard Work Specifications (SWS) serve as additional resources for energy auditors and contractors, providing technical guidance related to the selection and installation of weatherization activities. This guide may be found online at:

<https://thda.org/business-partners/weatherization>.

4.7 Weatherization Assistant (WA) - NEAT/MHEA

The Weatherization Assistant (WA), sometimes referenced as NEAT/MHEA, was developed by Oak Ridge National Laboratory (ORNL). This automated audit tool is designed to assist states and subgrantees implement the DOE WAP. It serves as the umbrella program for the National Energy Audit Tool (NEAT) and the Manufactured Home Energy Audit (MHEA).

The WA features a Windows graphical user interface. Data input is provided to the program through Microsoft Access® forms which can be used in either “form” view (data are displayed on forms which are filled in) or “datasheet” view (as would be seen in a spreadsheet application). All input and output data are stored in a relational database, enabling interaction with other management or financial database tools. Context-sensitive help is available for all input fields.

In addition to serving as the umbrella program for NEAT and MHEA, the WA (Version 8.9) provides many optional features that are useful in implementing and administering the WAP. These optional features include:

- Extensive contact information for subgrantee personnel, clients, contractors, and material suppliers;
- Expanded client application information;
- Recording of health and safety issues, with automatic generation of health and safety retrofit measures if desired;
- Recording of space-heating system, water heater, and blower door diagnostic measurements;
- Detailed work orders which can be generated either automatically from NEAT or MHEA recommendations or from user-defined listings of measures;
- Status tracking of clients, applications, audits, work orders, inspections, and contractor payments;
- Tracking of payments and balances in multiple funding sources;
- An inventory of materials and supplies automatically updated by completed work orders;
- Report generation;
- A Geographic Information System (GIS) which allows mapping of each individual dwelling or any group of dwellings; and

- Ability to attach digital photos to each client, audit, or work order. A best practice may be to provide to subgrantee with a disc that includes all pictures and is labeled with the job name and number.

Tennessee's WAP requires that all energy audits for single family homes (stick or mobile home) and multi-family units with less than 25 individually heated and cooled units be performed utilizing the WA - NEAT/MHEA tool.

The appropriate audit tool for use on any multi-family building with units that are not individually heated and cooled, or that has 25 or more living units, will be determined on a case-by-case basis and requires advance consultation with THDA prior to proceeding.

4.8 Weatherization Assistant Library

THDA has created a standardized library that reflects statewide average costs for measures, energy, and health and safety in Tennessee. The default libraries that are included in the downloading of WA tool may not be used. Any exception to use of the state standard library must be approved by THDA.

It is the responsibility of the subgrantee to ensure that a copy of the TN Standardized Library and the correct version of the WA auditing tool has been provided to every approved auditor (staff and contract) computers and monitor for correct usage of the tool. The subgrantee will be responsible for integrity of pre-loaded active measures, the associated costs, and comments in the WA tool to ensure uniformity.

The subgrantee will periodically review WA libraries to ensure:

- Costs of the measures
- Supply library
- Health and safety measure cost
- Fuel costs
- Whether the measure is active or not

THDA may periodically update WA costs, measures, comments, and fuel cost, at its discretion. Any updates that are performed will require the subgrantees to provide input regarding not only price trends, but also concerns related to bid prices that are artificially high and could result in a measure being incorrectly identified or no longer cost effective.

4.9 Allowable Measures

While many homes audited may require work beyond what is permitted under WAP, the energy audit is to only identify measures that meet the following:

- An allowable Energy Conservation Measure (ECM) (as defined in DOE's Appendix A to Part 440 of the federal regulations or as permitted under Tennessee's policies and procedures). ECMs must be cost justified by the audit tool, with an individual SIR of 1.0 or greater.
- Incidental Repairs (IR) that are related to a specific energy conservation measure and that are necessary for the effective performance or preservation of the energy conservation measure. Every Incidental Repair must be clearly linked to the ECM it supports in the case file documentation using both photo and written explanation. Incidental Repairs must be cost justified, with the cumulative SIR.

- Low-Cost or No-Cost Measures as defined later in this manual.
- Health and Safety measures are actions necessary to maintain the well-being of the household members and the workers in the home, and the measure is necessary to effectively perform, or as a result of, the weatherization work. These do not have to be individually cost justified, but there is a limit on the amount of funding that can be used. Health and Safety (H&S) measures can be recommended provided ECMs are also being recommended for the home. Allowed Health and Safety measures are defined in Tennessee’s approved Health and Safety Plan, found in Chapter 8.

4.9.1 Savings-to-Investment Ratio (SIR)

The WAP requires that all ECMs and related incidental repairs be cost-effective or cost justified. This is established by the ECM achieving an SIR of 1.0 or greater, as determined by the audit tool. This means that the energy efficiency measures have been determined by the energy audit to have an energy savings or payback greater than the cost to install the measure, as estimated by the cost library in the audit tool.

All individual ECMs must have an SIR greater than or equal to 1.0 (except for Air Sealing, see section 4.16.1) before it can be approved to be included on the work order. The individual ECM SIR value is on the Recommended Measures report, which generates from the WA. The SIR value of an ECM is under the heading of “Energy Savings Measures Economics”.

Incidental repairs are not the same as ECMs or Health and Safety measures. Incidental Repairs (i.e., those associated with the installation of an ECM and needed to maintain the integrity of the ECM) can be included on the work order if the cumulative SIR is greater than or equal to 1.0.

Please remember – the audit must identify the specific ECM that requires the Incidental Repair to be performed. The package of measures refers to all the ECMs recommended and all the incidental repairs to be performed in the home. The Cumulative SIR listed on the Recommended Measures report is this calculation of the SIR for the package of measures. It is the responsibility of the subgrantee to ensure that the estimated cost of the IR as entered into the audit tool is reasonable when calculating the SIR values.

Federal regulations under Title 10 CFR 440.18 (d) (9) states: “The cost of incidental repairs if such repairs are necessary to make installation of weatherization materials effective”. Failure to follow these guidelines, or installation of ineligible measures or those that do not meet minimum SIR standards can make the subgrantee subject to questioned costs. Please refer to DOE WPN 19-05 and all subsequent program notices for further guidance.

Note: Estimated costs in the audit tool will allow the ECM/IR to be included in the work order if it meets the minimum SIR values. However, the actual bid amount for each ECM/IR must be reviewed to determine if the SIR is still met based on actual expected cost. If the bid amount is greater than the estimated cost, and the ECM/IR no longer meets the minimum SIR requirements, the ECM and all IRs related to that ECM must be removed from the work order prior to proceeding with weatherization of the unit.

Health and Safety addresses issues to ensure that weatherization activities do not cause or exacerbate health and safety problems for worker and occupants. These expenditures are not required to meet SIR values. Per 10 CRF Part 440, allowable energy related health and safety actions are those actions necessary to maintain the physical well-being of both the occupant and or weatherization workers. Deferral may be

necessary if health and safety issues are not accurately addressed. Please refer to the Tennessee Health and Safety Plan for allowable measures in Chapter 8 of the State Plan.

4.10 Weatherization Assistant (WA) User Guide

The WA audit tool, User Guide and associated support files may be obtained from either the WAPTAC website or the ORNL website (Version 8.9 is required):

- <https://weatherization.ornl.gov/wp-content/uploads/2018/05/ORNLSRP-2014696MainBody.pdf>
- http://weatherization.ornl.gov/assistant_obtain.shtml

4.11 Diagnostic Tests

Measurement instruments provide important information about a building's unknowns, such as air leakage and combustion efficiency. Energy auditors are required to perform diagnostic tests on each home, as appropriate for that specific unit. These tests are critical to conducting a thorough audit of the unit and identifying the appropriate weatherization measures for the home.

4.11.1 Blower Door

Every energy auditor is required to have access to a blower door and to be proficient in its use. A blower door test is a critical component of the energy audit process, as it measures the current CFM value of the unit and assists in the identification of air infiltration opportunities. As appropriate for the unit, a pressure pan test is also required for units with existing duct work to identify any current duct leakage, and to measure existing fan flows (kitchen and bath) to meet the requirements of ASHRAE 62.2-2016.

All blower door equipment is required to be recalibrated every two years to ensure accuracy. No specific brand of door is required.

It is expected that every home will have an energy audit and quality control inspection blower door test performed. However, if the auditor is unable to perform a blower door test as part of the energy audit, the case file must be carefully documented to reflect why the test was unable to be performed. The situation must be further evaluated to determine if the conditions that prevented the blower test from being performed should result in a deferral of the job until the conditions are corrected.

Note: If a blower door test cannot be performed, air sealing measures are not allowed. It is the responsibility of the subgrantee to ensure that if the work order includes air sealing measures, then a blower test was performed, and a pre-weatherization CFM reading is provided by the auditor.

If the blower door test cannot be conducted due to the living conditions of the home (trash, hoarding/clutter, animal feces, insect infestation, etc.), the home should be deferred until the applicant can correct the condition that prohibits the blower door test. When the structural integrity of the house prohibits use of the blower door, deferral may be necessary until the home is stable enough to allow the diagnostic test.

If the blower door test cannot be conducted due to health of the applicant (asthma or other breathing related health conditions, for example) try to arrange to have the applicant leave the home so the test can be conducted. If this is not possible, or the reason the blower door test cannot be conducted is reasonable,

the auditor may proceed without performing the test on a case-by-case basis. The case file must be carefully documented to explain why the test was not possible, with the subgrantee's knowledge and approval to not conduct the test.

The fact that a pre-audit blower door test is not conducted does not exempt the auditor from attempting to conduct a post-audit test.

Note: An advanced duct airtightness test involves pressurizing the ducts with a blower door pressurizing the home, which allows for the duct leakage to the outside to be determined. While this method is not required, auditors and contractors who have this knowledge and skill set and are able to conduct such diagnostic test.

4.11.2 Manometer Use and Certification

Air leakage from one zone to another requires a hole between zones and pressure to push the air through the hole. Air leaking into a hole is often called infiltration and air leaking out is called exfiltration. A manometer allows the user to see pressure differences and airflow.

Airflow is measured in cubic feet per minute (CFM). Pressure difference is measured in Pascal (Pa) across different zones. In WAP, a manometer is used to identify how much air is infiltrating into a home. It is also used to identify zones where the home is more connected to the outside. By identifying the zones an Auditor or Contractor can direct crews to identify where air sealing will be the most beneficial.

Another use of a manometer is the diagnostic testing of the HVAC ductwork. In conjunction, a manometer is used with a pressure pan to identify leaks in the ductwork. Pressure pan tests can help both auditors and contractors identify leaky or disconnected ducts, located in intermediate zones. A pressure pan test is required on all site-built and mobile homes where ductwork is present, and readings must be documented at pre- and post-audit. With the house depressurized by the blower door to -50 Pascals with reference to outdoors, pressure pan readings are taken at each supply and return register. If the ducts are perfectly sealed with no leakage to the outside, no pressure difference (0.0 Pascals) will be measured during a pressure-pan test. The higher the pressure reading, the more connected the duct is to the outdoors. As a result of the pressure pan readings, the following action should be taken:

- If three or more readings are greater than 2.0, examine duct system for leaks and repair, especially if ducts are located outside the conditioned living space.
- Following weatherization work, no more than three registers should have pressure-pan readings greater than 1.0 Pascals. No single reading shall be greater than 3.0 Pascals. Readings for 1.0 Pascal or less is the goal.

4.11.3 Combustion Safety and Efficiency Testing

Any living unit that includes a combustion appliance, or where there is an attached garage or basement, will require the energy auditor to conduct combustion safety and efficiency testing. Combustion analyzers sample combustion by-products to evaluate safety and efficiency. Fuel leaks, fuel input rate, combustion efficiency, carbon monoxide levels, and worst-case drafting are some of the tests performed.

4.11.4 Infrared Scanning (Optional)

Although energy auditors are not required to use an infrared camera when conducting the energy audit, it is a valuable diagnostic tool. Viewing building components through an infrared scanner, shows differences in the temperature of building components inside building cavities. The use of this tool is encouraged, but not mandated.

4.11.5 Other Testing Equipment

Energy auditors will utilize additional testing equipment as needed based on the specific needs of the individual unit and as defined in the Tennessee Weatherization Field Guide. Technical assistance and training may also be reference sources for the use of additional equipment when conducting audits.

4.11.6 Calibration of Equipment

Auditors must properly maintain all diagnostic test equipment including calibration according to the manufacturer's recommended schedule. The subgrantee shall be responsible to ensure that diagnostic equipment has been inspected and recalibrated per the manufacturer's instructions. This applies to not only subgrantee provided equipment, but also contract auditor equipment.

4.12 Client Health Assessment

An important part of the energy audit process is to conduct an evaluation of any health concerns that a household member may have and that could be impacted by the weatherization work to be performed. Any relevant information shall be documented in the file notes and shared with the subgrantee.

4.13 Client Education

Client education is a critical component of the energy audit and continues throughout the process of weatherizing the home. Client education prolongs the life of the installed measures and equipment. Tips on energy saving activities should be included, along with information on carbon monoxide and other hazards. The applicant shall be advised of any potential health and safety concerns that are identified as part of the energy audit and that require immediate action. In some extreme instances, local authorities may need to be notified so appropriate action can be taken to protect the safety and health of the residents.

A client education checklist should be completed during the energy audit and reviewed as part of the post-audit. A completed copy is to be retained in the client file.

4.13.1 Client Notification of Health and/or Safety Risks

In extreme circumstances, the current conditions of the home may pose serious risk to household members. It is the responsibility of the auditor to ensure the applicant is aware of these risks.

The DOE requires that the client be notified in writing if such hazards are identified. The client is required to sign the notice to acknowledge their receipt. A copy of the signed notification must be retained in the client file.

4.13.2 Client Materials

The client is to be provided the following brochures during or immediately following the energy audit:

- Mold, Moisture and Your Home (all)
- Renovate Right (Provided if home is pre-1978)
- A Citizen's Guide to Radon (all)
- Radon Informed Consent Form

Auditors shall succinctly describe each of the materials to the client. The client will acknowledge the

4.13.3 Client Education Packet

A supply of Client Education Kits will be provided to the subgrantees, through a partnership with the Tennessee Valley Authority (TVA). These kits are being provided without charge to the WAP. Every home that has an energy audit will receive a client education kit, with assigned auditor delivering the kit and reviewing the contents with the applicant. Included in the kit will be the following items:

- 20 switch and outlet sealers
- Four 13-watt compact fluorescent lights (CFLs)
- Four 23-watt compact fluorescent lights (CFLs)
- Two LED nightlights
- Energy Thermometer Gauge Magnet
- TVA Energy Wheel
- TVA Energy Saving Brochure
- Assorted informational materials related to energy conservation

The auditor conducting the energy audit is to install the CFL bulbs included in the kit in the areas of the home where they will be best utilized. As part of a completed energy audit, the auditor must report to the subgrantee the number of CFLs installed during the energy audit, which the subgrantee will enter into WAPez for purposes of data sharing with TVA.

4.14 Reporting Applicant Changes to the Subgrantee

When initiating or conducting the energy audit, the auditor may discover that changes have occurred that could have an impact on program eligibility. Although not all inclusive, examples of such changes would be as follows:

- an applicant who is no longer residing in the home,
- a home that has been listed for sale or is in the process of foreclosure,
- units impacted by a natural disaster, etc.

It is the responsibility of the energy auditor to contact the subgrantee and notify them of the current circumstances and obtain guidance on how they are to proceed. Some changes may require the energy audit to be delayed until on-going eligibility concerns can be resolved.

4.15 Deferrals

Unit conditions or other circumstances identified during the energy audit may prohibit weatherization from proceeding. In these circumstances, the energy auditor will notify the subgrantee of the situation and the unit will be deferred or terminated. Please refer to Chapter 5 for additional guidance.

4.16 Work Order Creation

Information obtained during the energy audit is used to create the work order for the job. The work order must be the version that is created as a result of the information entered into the NEAT/MHEA and recommended as meeting program guidelines and minimum SIR requirements. It is critical that the work order contains sufficient detail. These specifics provide the contractor with the information necessary to develop their bid. Further, the detail provided also serves to hold the contractor accountable to perform all the work specified and for which the bid was submitted. Insufficient detail in the work order can result in misunderstandings over what work is required.

The work order must include the year the home was built, if a Certified Renovator Firm is required as a result of specific measures included in the work order, and the pre-weatherization CFM reading. If a specific post-weatherization CFM reduction target is requested, that must also be specified in the work order.

Although information submitted by the auditor in the WA creates the work order document, it is the responsibility of the subgrantee to review every work order and ensure that sufficient detail is present, and the work order clearly and correctly outlines the scope of work to be performed.

This review includes ensuring that all ECM and related Incidental Repairs on the work order meet minimum SIR values, the correct cost library and estimated costs are present, and that only those items allowed under the WAP are included.

Note: The posted work order cannot include the client's name or address, or other personal identifying information.

4.16.1 Air Infiltration Reduction

The subgrantee must set an air sealing target on every unit to be completed. The infiltration reduction target formula can be found in THDA Memorandum 17-02.

The subgrantee has the option to specify air infiltration reduction in one of two ways on the work order. The auditor may list individual items to be performed by the contractor, with the expectation that completion of those measures will result in meeting the post-weatherization CFM50 reduction target or the subgrantee may opt to set the CFM50 post-weatherization target and allow the contractor to rely on their own expertise in determining the most effective way to tighten up the home.

If the subgrantee opts to bid air infiltration reduction without listing specific measures, the auditor can determine the maximum amount of funding that can be spent on air infiltration reduction by entering \$1 on the first run in the audit tool. Infiltration Reduction/Air Sealing measure is not required to meet an individual 1.0 SIR as long as the cumulative SIR is 1.0 or higher for the entire project. All other ECMs must provide an individual SIR of 1.0 or higher and the cumulative SIR must be 1.0 or higher. If the contractor's bid amount for Infiltration Reduction/Air Sealing makes the cumulative SIR fall below 1.0 SIR, then the cost for the measure must be negotiated down until the cumulative SIR is 1.0 or higher. This allows the auditor to determine the maximum amount that can be spent for that specific home on air infiltration reduction.

4.17 Documentation

The subgrantee will obtain and retain a copy of the energy audit field notes, WA input documentation, Recommended Measures and audit generated work order from the energy auditor assigned to conduct the energy audit. Pictures provided of the unit that is audited will further document the conditions of the home at the time the pre- energy audit was conducted. The subgrantee may request additional documentation at their discretion.

4.18 Energy Audit Data Submission

Each subgrantee will be required to obtain and retain energy audit data in an electronic format for every completed unit, identified by job number and address. Upon request, the subgrantee will provide to THDA the energy audit, including all field notes and diagrams, the recommended measures, the work order, pre and post diagnostic test findings, change orders and post-audit inspection, along with demographic info, including the pre- and post- energy costs for the jobs completed in the specified timeframe.

4.19 Questioned Costs

Although this list is not all inclusive, the following situations will generally result in the energy audit being disallowed, and the cost of the energy audit being a disallowed, or questioned, cost:

- Incorrect energy audits that include disallowed measures may result in a questioned cost for the cost of the audit. The disallowed measure will be a questioned cost.
- Energy audits for any home that has not been approved under WAP and selected for service from the wait list is not an allowable expense.
- An energy audit that is not conducted utilizing the THDA approved energy audit tool is not an allowable expense.
- Duplicated energy audits for the same home are not an allowed expense unless the Sub- Grantee can justify the need due to a change in household circumstances.
- Incomplete energy audits, including those where required documentation is not provided, are not an allowable expense, unless the reason the audit could not be completed was beyond the control of the auditor.
- Any energy audit performed by an individual who fails to meet energy auditor qualification standards and/or is not approved to perform energy audits for the Sub-Grantee is not an allowable cost.

THDA reserves the right to evaluate and determine questioned costs in the above situations on a case-by-case basis.

CHAPTER 5

Deferrals

The decision to defer or terminate weatherization services to an eligible low-income household is difficult but necessary in some cases. Many problems encountered in low-income housing are beyond the scope of the WAP. When a project is deferred, work must be postponed until certain problems can be resolved or alternative sources of assistance can be identified and secured. A job that was deferred could be completed at a later date if the deferral conditions identified are remedied. In some circumstances, a home may be beyond repair, or conditions may never be remedied. This home would result in termination of the application. Specific steps must be followed for each situation, as outlined below. Chapter 19 contains notice templates.

All reasonable precautions against performing work on homes that will subject workers or clients to health and safety risks must be performed. Before beginning work on the residence, the subgrantee must take into consideration the health concerns of each occupant, the condition of the dwelling, and the possible effect of work to be performed on any particular health or medical condition of the occupants. When an occupant's health is fragile and/or the work activities would constitute a health or safety hazard, the occupants at risk will be required to leave the home during these work activities. If the client cannot, or will not, leave the home during the work hours, the job would be deferred.

Deferral:

Existing conditions under which a dwelling unit should be determined as Deferred include, but may not be limited to, the following:

- Elevated carbon monoxide levels where abatement is not possible using WAP funds;
- Existing moisture problems that cannot be resolved within program guidelines;
- House with sewage or other sanitary problems that not only endanger the customers but the workers who will perform the weatherization work;
- Occupant's health condition;
- Building structure or its mechanical systems, including electrical and plumbing, are in such a state of disrepair that failure is imminent and these conditions cannot be resolved in a cost effective manner;
- Mechanical systems that have been "red-tagged" and cannot be resolved within the scope and funding restrictions of WAP;
- Any existing condition that could endanger the health and/or safety of the work crew or subcontractor and cannot be safely abated;
- When toxic substances are discovered which cannot be addressed by the WAP, the coordinator should report the problems to the client and indicate that activity must cease until the identified condition has been corrected. This may include the existence of lead-based paint or asbestos containing materials that would have to be disturbed during the installation process.
- Unlawful activities are occurring in the dwelling that could endanger the customers or the crews. Example: A home may have housed a methamphetamine lab. For a list of addresses that have been identified by law enforcement for meth activity see the following web address:
<https://www.dea.gov/clin-lab?state=TN&date=&page=0>

- When structural, wiring, or plumbing problems exist which make the project unfeasible, the client should be notified of the problem(s) and no further WAP activities should occur until such time as these conditions have been adequately addressed.
- When a dwelling is infested with insects, rodents, etc., activities should cease until the condition has been remedied.
- Condition of the home, and the contents within, prohibit the ability to weatherize the home.
- Homes using un-vented gas heaters as a primary heating source are not eligible for services until suitable measures have been accomplished to minimize the health and safety risks associated with un-vented heating systems. If the client/landlord refuses the removal of un-vented gas heaters, the job would be terminated without services provided.
- Health and Safety funding has been temporarily exhausted, and weatherization work cannot proceed without addressing the associated health and safety issues that would be necessary to effectively perform the work or as a result of the weatherization work to be performed.
- Initiation of eviction or foreclosure proceedings for the property will require deferral of weatherization services. In the event the household is evicted, or foreclosure of the property is completed, the job will be terminated, rather than deferred.

Termination:

In some situations, the issue cannot be resolved even if the job is deferred. In these situations, the WAP case should be terminated. If a case is terminated without weatherization services being provided, the client has the right to reapply in the future. If services were provided prior to termination, any future application would be considered a request for Re-Weatherization of the home.

- The unit is currently listed for sale or under a sale contract,
- The home is condemned or in the process of being condemned.
- The property has been foreclosed or is in the process of foreclosure.
- The property has been designed for acquisition or clearance by a Federal, State, or local program.
- Customer is uncooperative, abusive, or threatening to contractor, subcontractors, auditors, inspectors, or others who must work on or visit the house
- Applicant is deceased, and there is not a spouse remaining in the home who agrees to assume applicant status.
- Applicant is no longer permanently residing in the home. A temporary absence that can reasonably be expected to last three months or less, and where the applicant expects to return to the home, will not require termination. In the case of an applicant who is no longer residing in the home on a permanent basis, an applicant's spouse who still resides in the home may resign the application and continue to receive services, provided the household continues to meet eligibility requirements.
- The household has been evicted.
- The home is currently unoccupied, other than a temporary absence of the only household member.
- Client/Landlord refuses to allow the removal of the unvented space heater that serves as a primary heating source.
- There is not a reasonable expectation that the conditions that prevent weatherization activities can be alleviated within a reasonable period of time.

- Property determined unsafe after notice of deferral. The determination is authorized by either state or local authority, agency, and or weatherization workers along with sufficient documentation to the health or safety concern.

Notification:

When deferral is necessary, the subgrantee must take the following actions:

- A Notice of Deferral must be sent to the client. This notice should clearly state the conditions which must be corrected before weatherization work can proceed and define a reasonable time period by which the corrections must be completed.
- The deferral notice must contain notification of the right to appeal the decision, and how those rights may be initiated.
- Clients must be informed immediately both verbally and in writing of any serious imminent hazards.
- Clients must be informed of any no-cost or low-cost immediate measures that should be taken to mitigate the hazard.
- Subgrantees shall work with the client to assist in identifying and accessing available resources that can help to address the situation that required deferral.
- Clients must be notified that they should contact the subgrantee once the existing conditions have been remedied. Upon notification, the subgrantee will return the application status to “active” and place the client back on the list for services. Another energy audit may be necessary before the job can be bid out.

When termination is necessary, the subgrantee must take the following actions:

- A termination notice will be sent to the client that gives the reason for the termination.
- The termination notice will contain notification of appeal rights and how those rights may be initiated.
- If the current address of the applicant is unknown, mail the notice to the last known address.
- In the event of death, send the notice to the next of kin if known. Otherwise, mail the notice to the address of the deceased.
 - o Document the client file with verification of death.

Documentation of Deferral:

Postponement of services does not mean that the case is closed. The deferral of an eligible dwelling unit must be properly documented so that no confusion exists about why WAP services were postponed. At a minimum, the following information related to the deferral must be documented in the client file:

- Date of deferral
- Clear and concise description of the problems encountered in the home and action required to alleviate the issue before weatherization can proceed.
- Documentation of client notification of any condition that could impact the household’s health and/or safety. A copy of the notices sent to the applicant should be retained.

The subgrantee must track all deferrals to determine if timely action has been taken to alleviate the circumstances which prevented the weatherization from occurring. If the client is unable or unwilling to

make the necessary repairs, or if other resources are unavailable to assist with the repairs within a reasonable timeframe, the subgrantee may opt to terminate the application.

Documentation of Termination:

A job that is terminated will be closed and the client will not be placed on a deferral list. The termination of an eligible dwelling unit must be properly documented so that no confusion exists about why WAP services were terminated. At a minimum, the following information must be documented in the client file:

- Date of the decision to terminate the case
- Clear and concise description of the reason for termination
- Documentation of notification to Client Additional Resources

All subgrantees should aggressively pursue alternative funding to reduce the occurrences of deferral. Subgrantees should establish open lines of communication with as many other funding sources as possible so that referrals can occur in an efficient manner.

The following is a list of potential funding sources to help remedy situations in the home:

- LIHEAP Wx
- U.S. Department of Housing and Urban Development (HUD) - HOME Program
- HUD – Community Development Block Grant
- U.S. Department of Health and Human Services – Community Services Block Grant
- U.S. Department of Agriculture - Rural Economic Community Development
- State-funded housing and rehabilitation programs
- Low-income program funds provided by local utilities
- City-funded housing and rehabilitation programs
- Donations or financial participation from landlords
- Donations from local churches or community groups
- Donations from local businesses, non-profit organizations, or local associations

Deferred Applications and the WAP Database:

When a home is deferred, the application status for the job will be changed to “Deferred”, and the reason for deferral selected. If the deferral reason is resolved, the application status will be changed to “Approved-Wait List”, or may be changed to “In Process”, if the job had begun the weatherization process prior to deferral.

Terminated Applications and the WAP Database:

When the job is “terminated”, the application status will be changed to “Terminated”, with the reason for termination selected. The subgrantee will not be able to change the application status once it has been identified as terminated.

Energy Audit Payments:

If it is determined that a home is a deferral, the auditor can be paid if the audit is completed. Subgrantees are encouraged to pay a reduced fee to cover travel time and mileage rather than for the cost of a completed audit if it is determined at the time of audit that the home will be terminated or deferred with no audit activities taking place.

Example: The auditor goes to the home and sees a for sale sign in the front yard. Auditors and/or contractors should communicate with subgrantees to seek guidance regarding potential deferral situations. The subgrantee will assist to secure resources outside of the WAP when possible.

WRF (Weatherization Readiness Fund):

This plan serves to provide information outlining guidance and expectations for the weatherization readiness funds (WRF) made available through the Consolidated Appropriations Act of 2022. The purpose of these funds is to minimize the number of deferrals currently occurring within the network. Through this WRF set-aside fund, Subgrantees can address necessary repairs in dwellings that have been deferred from receiving weatherization services. This funding is specifically targeted to reduce the frequency of deferred homes that require other services, outside the scope of weatherization, before the weatherization services can commence.

Weatherization Readiness Funds maximum per job is \$25,000. Refer to THDA WAP Memo 23-02 for current guidance.

Examples of repairs eligible for WRF usage:

Structural, plumbing, electrical, and roofing issues, pest infestation, or other issues THDA deems appropriate. Structural/roofing issues may be repairs in roof leaks to protect weatherization measures, minor mold remediation, repair of holes in walls, and other minor repairs to protect installed weatherization measures. Additional examples of eligible repairs include:

- Mold Remediation
- Pest Infestation
- Roof Repair/Replacement
- Asbestos Remediation
- Structure Repair
- Wall Repair (interior and exterior)
- Ceiling Repair
- Floor repair
- Plumbing repair (including sewer/septic repair)
- Exterior drainage repairs (e.g. landscaping or gutters)
- Bulk Moisture Control
- Electrical Upgrade or Repair
- Insulation Preparation
- Infiltration Reduction
- Leak Repair
- Other (requires THDA approval)

Examples of repairs or deferral reasons not eligible for WRF usage:

- Building for sale or foreclosure
- Remodeling work in process that prohibits weatherization
- Health may be negatively affected by installation
- Refused installation of weatherization measure
- Illegal activity concerns
- Threatening or uncooperative behavior

- Refusal of ASHRAE 62.2 2016 required ventilation
- Refusal to remove unsafe combustion appliances

CHAPTER 6

Procurement of Weatherization Work

WAP services are provided through a network of subgrantees. Subgrantees do not employ weatherization crews to install the measures in the home, but rather procure these services through a network of contractors.

6.1 Contractor Approval

Weatherization work may only be awarded to licensed contractors who meet minimum program requirements and have been approved by the specific subgrantee to bid on units under the WAP. Subgrantees are not required to approve any contractor who meets these requirements but should carefully consider the contractor's past work record both in terms of quality and timeliness when making a decision to add them to their approval list. Each subgrantee is required to maintain a sufficient pool of approved contractors throughout their service area to ensure competition when soliciting bids for work to be performed. Additional information regarding contractor eligibility and certification requirements may be found in Chapter 11.

6.2 Single Bid Requirement

All units must be individually bid. "Package" bids that include one or more buildings to be weatherized included in a single bid are not allowed.

6.3 Multi-Family Buildings

Each multi-family building will have a single work order, and will be considered a single bid, regardless of the number of units included within the multi-family building. Different units within the same multi-family building cannot be posted separately and may not be bid individually.

Refer to Chapter 11 for multi-family contractor requirements.

6.4 Work Order

A detailed work order that identifies all the required and allowable measures for the specific unit is required when posting the job for bid. The work order is the direct result of the energy audit conducted utilizing the WA audit tool.

6.5 Walk-Through Inspection Prior to Bid Submissions

The subgrantee may opt to schedule a walk-through of the property for all potential bidders as part of the competitive bid process. If a walk-through is provided, it must be offered to all potential bidders, and scheduled in advance with the applicant.

Any walk-through of the property must be performed after the job is posted for bid yet scheduled to allow sufficient time for the potential bidder to complete and submit a bid prior to the deadline.

A sign-in sheet for every walk-through must be completed and retained which documents who attended the walk-through for the property.

6.6 Competitive Bid Process

The subgrantee will award all jobs based on the competitive bid process. All competitive bid processes must comply with applicable state and federal procurement requirements. In addition, each subgrantee's competitive bid process for awarding of weatherization work must include the following:

- The job must be posted a minimum of ten (10) business days prior to being awarded unless THDA approves a reduction in timeframe due to specific circumstances.
- The posting must include the deadline for submission of bids for that specific job.
- The client's name, address or other personal identifying information may not be included on the posting. It is encouraged that all job postings include the assigned job number for that unit. The address may be provided to qualified, and subgrantee approved, contractors upon their request.
- Only contractors who meet program qualifications and have been approved by the Sub- Grantee can submit bids.
- The job posting notification must be sent to all approved contractors in the subgrantee's pool. The subgrantee cannot opt to send notification to only a subset of the approved contractors for their subgrantee.
- The received bid must be broken down by individual measure on the work order, with labor and materials for the measure bid separately, and include a final total.
- A record of when the bid was submitted is required.
- Bids received prior to the published submission deadline are to remain sealed and will not be shared.
- Once opened, the bid cannot be modified in any way, by a subgrantee representative or the contractor who submitted the bid.
- A contractor may withdraw his bid prior to award, or if he is the low bid, he may opt to not accept the job up to the point they have signed a contract.
- The job is to be awarded to the lowest valid bid. If unable to award to the lowest bid, the file must provide documentation that supports the decision that was made, or questioned cost will be assessed.
- All bid openings must be open to the public, with the date and location of each bid opening provided. Contractors who submitted a bid are encouraged to attend.
- A minimum of two subgrantee representatives must be present at each bid opening when opening and awarding jobs.
- A bid tabulation sheet must be completed for each job that was posted and scheduled to be awarded. This record must list all bids submitted for the specific job, by contractor name, date received and total bid amount. The "winning" contractor must be annotated. The bid sheet shall also include the date the job was posted, the date of the bid opening and the name of the subgrantee representatives who conducted the bid opening. The subgrantee must retain copies of all submitted bids for each job.

6.6.1 Awarding a Bid in the Event of a Tie

In rare instances during a bid opening, a subgrantee may find identical bid amounts from separate contractors.

THDA recommends the subgrantee inform the contractors who submitted the same bid that there is a tie.

The subgrantee will request each contractor to submit a new bid, labeled Best and Final Offer (BAFO) and determine a time frame best suited to award the tiebreaker.

The contractors' BAFO will be awarded as normal at the end of the agreed timeframe. In the event of another tie, the subgrantee will award the bid randomly, i.e., a coin flip. If only one tiebreaking bid is received, that bid will receive the award.

6.6.2 Bid Calculation Error

Contractors who make an error in the submission of their bid have the option to honor the price as quoted, or to withdraw their bid. Under no circumstances will the bid error be corrected and the cost of the work to be performed increased as a result of the contractor's error when preparing their submitted bid.

The subgrantee shall notify THDA of the bid miscalculation and receive approval of the lower bid amount before awarding the contract to provide services.

6.7 Insufficient Number of Bids Submitted

In the event a job is posted for bid and the subgrantee does not have a minimum of three approved contractors in their pool of approved contractors they have notified of the job posting for purposes of solicitation of bids, the job must be reposted. If the job must be reposted due to an insufficient approved contractor pool, or no valid bid submitted, a walk-through of the property is strongly encouraged upon reposting.

If a subgrantee is unable to obtain a minimum of three qualified contractors for their pool of THDA reserves the right to grant an exception to this policy, on a case-by-case basis, provided the subgrantee petitions THDA for relief prior to posting the job.

6.8 Jobs over Maximum Allowable Amount

If the total winning bid is greater than the maximum cap per unit, there are three options that the subgrantee can follow. These options are:

1. Remove measures from the work order/bid in order of priority (refer to 6.8.1 Funding Limitations for guidance) until the cost of the job is under the cap, or;
2. Negotiate with the contractor who had the lowest bid in an effort to reduce the bid until it is below the cap, or;
3. Request permission from THDA to exceed the maximum cap for that specific job.

If the subgrantee is unable to get the winning contractor's bid for the specific job below the cap using either one or a combination of the three options above, the bid must be discarded, and the job will not be awarded. The job will have to be rebid in an attempt to receive a bid that is below the maximum permitted.

Note: The subgrantee may only negotiate with the contractor who submitted the winning bid, even if the winning bid was originally greater than the maximum allowed. Other contractors who submitted a bid for that job will not be allowed to revise and resubmit their bid.

6.8.1 Removal of Measures

There are scenarios where certain measures are requested to be removed from the work order for various reasons and at various stages of weatherization. Two such examples include client refusal and exceeding the DOE WAP cap per unit. Careful examination must be taken to identify the cause of such a request, its impact on scope of work, and the path of options to move forward.

In all scenarios:

- Measure Removal of cost-justified major measures is not permitted at any time.
- Major Measures are defined as: air sealing, duct sealing of ducts outside the thermal boundary, attic insulation, wall insulation, and floor or belly insulation.
- Documentation justifying the measure removal along with client/contractor communication, original, and modified work orders.

The procedures to remove a measure depend on the client's current stage of weatherization. The following instruction is also found in DOE WPN 19-4.

Funding limitations:

If all funds available to be spent on the job will not cover the entire work scope, then measures may be removed from the work order starting with the lowest SIR measure and working up the list from there. The work order must remain overall cost effective, or the job must be deferred.

Necessary Health and Safety (H&S) measures may NOT be removed from the work order; however, (non-major) ECMs can be removed. Subgrantees may utilize the Request to Exceed ACPU form in Chapter 18. Additional guidance is also found in Chapter 6.8.3.

THDA give the contractor the right to decline the job if they do not agree to the reduction in measures.

Prior to work beginning (Client/Owner Refusal): Client education is important to inform a client of planned measures and material use. (See Chapter 18 Scope of Work Template). Resistance from a client to install any measures and/or materials planned as a result of an energy audit-directed work order or priority list should be addressed with either additional education and/or re-running the energy audit with a different - but acceptable - material to determine if the substitute material is cost effective.

If no cost-effective option for the material can be identified, the auditor will explain and discuss the situation with the building owner or occupant. If the building owner or occupant still declines a measure, not defined as a major measure, the auditor must include in the client file a comprehensive justification, including background/source documents that support the decision to skip a specific measure. All other weatherization measures must be installed.

If the auditor cannot access background/source documents that justifies the building owner/occupant's decision to decline a measure or the measure is defined as a "major measure," the situation must be fully documented in the client file and the job must be deferred due to client refusal.

Inadequate training:

A lack of training for subgrantees is not an allowable reason to skip measures. Standard procedure should be to postpone job(s) requiring priority measures that cannot be installed due to lack of trained staff until adequate training is acquired.

After a job has begun:

Due to scheduling, measures are sometimes installed with a lower priority first. If during the installation process, the client declines a higher priority measure, work must stop at the time the client declined the higher priority measure. No further installation is allowed, and the job must be inspected by a Quality Control Inspector (QCI) and closed out as a completed unit. This should be clearly explained in client file documentation. Some agencies include a statement for client signature that states the client is aware and accepts all WAP rules, including the specific services and measures determined by an energy audit.

6.8.2 Negotiating the Bid

If the winning bid exceeds the maximum amount permitted, the subgrantee can negotiate with the Contractor in an attempt to get it below the cap. When negotiating, any revisions must be performed at the individual measure level, while retaining the breakdown per measure between labor and material cost. It is not sufficient to simply reduce the total amount of the bid without making the related specific adjustment at the individual measure level.

6.8.3 Request to Exceed Maximum Cap

The subgrantee may request permission from THDA to exceed the maximum cap per unit. This request must be submitted and approved prior to awarding the contract. Each request will be evaluated on a case-by-case basis. The Request to Exceed ACPU Form is located in Chapter 18.

The cumulative SIR and all individual measure SIRs must still be at 1.0 or greater following removal of measures.

6.9 Validation of SIR Based on Actual Expenditures

The subgrantee is required to validate that the measures being performed for the unit still meet the minimal SIR standards, when considering the winning bid for the work. The actual amount to be paid for each total job, as provided on the contractor's final bid amount, must be entered into the WA (NEAT/MHEA) audit tool to determine if each measure still meets the minimum SIR values necessary in order to proceed. Any ECM, along with any related IRs, that fail to meet the minimum SIR values (individual and cumulative) must be removed from the work order prior to executing a contract to perform the work.

This may be accomplished by accessing the NEAT/MHEA work order tab for the specific job number. The user will select the Measures tab for that job, which will display the previously entered data, and recommended measures based on the estimated costs for that item. The user will enter the cost for the ECM and/or IR, taken from the final bid from the contractor to be awarded the job, in the Actual Cost column of the tool. Once entered, the tool automatically recalculates the SIR values, utilizing the actual costs, and compares the SIR based on estimated cost to the actual costs. Any ECM/IR that does not meet the minimum SIR requirements, when calculated using actual costs as bid, must be removed from the work order unless the Contractor agrees to perform the work for a lesser amount, and the reduction in cost results in the required SIR values being obtained.

6.10 Awarding of Jobs

The job is to be awarded to the lowest qualified bidder, in accordance with the subgrantee procurement methods, and in compliance with state and federal requirements.

6.10.1 Contractor Declines Award

If the winning contractor declines to accept the job, as based on his/her submitted bid and any subsequent revisions, if applicable, the subgrantee may award the contract to the contractor with the next lowest, valid bid and who agrees to accept the job, subject to all the same conditions and SIR validations as the original contractor.

6.10.2 Job Contract

Every job awarded will require a fully executed contract to be completed between the subgrantee and the contractor who will be performing the work. The amount on the contract will reflect the bid amount submitted by the winning contractor, and as accepted by the subgrantee. If the submitted bid was renegotiated in accordance with manual guidance, the contract will be for the revised amount.

6.10.2.1 Contract Template

The subgrantee must utilize the Contract Template provided by THDA for this purpose, a copy of which is provided in Chapter 18. This template includes DOE specific language requirements. Additionally, there are sections in the template that allows for local subgrantee customization, specifically around timeframes and penalties. A subgrantee may opt to add additional requirements to the template but may not make any changes or deletions to the existing language in the template without prior approval by THDA. Any change to this template must be approved by THDA.

6.10.2.2 Contract Penalty Clauses

The subgrantee has the option to include and/or apply penalty clauses in the job contract. These penalty clauses can result in a monetary penalty for the contractor if he/she fails to complete the work on time, workmanship concerns, or if the work fails to pass the quality control inspection.

6.10.2.3 Job Contract Attachments

A copy of the work order, the itemized submitted and accepted bid, including any re-negotiations and modifications, must be attached to the executed contract for the specific job. A copy of the contractor's current license and any required certifications will also be attached.

6.10.2.4 Contract Start Date

The contract start date is the date the contract has been signed by both parties and considered to be fully executed.

6.11 Work Completion Timeframes

The work is considered to be finished when all measures included on the final work order have been completed by the Contractor, have passed inspection by the subgrantee auditor, and a final itemized invoice has been submitted by the contractor to the subgrantee.

THDA does not require, but encourages, subgrantees to include work completion timeframes for purposes of managing the workload and meeting production benchmarks. The subgrantee has the option to incorporate timeframes for a job at their discretion. Such timeframes should be a part of the executed contract and may specify the length of time a Contractor has to complete their work on the job and have it ready for inspection, how long they have to make corrections if needed, and a deadline for submission of the final invoice for payment.

6.12 Change Orders

On occasion, additional or expanded work necessary to perform weatherization or address health and safety issues is not discovered until the original work has begun on the home. In these situations, a change order may be necessary. Under no circumstances will a change order be allowed to address an error that a Contractor made on their submitted and accepted bid where he/she under-estimated the cost of performing the measure as requested or made some other error on the submitted and accepted bid for work.

Change orders should be an exception rather than a common occurrence. If a subgrantee has multiple change order requests, they should explore the cause to determine if they are the result of a poor energy audit or if there are specific contractors who continuously request change orders in an attempt to improve the profit margin from their original bid that was accepted. In either situation, the subgrantee must carefully review each request, and if trends are determined to exist, address the situation as appropriate, up to and including suspension and termination.

6.12.1 Change Order Request

All change orders must be requested and approved prior to the work being performed. All ECM and related Incidental Repair work requested through a change order must meet the same SIR requirements as work originally included on the work order. This must be done using the WA audit tool, considering the impact of the change on the entire list of measures, and utilizing the actual cost of the change when calculating SIR.

Any change order that was not approved in advance of the work being performed will be a disallowed cost and cannot be paid nor reimbursed. An approval requires a signature by the subgrantee representative that authorizes the change. No change order can be approved without first determining if it is cost justified unless it is a health and safety expenditure.

6.12.2 Site Inspections for Requested Change Orders

The subgrantee is not required to perform an on-site visit and inspection as part of the change order process, however they may do so at their discretion.

6.12.3 Establishing the Cost of the Change Order

The Contractor is required to submit an estimate of the cost of the change order, with the amount of materials and labor reported separately for each item. The subgrantee should negotiate the best possible price, but the amount paid per measure cannot exceed what is allowed under the subgrantee's current WA Cost Library by more than 10%. Any change order that exceeds this amount must be submitted to THDA, along with justification for the costs, and documentation that the measure – based on requested, actual costs – meets SIR requirements if approved. A copy of the NEAT/MHEA work order recommended measures document, with the change order item added and actual costs entered, must accompany any such request.

6.12.4 Removal of Measures from Contract Work Order

There may be occasion where an awarded measure cannot be performed, despite the fact it is included in the agreed upon scope of work. Before removing the measure, the subgrantee must carefully evaluate the

entire scope of work to evaluate the impact of granting the change request to eliminate the measure. When removing a measure, the subgrantee must consider the following:

- What impact will the removal of the measure have on the weatherization of the home and/or health and safety concerns?
- If removed, are their other related items that need to be eliminated?
- Is the contractor asking to remove the measure because it is difficult to do, or because they underestimated the work as described in the original work order, and under-bid? If so, the item will not be removed, and the contractor will be required to complete the measure for the amount as bid.
- Refer to Chapter 6.8.1 Removal of Measures for additional guidance.

If the subgrantee approved the contractor's request to remove a measure, the amount paid to the contractor will be reduced by the amount included in the contract for the measure(s) impacted.

6.12.5 Change Order Documentation

Every change order will require the contractor to submit a change order request to the subgrantee. The subgrantee has the flexibility to create their own change order form. The change request must be signed by the contractor or his representative and the subgrantee representative, approving the request prior to the work being performed. Documentation must be attached that supports the request, and that verifies that minimum SIR values will be met.

The subgrantee may also opt to require the contractor to submit pictures to support the change order request.

6.12.6 Change Orders that Result in Job Exceeding Maximum Cap

The same maximum cost caps per unit apply when the job has a change order. Please refer to Section 6.8 for guidance.

6.13 Payment for Work

Work must be completed and pass final inspection prior to payment being made to the Contractor. Chapter 9 provides guidance regarding the post-inspection process for completed work.

6.13.1 Contractor's Invoice

The contractor's invoice must be submitted for work that has been completed on a specific job. The invoice must include the Client Name and Address, and the Job Number. The invoice must list each measure performed, broken down into a category for labor and materials for that measure with a final total. The subgrantee must review the invoice and compare it to the original work order and contract, and any approved change orders for that job if applicable. It is the subgrantee responsibility to ensure they are not paying for measures that were not authorized, not paying for measures that are not allowed, not paying more for a measure than agreed, not paying for measures that were not completed or that failed inspection, and not duplicating payments for the same measure.

6.13.2 Partial Payment Request

There may be instances, where through no fault of the contractor, the job may require deferral or be delayed for a significant period of time — yet the contractor has completed some of the work requested.

Examples of such situations would be an elderly client who has been hospitalized, weather that prohibits installation of a measure, or a home that has been temporarily deferred until the homeowner can make necessary corrections that will permit the weatherization work to proceed. In this instance, the Contractor may request that a partial payment be made to off-set his expenses for the work that has been done until the job can be completed. It is up to the sub- grantee's discretion to decide if they wish to make a partial payment to the contractor, but if a partial payment is made, the subgrantee cannot invoice THDA for reimbursement until the entire job has been completed, passed inspection, invoiced, and paid in full, and reported as a completed unit.

If the subgrantee decides to allow the contractor to invoice for a partial payment, the following restrictions apply:

- The contractor must make the request for the partial payment in writing, specifying which measures have been completed and which remain unfinished. An invoice for the completed measures is requested, and;
- Partial payment may only be made for those measures that have been completely installed, and passed inspection through a quality control inspection, and;
- The maximum amount of the partial payment can be no more than the contracted amount of the installed measures or fifty (50%) of the total agreed upon job costs, whichever is less, and;
- No more than one partial payment per job is permitted, and;
- The contractor must agree in writing, to return to the job within a timeframe set by the agency, to complete any unfinished measures.

The subgrantee may choose to require additional restrictions. The subgrantee will be responsible for tracking the job to ensure it is completed, and that the same measures are not invoiced multiple times.

6.13.3 Collection of Contractor Penalties

If the subgrantee assesses penalties against the contractor, the amount of any penalties will be deducted from the submitted invoice prior to making a payment to the contractor. The case file will be documented to reflect the adjustment to the final invoice, including the reason and amount of any applied penalties.

The amount of the penalty will be documented in the WAP database, under the Job Costs tab.

6.14 Contractor Default and Re-Bidding of Job

On occasion, a contractor may have to be released from the awarded job they have contracted to perform, but which they have not yet begun or have failed to complete.

6.14.1 Contractor Default – Job Not Begun

In such an event, the subgrantee may opt to award the job to the next lowest bid that was originally received, provided no more than 60 days have passed since the job was awarded to the contract who defaulted. The subgrantee must apply the same requirements related to justification of cost and capped amounts as were required for the initial contractor.

If a contractor who has not yet begun work on a job which was awarded to them, and the contractor has either requested to be released from their contract, has failed to begin working on the home within a reasonable period of time, or there are other extenuating circumstances that prohibit continuing with the

contract arrangement, the subgrantee may decide to consider terminating the contract. If the job was awarded within the last 60 days, the subgrantee has the option to re-post the job for bid or can offer the job to the contractor who was the next lowest bidder on the initial job posting, at the amount of their original bid, provided it does not exceed maximum caps or limits. If that Contractor does not wish to accept the contract, the subgrantee can continue through the list of Contractors who submitted a valid bid for that specific job. If none of the original Contractors who submitted bids are interested, then the job must be re- posted.

6.14.2 Contractor Default – Job Begun

If the contractor that was awarded the work defaults on the job and/or terms of the contract, it may be necessary to obtain another contractor to complete the work. Since the job was begun, it will be necessary for the subgrantee auditor to evaluate the status of the job. This will include inspecting any measures that have been completed to determine if they have been completely and correctly installed as well as determining the current status of the home and updating the original work order.

Since the job had been begun, the original contractor will be paid for any work that has been completed and passed inspection. The Contractor will be paid for any completed and passed measure in accordance with the terms of their contract, less any applicable and applied penalties assessed by the subgrantee. If there are measures that were initiated, but that failed post- inspection, the original contractor will be provided a reasonable time period to make necessary corrections. Failure to make corrections or continued failure of the measure will result in the original Contractor being paid the balance of the measure as bid less any amount that had to be paid to a subsequent Contractor to complete the work.

The balance of the work will require a new work order to be generated and the job re-posted for bid. Regular procurement procedures will be followed when re-posting and awarding the job again.

6.15 Job Cannot be Completed

When the Contractor is unable to complete a job due to circumstances beyond his control that cannot be rectified, the job will be Discontinued. A Discontinued job is one where some funds have been spent, but all work was not able to be completed. This typically happens when either the unit becomes ineligible or destroyed during the time work is being performed, or when the applicant is no longer eligible or living in the home, or no longer wants services during the same time.

If the contractor is in the middle of the job when it is determined it should be discontinued, the subgrantee must evaluate the work performed to date, and establish what work must be completed and what will no longer be performed. When making this evaluation, the rule of thumb will be to do no harm and to not leave the unit in worse condition than it was when weatherization was initiated. For example, if insulation installation had begun, it would be completed.

If the contractor is no longer able to complete all work due to no fault of his own, the sub- grantee will inspect the work performed to date. The Contractor will be paid for measures installed and passed. If access to the building is prohibited and the work cannot be inspected, or if required, corrected, then the contractor will provide a detailed invoice of all work performed, and/or non-returnable materials purchased for that specific job in anticipation of completing the work. The subgrantee may reimburse the contractor for work performed and materials that cannot be returned.

Note: If the job cannot be completed and the measures inspected and passed through a post-audit, then the job cannot be considered and reported to DOE as a completed unit.

CHAPTER 7

Weatherization

7.0 Energy Measures

Only those ECMs as allowed under the DOE federal regulations are permitted. Please reference federal regulations Title 10, Part 440 and Appendix A to Part 440 for additional guidance. Additionally, those ECMs that have been “turned off” in the NEAT/MHEA state standard library for Tennessee are not allowable measures.

Refer to the Tennessee Weatherization Field Guide and SWS for additional information and guidance specific to the Tennessee WAP. The website WAPTAC also serves as an excellent resource, providing links to federal program regulations, guidance, technical assistance, and training videos.

7.1 Incidental Repairs

Per federal regulations, Incidental Repairs (IR) are defined as those repairs necessary for the effective performance or preservation of weatherization materials.

When recommending IRs for a specific job, the work order/case file must clearly document the specific ECM that requires the installation of the related Incidental Repair. Written justification and photo documentation tying the IR to its associated ECM must be included in the client file. Dwellings that require more than minimal repair may be beyond the scope of weatherization and require deferral. Weatherization services may resume once necessary repairs are made.

The WAP is not a rehabilitation or general repairs program.

7.2 Health and Safety

Health and Safety funding allocated for the program may only be utilized to eliminate those health and safety hazards which must be addressed before, or as the result of, installation of weatherization materials Per 10 CFR 440.16(H) of the DOE WAP federal regulations. Allowable energy related health and safety measures are those actions necessary to maintain the physical wellbeing of both the occupants and/or weatherization workers where:

- Costs are reasonable, in accordance with the State’s approved Health and Safety Plan; and
- The actions must be taken to effectively perform weatherization work; or
- The actions are necessary as a result of the weatherization work.

Please refer to Chapter 8 for additional information regarding the Tennessee Health and Safety Plan.

7.3 SIR Values

The WAP requires that all ECMs and related incidental repairs be cost effective. Cost effectiveness is determined by the Weatherization Assistant audit tool. Every ECM/IR must be ran through the audit tool (whether part of the initial audit or a subsequent change) to determine if it meets minimum cost effectiveness standard. Additionally, while the original work order is based on the SIR value as calculated

with estimated costs, the actual costs for each ECM/IR must be considered for recalculation, and the SIR values still met, prior to contracting/approving any work to be performed.

All individual ECMs (Energy Conservation Measures) must have a SIR greater than or equal to

1.0. The individual ECM SIR value can be found on the Recommended Measures report, which is generated, from the WA. The SIR value of an ECM can be found under the heading of “Energy Savings Measures Economics”.

Incidental repairs are not the same as Health and Safety measures. Incidental Repairs (i.e., those associated with the installation of an ECM and needed to maintain the integrity of the ECM) can be performed provided the package of measures installed in the home has a cumulative SIR greater than or equal to 1.0. The package of measures refers to all the ECMs to be installed and all the incidental repairs performed in the home. The “Cumulative SIR” listed on the Recommended Measures report is this calculation of the SIR for the package of measures.

Health and Safety (H&S) measures can be installed in a home if associated with the ECM package. H&S address issues to ensure that weatherization activities do not cause or exacerbate health and safety problems for worker and occupants. Please refer to the Tennessee Health and Safety plan in Chapter 8 for allowable measures.

7.4 Typical Energy Conservation Measures

All ECMs and related incidental repairs for a specific unit will be established through the use of the WA audit tool (NEAT-MHEA) with the exception of the measures that have been identified as low-cost or no-cost. All work will be performed in accordance with guidance established in the Tennessee Weatherization Field Guide. As needed, updates may be provided in the form of technical assistance memorandums or through reference to DOE established guidance. The measures identified are the more common measures, but this list is not meant to be all- inclusive.

7.4.1 Air Sealing

Air sealing work will be guided using a blower door and digital manometer. The most effective infiltration reduction efforts typically involve sealing leaks between the conditioned space and the unconditioned areas found in the attic or crawl space. The contractor performing the weatherization work will be required to perform necessary air infiltration measures until the minimum air reduction targets have been met, as identified for that particular unit by the energy auditor. While it is a best practice and encouraged that contractors utilize blower doors to identify air sealing opportunities, the subgrantee has the flexibility to determine how they will specify it on the work order. The work order can specify specific air sealing measures, or it can allow the contractor the flexibility in how to conduct the air sealing necessary to achieve the target CFM identified by the auditor. However, even if a subgrantee opts to list items to be sealed, rather than allowing the contractor to perform air sealing as necessary in order to achieve target – all homes with air infiltration reduction as an ECM must identify a pre-weatherization CFM reading, and must identify a target the contractor must meet in order for the measure to pass inspection. Simply sealing the items identified is not sufficient if the reduction target is not met. If the items identified to be sealed fail to result in the target being met, and additional sealing is needed in order to meet target, then the subgrantee must still ensure SIR requirements are being met.

American Society of Heating, Refrigeration and Air Conditioning Engineers (ASHRAE) 62.2- 2016 standards will be followed when performing air sealing. If the structural integrity of the unit prohibits the use of the blower door, it may be that the unit is deferred. Living conditions that prohibit the use of the blower door may require deferral until such conditions can be remedied.

7.4.2 Insulation

7.4.2.1 Attic Insulation

Install attic insulation to R38, Attic insulation may be recommended by the audit tool depending upon the existing insulation level, fuel type, climate region, heating source, and other factors.

The amount of insulation installed will be based upon what amount is cost-effective based from the audit tool.

Air sealing attics should precede attic insulation, and this may require removing existing insulation and debris that currently prevents effective air sealing. Attics with structural issues that are beyond the scope of the WAP to address may not be able to be insulated in full or at all Blown insulation is usually preferable to batt insulation because blown insulation forms a seamless blanket. Attic insulation always settles. Cellulose usually settles 10% to 20% and fiberglass settles 3% to 10%. Blowing attic insulation at the highest achievable density helps minimize settling while minimizing air movement within the insulation.

Costs for attic insulation may include limited incidental repairs that are necessary for the preservation and effectiveness of the measure. Such repairs can include but are not limited to the following: repairing roof leaks, patching ceilings and installing attic access. The Tennessee Weatherization Field Guide contains information regarding the proper procedures to follow for attic preparation and installation standards.

7.4.2.2 Floor Insulation

The WA audit tool determines the appropriate R value and need for insulation for a specific unit. The Tennessee Weatherization Field Guide defines standards and procedures for floor insulation.

The amount of floor insulation that can be cost-effectively added varies with existing levels of insulation, space heating fuel, and foundation type. The recommendations for floor insulation are based on the two most common foundation types in Tennessee: vented crawl spaces and exposed floor (houses whose floor joists rest on pilings and have little or no skirting).

Excessive moisture from frequent rain or high water tables can enter a house through the crawl space and cause mold, mildew and/or structural damage. Plastic sheeting may be installed as ground cover as an Incidental Repair to the installed floor insulation, following the guidance provided in the Tennessee Weatherization Field Guide. It is not recommended to install plastic sheeting (vapor barrier) when bulk water issues are observed unless the vapor barrier can remain sealed and intact above any bulk water intrusion.

7.4.2.3 Wall Insulation

If walls are not currently insulated, blowing wall cavities with densely packed cellulose is typically a cost-effective measure, regardless of the heating fuel. Walls shall be insulated if the cost to insulate is justified. Walls that are already fully insulated or solid masonry, concrete, concrete block, or wood will not be insulated.

Exceptions:

If any of the following conditions exist, then the wall cavity should not be insulated:

- Active knob and tube wiring is present in the wall cavity
- Wall cavity contains HVAC duct, wall furnace or heater
- Wall cavity is next to a fireplace or chimney without sufficient clearance
- Wall cavity space is connected to an unprotected pocket door cavity
- Wall repairs are needed and not able to be performed as part of the weatherization package
- Other situations that may result in a hazardous situation or where the wall cannot be properly prepared due to unique structure of the home.

7.4.2.4 Other Insulation

Insulation of water heaters, HVAC duct work sealing and insulation, and the insulation of hot water pipes in unconditioned spaces are allowable weatherization measures.

7.4.2.5 Insulation Certificate

The addition of insulation in an existing home is a common weatherization measure. Whenever there is installation of any type of floor, wall, or attic insulation, the Contractor must provide a certificate. This certificate is referred to as a “receipt” in the Federal Trade Commission’s (FTC) guidance. This certificate should be given to the Client and/or Owner of the property. In addition, a copy of the certificate must be posted at the property and a copy of the certificate should be retained in the Client’s file.

Points to remember about the Insulation Certificate:

- The copied certificate posted at the property should be secured to a rafter, stud, or joist. It must be in plain view and placed close to an opening of the crawl space or attic for accessibility.
- For wall insulation a certificate should be secured on a wall in the attic if possible.
- A certificate can combine areas where insulation was installed as long as the certificate reflects all information for each area.
- For roll insulation the certificate must clearly show all the coverage area(s) where the insulation was installed, thickness of the insulation, and the R-value of the insulation installed. The certificate must be dated and signed by the Insulation Contractor.
- For loose-fill insulation, the certificate must be dated and signed by the Contractor, show all the coverage area(s), initial installed thickness, minimum settled thickness, R-value, and the number of bags used.
- For aluminum foil, the receipt must show all the coverage area(s), the number and thickness of the air spaces, the direction of heat flow, and the R-value.

When providing the insulation certificate, Contractors who install insulation must comply with federal regulation 460.17.

460.17 — What installers must tell their customers: If you are an installer, you must give your customers a contract or receipt for the insulation you install. For all insulation except loose-fill and aluminum foil, the receipt must show the coverage area, thickness, and R-value of the insulation you installed. The receipt must be dated and signed by the installer. To figure out the R-value of the insulation, use the data that the manufacturer gives you. If you put insulation in more than one part of the house, put the data for each part on the receipt. You can do this on one receipt, as

long as you do not add up the coverage areas or R-values for different parts of the house. Do not multiply the R-value for one inch by the number of inches you installed. For loose-fill, the receipt must show the coverage area, initial installed thickness, minimum settled thickness, R-value, and the number of bags used. For aluminum foil, the receipt must show the number and thickness of the air spaces, the direction of heat flow, and the R-value.

The Electronic Code of Federal Regulations (e-CFR) can be viewed at:

<https://www.ecfr.gov/>

7.4.3 Domestic Water Heater (DWH)

Replacement and/or Repair of the water heater is permitted. Replacement units must have an insulation blanket installed unless prohibited by the manufacturer or the insulation fails to meet minimum SIR values.

The replacement water heater shall be:

- Either a storage tank, or tank-less (aka on-demand) water heater.
- All replacement units must be similarly sized as the original unit that is being replaced.
- Must be Energy Star rated
- Water heater replacements are generally not cost effective unless savings accrue for at least 10 years. Therefore, subgrantees should require the replacement of domestic water heaters with at least a 10-year guarantee Solar water heaters are not approved as replacement units in Tennessee at this time.

7.4.4 Furnace Maintenance, Repair and Replacement

As part of the energy audit, all heating furnaces will be evaluated, including any duct work present. A furnace may be solid fuel (wood or pellet stove heaters), electric or combustible fuel, such as natural gas, propane, or kerosene. If the heating source is wood or pellet, the related chimney must also be evaluated. Maintenance and repair will always be preferable to replacement of an existing unit, whenever possible. If the WA audit tool determines that replacement is recommended, a Manual J/S calculation must be performed and retained in the client file.

Replacement furnaces must be Energy Star certified, or equivalent.

7.4.5 Cooling System Maintenance, Repair and Replacement

Tennessee's hot, humid climate makes the use of air conditioning vital for many of our clients. As an ECM, maintenance, limited repairs, or replacement is an allowable measure. If the WA audit tool determines that replacement is recommended, a Manual J/S calculation must be performed and retained in the client file.

Replacement cooling systems must be Energy Star certified, or equivalent.

If the cooling system is replaced, the original unit must be removed from the home, and properly disposed of in accordance with The Clean Air Act, USC Title 42, Section 7671g. This Act makes it unlawful for any person to dispose of refrigerants in a manner in which they will be allowed to enter the environment.

7.4.6 Ductwork

Duct leakage should be evaluated for both heating and cooling systems during visual inspecting and testing. Duct sealing must be based on testing.

7.4.7 Windows

Window replacement or repair must be cost effective as an ECM, or an IR tied to a specific ECM. One example is if repairable to reduce the size of an air leak, the repair must be tied to the air sealing ECM. An example is an irreparable aluminum framed awning window that has a frame bent so badly it cannot be closed and presents a very significant infiltration hole.

It should be noted that the audit tool recognizes infiltration reduction savings for window replacement if recommended as an ECM.

7.4.8 Doors

Door replacement or repair must be cost effective, either modeling first as an ECM or an IR tied to a specific ECM. An example is an irreparable door that is in such poor condition it cannot be closed and presents a very significant infiltration hole. Reasoning for any such door replacement or repair must be well documented in the client file with written explanation and photos.

7.5 Refrigerators

When entering refrigerator data into NEAT/MHEA, WAP energy auditors must use the manufacturer's name and model number to search one of the following online databases:

<http://www.kouba-cavallo.com/refmods.htm>

<http://rfdirectory.aham.org/AdvancedSearch.aspx>

When possible, auditors must use the online databases or manufacturer's information and carefully document the information in the job documents. It is required to use a power meter when refrigerator energy usage information is unobtainable. The NEAT/MHEA energy audit will decide if a refrigerator is allowed to be replaced as an ECM. Replacement refrigerators must be Energy Star rated or equivalent and the correct KWH must be entered in to NEAT/MHEA.

7.6 Unvented Space Heaters

If the unit targeted for weatherization services has an unvented gas or liquid fuel space heater that serves as the primary heat source for the home, this unit must be replaced as part of the weatherization services provided. The home cannot be weatherized under the WAP if the client refuses the removal of the primary unvented space heating source or if funding is not available to remove and replace the unit. The unit is to be replaced with a vented, code-compliant heating system that is appropriately sized for the home.

If the unvented gas or liquid fueled space heater is a secondary heat source, it may remain in the home provided it complies with the International Residential Code (IRC) and the International

Fuel Gas Code (IFGC). Removal is required, except as secondary heat, unless the unit conforms to ANSI Z21.11.2. Units that do not meet ANSI Z21.11.2 must be removed prior to weatherization but may remain;

until a replacement heating system is in place. DOE funds may not be used to replace any unvented space heater that serve as a secondary heat source.

7.7 Low-Cost or No-Cost Energy Measures

The Tennessee WAP will allow the installation of the following measures that are typically acknowledged to be cost effective.

- Water Flow Controllers, including low-flow shower heads
- Furnace or Cooling Filters, up to a one-year supply
- Weather stripping, caulking, plugging, glass patching and other similar measures primarily used to address air infiltration

Low cost-no cost measures are limited to \$50 per unit. Such measures may be installed by the energy auditor or the contractor, but only the cost of the materials will be allowed. No additional labor costs will be permitted. It is not necessary to have these measures recommended by the WA audit tool, nor is a SIR of 1.0 or more required.

7.8 Fuel Switching

The same non-renewable fuel (electric, natural gas, propane) should be used when replacing furnaces, cooling units or domestic water heaters. On a limited basis, the changing or converting from one fuel source to another is only allowed on a case-by-case situation.

7.9 Permit and Code Compliance

It is the responsibility of the subgrantee to ensure the contractor obtains all necessary permits and is in compliance with code for the area in which the work is being performed.

7.10 Mold and Moisture

Auditors and contractors should be able to identify potential mold and moisture issues and have the ability to determine whether the issue is beyond the scope of the WAP. The WAP is not a mold abatement and alleviation program.

7.10.1 Moisture Source-Reduction

Observe the following specifications for avoiding the deteriorating effects of crawlspace and basement moisture on insulation and other building materials.

- Solve all drainage problems, ground-water problems, wood-deterioration, and structural problems before installing floor or foundation insulation.
- Slope the ground outside the home away from the foundation.
- Install gutters and downspouts in wet locations and direct roof water away from the home.
- Install a ground barrier in all dirt-floored crawl spaces where site conditions permit.
- Confirm that all combustion vents (chimneys), clothes dryer vents, and exhaust fan vents are vented to outdoors.

- Suggest a sump pump for crawl spaces or basements with a history of flooding. The sump pump should be located in an area where it will collect water from the entire below grade area, have a sealed cover, and pump to a drain or swale outdoors away from the foundation.

CHAPTER 8

Health and Safety

Tennessee allocates a certain percentage of funding (as approved by the U.S. DOE in the annual federal application) to be used to address health and safety concerns. It is important to remember that the primary goal of the WAP remains energy efficiency. Only those energy related health and safety measures that are necessary to maintain the physical well-being of both the occupants and/or weatherization workers are permitted where:

- Costs are reasonable as determined by DOE in accordance with the State's approved Health and Safety Plan, and;
- The actions must be taken to effectively perform weatherization work, or;
- The actions are necessary as a result of weatherization work.

8.1 Funding Allocations

Each program year, every subgrantee will be provided a maximum amount that they can use for health and safety expenditures when weatherizing homes. The subgrantee may only use these funds for allowable health and safety measures, as required by the specific home and in accordance with DOE guidelines and the Tennessee Health and Safety Plan found in Chapter 20.

If a unit requires health and safety measures in order to perform weatherization, and the subgrantee has spent their annual allocation, the job will have to be deferred unless the subgrantee has other funding sources that can be used to address the issue. It is the responsibility of the subgrantee to ensure they manage their health and safety funding in such a way as to ensure the maximum number of homes may be weatherized. Jobs that require extensive health and safety measures may require deferral until the issues can be addressed through other sources or may not be a candidate for weatherization.

Any health and safety funds that are not required will revert to program operations and are to be used for the weatherization of homes.

8.2 Maximum amount of Health and Safety Funds Per Unit

The maximum cap includes all ECMs, incidental repairs (IR) and health and safety measures for that unit. This cap may only be exceeded with prior approval by THDA, on a case-by-case basis. See Chapter 1.4.1 Benefit Caps for additional information.

Under no circumstances will health and safety funds be spent on any home where ECMs are not being installed.

8.3 Savings-to-Investment (SIR) Requirements

Tennessee does not require that health and safety measures meet minimum SIR requirements.

8.4 Determining Cost for Health and Safety Measures

All health and safety measures must be included in the work order and bid with the ECM/IR package of measures for the specific job. Health and Safety measures are subject to the same procurement requirements as ECMs and incidental repairs, with the exception of meeting SIR requirements.

8.5 Allowable Health and Safety Measures

Only those measures as defined in the DOE approved Tennessee Health and Safety Plan are allowed.

CHAPTER 9

Quality Control Inspection

Every unit weatherized must have a quality control inspection, performed by a certified Quality Control Inspection (QCI) inspector (staff or contractor). The federal regulation that supports this is 440.15 (g) Minimum Program Requirements:

“No dwelling unit may be reported to DOE as completed until all weatherization materials have been installed and the subgrantee, or its authorized representative, has performed a final inspection(s) including any mechanical work performed and certified that the work has been completed in a workmanlike manner and in accordance with the priority determined by the audit procedures required by 440.21.”

9.1 Purpose of the QCI

The purpose of the QCI process is to ensure that the weatherization measures for a specific job were all performed accurately and completely prior to the job being reported as completed and the contractor receiving payment. Quality control inspections ensure that weatherization services have been provided in a quality manner and that the home is left in a safe condition. The subgrantee is required to perform a QCI on 100% of all units prior to reporting them to THDA as completed.

Each subgrantee performs these mandatory QCIs utilizing qualified energy auditors that are either subgrantee staff members or who have been approved by the subgrantee to perform audits on their behalf as contractors. It is the responsibility of the subgrantee to make sure their auditors do quality work and do not pass jobs where measures are missing or where quality workmanship has not been achieved. A subgrantee’s failure to ensure that a quality QCI has been performed often results in questioned costs for the subgrantee and results in the subgrantee not meeting performance standards.

Quality control inspections are required after all work is complete. The subgrantee must perform a QCI before counting the home as a completion.

9.2 Energy Auditor Assignment

Only those energy auditors who have met minimum qualifications (refer to Chapter 10) may perform the QCI. The auditor may be a staff or approved by the subgrantee to perform audits on a contract basis.

9.3 Scheduling the QCI

A job is not considered to have been reported as completed and ready for quality control inspection until the contractor submits the following to the subgrantee:

1. the final, itemized invoice, and;
2. proof of permits and passed code inspections as applicable for the specific unit, and;
3. all certificates and/or warranties for installed items.

Once the contractor has submitted the documentation as described above, the subgrantee can schedule the QCI.

9.3.1 Timeframe for Completion

Program policy does not define a specific number of days in which the QCI must be assigned and/or completed once the job has been reported by the weatherization contractor as completed. The subgrantee has the flexibility to assign a specific number of days for completion of an audit, if they wish to do so. It is the responsibility of the subgrantee to manage the work in such a way as to ensure that all funds are fully expended within the program year and jobs are moved timely through the weatherization process.

9.3.2 Client Notification

The client is to be notified of the QCI prior to it being conducted either in writing or verbally.

9.4 Conducting the QCI

9.4.1 Preparation

Prior to conducting the quality control inspection, the auditor must be provided a copy of the contract with attached scope of work and all subsequent approved change orders. Information related to energy audit diagnostic tests, field notes, material certifications provided by the contractor for items installed, and all relevant materials must also be provided. It is the responsibility of the subgrantee to ensure that the auditor is provided these materials when assigned the job for inspection. Further, it is the responsibility of the QCI inspector to review all materials prior to and while conducting the inspection, in order to obtain a full picture of the unit's condition pre-weatherization and the scope of the work to be performed.

9.4.2 Validity of Energy Audit

If the QCI inspector observes recommended measures that are:

- Not permitted under the program or for some other reason were not appropriate for that specific job,
- A measure that should have been installed but was not included in the work order,
- Or a measure that was deleted as a result of a change order, the inspector shall report their finding to the subgrantee immediately. The QCI inspector must clearly identify the measure in question and why it is of concern.

The subgrantee, upon receipt of such a report, shall carefully review the issue. If the concern is considered valid, the subgrantee is responsible for making sure the unit being weatherized had only those measures allowed and required under the program installed. Any missing measures are reconsidered prior to the job being marked as complete.

Further, the subgrantee must address deficiencies in the audit with the individual who conducted the audit and take appropriate steps to prevent such occurrences in the future.

9.4.3 Diagnostic Testing

The QCI inspector must conduct all diagnostic tests, as appropriate for the specific unit, and as based on the measures installed. Such test results must be compared to the energy audit test results and documented as part of the post-audit.

A blower door test is to be performed on every unit post-weatherization, even if air infiltration reduction measures were not included as part of the work order. The results of the post-audit blower door test must be documented. If for some reason the auditor is unable to conduct the test, the auditor must clearly document why it could not be performed. The subgrantee should expect the blower door test to be performed, with very rare exception. If an auditor reports multiple instances of failure to perform blower door and other diagnostic tests, the subgrantee must explore why and take appropriate action.

A blower door test must be conducted on every home that included air sealing as a measure. A critical part of the post-weatherization inspection is to ensure that the target CFM was achieved as a result of air sealing measures. Not reaching the air sealing target should be an exception, rather than the norm, with the post-weatherization blower door reading falling at or below the target as identified in the pre-audit. If the job fails to meet the target and the contractor has installed all sealing methods within reasons, a detailed explanation via change order must be provided on the job report. The subgrantee will submit the change order to the state for approval. The subgrantee may compensate the contractor for what infiltration reduction was achieved. It will be at the State's discretion to accept the job, or to question the cost of the air sealing measure that failed to achieve the target.

9.4.4 QCI Documentation

The auditor must inspect every item on the work order/change order to ensure all measures have been fully and correctly installed, in accordance with program guidelines. Failure to meet this standard will result in a failed quality control inspection.

When conducting a QCI, the subgrantee inspector shall do the following:

- Confirm that the specified measures are installed. Inspect the work to ensure that workmanship and materials standards are met.
- Make sure all required permits have been obtained, and inspections performed by local codes. A reasonable effort must be made by the subgrantee and contractor to schedule the relevant codes inspection to coincide with the QCI. This effort must be documented in the client file. If efforts have been made to schedule a joint inspection, or inspections within a close timeframe, and cannot be fulfilled, the QCI will continue the inspection as normal. Code officials may contact the contractor separately to handle any local code discrepancies, not affecting the weatherization program.
- Use an infrared scanner or chemical smoke to inspect dense pack insulation and air sealing quality.
- Test combustion appliances to confirm that they currently operate in a safe and dependable manner. Perform worst-case draft tests and CO tests.
- Perform final blower door tests.
- Take digital pictures of every completed measure for the case file to be provided to the subgrantee with the completed Quality Control Inspection Form.
- Make sure that the job site is cleaned up.
- Specify corrective actions where initial work doesn't meet standards. The job is not considered to have "passed" until all measures have passed inspection
- Review operation of the customer's programmable thermostat, if installed.
- Review all completed work with the customer.

- Review and provide all manufacturer warranties and certificates to the client
- Completed, signed, and dated Quality Control Inspection Form
- Confirm that the customer is satisfied with the work and obtain the client's signature on the inspection form.

The Quality Control Inspection Form is to be used when completing the QCI. This form shall include each measure from the work order/change order for the specific job, and a finding for the inspection of that measure. Pictures should be clearly marked with the assigned job number and date stamped. These pictures will allow the subgrantee to show the condition of the home and subsequent weatherization work at the time of the passed QCI. This documentation will be especially helpful if a subsequent QCI is performed, and conditions have changed.

Upon completion of the QCI, the auditor must sign and date the form, indicating that they have inspected the measures as documented. Upon a determination of "pass", the auditor will review the completed work with the client, and the client will be asked to sign the form- accepting the work. Failure to comply with the above requirements and/or provide documentation of the conducted QCI will result in the audit not being considered as completed.

9.4.5 Client Refusal to Sign Passed QCI Form

Occasionally, a client will refuse to sign a completed and passed QCI form. The reason may be that the client did not agree with the work to be performed, wanted a different type of measure, or additional work that was not appropriate for the home, or work that was beyond the scope of the program.

If a client refuses to sign the form accepting the work, the auditor must report this refusal to the subgrantee with an explanation for the client's refusal. The explanation of client's refusal must be submitted to THDA with the job documentation for determination as to whether the unit will be considered a completed WAP job.

9.5 Failure of the QCI

A QCI will require inspection of all measures. The failure of any measure will result in the failure of the inspection and the unit not being considered as completed.

If the client refuses to sign, then the Auditor/Inspector would communicate to the subgrantee.

If any measure fails, the measure must be documented in writing with pictures, relevant SWS code, and justification.

The contractor will be notified of the failed measure(s) and required to correct the item. The contractor will not receive any reimbursement for correcting the failed measure(s). The sub-grantee has the option to set a timeframe for completion of corrections by the contractor. Upon completion of all corrections, the contractor will notify the subgrantee that the unit is ready for re- inspection. The subgrantee has the option to set and apply contractor penalties for failed quality control inspections.

9.5.1 Re-Inspections

All QCIs that failed one or more measures must be re-inspected. The re-inspected must be performed on-site, with only those measures that had failed and have been corrected to be inspected, following guidance

provided in section 9.4. The original QCI Form may be updated with the results from the re-inspection, or a new form may be completed and attached to the original inspection form.

Once all measures have passed inspection, the client will be asked to sign the QCI Form, indicating their acceptance of the completed work. However, if one or more of the measures continues to fail inspection, the job will again be failed. The job must continue to follow the process outlined in this chapter until all measures have passed inspection.

9.5.2 Reporting Jobs as Completed that Failed QCI

A job that failed the QCI cannot be reported as a completed unit to DOE. The subgrantee cannot pay the contractor for any job/measure that did not pass the post-audit inspection.

9.6 Exceptions to QCI Requirement

There may be instances where it is not possible to conduct a post-audit inspection of a home that has been reported as completed by the Contractor. Examples of such instances include, but are not limited to:

- Clients who refuse to allow the QCI inspector into the home, or who fail to respond to multiple attempts to schedule a QCI.
- Homes that have been destroyed or otherwise damaged to such an extent that inspection of installed measures is not possible.
- Homes that are no longer occupied by the applicant household and/or no longer owned by the property owner at time of weatherization, and the new resident/owner will not allow entry.

9.6.1 Client Refusal

The auditor must make a good faith effort to schedule the quality control inspection before concluding that the client is refusing to cooperate with the QCI. Such efforts shall include, at minimum:

- A minimum of one phone contact attempt at the last known phone number(s)
- A written notice to the client of a scheduled QCI appointment. This notice shall include the date and time the visit will occur. Unless the client contacts the auditor to cancel the appointment, the auditor must make a visit to the property and attempt access to conduct the inspection.
- A certified letter that includes a second appointment for a QCI to be conducted. This letter shall remind the client that they agreed to comply and allow access to their property as a condition of eligibility.
- One un-announced visit to the property site in an attempt to gain access.
- If the auditor is unable to gain access after the above steps, determine if the home is rented. If rented, contact the landlord and request access, scheduling the QCI appointment to be conducted with the presence of the landlord or his representative.
- Document the case file to reflect all attempts and outcomes of each attempt made to conduct the audit.

If the auditor is unable to gain access to the property, after making their best good-faith effort, the auditor may mark the inspection form to indicate they were unable to conduct the inspection.

9.6.2 Property Destroyed or Damaged

If the inspector verifies that the property has been damaged and/or destroyed to such an extent that a QCI of the installed measures is not possible, the case file shall be documented with proof of how it was verified. The contractor will be required to submit an invoice, and attest to the specific measures on the invoice (all or partial) that were fully and completely installed. If not, all measures were installed prior to damage occurring, the invoice is to be revised to reflect only that work which was performed, per the contractor attestation. Only those installed measures may be reimbursed.

Please refer to Chapter 12 for additional guidance that may be found in the Energy Crisis Plan.

9.6.3 Property No Longer Occupied by Household

Applicants who move from the home while weatherization is being performed are to be reported by the Contractor to the subgrantee for action. In some rare instances, the household may move between the time the weatherization was completed and the QCI was scheduled. If the inspector determines the applicant no longer resides in the household, every attempt should be made to gain access to the household through the new resident and/or property owner. If access is not possible, despite the inspector's best efforts, the case file shall be documented to reflect the steps taken to obtain access, and the outcomes. The QCI will be cancelled.

9.6.4 Completed Units with No Final QCI

If the QCI cannot be performed, the subgrantee may close the case with an application status of "No Final" in the WAP database. The property will not be reported as a completed unit for purposes of DOE or for purposes of meeting the subgrantee's production benchmarks. However, the funds spent on the property will be considered when calculating the average cost per unit for the subgrantee.

The contractor can be paid for work performed once all avenues have been exhausted in an attempt to complete a post audit on the job, and THDA may be invoiced for the expenditures.

The case file shall be carefully documented to reflect that no final audit could be performed on the job, and the steps that had been taken to attempt to conduct the audit. The WAP Database will be updated to reflect the QCI information and all job costs prior to selecting a status of "No Final".

9.7 State Inspections

Federal regulations require THDA to conduct inspections on units that have been had a passed quality control inspection, and which have been reported by the subgrantee as completed. Per federal requirements, each subgrantee must have a minimum of five percent (5%) of all reported units inspected. Subgrantees that are considered to be "at risk", or with a history of poor performance or areas of concerns, may have a higher percentage of completed units inspected by THDA. The state has the right to inspect beyond 5% of an agency's reported units at its sole discretion.

THDA will conduct these inspections, utilizing qualified contractors. Units to be inspected may be randomly selected by THDA, selected by the subgrantee, or a combination of both. The selection method is determined by THDA.

The subgrantee, upon notification of the job being selected for state inspection, must fully cooperate with THDA, or THDA's representative, providing access to the client file and copies of relevant information for the auditor assigned to conduct the state inspection. The auditor will provide a written report and documentation of the conducted state inspection. This report will identify best practices, missed opportunities, areas of concern, or if the job was passed by the subgrantee QCI inspector in error. State inspections may also provide opportunities to provide technical assistance to the subgrantee and their staff/contractors.

In the event of the state inspection identifying concerns with the job, the subgrantee will be notified of the issues in writing. The subgrantee will be responsible for working with the contractor who performed the work, and the client, to correct any issues. The contractor may not be paid any additional funds for correcting poor workmanship. Once the issues have been corrected, the subgrantee will notify THDA and the assigned state inspector and provide documentation of the corrections made. If the subgrantee does not agree with the finding of the state inspection, they may rebut the finding, providing documentation to support their claim. All rebuttals must be provided in writing to THDA. The state inspection may or may not conduct another site visit to re-inspect the corrections, depending on the documentation provided and the original issues identified. If the job that was originally passed by the subgrantee was failed upon re-inspection, the subgrantee must take action to address the issue with the inspector who performed the original quality control inspection and the contractor who performed the work.

Continued poor performance can result in THDA taking corrective action against the subgrantee.

THDA will maintain statistics related to the outcome of all state inspections. These statistics will track the number of state inspections conducted, statewide and per subgrantee, the outcome of the state inspection, and pass/fail rates for the program, subgrantee, auditors and contractors.

This information will be used to identify training and technical assistance needs, poor performers, and entities that are not meeting performance standards.

CHAPTER 10

Energy Auditor Requirements

Every home must have an initial inspection (Pre-Audit) performed by an energy auditor before any weatherization work is performed. Once the work has been completed the home must have a quality control inspection (Post-Audit) performed. The subgrantee will be responsible for ensuring that both audits are performed, following state mandated policies and procedures, and utilizing the state-approved audit tool.

The energy auditor may be an employee of the subgrantee or may be performing services as a contract employee. The energy auditor will also be required, as part of their regular job duties, to provide client education and to install low-cost and/or no-cost energy measures for the unit.

10.1 Minimum Energy Auditor Qualifications

Every energy auditor conducting initial inspections (Pre-Audits) must have an Energy Auditor (EA) certification from the Building Performance Institute (BPI).

Every energy auditor conducting quality control inspections (Post-Audits) must have a Quality Control Inspector (QCI) certification from the Building Performance Institute (BPI).

Every auditor must exhibit expertise with the approved energy audit tool and participate in all THDA mandatory energy auditor training.

The following courses are offered by Community Housing Partners (CHP) as prerequisites for potential energy auditors: <https://www.communityhousingpartners.org/1856/online-courses.html>

- Client Education (online)
- Crew Leader (online)
- Weatherization Management (online)
- Energy Auditor (online)
- Retrofit Installer Technician (online)
- HVAC Fundamentals (online)
- Manufactured Housing Fundamentals (online)
- Quality Control Inspector (online)

Additional training curriculums for new or current auditor certification may be approved on a case-by-case basis by THDA.

Energy auditors are required to attend all training that are listed as mandatory by THDA. Training will be provided via online, in the field, and in the classroom.

Subgrantees can pay for the training and BPI exams for contracted energy auditors with prior THDA approval. See Chapter 13.5 in this manual for additional information.

If an energy auditor is unable to pass the BPI exams on the first attempt, the subgrantee can request to pay for the auditor's second attempt. Subgrantees can also request for the auditor to attend additional

training. If the auditor is unable to pass the BPI exam after the additional training and the second exam attempt, then the subgrantee will be responsible to pay for the exam using non-WAP funding sources.

All energy auditors are expected to have access to all required diagnostic equipment, including a blower door, combustion analyzer, combustion gas detector and personal CO monitor, and have expertise in the use of the equipment.

10.2 OSHA 10 Certification

It is the responsibility of the auditor to obtain the Occupational Safety and Health Administration (OSHA) training. THDA requires OSHA 10 certification DOE funds may be used as needed to provide training for Grantee and subgrantee staff as appropriate.

This training may be provided in a classroom setting or on-line. Only those training providers approved by the U.S. Department of Labor – OSHA are allowed. Approved training providers and verification of approved on-line courses may be obtained on the US DOL-OSHA website at:

<http://www.osha.gov/training/outreach/>

10.3 RRP Certified Renovator and Lead Safe Weatherization

All energy auditors must be RRP (Renovation, Repair, and Painting) Certified Renovator. Documentation of the energy auditor's RRP certification must be on file at each subgrantee or uploaded into the auditor file in WAPez. Although not required, it is encouraged by THDA to have energy auditors obtain Lead Safe Weatherization (LSW) training.

10.4 Suspension and Debarment

The subgrantee must check the federal Excluded Parties List System (EPLS) prior to entering into a contract with the potential energy auditor. Any contractor on this list is prohibited from providing services, and the subgrantee cannot award a contract for provision of WAP services to the entity.

The EPLS may be found at on the federal SAM (System for Award Management) website:

<https://www.sam.gov>

10.5 Subgrantee Additional Requirements for Energy Auditors

Subgrantee may require additional qualifications for energy auditors.

10.6 Contracted Energy Auditors

Energy auditors who have been approved to work in WAP must also be approved by the specific subgrantee that they are contracted. Subgrantees have the option to determine if they wish to use only staff auditors, only contracted energy auditors, or a combination of the two. Limited program funding may result in staff auditors not being financially feasible.

If an energy auditor who meets the minimum requirements applies with a subgrantee to work as a contracted auditor, it is the decision of the subgrantee to contract with the individual or not. A subgrantee is not required to contract with all certified energy auditors who apply to work with their subgrantee.

Every auditor who contracts to perform energy audits for the WAP must sign an agreement with the subgrantee. A template is provided in Chapter 18 for this purpose.

10.7 Maximum Payment Amounts for Energy Audits

Subgrantees are expected to negotiate the best possible price for an energy audit when procuring these services. However, the maximum amount that may be paid for any single-family energy audit are capped as follows:

- Initial Inspection (Pre-Audit): \$700
- Quality Control Inspection (Post-Audit): \$400
- Quality Control Inspection (Subsequent inspections): \$200

The maximum payment amount for energy audits for multi-family buildings over 5 units but less than 24 individually heated and cooled units is capped as follows:

- Initial Inspection (Pre-Audit): \$250 multiplied by the total number of units in the building
- Quality Control Inspection (Post-Audit): \$150 multiplied by total number of units
- Quality Control Inspection (Subsequent inspections): \$50 multiplied by total number of units

Payment for an energy audit for any multi-family building other than described above will be negotiated on a case-by-case basis, and payment amount determined in consultation with THDA.

10.8 Energy Auditor Restrictions

An individual who has contracted to work with a subgrantee as an energy auditor cannot also be approved to work as a weatherization contractor for that same subgrantee. Any individual who is a certified energy auditor and weatherization contractor may only contract to perform one of the functions with the subgrantee.

10.9 Energy Auditor Probation, Suspension and Termination

Subgrantees have the flexibility to set their own policies for energy auditor probation, suspension, and termination, and are strongly encouraged to do so. The provided Energy Auditor Contract Template in Chapter 19 can be modified to include any subgrantee specific penalty situations and fiscal penalties. Any contracted energy auditor that is suspended or terminated by a subgrantee due to poor performance, fraud or abuse will be reported to State Office.

10.10 Communication and Program Updates

It is the responsibility of the subgrantee to keep all approved energy auditors notified of all program updates and mandatory trainings.

10.11 Disallowed Cost for Energy Audits

Any energy audit performed by an auditor who fails to meet minimum qualifications and/or was not authorized to perform energy audits for the subgrantee at the time the audit was conducted will be considered a disallowed cost.

If the subgrantee exceeds the maximum cap for an energy audit, the amount exceeding the cap will be disallowed. If the contract between the subgrantee and the energy audit specifies an amount less than the amount paid, that difference will also be disallowed.

If the energy auditor performs a final energy audit on a job where weatherization work has been performed and passes the job, and the job subsequently fails upon inspection by the Grantee after consultation with the subgrantee, the subgrantee will not be reimbursed for the cost of their final energy audit. The amount disallowed will be equal to the amount paid if the auditor was contracted, or \$200 if the auditor was a subgrantee employee.

CHAPTER 11

Contractor Requirements

Weatherization work may only be awarded to those licensed contractors who have met minimum program requirements and have been approved by the specific subgrantee. Subgrantees have the option to impose further contractor requirements in addition to the program's minimum requirements.

11.1 Licensure

All weatherization contractors must have a current Tennessee General Contractor or Home Improvement license issued by the State of Tennessee. If the building to be weatherized is 4 or more stories, or a multi-family building with 5 or more units, the contractor must have an active Tennessee Commercial Contractor's license.

The subgrantee must verify that the license is current at the time the job is awarded and the license not scheduled to expire prior to anticipated completion date of all work. If the contractor is not licensed or the license is not active at the time the bid was submitted and the contract awarded, the submitted bid is invalid. Tennessee contractor licenses may be verified at this website:

<http://verify.tn.gov/>

11.2 Contractor Certification Training

Contractors who wish to be eligible to bid must have successfully completed a THDA recognized training certification program on the proper way to install weatherization measures. All other contractor certification programs for weatherization will be evaluated on a case-by-case basis by THDA as an allowable substitution or for inclusion on the list of approved weatherization contractor training certification programs.

WAP specific contractor training can be paid for using subgrantee T&TA funds with prior THDA approval and use of the T&TA Retention Agreement (Chapter 19 of WAP Manual). See Chapter 13.5 in this manual for additional information.

11.3 Documented Contractor Experience

Any contractor with a minimum of 3 years of documented experience in the installation of weatherization and related measures may be permitted to work in WAP in lieu of completing the training. The decision to permit a contractor with documented experience is left to the discretion of the subgrantee.

Each subgrantee must make their own determination regarding experience evaluation. The documented experience does not transfer between subgrantees and does not remove the requirement to be licensed. The documentation must include the date of the review, the sub-grantee staff person reviewer, and proof of experience.

11.4 OSHA Training for Contractors

Weatherization installers on a job site should have successfully completed and be prepared to provide certification of the mandatory OSHA Construction Industry Outreach training. The crew leader for the job

must have completed the 30-hour OSHA Construction Industry Outreach training. All weatherization workers on the job site must have completed the 10-hour course, at minimum.

Subgrantees are encouraged to conduct visits to job sites where work is in process. During such visits, subgrantees should verify that safe work practices are being followed.

All workers must follow OSHA standards and HAZCOM and take precautions to ensure the health and safety of themselves and other workers. HAZCOM must be posted wherever workers may be exposed to hazardous materials.

This training may be provided in a classroom setting or on-line. Only those training providers approved by the U.S. Department of Labor – Occupational Safety and Health Administration are allowed. Approved training providers and verification of approved on-line courses may be obtained on the US DOL-OSHA website at:

<https://www.osha.gov/training/outreach>

DOE WAP funds may not be used to pay for the cost of this training for weatherization Contractors or their staff. The weatherization Contractor will be responsible for obtaining and paying for the training certification for his/herself, the crew leader assigned to the job, and their employees.

11.5 Lead Safe Weatherization Training

THDA encourages all weatherization crews working on pre-1978 homes to receive Lead Safe Weatherization (LSW) training. This is not a requirement but a highly beneficial training certificate.

11.6 Certified Firm Status - EPA's Lead-Based Paint Renovation, Repair and Painting

Only EPA RRP Certified Firms may offer to perform renovations (weatherization measures) in any home built prior to 1978 where lead-based paint will be disturbed. For more information regarding this rule (40 CFR Part 745), please refer to the EPA website at:

<https://www.epa.gov/lead/lead-renovation-repair-and-painting-program-rules>

This link provides details regarding the rule, publications, and a list of FAQs regarding the rule requirements, which was finalized on July 6, 2010. When reviewing this information, it is important to remember that compliance requirements as they apply to the WAP are not the same as required under the HUD program.

The contractor must provide documentation of RRP Certified Firm status when submitting a bid to perform work that requires Certified Firm status. All weatherization crews working on pre- 1978 homes must also receive LSW training and be accompanied by an EPA Certified Renovator on the job. Documentation of the contractor's on-site EPA Certified Renovator status must be provided.

11.6.1 How to Determine if Requirements Apply

Prior to performing renovations, the subgrantee or their designee must determine if the home being weatherized requires a Certified Renovator/Firm and if the lead pamphlet must be distributed. The brochure that is required for distribution is "Renovate Right – Important Lead Hazard Information for

Families, Childcare Providers and Schools”. This brochure is available in both English and Spanish versions. A copy of this brochure may be found on the EPA website at:

<https://www.epa.gov/sites/default/files/documents/renovaterightbrochure.pdf>

In addition, a supply may be obtained through the National Lead Information Center at 1-800-424 LEAD (5323).

Step #1: Does the job involve activities that disturb painted surfaces in a home or child-occupied facility built before 1978? (Owner statement is considered acceptable documentation unless the statement provided is considered questionable by the subgrantee.)

- If No: EPA RRP requirements do not apply, and you may continue without requiring a Certified Renovator/Firm. No pamphlet is required.
- If Yes: Go to Step 2.

Step #2: Are any of the following conditions present?

- Work consists of only minor repairs or maintenance that disturbs less than 6 square feet of painted surface per interior room or less than 20 square feet of painted surface on the exterior of the home. Note: If windows are being replaced, demolition is involved, or activities are performed using prohibited practices then a Certified Renovator/Firm must be used and the requirements of the rule must be followed.
- Housing is for the elderly or disabled and no children under 6 years of age are expected to reside in the home.
- Housing has been determined to be free of lead-based paint, in accordance with EPA guidelines.
 - If Yes: EPA RRP requirements do not apply, and you may continue without requiring a Certified Renovator/Firm. No pamphlet is required.
 - If No: RRP Rule requirements may apply. You will need to provide the lead pamphlet to the owner of the home, and the tenant if not owner-occupied, with confirmation of receipt. Please use the Pre-Renovation Form (provided in Chapter 18) to document this confirmation of receipt. Continue to Step 3.

Step #3: Is the home being renovated owner-occupied?

- If Yes: go to Step #4.
- If No: RRP rule requirements apply, and a Certified Firm/Renovator is required.

11.6.2 Identifying the Need for a Certified Firm/Renovator

Once it has been determined that a Certified Firm/Renovator is required, the requirement will be reflected on the Job Posting form. The Contractor must carefully review the job posting to determine if Certified Firm status is a requirement for the bid. By reviewing the job posting, contractors will be able to determine if they must have Certified Firm status and a Certified Renovator on staff in order to bid on and be awarded the job. For all jobs which do require a Certified Firm, documentation of this certification from the contractor who wins the bid must be provided and maintained in the contractor file. If the contractor is unable to provide this certification, the submitted bid will be disqualified and the contractor cannot be

awarded the job. Having applied for Certified Firm status will not meet this requirement – the contractor must have proof they are an EPA Certified Firm at the time the job is awarded.

11.7 Liability Insurance

All contractors must provide proof of liability insurance, in an amount equal to or greater than the minimum amount as required by the subgrantee.

11.8 Prohibition of Illegal Immigrants

The Contractor shall not knowingly utilize the services of an illegal immigrant on any WAP work site and shall not knowingly utilize the services of any subcontractor who will utilize the services of an illegal immigrant when performing services for WAP.

The Contractor shall maintain records for all personnel used in the providing services for any job. The personnel records shall be made available for review and random inspection at any reasonable time upon reasonable notice by THDA, the subgrantee, the State, DOE, or any representatives of the same.

If the contractor fails to comply with these requirements, the contractor will be delisted, and prohibited from contracting with, or submitting an offer, proposal, or bid to contract with the State of Tennessee to supply goods or services for a period of one year after a contractor is discovered to have knowingly used the services of illegal immigrants while providing services for the WAP.

For purposes of this section, "illegal immigrant" shall be defined as any person who is not either a U.S. Citizen, a Lawful Permanent Resident, or a person whose physical presence in the U. S. is authorized or allowed by the federal Dept. Of Homeland Security and who, under federal immigration laws and/or regulations, is authorized to be employed in the U.S. or is otherwise authorized to provide services under the contract.

11.9 Suspension and Debarment

The subgrantee must check the federal Excluded Parties List System (EPLS) prior to entering into a contract to provide services. Any contractor on this list is prohibited from providing services, and the subgrantee cannot award a contract for provision of WAP services to the entity.

The EPLS may be found at on the federal SAM (System for Award Management) website at:

www.sam.gov

11.10 Contractor Use of Blower Doors

The subgrantee has the option to require their approved contractors to utilize a blower door when performing air infiltration measures. The blower door may also be used by the contractor in determining if they have achieved the target CFM for the specific unit.

11.11 Warranty of Work

The contractor must warranty all work provided under the job contract for a period of one year. If any issues arise as a result of work performed by either the contractor, or any of the contractor's sub-contractors, the contractor must return to the job site and correct the issue without further cost to the

program or the client. The contractor is to provide to the subgrantee all manufacture's warranties for materials installed in the unit. The subgrantee is to ensure the client/property owner receives these warranty documents.

11.12 Certificates

The contractor is to provide all certificates associated with the installation of measures for the WAP job, including but not limited to, Certificates of Insulation. The subgrantee is to ensure that the client/property owner receives the certificates.

11.13 List of WAP Approved Contractors

A list of contractors who have complied with the WAP mandatory trainings may be found in the WAP Database. Please note: Contractors who have been grandfathered in, only the continuing education training attendance will be included on this list, as these contractors were exempt from the "new contractor" training.

11.14 Disallowed or Questioned Costs

Examples of situations involving contractors that can result in questioned costs include, but are not limited to, the following:

- Awarding work to a contractor who does not meet minimum qualifications for participation in the program, or who was not approved to submit bids on posted jobs
- Awarding work to a contractor who is on the federal Excluded Parties List System
- Not following procurement guidelines
- Not obtaining all required documentation from the contractor

CHAPTER 12

Disaster Recovery Plan

In the event of a natural disaster that impacts the operations of the WAP, the following disaster recovery plan will be enacted. The following plan will be executed upon a federal or state declaration of disaster for a specific area within the state.

- Identify those current clients who reside in a disaster area. A current client is one who has applied for and been determined eligible for the WAP.
- If the client resides in a disaster area, the subgrantee must contact the client to determine if the home has sustained any damage. If the client states the home was not damaged in the disaster, document the case file to reflect their statement, along with the date of the contact and the name of the subgrantee representative who spoke to the client. No further action is required, and standard WAP procedures will be followed.
- If the client states damage occurred, document the contact in the client file, and follow the disaster plan guidance based on the current job status for the home.

Job Not Yet Begun – Home on Wait List

The job is not considered to have begun if the applicant has been approved but is still on the wait list. Contact the applicant to determine if damage has occurred to the home. If there is no damage, document the case file, and no further action is required. If the home is destroyed or condemned, or if the applicant has moved without intending to return once repaired, close the WAP case. If the home is damaged and requires repair, the home remains on the wait list. Determine if the home is eligible for extra priority points as a result of the disaster and adjust accordingly. Document the client file with relevant information and action taken.

Jobs in Process

Identify those current clients who have a WAP job in process. A job is considered to be in process if any of the following actions have taken place:

1. A energy audit has been completed;
2. The job has been awarded to a contractor;
3. Installation of weatherization measures has begun;

However, there has not been a completed and passed QCI performed as the final inspection by the subgrantee for these jobs, nor has the job been closed or marked as completed.

Home Damaged; Job Not Yet Awarded or Begun

If the home had a energy audit performed, but the job has not yet been awarded, do not award the job. If it is determined that the home was destroyed or condemned, or if the client is no longer residing in the home and does not intend to return once repaired, close the case and document the file.

If the home was not destroyed, conduct another energy audit to determine if the condition of the home permits the weatherization work to continue, and the weatherization measures to be installed. If home

repairs are necessary due to damage, these repairs are to be completed utilizing funds other than DOE (insurance, disaster relief funds, personal funds or loans, funds from other programs, etc.) prior to the energy audit being performed. The weatherization measures work may be deferred pending repair. Upon repair, the home may be audited, and the weatherization work may proceed based on the current audit recommendations and following current WAP guidelines and policies.

Home Damaged; Job Had Been Awarded, But Not Yet Completed with Final Inspection

If the installation of weatherization measures was in process (work had begun, but the post-audit inspection had not been completed), and the contractor had not yet completed the work, determine if home was destroyed. If destroyed, the contractor is to invoice the subgrantee for only those measures installed in the home at the time of the disaster. No post inspection is required, but the subgrantee must confirm the home was destroyed and an audit is not possible due to damage. This home cannot be counted as a completed unit; however, DOE Weatherization funds may be used to pay for audit and contractor costs.

If the home was not destroyed, and repairs are necessary due to damage, these repairs are to be completed utilizing other funding sources. Another energy audit will be required once repaired to establish the current status of the home, and the appropriate energy measures based on that status. The job may need to be deferred until necessary renovations are completed prior to weatherization taking place. The contractor may be paid for all measures installed at the point of the disaster, with a post-audit to be conducted on the measures if possible. It may be necessary to re-bid the job if the work to be performed changes significantly or there is a long delay before the job can be finished while waiting on repairs. Do not close the job until all weatherization work is completed. Depending on the amount of work to be performed following the disaster, the job may need to be re-bid.

Items that had been installed but were subsequently destroyed due to the natural disaster and not covered by the homeowner's insurance or other funding sources, including disaster relief benefits, may be included in the subsequent audit and work order. The change order process must be followed to accommodate the newly defined measures.

Note: Throughout this process, DOE funds may only be used for those energy related incidental repairs. WAP is not designed to be a rehabilitation or general repairs program.

Home Damaged: Re-Weatherization of Previously Completed Units

A home that has been weatherized prior to the disaster, but which was damaged by a federal or state declared disaster, may reapply for re-weatherization services without regard to the date previously weatherized. A new energy audit is required. All other eligibility conditions will apply, and the job must be reported as a re-weatherization.

Additional Priority Provided

Current clients in a disaster area may be provided priority services, with 15 additional points provided to disaster victims. These points are added to the points already provided to vulnerable household members as part of the priority point system. The household must include a member who is elderly, disabled, or

under age six before the additional points can be awarded. Additional priority points will only be provided upon verification of a FEMA assigned number for that client/residence for the specific disaster.

New applications for WAP following a disaster may also receive an additional 15 priority points as a disaster victim provided:

- The existing structure was damaged (not destroyed or condemned) in the disaster, and;
- The household includes a member that is elderly, disabled or under the age of 6 years, and;
- The application is received within four months from the date the disaster occurred, and;
- The applicant provided verification of an assigned FEMA number for the specific disaster.

Points to Remember

- If a weatherization job that was in process or completed was damaged in the natural disaster, the subgrantee must determine if the homeowner has insurance or other funds available to cover the costs of repairs. Weatherization funds may not be used if the damage was covered by insurance or other funding sources.
- WAP funds may only be used to address eligible weatherization activities, as currently allowed in Tennessee's policies and procedures.
- If possible, subgrantees will coordinate the weatherization work efforts for the home to gain efficiencies. This does not negate the requirement to perform a energy audit based on current unit circumstances.
- Personnel that are paid from DOE funds are not allowed to perform disaster relief work in the community. They are permitted to perform work related to protecting the DOE investment, such as securing and protecting weatherization materials and equipment and subgrantee program files and records when the disaster initially occurs.
- The maximum cap of funds that may be spent per unit includes both pre-disaster and post-disaster work with the exception of jobs that are considered re-weatherization. This cap may only be exceeded with prior approval from the State. See Chapter 1.4.1 Benefit Caps for additional cap information.

CHAPTER 13

Training and Technical Assistance

The WAP provides allocated funds for the purpose of training and technical assistance. Subgrantees are responsible for ensuring that all employees and contractors participating in the program have received mandatory training.

13.1 Funding Allocations for Training and Technical Assistance

Each subgrantee will receive a base amount of funding that fluctuates annually for T&TA activities. These T&TA funds must be used only for training and technical assistance activities. Since the majority of the training will be procured at the State level, the funds provided to local agencies will be utilized primarily for travel and other expenses associated with attending meetings, scheduled trainings and conferences related to the WAP.

A subgrantee may also request to utilize a portion of their T&TA funding to pay for technical assistance. These services may be provided by a trained and qualified individual, who has the expertise necessary to provide the specified technical assistance required by the subgrantee. Such a request must include specifics regarding the technical assistance required, the reason why such technical assistance is necessary (such as poor monitoring reports, lack of subgrantee staff expertise, new program, or technical requirements, etc.), the expected outcome to be achieved as a result of the technical assistance being procured, and the amount of T&TA funding the subgrantee is requesting to spend.

Agencies can opt to budget a lesser amount of T&TA and convert the difference to the program operations line item if they do not believe they will spend all T&TA funds in the current program year. Once funds are moved from T&TA to program operations, these funds can no longer be used for T&TA activities, nor can a later budget revision return them to the T&TA line item.

13.2 Training

13.2.1 Title VI – Civil Rights

Subgrantees must train all employees associated with the WAP on compliance with Title VI. Subgrantees may utilize their own curriculum to provide this training. Training is required on an annual basis for all employees. The subgrantee shall retain a list that includes the trainee's name and date of training for documentation purposes.

13.2.2 Mold and Moisture

Although the WAP is not a mold remediation program, and DOE funds may not be used to test, abate, remediate, or alleviate existing mold conditions, it is important that weatherization workers and subgrantee staff involved in the program operations of the program are able to recognize conditions that promote mold growth and how it may best be prevented.

All energy auditors and weatherization crews are required to be trained on annual basis on the recognition and prevention of mold and moisture impacts and conditions. This training also provides guidance in how

to treat less extensive mold conditions that may be encountered within certain homes, to the extent permitted under the program.

Each subgrantee must keep a log of training attendees for each State fiscal year. The subgrantee will be responsible for ensuring that all auditors and contractors are trained each year.

Each client must receive A Brief Guide to Mold, Moisture, and Your Home during the pre-audit. This guide gives the client information regarding mold basics, mold cleanup and prevention along with other helpful information. The subgrantee may add this to their current checklist of information given to the client or develop a form to ensure that each client receives the information. This guide may be found in the Appendix section.

If the auditor or contractor detects the presence of mold the Mold Release Form must be completed and signed by the client. This form is located in Chapter 18. The subgrantee must retain this form in the client file and proceed with deferral following procedures outlined in Chapter 5, if appropriate.

13.2.3 Lead Safe Weatherization

THDA encourages all auditors and weatherization crews working on pre-1978 homes to receive Lead Safe Weatherization (LSW) training. This is not a requirement but a highly beneficial training certificate. Subgrantees may request this specific training for auditors and contractors.

13.2.4 Identification of Training Needs

The need for additional training and technical assistance may be determined as a result of DOE guidance, desk reviews, and findings as a result of monitoring and post-inspection technical visits. Subgrantee input will be encouraged regarding the topics to be covered. Changes in federal requirements or program policies and procedures may also result in the need to provide/procure training.

13.2.5 Procurement of One-Time and Specialized Training

The majority of one-time and specialized training will be procured by THDA and provided to the local agencies. This allows not only for consistency in the training statewide but can also provide cost savings.

Subgrantees must obtain prior approval from THDA prior to utilizing training and technical assistance funds to procure any training for their staff or contractors, except for the annual refresher training. THDA will evaluate each request on a case-by-case basis. There may be occasions where THDA provides a blanket approval to the subgrantee network that allows procurement of specific training through a preapproved training vendor.

13.3 Technical Assistance

13.3.1 State Inspections

THDA will conduct inspections of completed units to ensure that all weatherization measures have been correctly identified, in accordance with program policies and procedures, and these measures have been correctly and fully installed in the reported unit. THDA may conduct these inspections using staff or contracted entities.

Inspections will provide an opportunity to provide on-site technical assistance if the need arises. Subgrantee agencies should look upon these inspections as a learning opportunity, if concerns are identified, and as a forum to present subgrantee best practices. The goal is to build a strong network of subgrantees, auditors and weatherization contactors who consistently provide quality workmanship in the identification and installation of energy efficiencies.

THDA will conduct inspections on a minimum of five percent (5%) of all completed units for each subgrantee. Subgrantees that have been determined to be of higher risk or do not have a separation of duties between the pre auditor and the QCI inspector will have a minimum of 10% of units inspected. The state has the right to inspect beyond 5% of any agency's reported units at its sole discretion.

THDA will utilize T&TA funding to procure services or staff to conduct the required state inspections of units that have been reported by subgrantee agencies as previously inspected, and now reported as completed with a passed inspection.

13.3.2 Subgrantee Technical Experts

Tennessee will continue developing a network of subgrantee experts that can serve as an on-site resource. As funding permits, these subgrantee experts will receive specialized training, which they will in turn disseminate to the subgrantee network of weatherization staff, energy auditors and weatherization contractors. Continuing education will be provided annually to the network of energy auditors and contractors approved by the local agencies if funding is available.

Peer-to-Peer technical assistance and utilization of subgrantee expertise will be used to provide technical assistance on specific topics and to subgrantees who need program technical assistance.

13.3.3 Tennessee Weatherization Field Guide and Standard Work Specifications

Tennessee has developed a state specific Weatherization Field Guide and Standard Work Specifications. This guide was developed using the National Renewable Energy Laboratory Standard Work Specifications (SWS) as the base, with customization performed to incorporate Tennessee specific requirements. This guide is an available technical resource for all sub-grantee agencies, auditors and contractors participating in the WAP.

If the THDA SWS contains guidance that is in direct conflict with DOE regulations or specific requirements, the DOE regulations take precedence. Tennessee has also released a series of technical assistance memorandums. These memorandums may be found in the Appendix. The THDA SWS will be reviewed annually. Any updates or clarifications will be distributed as needed.

13.3.4 THDA/Subgrantee Communication

Regular meetings (via conference call as well as in-person) between the subgrantee network and THDA will determine situations that require training and/or technical assistance to be provided. In addition, findings from monitoring reports will be used to identify technical assistance needs, which may be subgrantee specific or network wide.

THDA program staff will conduct an annual program meeting prior to the beginning of the new program year. The purpose of this meeting will be to review any changes to the program's policies and procedures

and any changes in federal program requirements. This meeting is also used as an opportunity to define THDA's expectations for subgrantee performance.

13.5 Contractor T&TA Retention Agreements

T&TA funds may be used to train contractors at the subgrantee level participating in the WAP with approval on a case-by-case basis by THDA. In making the determination to pay for contractors' training, subgrantees should secure a retention agreement in exchange for the training. The retention agreement should require that contractors will work in the Program for a specific amount of time and must align with the cost of the T&TA provided. A sample contractor/agency retention agreement can be found in Chapter 19.

13.6 Continuing Education for Energy Auditors and Weatherization Contractors

THDA may require all energy auditors (staff or contracted) and/or contractors to participate in continuing education or other training courses. Failure to fully participate in mandatory training or to obtain additional training certifications will result in the individual no longer being qualified to provide services for WAP.

CHAPTER 14

Fiscal Accountability

14.1 SAMs and DUNS Number

A DUNS (Data Universal Numbering System) number is required for any company or entity that works through or with the government. The DUNS number is a unique identifying number for a specific business. All subgrantees are required to have a current DUNS number.

All subgrantees are also required to have a current registration with the SAM (System for Award Management) and to keep this registration current. Documentation of the sub-grantee's DUNS and CCR registration is required.

14.2 Pollution Occurrence Insurance (POI)

Subgrantees are not required to purchase Pollution Occurrence Insurance but may opt to do so. If a subgrantee does opt to obtain POI, it is an allowable expenditure.

14.3 Financial Audit

Subgrantee's may charge a percentage of the audit costs to the WAP, in accordance with the subgrantee's approved in-direct cost allocation plan.

14.4 Contract and Amendments

Subgrantees must comply with all the terms and conditions of their current contract, and any subsequent amendments. All submitted expenditures will be reviewed in accordance with the subgrantee's current, approved budget.

14.5 Budget and Budget Revisions

14.5.1 Allowable Administrative Expenditures

Administrative costs may be paid based on the guidance provided in the appropriate OMB circular(s) and other program guidance for the specific subgrantee (governmental or non-profit), and in accordance with the subgrantee's submitted and approved annual budget. The subgrantee should define their administrative cost consistent with the generally accepted accounting practices and procedures within each organization. Indirect costs can be considered a part of Grantee Administration and will be considered allowable provided an indirect rate or amount is approved by the cognizant subgrantee for the subgrantee.

Examples of allowable subgrantee administrative costs include:

- All telephone costs, including long distance charges, incurred by the weatherization program;
- Salary and fringe benefits of the weatherization coordinator when not carrying out the functions allowable under program support;
- Salaries and fringe benefits of clerks/secretaries, inventory clerks, fiscal and other administrative staff;

- Administrative costs not covered under other defined categories, for example: space, copying and consumables.

Subgrantees should consult with the entity that provides their audit services.

14.5.2 Caps on Administrative Expenditures

Administrative costs are capped at eleven percent (11%) of actual expenditures under the sub-grantee's WAP contract.

Any subgrantee who receives less than \$350,000 total in federal WAP funding may request to transfer up to an additional five percent (5%) of their total funding allocation for administrative costs. Such requests must be submitted, with justification to support the request, as part of the subgrantee's annual budget to THDA for review. THDA approval is required.

14.5.3 Line-Item Limitations

At the beginning of each program year, every subgrantee will be provided the gross amount of their funding allocation for WAP. Additionally, each subgrantee will also receive the maximum amount of funds that can be allocated for those budget items that have maximum caps. This includes:

- Training and Technical Assistance
- Health and Safety Expenditures

A subgrantee can opt to submit a budget with less than the maximum amount allowed for the capped line items, transferring the excess funds to other line items as permitted under state and federal budget guidelines. THDA approval will be required for all budget revisions. If, during the program year, the subgrantee is allocated additional funding, or the funding in the existing contract is reduced, these caps will be adjusted according.

14.5.4 Budget Revisions

Budget revisions will be submitted to THDA program staff for review. All budget revisions must be approved by THDA.

14.6 Reimbursement of Expenses

Expenditures will be reimbursed, with appropriate documentation to support the expenditure, and in accordance with the approved budget for the subgrantee. Items considered to be questioned costs will not be reimbursable, and are subject to recovery for subsequent invoices, or by other means.

14.7 Advance Payments

Per 2 CFR 200.305(b)(1) subgrantees have the ability to request advance payments. Subgrantees must send all advance payment request to THDA. THDA will approve or deny the request subject to funding and the subgrantee's current standing on the WAP Risk Assessment.

14.8 Equipment Purchases

All equipment purchases require advance approval by THDA prior to purchase. "Equipment" is defined as having an original purchase price of \$5,000 or more. If a request to purchase equipment is approved, the subgrantee must follow acceptable procurement methods in obtaining the equipment.

Equipment that is purchased using DOE WAP funds can only be used for units that are being weatherized through the DOE WAP.

14.9 Submission of Invoices

14.9.1 Frequency

The WAP is a cost reimbursement program and subgrantees are reimbursed monthly upon submission of the required invoicing documents. All invoices must be submitted within 30 days from the end of the month in which the expense was incurred. An invoice is not considered to have been submitted in its entirety unless it is accompanied by documentation to support the expenditure(s).

14.9.2 Documentation

Invoices are to be submitted on the THDA provided invoice document found in Chapter 18. All invoices must be accompanied by documentation that supports all expenditures on the invoice. Each completed job to be invoiced must be closed on the WAP Database, with the job included on the monthly invoice in which the job was completed.

The following is to be submitted for every job included on the monthly invoice for reimbursements. Each job should be included on the invoice submitted for the month in which it is completed and closed in the database.

Please be sure to include the job number on each of the documents provided.

Contracted Audits

1. Job Number
2. Type of audit conducted (energy, initial QCI, subsequent QCIs)
3. Name of contracted auditor
4. Amount Paid for audit, and date paid Completed WAP Jobs
5. NEAT/MHEA energy audit recommended measures for both the original work order and the re-run audit to reflect actual work at actual cost.
6. Copy of contractor's final, detailed invoice
7. Copy of the Bidder's Work Order
8. Documentation of any change order requests, to include date requested, what is included in the change order, reason for request, NEAT/MHEA support of the change order dollar amount and how established, and staff name of who approved the change order.
9. QCI report that details each item included on the work order, and the status of the inspection. If any items did not pass inspection, please submit both the original form and evidence that it was re-inspected and subsequently passed. This should also include pre- and post-audit blower door/pressure pan/CO readings. If the post-audit target was not met, provide an explanation of same.

10. Photographic documentation of all pre- and post-audit measures.
11. The pay request documentation must clearly state the funding source for each measure.

Administrative and Staffing costs

1. Staff Time Sheets
2. Travel expense – purpose and documentation to support invoice
3. Office expenses
4. Supplies
5. Cost allocation

Training and Technical Assistance

1. Training obtained – title and purpose
2. Who provided the training
3. Who attended the training (name and job title)
4. Receipt for expenses being submitted for reimbursement
5. For staff travel associated with a specific job, please provide the job number, the date of the travel, total mileage, and expenses.

Note: Travel for staff related to program operation activities will be charged to the Program Operations line item.

All invoices will be reviewed for accuracy prior to payment being made. Any discrepancy must be resolved before payment is made.

14.10 Reporting Requirements

Subgrantees are reminded to be cognizant of the reporting requirements outlined in their contracts. Failure to meet these reporting requirements will result in contract funds being withheld until the state office is in receipt of the reports.

CHAPTER 15

Monitoring and Corrective Action

15.1 Programmatic and Management Monitoring

The Compliance and Asset Management ("CAM") division of THDA is responsible for programmatic monitoring for the Weatherization Assistance Program ("WAP"). The scope of the monitoring will include a review of the randomly selected client files and technical inspections.

The WAP Technical Advisor for the Community Services Division oversees the Technical Monitoring in partnership with Community Housing Partners. Generally, clients selected for programmatic file review are the same for technical inspection, however this is subject to change due to client availability.

Each Subgrantee weatherization program will be monitored annually and in accordance with 10 CFR 440.23 and DOE WPN 24-4. Subgrantees will be monitored for compliance with federal and state policies and procedures, and where applicable, compliance with the Subgrantee's approved operational plan. A random or selected sample of case files will be reviewed. Using THDA's WAP reporting platform, WAPez, the Housing Programs Compliance Team will monitor Subgrantees to ensure compliance. The desk review typically consists of client intake evaluation as well as review of audit and inspection related documents such as QCI forms, photos, and ASHRAE 62.2 calculations. Any questions related to the review or documents missing from the file upload may be requested during monitoring review. THDA will also request upload of missing or additional documents to WAPez, as necessary. Area of monitoring include but are not limited to:

- Correct determination of eligibility and notification provided, including the applicant's annual recertification where applicable
- Case documentation
- Identification of re-weatherized units, and agency method for tracking homes that have been weatherized
- Compliance with rental property requirements and eligibility
- Compliance with multifamily building policies

In addition to the review of case files, the following information will also be reviewed:

- Conduct inventory of any equipment (original purchase price of \$5000 or more) purchased with DOE funds.
- Review staff and contractor qualifications and contracts, if applicable, to determine compliance with program requirements and Subgrantee's operational plan
- Review Subgrantee's process of tracking and addressing quality and workmanship concerns and findings for staff, auditors, and contractors.
- Review process for contract payment.
- Review the agency procedures for identification of staff performance and subsequent corrective action to address any deficiencies.
- Using the Weatherization Manual / Operational Plan that each Subgrantee must sign and submit to the Grantee on an annual basis for review and approval, monitor for compliance with the Plan.
- The Subgrantee's most recent annual audit

- Review findings from Grantee's technical inspections and corrective action plans that have been implemented to address any concerns
- Ensure procurement process complies with federal and state requirements, and follows procedures outlined in the Subgrantee's operational plan
- Budget management of funds
- Compliance with production goals
- Contract compliance
- Timely and accurate submission of reports and invoices
- Identification of Training and Technical Assistance needs

This list is not meant to be all inclusive and may be expanded as necessary to ensure compliance with both federal and state program guidelines.

15.2 Financial Monitoring

In addition to an annual on-site financial monitoring visit to each subgrantee, all invoices submitted for payment will undergo a fiscal desk review prior to any payment being authorized. This desk review will include 100% of all invoices and the documentation that supports the amount invoiced. The invoice and supporting documentation will be reviewed and approved by multiple staff persons prior to submission to THDA's fiscal department for payment. Any invoice item that lacks sufficient back-up documentation will not be paid until documentation is provided that justifies the amount invoiced. Additionally, any invoiced expense that is not an allowable expense will be disallowed and deducted from the amount to be paid.

Every subgrantee will have an annual on-site financial compliance review conducted by THDA staff. This review will be conducted utilizing a financial audit review checklist that will be developed following the DOE model. At minimum, this monitoring visit will review the following items:

- Financial Management and Accounting Systems and Operations
- A review of the most recent annual audit conducted for the subgrantee. Any additional audits related to WAP that have been conducted within the last twelve (12) months will also be reviewed
- Payroll and personnel
- Equipment, defined as any item with an initial cost of \$5,000 or more that was purchased with DOE-WAP funds (vehicles are not permitted to be purchased with DOE-WAP funds under Tennessee's policies)
- Procurement
- Invoicing (supported by fiscal desk reviews mentioned earlier)
- Record Retention
- Contract compliance
- Follow-up on issues from prior monitoring visits, reports, desk reviews and other sources

15.3 Technical Monitoring

In addition, THDA will conduct quality assurance inspections of five percent (5%) or more of all completed units per subgrantee during the fiscal year. Subgrantees who are at risk, or who have had findings identified in prior monitoring may have their completed units inspected at a higher rate. This inspection may be performed by a THDA employee or a contractor acting on behalf of the Grantee. Weatherization activities will be monitored to ensure compliance with the guidelines provided in the Tennessee Weatherization

Field Guide, the Health and Safety Plan, technical assistance memorandums and the WAP Policies and Procedures manual. Quality assurance inspections will also serve as an opportunity to provide technical assistance as appropriate.

To the extent possible, units to be inspected by THDA will be selected from the units included on the subgrantee's monthly invoice and inspected prior to being reported to DOE as completed. Any unit found to be deficient will be required to be corrected. Findings related to technical assistance visits will be tracked on a subgrantee, auditor and contractor level to help identify exceptional as well as poor performance and workmanship. These results will be used to identify training and technical assistance needs for our continuous quality improvement process.

15.4 Desktop Monitoring

THDA, or its representatives, may opt to conduct desktop monitoring of a subgrantee.

15.5 Subgrantee Compliance

Each subgrantee, their staff, and contractors are required to comply with all monitoring. This includes monitoring site visits, data requests, access to records – programmatic, administrative, technical, and fiscal, phone and desk audits and conferences, etc. Monitoring and technical review may be conducted by THDA, the State and/or Federal entities or their representatives.

15.6 Monitoring Reports and Corrective Action Plans

Within thirty (30) days following every on-site program or financial monitoring visit, a report that details the findings of the visit, including any identified best practices will be provided to the subgrantee. The subgrantee will be required to provide a written Corrective Action Plan (CAP) that addresses all identified findings and concerns. The CAP must provide the actions the subgrantee has taken or plans to take, along with a timeline for implementation, to address and alleviate the concerns. If the subgrantee disagrees with any findings in the monitoring report, they may provide rebuttal as part of their CAP. The CAP is not final until it has been reviewed and all corrective action plans and/or rebuttals accepted by the Grantee. If there are questioned costs identified as part of the monitoring visit, and these costs are not successfully resolved during the CAP process, these costs will be recovered from the next invoice. If they cannot be recovered from a subsequent invoice, the subgrantee will be required to make payment arrangements with THDA for the questioned costs.

Compliance with CAPs will be monitored through desk reviews, communication with the subgrantee, and subsequent monitoring visits. Subgrantees who continue to have sub-standard performance that is not successfully addressed by corrective action may have funding reduced, be placed on probation or face termination, and no longer be allowed to participate in the program.

15.7 Financial Audit Requirement (Subgrantees receiving over \$500,000)

In accordance with the terms and conditions of the contract, each subgrantee shall comply with the Annual Report and Audit requirement. The subgrantee shall prepare and submit, within nine months after the close of the reporting period (i.e. program year), an annual report of its activities funded under the WAP Contract to THDA, the TN Comptroller of the Treasury, and the Commissioner of Finance and

Administration. The annual report for any subgrantee that receives five hundred thousand dollars (\$500,000) or more in aggregate federal and state funding for all its programs shall include audited financial statements. All books of account and financial records shall be subject to annual audit by the TN Comptroller of the Treasury or the Comptroller's duly appointed representative.

When an audit is required, the subgrantee may, with the prior approval of the Comptroller, engage a licensed independent public accountant to perform the audit. The audit contract between the subgrantee and the licensed independent public accountant shall be on a contract form prescribed by the TN Comptroller of the Treasury. Any such audit shall be performed in accordance with generally accepted government auditing standards, the provisions of OMB Circular A-133, if applicable, and the Audit Manual for Governmental Units and Recipients of Grant Funds published by the TN Comptroller of the Treasury.

The subgrantee shall be responsible for reimbursement of the cost of the audit prepared by the TN Comptroller of the Treasury, and payment of fees for the audit prepared by the licensed independent public accountant. Payment of the audit fees of the licensed independent public accountant by the subgrantee shall be subject to the provisions relating to such fees contained in the prescribed contract form noted above. Copies of such audits shall be provided to the designated cognizant state subgrantee, the State Granting Dept., the TN Comptroller of the Treasury, and the TN Dept. of Finance and Administration and shall be made available to the public.

15.8 Reporting

- *Monitoring:* At the end of a program year THDA will review each subgrantee's financial and programmatic monitoring reports to ensure all outstanding issues have been addressed/corrected. As mandated by federal guidance, THDA will also provide to DOE a report that includes successes and significant problems identified through monitoring. This narrative will be incorporated within the mandated T&TA, Monitoring and Leveraging Report.
- *State Policy 22:* State Policy 22 requires an annual report of subgrantee monitoring. THDA will provide a summary of all subgrantee monitoring, including findings and recommendations to the Tennessee Department of Finance and Administration.
- *Production Reporting:* Contracted funds should be expended by the end of each grant cycle. Production benchmarks will be established and monitored to ensure contracted county allocation production goals are met. For those subgrantees who are substantially behind on production, additional planning documentation may be requested. Under circumstances where a subgrantee fails to display adequate progress, THDA reserves the right to decrease the amount of the grant and reallocate funds to other subgrantees.

CHAPTER 16

Subgrantee Administrative Responsibility

Subgrantees are required to meet or exceed performance standards and production goals. Emphasis is placed on administration of a program that provides quality workmanship and excellent customer service, while adhering to requirements of the program.

16.1 Client Files and Case Documentation

Each client must have a client file. Documentation that supports client eligibility and services provided must be retained in the client file. If a subgrantee is unable to provide or locate required documentation, there is no alternative other than to assume non-compliance.

Although every client situation is different, each client file should contain the following documents, at minimum. Unusual situations may require additional documentation to support actions taken. Subgrantees may include additional requirements, based on their own internal policies.

16.1.1 Client File Contents

- Client Application,
- Proof of eligibility (income, identity, disability if applicable, etc.),
- Energy expenses
- Calculation of priority points
- Energy Bill Release Form
- Proof of ownership of property that is to be weatherized
- If client is renting, a signed landlord agreement is required
- If a re-weatherization, the date the property was originally weatherized
- If a Multi-Family Building: Total units, total eligible units, related job numbers,
- Signatures authorizing WAP to be performed
- Copies of all client notices
- Energy Audit, with recommended measures and SIR values, field notes, all diagnostic test results including blower door and pictures of the home. If unable to perform diagnostic testing, explanation of why they could not be performed.
- If job is deferred, documentation regarding why the job is deferred, what is required to be corrected before it can be considered for weatherization, and client notice of deferral
- Mold and Moisture Assessment, and client notification, if applicable
- Pre-1979 homes- Lead Paint notification documentation
- Work Order/Job Posting Document
- Documentation of bid posting, submitted bids, and selected contractor
- Determination of SIR, based on actual costs in accepted bid
- Weatherization Contractor contract to perform services, with finalized work order and contractor eligibility documentation as required
- LSW and Certified Renovator documentation, if appropriate based on age of the home and work being performed. Documentation that LSW was properly implemented (e.g., photos of the site, containment set up, etc.).

- Notification of any other hazardous conditions, if applicable
- All change order requests, proof of cost effectiveness for any request, amount to be paid, and documentation of approval/denial.
- Quality Control Inspection results, including all diagnostic testing, pictures and notes, and client approval of work performed. If unable to conduct a post-audit due to client refusal to cooperate, documentation of actions taken to attempt a post-audit
- Documentation of Client Education
- Itemized Invoice from Contractor, with materials and labor cost per measure broken out.
- Insulation Certificate(s) and Warranty copies, with originals provided to client/homeowner

It is recommended that subgrantees utilize a client file checklist to ensure all documentation is present. A Job Documentation sheet can also be used to provide a history of the job flow, and a place to document justification of installed measures, incidental repairs and health and safety items.

16.2 Case File/Documentation Retention

The books, records, client files and documents of the subgrantee (and any approved subcontractor), insofar as they relate to work performed or money received under this Contract, shall be maintained for a period of five years from the date of the final payment and shall be subject to audit at any reasonable time and upon reasonable notice by the state agency, the Comptroller of the Treasury, or duly appointed representatives. The records of not for-profit entities shall be maintained in accordance with the Accounting and Financial Reporting for Not-for-Profit Recipients of Grant Funds in Tennessee, published by the Tennessee Comptroller of the Treasury and found at the below link:

<http://www.comptroller1.state.tn.us/ma/finreptmanual.asp>

The records for local governments shall be maintained in accordance with GFOA's publication, Governmental Accounting, Auditing and Financial Reporting, and in accordance with the Internal Control and Compliance Manual for Tennessee Municipalities, published by the Tennessee Comptroller of the Treasury (link below):

<http://www.comptroller1.state.tn.us/ma/citymanual.asp>

16.2.1 Listing of all Weatherized Units

Subgrantees must maintain a list of all homes/properties ever weatherized by their subgrantee. This list may not be purged but must be retained by the subgrantee and made available upon request. At minimum, the list must include the following:

- Full Address (street, city, zip)
- County
- Month/Year in which the weatherization was performed
- Original job number (if one was assigned)

16.3 WAP Database

Every approved application is to be entered into the WAP database. Subgrantees are required to ensure that all data is timely and accurately entered and updated for proper case management and correct reporting purposes.

16.4 Operational Plan

Every subgrantee is required to submit an Operational Plan to THDA for review and approve, utilizing a template provided by THDA. If the submitted and approved Operational Plan conflicts with federal or state regulations or requirements, the federal and/or state requirement takes precedence.

16.5 Procurement of Services

Subgrantees are required to procure services in accordance with federal and state procurement regulations. Please refer to item 16.4 regarding conflicts.

16.6 Management of Work

All subgrantees are to administer and manage their programs in such a way as to ensure that properties are timely and accurately weatherized, and that provides for all funding allocations to be spent within the program year for which they are allocated.

16.6.1 Oversight of Work Being Performed

Subgrantees shall provide oversight of work while it is in process. This can include review of information provided by auditors to ensure accuracy and completeness, sufficient detail provided in all work orders, timeliness of scheduling and conducting assigned audits, and customer service and satisfaction.

Subgrantees are encouraged to have staff, as possible, to perform unannounced visits to job sites where work is in process. This allows the subgrantee to determine the contractor and his staff at work, and to also verify compliance with OSHA, RRP, LSW and employee compliance with program requirements. Customer service and care of the job site while work is being performed is also important. If unable to make an on-site visit, the subgrantee may opt to contact the client while the work is in process, checking in to make sure everything is proceeding as planned.

16.6.2 Addressing Poor Performance

Subgrantees are expected to monitor and address poor performance and workmanship issues for all staff, including energy auditors (employee or contracted) and weatherization contractors approved to work for their subgrantee. This can include probation, suspension, or termination of the individual/entity from future participation in the program with that subgrantee.

16.6.3 Corrective Action Plans

If a monitoring visit by THDA, DOE, the State, or their representatives, either programmatic or technical, results in areas of concern or findings being identified that were not corrected at the time of the visit, the subgrantee must provide a written corrective action plan that addresses the steps the subgrantee has taken to correct the identified issue, and measures the subgrantee is putting in place (with a timeline) to prevent future occurrences. All corrective action plans must be provided to THDA within the timeframe as defined in the written report.

Failure to submit the required corrective action plan, or failure to comply with the submitted and approved corrective action plan, can result in the subgrantee's contract being reduced, and funds reallocated, or termination of the contract.

16.7 Client Appeal Processes

Every subgrantee shall develop an appeal/grievance process and submit this process for approval as part of their Operational Plan. Every client must be notified of their right to appeal, and the subgrantee's appeal process. The subgrantee must comply with their submitted and approved process. Further, every subgrantee shall maintain documentation related to client appeal requests and outcomes and provide such records upon request.

16.8 Client Confidentiality and Protection of Records

Strict standards of confidentiality of records and information shall be maintained in accordance with applicable state and federal law. All material and information, regardless of form, medium or method of communication, provided to the Grantee by the State or acquired by the Grantee on behalf of the State shall be regarded as confidential information in accordance with the provisions of applicable state and federal law, state and federal rules and regulations, departmental policy, and ethical standards. Such confidential information shall not be disclosed, and all necessary steps shall be taken by the Grantee to safeguard the confidentiality of such material or information in conformance with applicable state and federal law, state and federal rules and regulations, departmental policy, and ethical standards. The Grantee's obligations under this section do not apply to information in the public domain; entering the public domain but not from a breach by the Grantee of this Grant Contract; previously possessed by the Grantee without written obligations to the State to protect it; acquired by the Grantee without written restrictions against disclosure from a third party which, to the Grantee's knowledge, is free to disclose the information; independently developed by the Grantee without the use of the State's information; or, disclosed by the State to others without restrictions against disclosure. Nothing in this paragraph shall permit Grantee to disclose any information that is confidential under federal or state law or regulations, regardless of whether it has been disclosed or made available to the Grantee due to intentional or negligent actions or inactions of agents of the State or third parties. It is expressly understood and agreed the obligations set forth in this section shall survive the termination of this Grant Contract.

16.9 Client Education

Client education can be one of the most cost-effective energy conservation measures. Clients will control their energy consumption, within limits, if they are aware of energy conservation habits and the benefits of this program. It is a goal of WAP to educate, promote and maintain good relationships with our clients, assist with health and safety awareness, remediate potential health and safety concerns within program guidelines, and advocate energy savings measures that will benefit our clients the most.

A supply of client education kits will be provided to each subgrantee, as part of the program's partnership with TVA. The subgrantee is to provide the energy auditor with a kit, to be delivered at the time the pre-audit is conducted, with the auditor to go over the items in the kit and install the CFL bulbs included in the kit in high-use rooms of the home. Client education continues throughout the pre and post audit process and is an important part of the auditor's role.

The subgrantee can provide additional client education to the applicant throughout the application and installation process. This may include items such as energy efficiency materials, counseling in either a group or private setting, etc. Subgrantees may also wish to use a client education checklist, to document what has been provided to the client to assist them in conserving their energy usage, as a best practice.

The WAP Database will require the subgrantee to document the client education provided for every client served. This information is an important part of the agreement with TVA, and that allows us to provide the client education kits to our clients, free of charge.

CHAPTER 17

WAP Database

Subgrantee staff will be provided access to a THDA database that may be accessed through the internet. All approved applications are to be entered by the subgrantee into this database. As applicants are selected for weatherization, their case information will be updated in the database. It is critical that all cases are updated timely and accurately. This database will not only provide data for the purposes of case managements for both the subgrantees and THDA but will also serve as the data source for the TN WAP federal reports.

The database provides the user with messages that identify those fields that are mandatory, and navigation of the tabs.

17.1 Approved Users

Only those users approved by the subgrantee's designated authority will be permitted access to the database. Approved users will be provided a link to the database for purposes of registration. The user's email address is the user id. An email address may only be associated to a single subgrantee. A user may only access and update data associated with their subgrantee of record.

All users associated to a specific subgrantee will have access to inquire and update all open jobs for that subgrantee.

17.2 Database Functions

The user may select from the following options:

- Add Jobs
- Search Jobs
- Add Prior WAP
- Reports

17.2.1 Add Jobs

This function is used to add new jobs to the database. When a user adds a new job, the database will automatically assign the job number following the completion and saving of data on the first screen. The job number will have the prefix of the user's associated subgrantee.

17.2.2 Search Jobs

The search function is used to locate jobs already in the database. The user may search using a single or a combination of search options. These options include:

- Subgrantee (will default to the subgrantee of record for the user)
- Auditor Name
- Multi-Family – Building ID
- County (only those counties within the subgrantee's service area)
- Client Last Name

- Contractor Name
- Job Number (the user's associated subgrantee's prefix will be pre-populated)
- Job Status
- Zip Code

If multiple job numbers are returned as a result of the search, a listing will be provided. If the search results in only a single possibility, the system will take the user directly to the Client Info screen for that job. If no results are found, the user will receive a message to that effect.

17.2.3 Add Prior WAP

This feature allows the user to enter data related to jobs that were completed prior to the implementation of the DHS and/or THDA WAP Databases. This function will allow the creation of a statewide listing of all units weatherized under the program. Such a listing will allow the user to also search for instances of prior WAP, thereby reducing the possibility of weatherizing a unit that had previously been weatherized and may not be eligible for further weatherization.

Note: Any new job that is designated as a "Re-Weatherization" must have the prior WAP job information entered in the database before it can be entered.

17.3 Database Tabs

Data in the system is tied to the specific job number, with the data for the specific job organized by tabs.

17.3.1 Client Info Tab

This is the first tab in the series, and the first one to be filled out. It collects client demographics. The user must complete all sections except for Client Education when entering a new job. "Save" and "Continue" will take the user to the second tab and assign the job number for the unit.

Prior to entering any new job, the user is to search the database and subgrantee file to ensure the property has not been weatherized previously.

17.3.2 Property Detail Tab

This tab collects data related to the property to be weatherized. If the applicant rents the property, the landlord information, including the rental agreement check box and sign date are captured in a pop-up box on this screen.

17.3.2.1 Landlord

The landlord information will be required if either Renter Occupied Site Built or Renter Occupied Mobile Home is selected under Building Classification. The information will be required before the user can move to the next tab.

17.3.3 Pre-Audit Tab

The pre-audit tab captures information regarding the pre-audits assigned and conducted on the job. The auditor assigned is also captured, and in the event the auditor is contracted, the amount paid for the audit is entered by the user. Once the user has entered a Date Received, the application status will be automatically changed from "Approved-Wait List" to "In Process".

A pre-audit determination is entered, based on the findings of the auditor. A determination will be made of either:

- Approved for Bid, or
- Deferred

If approved for bid, the user may access the Contractor tab. If not approved for bid, the Contractor tab may not be accessed.

If the auditor determines the job is deferred, the user must select the reason for deferral from the drop-down box that is displayed when “Deferred” is selected. When selecting deferred as the audit determination, the user must also change the Application Status to “Deferred”.

A history of all pre-audits conducted will be retained by the system and may be accessed from this screen.

17.3.4 Contractor Tab

The Contractor tab becomes available to the user when the pre-audit has been conducted, and the job determined to be approved for Bid. The Contractor tab captures data associated with the job posting and awarding of the contract, including the contractor who was awarded the work to be performed.

17.3.4.1 Contractor Name

Only the names of the Contractors that have been approved to work for that subgrantee will be displayed. Once selected, the system will auto-populate the contractor’s name, address, and license number. A contractor may only have a single address associated. Since some contractors work for multiple agencies, any updates required to the contractor’s information must be provided to THDA, who will in turn update the system.

17.3.4.2 Bid Amounts

Information regarding the accepted and awarded bid amounts for the job are to be entered on the screen, broken out into ECM/IR and Health and Safety. The system will automatically calculate and populate the Total Bid field. Any updates to the amounts must also be entered, thereby creating a history of change orders. The system will retain history of all changes to the bid amounts.

When completing the job, and before it can be closed, the amount on the Contractor Tab and the Job Details Tab must match.

17.3.5 Post-Audit Tab

This tab collects data related to the post audits conducted on a specific job. Each audit conducted must have a determination reason selected from the drop-down table. Options are:

- Passed
- Failed
- Client Refused

A job cannot be closed if the last audit has a determination of Failed. Subsequent audits will be performed.

If the job is passed, the job may be closed once all data has been entered into the system on all the tabs. If information is incomplete on any tab, the user will be directed to complete the required information

before the job may be closed. When all job information is complete, the user will have to enter the Invoice Date to close the job. This will be checked against by THDA when processing invoices.

If the audit results in a determination of “Client Refused”, the job may only be closed with an application status of “No Final”. This is only entered after the subgrantee has followed all procedures as outlined in the manual and it is determined that a post audit cannot be conducted. A case that with a final status of “No Final” may be paid but cannot be reported to DOE as completed unit. The amount paid for the job will be included when calculating the average cost per job, however.

17.3.6 Job Cost Tab

This tab captures the details of the work that was performed on that specific unit, along with the final cost per measure, broken out into materials and labor. Diagnostics related to blower door results are also documented on this screen.

17.3.6.1 Pre and Post WAP CFM

These fields capture the pre-weatherization and post-weatherization blower door readings. Once entered, the system auto-calculates and displays the results.

17.3.6.2 LCM (Low-Cost Measures)

If low-cost measures were provided for the home, the user indicates by check the LCM box. The cost of the measures is then entered with a value of \$50 or less.

17.3.6.3 ECM/IR Measures

The user carefully selects the appropriate measure as performed for the unit, and as indicated on the work order, and enters the labor and materials cost, broken out. The system automatically totals the costs and displays them. Costs are compared to those entered on the Contractor tab.

17.3.6.4 Health and Safety Measures

All health and safety measures, and their expenses, for the job are entered on this screen. Individual items are auto-calculated by the system and displayed.

17.3.6.5 Total Job Costs

The system auto-calculates and displays the total job costs. If the job had a contractor penalty, the user must enter that amount. The system displays the job total both pre- and post-contractor penalty application. This must match the contractor invoice and the amount entered on the Contractor tab.

It is critical that users enter all costs in the appropriate fields. We will be using this data to track and estimate expenditures throughout the program year, and for revision of the audit cost library.

17.4 Application Status

Each job will have an application status assigned.

- *Approved-Wait List*: Every newly approved application entered into the database will default to this application status. The job will retain this status until one of the following occurs:
 - o The job has a date entered into the Pre-Audit tab.
 - o The user has changed the application status to Terminated or Deferred. Jobs with a status of Approved-Wait List will be on the Priority Point report.

- *In Process*: A job’s application status automatically changes to In Process when the initial pre-audit is assigned. This status indicates the job has been selected for and is in the process of weatherization.
- *Terminated*: The user can change the application status to Terminated provided no funds have been spent on the job (including the cost of any contracted audit). If the user changes the status to Terminated, a drop-down box will display. The user must select the reason for the termination of the case. Once the application status has been changed to Terminated, the case cannot be updated by the user. Only THDA admin can make a change to the case or the application status.
- *Discontinued*: The user can change the application status to Discontinued, if some funds have been spent on the job, such as the cost of a contracted audit, but weatherization has not been performed. A designation of Discontinued will allow the user to invoice for those costs.
 - o If the user changes the status to Discontinued, a drop-down box will display. The user must select the reason for the discontinuation of the case. Once the application status has been changed to Discontinued, the case cannot be updated by the user. Only THDA admin can make a change to the case or the application status.
- *Deferred*: The user is to change the job status to Deferred to reflect such a determination. The user can change the status back to Approved-Wait List, In Process, Terminated or Discontinued, depending on the circumstances of the case.
- *Closed*: The user changes the status to Closed when all weatherization work has been performed, it has a passed post audit, job costs are entered, and all data – including information related to client education – has been entered into the case. This allows the job to be counted as a completed unit in the month in which the application status was changed to Closed. Once a job has been changed to Closed, only a THDA admin role can update the case.
 - o *Note: The job will need to be included on the invoice for the month in which it was closed. This allows our fiscal and program federal reports to balance.*
- *No Final*: The user selects the application status of No Final when the job has been completed, all data entered, but a post audit could not be performed because the client refused to cooperate or for reasons outside of the subgrantee’s control. A case that with a final status of “No Final” may be paid but cannot be reported to DOE as completed unit. The amount paid for the job will be included when calculating the average cost per job, however.

17.5 Reports

Users will be able to see reports for their associated subgrantee. Only users with THDA Admin profiles will see statewide report results.

17.5.1 Completed Units

This quarterly report provides data for compliance with DOE federal program reports. Quarters are tied to State fiscal year. Only those jobs that were closed within the report quarter are included on the report. Re-weatherization jobs are included as a separate count.

17.5.2 Pre-Audit Completed

This report provides a list of any job where there is a pre-audit conducted date, with a determination of “Approved to Bid” but there is not a date entered in the Job Posting date on the Contractor tab. This report identifies those jobs that are ready to be posted for bid.

The report provides a list of all jobs for that subgrantee that met the above conditions, with a link to the actual job from the report.

17.5.3 Job Status

This is a report that provides the subgrantee with a list of all their jobs. Data is real time, and valid as of the date/time the report is ran. Report fields are:

- County
- Job Number
- Client Name
- Approval Date
- Application Status

17.5.4 Job Process

This case management report provides the user with a listing of all jobs with a current status of “In Process” and where the job is in the process. This report relies on the timely updating of case data to be a useful case management tool. The user selects from the following options and can link to the specific job from the results returned.

- *Pre-Audit Assigned*: Includes those jobs where a pre-audit has been assigned but not conducted.
- *Pre-Audit Conducted*: There is a pre-audit conducted date in the system, with a status of Approved for Bid, but the job does not have a Date Job Posted on the Contractor tab. This helps to identify those jobs ready to be posted for bid.
- *Jobs Posted*: This identifies those jobs that have been posted for bid but have not yet been awarded.
- *Jobs Awarded*: This identifies those jobs where the contractor has been awarded the job, but it has not been referred for a post audit. These will be those jobs with the contractor, currently in the process of having weatherization performed.
- *Post Audit Assigned*: The contractor has reported the job is finished, and the auditor has been assigned to conduct the post audit, but it has not yet been completed.
- *Post Audit Complete*: This identifies those jobs where the post audit has been conducted and completed with a finding of either “passed” or “no final”. These are jobs that are ready to be closed.

17.5.5 Priority Point Listing

This report provides a list of jobs by priority points assigned. The report only includes those jobs with an application status of Approved-Wait List. Subgrantees may only view the list for the counties they serve. The list is sorted by county, and then by priority points – highest to lowest.

No job should ever have more than 100 priority points.

17.5.6 Duplicate Addresses

This report includes all jobs that have the same address in the database. It is used to prevent duplicate entries, and as a case management report for data clean up. It includes the following fields:

- County
- Street address
- City
- Number of duplicate records
- List of job numbers for that address – the report will provide a link to each of the job numbers.